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to live

KERBSIDE WASTE **Community Engagement Report**

Hard Waste Results

Greenshoot Consulting
October 2023

greenshoot
CONSULTING



Greenshoot Consulting acknowledge the Wurundjeri Woi-Wurrung people as the Traditional Owners and custodians of the land and waters we now call Darebin and pays respect to their Elders, past, present and emerging.

We also pay respect to all other Aboriginal and Torres Strait Islander communities in Darebin.

We recognise and pay tribute to the diverse culture, resilience and heritage of Aboriginal and Torres Strait Islander people.

We acknowledge the leadership of Aboriginal and Torres Strait communities and the right to self- determination in the spirit of mutual understanding and respect.

01

EXECUTIVE SUMMARY

Report Context

Darebin City Council has engaged Greenshoot Consulting to assist with community engagement for the council's Kerbside Waste Consultation. The engagement process aimed to **gather community feedback on changes to hard waste and kerbside waste and recycling collection services, informing future service standards and equitable reform delivery.**

Darebin City Council were particularly interested in ensuring a representative sample of the Darebin community have the opportunity to feed into this process, including members of typically hard-to-reach groups including **First Nations community members, older adults, young people, and culturally and linguistically diverse community members.**

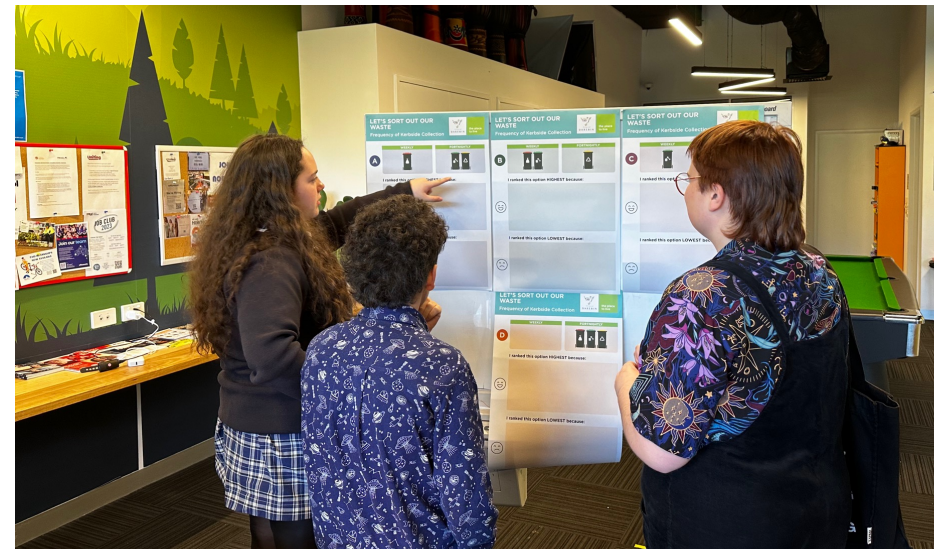
Greenshoot Consulting has extensive experience in community engagement and expertise in reaching diverse communities, ensuring representation from typically hard-to-reach groups such as First Nations community members, older adults, young people, and culturally and linguistically diverse community members. In close collaboration with Council staff, Greenshoot Consulting facilitated the promotion and capture of accurate and reliable community feedback using various engagement activities and online surveys.

Greenshoot Consulting worked with Council staff to promote and capture community feedback, ensure findings were accurate and reliable, gathered data on people's attitude towards, and knowledge of, current kerbside waste service and reasons it must be changed and summarised the activities and key findings of the engagement.

The key deliverables for this project included:

- ✓ **Promote and capture responses to the Kerbside Waste survey**, to be hosted on Darebin's 'Your Say' page.
- ✓ Design and deliver four **targeted engagement with hard-to-reach groups** through face-to-face approaches.
- ✓ Deliver a **Detailed Analysis and Summary Report**, including all quantitative data from Council survey questions and engagement, and analysis of consultation qualitative data and all engagement activities.

The following report summarises key project outcomes.



Engagement Activities Summary



Online YourSay
Survey

1023

respondents



Drop In
Sessions

277

participants



Meeting
Attendance

94

participants



Community
Workshops

26

participants

1420

total participants

Overall Insights Hard Waste Collection

Summary of Key Qualitative Insights from Community Engagement Activities Regarding Hard Waste Collection

43% of respondents preferred Option A



Respondents who supported this option cited **benefits to the circular economy** and the **positive uplift in the sense of community** resulting from the whole-of-area hard waste collection each year.

Respondents referenced the **benefits to low-income residents who were able to save money** by reusing / repairing / repurposing salvaged items from the kerbside during the whole-of-area hard waste collection period.

Many respondents highlighted the importance of scheduling whole-of-area collections in drier months of the year so as **not to expose hard waste that was otherwise in good condition to rain damage**.

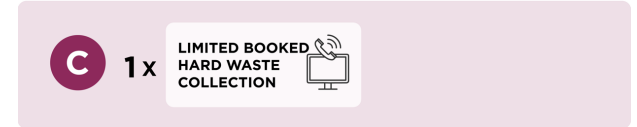
55% of respondents preferred Option B



The majority of respondents preferred this option, citing the **flexibility and convenience of booking in the hard rubbish collection when it was needed** as the main factor in their choice.

Respondents expressed **concern about renters dumping hard rubbish in the community at the end of property leases** and highlighted the **important role of rental providers and property managers in ensuring renters were provided information about options for hard rubbish disposal in Darebin**.

3% of respondents preferred Option C



Some respondents felt that **one booked hard rubbish collection per year was sufficient for their needs** and that the flexibility and convenience of being able to book the collection at a time that suited them was preferred to a whole-of-area hard waste collection period.

The community expressed concern that one booked collection per year, combined with the removal of a whole-of-area collection, would **lead to increased hard waste dumping** in the community.

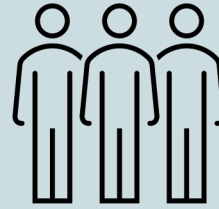
02



METHODOLOGY

Target Community Groups

A broad cross-section of the community and stakeholders - particularly hard-to-reach groups - were engaged in order to capture the diversity of views on the community's Kerbside Waste needs and sentiment.



First Nations
Peoples



CALD Community
Members



Older People
(~65+)



Young People
(~18-24)

Engagement Activities

Summary of Engagement Activities Undertaken

Various methods of engagement were undertaken to collect meaningful quantitative and quantitative data from community including the nominated hard-to-reach groups.



ONLINE SURVEY

Within an online survey hosted on the Darebin City Council's website, participants were asked to indicate which of the Kerbside Waste options resonated with them the most and provide feedback on additional kerbside waste needs, public place recycling and the circular economy.



FOCUS GROUPS

x3

Greenshoot consulting facilitators led a discussion with participants to capture feedback on the Kerbside Waste options and additional kerbside waste needs, public place recycling and the circular economy.



POP-UP ENGAGEMENTS

x1

Greenshoot consulting facilitators engaged 1:1 with attendees and facilitated capturing their feedback on the Kerbside Waste options and additional kerbside waste needs, public place recycling and the circular economy.



DROP IN SESSIONS

x9

Darebin City Council staff attended scheduled sessions to provide information about the Kerbside Waste options and answer questions from attendees.



MEETING ATTENDANCE

x6

Darebin City Council staff attended scheduled sessions to present information about the Kerbside Waste options and answer questions from attendees.

Engagement Activities | Location & Dates

Summary of Engagement Activities Led by Greenshoot Consulting

Details, location and date of face-to-face workshops and pop-ups undertaken with hard-to-reach groups are listed below.



