

NSW guide to best practice FOGO





Introduction

This resource is a step-by-step guide for NSW councils to introduce food organics and garden organics (FOGO) kerbside collection services. It includes an overview of a best practice system and how to implement it from planning to ongoing delivery.

It is part of a broader suite of resources developed by the NSW Environment Protection Authority (EPA) to support NSW councils in the roll out of new food organics (FO) and FOGO services. It brings together local and international research as well as experiences from NSW councils which have introduced FOGO services with grant funding from the NSW Government.

Acknowledgement of Country

The NSW Environment Protection Authority acknowledges the Traditional Custodians of the land on which we live and work, honours the ancestors and the Elders both past and present and extends that respect to all Aboriginal people.

We recognise Aboriginal peoples' spiritual and cultural connection and inherent right to protect the land, waters, skies and natural resources of NSW. This connection goes deep and has since the Dreaming.

We also acknowledge our Aboriginal and Torres Strait Islander employees who are an integral part of our diverse workforce and recognise the knowledge embedded forever in Aboriginal and Torres Strait Islander custodianship of Country and culture.

About this guide

This guide is modelled on the South Australian Better Practice Guide: Sustainable Kerbside Services developed by Green Industries SA in collaboration with the Local Government Association of South Australia and the SA Environment Protection Authority. It has been adapted by the NSW EPA and Rawtec in consultation with NSW councils.

The guide's focus is the introduction of new FOGO services where households are transitioning from no service or garden organics (GO) green lid bin services to FOGO. Some content will also be relevant to councils introducing FO services. The *NSW guide to food waste recovery in multi-unit dwellings* also has guidance on food only collection services.

The Commonwealth Department of Climate Change, Energy, the Environment and Water (DCCEEW) is developing a comprehensive guide on steps to develop a business case and procure organics recycling infrastructure and systems. It has been developed to complement relevant state or territory FOGO implementation guides and will be made available on the DCCEEW website.

Minister's foreword



Without action, NSW is on track to run out of landfill space by 2030. Recycling organic material – and diverting it from landfill – is the way of the future.

Currently, NSW sends around 1.7 million tonnes of organic material to landfill every year. This takes up valuable landfill space, releases methane gas that drives up our emissions and also adds to our waste burden.

Sending food waste and garden waste to be recycled makes sense whichever way you look at it. We can all do our bit to drive down emissions, reduce waste and create fantastic end products – including, compost, energy production and animal feed to name a few.

The NSW Government has introduced legislation requiring all councils to provide household food waste recycling services from 2030 and for most large food businesses to recycle their food waste from 2026.

The NSW organics recycling industry has grown in recent years and is strong, diverse and poised to expand further as it recognises the opportunity to build capacity to meet the increasing demand for the extra supply.

While the case for FOGO is strong, there are many challenges ahead to establish an economically viable, truly circular system for organics waste in NSW. The elimination of contamination is critical to producing high-quality end products.

With household FOGO waste currently making up around two thirds of the organics waste being landfilled in NSW, councils and their residents are at the forefront of the transformation to come. The more successful each new service is, the more successful the transition to a circular economy for organics waste in NSW will be.

The NSW Guide to Best Practice FOGO draws on the experiences of councils across NSW and Australia to support waste professionals and others in local government to roll out effective new FOGO services.

All councils are different, and all communities are unique, with many starting at different points in the journey. This guide sets out the steps, stages and considerations at each part of the FOGO journey, with information and advice that can be tailored to suit unique community needs.











It's just one way the NSW Government is supporting councils transitioning to FOGO. The \$81 million implementation plan includes funding for one-to-one expertise, grants for infrastructure like bins, caddies and other resources, and the Starting Scraps FOGO education program.

The transition to statewide FOGO is the biggest change to household kerbside services in a generation. We know this will be a challenge, but we also know from the many councils that already have FOGO, that communities have welcomed it, contamination can be minimised with good education and the majority of people use services well. And using locally-produced compost for urban greening and sporting fields, gives residents first-hand experience of the circular economy in action.

The economic and environmental case for FOGO is clear. I'm excited to continue working with all of you to drive down emissions, reduce food waste to landfill and achieve our circular economy goals.

The Honorable Penny Sharpe MLC,
Minister for Climate Change, Minister for Energy,
Minister for the Environment, Minister for Heritage

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Section 1

Why go FOGO?

One of the most significant ways councils can reduce waste to landfill and act on climate change is to divert food and garden waste. Providing FOGO services:



reduces landfill volumes and associated greenhouse gas emissions



recovers nutrients for high value reuse within a circular economy



increases production of compost which improves soil health, increases water retention and boosts crop yields



provides more employment in the circular economy



gives councils an opportunity to receive Australian carbon credit units for source separated organic waste¹



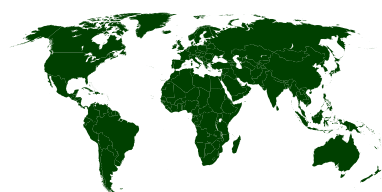


aligns with state, national, and international policies, targets, and obligations.

¹ See the [Fact sheet for local government 2022 – Carbon credit income from FOGO](#) and [Carbon credit income from FOGO manual](#) on the NSW EPA's FOGO webpage.



Table 1: Relevant state, national, and international policies, targets, and obligations

 State	 National	 International
<p>NSW targets:</p> <ul style="list-style-type: none"> • reduce total waste generated by 10% per person by 2030 • 80% average recovery rate from all waste streams by 2030 • halve organics waste sent to landfill by 2030 • net zero emissions from organics waste landfilled from 2030 	<p>Australian targets:</p> <ul style="list-style-type: none"> • reduce greenhouse gas emissions by 43% below 2005 levels by 2030 • 80% average recovery rate from all streams by 2030 • halve organics waste to landfill by 2030 • national bin harmonisation • achieve a fully circular economy 	<p>Global UN SDGs:</p> <ul style="list-style-type: none"> • goal 11: Sustainable cities and communities • goal 12: Responsible consumption and production • goal 13: Climate action • goal 15: Life on land • global targets to reduce emissions to stay below a warming of 2 °C and preferably below 1.5 °C

To meet waste and net zero targets, the NSW Government requires:

- councils to provide food and garden organics collection services to all NSW households from 2030
- large food waste generating businesses to source separate food waste from 2026

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Section 2

Best practice FOGO

There are many things that might influence a council's decision on the best service for them, including community attitudes and expectations, existing service provision, staff capacity and cost. The following information around best practice systems is drawn from NSW, national and international experience to recover the largest amount of food waste at the lowest cost.

The introduction of FOGO is a major change impacting every household in your community and each community is different. EPA research shows people are broadly positive about the introduction of FOGO, but most concerned about the switch of the red lid bin to fortnightly. When considering the information below and strategies to address those concerns, including staging the move to a best practice system, each council will need to consider their own community, needs, costs and objectives to determine the best solution for them.

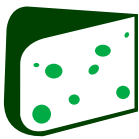
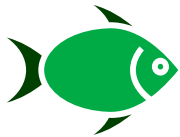
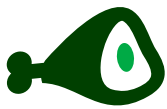
What is best practice FOGO?

