

A satellite night view of Australia, showing city lights and road networks. The text is overlaid on the map.

HARD WASTE COLLECTION AND CHARGES

RESEARCH PRESENTATION

PREPARED FOR
CITY OF MONASH
DECEMBER 2017

CONTENTS

Background and objectives	3
Research methodology	4
Survey sample and response rates	5
Survey results	6
Preferred option for hard waste collection	7
Support for pensioner discount for new service option	10

BACKGROUND AND OBJECTIVES

Understanding that waste services are very important to the residents and ratepayers of the City of Monash, Council sought community feedback on options for the possible introduction of an at-call hard waste collection service from 2019. (No changes to weekly and fortnightly garbage, recycling and green waste bin collections were being proposed.)

Specifically, Council sought community preferences regarding two alternative collection options:

1. The existing once-a-year pick-up of hard waste on a date set by Council, with the option of one additional at-call hard waste collection per year, at a cost of up to \$150 (if this additional collection is used);

OR

2. An enhanced service offering for each property of up to two booked collections per year for hard waste, two for bundled green waste, and two for bulk cardboard, with the additional charges paid for by the property owner in their rates.

With this second collection option impacting rates charges for property owners, Council also sought to gauge community support for subsidising pensioner ratepayers should this option be introduced, specifically that pensioners receive a discount (of up to 50%).

Community feedback on these issues will inform Council deliberations on possible reforms to the City's hard waste collection services.

RESEARCH METHODOLOGY

A short postal survey was conducted from 1 November – 11 December 2017 across the City of Monash, among ratepayers and residents of tenanted households.

Survey forms were posted out with a reply paid envelope and accompanying letter from Council, personally addressed to the ratepayers, or “The Resident” of tenanted properties. Each survey form contained a unique identifying number, representing a property assessment number plus one digit to identify the addressee as either a ratepayer (R), or resident of a household being rented (T).

In total, 105,785 surveys were posted out - 77,827 to ratepayers (R) and 27,958 to tenants (T).

Response rates are detailed overleaf. (Note that a small number of respondents who removed their unique identifying number prior to returning their survey form have an “unknown” ratepayer status).

Survey data has been deidentified and is not able to be associated with any individual or household.

All research was conducted in compliance with AS-ISO 20252.

SURVEY SAMPLE AND RESPONSE RATES

Response rates by respondent type

Total City of Monash ratepayers and tenants

- 105,785 surveys sent out
- 30,918 surveys returned (29.2% response rate)

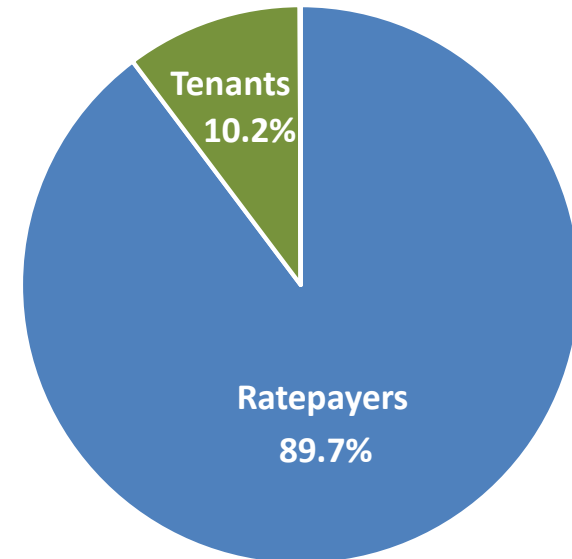
City of Monash ratepayers

- 77,827 surveys sent out
- 27,741 surveys returned (35.6% response rate)

City of Monash tenants

- 27,958 surveys sent out
- 3,157 surveys returned (11.3% response rate)

Returned surveys by respondent type*



*n=20 respondents (0.1% of total) removed their unique identifying number from the survey form and are unable to be identified as ratepayer or tenant.

A satellite night map of South Africa, showing the country's outline and major cities illuminated by city lights. The lights are concentrated in the coastal and central regions, with a prominent glow around Johannesburg and Durban. The surrounding ocean is dark blue, and the landmass is a mix of brown and green tones, indicating terrain and vegetation.

