

# Food Organics Service Trial in Multi-Unit Dwellings

Case study  
2024

CITY OF  
**GOLDCOAST.**



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## 1. Executive summary

Organics is a priority waste stream for all levels of government, with targets set at each level. The [Queensland Organics Action Plan 2022 – 2032](#), action D1 outlines the review of fit for purpose solutions to improve household organics waste management. A key step for action is to undertake research and trials, with multi-unit dwellings (MUDs) being a key customer segment for planning.

At the time of partnering with Department of Environment, Tourism, Science and Innovation (DETSI), City of Gold Coast (City) resource recovery actions were outlined in the City's Solid Waste Strategy 2024, with action 2.1 to expand the collection of organics.

The City, through funding provided by DETSI, conducted a six-month residential food organics (FO) recycling trial which involved:

- Seven (7) buildings with ranging vertical levels and unit numbers.
- Opt-in service.
- 98 residents participating.
- Use of caddy and liner for in-house collection.
- Use of traditional kerbside collection.

Behavioural surveys and waste composition audits were conducted pre, mid and post-trial to gather learnings for future service planning.

Findings included:

- The end trial assessment found that 1.95kg per participating household per week of FO was recovered through the waste stream.
- Contamination increased from mid trial to end trial, from 7% to 15%.
- Containerised food made up the majority of contamination found in the FO stream.
- The majority (85%) of the participants used the FO recycling service regularly and 11% used it occasionally.
- In the pre-trial survey, 77% of participants were very motivated to recycle their FO. This figure was 78% in the mid-trial survey. By end of trial participation motivation levels had dropped to only 68%.

The trial revealed several strategic challenges, including:

- Limited interest from properties to participate.
- Additional waste management service resourcing was a barrier for property managers.
- Lack of customer understanding of FO recycling impacted interest in participation.
- High engagement from property managers did not correlate to high opt-in numbers.
- City engagement with customers was limited to communicating via property managers through approved Body Corporate channels.
- Concerns around odour and vermin influenced some property managers willingness to participate (FO service was 3 days a week instead of some daily general waste services).

All of this meant that uptake of registrations for the trial was lower than expected, of the 783 permanent residential units, a total of 98 residences registered for the trial representing 12% of possible participants.

The City's Multi-Unit Dwellings Trial was proudly funded and supported through the Queensland Government's Recycling and Jobs Fund.

## 2. Introduction

The City of Gold Coast (City) undertook a Residential FO Service Recycling Trial (trial) in High-Rise Multi-Unit Dwellings (MUDs) supported by DETSI. The purpose of the trial was to gain a better understanding of opportunities and challenges associated with the improved management of FO material from residential high-rise dwellings.

Stakeholder engagement was conducted before, during and after the trial to allow participating residents to provide feedback on their experience, outcomes and attitude towards the trial and a FO recycling service. The results of the trial aim to inform future City services and programs to reduce waste to landfill and assist to inform State Governments' actions regarding organics recycling, which is a key component of [Queensland's Waste Management and Resource Recovery Strategy](#) and one of the drivers for the [Queensland Organics Strategy 2022 —2032](#).

## 3. Project background

Diverting material from landfill is imperative for the City to address the financial and environmental risks associated with landfill disposal practices, and the opportunity costs associated with low resource recovery.

As a local government area, the City supports the achievement of State and Federal targets for food waste recovery. The *National Food Waste Strategy 2017* provides a framework to support collective action towards reducing food waste and prescribes a national goal of halving food waste by 2030.

The *Queensland Organics Strategy 2022 —2032* (Organics Strategy) and *Queensland Organics Action Plan 2022-2032* (Organics Action Plan) were released on 19 February 2022. The documents provide a 10-year overarching framework, and 29 actions for improved management of organic materials along the organics supply and consumption chain.

A key target identified in the Organics Strategy is that by 2030, Queensland will halve the amount of food waste generated.

Action D1 of the Organics Action Plan is to review fit-for-purpose solutions to improve household organic waste management. A key step listed for Action D1 is to undertake research and trials, including for MUDs.

An audit conducted by the City in financial year 2021/22 identified that organic material was the most common recyclable material found in residential waste bins as shown in Table 1.

FO represent over 30% of the residential general waste for MUDs and diversion of this material from landfill will contribute positively to achieving organics diversion targets.

**Table 1: Solid Waste Audit 2021-22 Residential General Waste Composition Audits**

| Recyclable organics | Residential kerbside general waste %*<br>(wheelie bins) | Residential MUDs general waste %*<br>(bulk bins) |
|---------------------|---------------------------------------------------------|--------------------------------------------------|
| Garden organics     | 27%                                                     | 7%                                               |
| Food organics       | 21%                                                     | 31%                                              |
| Total organics      | 48%                                                     | 38%                                              |

\* Based on bin mass - Solid Waste Audit 2021-22

The Gold Coast has a high representation of residential MUDs, representing 46% of all dwelling types in the city. MUDs range from medium density<sup>1</sup> (24% of all dwelling types), through to high density<sup>2</sup> (22% of all dwelling types) residential dwellings. MUDs are currently serviced using a mixture of wheelie and bulk waste bins. *Source: Profile iD 2021 census data notes, dwelling type*

Given the high numbers of MUDs in the city and the portion of FO in residential general waste bins, it is essential that solutions are available to assist MUDs to divert FO material if the City's diversion and resource recovery targets are to be met.

## 4. Scope

The scope of the trial as indicated in the Approved Project Plan is provided at Appendix 1.

The residential high-rise FO trial was aimed at understanding the barriers and opportunities in rolling out a traditional FO collection service i.e., FO would be collected in a food collection bin and then serviced by a collections truck, on a regular servicing schedule.

Movement and disposal of material from the dwelling to the food collection bin parallels behaviour already in place for residents when handling the general waste and recycling stream. The trial focused on residential medium to high density buildings.

## 5. Timeline and milestones

The trial commenced on 6 May 2024 and concluded on 31 October 2024 with the timeline and milestones provided in Table 2. Engaging with Building Managers during November, December 2023 and January 2024 was challenging as this is peak holiday and engagement season for this customer segment, and therefore most Building Managers asked not to be contacted in this time. Following this the City entered into 'caretaker period' from 29 January 2024 through to 16 March 2024 due to the Local Government Elections. As a result, the City could not engage with Building Managers until mid-March, only six weeks prior to the trial start date.

The trial was due to start on the 29 April 2024, however it was delayed due to FO collection bins not being supplied by commencement date due to supply issues of industry standard lids.

**Table 2: Residential FO Service for High-Rise Multi-Unit Dwellings Timeline and Milestones**

| Milestone description                              | Date             |
|----------------------------------------------------|------------------|
| Invitation to participate                          | November 2023    |
| Pre-trial survey issued to participants            | 15 April 2024    |
| Provision of starter packs / collateral            | 23 April 2024    |
| Baseline bin audits completed                      | 29 April 2024    |
| Pre-trial survey issued to participants            | 29 April 2024    |
| Trial commenced                                    | 6 May 2024       |
| Mid-point bin audits completed                     | 23 July 2024     |
| Mid-trial survey issued to participants            | 31 July 2024     |
| Final bin audits completed                         | 29 October 2024  |
| Trial conclusion                                   | 31 October 2024  |
| End-trial survey issued to participants            | 31 October 2024  |
| Draft case study report provided to the Department | 30 January 2025  |
| Final case study report                            | 28 February 2025 |

<sup>1</sup> Medium density includes all semi-detached, row, terrace, townhouses and villa units, plus flats and apartments in blocks of 1 or 2 storeys, and flats attached to houses.

<sup>2</sup> High density includes flats and apartments in 3 storey and larger blocks, including the new categories for 4-8 storeys and 9 storey or more.

## 6. Property selection

The City identified MUDs located along the existing commercial FO recycling service collection route that were either all or predominantly dwellings with long-term residents, including owner occupiers or tenants. Additional criteria were considered including a mixture of building size and configuration e.g. number of units per building, high-rise, low rise, to enable an understanding of whether number of units per buildings influences participation and/or diversion in a high-rise FO service.

The City issued an expression of interest in trial participation in November 2023 to identified MUDs meeting trial criteria. The level of interest from properties to join the trial was low and to mitigate, property managers at appropriate properties were contacted directly to encourage participation. It was challenging to onboard properties with managers generally reluctant to adopt additional services, particularly a potentially problematic waste stream of organics which has a reputation for odour and vermin issues.

Reasons provided by property managers to not participate in the trial included:

- lack of space in waste management room to accommodate additional bins.
- inability to resource an additional service.
- service not feasible due to building compliance issues.
- too busy during holiday periods to consider an additional service.
- assurance that the service would not affect the amenity of the property could not be provided.
- existing poor waste habits of residents, such as not recycling correctly.

Site inspections were conducted at nominated properties to determine their eligibility and suitability for the trial and consider factors such as access and safety of bin servicing and availability of appropriate waste management areas to store additional bins.

The City recruited seven multi-unit dwellings in Surfers Paradise, Main Beach and Southport to participate in the trial.

One confirmed building withdrew from the trial as the City could not provide assurance that the FO would not affect the amenity of the property (smell and vermin).

The demographics for each property participating in the trial are provided in Table 7.

### ***Key learning***

The challenge to onboard buildings to participate in a trial should be considered for future FO initiatives. The time of year should also be taken into account when planning timelines for implementing a FO service, as property managers are particularly busy during holiday periods and may be less likely to adopt an additional service perceived as another obligation on their time.

## 7. Suburb demographics

The buildings enlisted for the trial were located within the suburbs of Surfers Paradise, Main Beach and Southport, each with a slightly different demographic.

### Dwelling demographics

The dwelling structures in Surfers Paradise, Main Beach and Southport are shown in Table 3. The data highlights that these suburbs, especially Surfers Paradise and Main Beach, have a significantly higher concentration of high density dwellings compared to the rest of the Gold Coast.

The data also indicated that the most significant change in dwelling types on the Gold Coast between 2016 and 2021 was the increase in high-density dwellings, which grew by over 14,000 dwellings.

**Table 3: Dwelling structures**

| Dwelling structures         | Gold Coast | Surfers Paradise | Main Beach | Southport |
|-----------------------------|------------|------------------|------------|-----------|
| Medium density <sup>1</sup> | 24%        | 11%              | 7%         | 27%       |
| High density <sup>2</sup>   | 22%        | 79%              | 87%        | 49%       |
| <b>Total MUDs</b>           | 46%        | 90%              | 90%        | 76%       |

Source: Profile iD 2021 census data

<sup>1</sup>Medium density includes all semi-detached, row, terrace, townhouses and villa units, plus flats and apartments in blocks of 1 or 2 storeys, and flats attached to houses.

<sup>2</sup>High density includes flats and apartments in 3 storey and larger blocks, including the new categories for 4-8 storeys and 9 storey or more.

Household types are an important demographic indicator as it reveals an area's residential role and function and provides key insights into the level of demand for services and facilities as most are related to age and household types.

The household types in Surfers Paradise, Main Beach and Southport are shown in Table 4. The data highlights that these suburbs have a higher proportion of lone person households and a lower proportion of families with children, compared to the Gold Coast overall.

