Better Bins Plus: Go FOGO

Kerbside collection program

Annual report

# Section A: organisation and contact details

|  |  |
| --- | --- |
| Local government | Click here to enter text. |
| Chief Executive Officer | Click here to enter text. |
| Address | Click here to enter text. |
| Project manager/officer who prepared this report  | Click here to enter text. |
| Position | Click here to enter text. |
| Phone | Click here to enter text. |
| Email | Click here to enter text. |
| Preparer sign and date | Click or tap here to enter text. |
| Previous Better Bins participation | [ ]  Yes [ ]  No |

# Section B: project status

|  |
| --- |
| Food organics and garden organics delivery  |
| Food organics and garden organics (FOGO) kerbside collection service was implemented in the following period(s): |
| [ ]  2017–18 | [ ]  2018–19 | [ ]  2019–20 | [ ]  2020–21 |
| General waste bin size |
| [ ]  The smaller general waste bin volume (equal to or less than 140L per fortnight) was implemented prior to the report period. OR[x]  The transition to a smaller general waste bin volume (equal to or less than 140L per fortnight) was achieved during the 2020/21 report period. OR[ ]  The transition to a smaller general waste bin volume will be achieved in the following year(s):  |
| [ ]  2021–22 | [ ]  2022–23 | [ ]  2023–24 | [ ]  2024–25 | [ ]  2025–26 |  |
| Report period |
| Select the relevant financial yearIf the project spans multiple financial years, you are still required to report annually | [ ]  2020–21: due 31 July 2021[ ]  2021–22: due 31 July 2022[ ]  2022–23: due 31 July 2023[ ]  2023–24: due 31 July 2024[ ]  2024–25: due 31 July 2025[ ]  2025–26: due 31 July 2026 |
| Project summary |
| Short description of the services achieved as part of the Better Bins Plus: Go FOGO program | Click or tap here to enter text. |
| Status  |
| Check the box that best describes the overall status of your project  | [ ]  On track[ ]  Ahead of schedule[ ]  Behind schedule Has a project variation been issued? [ ]  Yes [ ]  No[ ]  Complete End date: Click or tap to enter a date. |
| Milestones and timing  |
| Provide details of major milestones, any challenges and delays, and the key dates | Click or tap here to enter text. |
| Variation(s)  |
| Provide details of changes to rollout schedule and/or project end date that may require a variation to the funding agreement | Click or tap here to enter text. |
| Organics and market development  |
| [ ]  FOGO-derived products were purchased and used by your organisation | Quantity |   |
| Value | $  |
| [ ]  GO-derived products were purchased and used by your organisation  | Quantity |   |
| Value | $  |
| [ ]  No purchase or use of FOGO/GO-derived products by your organisation |
| Describe market development opportunities for organic products during the financial year. What were the opportunities and barriers; where were the organic products used?  |
| Click or tap here to enter text. |
| How many employees/positions supported this project? Were there any additional jobs created within your organisation to implement the project (either directly or indirectly)? Please describe these roles. |
| Click or tap here to enter text. |

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| Project partners List partner organisations (including consultants, contractors) and describe their role. Include the number of new jobs created by this project for each partner organisation. |
| Partner | Role | New jobs created |
| Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
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# Section C: funding agreement

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| Clause 5.4 of the funding agreementCategorise the expenditure for the project in the table below. This should include spent funds up to the end of the financial year, exclusive of GST. In Clause 5.4, the recipient is required to provide an annual certification of this information from an independent accountant or auditor who is a member of a recognised professional body and is not an employee or otherwise affiliated with the recipient. The certification must be supplied with this report by 31 July and include evidence of the receipts and invoices.  |

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| --- | --- | --- | --- |
| Categories (*examples – add or delete*)Please note that not all categories are covered by grant funding. However, additional project costs and any contribution made to ensure the project’s success can be explained here. | Budget | Grant funding | Recipient contribution |
| Accounting and legal fees |   | N/A |   |
| Administration costs |   | N/A |   |
| In-house staff costs |   | N/A |   |
| Consultants and subcontractors  |   | N/A |   |
| Capital items/infrastructure (list)  | Click or tap here to enter text. |   |   |   |
| Equipment and implementation (list) | Click or tap here to enter text. |   |   |   |
| Freight and transport |   |   |   |
| Insurance |   | N/A |   |
| Market development actions (list)  | Click or tap here to enter text. |   |   |   |
| Printing, advertising and distribution, and other complementary measures (list) | Click or tap here to enter text. |   |   |   |
| Other (please detail)  | Click or tap here to enter text. |   |   |   |
| Other (please detail) | Click or tap here to enter text. |   |   |   |
| Other (please detail) | Click or tap here to enter text. |   |   |   |
| Subtotals |   |   |   |
| Total project expenditure (exclusive of GST) |  |   |   |

