



Understanding the possible risks

FACTSHEET 6

*Food and Garden Organics
Best Practice Collection Manual*

Organics collection risks

- Potential risks are as follows:
 - Inadequate project management
 - Poor communication
 - Bungled roll-out of service
 - Difficult properties
 - Householders not participating
 - Contamination
 - Nuisance factors (vermin, pests, malodours)
 - Impact of home composting
 - Contractual issues
 - Cost overruns
 - Lack of demand for generated products

Risk Matrix: identification & management



Risk	Mitigation
Inadequate project management	<ul style="list-style-type: none"> ✓ Once a decision is made to provide an organics collection service, a period of 12-18 months is required for planning –establishment and construction of any new facility will take a minimum of 3 years ✓ A detailed project management plan should be developed, adhered to and maintained ✓ Project management includes resource planning – both finance and staff ✓ Audits of waste streams and surveys of community attitudes should be conducted.
Poor communication	<ul style="list-style-type: none"> ✓ Residents must be kept informed and motivated ✓ Communications and community engagement must be long-term (established well before the scheme starts, and ongoing) ✓ Monitor and evaluate to measure success of communication, and to provide feedback to stakeholders.
Bungled roll-out of service	<ul style="list-style-type: none"> ✓ Trial an organics service on a proportion of the local government area ✓ Ensure access to appropriate equipment ✓ Have a well-designed public communication and education program ✓ Design efficient rounds that match the capacity of the collection vehicles and collection crew ✓ Measure performance over time ✓ Ensure additional staff during roll out to deliver equipment, answer enquiries, and respond to complaints and issues.

Difficult properties

- ✓ Provide a reasonably priced collection method that is convenient and secure
- ✓ Consider convenience, storage space constraints, pressures on available space, vehicle access, existing garbage collection arrangements, and acceptability to residents
- ✓ Ensure container choices are appropriate for the number of households served, the organics segregation arrangements, space availability and collection vehicles
- ✓ Identify range of properties and identify solutions.

Householders not participating

- ✓ Implement well-defined communication plans, including through local community networks, schools, community boards, residents and ratepayers groups
- ✓ Ensure convenience by minimising the effort required to separate organics, supplying kitchen caddies and liners to all or some households
- ✓ No direct additional cost for participating households
- ✓ Ensure the kitchen caddy and collection bin are easy to keep clean
- ✓ Make the community understand the need and benefits.

Contamination

- ✓ Conduct thorough community education, including a visit by waste and recycling educators and leaving a 'contamination tag' if required
- ✓ Make sure collection and education staff identify contaminated bins, and report them appropriately
- ✓ Withdraw organics collection bin and service from non-complying households
- ✓ Separate contaminants at the processing facility
- ✓ Develop a contamination management plan considering a range of responses for initial, periodic and entrenched contamination by identified households.

Nuisance factors

- ✓ Consider providing liners and aerated kitchen caddies to some households
- ✓ Encourage householders to line their caddies
- ✓ Encourage householders to empty the caddy regularly
- ✓ Encourage the use of deodorising spray/pads
- ✓ Provide local bin cleaning services and replace damaged bins
- ✓ Ensure that lids fit the kerbside bin properly
- ✓ Consider seasonality, and possible provision of weekly collections in summer and fortnightly collections in winter (for a combined service or garden organics only).

Impact of home composting

- ✓ Continue to encourage home composting.

Contractual issues

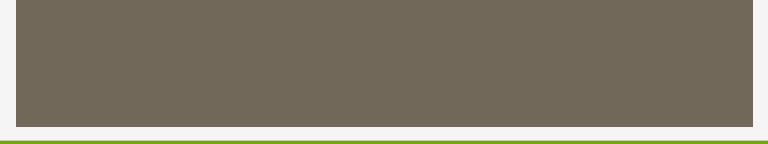
- ✓ Ensure contracts are flexible
- ✓ Ensure contract is subject to all standard KPIs related to the collection of recycling materials
- ✓ Facilitate cooperation between the contractor and council regarding collection related problems
- ✓ Share responsibility of contamination problems.

Cost overruns

- ✓ Plan carefully
- ✓ Implement sufficient and appropriate contingency plans
- ✓ Ensure contracts are flexible.

Lack of demand for generated products

- ✓ Ensure council departments use generated recycled organic products
- ✓ Support market development efforts
- ✓ Control contamination.



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