



Attachment 1 to Item 10.5.1.

Food Organics and Garden Organics (FOGO) Transition Plan

Date of meeting: 28 May 2024

Location: Council Chambers

Time: 6:30pm

HAWKESBURY CITY COUNCIL

FOOD ORGANICS GARDEN ORGANICS (FOGO) TRANSITION PLAN



www.hawkesbury.nsw.gov.au



STATEMENT OF COMMITMENT TO FIRST NATIONS PEOPLES

Council acknowledges the Darug and Darkinjung peoples as the Traditional Custodians of the land throughout the Hawkesbury.

Council recognises the continuing connection of First Nations people to their Country and respects the cultures and histories of Aboriginal and Torres Strait Islander peoples as the first peoples of this land.



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EXECUTIVE SUMMARY

The NSW government has mandated for all Councils in NSW to implement a Food Organics Garden Organics (FOGO) kerbside bin service by 2030.

The FOGO mandate aligns with Hawkesbury City Council's commitment to environmental sustainability as outlined in the Community Strategic Plan (CSP), Waste and Resource Recovery Strategy, Environmental Sustainability Strategy and Net Zero Emissions and Water Efficient Strategy.

The introduction of FOGO it is not only a strategic opportunity to achieve our adopted resource recovery and net-zero emission targets but will support extending the life of our landfill, provide nutrient input into soils through the production of compost and reduce carbon emissions.

A comprehensive FOGO service rollout across the entire Local Government Area (LGA), encompassing both urban and rural areas, will ensure consistency in communication and engagement. The LGA-wide implementation will ensure economies of scale, allowing for streamlined service delivery and more effective community outreach. This uniform approach is required not only by the mandate but is justified by the amount of FOGO material within the rural area's general waste bins and supported by feedback from the rural community in 2022.

Council would apply for grant funding available to assist in the supply of new FOGO bins for the rural area, and for compostable bags and caddies for both urban and rural areas. Council will encourage households to offset the increases in domestic waste charge by downsizing their general waste bins.

Communications and community engagement is the key critical factor in determining the success of a FOGO service roll-out. To manage this risk and ensure communications and engagement is effective and comprehensive, a communications plan would begin 12 months prior to the commencement date.

A commencement date of 1 July 2027 has been recommended to ensure the FOGO service is successful, well planned and resourced, including procurement, communications and staffing.

KEY ACTIONS

The key actions of the transition plan are:

- Follow the outlined FOGO Transition Plan however, remain flexible and adaptive to incorporate changes over time including by the NSW Environment Protection Authority (EPA), contracts or new technology (e.g., black soldier fly). This should include making a final decision with Council by December 2025 on proceeding with the FOGO service on 1 July 2027.
- Commence the FOGO service on 1 July 2027 for urban and rural single unit dwellings with a bin configuration consisting of:
 - FOGO 240L Bin collected weekly.
 - General Waste Bin (140L or 240L) collected weekly.
 - Recycling 240L Bin collected fortnightly.
- Apply to the EPA for an exemption for properties using a central bin collection point, and for remote properties in Colo/ Colo Heights and Macdonald Valley currently receiving a fortnightly garbage collection service.
- Apply for the EPA's Go FOGO Grant Funding (when available)
- Recruit a 1 x FTE FOGO Project Officer on an 18 month contract responsible for the FOGO roll-out, to begin 12 months prior to the start of FOGO.
- Recruit 2 x FTE FOGO Administration/ Field Officers for 6 months for the initial FOGO roll-out with responsibility for increased customer enquiries/ complaints, and to deliver in the field contamination management, recruited two to three months prior to the rollout.

INTRODUCING FOGO COLLECTIONS

The transition to the Food Organics Garden Organics (FOGO) bin collection system is driven by the EPA's mandate and Council's strategic directions, as they align with the NSW Government's Waste and Sustainable Materials Strategy 2041 and Council's commitment to environmental sustainability and achieving net zero emissions.

The NSW Government has mandated that all households in New South Wales must adopt FOGO services by 2030 as part of its Waste and Sustainable Materials Strategy 2041. This statewide initiative is a crucial step towards fostering a circular economy, reducing waste to landfill, and reducing our carbon footprint.

Council has also set ambitious targets for our community and organisation, with a net-zero emissions goal by 2030. The introduction of FOGO is necessary to meet this target. Council's commitment to sustainability extends beyond achieving net-zero emissions with a comprehensive approach to resource recovery and waste management. The Council's Waste and Resource Recovery Strategy 2032 sets out our commitment to fostering sustainable practices, emphasising the important role of FOGO in achieving our goals and objectives.

Our resource recovery rate for kerbside collections is 34%, which has remained unchanged since 2013 following the introduction of the garden organics bin for urban properties. To increase resource recovery rates, FOGO will enhance organic waste recovery and progress us toward the NSW target of an 80% recovery rate by 2030.

COUNCIL'S COMMITMENT

Community Strategic Plan 2022–2042

Community Outcome 2: Protected Environment and Valued History

- 2.3** Encourage and enable our community to embrace the waste management principles of reduce, reuse, and recycle.
- 2.4** Encourage and enable our community to make more sustainable choices.
- 2.6** Achieve net zero emissions targets.