FOCUS GROUP 1

Target Group



Young People
(~18-24)

Location

The Hub

Date

24th of August 2023



FOCUS GROUP 2

Target Groups



Older People
(~65+)



CALD Community
Members

Location

Merrilands Community Centre

Date

30th of August 2023



FOCUS GROUP 3

Target Group



Older People
(~65+)

Location

SPAN Community House

Date

11th of September 2023



POP-UP 1

Target Group



First Nations
Peoples

Location

Dardi Munwurro

Date

18th of September 2023

Engagement Activities

Summary of Engagement Activities Led by Darebin City Council



DROP IN SESSIONS (x9)

Darebin Hard Rubbish Heroes

Northcote

16th of August 2023

Target Group: Mixture

35 participants

Darebin Resource Recovery Centre

Northcote

19th of August 2023

Target Group: Mixture

25 participants

Reservoir: Spring St/Edwardes St

Reservoir

26th of August 2023

Target Group: Mixture

40 participants

Reservoir Bike Check

Reservoir Leisure Centre

27th of August 2023

Target Group: Mixture

30 participants

Preston Station

Preston

1st of September 2023

Target Group: Mixture

30 participants

Alphington Farmer's Market

Alphington

3rd of September 2023

Target Group: Mixture

48 participants

EPCC Clothes Swap

East Preston Community Centre (EPCC)

6th of September 2023

Target Group: Mixture

21 participants

Preston Market

Preston

8th of September 2023

Target Group: Mixture

25 participants

Dardi Munwurro Smoking Ceremony

Preston

18th of September 2023

Target Group: First Nations

6 participants



MEETING ATTENDANCE (x6)

Darebin Hard Rubbish Heroes

Northcote

17th of August 2023

Target Group: Mixture

4 participants

Darebin Youth Jury

Reservoir Library

17th of August 2023

Target Group: Youth

12 participants

Indo-Chinese Refugee Association

Preston Shire Hall

18th of August 2023

Target Group: CALD/Older

50 participants

Reservoir Neighbourhood House Morning Tea

Reservoir

28th of August 2023

Target Group: CALD/Older

15 participants

Conversation Café

Preston Library

1st of September 2023

Target Group: CALD/Older

10 participants

Active & Healthy Aging Advisory Committee

Council Conference Room

7th of September 2023

Target Group: Older

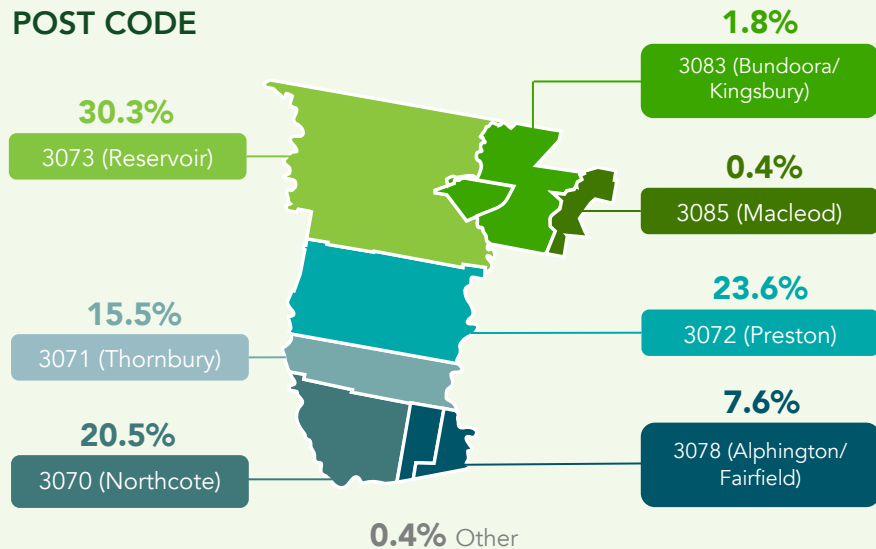
3 participants

03

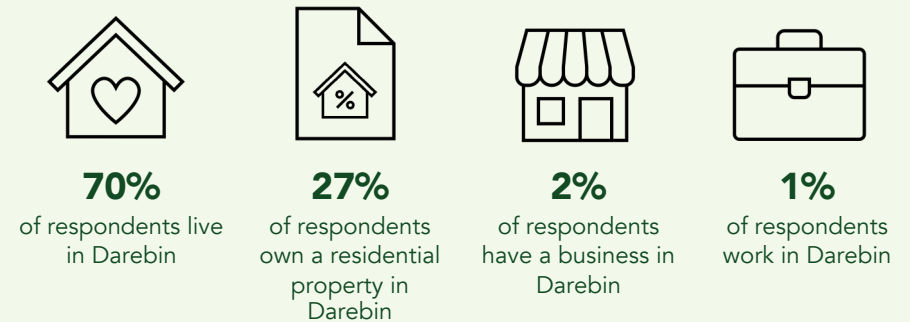
ENGAGEMENT OUTCOMES

Online Community Survey | Demographic Summary

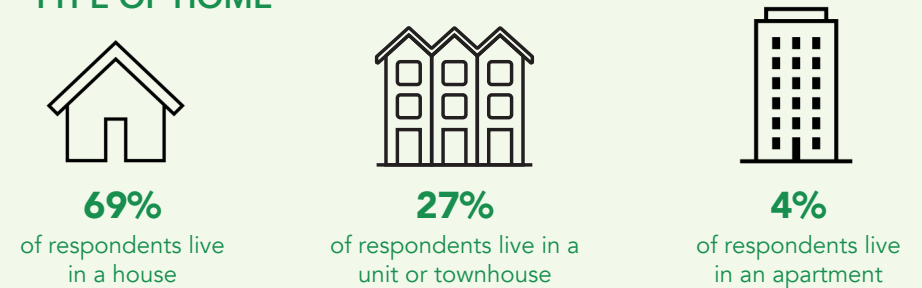
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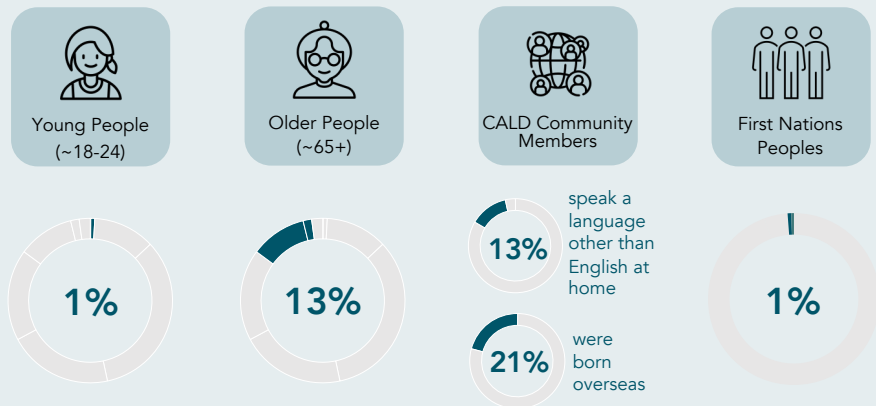
CONNECTION TO DAREBIN



TYPE OF HOME



TARGET COMMUNITY GROUPS ENGAGED



GENDER



Online Community Survey | Hard Waste Collection

Quantitative results gathered based on **preference of form of hard waste collection** of overall respondents

