

CITY OF CLARENCE

Food Organics Garden Organics, Waste and Litter Engagement Report

May 2026





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Background

Residents across Clarence are being asked to change the way they sort their household waste, and getting that change right depends on having the right information at the right time. We are introducing FOGO (Food Organics Garden Organics), a kerbside collection service that separates food scraps and garden waste so they can be processed into compost rather than sent to landfill.

Organics currently make up around 57% of the general waste collected through our kerbside service, making this one of the most practical steps we can take to reduce greenhouse gas emissions and support better resource recovery.

This is in line with state and national targets to halve organic waste to landfill by 2030, and is a commitment included in our Sustainability Strategy (2023).

The transition to FOGO has been progressed over several years. In December 2021, we agreed in principle to move from the existing garden organics (GO) service to FOGO, pending the availability of a suitable processing facility and a supporting business case. That business case was completed in August 2025, confirming the service's feasibility across economic, environmental and social measures. We formally endorsed a staged FOGO rollout at the 1 December 2025 Council meeting, with the service starting on 1 January 2027.

The transition replaces the current monthly garden organics collection with a fortnightly FOGO collection, while general waste and recycling collections remain unchanged.

Residents who already have a green waste bin will not need a new bin, as their existing lime-green lid bin will become their FOGO bin. The service will be compulsory for eligible properties and included in annual rates.

With the rollout confirmed, we turned our attention to the community. Before we could design an effective education and communications campaign, we needed to understand what residents already know, where the gaps are, and how best to reach people. Community engagement ran from 15 April to 13 May 2026 to gather that evidence, and the design of that engagement is outlined in the following section.

Engagement design

Purpose of the engagement

The purpose of this engagement was to gather community input to support a smooth transition to FOGO. With the decision to introduce the service already made, we focused on understanding what residents know, where confusion is likely, and how best to reach people with the right information ahead of the 1 January 2027 start date.

The survey also collected community views on litter and dumped rubbish to inform our Dumped Rubbish and Litter Management Plan.

Feedback sought

The survey asked residents about their current bin usage and satisfaction with kerbside services, how they manage food and garden waste at home, their level of support for FOGO, and which education channels would best help them understand the new service. It also asked how concerned residents are about litter and dumped rubbish in their suburb.

Rationale for question design

Questions were designed to be quick and straightforward, using a mix of multiple choice and open-ended responses to capture both measurable data and the personal detail behind it. Questions were grouped by theme so residents could move through the survey logically, and the litter questions were included to make the most of the engagement opportunity without running a separate process.

Structure of the engagement

Engagement was delivered on Your Say Clarence through an online survey.

The survey captured broad views on residents' current kerbside bin usage and satisfaction, how they manage food and garden waste at home, their level of support for FOGO, and which education channels would best help them through the transition.

The survey also included a Social Map, which invited participants to drop pins on specific locations across the City of Clarence where they feel litter and dumped rubbish is a problem.

What we did

How the survey was promoted



832 unique visitors to the FOGO Your Say webpage and 1,043 page views



Consultation ad in the Eastern Shore Sun and Clarence News



Facebook posts with 20, 929 views, 245 interactions, and 212 link clicks. On **Instagram**, we had 89 views.

Ways people engaged and provided feedback



316
online survey
responses



2
written
submissions



58
new Your Say
followers



197
map
contributions

Engagement period

4 weeks (15 April – 13 May 2026)

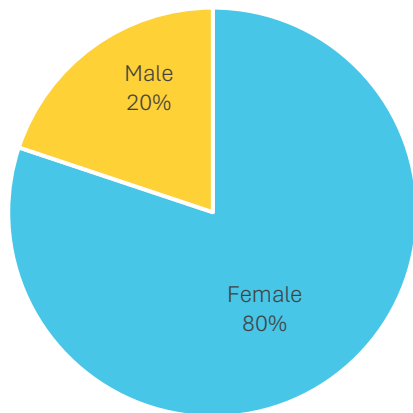
Data Summary



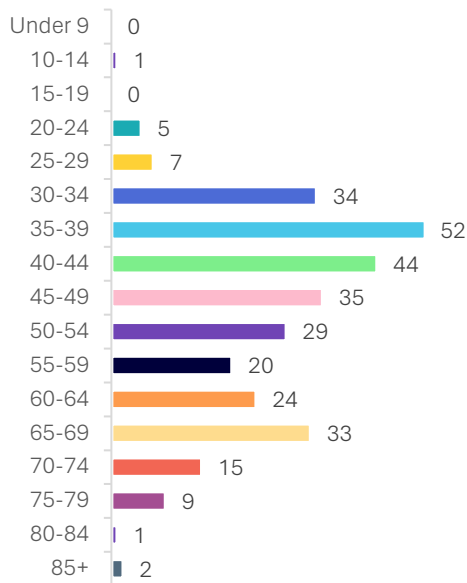
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Demographics