Environmental Sustainability Strategy

Waste Minimisation and Resource Recovery:

- 3.10** Collect data and report publicly on key waste measures- waste generation, recycling, recovery, and disposal performance.
- 3.11** Investigate the possibility of circular economy initiatives through collaboration with government, research institutes, agriculture, industry, the business community and wider public.
- 3.12** Implement sustainable government procurement practices that encourage greater use of recycled products and support local market development.
- 3.13** Support the implementation of the Hawkesbury's Waste and Resource Recovery Strategy 2032 through education and behavioural change initiatives that can enable a circular economy approach to waste.

Waste and Resource Recovery Strategy 2032

Goal 4: HCC's Waste Management System is in alignment with principles of the waste hierarchy and ecologically sustainable development.

Action 8: Review service delivery models for best practice resource recovery and cost effectiveness, and where appropriate implement changes.

Net Zero Emissions and Water Efficiency Strategy

4. Towards a zero-waste community

Actions 3. Infrastructure led circular economy solution for the agribusiness sector.

"...Council is currently formulating an integrated draft waste strategy that is investigating the provision of a food and garden organics collection service that mandates source separation for household and major generators of FOGO waste..."

Outcomes:

- 100% organics diversion from landfill prior to 2028 and continue to 2050.
- An active and engaged community taking climate action by leveraging the tools and services provided by Council.
- Extend the lifespan of the landfill site and reduce the need to truck waste elsewhere.

KEY CONSIDERATIONS

EPA FOGO Mandate

- The Waste and Sustainable Materials Strategy 2041 and the EPA’s Organics Mandate Overview requires that all households currently with a general waste bin service to have a FOGO bin service. However, the EPA will consider exemptions where policy intent and outcome would not be achieved.
- This is the critical factor in why its recommended that the FOGO service is provided to both urban and rural properties, and importantly, currently there is slightly more FOGO content in the general waste bins in rural area than urban areas. This is due to no garden organics service in the rural areas.
- The EPA FOGO Mandate regulations are still to be legislated; however, the EPA’s Organics Mandate Overview outlines that councils will be able to apply for exemptions. It is Council’s expectation a 12.29% FOGO content, and because remote properties currently received a fortnightly garbage service, should qualify for them for an exemption. That the cost and environmental outcomes of servicing remote areas with an additional FOGO bin would not justify the service or the intentions of the EPA to reduce emissions
- For rural residents which utilise a central collection point due the waste vehicles not being able to provide a kerbside service at their property due to inaccessible roads, Council would seek an exemption for these properties as well. The contamination risk is too high and there is no oversight by residents of the bins at the central collection points.

Domestic Waste Kerbside Audit – FOGO Composition

General Waste Bin Composition	Urban 3 bin system, including garden organics bin. Approx. 14,600 properties	Rural 2 bin system, without garden organics bin Approx. 7000 properties	Remote 2 Bin System, Fortnightly Garbage and Recycling Approx. 650 properties
Food Organics	32%	26.2%	9.4%
Garden Organics	6.1%	14.7%	2.8%
Total	38.1%	40.9%	12.2%

Waste Services Survey – February 2022 – 1,900 responses

What Our Community Told Us:

During January and February 2022 Council invited the community to provide feedback on Council’s Waste Services through an online survey.

The online survey asked for resident’s views and experiences about their household bin service, the option for a rural garden organics service, their bulky waste clean-up service, the introduction of FOGO collections, the importance of cost compared to sustainability outcomes, and any changes they would like to see implemented.

The Waste Services Survey received 1,908 responses which is the largest response to any community survey undertaken by Council.

Key Insights:

Lowest cost vs highest environmental benefit

14%
wanted the service which provided the highest environmental benefit

HIGHEST ENVIRONMENTAL BENEFIT

.....
260 PEOPLE

60%
generally, wanted a balance between costs and environmental benefit

A BALANCE BETWEEN COST AND ENVIRONMENTAL BENEFIT

.....
1,161 PEOPLE

26%
were focused on providing the lowest cost service

LOWEST COST

.....
487 PEOPLE

BIGGEST COMMUNITY BENEFITS OF FOOD ORGANICS AND GARDEN ORGANICS TOP 3 RESPONSES



Other Key Survey Findings

- Residents told us they want to keep a weekly red bin service but at no additional cost.
- FOGO Service: “Would you pay more for a weekly red bin?” 76% answered No.
- Rural residents: “Would a Garden Organics Bin Be Useful” 72% answered Yes.

FOGO Bin Collection Frequency

- To receive the 'EPA GO FOGO Grant and "Scraps Together" FOGO Education Funding' the FOGO bin must be collected weekly, as EPA's Organics Mandate Overview.

EPA Funding

- EPA's FOGO Collections Grant:
 - \$10 per household currently with a garden organics bin
 - \$50 per household currently without a garden organics bin
 - Total Potential Funding for Hawkesbury:
 - 7,000 x Rural Properties x \$50 = \$350,000
 - 14,600 x Urban Properties x \$10 = \$146,000
 - Total: \$496,000
- EPA FOGO Education Grant
 - \$10,000 p.a.