**Table 4: Household types**

| Household types           | Gold Coast | Surfers Paradise | Main Beach | Southport |
|---------------------------|------------|------------------|------------|-----------|
| Families with children    | 39%        | 16%              | 15%        | 25%       |
| Families without children | 26%        | 28%              | 35%        | 24%       |
| Lone person               | 22%        | 35%              | 30%        | 33%       |

Source: Profile iD 2021 census data, note table only includes dominant household type

### Population demographics

The 2021 census data provides that the population for the trial area was approximately 67,000 residents with around 26,000 residents living in Surfers Paradise, 4,000 in Main Beach and 37,000 in Southport. The gender of the population is consistent across these suburbs with 51% of the population males and 49% females.

The service age groups for Surfers Paradise, Main Beach and Southport are shown in Table 5. Service age groups divide the population into age categories that reflect typical life-stages. They provide insights into the level of demand for services that target people at various life stages and how this demand is evolving. These insights can be helpful to inform future planning for the diversion of FO from landfill.

**Table 5: Age structure - Service age groups**

| Service age groups (years of age) | Surfers Paradise | Main Beach | Southport |
|-----------------------------------|------------------|------------|-----------|
| 18-34 <sup>1</sup>                | 30%              | 17%        | 32%       |
| 35-59 <sup>2</sup>                | 32%              | 30%        | 29%       |
| Over 60 <sup>3</sup>              | 29%              | 45%        | 24%       |

Source: Profile iD 2021 census data

<sup>1</sup> includes tertiary education and independence (18 to 24) and young workforce (25 to 34)

<sup>2</sup> includes parents and homebuilders (35-49) and older workers and pre-retirees (50-59)

<sup>3</sup> includes empty nesters and retirees (60 to 69), seniors (70-84) and elderly aged (85 and over)

Proficiency in English measures self-assessed proficiency in spoken English and can assist to determine whether there is a need for the City to communicate with the local population in languages other than English. English proficiency levels are shown in Table 6.

The data highlights a lower proportion of people in Surfers Paradise and Southport who only speak English and a slightly higher proportion of people who spoke English not well or not at all, compared to the rest of the Gold Coast.

**Table 6: Proficiency in English**

| Proficiency in English                | Gold Coast | Surfers Paradise | Main Beach | Southport |
|---------------------------------------|------------|------------------|------------|-----------|
| Speaks English only                   | 80%        | 62%              | 80%        | 67%       |
| Speaks English well or very well      | 12%        | 23%              | 8%         | 21%       |
| Speaks English not well or not at all | 1%         | 2%               | 0.4%       | 4%        |

Source: Profile iD 2021 census data, note remaining percentage of population did not state their proficiency in English

## 8. Uptake and participation

Residents in participating buildings were invited to opt-in to the trial at no cost and were provided with the necessary information and equipment, including kitchen caddies and compostable bags, needed to participate in the trial.

To promote the trial to residents, material was developed and distributed to property managers to encourage registrations, including:

- posters with a QR code link to registration
- information sheets for residents with FAQs
- paper registration forms (to cater for the non-digital demographic).

Samples of the promotional material are provided at Appendix 2.

The promotional poster included a QR code and a web address that directed residents to a dedicated webpage for the trial, where they could register and access further information about the FO service. The poster was displayed in high-traffic areas of the property, including foyers/lobbies, lifts and waste management areas.

Resident uptake during the initial weeks of the trial registration period was slow. To address this, the City introduced additional promotional material to encourage registrations, including:

- promotional flyer letter dropped to resident's mailboxes.
- a targeted social media post
- an incentive to win a \$500 EFTPOS voucher for anyone that registered.
- a supplementary promotional poster to advertise the incentive voucher.
- extension of the registration period.

Samples of the promotional material are provided at Appendix 2.



Recipient of the \$500 EFTPOS voucher incentive.

The City offered each property the option of face-to-face promotion with Q&A and registration sessions and although the property managers were enthusiastic and engaged about the trial, they were not open to City staff being on site to directly engage with residents to encourage participation in the trial.

The distribution of supplementary promotional material did not lead to additional registrations and further highlighted the challenge to increase participation numbers for the trial.

Feedback gathered from property managers and attitudinal surveys provided insights into residents' reluctance to participate including:

- small kitchens within buildings with no space to store the caddy.
- residents currently used a garbage disposal unit such as an incinerator.
- buildings with an elderly demographic can be resistant to a new service or initiative.
- some residents just not interested in implementing recycling or sustainability practices with no incentive to change behaviour.
- additional effort is required to separate another waste stream.
- difficult to change current habits.

Despite continued efforts, the uptake of registrations for the trial was lower than expected, of the 783 permanent residential units, a total of 98 residences registered for the trial representing 12% of possible participants.

The participation rate for each building is provided at Table 7. Note the high registration rate at Norfolk Apartments was a result of the property manager's proactive approach of visiting each residential unit with a registration form for residents to sign.

**Table 7: Property participation numbers and rates**

| Name of Building | Suburb           | Number of units | Number of holiday units | Number of residential units | Number of units participating in trial | Participation rate in trial |
|------------------|------------------|-----------------|-------------------------|-----------------------------|----------------------------------------|-----------------------------|
| Building 1       | Surfers Paradise | 174             | 34                      | 140                         | 22                                     | 16%                         |
| Building 2       | Surfers Paradise | 166             | 0                       | 166                         | 14                                     | 8%                          |
| Building 3       | Surfers Paradise | 35              | 0                       | 35                          | 8                                      | 23%                         |
| Building 4       | Surfers Paradise | 75              | 0                       | 75                          | 3                                      | 4%                          |
| Building 5       | Southport        | 255             | 20                      | 235                         | 17                                     | 7%                          |
| Building 6       | Main Beach       | 51              | 19                      | 32                          | 31                                     | 97%                         |
| Building 7       | Surfers Paradise | 121             | 21                      | 100                         | 3                                      | 3%                          |

Although the participation rate was lower than anticipated, residents that did register for the trial were engaged and fully utilised the service, evidenced by a nil attrition rate for the trial duration. In addition, most residents continued to use the service throughout the trial. The attitudinal surveys provided that 85% of participants used the FO recycling service regularly while 11% used it occasionally. Only two trial participants were noted as not using the FO recycling service during the trial.

A six month trial may not be sufficient time to see a natural increase in participation rates with feedback from property managers indicating that a longer trial period would likely generate organic growth of the service.

#### **Key learning**

Consider methods to increase participation rates for future FO recycling trials such as implementing an opt-out participation model. In addition, enthusiastic and engaged property managers does not necessarily translate to high participation rates and it may be beneficial to onboard properties where property managers enable direct contact with residents or are willing to proactively approach residents to encourage participation.

## **9. Education and engagement**

### **Education**

With registration numbers lower than anticipated, the City shifted its focus from increasing participation numbers to increasing yield from existing participants. The City recognised that educating residents about FO recycling was important to ensure the service was correctly and fully utilised to achieve a higher volume and quality end-product.

The objective of the education campaign was to drive traffic to the City's FO trial webpage for registration, while providing essential information and guidelines on how to correctly recycle FO, including:

- trial benefits for the community
- how to use the FO caddy
- what food can/cannot go into the caddy with specific reference to packaging
- tips to keep your caddy clean and smell free.

Additionally, information and guidelines were provided to residents in various formats including:

- magnetic fridge flyer included with starter packs
- instructional posters displayed in bin areas
- FO bin and caddy stickers to inform service material acceptance
- newsletter emailed directly to residents.

Samples of the information and guidelines provided to residents are included at Appendix 3.

Feedback collected from residents through attitudinal surveys indicated that 96% of residents found the provided information (magnetic fridge flyer, caddy stickers, website, posters) helpful, while 98% found the information on the caddy stickers, showing what can and cannot go into the caddy, easy to understand.

The effectiveness of the education was evident, as residents used the service correctly, resulting in low contamination rates. Additionally, discussions with property managers at the conclusion of the trial indicated that residents required minimal support to utilise the service during the trial.

## Engagement

Establishing positive relationships with property managers was critical to the trial's success, enabling issues to be rectified quickly and efficiently. This effective collaboration resulted in their willingness and enthusiasm to support trial activities, including site visits to audit bins, supplementary trial promotion and photo opportunities.

A record of engagement undertaken throughout the trial is included at Appendix 4.

Significant engagement with property managers was required to implement the service however, once the trial was established, minimal communication was needed with the service illustrating business as usual behaviour. Discussions with property managers at the end of the trial provided that they felt fully informed and supported throughout the trial, with an excellent level of communication from the City.

Engagement with property managers included:

- distribute promotional material
- resident registration details
- infrastructure deliveries and bin inspections
- bin service days and reminders
- arrangements for bin audits
- end of trial activities.

The customer engagement model assumed for the trial was online interaction and education. Property managers were not agreeable for City staff to undertake face-to-face interaction with residents. Direct engagement was conducted with residents via email and included:

- welcome to the FO trial
- resident newsletter
- attitudinal surveys for pre-trial, mid-trial and post-trial distributed to each participant
- survey reminders.

Samples of engagement with residents are provided at Appendix 5.

The City's online engagement platform, GC Have your Say, hosted the series of attitudinal surveys to gather customer sentiment and gain insights into behaviour change to inform the trial and future FO options. The surveys ensured that engagement was accessible and easy for the participants, using simple language and sufficient information to provide necessary context. The attitudinal surveys are included in Appendix 6.

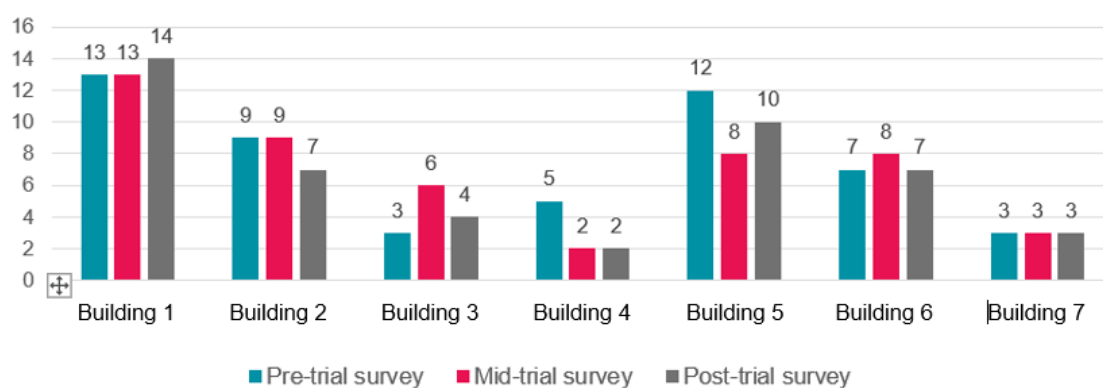
Invitations to complete the attitudinal surveys were sent via email to all registered trial participants, with an incentive of a chance to win one of six \$250 EFTPOS gift cards upon completion of all three surveys. The incentive may have contributed to achieving good survey completion rates for each section of the trial, as shown in Table 8.

**Table 8: Attitudinal survey purpose**

| Attitudinal survey | Purpose                                                                                                                                                                                                                                                          | Survey completion rate |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| Pre-trial          | Gather initial demographic data around household numbers and current food waste habits to provide baseline data.                                                                                                                                                 | 53%                    |
| Mid-trial          | Continue to collect food diversion information but also aim to capture barriers and pain points that residents may experience. This also provides an opportunity to resolve any issues and keep the customer engaged, to increase the success of the trial       | 50%                    |
| Post-trial         | Understand and evaluate service utilisation, sentiment toward FO recycling and overall satisfaction with the service. This information will help identify behaviour changes during the trial and motivations for future participation in a FO recycling service. | 48%                    |

A summary of survey participation for each building is illustrated in Figure 1.