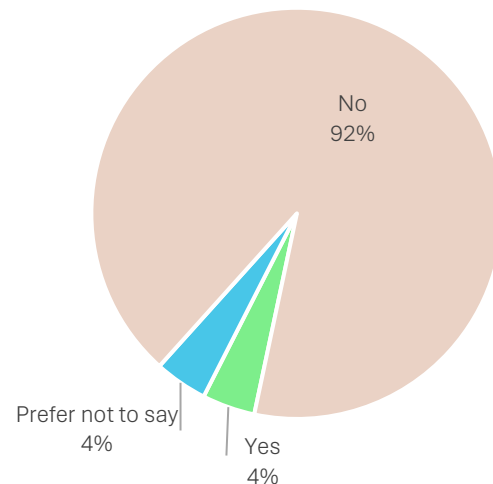
Gender



Age



Identify as Aboriginal or Torres Strait Islander?



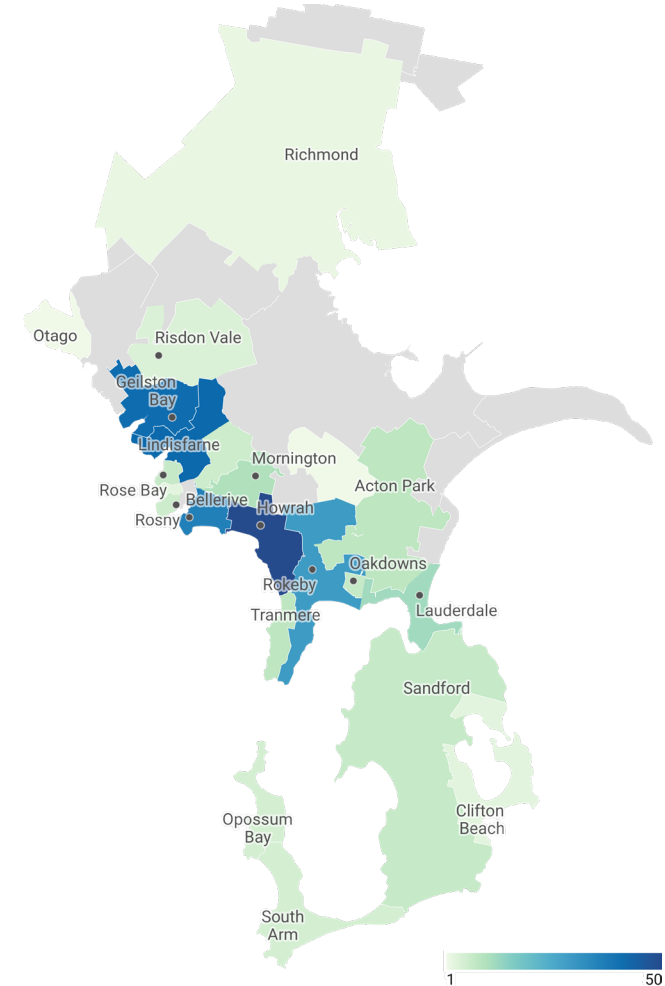
Demographics

Location of survey respondents

- **Howrah** had the highest response rate at 16% (50 responses)
- Outside Clarence:
 - 1 respondent from Kingston

Survey responses by Clarence suburb

Acton Park	8	Lindisfarne	43	Roches Beach	0
Bellerive	36	Montagu Bay	3	Rokeby	29
Cambridge	0	Mornington	10	Rose Bay	7
Clarendon Vale	8	Mount Rumney	1	Rosny	6
Clifton Beach	3	Oakdowns	7	Rosny Park	0
Cremorne	3	Opossum Bay	5	Sandford	7
Dulcot	0	Otago	1	Seven Mile Beach	10
Geilston Bay	41	Richmond	2	South Arm	5
Howrah	50	Risdon Vale	4	Tranmere	8
Lauderdale	12	Risdon	0	Warrane	6