SURVEY RESULTS

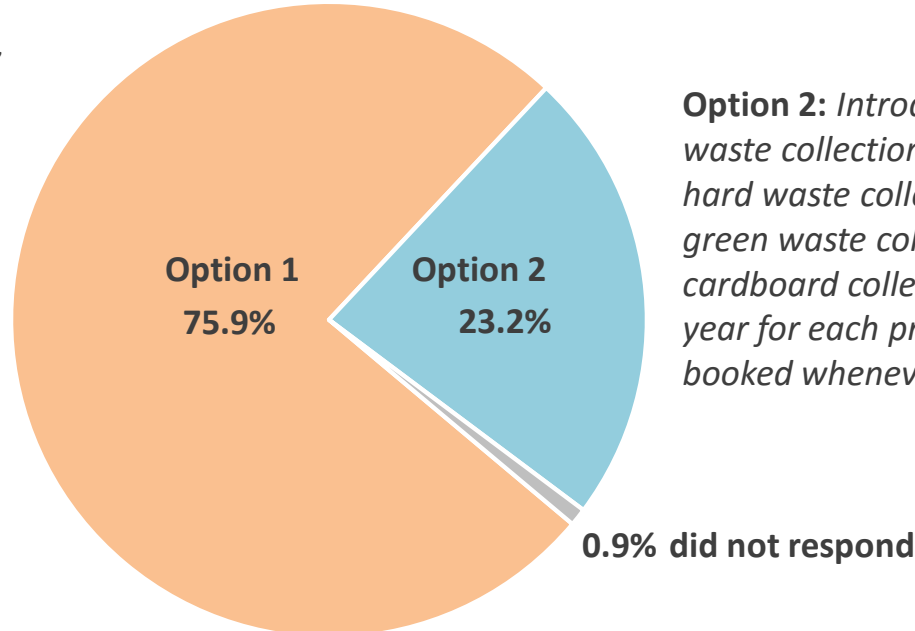


PREFERRED OPTION FOR HARD WASTE COLLECTION

A MAJORITY OF THE COMMUNITY PREFER THE CURRENT HARD WASTE SERVICE PLUS OPTIONAL AT-CALL COLLECTION

Preferred hard waste collection option

Option 1: *Maintain the current, fixed date hard waste service (one pick-up a year) and introduce an optional at-call hard waste collection available at a cost of up to \$150.*



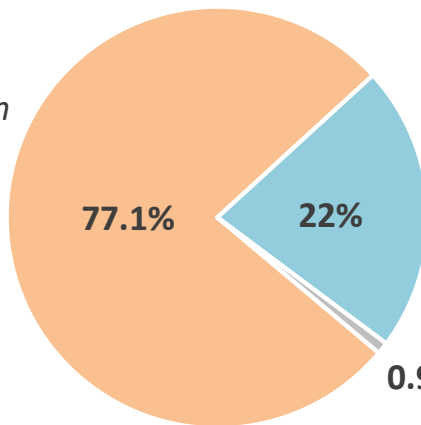
Option 2: *Introduce an enhanced waste collection service with two hard waste collections, two bundled green waste collections and two cardboard collections available per year for each property. These can be booked whenever you need them.*