Best practice FOGO services recover the most amount of food waste, have minimal contamination, support a major reduction in waste to landfill and save councils money.

Bin size and collection frequency, when combined with quality education, have the most significant impact on the food recycling rate and overall landfill diversion. Reducing access to landfill disposal options leads to less food waste in the red lid bin, resulting in a higher landfill diversion rate and more in the FOGO bin.

Analysis of performance across all bin configurations used in NSW shows the best system for recovering the most food waste is as below. Councils may choose to phase the move to best practice implementation:

- large weekly FOGO bin
- large fortnightly comingled recycling bin
- smaller fortnightly residual waste bin.



All food goes in the FOGO bin, including meat, fish, and dairy.

Some councils are achieving

73%

food waste diversion

Green lid FOGO



Weekly collection

Large weekly FOGO bin

Yellow lid Recycling



Fortnightly collection

Large fortnightly comingled recycling bin

Red lid Landfill



Fortnightly collection

Smaller fortnightly residual waste bin.



Maximising emission reductions

In a partnership with the EPA, Hunter Joint Organisation worked with 100% Renewables to develop three FOGO scenarios that councils could aim for to reduce landfill gas emissions. The project used the EPA data from the Rawtec audit analyses and identified the practices needed to achieve each of these diversion efficiency levels.

Figure 1: Three FOGO Scenarios

Scenario (Diversion efficiency level)		Food %	Garden %	Average % (unweighted)
AVERAGE	Average of entire sample (as reported in EPA kerbside audit report)	41	98	69.5
HIGH	Ambitious mid-point between average and best practice	57	99	78
BEST PRACTICE	Uppermost value in the sample from EPA kerbside audit report	73	100	86.5



Practices required to achieve average diversion scenario (41% Food, 98% Garden, ~70% FOGO diversion)

- Basic community engagement: Implement an initial education campaign focusing on the proper use of FOGO bins.
- Basic collection services: Maintain standard bin sizes and collection frequency. Introduce food waste collection but without additional tools like kitchen caddies or liners.

Practices required for high diversion scenario (57% Food, 99% Garden, ~78% FOGO diversion)

- Sustained community engagement: Ongoing education and basic outreach programs during establishment phase.
- Optimised collection services: Adjust collection frequencies and bin sizes based on waste generation patterns.
- Reduced residual waste collection frequency and/or providing smaller residual waste bins (120/140 litre).

Practices required for best practice scenario (73% Food, 100% Garden, ~86% FOGO diversion)

- Advanced community engagement: Launch and maintain comprehensive and educational campaigns using diverse media.
- Advanced collection services: Tailor collection schedules, bin sizes, and service configurations to maximise both food and garden organics diversion for all dwelling types (including special arrangements for apartments). The service configuration that has the highest food waste diversion potential is small (120/140 litre) residual waste bins collected fortnightly and large (240 litre) FOGO bins collected weekly. Provide kitchen caddies and compostable liners to all households.

Customised solutions

Offering flexible services on request can lead to greater community acceptance of kerbside service changes.

This could include:

- the option to upsize the red lid bin to 240 litres
- offering extra comingled recycling collections over peak periods to help manage higher levels of packaging and containers (e.g. Christmas/new year)
- offer a temporary weekly red bin collection service when there are specific needs like households with lots of disposable nappies or incontinence pads
- user selected services - where residents can choose their bin size and/or collection frequency from a small number of options with variable costs.



Giving residents the choice to 'opt in' for a FOGO collection service is not recommended from a performance perspective and behavioural science research.

Opting in requires a decision and the effort to act upon it. Busy people may not opt in, even if they want the service. An 'opt out' system allows those with strong opinions to opt out, while retaining people who appreciate the service or are indifferent about it.

Any change to kerbside services has a large impact on the community and requires significant planning, resources and communication. Introducing weekly FOGO and moving to fortnightly red lid bin collections:

- means residents continue to take up to two bin types to the kerbside for collection not three
- avoids increases in bin lift costs (if currently offering a fortnightly garden waste service)
- delivers long term benefits for higher recovery rates
- links the benefits of food waste recycling with reducing red lid bin waste to landfill
- reduces the need for further changes later.

Some councils have chosen to keep weekly lid bin collections in the initial stages of the new service delivery to ease their community into the transition.

Choosing the right bin size



If you need to replace the red lid bins, the best choice for food waste recovery rates is to use smaller fortnightly bins, with the option to upgrade to larger ones for bigger households or those with nappies.

However, if your larger red lid bins are still functional, the cost benefits of recovering more food in FOGO with a smaller bin may not outweigh the replacement costs, and it may be better to transition to a smaller size over time.

Strategies to address concerns



Rolling back the red lid bin

Households are usually most concerned about a reduced red lid bin service before the service starts and as they experience the change. For most councils, the concern quickly drops once people realise that their food waste is still collected weekly through the FOGO bin and that there is extra space in the red lid bin once food is taken out.



Community education

People's key concern is not having enough space for their red lid bin residual waste. Providing education on using the yellow lid bin before the FOGO service change can help reduce red lid bin volumes while improving recovery of recyclable materials. Offering the option for a larger red lid bin, capacity, supported with face to face and general education on using all three bins well can also help reassure residents about the change.



Flexible service options

Councils may choose to keep the red lid bin service weekly while the new service settles in. This may lead to a smoother initial transition to FOGO. It would need to be balanced against increased bin lift costs, lower performance efficiency and the need for another phase of education to support a future shift to fortnightly collection.



Seasonal impacts

The time of year matters when introducing a best practice system. Autumn and spring give councils the best chance of success as the extra volume of FOGO bins helps residents manage higher volumes of garden organics.

Making a service change over summer is not recommended, as residents are likely to have greater concerns about higher temperatures, odour, flies and other pests. Holiday periods are also a difficult time to capture the attention of residents and communicate service changes to them.





Inner West Council's fortnightly red lid garbage experience



fortnightly red bin collections



5% chose a weekly red bin



7% requested bin upsizes



11% received flexible service options

Inner West Council introduced a best practice FOGO service to all residents in October 2023, after an earlier FOGO pilot with 1,000 households in 2016 and food only collections in unit blocks implemented in 2008 and expanded from 2021.

The switch to fortnightly red lid bin collection resulted in media attention and initial pushback from the community. However, the council's flexible service options, proactive education, and responsive customer service team reassured the community.

For residents concerned about fortnightly garbage collections, Inner West Council provided several options to increase garbage bin capacity:

- Larger wheelie bins (120L to 240L)
- Booked ad-hoc garbage collections (via clean-up booking portal)
- Opt-in weekly garbage collections

These additional services were initially offered to residents with extenuating circumstances, such as those with high volumes of incontinence products, medical waste, nappies and/or large households, before being made available to all households.

Additional support was provided to residents unable to access online services; this included council staff booking additional red bin collections, adding properties to opt-in weekly services, or ordering larger wheelie bins on their behalf. This provided essential support to residents who most needed it during the transition.