**Figure 1: Survey participation rates**



**Key learning**

Providing effective educational material to participants at the start of the trial, combined with strong collaboration with property managers during implementation, minimised communication requirements once the trial was established. This led to the service illustrating business as usual behaviour and subsequently, reduced the demand on property managers' time and effort.

## 10. Service and infrastructure

### Service

FO collections for the trial were established on the existing commercial FO recycling service collection route. The FO bins were serviced three times per week on Tuesday, Thursday, and Saturday. Two properties with lower participation rates opted for twice-weekly FO collection on Tuesday and Thursday, as they generated a less waste. Additionally, building managers were unavailable on Saturdays to retrieve bins after service.

Rear loading trucks were used for the service. However, given the size of collection bins, 140L, it would have been possible to use a side lift truck if needed. This bin size was selected as a strategic move to enable flexibility in servicing should the rear lift truck be unavailable.

The FO recycling service required:

- residents to direct all accepted FO to the caddy provided.
- each household to deposit their collected FO into the dedicated bin located in the property's waste collection area.
- FO bins to be serviced via the existing commercial food waste recycling service.



*Resident preparing to recycle their FO*

#### Service acceptance criteria

The FO accepted for the trial complied with current accepted items for the City's existing commercial FO recycling service. The service acceptance criteria (what could and could not go into the FO bins) were prescribed to residents as shown in Table 9.

**Table 9: Service acceptance criteria\***

| <b>What can go in the caddy?</b><br>All food can be put in the caddy to be recycled, including:                                                                                                                                                                                                                                                  | <b>What can't go in the caddy?</b><br>Items that cannot be put into the FO caddy include:                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>✓ fruit and vegetable scraps</li><li>✓ tea leaves, tea bags and coffee grounds</li><li>✓ eggs and dairy</li><li>✓ meat and seafood (including bones and shells)</li><li>✓ bread, pasta, rice and cereal</li><li>✓ plate scrapings, leftovers and spoiled food</li><li>✓ paper towel and tissues.</li></ul> | <ul style="list-style-type: none"><li>✗ packaging (bottles, wrap, film and string)</li><li>✗ paper cups and plates</li><li>✗ polystyrene and meat trays</li><li>✗ lids and wine tops</li><li>✗ plastic bags and drink bottles</li><li>✗ fats and oils</li><li>✗ general waste</li><li>✗ packaging products labelled biodegradable or compostable</li></ul> |

\*Future service acceptance criteria will be reviewed at time of service roll out.

Products and packaging labelled as biodegradable, compostable or 'eco' could not be recycled in this trial. The caddy liners we provided were approved by our processor and comply with the Australian Standard for composting (home compostable AS5810 and commercial compostable AS47360). This means they break down into organic matter.

#### Service collections and FO diversion

In the first few weeks of service, FO bin servicing was challenging with less than reliable collections by the waste contractor and property managers adjusting to an additional bin service day. Liaison with the City's contract officer regulated FO collections and service day reminders provided to property managers improved bin presentation rates.

Waste collection drivers monitored and reported any contamination or service issues, recording them on monitoring sheets for real-time reports on FO service collections. These sheets were valuable for tracking bin presentation and property participation in the trial. A sample monitoring sheet is provided in Appendix 7.

Once the FO collection service was established, the trial operated smoothly with minimal intervention required and demonstrated potential for future service capability. High bin presentation rates remained consistent throughout the trial, as shown in Table 10.

**Table 10: Bin presentation rates throughout the trial**

| Bin presentation rates throughout trial |     |
|-----------------------------------------|-----|
| May/June                                | 71% |
| July/August                             | 70% |
| September/October                       | 67% |

During the trial, most buildings maintained a bin presentation rate over 75%, while one building reported a rate below 70% and two buildings had rates under 50%, as shown in Table 11.

**Table 11: Bin presentation rates per building**

| Bin presentation rates for each building |     |
|------------------------------------------|-----|
| Building 1                               | 79% |
| Building 2                               | 67% |
| Building 3                               | 87% |
| Building 4                               | 38% |
| Building 5                               | 90% |
| Building 6                               | 78% |
| Building 7                               | 40% |

The two buildings with a bin presentation rate under 50% also had low participation rates of under 5%, resulting in the generation of only a small quantity of FO. Consequently, the bins at these properties were not presented on all scheduled service days.

Discussion with property managers at the end of the trial supported that service days could potentially be reduced to two collections per week for properties with fewer participants and lower volumes of FO. Notably, the feedback also indicated that a minimum of two service days per week is considered feasible for a FO service.

However, the trial was conducted in cooler months; in warmer months, two service days per week may be insufficient due to increased odour and reduced bin amenity.

#### **Key learning**

The participation rates and subsequent volume of FO produced to be considered when designating the number of service days for each building.

## Infrastructure

Infrastructure required for the trial included:

- 140L maroon lidded FO bins
- compostable FO bin liners
- 8L caddies – approximate size 24cm (H) x 20cm (W)
- compostable 8L caddy liners.

As infrastructure for the trial was purchased prior to the registration period, order quantities were estimated. Due to lower than anticipated participation rates, excess stock remained at the end of the trial. Ideally, additional lead time between registration and trial commencement would allow for the procurement of accurate stock quantities and minimise excess.

### FO bins

Given capacity requirements, for either a 2 or 3 weekly service frequency, 140L FO bins were considered sufficient for the trial. This enabled ease of use by residents when depositing FO and facilitated bin cleaning by property managers. Feedback from property managers obtained through informal interviews at the conclusion of the trial indicated that the additional bin was essential to enable cleaning and maintenance of the FO bins between servicing.



FO bins were provided to each property, as shown in Table 12, and were stored in the property's waste management area.

**Table 12: FO bins supplied to each property**

| Property   | Number of bins required                                       | Total number of bins |
|------------|---------------------------------------------------------------|----------------------|
| Building 1 | 2 x 140L bins + 1 extra for use while bins are being serviced | 3 x 140L             |
| Building 2 | 2 x 140L bins + 1 extra for use while bins are being serviced | 3 x 140L             |
| Building 3 | 1 x 140L bins + 1 extra for use while bins are being serviced | 2 x 140L             |
| Building 4 | 1 x 140L bins + 1 extra for use while bins are being serviced | 2 x 140L             |
| Building 5 | 1 x 140L bins + 1 extra for use while bins are being serviced | 2 x 140L             |
| Building 6 | 2 x 140L bins when large bins are being serviced              | 2 x 140L             |
| Building 7 | 1 x 140L bins + 1 extra for use while bins are being serviced | 2 x 140L             |

The trial start date was rescheduled from 29 April to 6 May due to delays in the availability of the FO bins. To prevent further delays, 140L red lidded bins were initially used, with FO stickers applied to clearly identify them. No issues were noted regarding the difference in the lid colour (red v maroon). The bins were later replaced with the correct FO bins.

#### FO bin liners

FO bin liners (i.e. for the service collection bins) were not initially included in the roll out however, feedback from property managers provided that liners would help maintain bin cleanliness and were subsequently offered as part of the service. The majority of property managers chose to use the compostable bin liners with 27 rolls distributed as shown in Table 13.

**Table 13: Bin liners supplied to each property**

| Property   | Rolls of FO bin liners supplied |
|------------|---------------------------------|
| Building 1 | 8                               |
| Building 2 | 7                               |
| Building 3 | 3                               |
| Building 4 | 0                               |
| Building 5 | 2                               |
| Building 6 | 7                               |
| Building 7 | 0                               |

Feedback obtained from property managers at the conclusion of the trial provided that the liners were useful in providing an additional barrier to minimise odour and mess. However, it was also noted that the bin liners were difficult to fit and prone to splitting, as a result of the liners being the incorrect size. It was not anticipated that bin liners would be required for this trial and stock on hand was utilised. To ensure ease of use, the correct size bin liners, if provided, would be sourced for future trials.

#### Caddies

Property managers distributed 8L caddies to residents as part of the starter packs approximately one week prior to the service activation date.

Vented and non-vented caddies were distributed across the various trial properties. A variety of studies have demonstrated that vented caddies increase resident participation and food diversion, however vented caddies require the use of a bin liner, which is expensive for either the Council or the resident. It is important to determine whether a vented caddy is necessary to achieve food diversion targets, and therefore increase cost of service delivery.

Property managers were supplied with 98 caddies for distribution to trial participants (64 non-vented and 34 vented) as shown in Table 14. The registration rates determined distribution of caddy type, noting an additional property was initially allocated vented caddies however the building withdrew from the trial.

**Table 14: Type and quantity of caddies supplied to each property**

| Property   | Type of caddy provided | Quantity |
|------------|------------------------|----------|
| Building 1 | Non-vented (NV)        | 22       |
| Building 2 | Vented (V)             | 14       |
| Building 3 | Non-vented             | 8        |
| Building 4 | Vented                 | 3        |
| Building 5 | Vented                 | 17       |
| Building 6 | Non-vented             | 31       |
| Building 7 | Non-vented             | 3        |

Given the low-level participation across the buildings and the uneven distribution of the caddies, there is insufficient data to infer impact of vented or non-vented caddies on FO diversion.

Stickers were applied to caddies to clearly indicate to residents which foods could and could not be placed in a caddy for FO recycling.



#### Caddy liners

AS4736-certified 8L caddy liners were included in the starter pack provided to all residents participating in the trial. An additional 47 rolls of 8L caddy liners were distributed to residents during the trial as shown in Table 15.

**Table 15: Additional caddy liners supplied**

| Property   | Additional rolls of caddy liners supplied |
|------------|-------------------------------------------|
| Building 1 | 18                                        |
| Building 2 | 11                                        |
| Building 3 | 4                                         |
| Building 4 | 0                                         |
| Building 5 | 4                                         |
| Building 6 | 6                                         |
| Building 7 | 4                                         |

Informal interviews undertaken with property managers at the conclusion of the trial indicated that most participants did not use the caddies to transport food waste to the FO bins. Instead, they carried their FO in tied-up caddy liners to the bin storage area. Only 18% of the survey respondents used the caddy, along with the liner to transport the FO. There was no record of any participants using the caddy without liners.

Feedback from attitudinal surveys indicated that approximately four caddy liners were used per person during the trial. Some participants found the caddy liners unsuitable and reported issues with handling and strength, probably because the liners were not used for their intended purpose.

**Key learning**

Additional lead time between the registration and trial commencement would allow for the procurement of accurate stock quantities and minimise excess.

Comprehensive education on the correct use of caddy liners would help participants distinguish the liners from regular garbage bags designed to transport waste.

## 11. End market

### FO collection

The FO material was collected, within the same collection vehicle used for the City of Gold Coast's Commercial FO Recycling Service. The material was processed by Phoenix Power Recyclers.

Phoenix Power Recyclers is an organic waste material recycling facility that makes use of an advanced in-vessel composting process as opposed to open window composting process.

The in-vessel process provides for a greater level of certainty in achieving the desired outcome using a forced air floor system to aerate 100% of the batch being processed. Oversight to the process is provided in the form of a Supervisory Control and Data Acquisition (SCADA) system where the process is monitored to ensure each batch successfully achieves the desired requirement of the process during phases, such as warm up, pasteurisation and conditioning.