Demographics

99%

Households with waste collected by City of Clarence (Q1)

91%

Households with a Green Waste bin (Q6)

63%

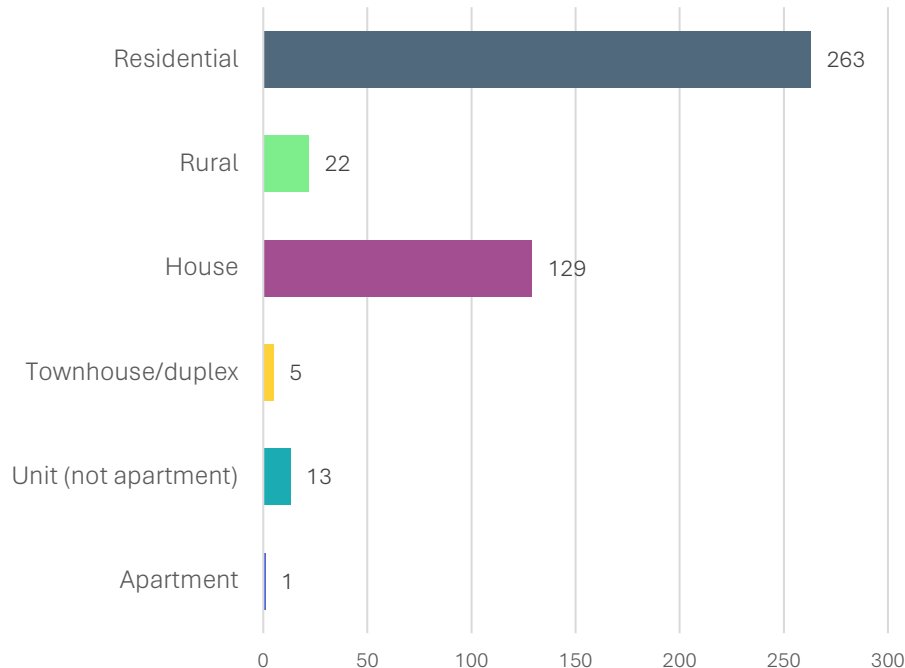
Households without a Green Waste bin who would like FOGO service in the future (Q7)

91%

Respondents who own their house (Q17)

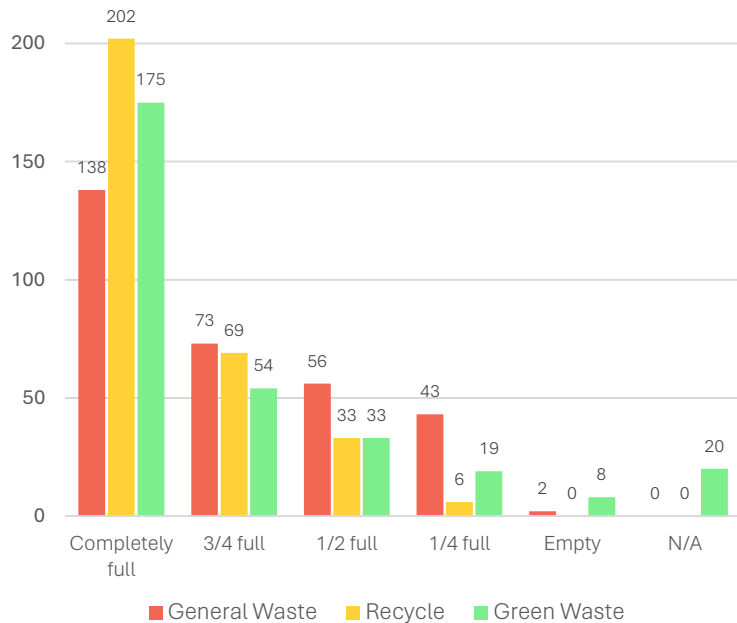
* 8% rent

Home type (Q18)