For all other residents, a larger red lid bin was available (120L to 240L), plus an opt-in additional garbage collection through the online portal. This reduced the number of distressed calls and allowed the customer service team to resolve calls regarding reduced garbage capacity. The additional garbage collections were made available as a temporary tool to support the transition to fortnightly collections.

In the 12 months to October 2024, the council delivered approximately 5,500 garbage bin upsizes, representing 7% (5,500/76,900) of total households in the local government area. Additional domestic waste charge costs were waived by the council for up to two years from the introduction of the service. Similarly, Inner West received approximately 3,300 requests for opt-in weekly garbage collections, representing less than 5% of the total households in the local government area.

The service transition emphasised the perceived garbage capacity concerns. By having support communicated clearly ahead of time, staff quickly resolved concerns, reassured residents about new collection frequencies, and reduced the risk of residents flooding inboxes, call centres, and front counter staff with requests. Despite the availability of upsized red bins and opt-in weekly collections, only 11% (8,800/76,900) of total households requested support. Since the introduction of the service, residents have adjusted to the new configurations and Inner West is proud of their organic diversion and overall contamination rate.



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Section 3

Roadmap and timeline

Lead-in time

The amount of lead-in time for a FOGO service rollout depends on procurement needs and will be different for each council. If the introduction of FOGO includes building a new FOGO processing facility, lead-in times will be longer compared to the FOGO being processed using existing infrastructure.

Where a change includes construction of a new FOGO facility, councils need to allow time for identification of a suitable site, planning approvals and development of a procurement strategy. This can add more than three years to your timeline. Contact the EPA for expert advice and support for processing infrastructure procurement.

Collection and processing contracts that are more straightforward should still start at least three years before roll out of the new service. Rollout planning, communication, purchase, storage and delivery of kitchen caddies and liners should start at least 18 months before the start of the new service.

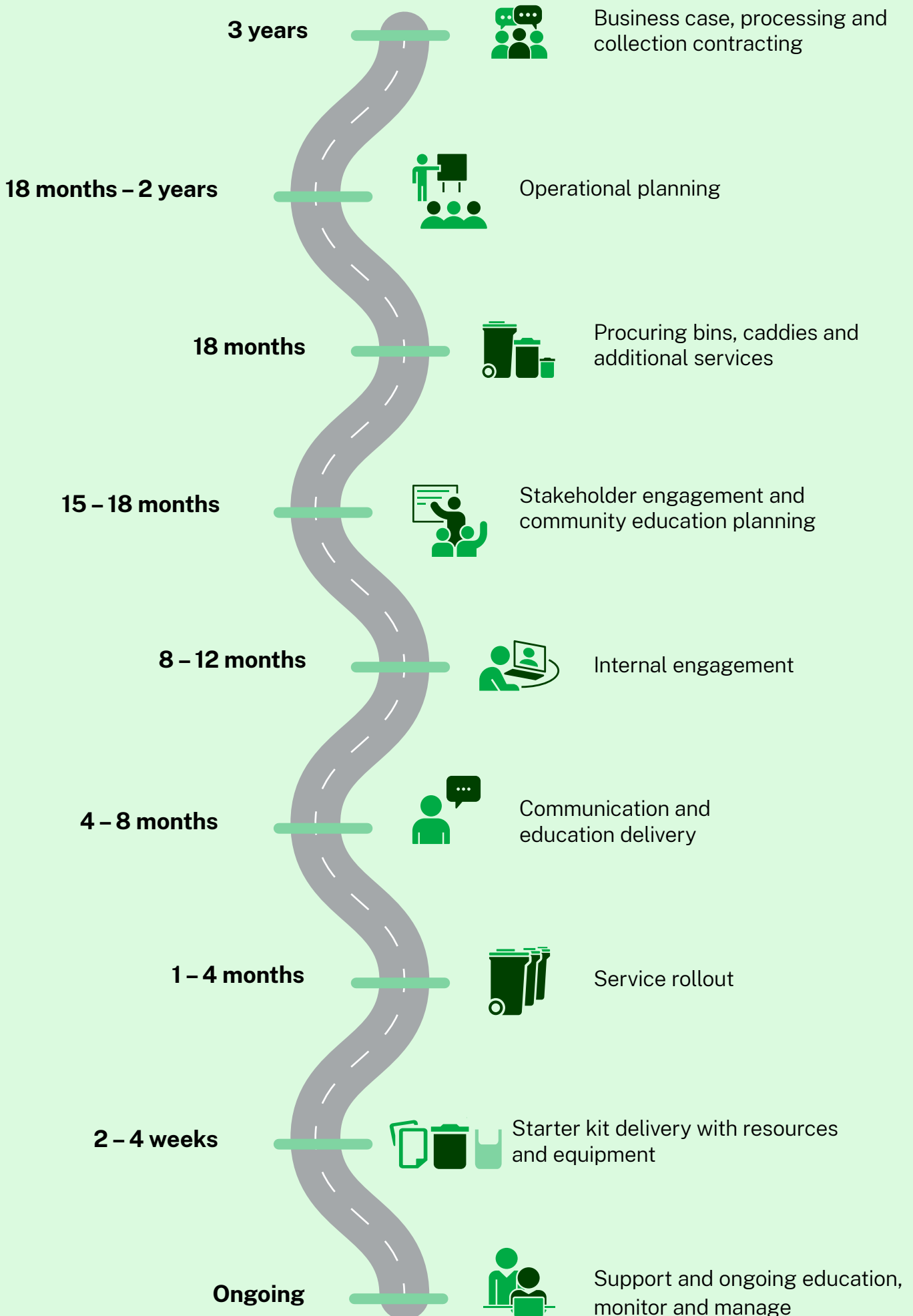
The key steps for communicating and rolling out changes to existing services are illustrated in Figure 2.

Timelines are indicative and councils may need to consider:

- council election cycles (it is preferable to introduce new services early to mid-term)
- budgeting cycles and the potential for EPA grant funding to help with the costs of service rollout and community education
- contract cycles for collection and processing, including possible joint procurement with neighbouring councils
- access to FOGO processing facilities or transfer stations
- completing a pilot before council-wide roll out (add 12+ months if piloting the service)
- the benefits or drawbacks of starting the service at different times of the year
- applying for Australian carbon credit units² before making a final financial commitment for the new FOGO service
- any potential changes that will happen to residual waste and comingled recycling services at the same time as FOGO services – e.g. collection days, bin sizes and frequency, or the expansion of organics collections to extra households.

² The EPA guide and factsheet on carbon credit income from FOGO, available at [Guides to FOGO](#). More information about Australian carbon credit units can also be found on the Clean Energy Regulator website.

Figure 2: Rollout timeline of services



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Section 4

Procurement

There are many items that may need to be procured for a FOGO service. The information below provides an outline of some of the considerations a council will need to make once the business case is established and the preferred service model is agreed upon.

Each council's situation will be different. Key procurement considerations are:

- collection contractor
- processing contractor
- kerbside bins, kitchen caddies
- liners (if applicable)
- education (if it will be delivered by a contractor).