Comprehensive Communication and Community Engagement Plan

- Working with Corporate Communications, Customer Experience, the collection contractor JJ's Waste & Recycling, the waste education provider EnviroCom Australia, and the Resource Recovery Manager and Coordinator, and Sustainability Officer develop this plan 18 months prior to commencement of the service.

Eligible Items Criteria per EPA Guidelines and/or FOGO processing facility advice (Subject to Change)

Penrith City Council (ANL Facility):

FOGO items include all food waste, garden vegetation, fish and chip paper, cardboard takeaway boxes such as pizza boxes, animal droppings, and fur, tissues, and meat bones, dairy and oils.

EPA FOGO Guidelines

Items allowed:

- Food
- Garden organics
- Compostable plastic kitchen caddy liners that comply with Australian Standard AS 4736-2006 (for commercial composting) used to collect and transfer food waste to the FOGO bin.
- Fibre-based kitchen caddy liners (e.g., paper or newspaper) used to collect and transfer food waste to the FOGO bin.

Items not allowed:

- Pet poo and poo bags
- Fibre-based materials, such as bamboo, timber or cardboard packaging and cutlery, paper towels and serviettes (PFAS contamination)
- Compostable or biodegradable plastic products or bags
- Vacuum cleaner dust, washing machine and dryer lint.

Proposed Timeline for Implementation

Year	Actions
2023/2024	<ul style="list-style-type: none"> • Council commenced a new ten-year Organics Collections and Processing Contract with JJ Richards using the ANL GO/FOGO Processing Facility at Badgerys Creek. Council required to inform JJ Richards at least 12 months prior to FOGO commencement date. • Develop FOGO Transition Plan • Report to ELT, SLT and Council • Nominate a FOGO Commencement Date
2024/2025	<ul style="list-style-type: none"> • ARC Ento Pilot Project – General Waste Processing
2025/2026	<ul style="list-style-type: none"> • Apply for EPA FOGO Grants (can be max. 3 years before commencement of service)
2026/2027	<ul style="list-style-type: none"> • Develop Comms and Engagement Plan • Establish working group. • Comms and Engagement commences 12 months prior to commencement date. • Recruit additional staff resources.
2027/2028	1 July 2027 FOGO Commencement Date
2028/2029	
2029/2030	
2030/2031	EPA FOGO Mandate Deadline – 1 July 2030

Implementation Plan

- Phased Approach
 - Currently only the urban properties have a three-bin system, consisting of a weekly general waste, a fortnightly recycling, and a fortnightly garden organics bin. The rural properties have a two-bin system, consisting of a weekly general waste, and a fortnightly recycling bin.
 - Across the whole LGA, 66% use a 240L general waste bin and 34% use the 140L general waste bin.
 - To assist rural properties transition to a new three bin system that will include a weekly FOGO bin, and to assist all household currently using a 240L weekly general waste bin, the following bin configuration and collection schedule is recommended:
 1. Weekly 240L FOGO Bin Collection
 2. Weekly General Waste Bin Collection (either 240L or 140L).
 3. Fortnightly 240L Recycling Bin Collection
 - This configuration aims to achieve:
 - Community acceptance of the service
 - Lower contamination rates
 - Households that choose to reduce the size of their general waste bin will receive a cost saving and offset increases to the Domestic Waste Charge.
 - Reduced risk of major community criticism and rejection of the service.
 - Consider after three years of FOGO establishment, additional reduction options including moving households to a 140L general waste bin or a weekly to a fortnightly general waste collection like other councils including Penrith City Council. This would be based on community feedback, use of the FOGO service, ongoing costs and service requirements and data including bin inspections.

New Technology: ARC Ento – Pilot Project

Council is planning to partner with ARC Ento to process 25%, or approx. 5,000 tonnes, of council's general waste (garbage collections) over a 12 month trial period. The ARC Ento technology can receive and process the FOGO content in the general waste stream and divert almost 80% of the FOGO content from landfill.

The pilot project may commence receiving Council's general waste from June 2024, and will run for 12 months to May 2025. Council will assess the results and effectiveness of the trial and depending on the outcomes of the trial; landfill diversion, cost savings, and how it manages FOGO content, will influence if/ how Council will deliver its FOGO kerbside collections.

Estimated Costs (based on 2023/2024 rates)

FOGO costs are estimated below. However, it should be noted that the savings from landfill and roll out and ongoing costs are estimated and will need to be refined through procurement processes.

Estimated FOGO Service Costs (based on 2023/2024 costs)

The total estimated cost for 24,840 households is:

Year 1

Description	Cost
Roll Out Education, caddies, liners, bins	\$2.9 million
Collection	\$2.5 million
Processing	\$2.7 million
Cessation of Greenwaste (GO collection)	-\$1.5 million
Savings from Landfill*	-\$1.0 million
Net Total	\$5.6 million

Year 2 and ongoing

Description	Cost
Education, liners, delivery	\$1.5 million
Collection	\$2.5 million
Processing	\$2.7 million
Cessation of Greenwaste (GO collection)	-\$1.5 million
Savings from Landfill*	-\$1.0 million
Net Total	\$4.2 million

*Savings from landfill are based on cost to landfill and the amount of FOGO diverted. This calculation is based on \$400 per tonne (ex GST) for landfilling and approximately a 50% FOGO diversion based on audits.