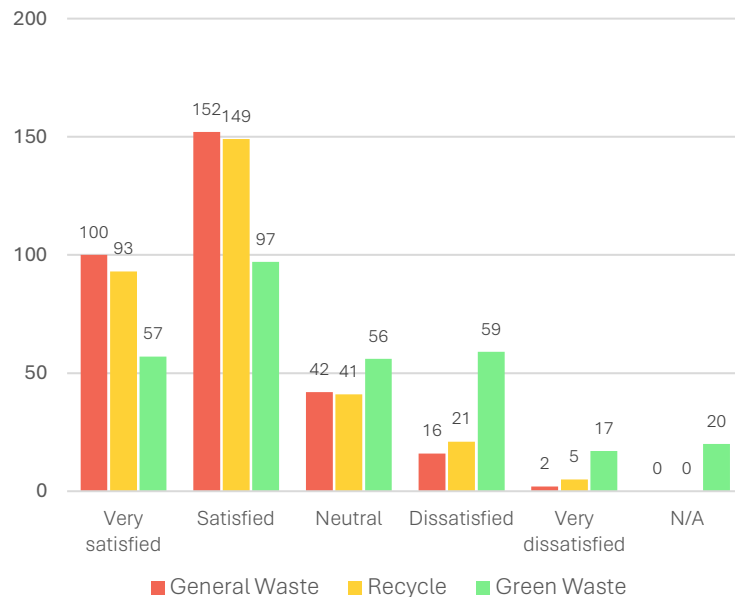


3 Bins – kerbside collection

On an average collection day how full are your bins? (Q2)



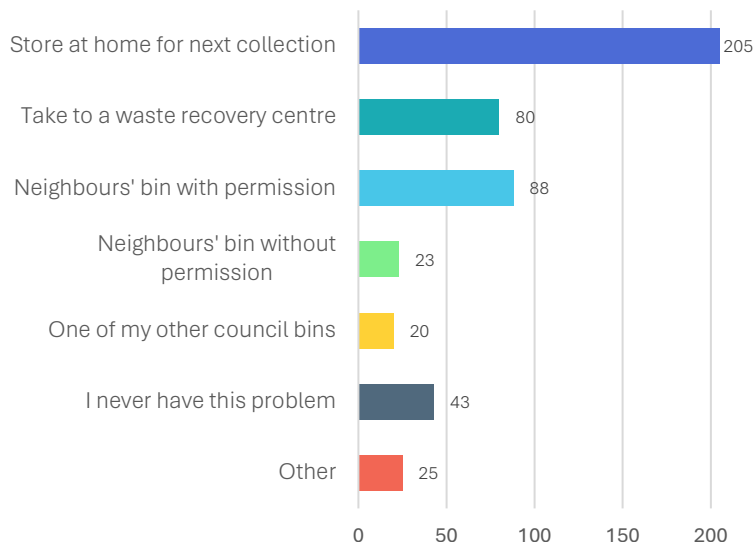
On average, how satisfied are you with your kerbside collection service? (Q3)



3

Waste disposal

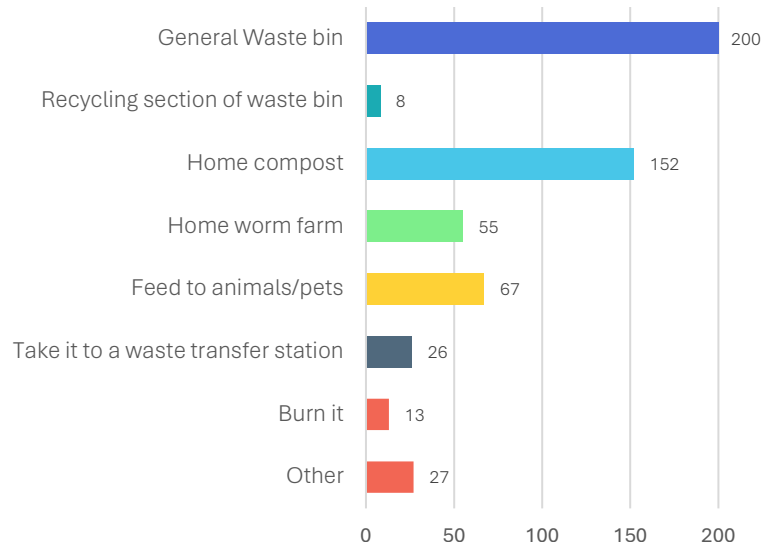
When you have more waste than will fit in your bin, what do you do with it? (Q4)



Notable 'other' responses:

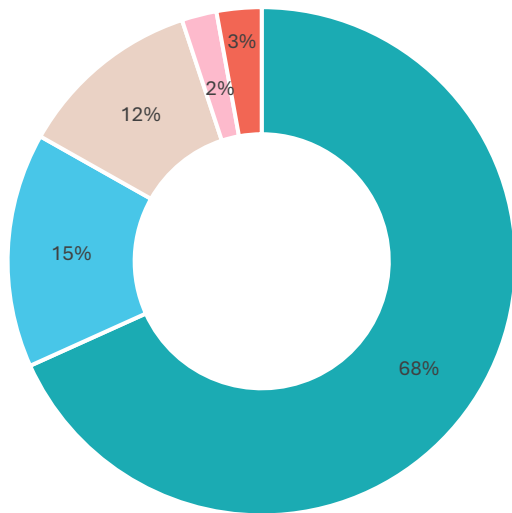
- "Race bin to the other side of the rd to get a second collection"
- "Put it into my paid for Trashpack"
- "take it to work and put in their bins"

How do you currently dispose of food and garden waste at home? (Q8)



FOGO support

Do you support processing food waste with garden organics? (Q9)



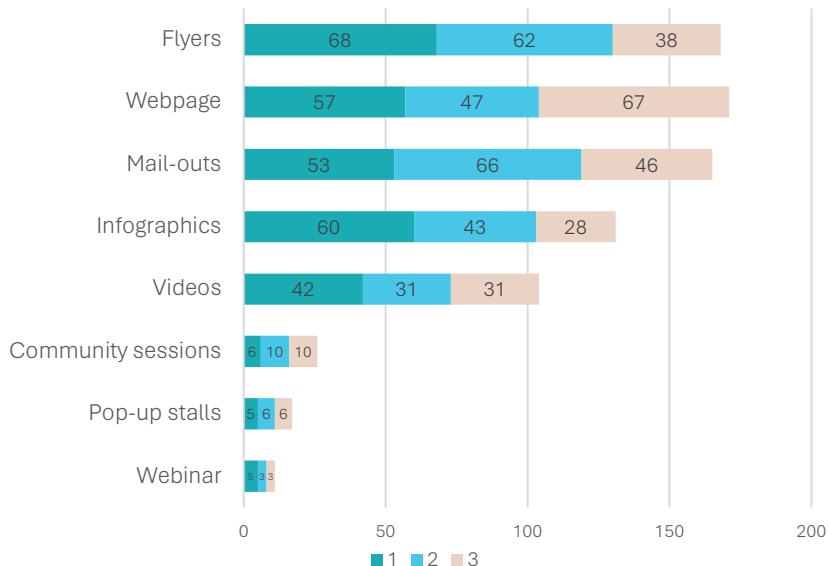
■ Strongly support ■ Support ■ Neutral
■ Opposed ■ Strongly opposed

How important is it to you to manage your food scraps and garden organics so they don't go into landfill? (Q10)

* 11% unsure

80%
Very
important

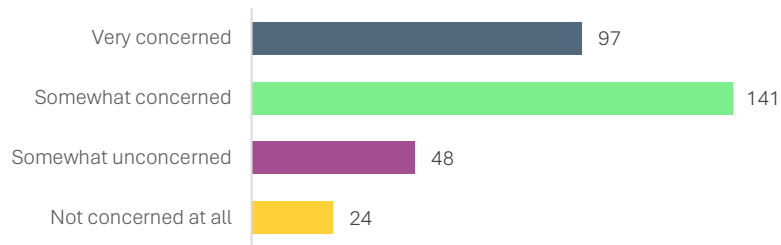
How would you like educational material provided to you? (Q11 – top three ranking)



Top education picks: Webpage (171 total mentions, 57 as #1 choice), flyers (168 mentions), mail-outs (165 mentions), and infographics (131 mentions) dominate. In-person formats (pop-up stalls, community sessions, webinars) trail significantly.

Littering

How concerned are you about litter and/or dumped rubbish in your suburb in general? (Q13)



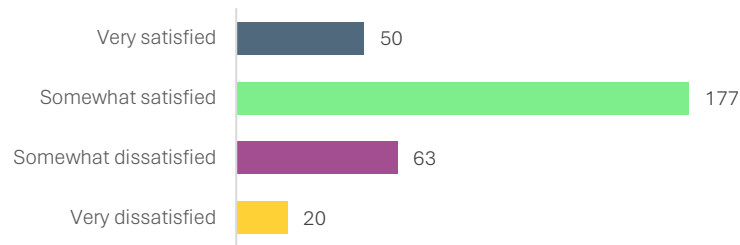
How do you feel about our efforts around litter and dumped rubbish prevention? (Q14)