Procurement for a collection or processing contract will need to start at least three years before your FOGO start date, while procuring for bins and kitchen caddies should start 18 months before. Given the anticipated demand on services and equipment purchases including collection vehicles, as FOGO services are rolled out across NSW, it is recommended you allow as much time as possible to procure what you need for a successful rollout and operating service.

There are a range of services and resources available to support councils. See Section 10: Extra Resources.

Procuring processing and collection services

Start procurement at least three years before service starts

There are many factors to consider when procuring for FOGO. The procurement strategy will include what will be procured, the approach to market and procurement objectives. It is also important to understand the market to service your council's FOGO tonnes, what infrastructure is available and where it is located.

To determine the amount of time needed to deliver a procurement project, you should consider the following elements:

- Will you be tendering for collection and processing together?
- Will you be using existing processing infrastructure?
- Will you require construction of a new processing facility to accept council FOGO material?
- Will you jointly procure these services?

Before preparing tender and contact documents consider:

- appointing an internal dedicated procurement team or steering committee and set up regular meeting times
- appointing external technical, legal, probity and financial advisors
- undertaking a market sounding before going out to tender.

When preparing the tender and contract documents consider:

- pricing for different kerbside options, including best practice bin configuration to allow you to compare costs of different service models
- pricing to be broken up into price per lift (inclusive of all costs excluding processing/disposal) and a cost per tonne (for processing/disposal cost) for greater cost transparency.

The collection contract should consider:

- collection of data and performance reporting e.g. contamination, bin audits, presentation rates and weighbridge data
- in-truck camera systems for collection vehicles,

including Radio Frequency identification (RFID) readers. To ensure flexibility and to evaluate cost implications, request pricing both with and without the specified technology

- key performance indicators for identifying, managing, and reporting gross bin contamination by households
- options for providing ongoing community education, including council-managed initiatives, partnerships where the council and collection contractor share financial contributions, or having the collection contractor lead delivery.
- options to transition from an initial service model to best practice FOGO during the term of the contract (e.g. after 6-12 months).

The FOGO processing contract should consider:

- processing technologies to support highest value recovery and reuse
- clauses for purchasing back the recycled product for use on parks and playing fields
- process for determining contamination rates and any penalty clauses
- data collection, reporting requirements, and collaboration on community education.

Table 2: Overview of procurement considerations:

Processing	Collections	Equipment and materials	Support services
<ul style="list-style-type: none"> • Contamination management • Procuring back product • Processing technologies 	<ul style="list-style-type: none"> • FOGO frequency • Red lid bin collection and disposal • Optional extra FOGO and or residual waste services e.g. weekly FOGO in apartment blocks, second residual waste bin for larger families • Option for extra collections over holiday seasons 	<ul style="list-style-type: none"> • Bins (standard and upsize) • Starter kits (inc. kitchen caddies, liners, collection calendar, how-to brochure) • Letters, flyers, website, and other communications • Bin stickers (or hot stamped lids) • Compost (i.e. to giveaway to residents at education events) 	<ul style="list-style-type: none"> • Waste consultancy support • Bin audits • Market research (e.g. focus groups, community surveys) • Communications/marketing specialist support • Customer service support • Starter kit delivery • Internal procurement from cross-council connections

Operational procurement

Start procurement for rollout needs at least 18 months before service starts

Planning for rollout includes the logistics for purchase, storage, and delivery of kitchen caddies, compostable caddy liners (if applicable), and education materials.

Whether buying new bins or re-purposing existing bins, you will need stickers to brand bins to FOGO and incorporate that into your communication plans.

A contamination management plan should be part of the logistical preparation process. Will you want to remove bins if persistent contamination occurs? What will trigger that and how will that be communicated to the collection contractor and the community? Clarity on contamination management at this stage will also provide you with certainty on messaging when it comes to education and communication.

Considerations for bins

What flexible service options do you propose in the rollout and how will that impact on bin procurement needs? Will residents:

- Be offered a larger red lid bin on request?
- Opt into a weekly red lid bin service?

Will these options be available when FOGO services start or after a transition period?

Considerations for kitchen caddies and liners

- determine if replacement kitchen caddies will be supplied on demand or periodically
- specify the size of caddies to be provided: a standard 8L benchtop caddy for houses and a 5L slimline benchtop caddy for apartments

- decide whether to provide introductory rolls of liners or an ongoing supply
- choose between providing rolls of liners or flat packed: flat packs sit better in the caddy for delivery in a starter kit while rolls store better for longevity
- packets of 40 flat pack bags fit better in most letter boxes than packets of 80
- ensure the caddy liners fit the caddies
- plan how the liners will be delivered: in an introductory kit, available from service centres or libraries
- determine how the collection will be monitored
- many processors prefer flat top bags, as knots in singlet bags can take longer to decompose in some composting systems
- establish a method for storing the liners, considering their limited lifespan and the need for stock rotation in both storage and distribution.

Aspects to consider for an ongoing supply include:

- storage, joint procurement, multiyear or one-off supply contracts
- price – supplied to residents at a cost, for a small fee, or free
- distribution – residents could collect liners from council offices, have them delivered or mailed out, or access them through vending machines
- speciality printing – customisation of the kitchen caddies and liners.

Request samples of liners and allow enough time to test compatibility with the caddy, particularly if going ahead with an 8L and 5L option. The majority are green and ensuring consistency of colour will make identifying non-compliant bags much easier.

Check your data

Councils that have rolled out FOGO recommend a thorough check in advance to ensure that property databases are aligned and up to date with the correct information. As a priority:

- confirm the definition of single-unit dwellings (SUDs) and multi-unit dwellings (MUDs) for all properties in your database. Determine if any SUDs are defined as MUDs and vice versa
- consider if special building types such as boarding houses, public housing, community housing and Aboriginal housing are captured in these definitions or if they need to be identified and included separately
- clearly define the service arrangements you are providing to these property types (e.g. SUDs, MUDs, and townhouses), especially if the service arrangements differ
- ensure that all properties have the correct collection calendar information (correct day and frequency for each stream) before considering changes to the collection schedules
- confirm the domestic waste charge matches the attributed containers/bins (e.g. 127 Fountain Street, Oldtown pays for 1 x 120L red bin, 1 x 240L recycling, 1 x 240L green bin).



Procurement assistance

The EPA's FOGO procurement masterclass focuses on procurement considerations specific to FOGO collection and/or processing contracts. You can watch it [on the EPA website](#).

The EPA also provides a joint procurement facilitation service for councils that includes:

- Funded support to help councils access advice and help when exploring and carrying out the joint procurement of waste services. Up to \$500,000 worth of advice and help is available per project.
- A library of training and guidance materials is under development to help council and regional organisation staff develop the skills needed to navigate procurement challenges.

More information is available on the [Joint procurement facilitation service webpage](#).



Caddy liner final checklist

If you decide to supply kitchen caddy liners make sure they:

- ✓ are certified as commercially compostable (AS 4736)
- ✓ are accepted by your contracted processor
- ✓ fit your chosen kitchen caddy
- ✓ are easy to open for your residents
- ✓ suit your delivery method e.g. fit in letterbox slots or caddies for delivery
- ✓ are stored in a dry, dark place to reduce risk of breaking down too early



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Section 5

Stakeholder engagement and community education

Complete planning 12-18 months before the service starts. Implement 4-8 months out.