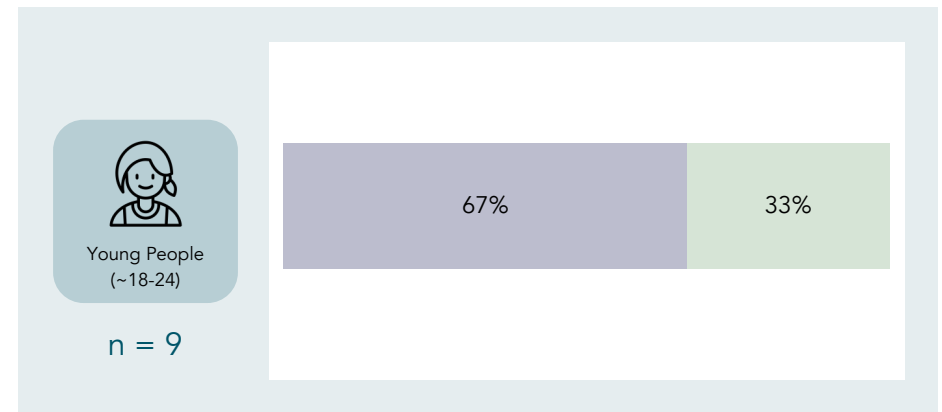
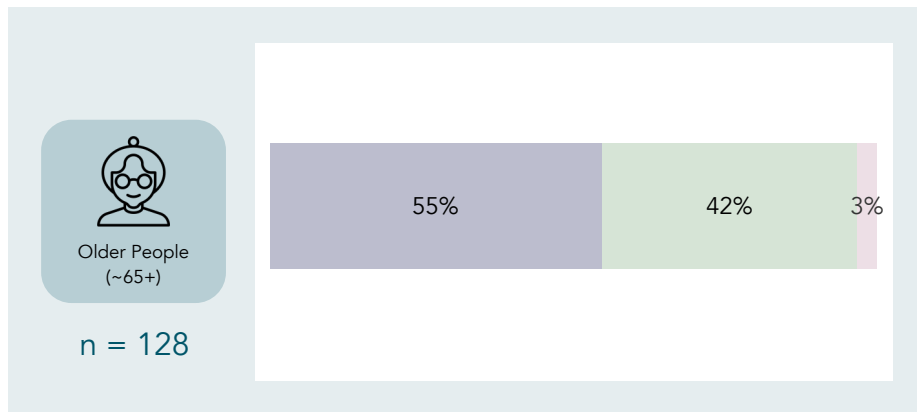
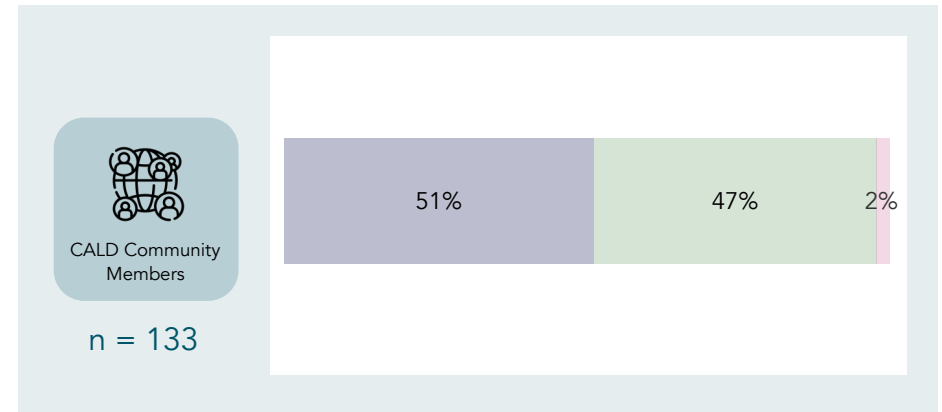
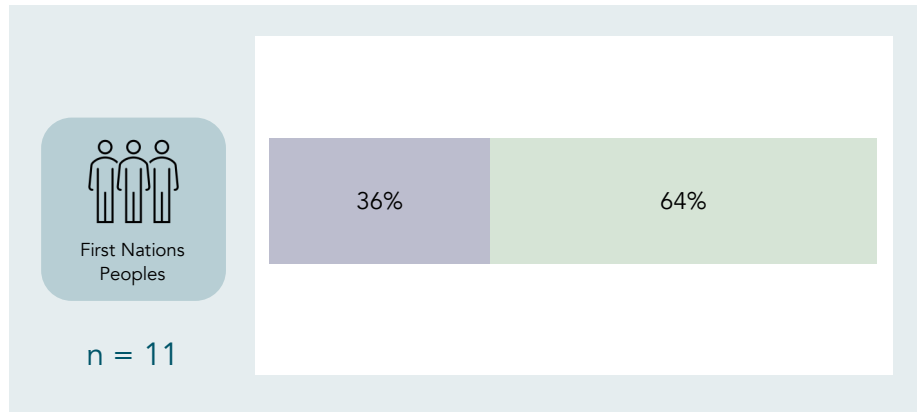


The majority of respondents (55%) preferred **two booked hard waste collections**



Online Community Survey | Hard Waste Collection

In contrast to the overall results, quantitative results gathered based on **preference of form of hard waste collection** of each target community group engaged indicated that a preference for Option A for **Older People, CALD Community Members** and **Young People**

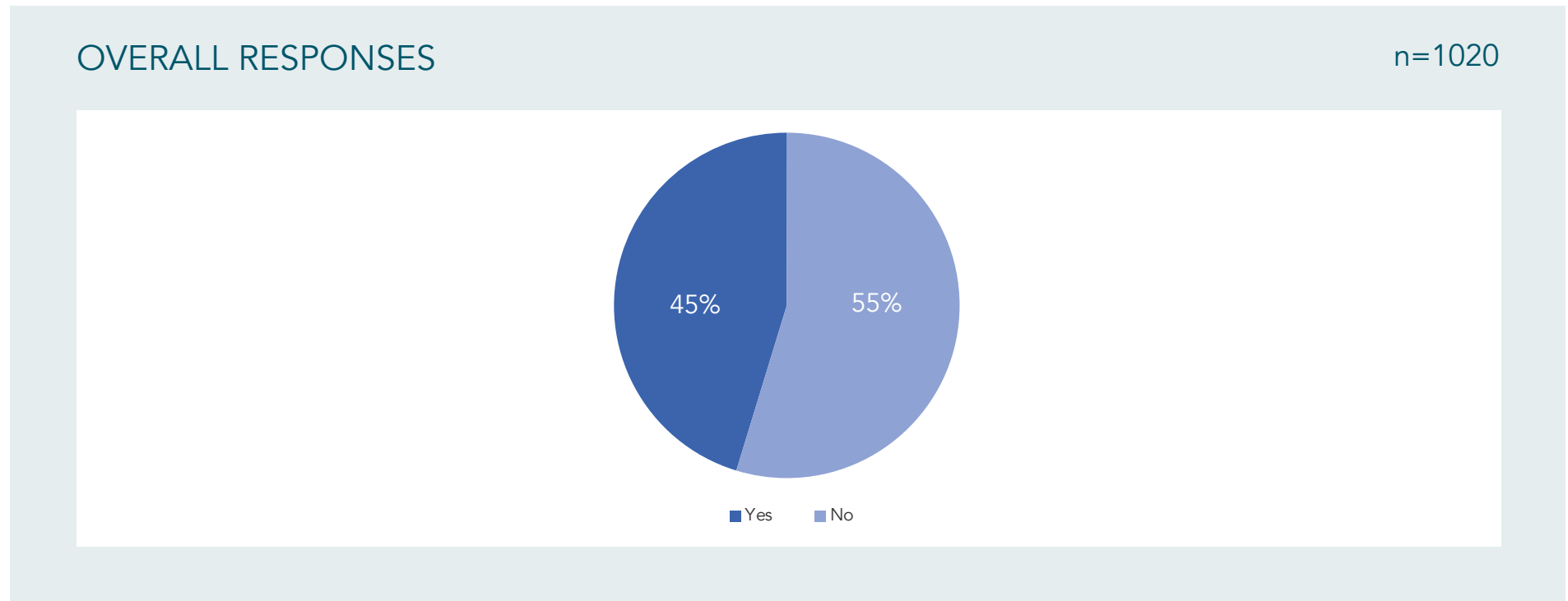


- Option A: One Council-wide collection for everyone and a limited booked collection for people who meet eligibility criteria.
- Option B: Two booked hard waste collections
- Option C: One booked hard waste collection for people who meet eligibility criteria

