

## Attachment 4 – Benchmarking of Melbourne council bin inspection programs.

Council	Bin inspection program
<b>Nilumbik</b>	<ul style="list-style-type: none"> <li>• Currently has no bin inspection program.</li> <li>• Previous bin inspection program was effective in getting households to call Council.</li> <li>• Officers were able to engage with community in a way that may not have otherwise have happened.</li> </ul>
<b>Yarra</b>	<ul style="list-style-type: none"> <li>• Strict contamination policy consisting of spot audits, where someone goes ahead of the collection crew and checks the bins.</li> <li>• Collection crew is very good about checking the bins prior to emptying. If bins are contaminated, crew takes a photo and stickers the bin closed, with the contaminant identified on the sticker.</li> <li>• Bins will not be emptied until the contaminant has been removed.</li> <li>• If contamination happens a second time, resident receives an educational letter, including an offer of further educational support either via phone or in person.</li> <li>• If it happens a third time, depending on the situation (and how much education they have received), Council may remove the service.</li> </ul>
<b>Monash</b>	<ul style="list-style-type: none"> <li>• Recently appointed bin inspectors to conduct kerbside visual audits starting 1 July 2020.</li> <li>• If a bin is too heavy the driver stickers the lid closed and does not collect.</li> <li>• The resident must contact Council to discuss, remove items, and then Council will return.</li> <li>• Council are developing bin tags for bin inspections (recycling and green, both educational for incorrect items and rewarding for right behaviour - with these households going into draw for prizes).</li> <li>• A flyer/letter will also go into the letterbox along with bin tags.</li> <li>• Stickers are either education on the front body of the bin or the "Do not empty" over the lid.</li> </ul>
<b>Moreland</b>	<ul style="list-style-type: none"> <li>• 1000 bins (either FOGO and waste or recycling and waste) are inspected each month across ten areas.</li> <li>• Inspectors are looking at contamination and resource loss.</li> <li>• A bin tag is left on inspected bins to say, 'good job' or 'contaminated'.</li> <li>• If contamination is minor (&lt;3 non-hazardous contaminants) Council let the resident know, but still collect the bin.</li> <li>• If hazardous contaminants (syringe/asbestos) are found in a bin, a sticker is placed on the bin and collection is rejected.</li> <li>• Resident must remove the contaminant and deal with it appropriately.</li> <li>• When they do this, Council will then collect the bin. If they do not remove it, it is collected as waste.</li> <li>• Looking to integrate bin removal.</li> </ul>
<b>Mornington</b>	<ul style="list-style-type: none"> <li>• Council ask contractors to do inspections, often 4-6 weeks' worth at a time.</li> <li>• They try to go back to the same streets to check if the contaminants have been removed - contamination usually falls by about 20%.</li> </ul>

	<ul style="list-style-type: none"> <li>• Council leave bin tags (happy or sad faces) to let people know that we've been through the area.</li> <li>• No contamination households go into a draw to win a \$50 gift voucher. Heavily contaminated bins are stickered and not collected, residents have to wait until the next collection cycle for their bin to be emptied.</li> </ul>
<b>Frankston</b>	<ul style="list-style-type: none"> <li>• Works with the Bin Cop and completes ten audits per month (250 – 400 inspections per day).</li> <li>• Recycling or garden.</li> <li>• Don't pick up contaminated bins.</li> <li>• Separate stickers where plastic bags are the contamination.</li> <li>• Repeated contamination results in a fine.</li> <li>• Drivers also sticker bins – cameras on trucks to recognise contamination. Sticker lists contamination and a letter is dropped off.</li> <li>• Three fails in a six-month period and Council stops the service – no bin pickup.</li> <li>• Good recycling bins get movie vouchers.</li> <li>• Really effective – great behaviour change tool with some results showing contamination drop from 32% to 23%.</li> </ul>
<b>Manningham</b>	<ul style="list-style-type: none"> <li>• Program been running at least 16 years.</li> <li>• Definitely a positive outcome, has been great since recycling crisis to reinforce importance of good recycling.</li> <li>• Six-week rotation with two checks per area.</li> <li>• Report added, and record added to property immediately.</li> <li>• Work closely with drivers (who change their route to allow for more time for inspections).</li> <li>• Bin inspections 4 days/week get across whole municipality in a year</li> <li>• Separate sticker for soft plastics, inspected bins get a tag and letter.</li> <li>• Rejected bins are taped shut.</li> </ul>
<b>Casey</b>	<ul style="list-style-type: none"> <li>• Ongoing bin inspection program.</li> <li>• Program is three strikes in six months and bin is removed.</li> <li>• Residents can contact Council after six-months' and request their bin back.</li> <li>• If a bin is visibly contaminated, Council won't empty it.</li> <li>• If requested, Council will return once to a bin to empty it once the contaminants have been removed (this gives Council the chance to properly explain what the issue is and provide a fresh start).</li> <li>• Residents get an automatically generated letter at the first offence, then a call/letter for the second offence. After three offenses the bin is removed, along with a letter confirming bin has been taken.</li> <li>• Casey do not remove a huge number of bins - just the ones where there is no response to try and improve contamination.</li> <li>• They also put the real estate agent in the loop (when possible) if it is a rental property.</li> </ul>
<b>Whittlesea</b>	<ul style="list-style-type: none"> <li>• The City of Whittlesea will send a letter to the household if the bin is reported as contaminated by the Collection Truck driver.</li> <li>• Council do not take bins away if a household continues to contaminate.</li> </ul>
<b>Brimbank</b>	<ul style="list-style-type: none"> <li>• Currently undertaking daily driver audits – each contaminated bin is stickered, and the address is recorded.</li> </ul>

	<ul style="list-style-type: none"><li>• If contamination is noticed before it is in the hopper then it's left.</li><li>• If contamination is minor, Council generally return and collect with a garbage truck.</li><li>• If the contamination is major, Council sticker and leave the bin until the resident contacts Council and removes the contaminant – or we empty with garbage truck.</li><li>• Bin inspections consist of walking around lifting the lid of each bin in targeted areas of high contamination (obtained through driver records) and place tags (happy / sad faces) on bins.</li><li>• Majorly contaminated bins are stickered shut and educational material and place a letter explaining the issue asking the resident to contact Council and discuss are provide.</li><li>• Council revisit the same bins (three times) during the program and provide a reward (op shop voucher) to residents that recycle right consecutively.</li></ul>
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