What is a kitchen caddy?

A kitchen caddy is a small container that Council can provide free of charge and is designed to be placed on your kitchen benchtop. This means residents can easily put in food scraps during meal preparation and any leftover scraps when cleaning up after your meal. Once the caddy is full, it is emptied into the FOGO bin, a new liner then goes into the caddy and the process starts again.

What are compostable bags or liners?

Typically, compostable bags or liners are made from corn starch and will break down in the composting process just like food scraps do. The certification logo attests that the bags meet the AS 4736-2006 Australian compost ability standard and can break down in a composting facility.

Increased staff resources

Currently the Resource Recovery Branch includes an allocation to domestic waste collections (i.e., FOGO service)

- Manager Resource Recovery 0.5 FTE
- Coordinator Waste Projects and Contracts 0.75 FTE
- Sustainability Officer 0.4 FTE
- Total: 1.65 FTE
- This is considered inadequate for the scale of community engagement and project management required for a successful roll-out of a FOGO service which will affect every household, and requires behaviour change from every resident every single day. It is also inadequate to successfully respond to challenges and criticism.

For example:

- **Randwick City Council** despite comprehensive communications and community engagement with its community, they received 8,000 phone enquiries in the first three months of the service commencing.
- **Penrith City Council** (twice as many Single Unit Dwellings as HCC) has an allocation of 14 FTE positions within its resource recovery team:
 - 3 Resource Recovery Education Officers,
 - 4 x Resource Recovery Officers (i.e., field contamination officers),
 - 5 Administration Officers (i.e., customer service staff),
 - 1 x Manager,
 - 2 x coordinators
- **Wollondilly Shire Council** (population 55,801) Waste Team currently consists of 5 FTE positions, but it plans to scale up and have additional staffing resources to transition to FOGO (e.g., contract roles)
 - Waste Team Leader
 - Waste Projects Officer
 - Waste Technical Officer
 - Waste Technical Officer
 - Waste Data & System Officer

- **Blue Mountains City Council** (population 77,913) Domestic Waste Team consists of:
 - Program Leader 0.5 FTE
 - Waste and Resources Coordinator 0.75 FTE
 - Waste and Resources Project Officer 0.75 FTE
 - Circular Economy and FOGO Officer (3-year position for 2027 FOGO roll-out – 1 FTE
 - Contracts and Procurement Officer 0.5 FTE
 - Total: 3.5 FTE for domestic waste kerbside collections
 - (In 2016 for the Garden Organics Bin roll-out, two additional customer service were employed for 3 to 6 months to assist with increased enquiries.
- **Inner West Council's** roll-out of its FOGO service has been highly criticised by its residents and the media. There were logistical and collection problems, there was criticism regarding the general waste becoming fortnightly, and to effectively respond to this requires adequate staff resources.

Key Actions:

- Recruit 1 x FTE FOGO Project Officer on an 18-month contract responsible for the FOGO roll-out. The estimated cost including oncosts is \$200,000 (2023/24 costs) for a Grade 19 position.
- Recruit 2 x FTE FOGO Administration/ Field Officers for 6 months for the initial FOGO roll-out with responsibility for increased customer enquiries/ complaints, and to deliver in the field contamination management. The estimated cost is \$85,000 including oncosts (Grade 8 based on 2023/24).

Operational Working Group

To be formed 12 months prior to commencement date, with the objective to effectively plan for the introduction of the service including how to deliver community engagement and achieve community support for the introduction of the service, and how to prepare internally for criticism received and challenges during the commencement of the service.

Representatives will include corporate communications, customer experience, sustainability, resource recovery and JJ Richards.

Communication and Engagement Plan

The Resource Recovery Team in partnership with Corporate Communications and Customer Experience Teams will develop a Communication and Engagement Plan for the FOGO roll-out.

Community Engagement Outline

Lead Time to FOGO Commencement Date	Aim	Actions (examples)
12 Months prior	<p>Start the conversation with the community and bring them on the journey.</p> <p>Explaining the What, Why and When for the FOGO service.</p>	<ul style="list-style-type: none"> • Social media promotion • Flyer in Annual Rates Notice • FOGO Webpage launched: FAQs.
6 months prior	<p>Increase Communications, advise of the start date, explain more details about the service, explain where they can receive more information: e.g., Council website.</p>	<p>Flyer in Quarterly Rates Community Newsletter article</p>
3 months prior	<p>Increasing levels of Communications and Engagement</p> <p>Internal Staff Training and Awareness:</p> <ul style="list-style-type: none"> • Customer Experience Staff • Corporate Communications • All staff, indoor and outdoor, can be champions for the service. 	<ul style="list-style-type: none"> • Community Newsletter Cover • Attend community events/ shopping centres, town centres: face to face engagement. • Communications and engagement to all households • Letterbox drops. • Social Media • Flyers and engagement at Council Events
1 month prior	<ul style="list-style-type: none"> • Communication Blitz • Letterbox drop, Facebook, • Bin Delivery to urban households • Bags and caddies delivered to households. 	<ul style="list-style-type: none"> • Communication Blitz • Letterbox drop, Facebook, • Bin Delivery to urban households • Bags and caddies delivered to households.
1 month, 3 months, and 6 months post commencement	<ul style="list-style-type: none"> • Review gaps and issues with community engagement, and address accordingly • Field inspections, bin tagging and stickering 	<p>Community Newsletter</p>
Ongoing	<ul style="list-style-type: none"> • Community engagement and contamination management are required ongoing, for example Penrith City Council introduced its service in 2009, and 14 years later its community engagement and contamination management, and staff resourcing is the highest it's ever been. 	