Online Community Survey | Hard Waste Collection

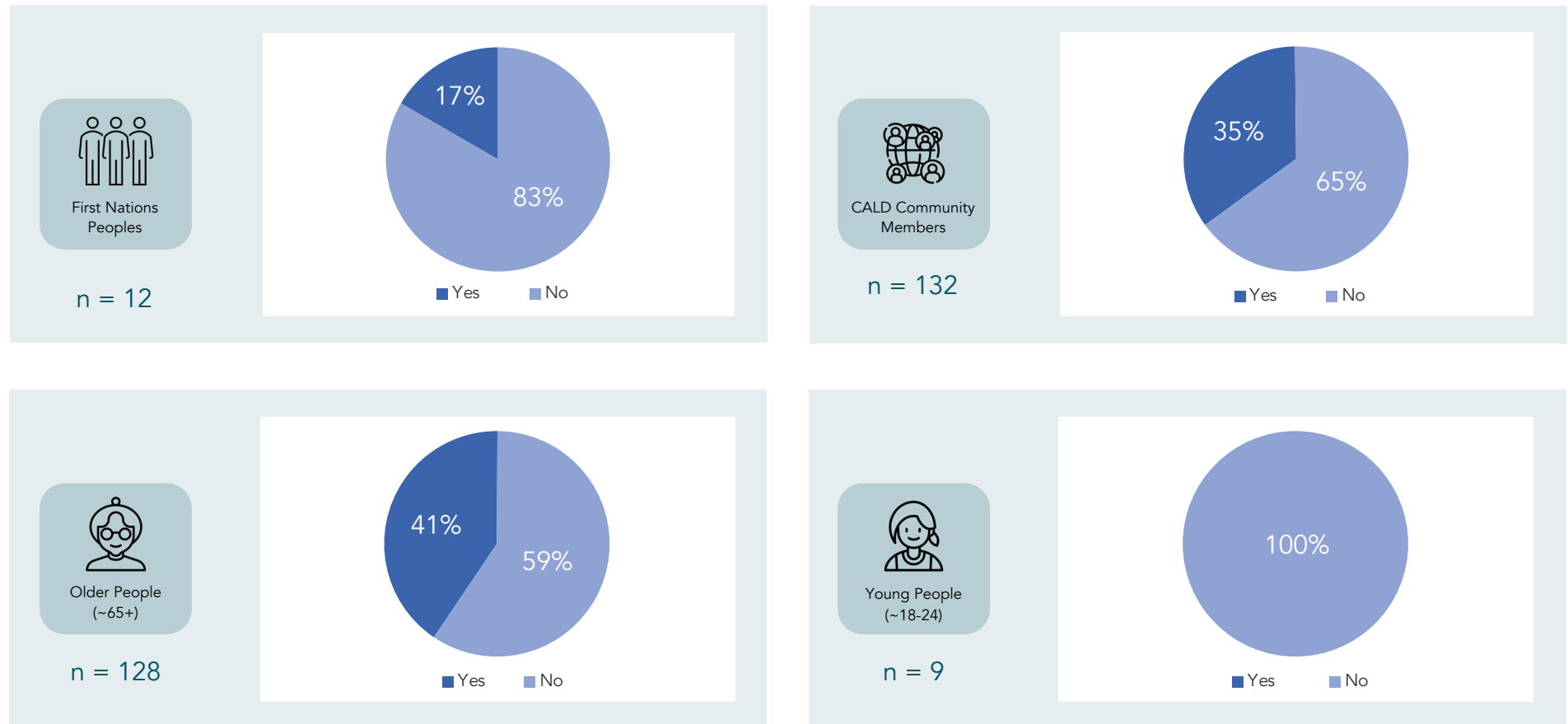
Quantitative results gathered based on **willingness to pay for extra booked hard waste collection** in addition to the option selected of overall respondents.

The majority of respondents (55%) are unwilling to pay for extra booked hard waste collection



Online Community Survey | Hard Waste Collection

Quantitative results gathered based on **willingness to pay for extra booked hard waste collection** in addition to the preferred option selected of each target community group engaged, indicated a reduced willingness to pay for extra booked hard waste collection from each of these stakeholder groups than that overall data.



Online Community Survey | Hard Waste Collection

Summary of key qualitative insights relating to **challenges or opportunities** for the community with changing the hard waste collection service (n=300)

1. Frequency and Timing of Collection

33%

Respondents expressed concerns about the timing and frequency of collections, including items getting damaged by rain during the council-wide collections and suggested scheduling collections in better weather conditions.

2. Illegal Dumping

28%

Many respondents raised concerns about illegal dumping of hard waste on streets and nature strips, and that reducing collection options might lead to more illegal dumping.

3. Community Reuse and Recycling

24%

Several respondents mentioned that the current system encourages scavenging and recycling, and the sense of community that this provides. Many respondents also emphasised the importance of community initiatives, awareness, and education for waste reduction.

4. Environmental Impact

18%

Respondents highlighted the importance of reusing and recycling items in hard waste, as well as concerns about waste going to landfill.

5. Quality of Service and Preferences

18%

Many respondents expressed a preference for booked hard waste collections, as it offers more flexibility and convenience. Some respondents shared their opinions on the quality of the current service, and concerns about potential changes in service.

6. Cost and Accessibility

10%

Respondents expressed concerns about the cost and accessibility for different demographics, including renters, elderly residents, and people with limited mobility or disabilities.

7. Communication and Education

10%

Respondents mentioned the need for better communication for non-English speakers when booking hard waste collections, and education about what can be collected, recycled, and reused, as well as information about the current waste management process.

8. Responsibility of Rental Providers

3%

Some respondents suggested that landlords and property managers should play a role in ensuring that tenants are aware of and use the hard waste collection service properly.

9. Impact on Apartment Dwellers and Renters

3%

A few respondents mentioned the need to consider apartment dwellers, as they may face challenges in disposing of large items, and some highlighted the potential impact on renters, who may have increased need for hard waste services due to moving more frequently.

10. Additional Services

3%

Respondents mentioned the need for additional services like free tip drop-offs, limited yearly collections, and drop-off locations for reusable items and paint, to cater to various circumstances.

Online Community Survey | Hard Waste Collection

Summary of key qualitative insights relating to **how to help community address the identified challenges or opportunities** with changing the hard waste collection service (n=200)

1. Improving Education and Awareness

16%

Respondents emphasized the need for better education and awareness campaigns to reduce waste generation, responsible consumption and promote recycling. Translating information into diverse languages was mentioned by several respondents.

2. Flexible Booking System

9%

Respondents mentioned the importance of a flexible booking system, allowing residents to book collections when they need them.

3. Maintaining a Free Yearly Collection

6%

Respondents suggested keeping the current free yearly hard rubbish collection for all Darebin residents.

4. Alternative Recycling Options

4%

Respondents discussed the possibility of introducing additional recycling options and facilities. One example was collection for quality items.

5. Recycling and Reuse Initiatives

4%

Respondents recommended supporting recycling and reuse initiatives like Darebin Hard Rubbish Heroes and expanding recycling facilities.

6. Communication and Information

3%

Respondents mentioned the importance of effective communication through various channels, including letterbox drops and emails.

7. Raising Awareness

3%

Respondents emphasized the importance of making more people aware of the resource centre and recycling options.

8. Community Support and Engagement

3%

Respondents suggested supporting community groups and initiatives, such as the Darebin Hard Rubbish Heroes, to promote recycling and reuse.

9. Plan to Address Illegal Dumping

3%

Respondents mentioned concerns about illegal dumping and the need for fines or education to address this issue.

10. Frequency of Hard Rubbish Collections

2%

Respondents discussed the frequency of hard rubbish collections, with opinions on having two collections per year or leaving it as is.

Due to reporting timing constraints, the decision was made to theme qualitative responses using survey data exported on 7 September 2023. At this time, 830 survey responses had been received, representing 81% of the total responses at the survey close on 10 September 2023.

Online Community Survey | Hard Waste Collection

Top themes gathered from qualitative responses relating to **experiences using Darebin's hard waste collection (n=250)**

1. Frequency and Timing of Collection

34%

Respondents mentioned the timing of hard waste collection in winter, the need for more frequent collections, and the desire for flexibility in choosing collection times.

2. Waste Recycling and Reuse

21%

Respondents voiced support for recycling, rehoming, and repurposing efforts during hard waste collections, and some mentioned the Darebin Hard Rubbish Heroes Pop-Up Shop.

3. Booked Collection

14%

Respondents expressed support for a booking system for hard waste collection, allowing them to schedule pickups at their convenience.

4. Desire for More Options

10%

Some respondents expressed a desire for more options, such as additional collections throughout the year or alternatives to the current system.

5. Community Engagement

10%

Respondents discussed the sense of community during hard waste collections, including the positive aspect of people picking up items and the creation of a communal event.

6. Environmental Concerns

9%

Some respondents highlighted the environmental impact of the current system, particularly in winter when items are damaged by rain, leading to concerns about waste and recycling.

7. Need for Better Communication

7%

Several respondents highlighted the need for better communication and notification of the hard waste collection dates and rules.

8. Concerns about Dumping

6%

Several respondents expressed concerns about litter, and mess created during the hard waste collection period.

9. Inconvenience for Some Residents

6%

Some respondents mentioned the inconvenience of the current system, including difficulties for people with disabilities and those who travel during the collection period.