Early and ongoing stakeholder engagement is essential, for a successful rollout needs significant resourcing. Determine at the planning stage the resources you will need and whether you will deliver the plan in-house or if you require external expertise.

Once your plan is developed and endorsed you can start preparing communication materials early so messaging can be included on kitchen caddies and bin lid stickers, ensuring messaging is consistent and clear for everyone in the community from the start.

To ensure the iconography and key messages are well interpreted by everyone, including those with different levels of English literacy, test draft collateral with your community. Make sure your communications and service changes are inclusive for culturally and linguistically diverse (CALD) communities and people with disability.

FOGO perceptions across NSW CALD groups

The Ethnic Communities Council of NSW studied perceptions across FOGO among 10 diverse communities in Sydney. Key findings include:

- 84% support the FOGO service
- participants understand terms like leftovers and food scraps but are less familiar with terms such as FOGO, landfill, compost, and kitchen caddy
- participants expressed a high likelihood of participating in FOGO, interest in FOGO increases with detailed information about the service and its benefits
- challenges to adoption include language barriers, cost, odour, and pests
- the main motivator for food waste recycling is the promise of quality compost
- there is strong support for providing kitchen caddies and liners
- participants unanimously want culturally sensitive, multilingual communication methods.

See the research summary report [here](#).

Education plan

Strong and consistent branding of education to support the new FOGO service is important to ensure residents recognise and recall messages. Multiple channels increase the likelihood of reaching all residents. Research shows positive and upbeat messaging is an effective tool for change.

Considerations for communication:

- know your audience – research your community’s attitudes, barriers and motivation to use FOGO, including what they need to know to feel positive about the change and how to use the service well
- use multiple formats to reach everyone (letters, social media, TV, radio, public place advertising, council, and collection contractor website) with consistent messages across all channels
- identify any specific cultural groups in the community and identify ways to communicate directly and effectively with them
- proactively communicate the service change, the rationale, and benefits to residents
- have enough staff and resources at rollout to manage communication and education, respond to questions, address resident concerns and collect data on engagement
- allow a long lead-in time for maximum engagement. Avoid significant events and holiday periods
- plan for questions and concerns that will arise before, during and after rollout, including:
 - tips for summer
 - guide to certified compostable kitchen caddy liners
 - alternative kitchen caddies
 - what to do with disposable nappies
 - qualifying and paying for alternate services
 - missed kitchen caddy or FOGO bin deliveries
 - what happens if a bin inspection shows the wrong items in the bin?
 - how do people new to the area learn about FOGO?
 - when will rural or apartment block households get FOGO?



It's all in the name

Consider the terms you will use in communication and make sure you build awareness of them in the education delivery.

FOGO – food organics and garden organics’ is an increasingly common term. However if you use it, you may need to build awareness of what ‘FOGO’ means, across your community.

Social research shows that the term ‘FOGO’ is well received by both non-English speaking individuals and the general community. When introduced, the community collectively learns and adopts this new term.



Don't call the kitchen caddy a 'bin', as people may get confused with the FOGO bin and put it out for collection with their other bins.

Don't call the kitchen caddy liners 'bags', as people are more likely to get confused with other types of bags such as plastic bags.

Starting Scraps education campaign

The EPA's free 'Starting Scraps' education campaign helps councils guide the community through the upcoming changes and how to use the service effectively. It includes six stages of materials.

It was co-designed with council educators and BehaviourWorks Australia to address householders' perceived barriers to transitioning to FOGO and increase awareness, acceptance, and good use of the service.

It includes best practice behavioural change education principles to address barriers and concerns and inspire motivation for change. Even if you prefer to develop your own collateral, it is strongly advised you follow the staged messaging approach as guidance. This will ensure your education materials address all likely concerns and residents learn how to use the new service.

Starting Scraps spans six stages, each including videos, social media tiles, radio ads, flyers, bin stickers and pull up banners.

All of the collateral, a sample communication plan, and the behavioural research studies that informed it are available from scraptogether.com.au

New phases of Scrap Together will continue to be developed in consultation with FOGO councils. At the time of publishing, there are currently two other phases:



Every Scrap Counts

Every Scrap Counts – targets behaviours to recover more food waste out of the red lid bin and in to the FOGO bin



How to FOGO

How to FOGO – targets behaviours to keep contaminants out of the FOGO bin and in the right bin.

Stages

1	What's FOGO?	Introduces the term FOGO and raises awareness that a new FOGO service is coming
2	Next Season's Soil	Educates the community about how compost made from FOGO helps the environment
3	Your weekly service starts soon	Increases understanding of how to use the service
4	Your fortnightly red lid bin service	(if relevant)–explains the changes to a fortnightly service to dispel concerns and build confidence in the change
5	Your kitchen caddy	Educates people on what it is and how to use it
6	Your FOGO service is here	Praises the community for adapting to the change, providing an ongoing reminder and celebrating the achievement.

YOUR FOGO KITCHEN CADDY



fruit & vegetable scraps



meat, bones & cooked leftovers



eggshells, bread & dairy

USE ONLY CERTIFIED COMPOSTABLE LINERS



Placeholder Council Logo

Scan for more information or visit COUNCIL.NSW.GOV.AU





What people think

Research to inform the Starting Scraps collateral showed 86% of residents were interested or very interested in having a FOGO service and 95% were able to identify at least one benefit. But they also have concerns.

The top concern was the red lid bin being switched to fortnightly, followed by:

- not believing that other residents will properly sort food scraps
- concerns about attracting vermin
- odours
- increased cost of the service.

These concerns can be addressed in the education, using positive, upbeat messaging to allay fears and explain how to overcome them.



Internal engagement

8-12 months before service starts

Internal engagement is crucial to prepare for the communication and education plan delivery.

Some councils recommend setting up a cross-council steering committee to provide updates and keep key departments informed throughout the FOGO journey. This could include representatives from economic development and planning departments, customer service, waste, sustainability and communication and marketing teams.

Engage early with community-facing council staff, including depot staff, customer service officers, councillors and library staff. It is important these key people understand the new service, the reason for its introduction, how it will work, timelines, key terms and proposed messaging. They will continue to be important ambassadors for the service as the momentum grows, so ensure they are informed and knowledgeable about FOGO in your community.

Publish a webpage with FOGO information that community-facing staff can become familiar with.

This webpage can help them answer questions and they can direct residents to it for more information. Your community-facing staff will also be a useful source of information for feedback on community attitudes and knowledge around FOGO, to help compile a list of frequently asked questions.

At this stage, you might also look to identify and engage local community champions who are passionate about food waste, compost and sustainability to support the rollout of FOGO. You may be able to involve community groups who can promote the service to their networks or help to deliver kitchen caddies and brochures when the service starts. These and other community-driven activities can be a great opportunity for one-on-one engagement in trusted networks.