FOGO Champions/ Ambassadors

- **Internal**

- FOGO champions from certain teams: Communications, Customer Service, Community Partnerships, but staff from across the organisation with a passion for sustainability.

- **External**

- Select residents that can promote and educate about the benefits of the FOGO service.
 - School Students and Youth Leaders
 - Environmental Groups
 - Farmers
 - Sporting Clubs (FOGO compost can improve drought resistance and durability of playing fields)

Risk Assessment and Mitigation

- Community Acceptance
 - Higher Domestic Waste Charge
- Confusion/ Non-Compliance with FOGO service
 - High Contamination Rates, including people using their own compostable liners rather than the Council approved liners.
 - Low Capture Rates
 - Higher odour and maggot risk for missed collections and people forgetting to place bins out on time.
- Councillor Opposition

Council's Enterprise Risk Framework

	Likelihood	Consequence	Risk Level	Mitigation Action
Community non-acceptance: Resulting in Public Relations, Complaints	Likely	Major – Reputational	High	Effective Community Communications and Engagement Plan
Community non-acceptance resulting in high contamination, poor user experience.	Likely	Major – Operational	High	Effective Community Communications and Engagement Plan
Increased Pressure on Organisation: e.g. increased call volumes, customer enquiries/ complaints, need for on-response comms, impact on Rates team (changes to bin sizes)	Almost Certain	Major – Operational	Extreme	Effective Community Communications and Engagement Plan Increased staff resources/ training during roll-out
Increased Costs: FOGO Collections and Processing, Compostable Bags Purchase and Delivery, Contamination Risks, no reduction in landfill tonnages	Likely	Major – Financial Loss	High	10 year plan – phase cost increase – Year 1 one-off costs spike (new bin, caddies, and their delivery etc)
EPA FOGO Mandate Legislation: The legislation that will determine how the FOGO Mandate will apply (inc. penalties, exemptions, etc.) is yet to be drafted, consulted on, and finalised.	Almost Certain	Major – Operational	Extreme	Until the FOGO Mandate is legislated do not introduce the FOGO service as it may determine the key questions of service area, funding, and exemption process.
ARC Ento – General Waste Processing: If the pilot project is successful and the technology can divert FOGO material, and achieve an overall landfill diversion of 70% or more, there may not be the need for a FOGO service, and Council would seek a FOGO Mandate exemption with the EPA.	Possible	Major – Operational	High	Until the ARC Ento pilot project has been trialled for 12 months, and until it is proven as successful or unsuccessful, Council should not completely finalise its FOGO decision, Council should remain flexible.

Monitoring and Evaluation

- Key Performance Indicators (KPIs)
 - Resource Recovery and Landfill Diversion Rates
 - Contamination Rates
 - FOGO Capture Rate
 - Reduction in landfill disposal costs
 - Customer Enquiries e.g., number of phone calls

FOGO OPTIONS DECISION MATRIX

FOGO Option	Decision	Key Considerations	Pros	Cons	Action
Bin Configuration Size	140L or 240L General Waste Bin?	<ul style="list-style-type: none"> • Urban Areas: 67% of SUDs have a 240L General Waste Bin • Rural Areas: 72% of SUDs have a 240L General Waste Bin. • Current vs New Capacity exc. Recycling: 240L Red weekly vs New Capacity: 140L Red weekly and 240L FOGO weekly = 140L of additional capacity • Approx. 40% of the general waste bin is FOGO content. 	<p>Standard 140L General Waste Bin:</p> <ul style="list-style-type: none"> • Households with circumstances requiring a large 240L general was bin will still have that option available. • Reduces waste to landfill. • Increases FOGO source separation, capture, and participation rates. • When FOGO content goes into the new FOGO bin, the amount of general waste/ residual waste can reduce by 20% to 40% depending on capture rates. 	<p>Standard 140L General Waste Bin:</p> <ul style="list-style-type: none"> • Potential contamination risk, as excess general waste may be placed in the FOGO Bin. • If 140L bin introduced / encouraged by 1 July 2024, potential contamination risk as excess general waste may be placed in recycling bin 	<p>Residents for a new service are currently given choice whether they want a 140L or 240L bin.</p> <p>Households with a 240L general waste bin will be encouraged to downsize after the introduction of the FOGO service if there are concerns for costs from residents. For 2023/24 saves \$253 p.a.</p>