10. Illegal Dumping and Scavenging

4%

Respondents expressed concern about illegal dumping and scavenging in the community.

Online Community Survey | Circular Economy

Summary of key qualitative insights regarding **opportunities for Council to support community to take part in the circular economy (n=468)**

1. Information on Recycling and Repurposing

26%

Many respondents expressed frustration with the lack of accessible information on recycling and repurposing options for various items, such as electronics and bulky waste.

2. Supporting Local Initiatives

23%

Some respondents mentioned specific local initiatives like Darebin Hard Rubbish Heroes and suggested supporting and promoting such efforts.

3. Workshops, Repair Cafes, and Events

19%

Several respondents emphasized the importance of engaging the community in recycling and circular economy initiatives through workshops, repair cafes, and local events.

4. Convenience and Accessibility

13%

Respondents highlighted the importance of making recycling and repurposing facilities and opening hours accessible.

5. Collaboration with Charities

6%

Collaboration with charities and community groups to repurpose items was suggested.

6. Soft Plastic Recycling

6%

The introduction of soft plastic recycling programs and encouraging plastic-free businesses, especially in the grocery sector, was highlighted by some respondents.

7. Hard Waste Collection

5%

Respondents mentioned the significance of council-wide hard waste collection as an opportunity for residents to recycle and repurpose items.

8. Support for Sustainable Businesses

5%

Encouraging businesses to adopt sustainable practices, reduce plastic usage, and support recycling initiatives was mentioned.

9. Legislation and Bans

3%

A few respondents proposed the implementation of legislation to ban non-recyclable products and promote more sustainable practices.

10. Incentives and Rewards

2%

Respondents proposed offering incentives, discounts, or rewards to encourage recycling and waste reduction.

04

APPENDIX

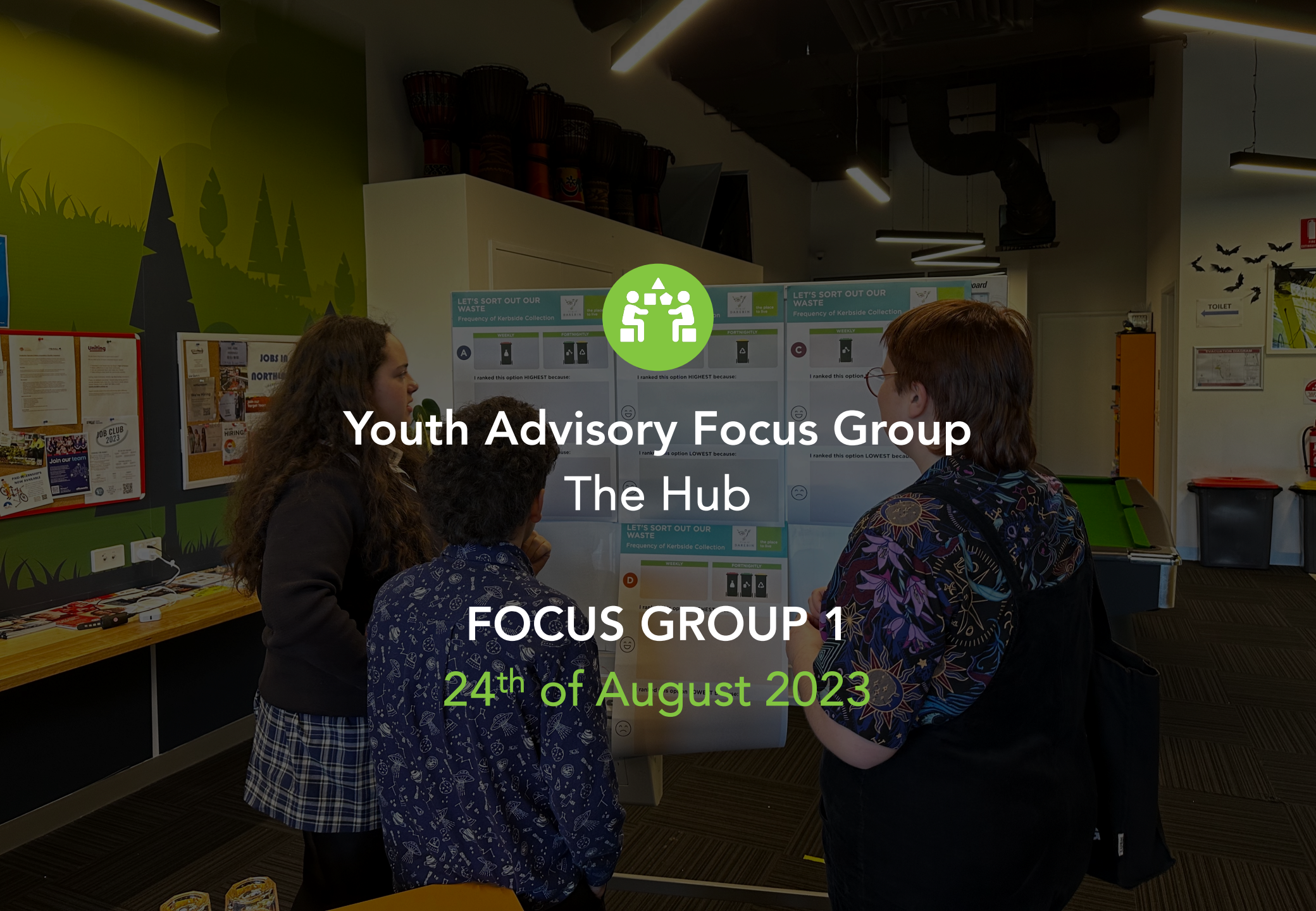
Workshops & Pop-ups

Engagement Summaries



Youth Advisory Focus Group The Hub

FOCUS GROUP 1
24th of August 2023



Youth Advisory Focus Group

Demographic Summary

Target Community Groups Engaged:



Young People
(~18-24)

100%
Young People



First Nations
Peoples

16.7%
Aboriginal People



CALD Community
Members

16.7%
Speak a language other
than English at home

Total Number of Community Members Engaged:



Youth Advisory Focus Group

Hard Waste Collection: Preferred Option Results

6 responses

A

1 x

COUNCIL WIDE
COLLECTION
FOR EVERYONE

LIMITED

BOOKED
HARD WASTE
COLLECTIONS

B

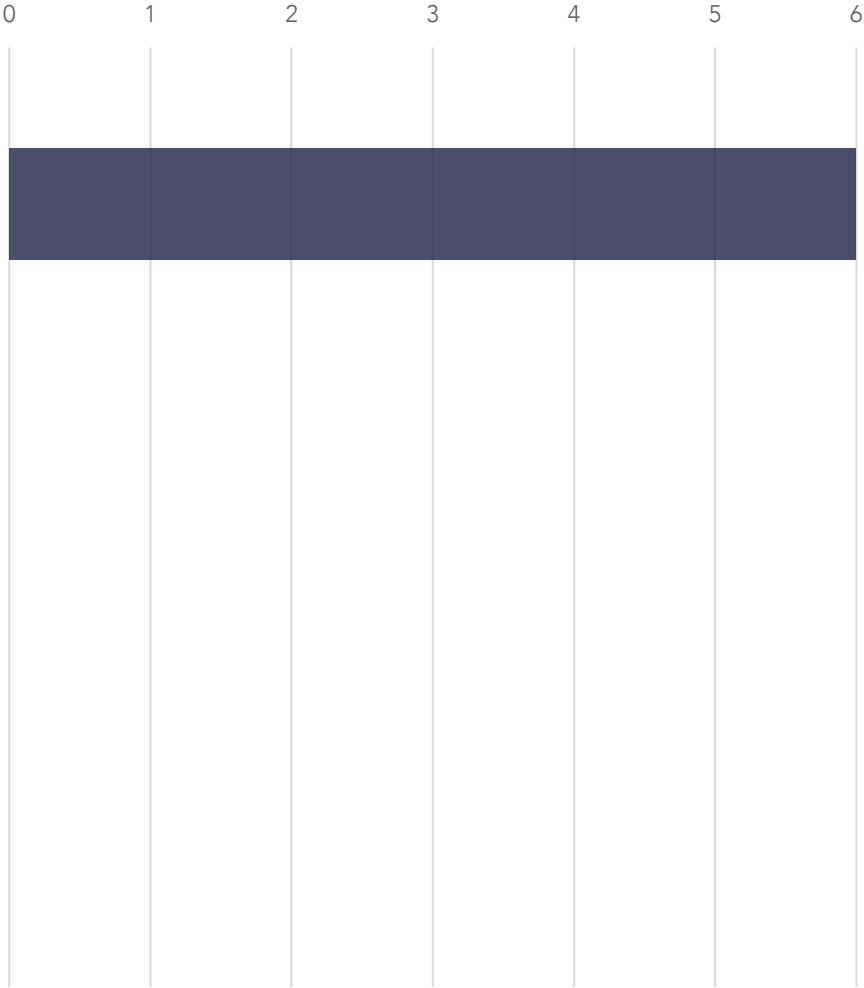
2 x

BOOKED
HARD WASTE
COLLECTIONS

C

1 x

LIMITED BOOKED
HARD WASTE
COLLECTION



Youth Advisory Focus Group

Hard Waste Collection: Preferred Option Feedback¹



"This was my preferred option because..."