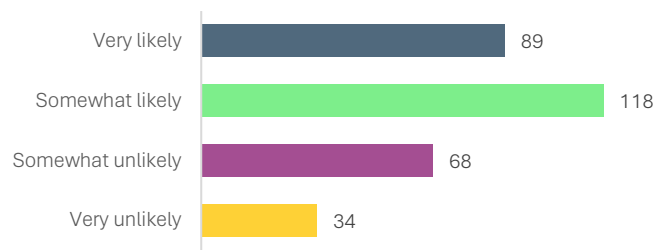
197

spots identified as being a problem for litter and/or dumped rubbish (Q12)

How satisfied are you generally with road, gutter, and public bin cleanliness in your suburb? (Q15)



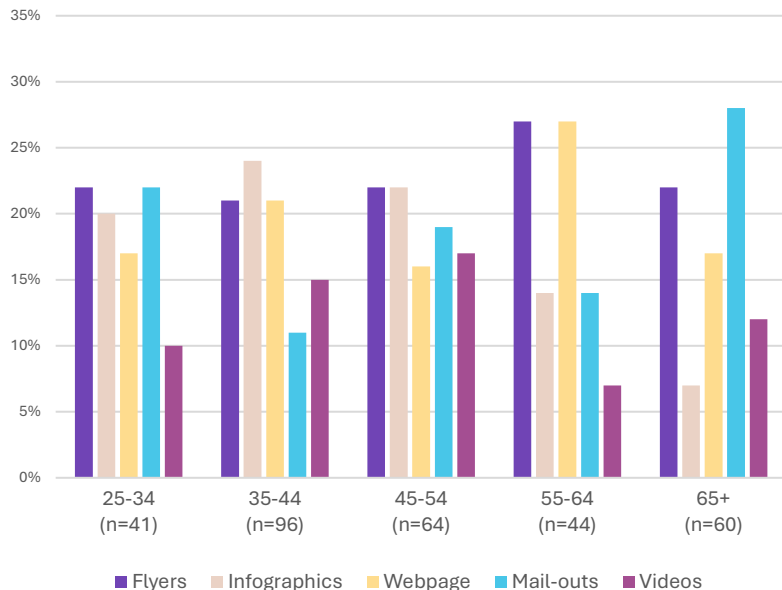
How likely are you to report someone for littering/illegal dumping? (Q16)



Education channel cross-analysis

Preferred education channel by age (first choice)

Values shown as % of age group selecting each channel as their first choice.



Flyers are the most consistently strong first choice across all age groups, making them the safest single channel for a broad campaign. However, there are clear age-related differences worth noting for channel targeting.

Respondents aged 65 and over strongly favour **mail-outs** as their top pick (28%), which is the highest preference for any single channel in any age group.

Infographics peak strongly with 35 to 44 year olds (24%) and drop sharply for those 65 and over (7%).

Webpages are equally popular among 25 to 34 and 55 to 64 year olds (both 27%).

Videos are most popular with 35 to 54 year olds but remain relatively low as a first choice across the board.

In-person formats, including pop-up stalls, community sessions, and webinars, did not appear meaningfully in any age group as a first choice.

Conclusion

Overall sentiment is strongly supportive and ready. The message from the community is that the direction is right, and the priority now is making the transition as clear and easy as possible.

Support for FOGO is broad and consistent across age groups, suburbs, and household types, including among residents who already compost, use worm farms, or feed food scraps to animals. Even those who manage their organics at home largely support the service for the wider community. Where hesitation exists, it tends to come from older residents and from households on rural or large properties who are uncertain about whether a compulsory service makes sense for their circumstances.

The green waste service is the one area where the current kerbside offering is genuinely not meeting community expectations. Monthly collection is widely described as insufficient, with bins overflowing, smelling, and compacting before they are emptied. Contractor reliability and delayed collections compound this frustration.

Education preferences are clear. Residents want information in the letterbox or on a webpage, in plain language and with visual explanation. Flyers, mail-outs, infographics, and the council website are the formats respondents consistently ranked at the top.

Litter and dumped rubbish is a genuine concern for most residents. Almost three in four respondents are concerned about litter in their suburb, and more than half feel we are not doing enough to prevent it. One hundred and twenty-two respondents took the time to mark specific litter problem locations on the Social Map.

Across the feedback, the clear priorities were a smooth and well-communicated FOGO transition, accessible and practical education materials that reach people at home, improved green waste collection frequency and contractor reliability, and more visible action on litter and dumped rubbish in residential streets and public spaces.