FOGO Option	Decision	Key Considerations	Pros	Cons	Action
Bin Collection Frequency	Weekly or Fortnightly General Waste Bin Collection?	<p>At this stage all Western Sydney Councils introducing FOGO are retaining a weekly collection for the General Waste Bin.</p> <p>Inner West moved to a fortnightly collection and has received high levels of criticism.</p>	<p>Fortnightly collection of general waste bins can encourage higher rates of food waste diversion into FOGO and increase the FOGO capture rates.</p> <p>Weekly garbage collections offer a more successful transition for a FOGO service, reduced community criticism.</p>	<p>Fortnightly collections of general waste can result in higher contamination rates in the FOGO bin.</p> <p>Fortnightly general waste may lead to less community support and increased less community support and increased complaints and non-participation. Especially if residents do not separate their food waste, and it remains in the red bin resulting in odour and maggots.</p> <p>Weekly general waste and weekly FOGO may mean residents continue to use their FOGO bin as a GO only service with resource loss of food waste to landfill.</p> <p>Cost – weekly vs fortnightly general waste collections double the cost of collections.</p> <p>Industrial Relations & Capital Expenditure: Garbage Collections: vehicles operate on a 5 year lifespan and staff are both in-house. If the general waste went to fortnightly, it would effectively halve the requirement for vehicles and staff.</p> <p>Fortnightly garbage collections: problematic for young families with nappies, residents with medical waste.</p> <p>Many councils with FOGO still offer a weekly option e.g. Penrith, has 15% of properties pay extra for a weekly collection.</p>	Retain Weekly Garbage Collections.
Service Area – Rural	Provide the FOGO service to rural properties?	<ul style="list-style-type: none"> • Approx. 7,000 properties • EPA Mandate will require, based on the waste audit data, that the rural areas receive a FOGO service. 	<ul style="list-style-type: none"> • More FOGO Content in the Rural General Waste Bin than then the Urban General Waste Bin. • 70% of rural residents in the 2022 Waste Services Survey stated they wanted an organics bin. 	Increases to servicing costs, vehicle and staffing requirements.	As per the EPA Mandate guidelines, provide a FOGO service to rural properties.

FOGO Option	Decision	Key Considerations	Pros	Cons	Action
Service Area – Remote (Colo/ Colo Heights and Macdonald Valley)	Provide the FOGO service to remote properties?	<ul style="list-style-type: none"> • Approx. 650 properties • Currently receive fortnightly bin collection • EPA allows for FOGO Mandate Exemptions • Only approx. 20% FOGO content in general waste bins from remote properties vs approx. 40% for urban and rural properties. 		<p>EPA requires FOGO collections to be weekly. To provide weekly collections to Colo/ Colo Heights, and Macdonald, is financially and logistical challenging, and the amount of FOGO content collected vs. increased transport emissions, does not align with the intent of the EPA mandate.</p> <p>There may be an expectation to provide weekly garbage collections, which also has significant logistical, financial, and environmental (inc. emissions) negative outcomes.</p>	Council seek an exemption to the FOGO mandate for these 650 properties located in the remote areas.
Equipment	<ul style="list-style-type: none"> • Provide Kitchen Caddies? • Supply Compostable Bags? • Deliver Compostable Bags? 	<ul style="list-style-type: none"> • All Greater Sydney FOGO services, and as standard practice for FOGO, a Kitchen Caddy is provided. • Compostable bags will be delivered to households. 	<ul style="list-style-type: none"> • EPA Funding \$10 per household with an existing garden organics bin will cover the cost of the Caddy. • Compostable Bags and Caddies result in higher participation rates, high captures rates, and less criticism. 	<ul style="list-style-type: none"> • Significant cost to purchase and deliver the bags. • Contamination risk of residents using their own plastic bags when they run out or purchasing store-brought compostable, biodegradable or degradable bags that are not Australian Standard • All liners hide contamination, and some processors are not supportive of bags for this reason 	<p>To ensure high capture rates, community acceptance/ participating, Council provide kitchen caddies, and compostable bags delivered to households.</p> <p>Which is what occurring with Penrith City Council's awarding winning and successful FOGO service.</p>

FOGO Option	Decision	Key Considerations	Pros	Cons	Action
Commencement Date	Nominate the FOGO Commencement Date	<ul style="list-style-type: none"> • EPA mandate deadline 1 July 2030. • FOGO Processing already secured with the organics contract with JJ Richards, however, we need to provide formal advice 12 months prior to FOGO roll-out. • EPA's GO FOGO collection grants are from a limited pool of funds, which currently will not fund all councils in NSW. • ARC – Pilot Project – 12 months from June 2024 to June 2025. Council needs to assess its success to determine how it may influence the 3 bin FOGO kerbside waste service. • Managing the impact on the in-house garbage collections. • Procurement of new bins, kitchen caddies, bags, requires lead-time: 12 to 18 months. • Developing a comprehensive communications and engagement strategy. • Managing the significant increases to the Domestic Waste Charge, especially for the first year of FOGO. • Recruiting additional staff. 	The longer the lead time, the more likelihood the transition to the FOGO service will be successful and receive higher levels of community support, less community criticism and resistance in the initial roll-out period.	EPA Go FOGO Collections Grant Funding may become fully allocated before we apply, if we have a later FOGO start date.	A Commencement FOGO start date of 1 July 2027, will allow staff adequate time to prepare the communications and engagement strategy, undertake recruit, apply for EPA grant funding, and complete the procurement.