"Furnished my entire house with hard rubbish. Community collections all at once are stellar."

"Keeps people from dumping hard waste in public places or dumpsters. Also preserves community and accessibility."

"Communal, cultural, nostalgic. People enjoy it and can support hobbies and even the economy if people upcycle and sell"

"Sense of community and some waste is diverted by people finding objects"

"Because of the contribution to the circular economy and also possible reduction of waste produced."

"The Council collection is easy to recycle because people pick up curbside rubbish – brings a sense of community too. 1x bookable collection gives people another time to collect"

¹Included quotes are verbatim from focus group participants

Youth Advisory Focus Group

Hard Waste Collection: Non-preferred Option Feedback¹

B

2 x

**BOOKED
HARD WASTE
COLLECTIONS**



"I didn't pick this as my preferred option because..."

"Executive function issues could make booking hard or inaccessible"

"Presents a major accessibility issue for long-term community members, especially elderly people who already have difficulty accessing public services"

"Lack of council wide collections"

"Not enough time/availability to everyone to be able to have a hard waste collection"

"Takes away from circular economy – people recycle items from hard rubbish"

"I'm less of a fan of Option B/C because it could encourage the disposal of more waste than necessary and take away from thrift culture"

"Might draw upon increased council resources to manage year-round collections"

"Boring, not communal or sharing. I don't understand how this can be cheaper if you have it so adhoc"

¹Included quotes are verbatim from focus group participants

Youth Advisory Focus Group

Hard Waste Collection: Non-preferred Option Feedback¹



1 x

LIMITED BOOKED
HARD WASTE
COLLECTION



"I didn't pick this as my preferred option because..."

"Takes away from circular economy – people recycle items from hard rubbish"

"Lack of council wide collections"

"I'm less of a fan of Option B/C because it could encourage the disposal of more waste than necessary and take away from thrift culture"

"Might draw upon increased council resources to manage year-round collections"

"Same as B, boring, not communal, just lame"

¹Included quotes are verbatim from focus group participants

Youth Advisory Focus Group

Hard Waste Collection: Challenges and Opportunities¹



Do you see any challenges or opportunities for the community with changing our hard waste collection service?

"Bookings may be difficult/inaccessible for elderly people/people with access needs"

"Higher chance of being reused if Council wide collection"

"Council wide collection prompts people to consider if they need to get rid of anything"

"Gets rained on winter"



How can the council help the community address these challenges or opportunities?

"Reconsider timing of Council wide collection"

"Darebin Hard Rubbish heroes"

¹Included quotes are verbatim from focus group participants

Youth Advisory Focus Group

Circular Economy¹



How can Council support the community to take part in the circular economy?

REUSE

"Changing hard waste collection to summer prevents weather (rain) damage and encourages people to reuse the hard waste they see"

"A directory online for repair and reuse opportunities"

"Options for non-drivers:
- Where can we drop things off on foot?
- How can we access repair options?"

REPAIR

"More education on how to fix things and DIY"

RECYCLE

"More details and guides - magnets and bin stickers to help people recycle properly."

Host recycled art workshops, maker spaces and makers markets!"

"Build infrastructure with reclaimed/recycled materials"

"Replace the need for general waste, make more items recyclable, or fund more purposes for currently unrecyclable products like soft plastics, can't just keep adding more bins to accommodate, re soft plastics in roads"

¹Included quotes are verbatim from focus group participants



Islamic Elderly Focus Group Merrilands Community Centre


Focus Group 2
30th of August 2023



Islamic Elderly Focus Group

Demographic Summary

Target Community Groups Engaged:



Older People
(~65+)

100%
Older People



CALD Community
Members

57%
Speak a language other
than English at home

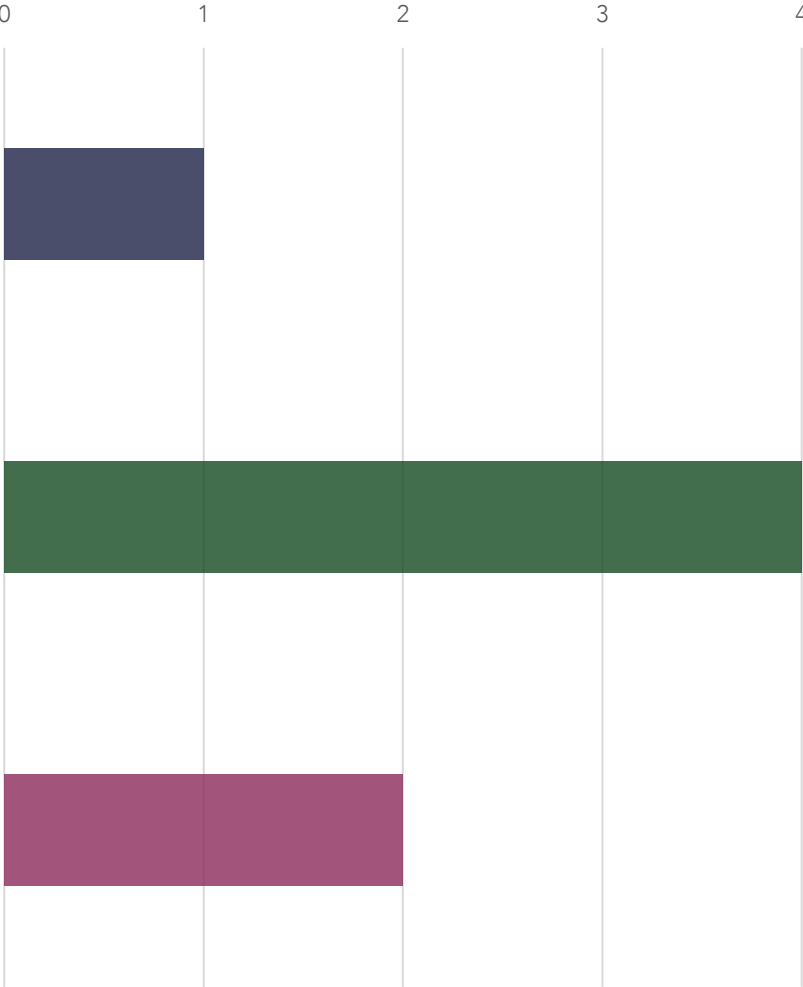
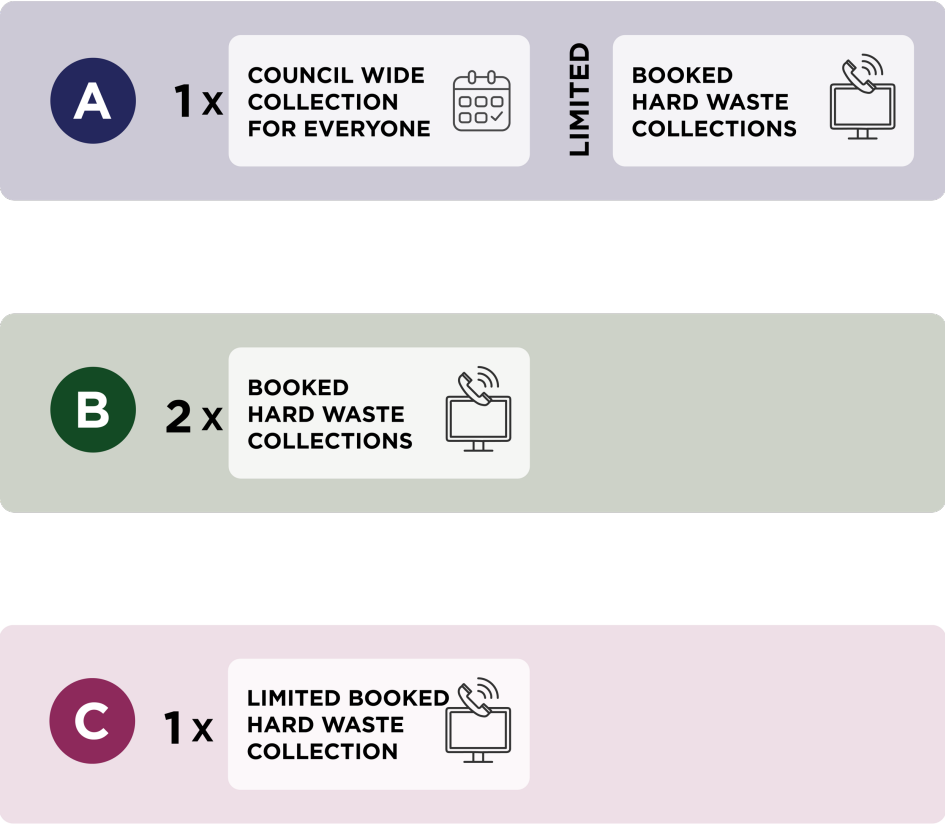
Total Number of Community Members Engaged:



Islamic Elderly Focus Group

Hard Waste Collection: Preferred Option Results

7 responses



Islamic Elderly Focus Group

Hard Waste Collection: Preferred Option Qualitative Feedback¹


“This was my preferred option because...”

A 1x COUNCIL WIDE COLLECTION FOR EVERYONE  **LIMITED** BOOKED HARD WASTE COLLECTIONS 

This would be easy,
because it's in the
calendar

B 2x BOOKED HARD WASTE COLLECTIONS 

This means I can get rid
of rubbish every 6 months

C 1x LIMITED BOOKED HARD WASTE COLLECTION 

This option would be
enough for my needs

¹Included quotes have been paraphrased by Greenshoot based on verbal feedback from focus group participants

Islamic Elderly Focus Group

Hard Waste Collection: Challenges + Opportunities¹



Do you see any challenges or opportunities for the community with changing our hard waste collection service?

No feedback provided



How can the council help the community address these challenges or opportunities?

Vouchers for hard waste

¹Included quotes have been paraphrased by Greenshoot based on verbal feedback from focus group participants



OM:NI (Older Men: New Ideas) Group SPAN Community House

FOCUS GROUP 3

11th of September 2023

OM:NI Focus Group

Demographic Summary

Target Community Groups Engaged:



100%
Older People



22%
Speak a language other
than English at home

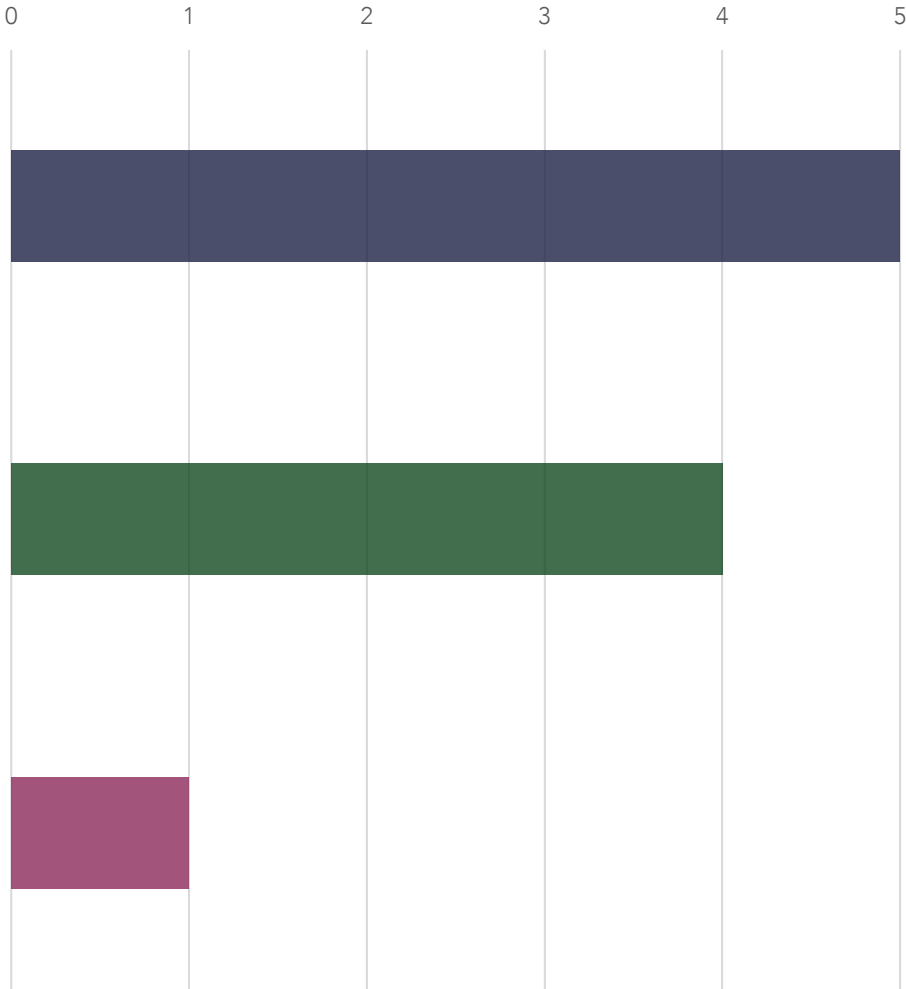
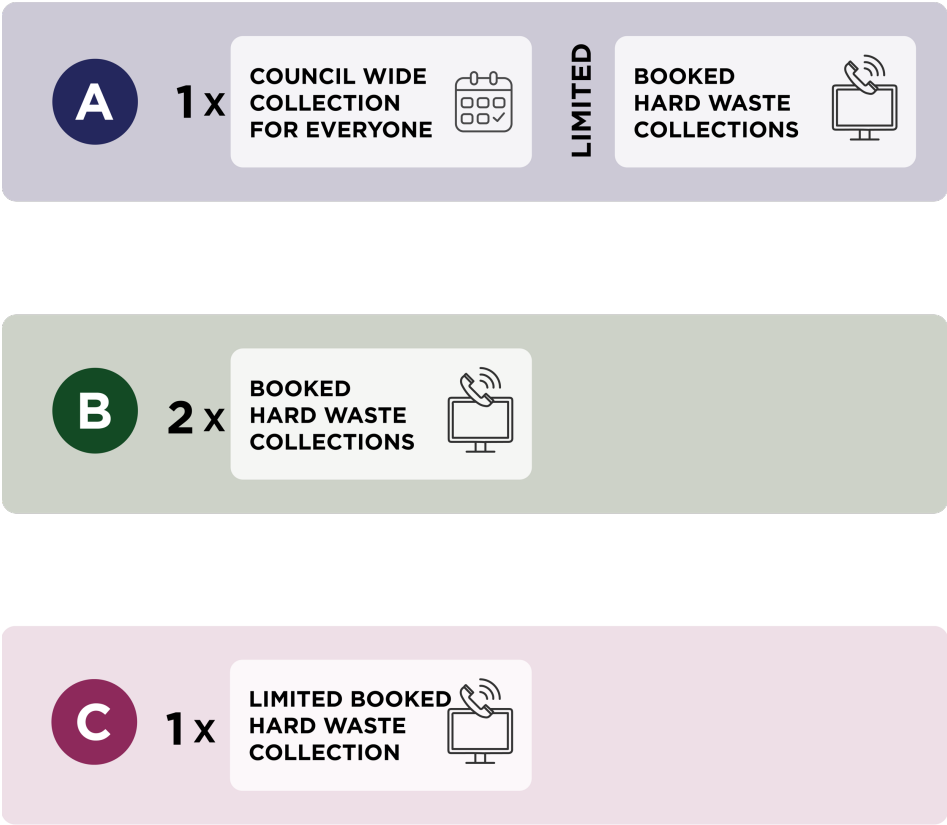
Total Number of Community Members Engaged:



OM:NI Focus Group

Hard Waste Collection: Preferred Option Results

10 responses



OM:NI Focus Group

Hard Waste Collection: Preferred Option Qualitative Feedback¹

"This was my preferred option because..."