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| Clause 6.2 of the funding agreement Were you required to approach your council to endorse the transition to smaller general waste bins? If yes, describe how many times the council was approached, and the outcome(s).  |
| Click or tap here to enter text. |

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| Clause 6.3 of the funding agreement If you were required to transition to Australian Standard colours in the funding agreement, please describe the outcome of the transition or any arrangements relating to it.  |
| Click or tap here to enter text. |

# Section D: details of the kerbside FOGO service

Better Bins Plus: Go FOGO participants can provide details of the kerbside service and infrastructure delivered to households. Even if you did not use Better Bins Plus: Go FOGO funding for ‘Investment type A: Infrastructure’, please complete this section of the report to indicate the infrastructure provided by your organisation at the end of the financial year.



## Table 1: households with kerbside services

| Type of infrastructure  | Number of single-unit dwellings  | Other types of dwellings | Total | Number of households without a kerbside collection service |
| --- | --- | --- | --- | --- |
| FOGO (three bin) | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| GO (three bin) | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Two bin | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| One bin | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Kitchen caddies provided | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Kitchen caddy liners distributed | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

## Table 2: infrastructure details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Details  | Lid colour | Size | Number of households with an exception to standard bin size (a variation to standard services)\* | Frequency of collection | Contamination rate\*\* |
| General waste | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| Recycling | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| GO | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |
| FOGO | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. | Click or tap here to enter text. |

\*Households with an exception to the standard bin size (a variation to standard services) must be justified by attaching the assessment process used to determine the eligibility for the variation at Section H.

\*\*The contamination rate is derived from feedback from the processing facility or from an audit program. Please attach the information used to derive the contamination rate to this report in Section H.

# Section E: complementary measures delivered

Better Bins Plus: Go FOGO participants are required to develop and implement a complementary measures plan to support the effective implementation of the kerbside service.

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| [ ]  The WasteSorted toolkit was used to inform messages and deliver consistent communications. OR |
| [ ]  Communications and engagement materials that align with the WasteSorted toolkit were used to inform messages and deliver consistent communications. |

|  |  |  |
| --- | --- | --- |
| Communications: internal  | Implemented | Evidence attached |
| Provide staff training and information packs to handle enquiries and complaints (including drivers, operations and customer service staff) |[ ] [ ]
| Develop FAQ response sheet |[ ] [ ]
| Provide information packs to key stakeholders (including councillors, local and federal MPs and CEOs) |[ ] [ ]
| Provide general staff information and displays in common areas (e.g. tea room) |[ ] [ ]
| Provide information on the Intranet |[ ] [ ]
| Other – specify: | Click here to enter text.Click or tap here to enter text. |[ ] [ ]
| Other – specify: | Click or tap here to enter text. |[ ] [ ]
| Other – specify: | Click or tap here to enter text. |[ ] [ ]

| Communications: community  | Implemented  | Evidence attached |
| --- | --- | --- |
| Send a letter to residents to inform them of upcoming changes to their collection service  |[ ] [ ]
| Mail out flyers or key information |[ ] [ ]
| Develop ‘on hold’ messages for reception phones |[ ] [ ]
| Ensure website content is up to date and consistent with other communications |[ ] [ ]
| Prepare media statements and newspaper advertising (community newspapers) to raise community awareness and understanding |[ ] [ ]
| Deliver social media messages to inform residents of changes and provide an opportunity for them to comment |[ ] [ ]
| Provide information in your local government magazine or newsletter |[ ] [ ]
| Undertake radio advertising and community service announcements |[ ] [ ]
| Encourage and respond to enquiries using online platforms |[ ] [ ]
| Conduct interactive shopping centre displays which are highly visible |[ ] [ ]
| Run community information sessions or focus groups |[ ] [ ]
| Prepare displays or host fun educational activities at major free family events  |[ ] [ ]
| Conduct school talks and presentations |[ ] [ ]
| Advertisements on trucks (decals) |[ ] [ ]
| Advertisements on bus backs, shopping centre panels, cinema advertising  |[ ] [ ]
| Provide videos about FOGO on website and social media |[ ] [ ]
| Provide an information booklet and waste calendar (containing images of the required bin infrastructure) |[ ] [ ]
| Provide magnets or stickers as prompts for correct waste sorting |[ ] [ ]
| Provide bin stickers with key information |[ ] [ ]
| Provide a free kitchen caddy with compostable liners |[ ] [ ]
| Ensure multiple channels for public enquiries (online, email, phone, in person) |[ ] [ ]
| Develop online games so the community can test their knowledge in a fun and interactive way |[ ] [ ]
| Create displays or posters at council contact points (admin buildings, sport centres, libraries) |[ ] [ ]
| Run a competition |[ ] [ ]
| Engage volunteers, such as Earth Carers, to assist with education |[ ] [ ]
| Other – specify: | Click or tap here to enter text. |[ ] [ ]
| Other – specify: | Click or tap here to enter text. |[ ] [ ]
| Other – specify: | Click or tap here to enter text. |[ ] [ ]