KEY ACTIONS

The key actions of the transition plan are:

- Follow the outlined FOGO Transition Plan however, remain flexible and adaptive to incorporate changes over time including by the NSW EPA, contracts or new technology (e.g., black soldier fly), including a final decision by December 2025 on timing and proceeding with the FOGO service.
- Commence the FOGO service on 1 July 2027 for urban and rural single unit dwellings with a bin configuration consisting of:
 - FOGO 240L Bin collected weekly.
 - General Waste Bin (140L or 240L) collected weekly.
 - Recycling 240L Bin collected fortnightly.
- Apply to the EPA for an exemption for properties using a central bin collection point, and for remote properties in Colo/ Colo Heights and Macdonald Valley currently receiving a fortnightly garbage collection service.
- Apply for the EPA's Go FOGO Grant Funding (when available)
- Recruit a 1 x FTE FOGO Project Officer on an 18 month contract responsible for the FOGO roll-out, to begin 12 months prior to the start of FOGO.
- Recruit 2 x FTE FOGO Administration/ Field Officers for 6 months for the initial FOGO roll-out with responsibility for increased customer enquiries/ complaints, and to deliver in the field contamination management, recruited two to three months prior to the rollout.

Appendix

Appendix A Council Examples with a FOGO Service

Penrith City Council

- FOGO commenced in 2009, first Council in Greater Sydney to introduce a FOGO service.
- After a challenging initial period, and subsequent and continued community engagement, allowing an opt-in weekly general waste bin collection, and increased staff resources and budget Penrith City Council's FOGO service is considered the gold standard for a metropolitan FOGO service with reported contamination rates below 4%. Its Domestic Waste Charge is among the lowest in Greater Sydney, due to the reduced amount of was organic waste landfilled.

Why the decision to implement a FOGO service in 2009:

- Waste Audit Data: the general waste bin contained 40% food organics, 11% garden organics, and only 26% residual waste.
- NSW Government Waste Levy – increasing significantly each year.
- Community Support: 75% of residents indicated they were in support of the transition.

The Transition to the 3 Bin FOGO Service:

- Domestic Waste Working Party – community consultation
- Education Campaign
- Buyback program for the compost produced; for use on parks and gardens, closing the circular economy loop.

Challenges:

- Compostable bags supplied and delivered every quarter.
- Increase in other resource recovery services: e-waste, polystyrene, extra bin collections over festive season.
- More bin configuration options, to meet the needs of individual households, based on a user pays pricing.

2018 – FOGO Roll-out to rural areas:

- Waste Audit: 30% of 240L residual waste bin was FOGO materials.
- Community survey: 45% felt environmental concerns were of most important, 29% felt convenience was most important, 58% agreed that moving to fortnightly residual waste collection service was important to reduce costs.
- As majority of Penrith households were on the 3 bin service, it was decided the most equitable solution was to provide the same 3 bin service across the LGA.

Bega Valley Shire Council

- Population 35,988
- \$200,000 budget for community engagement and marketing for the roll-out of the FOGO service.
- Standalone FOGO Service Facebook Page

Randwick Council

FOGO Trial

- Conducted a FOGO trial in selected MUDs for 6 years. The trial allowed us to try different set ups, education strategy, infrastructure and get the feedback from our residents. It did provide us with great insights on the risks and opportunities associated with FOGO and which we used to create the foundations of our current FOGO service.

Education Plan

- We developed an extensive and comprehensive education plan that was split into 3 stages with different messages and strategies to cover everything that needed to be communicated. The education plan was critical in the successful implementation of the new service.
- Approximately 8,000 additional customer service calls in first three months of the FOGO service.

Burwood Council

FOGO Trial

Conducted a 12 month trial commencing in February 2022 involving 660 SUDs. The 120L general waste bin remained weekly. A post-trial survey was undertaken, and residents were supportive of a FOGO collection service, however around 60% indicated that they didn't support a switch to a fortnightly red lid bin collection service.

Based on the audit results and tonnages diverted a further report was presented to Council in June 2023 and they endorsed a further six month trial extension with a switch to a fortnightly red lid bin collection service and consistent ongoing, targeted education and engagement with the trial residents

Communications

For the trial extension we sent out three letters, one each week, in the lead up to the commencement date. Initially outlining the changes and why, along with a survey. A second letter with a reminder of the changes and commencement date and details of a community drop-in session in a park in the trial area where residents could drop in and ask questions and talk all things FOGO. A third letter detailing bin presentation combinations and a QR code to a dedicated FOGO trial page on Council's website.