A 1x COUNCIL WIDE COLLECTION FOR EVERYONE  **LIMITED** BOOKED HARD WASTE COLLECTIONS 

"Makes the council do the work paid for in the rate"

"Hard waste is notified in advance then picked up"

"Scavengers can recycle hard waste if council wide"

B 2x BOOKED HARD WASTE COLLECTIONS 

"Book when needed"

"Hard waste is for all the scavengers to go through the items left for collection"

¹Included quotes are verbatim from focus group participants

OM:NI Focus Group

Hard Waste Collection: Challenges and Opportunities¹



Do you see any challenges or opportunities for the community with changing our hard waste collection service?

"Time lag booking inconvenient"

"Tire waste as quarry full very quickly"

"Why didn't Council get gas out of filled quarry?"

"Not everyone looks on websites"



How can the council help the community address these challenges or opportunities?

No feedback provided

¹Included quotes are verbatim from focus group participants

Hard Waste Collection: Qualitative Feedback¹



If you have any comments to make about your experiences using Darebin's hard waste collection, please share them here:

"Good for people collecting to make money"

"Value for services"

¹Included quotes are verbatim from focus group participants



How can Council support the community to take part in the circular economy?

REUSE

"Stickers on bins"

REPAIR

Repair cafes (I know there around but not sure where they are)

Men's shed/Mr Fix It Service

RECYCLE

Can recycling program for kids

"Education about what can/can't go in bins"

¹Included quotes with quotation marks are verbatim, while the other quotes have been paraphrased by Greenshoot based on verbal feedback from focus group participants.



First Nations People Dardi Munwurro

POP-UP 1

18th of September 2023

Dardi Munwurro Pop Up


Demographic Summary

Target Community Groups Engaged:



First Nations Peoples

33%
First Nations People



Older People (~65+)

17%
Older People



Young People (~18-24)

17%
Young People

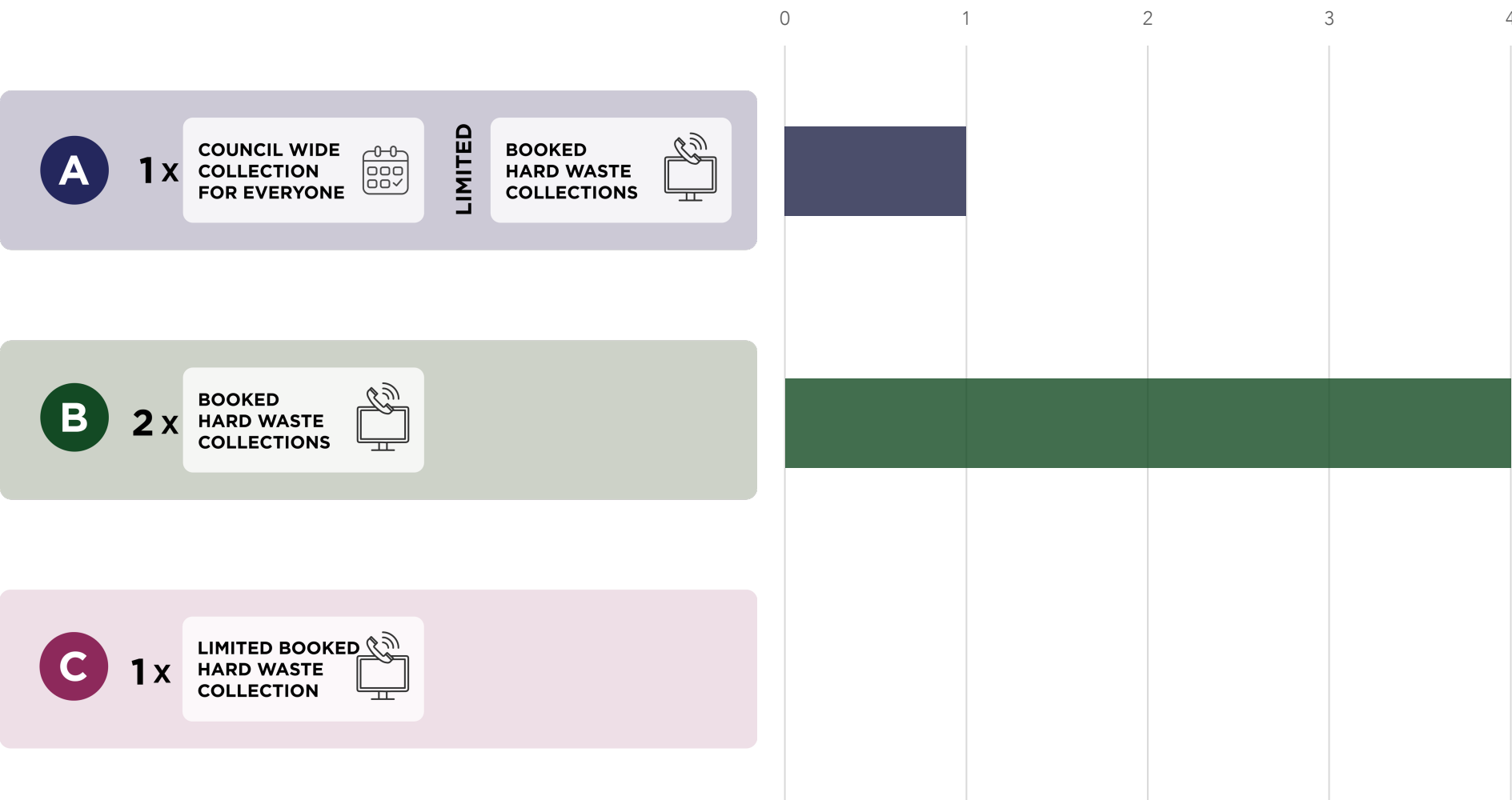
Total Number of Community Members Engaged:



Dardi Munwurro Pop Up

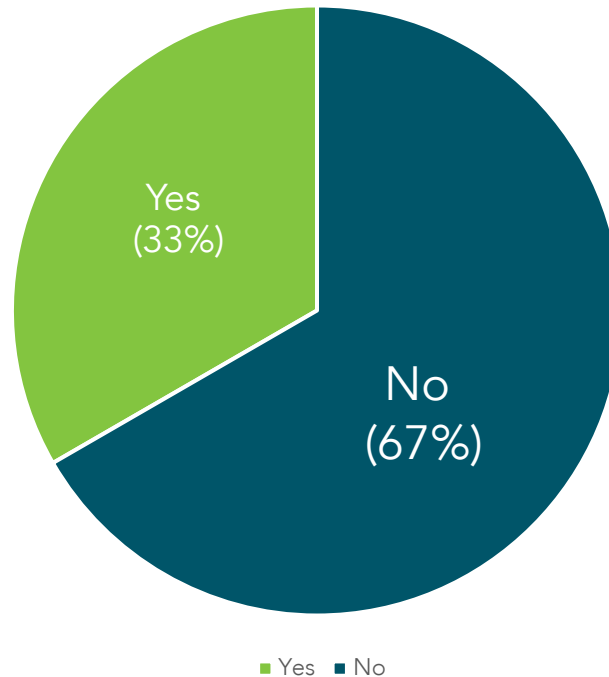
Hard Waste Collection: Preferred Option Results

5 responses





Would you be willing to pay for extra booked hard waste collection/s, in addition to the option you chose?





If you have any comments to make about your experiences using Darebin's hard waste collection, please share them here:

"I would like to see it done at least 2x"

¹Included quotes are verbatim from pop up participants



How can Council support the community to take part in the circular economy?

"Vending machines for recycling"

"Different types of bins for waste"

"Don't use a one-off product"

"Ask community if any stuffs being thrown out if they'd like to use, saves more rubbish"

"Education"

¹Included quotes are verbatim from pop up participants

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