The vessel process takes 12-14 days followed by 4 to 6 weeks of maturation and the facility does not therefore accept waste products that do not breakdown beyond recognition in that time frame. Following the vessel process, the pasteurised materials are made into windrows for further maturity and stabilisation.

Finally, each batch undergoes pathogen clearance testing, followed by comprehensive AS4454 testing at an accredited laboratory. Batches that meet the desired parameters against AS4454 are then transferred to the production unit for screening to produce landscape soils. For further details: [Phoenix Power Recyclers / Phoenix Organic Recycling](#).

Phoenix supplies "soil conditioner" to landscape yards in Queensland and New South Wales and also, to macadamia farms in northern New South Wales. The end-product is also blended and supplied as landscape soils from the facility in Yatala, Queensland.

The quantity of FO was collected for each property to determine if volumes increased or decreased during the trial. As shown in Table 16, approximately 4 tonnes of FO were collected throughout the trial period.

The volume of FO collected was determined by assessing the fill level of each FO bin presented. Waste collection drivers visually inspected each bin and recorded the fill level using percentage rates of 25%, 50%, 75% or 100%. These recorded fill levels were then converted into tonnage estimates, providing an overall measure of FO collected during the trial.

**Table 16: Residential High-Rise (MUDs) FO Trial tonnage diversion**

| Name of Building | No. of participants | May          | June         | July*        | August       | Sep          | Oct          | Total        |
|------------------|---------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| Building 1       | 22                  | 0.096        | 0.153        | 0.047        | 0.178        | 0.152        | 0.112        | <b>0.738</b> |
| Building 2       | 14                  | 0.077        | 0.134        | 0.047        | 0.107        | 0.132        | 0.112        | <b>0.608</b> |
| Building 3       | 8                   | 0.067        | 0.134        | 0.035        | 0.155        | 0.101        | 0.120        | <b>0.612</b> |
| Building 4       | 3                   | 0.029        | 0.029        | 0.012        | 0.059        | 0.010        | 0.051        | <b>0.190</b> |
| Building 5       | 17                  | 0.096        | 0.210        | 0.059        | 0.178        | 0.172        | 0.152        | <b>0.868</b> |
| Building 6       | 31                  | 0.086        | 0.124        | 0.047        | 0.155        | 0.182        | 0.132        | <b>0.726</b> |
| Building 7       | 3                   | 0.096        | 0.114        | 0.024        | 0.107        | 0.101        | 0.091        | <b>0.534</b> |
| <b>Total</b>     |                     | <b>0.547</b> | <b>0.896</b> | <b>0.271</b> | <b>0.939</b> | <b>0.851</b> | <b>0.770</b> | <b>4.275</b> |

Note: Tonnages are approximate only.

\* July tonnage is lower than the other months. Investigation has shown that during this period reporting by drivers was not completed consistently, leading to a less than reliable figure for July.

During the trial period, Phoenix Power Recyclers produced 49 batches of end-product. One batch exceeded the prescribed limits for glass and metals (0.5%), registering 0.62%. As the FO material received originates from multiple locations, the specific source of the elevated contamination could not be identified.

The food organic liners collected during the trial did not negatively impact the composting process and broke down as expected.

## Audits

The combined audit report for this service is included in Appendix 8.

The audits included three phases; Baseline, Mid-Trial and End-Trial with a waste segregation assessment conducted at each phase as follows:

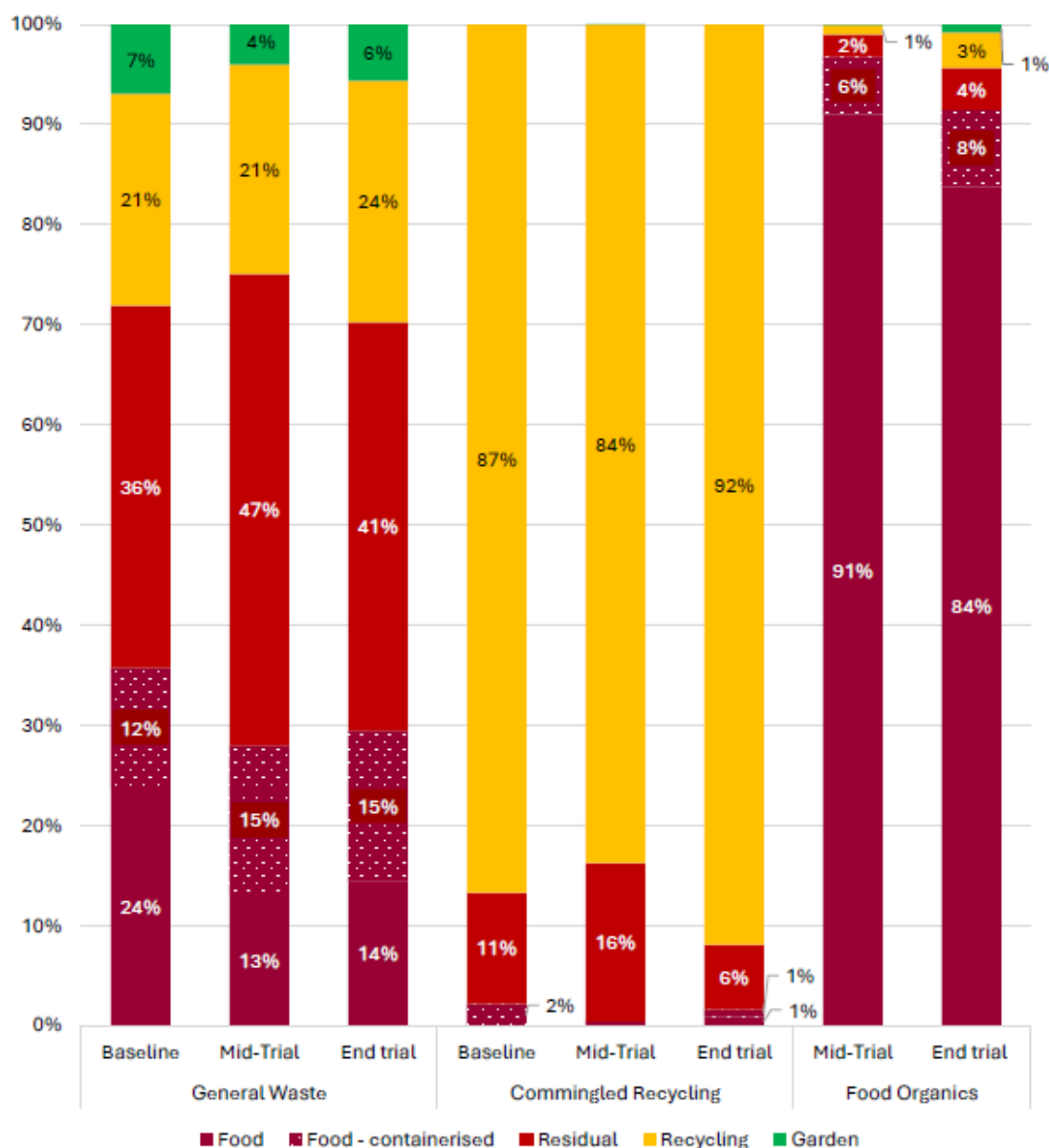
- Baseline audit – 29 April 2024
- Mid-point audit – 23 July 2024
- Final bin audit – 28 October 2024

The segregation assessment was undertaken using a team of experienced waste auditors who hand segregated materials to determine composition (mass recorded to nearest 0.01kg). Assessment and calculation methods utilised in this project are adapted from methodologies detailed within the ASTM D5231-92(2016) Standard Test Method for Determination of Composition of Unprocessed Municipal Solid Waste. The composition was determined using Australian Waste Database (AWD) categories and additional categories as outlined on page 3 of the final audit report contained in Appendix 8.

The waste stream assessment is a snapshot assessment of the composition of the waste streams limited in time (no seasonal variation) and duration (limited sample size).

Key findings from the audits are illustrated in Figure 2, which shows bin composition across the trial period and includes the contamination found in the FO stream. Note the audit composition was based on a special collection from participating buildings only and was not mixed with any Commercial FO Material.

Figure 2: Waste stream composition for general waste, recycling and FO during trial period.



Source: EnviroCom Australia Residential High-Rise FO Trial Assessment Final Audit Report

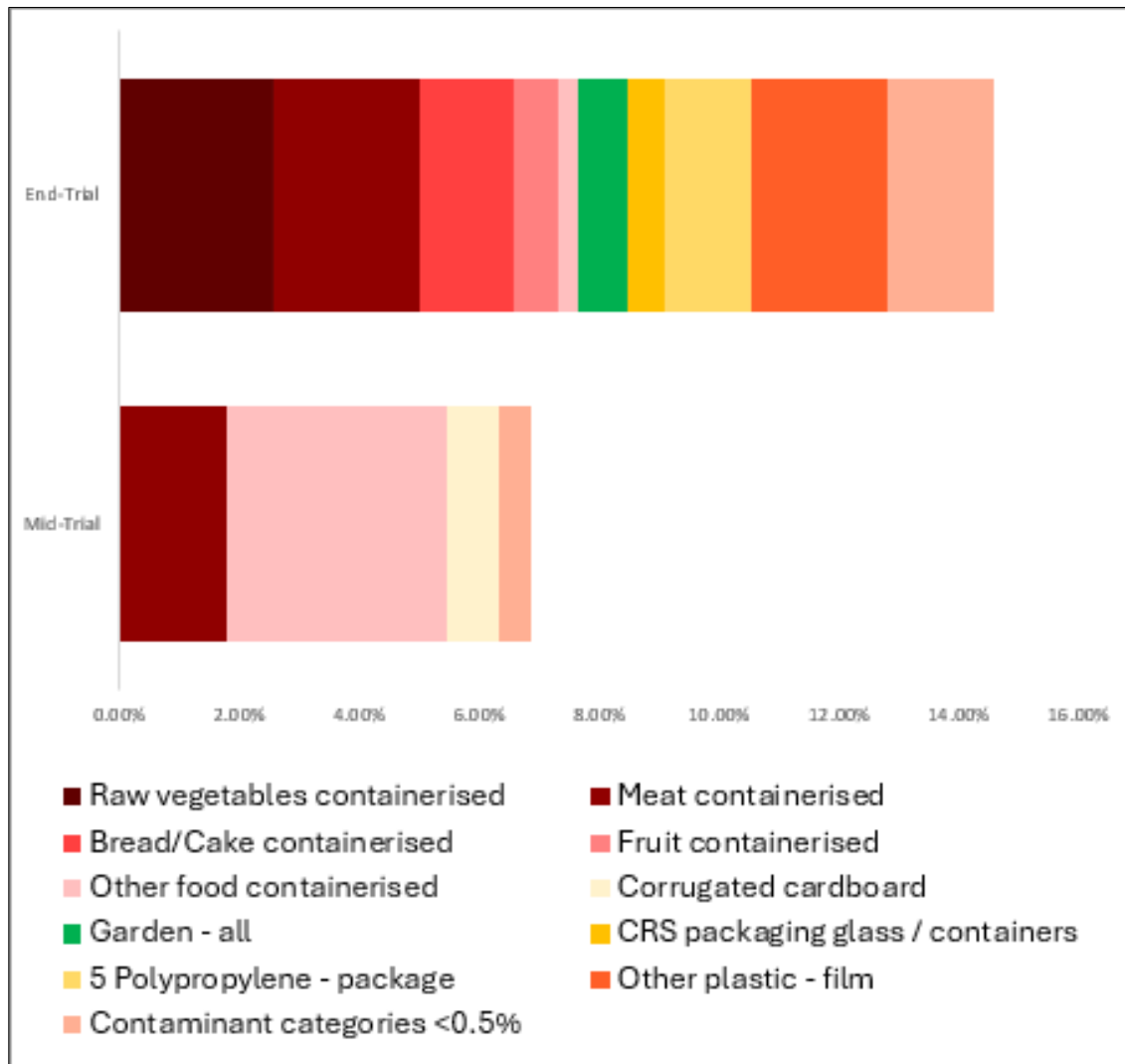
The data provides:

- FO (loose) as a percentage of the general waste stream reduced by up to 11% during the trial. This is significant given the low level of participation across the buildings.
- Containerised food is a challenging material for customers to divert and will require a different and dedicated approach to assist customers to divert this material successfully.
- It may be beneficial to do phased education with customers, for example initial engagement focuses on easy to divert material such as loose food, to encourage participants and create positive behaviour change relating to FO, followed by education relating to containerised food.