BOTH RATEPAYERS AND TENANTS PREFER THE CURRENT HARD WASTE SERVICE WITH OPTIONAL ACT-CALL SERVICE

Preferred hard waste collection option
- by respondent type

RATEPAYERS

Option 1
Current service plus optional at-call collection

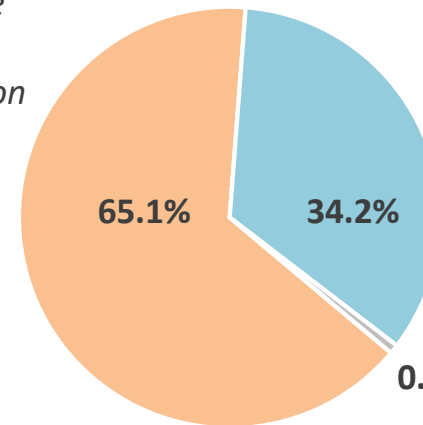


Option 2
New enhanced collection service

0.9% did not respond

TENANTS

Option 1
Current service plus optional at-call collection



Option 2
New enhanced collection service

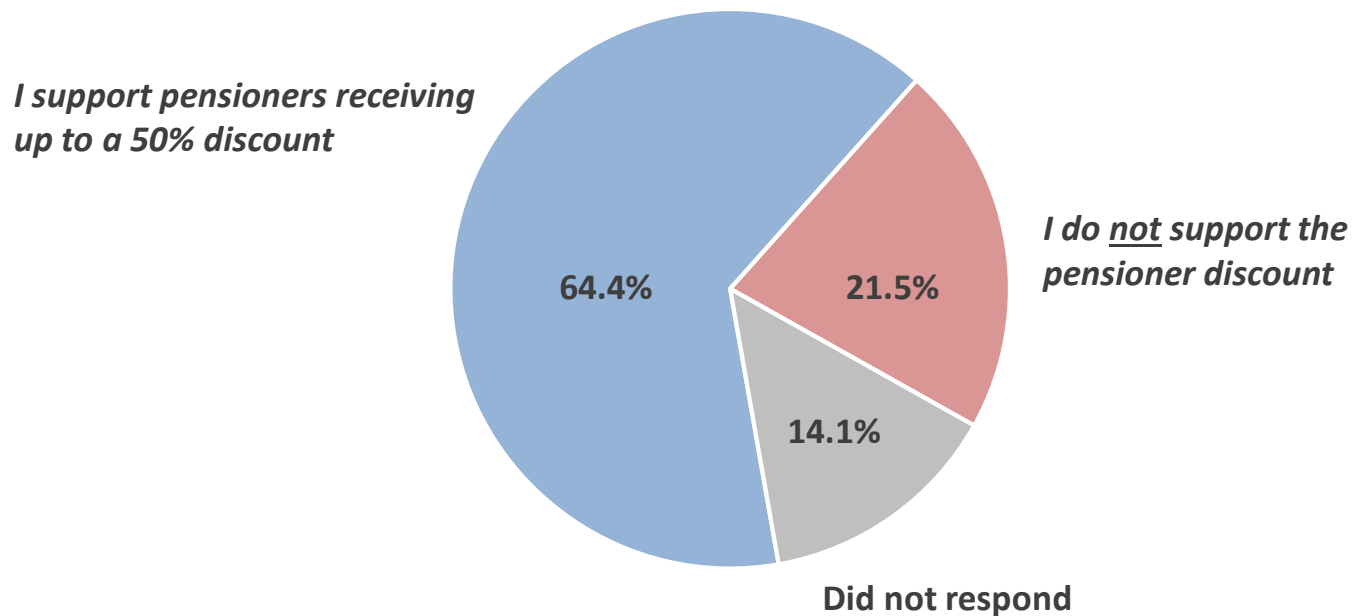
0.7% did not respond



SUPPORT FOR PENSIONER DISCOUNT FOR NEW SERVICE OPTION

A MAJORITY OF THE COMMUNITY SUPPORT A PENSIONER DISCOUNT FOR THE NEW SERVICE OPTION

Support for pensioner discount
if Option 2 (new enhanced collection service) is implemented



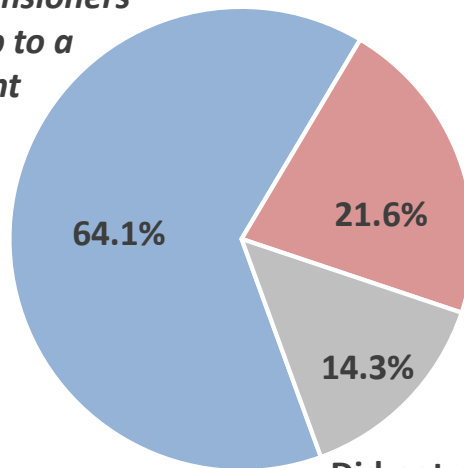
If Council were to implement Option 2, do you support the pensioner discount as proposed?
Base: All respondents, n=30,918