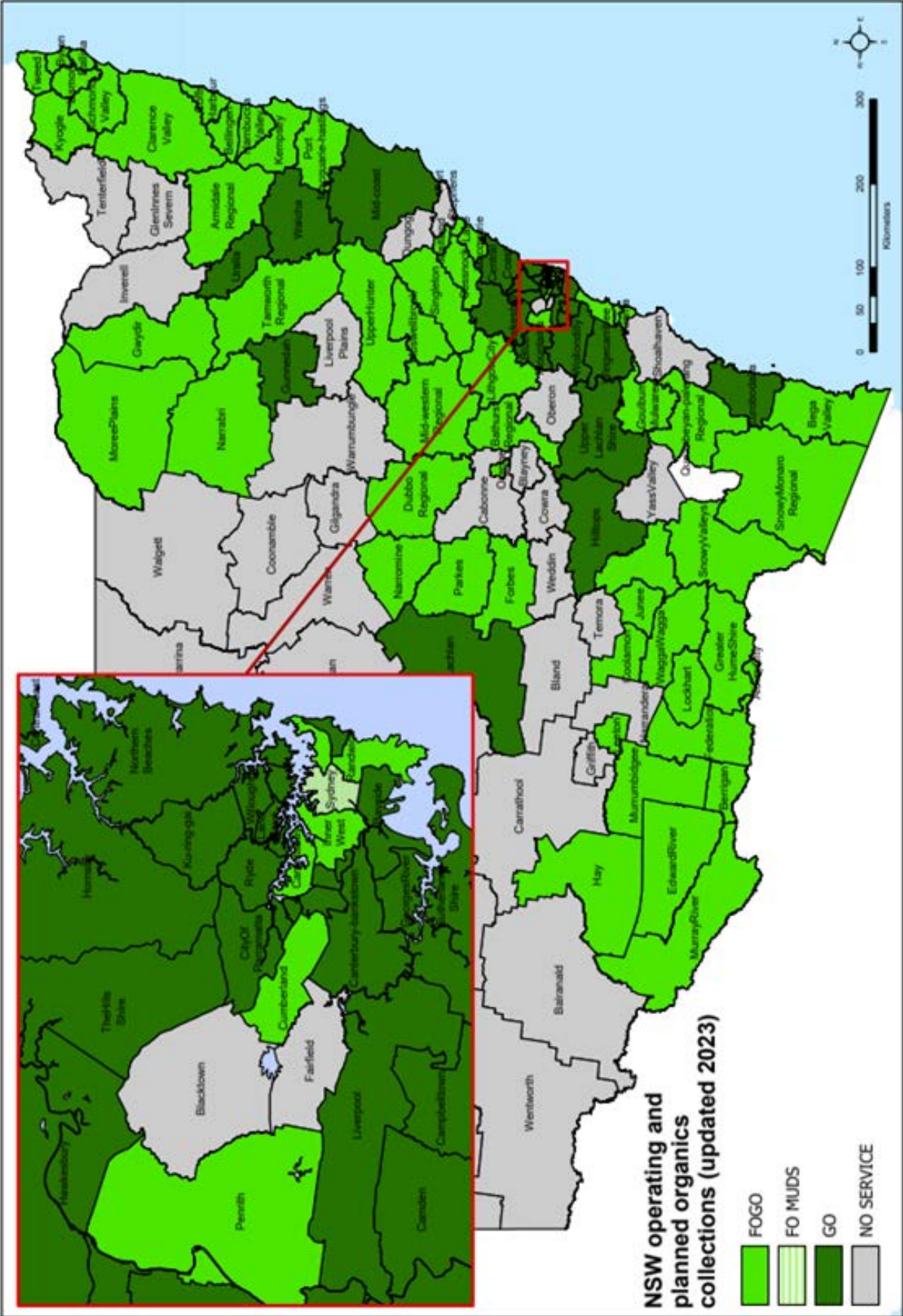
I also spend a lot of time in the trial area chatting with residents and doorknocking. We delivered caddy liners and updated educational collateral to all households prior to the commencement date. We have held another drop-in event and BBQ for trial residents to say thanks for their efforts to date.

Biggest issue I have found in our trial area is families with children (often multiple) in nappies, the 120L red bin fills up quickly over the fortnight and there are quite a high number of multi-generational households with 6+ people so challenging for them to manage their waste. In these situations, I usually chat with these residents or meet them, and we work on best options, we have issued around 25 240L red lid bins to these households for the duration of the trial. We are inspecting bins to assist with their waste management. Also, the changes from the EPA on accepted items for FOGO i.e. paper towels, tea bags and pizza boxes no longer accepted (they were accepted in our initial trial) has upset some of the trial residents as they were happy it was being composted and not reaching landfill.

Appendix B – Western Sydney Councils – FOGO Commencement Dates

Commencement Date	Council	Standard Bin Configuration Proposed
*Existing Service	Penrith	240L FOGO Bin Weekly 120L Residual Waste Bin Fortnightly 240L Recycling Bin Fortnightly
	Randwick	240L FOGO Bin Weekly 240L Residual Waste Bin Fortnightly 240L Recycling Bin Fortnightly
	Inner West	240L FOGO Weekly 120L Residual Waste Bin Fortnightly* 240L Recycling Bin Fortnightly
2024	Fairfield	240L FOGO Bin Fortnightly 240L Residual Waste Weekly 240L Recycling Bin Fortnightly
	Parramatta	240L FOGO Bin Weekly 80L Residual Bin Weekly 240L Recycling Bin Fortnightly
2025	Blacktown	240L FOGO Bin Weekly 140L Residual Waste Bin Weekly 240L Recycling Bin Fortnightly
	Liverpool	TBC
2026	Blue Mountains	TBC
	Cumberland	240L FOGO Bin Weekly 120L Residual Waste Bin Weekly 240L Recycling Bin Fortnightly
2027	The Hills	240L FOGO Bin Weekly 140L Residual Waste Bin Weekly 240L Recycling Bin Fortnightly
*1 July 2030	EPA Mandate Deadline	

Appendix C NSW operating and planned organics collections (Updated 2023)





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