## Contamination

A breakdown of the contamination during mid trial and end trial audits is shown below in Figure 3.

**Figure 3: Composition of contamination during mid-trial and end-trial audits**



Source: Residential High-Rise FO Trial Assessment Final Audit Report

The trial audit results from the indicate the following about contamination in the FO stream:

- Most contamination was food in containers.
- Between mid to end trial, kg per household per day of FO increased from 1.38kg to 1.95kg. This suggests participants were gaining confidence and expanding their diversion of material, which would potentially lead to increased diversion.
- While the contamination more than doubled by the end of trial, most contaminant materials was very low, such as a singular can or water bottle.
- Some contaminants, given that they were loose and their type, e.g. drink containers, would suggest that it came from pedestrian traffic when the FO collections bins were presented for servicing.

The majority of the contamination picked and separated during processing at Phoenix Power Recyclers was sent to landfill.

## 12. Delivery

An investigation is underway to determine if the City's current charging model would enable the service to be provided at no additional cost to the customer.

The green organics service expansion demonstrated that an additional charge of \$60 per year was significant and challenging, particularly for residents relying on a pension. Given the low participation number demonstrated by the trial, it cannot be assumed that general waste services will be able to drop with an equal value to account for the new FO service.

Feedback received from the Waste Collections Contractor was positive and provided that:

- no significant issues identified during the trial with no notable positives or negatives
- driver satisfaction with how the trial was managed
- no negative impact was noted during the execution of the driver duties.

A summary of commentary provided by the Waste Collections Contractor is provided in Table 17.

**Table 17: Summary of feedback from Waste Collections Contractor**

| Worked or didn't work                            | Why                                                                                                                                                                                                            | Mitigating measures                                                     | Comments                                                                                                                                                          |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Didn't work<br><br>Consistent bin presentation   | Consistent in Bin Not Out (BNO) on the services.                                                                                                                                                               | Food waste monitoring sheet filled out as required and sent to Council. | Every service day there were BNO unsure whether this was due to customer forgetting to present or customer didn't produce any waste.                              |
| Worked<br><br>Use of 140L bins perfect for trial | Use of 140L bins were ideal for the amount of food waste being produced.                                                                                                                                       |                                                                         | Based in the properties trialed the 140L bins used were rarely above 50% capacity when serviced.                                                                  |
| Worked<br><br>Manageable workflow for driver     | Driver's feedback was positive and had no adverse effects.                                                                                                                                                     |                                                                         | The driver's experience was positive, with no adverse effects from the adjustments, which suggests that the changes were manageable and did not disrupt workflow. |
| Worked<br><br>Operational effectiveness          | The trial went smoothly with no issues identified from our side, highlighting the overall effectiveness of the current system and its capacity to adapt to additional tasks without causing major disruptions. |                                                                         | From an operational point of view the trial was completed without disruption to scheduled services.                                                               |

Two buildings with low participation rates of under 5%, only generated a small quantity of FO. Consequently, the bins at these properties were not presented on all scheduled service days. As indicated in Table 16, a low volume of FO was collected (0.190 tonnes) from Northcliffe Residences with only three participating dwellings.

### Trial costs

The costs for the trial are less than anticipated due to:

- reduced numbers of buildings participating in the trial
- reduced numbers of trial participants
- reduced tonnages for processing due to participation and building uptake
- reduced collection costs due to participation and building uptake
- no contamination penalties
- due to constraints posed by Building Managers, engagement with residents was limited to non direct communications such as posters and online communications.

The initial trial cost was estimated at \$75,000, based on projected participation from nine buildings at a 38% participation rate. However, due to the reduced number of buildings and lower than expected participation rate, the actual costs were lower than anticipated.

## 13. Learnings and recommendations

### Property selection

#### *Key learnings*

- As there was a low level of interest from properties to join the trial, onboarding buildings to participate was challenging.
- Property managers are often busy and can be reluctant to adopt a waste management activity that they deem to require extra effort.
- Holiday periods are particularly busy for property managers and should be avoided for implementing additional services.
- The FO service is more effective in properties where the property manager is enthusiastic and engaged about sustainability practices and therefore invested in the trial's success.

#### *Recommendations*

- A minimum of 6 months is required to implement future FO initiatives considering the challenge to onboard buildings to participate.
- Engage with Divisional Councillor or equivalent (for example Surfers Paradise Alliance) groups to promote the service.
- The time of year should be considered when planning timelines to implement a trial, as property managers are often busier during peak tourist season, and this may impact their ability to support an additional service.
- Contact property managers directly, in conjunction with promotional material, to showcase the simplicity of the service and address any barriers, such as time required to service, to encourage participation in future FO initiatives.

### Uptake and participation

#### *Key learnings*

- Resident uptake of the trial was challenging and property managers were not open to the City directly engaging residents to promote the trial.
- Enthusiastic and engaged property managers do not necessarily translate to high participation rates in the trial.
- Supplementary promotional material was not effective in increasing trial registrations.
- There were no further registrations during the trial indicating zero organic growth of the service.

#### *Recommendations*

- Consider methods to increase participation rates for future FO recycling trials, such as implementing an opt-out participation model.
- Establish a Memorandum of Understanding (or similar) to guarantee opportunity for direct contact with residents, such as a Q&A or pop up information session, to encourage registrations.
- It would be beneficial to onboard properties where property managers are willing to proactively approach residents to encourage participation in future initiatives.
- A longer trial could lead to organic growth in participation and capture resident turnover.

### Education and engagement

#### *Key learnings*

- Positive relationships with property managers was critical to the success of the trial enabling issues to be rectified quickly and efficiently.
- Significant engagement with property managers was required to implement the service however, once the trial was established, minimal communication was required with the service illustrating business as usual behaviour.
- The online customer engagement model assumed for the trial was effective with 85% of participants using the service regularly.
- Feedback collected from attitudinal surveys provided that 96% of residents found the educational material and guidelines (magnetic fridge flyer, caddy stickers, website, posters) helpful. This minimized the support required by participants during the trial, thereby reducing the time and effort needed from property managers.

- Incentives contributed to achieving survey completion rates of approximately 50% throughout the trial.
- Starter toolkits provided to residents, including a caddy, liners, and a magnetic fridge flyer, were key to ensuring a smooth service and reducing contamination rates.

#### *Recommendations*

- Providing practical and useful educational materials and guidelines to residents contributes to the full utilisation of the service.
- Incentives for completing attitudinal surveys are helpful to achieve effective survey completion rates.

### **Service and infrastructure**

#### *Key learnings*

- In the first few weeks of service, FO bin servicing was challenging with less than reliable collections by the waste contractor and property managers adjusting to an additional bin service day.
- As infrastructure for the trial was purchased prior to the registration period, order quantities were estimated. Due to lower than anticipated participation rates, excess stock remained at the end of the trial.
- FO bin liners were useful in providing an additional barrier to minimise odour and mess however they need to be fit for purpose.
- Most participants (80%) did not use the caddies to transport food to the FO bins. Instead, they carried their FO in tied-up caddy liners to the bin storage area. Only 18% of the survey respondents used the caddy, along with the liner to transport the FO.
- Some participants found the caddy liners unsuitable and reported issues with handling and strength as they did not perform similar to a general waste liner.

#### *Recommendations*

- Collaboration with contract officers to facilitate FO collection and service day reminders for property managers help to address service irregularities in the trial's initial period.
- Consider participation rates and the subsequent volume of FO produced when designating the number of service days for each building, noting a minimum of 2 service days per week is considered feasible for a FO service.
- In warmer months, two service days per week may be insufficient due to increased odour and reduced bin amenity.
- Ideally, additional lead time between registration and trial commencement would allow for participation numbers to be determined, enabling the procurement of accurate stock quantities and minimise excess.
- Fit for purpose FO bin liners to be offered as part of the service for future trials to provide an additional barrier for bin amenity.
- The use of caddy, caddy liners and alternative options should be considered for future trials to improve functionality and reduce service costs.
- Further education could be provided on the purpose of caddy liners, to distinguish them from regular garbage bags which are intended to transport waste.

## 14. Conclusion

Given the high numbers of MUDs in the city and the significant portion of FO in residential general waste bins, implementing solutions to help MUDs divert FO material is crucial to meet diversion and resource recovery targets.

The residential high-rise FO trial aimed to identify barriers and opportunities in rolling out a traditional FO collection service, where FO is collected in dedicated bins and regularly serviced by a collection truck.

The traditional collection method proved effective, requiring minimal oversight once established, with the service illustrating business as usual behaviour. However, convenience seemed to outweigh people's willingness to engage in behaviours that promote positive environmental outcomes.

Low participation rates made it difficult for building managers to correlate reductions in general waste servicing. Initial diversion tonnages were lower than expected, impacting both the success and cost-effectiveness of the trial. As a result, the ability to reduce general waste servicing was not clearly evident.

Without appropriate regulatory guidance and support from State planning laws, scaling up the service to a level that is cost-effective will be extremely challenging.

Overall, the trial, supported by behavioural surveys and waste composition audits before, during and after, provided key insights and learnings that will inform future trials. These findings will help guide the future of organic diversion initiatives in MUDs.

## **15. Appendices**

### **Appendix 1 – Approved Project Plan**

This document is only available on request. Please contact [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au).

## Appendix 2 – Promotional material

**Promotional poster** – displayed in high-traffic areas including the property foyers/lobbies, lifts and waste management areas.

**WE'LL RECYCLE  
YOUR FOOD SCRAPS  
FOR FREE**

**Register by 8 April 2024**  
to get your **FREE** caddy  
and become part of the  
high-rise food organics  
recycling trial.

We're taking  
composting to  
*new heights*

By participating in the trial,  
you go into the draw to win  
**1 of 6 x \$250 EFTPOS vouchers.**

Scan the QR code or visit  
[gchaveyoursay.com.au/foodorganics](https://gchaveyoursay.com.au/foodorganics)

CITY OF  
**GOLDCOAST.**

This initiative is  
supported by the  
**Queensland Government's  
Recycling and Jobs Fund**



Webpage – dedicated webpage for trial registration

### High-Rise Food Organics Recycling trial

Residents from selected high-rise buildings from **Surfers Paradise, Broadbeach** and **Main Beach** have been identified to participate in this trial.

