

4 Bin Kerbside Service

We're reviewing how the 4-bin kerbside system is working for households across Ballarat. Your feedback will help us understand what's working well and where changes may be considered, including how we can continue to reduce waste going to landfill. This survey takes around 5–10 minutes to complete.

Your household and waste service use

These questions help us understand how different households use waste and recycling services.

Please note: waste and recycling services are funded through the waste charge on your rates notice. Any future changes to services may impact these charges.

01. How would you rate your understanding and enthusiasm for recycling and the environment? **Required**

1 = No interest 2 = Not too interested 3 = Neutral 4= Supportive 5 = Passionate

On a scale between 1 and 5, and in increments of 1, provide your rating below.

02. Which suburb(s) in Ballarat do you live in or own property in? **Required**

03. Which of the following option best describes your home? **Required**

Select one answer only

- ☐ Stand-alone house
- ☐ Townhouse, villa or terrace house
- ☐ Flat, unit or apartment
- ☐ Retirement village or assisted living
- ☐ Other

04. How many people usually live in your home? **Required**

FOGO (Food organics garden organics)

05. We offer fortnightly kerbside collection of your FOGO bin. How often do you usually put your FOGO bin out? **Required**

Select one answer only
☐ Fortnightly
☐ Monthly
☐ Less than monthly

06. On average, how full is your kerbside FOGO bin when it is put out for collection? **Required**

Select one answer only
☐ Overfull
☐ Full
☐ 3/4 full
☐ 1/2 full
☐ 1/4 full

07. How satisfied are you with the following aspects of your FOGO service?

How satisfied are you with your FOGO bin service?
☐ Very unsatisfied
☐ Unsatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied
Collection frequency
☐ Very unsatisfied
☐ Unsatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied

08. What would you prefer for collection frequency? **Required**

Select one answer only
☐ Collection more often
☐ Collection less often
☐ Keep as is

09. Do you ever take garden organics to The City of Ballarat Transfer Station? **Required**

Select one answer only
☐ Often
☐ Sometimes
☐ Rarely
☐ No
☐ I didn't know I could

10. Do you currently recycle any food organics at home (e.g. via composting, worm farms, etc.)? **Required**

Select one answer only
☐ I recycle all my food organic waste at home
☐ I recycle most of my food organic waste at home
☐ I recycle some of my food organic waste at home
☐ I don't recycle my food organic waste at home

Mixed recycling

11. We offer a standard fortnightly kerbside collection of your 240 litre mixed recycling bin. How often do you usually put your recycling bin out? **Required**

Select one answer only
☐ Fortnightly
☐ Monthly
☐ Less than monthly

12. On average, how full is your kerbside mixed recycling bin when it is put out for collection? **Required**

Select one answer only
☐ Overfull
☐ Full
☐ 3/4 full
☐ 1/2 full
☐ 1/4 full

13. How satisfied are you with the following aspects of your recycling service?

Overall recycling bin service
☐ Very unsatisfied
☐ Unsatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied
Collection frequency
☐ Very unsatisfied
☐ Unsatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied

14. What would you prefer for collection frequency? **Required**

Select one answer only
☐ Collection more often
☐ Collection less often
☐ Keep as is

Glass

15. We offer a standard 4 weekly kerbside collection of your 140 litre glass recycling bin. How often have you been placing your glass bin out for collection? **Required**

Select one answer only
☐ 4 weekly
☐ Every 2 months
☐ 3 months or more
☐ I haven't put it out yet

16. On average, how full is your kerbside glass bin when it is put out for collection? **Required**

Select one answer only
☐ Overfull
☐ Full
☐ 3/4 full
☐ 1/2 full
☐ 1/4 full
☐ I haven't put it out yet

17. How satisfied are you with the following aspects of your glass recycling service? **Required**

Overall glass bin service
☐ Very unsatisfied
☐ Unsatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied
Collection frequency
☐ Very unsatisfied
☐ Unsatisfied

☐ Neutral
☐ Satisfied
☐ Very satisfied

18. What would you prefer for collection frequency? **Required**

Select one answer only
☐ Collection more often
☐ Collection less often
☐ Keep as is

Household waste

19. We offer a standard weekly kerbside collection of your 140 litre household waste bin. How often do you usually put your household waste bin out? **Required**

Select one answer only
☐ Weekly
☐ Fortnightly
☐ Monthly
☐ Less than monthly

20. On average, how full is your kerbside household waste bin when it is put out for collection? **Required**

Select one answer only
☐ Overfull
☐ Full
☐ 3/4 full
☐ 1/2 full
☐ 1/4 full

21. How satisfied are you with the following aspects of your household waste service? **Required**

Overall household waste service

☐ Very unsatisfied
☐ Unsatisfied
☐ Neutral
☐ Satisfied
☐ Very Satisfied
Collection frequency
☐ Very unsatisfied
☐ Unsatisfied
☐ Neutral
☐ Satisfied
☐ Very Satisfied

22. What would you prefer for collection frequency? **Required**

Select one answer only
☐ Collection more often
☐ Collection less often
☐ Keep as is

General

23. Which items are you unsure about when deciding which bin to use?
(select all that apply) **Required**

Select all that apply
☐ Soft plastics
☐ Textiles
☐ Food waste
☐ Batteries and e-waste
☐ Polystyrene
☐ Medical waste
☐ None

☐ Other
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24. How do you like to receive news and education on waste and recycling?
(select all that apply)

Select all that apply
☐ Council website
☐ Social media
☐ Email
☐ Direct mail
☐ Newspaper

25. Do you have any other comments or feedback about the 4-bin waste and recycling system?

Demographics

We want to hear from the wide and diverse range of people who make up Ballarat and the surrounding region. Your answers to the following questions help us ensure that everyone has an opportunity to participate. Your responses are anonymous, secure, and confidential.

26. Which of the following best describes your gender? **Required**

Select one answer only
☐ Man
☐ Woman
☐ Non-binary
☐ Prefer not to say

☐ Self-describe

27. Please select your age group **Required**

Select one answer only
☐ Under 12
☐ 12 to 25
☐ 26 to 35
☐ 36 to 45
☐ 46 to 55
☐ 56 to 65
☐ 66 to 75
☐ 76 to 85
☐ 86+
☐ Prefer not to say

28. Do any of the following apply to you? (select all that apply) **Required**

Select all that apply
☐ I identify as LGBTQIA+
☐ I am Aboriginal and/or Torres Strait Islander
☐ I am a person with disability or chronic health condition
☐ I am from a culturally and linguistically diverse (CALD) background
☐ I earn less than \$650 per week, receive a government pension or allowance, or hold a Health Care Card
☐ None of the above
☐ Prefer not to say

29. If you are happy for a staff member to contact you in relation to your survey response, please leave your name and email

We will only use your contact details to follow up on your survey response. Your information will not be used for any other purpose. To learn more about how we collect, use and store personal information, please read our Privacy Statement: <https://www.ballarat.vic.gov.au/privacy-statement>