| Monitoring and evaluation | Implemented | Evidence attached |
| --- | --- | --- |
| Keep a record of all communication and engagement activities |[ ]  [ ]  |
| Keep a record of all issues raised by residents  |[ ]  [ ]  |
| Conduct community surveys to understand community perceptions and monitor behaviours |[ ]  [ ]  |
| Monitor bin placement and participation rates (for example, identifying 80% of all FOGO bins are put out for collection but only 50% contain food organics) |[ ]  [ ]  |
| Gather stakeholder feedback |[ ]  [ ]  |
| Collect tonnage data to monitor increases in organics and decreases in residual waste |[ ]  [ ]  |
| Conduct waste audits  |[ ]  [ ]  |
| Conduct bin tagging to monitor household disposal behaviours and provide immediate and personal feedback to correct and improve behaviours |[ ]  [ ]  |
| Use vehicle cameras to capture bin contents and GPS location data to support engagement and monitor compliance |[ ]  [ ]  |
| Other – specify:  | Click or tap here to enter text. |[ ]  [ ]  |
| Other – specify:  | Click or tap here to enter text. |[ ]  [ ]  |
| Other – specify:  | Click or tap here to enter text. |[ ]  [ ]  |

|  |  |  |
| --- | --- | --- |
| Responses  | Implemented  | Evidence attached |
| Modify communications in response to surveys, bin tagging and audits – provide positive feedback and specific instructions to correct behaviours | [ ]  |[ ]
| Provide warning letters or face-to-face engagement with residents with high contamination |[ ] [ ]
| Remove or adjust kerbside services in instances of regular or persistent non-compliance |[ ] [ ]
| Other – specify:  | Click or tap here to enter text. |[ ] [ ]
| Other – specify:  | Click or tap here to enter text. |[ ] [ ]
| Other – specify:  | Click or tap here to enter text. |[ ] [ ]

# Section F: funding calculation and adjustments based on actual delivery to households

Please indicate to which investment priorities Better Bins Plus: Go FOGO funding was applied.

|  |  |
| --- | --- |
| Investment priority | Expenditure of funds |
| [ ]  **Investment Type A** **–** **Infrastructure** to optimise the rollout of better practice FOGO services to single-unit dwellings  | Infrastructure to achieve minimum service requirements as described in Section D. |
| [ ]  **Investment Type B – Complementary measures** | Complementary measures which target the performance of the three-bin FOGO system. |

If you ticked only an **Investment Type B – Complementary measures** project because your local government had implemented FOGO services prior to 2020–21, you do not need to complete Table 3. Go to Section G.

Please indicate the number of households scheduled to receive, and actually receiving, three‑bin FOGO services in each financial year.

## Table 3: forecast delivery and funding calculations

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Number of single-unit dwelling households | Number of other households, such as multi-unit dwellings | Total number of dwellings | Funding rate for local governments that have not accessed Better Bins funding  | Funding rate for existing Better Bins local governments | Total eligible funding (total dwellings x funding rate)  |
| New FOGO kerbside services delivered in 2020–21 |   |   |   | $25 | $15 | $  |
| Forecast for delivery in 2021–22 |   |   |   | $23 | $14 | $  |
| Forecast for delivery in 2022–23 |   |   |   | $21 | $13 | $  |
| Forecast for delivery in 2023–24 |   |   |   | $19 | $12 | $  |
| Forecast for delivery in 2024–25 |   |   |   | $17 | $11 | $  |
| Forecast for delivery in 2025–26 |   |   |   | $15 | $10 | $  |
| Total |   |   |   | N/A | N/A | $  |

# Section G: evaluation of the project

If you are finalising your project, participants must provide written information about the project as described below. Please complete the following sections.