---

**We're taking composting to new heights!**

Food organics make up approximately 31% of what gets thrown into the general waste bins of high-rise residential properties. We're asking you to recycle your food organics to help us to better understand the challenges and opportunities of servicing these buildings in the future.

We'll give you a free caddy and all you need to do is fill it with your food organics. Yes, all food can go into the caddy – including leftovers, food scraps, spoiled food, bones and eggshells. Don't worry, we'll give you more information to help you on your recycling journey. Once your caddy is full, you'll simply take it down and empty it into the dedicated food organics wheelie bin in your buildings bin area. We'll then collect it and turn it into compost - it's that easy.

The trial will run for 6 months (29 April – 31 October 2024) and you'll be given a kitchen caddy, enough compostable caddy liners for the duration of the trial and some great information on the entire recycling process. To gather the important insights we need, we'll email you 3 surveys to complete (April, July, November).

**Keen to start recycling? Simply, register your details below.**

Not only are you helping the environment, but you also **go in the draw to win 1 of 6 \$250 EFTPOS cards** ([terms and conditions](#) apply).

In Australia, one in 5 bags of groceries bought each week is thrown out. Recycling your food organics is one small thing that you can do to make a big difference.

For more information on the project, please visit [cityofgoldcoast.com.au/foodorganics](http://cityofgoldcoast.com.au/foodorganics)

*Page last updated: 11 Nov 2024, 08:56 AM*

**Key Dates**

**Important Links**

[Learn more about City of Gold Coast food organics recycling](#)

**Registration form for downloading**

[Printable Registration Form.pdf \(107 KB\) \(pdf\)](#)

**Who's Listening**

**High-rise Food Organics**

City of Gold Coast

**Email** [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au)

**Terms & Conditions**

[Multi-Unit Dwellings Food Organics Trial - Prize Draw Terms and Conditions.pdf \(104 KB\) \(pdf\)](#)

[Multi-Unit Dwellings Food Organics Trial - Prize Draw Terms and Conditions \(second draw\) .pdf \(103 KB\) \(pdf\)](#)

# High-Rise Food Organics Recycling trial 2024

## Frequently Asked Questions

**What are food organics?** Food organics refer to food waste that can be recycled. This is food that is intended for human consumption. It also includes the parts of food that are not eaten because they are either inedible or are considered undesirable (such as seeds, bones, coffee grounds, skins, or peels). (Adapted from the [Queensland Organics Strategy 2022-32](#)).

**How much does it cost to participate in the trial?** It is free to participate. The City covers the cost of the caddy, bin liners and the food organics recycling collection service (maroon lid wheelie bin).

**How often should I empty my caddy and will it smell?** Your caddy should be emptied every two to three days. Here are some handy tips to prevent odour occurring:

- only use the liners provided
- wash your caddy once a week, or as needed, with warm, soapy water
- sprinkle vinegar, bi-carb soda or eucalyptus oil in the caddy to absorb and minimise odours
- empty every 2 to 3 days or more often in hot or humid weather
- let your hot food cool down first
- keep smelly foods in the freezer until you are ready to empty your caddy
- pour cooking fats and oils into a sealed container and put them in the general waste bin
- wipe your oily pots and pans down with paper towel and put it in the general waste bin
- make sure the caddy lid is shut tight to prevent any insects getting in
- wrap your sharp bones or sharp seeds/pits in paper towel or newspaper to prevent it cutting the liner.

**Where can I get more bin liners for my caddy?** You will be given enough liners for the trial. If you have moved in after the trial started, please contact your building manager.

**Do I have to use a bin liner?** If you have a non-vented caddy, you don't have to use a liner, but we recommend washing your caddy with warm, soapy water after emptying.

**Where can I get a new caddy if mine breaks?** If your caddy breaks, please contact your building manager or email [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au) and you will receive a replacement.

**I have a lot of food organics to recycle, can I have two caddies?** Yes, please contact your building manager or email [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au) to get another caddy and extra bin liners delivered. Happy recycling!

**Can I put food packaging or plastic bags in the caddy?** No, plastic bags and packaging contaminate the contents of the bin. Use the liners provided and place only food organics in your kitchen caddy.

**When will the maroon lid food organics recycling bin, located in the bin storage area of your building, be emptied?** The bin will be collected three times per week - Tuesday, Thursday and Saturday morning, between 6am and 11am.

**Can disposable and/or compostable nappies go in the maroon lid food organics recycling bin?** Only food organics are allowed. All other material, such as nappies or pet poo is to be disposed of in the general waste bin.

Promotional flyer – letter dropped to resident's mailboxes

CITY OF  
**GOLDCOAST™**

## WE'LL RECYCLE YOUR FOOD SCRAPS FOR FREE

Register by 6 May 2024 to get your  
**FREE** caddy and become part of the  
high-rise food organics recycling trial.



We're taking  
composting to  
*new heights*



By participating in the trial,  
you go into the draw to win  
**1 of 6 x \$250 EFTPOS vouchers.**

Scan the QR code or visit  
[gchaveyoursay.com.au/foodorganics](https://gchaveyoursay.com.au/foodorganics)

This initiative is  
supported by the  
**Queensland Government's  
Recycling and Jobs Fund**



**Queensland  
Government**

**Supplementary promotional poster** - displayed in high-traffic areas including the property foyer/lobby, lifts and waste management areas.

# Scrape your plate for a chance to win \$500!

There's still time to join the high-rise food organics recycling trial.

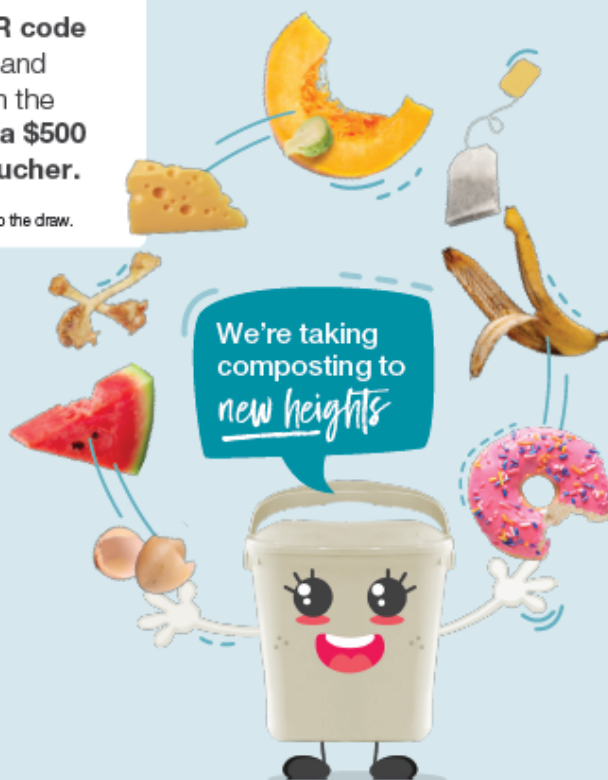


Scan the QR code  
to join now and  
you can go in the  
draw to win a \$500  
EFTPOS voucher.

Current trial participants will be automatically entered into the draw.

## RECYCLING YOUR FOOD ORGANICS IS EASY:

- STEP 1** Read your information pack on what can and cannot go in the caddy
- STEP 2** Recycle your food scraps!
- STEP 3** When ready, tie off the end and place the bag directly in the maroon lid bin in your bin storage area
- STEP 4** Re-line your caddy and keep recycling.



24-EIF-00500

visit [gchaveyoursay.com.au/foodorganics](https://gchaveyoursay.com.au/foodorganics)

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**GOLDCOAST**

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supported by the  
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Recycling and Jobs Fund



**Queensland  
Government**

## Appendix 3 – Information and guidelines provided to residents

### Magnetic fridge flyer – included with starter packs

### HIGH-RISE FOOD ORGANICS RECYCLING TRIAL

I really am not a fussy eater, I can eat...

The things I can't stomach are...

*Did you know*  
almost 31% of what gets thrown into the general waste bins of residential high-rises is food organics.

**Thanks for being part of the high-rise food organics recycling trial**

You're helping us to better understand the challenges and opportunities of providing food organics recycling in the future.

For further information, visit [cityofgoldcoast.com.au/foodorganics](http://cityofgoldcoast.com.au/foodorganics)

USE LINERS PROVIDED AS4735

NO PLASTIC BAGS

### Let's get started

Recycling your food scraps is easy and helps us help the environment. We collect your scraps, process it and then feed it back into the earth.

**Step 1**  
Line your caddy with a liner provided and store in a convenient place.

**Step 2**  
Feed Maddy your food

**Step 3**  
Every 2 to 3 days, or when the caddy is nearly full, tie up the liner and place the bag directly into the maroon lid bin located in your bin storage area. Please close the lid once you're done.

**Step 4**  
Re-line and keep recycling!

#### Handy tips

- wash your caddy weekly with warm, soapy water
- sprinkle vinegar, bi-carb soda or eucalyptus oil in the caddy to absorb and minimise odours
- empty every 2 to 3 days or more often in hot or humid weather
- let your hot food cool down first
- keep smelly foods in the freezer until you are ready to empty your caddy
- pour cooking fats and oils into a sealed container and put them in the general waste bin
- wipe your oily pots and pans down with paper towel and put it in the general waste bin
- make sure the caddy lid is shut tight to prevent any insects getting in
- wrap sharp bones and fruit stones in paper towel or newspaper to prevent cutting the liner

MAGNET

### FAQ's

**How often should I empty my caddy and will it smell?**  
Your caddy should be emptied every 2 to 3 days. There are tips on the previous page to help prevent odours.

**Can I put food packaging or plastic bags in the caddy?**  
No, plastic bags and packaging contaminate the contents of the bin. Use the liners provided and place only food organics in your caddy.

**When will the maroon lid food organics recycling bin be emptied?**  
The bin will be collected three times per week - Tuesday, Thursday and Saturday morning, between 6am and 11am.

For further information, please visit [cityofgoldcoast.com.au/foodorganics](http://cityofgoldcoast.com.au/foodorganics) or scan the QR code.

P 07 5667 5976  
E [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au)  
W [cityofgoldcoast.com.au/foodorganics](http://cityofgoldcoast.com.au/foodorganics)

# HIGH-RISE FOOD ORGANICS RECYCLING TRIAL



Empty me (including liner) into the Maroon lid bin.  
Don't forget to close the lid.

For further information, visit  
[cityofgoldcoast.qld.gov.au/foodorganics](http://cityofgoldcoast.qld.gov.au/foodorganics)



**Food organics bin stickers** - to indicate acceptable materials

*Bin lid sticker*



*Bin body sticker*



**Caddy stickers** - to indicate acceptable materials

*Non-vented caddy – lid and body stickers*

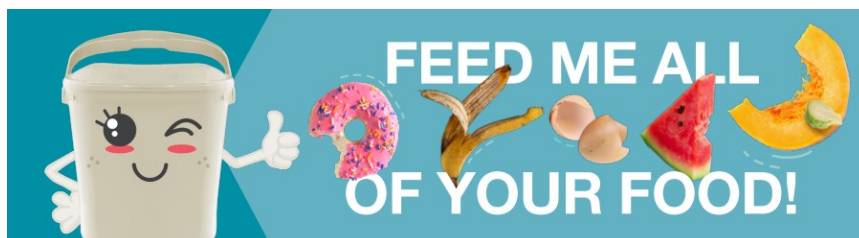


CITY OF  
**GOLDCOAST.**

This initiative is  
supported by the  
Queensland Government's  
Recycling and Jobs Fund



*Vented caddy – lid and body stickers*



CITY OF  
**GOLDCOAST.**

This initiative is  
supported by the  
Queensland Government's  
Recycling and Jobs Fund



Food organics webpage – located on the City website

### Recycling trial for high-rise food organics

Home / Services / Projects & works / Recycling trial for high-rise food organics

LISTEN

About 31% of what is thrown into the general waste bins of high-rises is food organics. Recycling your food organics is a small thing you can do to make a big difference.