Connect with other key stakeholders including the EPA, councils that have already rolled out FOGO, and Local Government NSW. They might be able to help you in refining your stakeholder and community engagement plan or provide feedback on your communication. The EPA hosts regular Community of Practice sessions for Go FOGO grantees, which is a space for shared learning and networking. All council officers are welcome to join.

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Section 6

The rollout phase

Education delivery

4-6 months before service starts

Start your public education 4-6 months before service launch, delivering information across multiple channels to reach all households. Enquiries about service changes are likely to be highest within the weeks before and during roll out time. Given the practical and operational logistics of the change – i.e. delivery of caddies, managing the new contract, changes in service days and frequencies - plan for these communication needs well in advance.

An organised communication plan will help everything run more smoothly. It can be very challenging for waste teams to divert resources and manage communication issues while rolling out the service, so where available, council communications staff are key.

A sample education plan is available for download from scraptogether.com.au

Delivery of FOGO starter kits

Complete 2-4 weeks before service starts

National and international research shows kitchen caddies are a critical tool in helping communities adopt new behaviours and use FOGO services well.

The arrival of kitchen caddies is the point where most residents will engage in the new service and take note of information provided. FOGO service starter kits should include:

- a kitchen caddy
- compostable caddy liners (certified to AS 4736 and the correct size for the caddy), and information on where to get replacements, if applicable
- information on the new collection schedule e.g. fridge magnet, calendar, QR code for an app
- FOGO information booklet detailing how the service will work and how to use it.

The timing of the arrival of kitchen caddy and starter kits is critical to success. If people receive them too early, they may start using them before collections start or put them aside and forget about them. Ideally, every home should have a caddy 2-4 weeks before services start, with clear instructions on how to use it, details of service changes and the date for their first kerbside FOGO bin collection. Confirm well in advance with the people who will be delivering the caddies and/or bins that the items you want to put in the kit can be included.

The people delivering the caddy may have strict requirements for how the materials are collated. This may alter what you can put in the caddy, or you may need to plan to find support to collate the items. For example, flat pack bags of introductory liners may be more suitable for a delivery of everything in the caddy, rather than rolls. Also consider using 40 liner packs rather than 75 liner flatpacks for seamless delivery to varying letterbox sizes.

Delivering caddies to every home in large council areas is a logistical challenge. This stage is often the first interaction many residents have with the new service and ideally staff or volunteers who are delivering them need to be informed and able to answer questions from the community. Some councils have used community organisations, like the Men's Shed Association, to help with distribution with good results. Some councils have also delivered the caddies along with new bins with good success.

Leverage all communication channels to promote the delivery of the kitchen caddy, including social media posts and newsletter articles. Make sure all the information people need to know is included in the kit, for those not reached by other methods of communications. Have a plan in place for those who did not receive their kitchen caddy, including who to contact and how it will be delivered or re-delivered.

FOGO service underway

First few weeks

The new service might be rolled out to all homes at the same time or phased-in by area or collection districts, to allow collection contractors to manage the logistics of new service schedules. You may also choose to stagger start dates for houses and apartment blocks, tailoring education and delivery of kitchen caddies and bins to meet different needs.

In the rollout phase, be prepared to respond quickly to community questions and concerns and any logistical issues that may arise in kit deliveries and collections. Most councils find they need to roster on extra staff to manage enquiries.

Council customer service staff remain critical. Keep them in the loop throughout the journey and regularly check-in on what the most common concerns are from householders, then address these with communication staff.

Ongoing

Provide ongoing support to the community, monitor results (e.g. weight of collected material, contamination levels, customer inquiries and complaints), provide feedback to the community on how they are doing and manage any challenges or issues as they arise.



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Section 7

Introducing FO or FOGO in apartments

Introducing FOGO to apartment blocks requires tailored solutions and involves different considerations including:

- how to deliver the kitchen caddies and information kits to each unit
- whether the service is a food organics (FO) only or FOGO service
- what size bins and how many of them will be provided
- more transient populations
- potential language barriers
- less ownership and accountability for bins
- greater distances between where the food waste is generated and where the FOGO bins are located
- space limitations for caddies
- less control over bin washing and maintenance
- shared bins that are publicly accessible (i.e. bin corrals out the front of the building that can be contaminated or used by other residents in the street)
- mixed use sites where commercial tenants inappropriately use residential bins for the disposal of commercial waste
- FOGO waste may need to be taken to a basement or car park when it is different to what happens to other waste streams in the building, like disposal through chutes or at floor level facilities.

Generally, there are three types of bin services for apartments:



1

small blocks where residents have their own set of kerbside bins



2

small blocks with shared kerbside bins (commonly 2-3 storey walk-up buildings)



3

medium to large, multi-storey blocks with bulk bins and possibly other infrastructure such as chutes and secondary waste management areas.

The guidance in Table 3 is relevant to Types 1 and 2. Type 3 requires different considerations.

Table 3: Potential challenges and solutions for rolling out the FOGO service to apartment blocks

Challenges	Solutions
Residents don't want a FOGO service due to lack of bin storage space and/or they produce only small volumes of organics (type 1)	<ul style="list-style-type: none"> • Explain the environmental benefits of FOGO recycling, even small amounts • Offer a smaller FOGO bin (e.g. 120/140 litres) or a slimline 5L caddy • Provide shared FOGO bins where feasible • Establish the social norm and that everyone is doing it
Residents share bins and are less incentivised to change their food recycling behaviours (type 2)	<ul style="list-style-type: none"> • Provide extra support to caretakers/strata management or building champions to educate residents on the value of FOGO waste - reduces odours, reduces emissions and increases recycling • Tailor the number of bins and types to suit the waste practices and generation rates in the building. Monitor and adjust as needed • Consider weekly collection of both red lid and FOGO bins to encourage participation and lower risk of overflowing red lid bins while the community transitions • Install clear bin bay signage to encourage participation • Engage building champions • Seek pledges or other commitments from residents • Show that bins are being monitored and good use of the FOGO bins is rewarded
Language barriers with higher numbers of people from non-English speaking backgrounds	<ul style="list-style-type: none"> • Use multi-lingual communication materials • Work with local community groups to engage with others and distribute messaging • Use images and symbols where possible that everyone can understand • Tailor communications to the audience³ • Integrate FOGO education/messaging into local cultural events
More transient population, which means that communications and/or the starter packs may not be available to new residents	<ul style="list-style-type: none"> • Work with real estate agents, strata, and property managers to distribute starter kits to new tenants • Regularly repeat communication activities • Provide signage for bin bay rooms and bins, with QR codes linking to council websites.
NSW guide to food-waste recovery in multi-unit dwellings also provides in depth information on providing FOGO services in apartment blocks.	



³ EPA commissioned research into CALD community perceptions towards food waste is available from the EPA [website](#).



Randwick's apartment block rollout

Randwick City Council, a local government area in Sydney's east, has 62% of residents living in apartments. Council rolled out a weekly FOGO service to apartment block residents in March 2021. At the same time, it changed the fortnightly garden waste service to weekly FOGO for all single unit dwellings and changed their red-lid bin collection frequency from weekly to fortnightly.