If your project is to continue into the next financial year, you do not need to complete Section G. Go to Section H.

### Implementation information, community attitudes and results

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| --- |
| Describe the objectives of the project, how they have been met (or not) and identify any challenges and lessons learnt. |
| Click or tap here to enter text. |

|  |
| --- |
| What were the main challenges in rolling out infrastructure and/or the complementary measures? Please describe them and the actions taken to address the challenges. |
| Click or tap here to enter text. |

|  |
| --- |
| Area(s) in which the new service was delivered? |
| Click or tap here to enter text. |

|  |
| --- |
| How has the community responded to the new service? Do you have any information or reports on community attitudes towards your council’s waste services? If so, please provide your insights and details/copies of source information. |
| Click or tap here to enter text. |

|  |
| --- |
| Have waste audit reports been undertaken? If so, what were the results? (Please provide facts, figures and insights.) |
| Click or tap here to enter text. |

|  |
| --- |
| Were there any special features of your project which you would like to highlight? (For example, the development of a specific app, or the design and implementation of public workshops to tackle contamination.) Describe how any special features impacted the success of the project. (Please provide facts, figures and insights.) |
| Click or tap here to enter text. |

### Investment and infrastructure

|  |
| --- |
| Where did your organisation start in the project’s implementation (i.e. was a two-bin, GO or FOGO service already in use)? What were the challenges and what went well? |
| Click or tap here to enter text. |

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| Was the in-home infrastructure well received (or not)? Did the in-home infrastructure impact the contamination rate (or not)? How were any variations to the standard service assessed? What sorts of solutions were implemented to ensure consistency between the standard service and variations? |
| Click or tap here to enter text. |

### Communications and the WasteSorted toolkit evaluation

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| Did you use the WasteSorted toolkit? If so, was it easy to use and what would make it easier? Was the toolkit effective (or ineffective)? What would have helped make this more successful?  |
| Click or tap here to enter text. |

|  |
| --- |
| Was there any tailored work undertaken for this project? Was there a cost saving identified in using the toolkit?  |
| Click or tap here to enter text. |

|  |
| --- |
| Do you have any information or reports to indicate how the complementary measures implemented have affected waste and recovery data or the quality of recycled products? If so, please provide your insights and details/copies of source information. |
| Click or tap here to enter text. |

|  |
| --- |
| To what extent did the program benefit and change community waste and recycling behaviours? What was the biggest barrier in communicating with your community?  |
| Click or tap here to enter text. |

### Kerbside service variations and other programs

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| Describe the circumstances of households not using the standard kerbside service. How were the household’s needs evaluated? What bin configurations are being used?  |
| Click or tap here to enter text. |

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| Are there other waste collections and services overseen by your organisation and how have they been impacted? (For example, verge side collections, e-waste, and/or household hazardous waste.)  |
| Click or tap here to enter text. |

### Environmental, social and economic benefits of the project

|  |
| --- |
| Describe the contribution the project made to achieving the diversion targets in the *Waste Avoidance and Resource Recovery Strategy 2030*. Avoid, recover and protect are all objectives in the waste strategy, were these impacted through the kerbside service?  |
| Click or tap here to enter text. |

|  |
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| What were the resulting environmental, social and economic benefits? |
| Click or tap here to enter text. |

### Financial information

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| --- |
| What was the overall budget for this project? Was there financial contribution from your organisation? If there were collection service cost savings, please list and explain them.  |
| Click or tap here to enter text. |

|  |
| --- |
| Please list and explain any changes to waste charges to residents, including rate charges. |
| Click or tap here to enter text. |

### Acknowledgements and media

|  |
| --- |
| Describe how the project acknowledged the contribution from the Waste Avoidance and Resource Recovery Account. |
| Click or tap here to enter text. |

|  |
| --- |
| Are there any current or upcoming media opportunities arising from the completed project or the achievements thus far?  |
| Click or tap here to enter text. |

### Market development and closing the loop

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| --- |
| Describe how contamination was managed to ensure a marketable end product. Did your organisation purchase and use organic products? What would have supported an increased uptake?  |
| Click or tap here to enter text. |

# Section H: attachments

|  |
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| Attachments |
| Attachment title | Description |
| Click or tap here to enter text. | Click or tap here to enter text. |
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# Section I: local government approval

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| The information given in this report and all attached documents are complete and correct to the best of my knowledge, information and belief.  |
| Chief Executive Officer’s signature |  |
| Chief Executive Officer’s name | Click here to enter text. |
| Date | Click here to enter a date. |