We are conducting a recycling trial of high-rise food organics to better understand the challenges and opportunities of servicing high-rises in the future.



#### Trial details

Properties participating in the trial are located along the current commercial food organics recycling service area, including Broadbeach, Surfers Paradise and Main Beach:

- Atlantis East Apartments
- Atlantis West Apartments
- Kings Row North Apartments
- Northcliffe Residences
- Brighton on Broadwater Shores
- Norfolk Apartments
- Condor Apartments.

The trial will run for 6 months and residents will be required to complete 3 surveys so we can gather insights into food organics diversion and behaviour change.

Residents who opt to participate will be provided with:

- an 8-litre caddy
- compostable liners
- an information pack.

The food organics we collect is picked up by the same trucks that collect our commercial food organics. It is sorted and shredded, processing it into compost. The compost is then used for landscaping and rehabilitation. Composting the food organics diverts it from landfill where it would release harmful greenhouse gases into the environment.

REGISTER NOW

#### Trial timeline

- Registration  
18 March to 6 May 2024
- Pre-trial survey  
15 April to 6 May 2024
- Caddy & information pack delivery  
22 to 26 April 2024
- Trial starts – happy recycling!  
4 May 2024
- Mid-trial survey  
31 July to 14 August 2024
- Trial conclusion  
31 October 2024
- Post-trial survey  
21 October to 1 November 2024

Benefits for the community

- Reduce how much we have to pay for the Queensland State Government Waste Levy
- Contribute to a sustainable circular economy that creates jobs
- Ensure valuable resources are recycled
- Reduce material sent to landfill
- Help protect the environment by reducing CO<sub>2</sub>, methane and leachate emissions
- Turn food organics into compost
- Identify ways we can help our high-rise community divert material from landfill

This initiative is supported by the Queensland Government’s Recycling and Jobs Fund.

How to use the food waste caddy

|                                              |   |
|----------------------------------------------|---|
| What can go in the caddy?                    | + |
| What can't go in the caddy?                  | + |
| Tips to keep your caddy clean and smell free | + |

## How to use the food waste caddy

### What can go in the caddy?

All food. That means:

- fruit and vegetable scraps
- tea leaves, tea bags and coffee grounds
- eggs and eggshells and dairy
- meat and seafood (including bones and shells)
- bread, pasta, rice and cereal
- plate scrapings, leftovers and spoiled food.

You can also put paper towel and tissues in the caddy.

### What can't go in the caddy?

- Packaging (bottles, wrap, film and string)
- Paper cups and plates
- Polystyrene and meat trays
- Lids and wine tops
- Plastic bags and drink bottles
- Fats and oils
- General waste
- Products labelled biodegradable or compostable

Products and packaging labelled as biodegradable, compostable or 'eco' can't be recycled in this trial. The caddy liners we provide are approved by our processor and comply with the Australian Standard for composting (home compostable AS5810 and commercial compostable AS4736). This means they will break down into organic matter.

### Tips to keep your caddy clean and smell free

- Only use the liners provided
- Wash your caddy once a week with warm, soapy water
- Sprinkle vinegar, bi-carb soda or eucalyptus oil in the caddy to absorb and minimise odours
- Empty every 2 to 3 days or more often in hot or humid weather
- Let your hot food cool down first
- Keep smelly foods in the freezer until you are ready to empty your caddy
- Pour cooking fats and oils into a sealed container and put them in the general waste bin
- Wipe your oily pots and pans down with paper towel and put them in the general waste bin
- Make sure the caddy lid is shut tight to prevent any insects getting in
- Wrap your sharp bones or sharp pips in kitchen towel or newspaper to prevent it cutting the liner

## **Appendix 4 – Record of stakeholder engagement**

This document is only available on request. Please contact [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au).

## **Appendix 5 – Engagement with residents**

This document is only available on request. Please contact [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au).

## Appendix 6 – Attitudinal surveys at pre-trial, mid-trial and post-trial

### Pre-trial survey

| Questions |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <p><b>Privacy statement</b><br/>Council of the City of Gold Coast (Council) is collecting your personal information in this survey for the purposes of assisting Council with the delivery of Council functions and services. Your information is handled in accordance with the Information Privacy Act 2009 (Qld) and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to <a href="http://cityofgoldcoast.com.au/privacy">cityofgoldcoast.com.au/privacy</a></p> |
| 1         | <p><b>Select your building from the list below</b></p> <ul style="list-style-type: none"> <li>• Atlantis East Apartments</li> <li>• Atlantis West Apartments</li> <li>• Kings Row North Apartments</li> <li>• Main Beach Tower</li> <li>• Northcliffe Residences</li> <li>• Brighton on Broadwater Shores</li> <li>• Norfolk Apartments</li> <li>• Condor Apartments</li> <li>• None of the above</li> </ul>                                                                                                                                                                                                                                       |
| 2         | <b>Name</b> (first and last name)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 3         | <p><b>Email address</b><br/>Note: Please make a note of this email address, as you will need to provide the same email address in the 3 surveys throughout the trial.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 4         | <b>Building unit number</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 5         | <b>How many adults live in your residence (including yourself)?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 6         | <b>How many children live in your residence?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 7         | <p><b>What has motivated you to participate in the Food Organics Recycling trial?</b></p> <ul style="list-style-type: none"> <li>• I want to help reduce the amount of waste sent to <a href="#">landfill</a></li> <li>• I want to help protect and improve our <a href="#">environment</a></li> <li>• I want to live more <a href="#">sustainably</a></li> <li>• I want my unwanted food to be put to good <a href="#">use</a></li> <li>• I want to win the \$250 EFTPOS <a href="#">card</a></li> <li>• I currently compost my <a href="#">food</a></li> <li>• Other. Please specify.</li> </ul>                                                 |
| 8         | <p><b>On a scale of 1 to 5, how motivated are you to recycle your food organics?</b><br/>Please <a href="#">select</a><br/>1 2 3 4 5</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 9         | <p><b>In your opinion, what do you think are the benefits of recycling food organics? Select up to 3</b></p> <ul style="list-style-type: none"> <li>• Reducing greenhouse gases</li> <li>• Reduction of waste going to <a href="#">landfill</a></li> <li>• Creating a useful end product, such as compost</li> <li>• A positive effect on the environment</li> <li>• Contributes to a circular <a href="#">economy</a></li> <li>• Unsure</li> <li>• Other</li> </ul>                                                                                                                                                                               |
| 10        | <p><b>Thinking about your household waste, how important would you say separating your food organics is from your general waste to you personally? Is it.....?</b><br/>Very important<br/>Important<br/>Not very important<br/>Not at all<br/>Don't know</p>                                                                                                                                                                                                                                                                                                                                                                                       |
| 11        | <p><b>How well do you feel that you understand the environmental benefits of recycling food organics?</b><br/>Very well<br/>Fairly well<br/>Not very well<br/>Not at all</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 12        | <p><b>Do you think adding a bin to collect food organics is good for the environment?</b><br/>Yes<br/>No<br/>Unsure</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 13 | <b>What do you currently do with unwanted food organics at home?</b> <ul style="list-style-type: none"> <li>• Put it in the general waste bin (red lidded bin)</li> <li>• Use a compost <a href="#">bin</a></li> <li>• Use a worm <a href="#">farm</a></li> <li>• Use a Bokashi bin</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 14 | <b>Do you agree with this statement 'I would use a <a href="#">food organics</a> recycling service in the future'?</b><br>Strongly <a href="#">agree</a><br>Agree<br>Neither agree <a href="#">or</a> disagree<br>Disagree<br>Strongly Disagree                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 15 | <b>Are you aware that waste sent to our Gold Coast landfills cannot be recovered or reused?</b> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 16 | <b>Are you aware that the Gold Coast will run out of landfill space in less than a decade?</b> <ul style="list-style-type: none"> <li>o Yes</li> <li>o No</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 17 | <b>How important is it to you that the City of Gold Coast continues to investigate ways to manage food organics recycling to reduce the amount that ends up in landfill?</b> <ul style="list-style-type: none"> <li>o Extremely important</li> <li>o Very important</li> <li>o A little bit important</li> <li>o Unsure</li> <li>o Not very important</li> <li>o Unimportant</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 18 | <b>What are the top 5 items you are <a href="#">most likely</a> to recycle in your food organics caddy each week?</b> <ul style="list-style-type: none"> <li>• Cooked meat</li> <li>• Raw meat</li> <li>• Gravy and sauces</li> <li>• Bones</li> <li>• Fish</li> <li>• Seafood</li> <li>• Cheese</li> <li>• Milk</li> <li>• Yogurt</li> <li>• Butter</li> <li>• Eggs</li> <li>• Vegetable peelings</li> <li>• Cooked vegetables</li> <li>• Fruit</li> <li>• Teabags</li> <li>• Coffee grinds</li> <li>• Bread</li> <li>• Pizza</li> <li>• Pasta</li> <li>• Rice</li> <li>• Grains and flours</li> <li>• Potato chips</li> <li>• Confectionary</li> <li>• Cake and biscuits</li> <li>• Takeaway foods</li> <li>• Meal scrapings</li> <li>• Left-over food/meals</li> <li>• Other. Please specify:</li> </ul> |
| 19 | <b>Do you anticipate recycling food organics in your household will be <a href="#">.....</a></b> <ul style="list-style-type: none"> <li>• Easy</li> <li>• Somewhat of a challenge</li> <li>• Challenging</li> <li>• Too difficult</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 20 | <b>Why did you choose the option above?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## Mid-trial survey