Each household was provided with a FOGO introductory kit which included an information brochure, kitchen caddy and set of certified compostable kitchen caddy liners. Randwick City Council used a variety of delivery options to distribute kits. The method chosen was selected based on the size of the apartment block. In smaller blocks, the council distributed kits door-to-door as a community engagement activity, gaining buy-in for the new service. In larger blocks, kits were delivered in bulk to buildings and building managers distributed kits to individual units.

A challenge for the council was space for the FOGO bins, because there is such a wide variety of unit types in the area. Many of the buildings are older and not designed to store three bin types. To overcome this, the council conducted individual site inspections to identify the best bin configuration (i.e. size, number, and location) for each building. These visits also helped to build relationships with building managers, residents and cleaners before the service started.

During site visits, the council also identified signage needed for each building. This included A2 corflute signs for outside bin bay areas, and A4 posters and bin stickers for communal areas. Signs were also placed near garbage chutes to remind residents to take food waste to bin rooms. Randwick City Council worked with building managers to install signs. Signs were coated to help them last longer, as maintaining 'good-looking signs' helps maintain engagement.

Education materials were developed in six languages reflecting the common languages spoken in the area, allowing communications to be tailored to residents.

Two key lessons were learnt:

- allow 12–18 months for developing, consulting, and testing education materials before rolling out services
- maintain good relationships with building managers to ensure ongoing use of services as they have existing relationships with residents and cleaners that can be leveraged.





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Section 8

Pilots

Should you do a pilot?

You may be able to eliminate the need for a pilot by drawing on the insights and experiences of the many councils in NSW that have already rolled out FOGO. These experiences have been incorporated into this guide, as well as the [Guide to Food Waste Recovery in Multiple Unit Dwellings](#) and case studies on the EPA's [FOGO page](#).

The content below outlines the pros and cons of conducting a pilot.

Table 4: Pros and cons of a pilot

Pros of piloting	Cons of piloting
<ul style="list-style-type: none">• Builds community support, proving the new service can work in your community• Reduces resistance to change by enabling the community to experience FOGO before council commits to a full rollout• Provides a platform to test and refine the FOGO service before full rollout, to maximise participation, improve diversion outcomes, drive cost-efficiencies, refine communications approaches, and 'iron out' challenges• Identifies champions and collects feedback and data to inform what messaging is needed in the full rollout communications (e.g. testimonials, outcomes for diversion, cost outcomes)• Helps identify and consider the scale of resources needed to support the service transition, e.g. staff to handle community queries.	<ul style="list-style-type: none">• Extra time for service transition (adds another 12-18 months)• Extra cost depending on size and scope (the average cost of EPA-supported apartment block pilots was \$550,000)• Pilots do not provide a realistic measure of what the participation and diversion rates will be for the entire rollout• Expectation of residents that were part of the pilot need to be managed if there is a break before full-service rollout, as they may not like the service being taken away.



Designing a pilot

Table 5 outlines considerations for designing a pilot. A pilot should reflect the service the council will roll out across the local government area.

Table 5: Considerations for pilot design and delivery

Delivery	Considerations
<p>Purpose</p>	<ul style="list-style-type: none"> The purpose of your pilot will affect how you design, measure and report back on its findings. For example, is the pilot to help decide whether to provide certified, compostable liners? Whether or not to offer multiple options for the residual waste bin? Or test whether the communication materials resonate with the local community?
<p>Length</p>	<ul style="list-style-type: none"> Pilots should last at least six months, ideally 12, to cover all seasons. This will provide residents enough time to adjust and assess how long it takes to establish new behaviours.
<p>Start date</p>	<ul style="list-style-type: none"> Avoid summer and holiday periods. It's challenging to capture the community's attention during these times, and they may be less open to change.
<p>Selecting participants</p>	<ul style="list-style-type: none"> Consider piloting across all households or a representative sample within the council area. If piloting a sample of households, limit them to across 1-2 collection areas to make it more cost effective and efficient. Avoid opt-in trials as participants will probably not be a representative sample and the logistics of education and collections will be difficult as these will need to be delivered to specific households rather than everyone in a single street.

Delivery

Considerations

Expenditure

- Ensure the budget allows for collection and processing of FOGO material, purchase and distribution of kitchen caddies, development and distribution of multiple forms of educational material before, during and after the pilot, monitoring and evaluation, and staff resources.
- Monitoring and evaluation are essential to pilots and often expensive. Consider the cost of pre and post surveys, plus the incentives to increase survey response rates and visual or weight-based audits (aggregated or bin by bin) of residual waste and FOGO bins.

Stakeholder engagement

- Pilots need a higher level of community education than a full-service rollout as there is less opportunity for reinforcement of behaviours by other community members, family and friends.
- You are unlikely to be able to use mass media (radio, television, and newspapers) due to the limited coverage of the pilot area so be creative in ensuring that pilot participants are fully aware of the FOGO service. For example, in-person engagements or geotargeting with social media advertising.
- Collect testimonials from pilot participants to support the full service rollout.
- Seek feedback from council staff during the pilot.
- Keep councillors informed of the pilot's progress and outcomes.
- Inform the community about the pilot's progress to build awareness of FOGO and its benefits.

Record keeping

- Keep records on participation rates, complaints, queries, budgets, amount of organics waste collected, contamination, feedback on education materials etc.

Measurement and reporting

- Measure and track weekly bin collections and weighbridge data to track performance over time and observe diversion trends.
- Undertake kerbside bin audits at the beginning, middle and end of the pilot to get insights on bin compositions, use of kitchen caddy liners, contamination, etc.
- Do pre and post community surveys to monitor change in attitudes and awareness and to get feedback on any barriers, opportunities for improvement, which communications material worked best etc. to inform the broader rollout.
- Ensure data lets you evaluate both average performance and performance variation. For example, determine if the average food recovery is due to everyone recycling a little or if it's because half the group recycles a lot.

Ending the pilot

- If transitioning to full rollout of the service, continue the service for the pilot participants until the new service begins. This will avoid disruption.



Bathurst pilot

With the support of a Local Government NSW research and innovation grant, Bathurst Regional Council ran a pilot over four months to test the impact of seven interventions on FOGO service performance.

Variables included reducing the red lid bin from 240 to 140 litres, changing the red lid bin collection frequency from weekly to fortnightly, and repeating the delivery of kitchen caddies and compostable liners. Pre, mid and post pilot surveys, and compositional and visual audits were used to monitor impact on awareness, attitudes, and behaviour.

Across seven trial areas, FOGO waste in red bins was reduced for all variables. This averaged a 35% reduction for households with a kitchen caddy, a 42% reduction for households with a 140L bin and a 46% reduction for households that had moved to fortnightly residual collection. An analysis to isolate the effects of each variable found that fortnightly collection was the most significant in reducing FOGO in the red lid bin.

The full report is available on the Local Government [LGNSW website](#).



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Section 9

Post rollout

To ensure the community continues to use the service well, provide feedback on progress, plan for ongoing monitoring, and maintain engagement and education.

