



Scheme design and roll-out

FACTSHEET 10

*Food and Garden Organics
Best Practice Collection Manual*

Considerations prior to roll-out

1. Securing a suitable processing facility
2. Trialling your scheme prior to roll-out
3. Ensuring access to appropriate equipment
4. Implement a communication and education program
5. Appropriate design of collection rounds
6. Appropriate timing
7. Measuring performance

Flexibility in service

- Flexibility in service may include:
 - Supplying non ventilated bench top kitchen caddies means that they can be used with and without liners
 - Making liner bags available on request for those householders who would like to participate in a food collection services can help address the 'yuk' factor
 - Continuing to support home composting when a kerbside food collection service is available will provide best outcomes
 - Increasing food and garden organics collection frequency during summer when hotter weather may cause increased complaints about odour, fermentation flies and maggots, can help address nuisance issues

1. Accessing suitable processing facility

- Type of scheme will determine processing requirements
- When introducing a collection scheme, it is advisable to:
 - Seek to fix treatment costs by securing gate fees (or a portion of gate-fees, for example covering core processing costs but not other factors, like landfill levy impacts on residual waste) for the organics over the duration of the trial
 - Check that markets have been secured for the finished compost.
 - Ensure arrangements for dealing with contamination are specified in the contract (for example responsibilities, contamination limits, and who pays if loads are rejected).

2. Trialling

- Any new kerbside organics collection system should be trialled before full-scale implementation in order to identify any local issues or knowledge gaps.
- Trials can encourage community debate and help fine tune program / service components such as education, communication and infrastructure.

3. Provision of Equipment

- Delivery of kerbside bins and caddies can be time-consuming and costly. The following items may need to be distributed as part of the organics collection scheme:
 - Kerbside bin
 - Kitchen caddy
 - Liners
 - Education materials (these are discussed in the following section)

4. Implementing communication & education

- There are a number of clear stages when conducting communications campaigns:
 - Pre-launch communications
 - Information when the service is rolled out
 - A monitoring and evaluation program
 - On-going education and communications to householders throughout the life of the collection service.

4. Implementing communication & education (continued)

- Key issues to consider:
 - **Prepare a communications plan** (12 months before service commences) including a budget and scheduling of when activities should take place (and by who)
 - **Engage the communications/PR departments** of council early on when planning and developing communications
 - **Seek early stakeholder involvement** from senior council management and councillors when planning new services to ensure their support
 - **Allow sufficient funding** for the first few years of the new service with the resourcing levels decreasing over time
 - **Consider a partnership approach** with the collection or processing contact to help resource the communications and to obtain their input in communications

5. Designing collection rounds

- Factors affecting collection rounds include:
 - Travel to start of round
 - Crew breaks
 - Travel to treatment facility
 - Travel back to round or return to depot
 - Ancillary time for vehicle checks and cleaning
 - Demographics and geography of the area
 - Number of set outs
 - Location of set outs
 - Loading time for each set out
 - Work rate of operatives
 - Fill rate of vehicles.

6. Appropriate Timing

- Consider impacts of:
 - Seasonality
 - Potential extreme weather conditions
 - Public and school holidays
 - Major sporting events, elections, roadworks or local events.
- A staged roll-out occurring progressively for each collection area of the LGA over a period of several weeks will allow for major issues to be identified and improvements made to the process.

7. Measuring performance

Methods to demonstrate the effectiveness of a scheme may include:

Method	How?
1 Tonnage data analysis	Request data from facility operator
2 Waste auditing	Contract specialist company to undertake composition analysis
3 Set out & participation rate monitoring	Identify area, conduct visual inspection on (3 consecutive) collections, record households who have placed bin(s) out for collection.
4 Organics capture analysis	As method 2, conduct a tailored waste audit
5 Stakeholder feedback	Conduct focus groups and / or surveys (door to door, roadshows, events, public places)
6 Communication evaluation	Compare baseline data and results of above methods in areas you targeted with your communications campaign

NB: Information in this presentation is taken from the *Food and Garden Organics Best Practice Collection Manual* (2012) published by the Department of Sustainability, Environment, Water, Population and Communities. The full document is available on the department's website

www.environment.gov.au/wastepolicy/publications/organics-collection-manual