| Questions |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PAGE 1    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|           | <p><b>Privacy statement</b><br/>Council of the City of Gold Coast (Council) is collecting your personal information in this survey for the purposes of assisting Council with the delivery of Council functions and services. Your information is handled in accordance with the Information Privacy Act 2009 (Qld) and may only be accessed by <u>Councillors</u>, Council employees and <u>authorised contractors</u>. Unless <u>authorised</u> or required by law, we will not provide your personal information to any other person or agency. For further information go to <a href="http://cityofgoldcoast.com.au/privacy">cityofgoldcoast.com.au/privacy</a></p> |
| 1         | <p><b>Select your building from the list <u>below</u></b></p> <ul style="list-style-type: none"> <li>• Atlantis East Apartments</li> <li>• Atlantis West Apartments</li> <li>• Kings Row North Apartments</li> <li>• Northcliffe Residences</li> <li>• Brighton on Broadwater Shores</li> <li>• Norfolk Apartments</li> <li>• Condor Apartments</li> <li>• None of the above</li> </ul>                                                                                                                                                                                                                                                                                 |
|           | <p><b>If the user selects 'None of the above', show:</b><br/><i>Thank you for your interest in food organics recycling!</i><br/><i>Residents in selected high-rise buildings from Surfers Paradise, Broadbeach and Main Beach have been identified to participate in this trial.</i><br/><i>If you're interested in learning more about how to divert your food waste from landfill, the Love Food Hate Waste program may be of interest. Love Food Hate Waste is our free online program to help you reduce food waste as well as save you time and money.</i><br/><i>[Love Food Hate Waste image]</i></p>                                                             |
|           | <b>If the user selects any of the other option in Q1, the user will be taken to Page 2 of the survey</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| PAGE 2    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3         | <b>Name</b> (first and last name)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4         | <p><b>Email <u>address</u></b><br/>Please use the email address you used in your registration.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5         | <b>Building unit number</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 6         | <p><b>How challenging is recycling food organics in your household?</b><br/>Not challenging at all<br/>Somewhat of a challenge<br/>Very challenging</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 7         | <b>Why do you find it challenging?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 8         | <p><b>On a scale of 1 to 5, how motivated are you to recycle your food organics?</b><br/><b>1= Not very motivated 5= very motivated</b><br/>Please <u>select</u><br/>1 2 3 4 5</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9         | <p><b>Did you find the information provided in the trial kit helpful (caddy stickers, fridge flyer, posters, website, newsletter)?</b></p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 9.1       | <b>Please let us know why you didn't find the information helpful.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10        | <p><b>Did you use/refer to the fridge flyer (with the magnet on the back)? Yes, it is stuck on my <u>fridge</u></b></p> <ul style="list-style-type: none"> <li>• Yes, I put it somewhere easily <u>accessible</u></li> <li>• No, I didn't use it</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                             |
| 11        | <p><b>Did you find the information on the caddy stickers clear and easy to understand?</b></p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>If yes, go to question 10, if no, please provide suggestions</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 11.1      | <b>Please provide suggestions for us to improve the caddy stickers.</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12 | <p>How many caddy liners per week are you using?</p> <ul style="list-style-type: none"> <li>• 0</li> <li>• 1</li> <li>• 2</li> <li>• 3</li> <li>• 4</li> <li>• 5</li> <li>• 6+</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 13 | <p>How do you take your food organics to the bin storage area?</p> <ul style="list-style-type: none"> <li>• Carry the tied-up bag <a href="#">only</a></li> <li>• Carry the caddy with the tied-up bag inside</li> <li>• Carry the caddy with food organics loose <a href="#">inside</a></li> <li>• Other, please specify.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 14 | <p>What could make recycling your food organics easier? Please explain.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 15 | <p>Do you feel confident that you are recycling the correct foods in your caddy?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• I'm <a href="#">unsure</a></li> <li>• I don't feel <a href="#">confident</a></li> <li>• I need more <a href="#">information</a></li> <li>• No</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 16 | <p>What are the top 5 items you are recycling in your food organics caddy each week?</p> <ul style="list-style-type: none"> <li>• Cooked meat</li> <li>• Raw meat</li> <li>• Gravy and sauces</li> <li>• Bones</li> <li>• Fish</li> <li>• Seafood</li> <li>• Cheese</li> <li>• Milk</li> <li>• Yogurt</li> <li>• Butter</li> <li>• Eggs</li> <li>• Vegetable and fruit peelings</li> <li>• Vegetables</li> <li>• Fruit</li> <li>• Teabags</li> <li>• Coffee grinds</li> <li>• Bread</li> <li>• Pizza</li> <li>• Pasta</li> <li>• Rice</li> <li>• Grains and flours</li> <li>• Potato chips</li> <li>• Confectionary</li> <li>• Cake and biscuits</li> <li>• Takeaway foods</li> <li>• Meal scrapings</li> <li>• Left-over food/meals</li> </ul> <p>Other. Please specify:</p> |
| 17 | <p>How has the trial changed the way you prepare your meals and snacks to try to reduce food waste?</p> <ul style="list-style-type: none"> <li>• I'm writing a shopping list and meal <a href="#">planning</a></li> <li>• I'm batch cooking and meal <a href="#">prepping</a></li> <li>• I'm using my <a href="#">leftovers</a> so I need to buy less</li> <li>• I'm cooking more using fresh <a href="#">ingredients</a></li> <li>• I'm making meals/snacks at home and buying less packaged <a href="#">foods</a></li> <li>• I prepare less <a href="#">food</a></li> <li>• I haven't changed <a href="#">anything</a>. I prepare my meals/snacks in the same way.</li> <li>• Other</li> </ul>                                                                              |
| 18 | <p>Has the trial changed your weekly grocery purchases to try to reduce your food waste?</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## End-trial survey

| Questions |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <p><b>Privacy statement</b><br/>Council of the City of Gold Coast (Council) is collecting your personal information in this survey for the purposes of assisting Council with the delivery of Council functions and services. Your information is handled in accordance with the Information Privacy Act 2009 (Qld) and may only be accessed by Councillors, Council employees and authorised contractors. Unless authorised or required by law, we will not provide your personal information to any other person or agency. For further information go to <a href="http://cityofgoldcoast.com.au/privacy">cityofgoldcoast.com.au/privacy</a></p> |
|           | <p>Would you like to go into the prize draw to win 1 of 6 \$250 EFTPOS vouchers? (<a href="#">terms and conditions</a> apply).</p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <p>We will contact the winners using the contact details provided in the trial registration form.</p>                                                                                                                                                                                                                                                                                                                                     |
| 1         | <p><b>Select your building from the list below</b></p> <ul style="list-style-type: none"> <li>• Atlantis East Apartments</li> <li>• Atlantis West Apartments</li> <li>• Kings Row North Apartments</li> <li>• Northcliffe Residences</li> <li>• Brighton on Broadwater Shores</li> <li>• Norfolk Apartments</li> <li>• Condor Apartments</li> <li>• None of the above</li> </ul>                                                                                                                                                                                                                                                                   |
|           | <p><b>If the user selects 'None of the above', show:</b><br/> <i>Thank you for your interest in food organics recycling!</i><br/> <i>Residents in selected high-rise buildings from Surfers Paradise, Broadbeach and Main Beach have been identified to participate in this trial.</i><br/> <i>If you're interested in learning more about how to divert your food waste from landfill, the Love Food Hate Waste program may be of interest. Love Food Hate Waste is our free online program to help you reduce food waste as well as save you time and money.</i><br/> <i>[Love Food Hate Waste image]</i></p>                                    |
|           | <p><b>If the user selects any of the other option in Q1, the user will be taken to Page 2 of the survey</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 2         | <p><b>Name</b> (first and last name)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3         | <p><b>Email address</b><br/>Please use the email address you used in your registration.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 4         | <p><b>Building unit number</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 5         | <p><b>Thinking about your household waste, how important would you say separating your food organics is from your general waste to you personally? Is it.....?</b></p> <ul style="list-style-type: none"> <li>• Very important</li> <li>• Important</li> <li>• Not very important</li> <li>• Not at all</li> <li>• Don't know</li> </ul>                                                                                                                                                                                                                                                                                                           |
| 6         | <p><b>How well do you feel that you understand the environmental benefits of recycling food organics?</b></p> <ul style="list-style-type: none"> <li>• Very well</li> <li>• Fairly well</li> <li>• Not very well</li> <li>• Not at all</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                  |
| 7         | <p><b>Do you think adding a bin to collect food organics is good for the environment?</b></p> <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> <li>• Unsure</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 8         | <p><b>Do you agree with this statement 'The high-rise food organics recycling service made me more aware of what I was throwing away'?</b></p> <ul style="list-style-type: none"> <li>• Strongly agree</li> <li>• Agree</li> <li>• Neither agree nor disagree</li> <li>• Disagree</li> <li>• Strongly Disagree</li> </ul>                                                                                                                                                                                                                                                                                                                          |
| 9         | <p><b>Do you agree with this statement 'I would use a food organics recycling service in the future'?</b></p> <ul style="list-style-type: none"> <li>• Strongly agree</li> <li>• Agree</li> <li>• Neither agree or disagree</li> <li>• Disagree</li> <li>• Strongly Disagree</li> </ul>                                                                                                                                                                                                                                                                                                                                                            |
| 10        | <p><b>Have you used the food organics recycling service?</b></p> <ul style="list-style-type: none"> <li>• Yes – used it regularly</li> <li>• Used it occasionally</li> <li>• Never used it</li> </ul> <p>(If you used it regularly or occasionally, skip to question 12)</p>                                                                                                                                                                                                                                                                                                                                                                       |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11 | <p>If you selected 'never used it' in the question above, what do you currently do with food organics at home?</p> <ul style="list-style-type: none"> <li>Put it in the general waste bin (red lidded bin)</li> <li>Use a compost <a href="#">bin</a></li> <li>Use a worm <a href="#">farm</a></li> <li>Use a Bokashi <a href="#">bin</a></li> <li>Other (please specify)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 12 | <p>What barriers, if any, did you encounter while putting your food items into your food organics bin? (select all that apply)</p> <ul style="list-style-type: none"> <li>Too much hassle to separate food organics from rubbish</li> <li>Too much hassle to separate different kinds of food that can and can't go in the food organics <a href="#">bin</a></li> <li>Maroon lid wheelie bin was too <a href="#">full</a></li> <li>Caddy attracted flies/<a href="#">maggots</a></li> <li>Caddy attracted rats/<a href="#">mice</a></li> <li>Confused about what items were accepted in the <a href="#">caddy</a></li> <li>The caddy was too <a href="#">big</a></li> <li>The caddy was too <a href="#">small</a></li> <li>Quality of the caddy</li> <li>The caddy <a href="#">smelt</a></li> <li>Other (please specify)</li> </ul> |
| 13 | <p>How supportive are you to pay an additional charge for a food recycling service?</p> <ul style="list-style-type: none"> <li>Strongly supportive</li> <li>Supportive</li> <li>Neither support nor oppose</li> <li>Oppose</li> <li>Strongly oppose</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 14 | <p>On a scale of 1 to 5, how motivated are you to recycle your food organics? 1= Not very motivated, 5= very motivated<br/>Please <a href="#">select</a><br/>1 2 3 4 5</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 15 | <p>How often did you empty your caddy each week?</p> <ul style="list-style-type: none"> <li>Less than once per week</li> <li>1</li> <li>2</li> <li>3</li> <li>4</li> <li>5</li> <li>6+</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 16 | <p>What are the top 5 items you are recycling in your food organics caddy each week?</p> <ul style="list-style-type: none"> <li>Cooked meat</li> <li>Raw meat</li> <li>Gravy and sauces</li> <li>Bones</li> <li>Fish</li> <li>Seafood</li> <li>Cheese</li> <li>Milk</li> <li>Yogurt</li> <li>Butter</li> <li>Eggs</li> <li>Vegetable and fruit peelings</li> <li>Vegetables</li> <li>Fruit</li> <li>Teabags</li> <li>Coffee grinds</li> <li>Bread</li> <li>Pizza</li> <li>Pasta</li> <li>Rice</li> <li>Grains and flours</li> <li>Potato chips</li> <li>Confectionary</li> <li>Cake and biscuits</li> <li>Takeaway foods</li> <li>Meal scrapings</li> <li>Left-over food/meals</li> <li>Other. Please specify:</li> </ul>                                                                                                           |

## **Appendix 7 – Waste collection drive sample monitoring report**

This document is only available on request. Please contact [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au).

## **Appendix 8 – Final Residential High-Rise Food Organics Trial Assessment**

This document is only available on request. Please contact [organics@goldcoast.qld.gov.au](mailto:organics@goldcoast.qld.gov.au).

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