Measuring performance

Tracking performance through activities like kerbside audits allows you to see if adjustments are needed. Metrics include:

- the amount of food and garden organics diverted from landfill through the FOGO service
- food waste generation (kg/household/year)
- food waste recovery rate (% of kerbside food organics in FOGO bins)
- garden organics efficiency (% of kerbside garden organics in FOGO bins)
- bin contamination rate levels (% weight) and common contaminants
- bin presentation rates
- comparisons between different areas in your council area, houses vs apartment blocks etc to identify where extra engagement is needed.

Community feedback surveys may identify areas where the service can be improved or provide testimonials or other statistics (i.e. X% of households use their FOGO bins) which can be used as part of the ongoing education activities.

These metrics provide rich content for ongoing community engagement, including messaging on the environmental benefits, community achievements and championing success stories.

New residents

Consider how new residents will get kitchen caddies, liners (if applicable), and information kits:

- Will new residents need to collect them from council?
- Can real estate agents or strata/building managers distribute them?
- What will happen to the old ones if previous tenants leave them behind? Will you provide replacements if previous tenants take them?

Consider the difference between rental turnover and newly constructed buildings, as this may determine whether residents receive their caddy and liners along with their new kerbside bins.

Set aside time to update the information booklet regularly to keep it current. Broad-scale communication isn't just for educating new residents; it also helps remind current residents about what can go in the FOGO bin.



Figure 3 Bin label

There are multiple new behaviours you want new residents to adopt

New residents might come from places where only garden waste is collected. They might not realise that households in your area put both food and garden waste in the green lid bin. They may not have a kitchen caddy, know what FOGO means, or understand its benefits. It's important to educate newcomers to fill this gap in knowledge:

- sorting food scraps in the kitchen
- emptying the kitchen caddy into the FOGO bin
- putting the FOGO bin out for weekly collection.

Ongoing education

Regular education is important to maximise performance efficiency while keeping contamination at a minimum.

Some key considerations include:

- reviewing communications delivered during the service launch phase to identify which channels and messages worked best in your community
- working with local community groups or champions to help spread the message
- working with collection contractors and processors to tailor education campaigns to address local issues
- linking key milestones to education, e.g. service launch anniversary or collecting X tonnes of FOGO or making X tonnes of compost
- developing targeted campaigns or materials for specific issues
- considering the use of testimonials from farmers or sports field managers who use the FOGO product.

It is important to adequately staff and fund ongoing education. Regular reviews of channels, messages and their effectiveness will help achieve value for money. Building yearly education into your FOGO collection contract price helps ensure funds are available each year specifically for FOGO education.

After FOGO is well established and your residents are practicing good food waste recycling behaviours, consider increasing education on avoiding food waste.

Managing contamination

A contamination management plan needs to be part of the logistical preparation process. Will you want to remove bins if persistent contamination occurs? What will trigger that and how will that be communicated to the collection contractor and the community? This process will also provide you with certainty on messaging when it comes to education and communication

Ongoing education is vital to keep FOGO bin contamination low. Multiple research studies have shown most people use services well and contamination is caused by a small number of households (Fight Food Waste et al, 2022).

The EPA's [2023 Analysis of NSW Food and Garden Bin Audit Data](#) shows an average 2.2% contamination in FOGO by weight, ranging from 0.04% to 17.83%. The bin-by-bin analysis shows that a large proportion of bins have no contamination (49% to 92%).

The top five contaminants by weight were plastic, all other organics (leather, rubber, and oils), containerised food, other miscellaneous (bagged materials, household goods) and metals.

The EPA's [Scrap Together FOGO education program](#) targets contamination reduction behaviours. Councils can also use feedback loops to identify and notify households of contamination, for example:

- bin tags showing what can/can't go into FOGO bins
- letters to residents with photos of the contamination in their bins (provided by the collection contractor's in-vehicle cameras)
- home visits to discuss the importance of only putting food scraps and garden waste in the FOGO bin
- offering bin locks (if neighbours are contaminating bins)
- changing the location of bins in apartment blocks to reduce bin misuse.

BehaviourWorks Australia recommends providing constructive feedback on bin contamination privately, via letterboxes. This prevents shaming residents, maintains positive relationships with the council and avoids creating a social norm around contamination by making it seem common.

Where households continue to contaminate their bins, you can consider removing the FOGO service to prevent them from affecting the quality of the entire loads.

In NSW, only food organics (FO), garden organics (GO) and certified compostable caddy liners are allowed into the FOGO bin.

These requirements are published on the EPA [website](#) and follow findings from the [What's the Go with FOGO](#) study that showed low levels of PFAS and other contaminants in the compost made from FOGO materials.

Minimising FOGO inputs to only food organics and garden organics minimises the risk of contamination. Further information is available on the [FOGO Information for Households](#) webpage.

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Section 10

Extra resources

The EPA has a wide range of resources on its [FOGO Education webpage](#) to support councils with all stages of FOGO including:

FOGO Masterclass series	Six online masterclasses featuring Australian and international speakers covering planning, contracts and procurement, education, rollout, processing technologies and end uses. Each class has show-notes and resources.
Case studies	Ten case studies showing the process each council used to rollout new organics waste services, from GO to FOGO, to new services in apartment blocks.
Analyses of NSW Green Lid Bin Audit Data	Independent review and analysis of every green lid bin audit done in NSW. They show performance efficiency, contamination levels, performance against bin configuration, and the length of time the service has been in place.
NSW guide to food waste recovery in multi-unit dwellings	Information on infrastructure, education, and engagement specifically tailored to apartment blocks. It also includes links to national and international case studies and resources.
Research on FOGO	Includes EPA's 'What's the Go with FOGO?' study that looked at the characteristics of GO and FOGO composts and research into compostable plastics in FOGO.
Emissions of food waste recovery technologies fact sheets	Describes and compares the greenhouse gas emission profiles of six different food waste processing options.
Carbon credit income from FOGO manual and factsheet	Takes councils through the process of applying for Australian Carbon Credits from the Clean Energy Regulator's Emissions Reduction Fund scheme.

Local Government Procurement supports member councils procuring goods and services. It includes bulk purchasing price negotiation and advice on probity, governance, auditing, and legislation compliance. For more information email info@lgp.org.au.

The EPA has developed a model waste and recycling contract for councils to streamline the tendering process. It includes information on the conditions of tendering, advertising as well as the formal instrument of the contract. Section D Part 4 contains the organics specification. The tool is accompanied by a user guide and timeline tool.

Councils are often happy to share their experiences with others. Bega Valley Shire Council has developed a suite of resources following its Ready Set FOGO campaign including FAQs, kitchen caddy hot stamp, social media posts and FOGOmentary, which can be found on its [website](#).

The Western Sydney Regional Organisation of Councils (WSROC) [guide to the procurement of kitchen caddies and certified compostable liners](#). Available [here](#).

Other WSROC resources on FOGO are available [here](#).

Scrap Together FOGO education resources: www.scraptogether.com.au

For further assistance, contact the EPA Organics Unit at organics.recycling@epa.nsw.gov.au, or call 131 555



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