BOTH RATEPAYERS AND TENANTS SUPPORT A PENSIONER DISCOUNT FOR THE NEW SERVICE

Support for pensioner discount for new enhanced collection service - by respondent type

RATEPAYERS

I support pensioners receiving up to a 50% discount

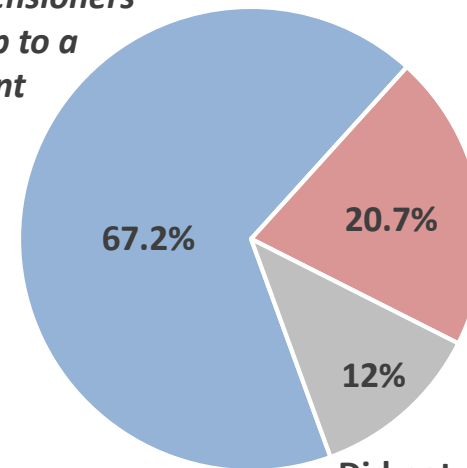


I do not support the pensioner discount

Did not respond

TENANTS

I support pensioners receiving up to a 50% discount

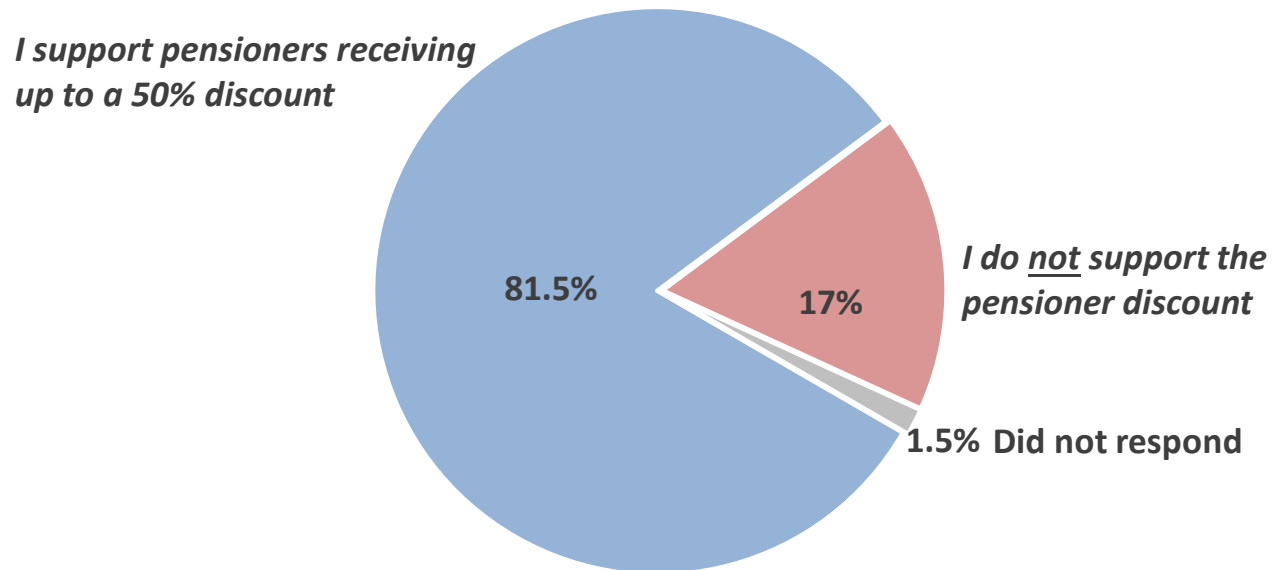


I do not support the pensioner discount

Did not respond

AMONG THOSE WHO PREFER THE NEW ENHANCED COLLECTION SERVICE, 8 IN 10 SUPPORT A PENSIONER DISCOUNT

Support for pensioner discount for new enhanced collection service
- among those who prefer this option





**THERE ARE OVER
182,000 PEOPLE
IN THE CITY OF MONASH...**

**FIND OUT
WHAT THEY'RE
THINKING.**

Contact Us
03 8685 8555

John Scales
Managing Director

Mark Zuker
Managing Director

Katrina Cox
Research Director


JWS RESEARCH