

Summary of the 2025 Waste Services Community Consultation

Knox City Council recently asked the community to share their views on our household waste services, including satisfaction levels, what matters most, and preferences for the future. Your feedback will help shape how we plan waste services, alongside environmental, financial and operational factors.

Who participated?

Two survey methods were used to ensure we heard from a wide cross-section of the Knox community:

1. Random sample survey (door-to-door)

- Conducted face-to-face across all Knox suburbs between 15 to 23 November 2025.
- 502 residents completed the survey.
- This method provides representative results because residents are randomly selected and professionally interviewed.

2. Self-selected online survey

- Available through Council's online engagement portal.
- 306 residents chose to complete the survey online.
- These responses reflect the views of people who were aware of the consultation and motivated to share their opinions, often those with a particular interest in the topic.

Because the two groups represent different parts of the community, their results often differed. The comparisons below highlight those differences.

What the community told us

Overall satisfaction with waste services

Across the random sample survey, satisfaction with all three kerbside services (garbage, recycling, and food and garden waste) remained excellent and higher than previous years in the Customer Satisfaction Survey.

However, online respondents - likely to have a particular interest in the topic - reported lower satisfaction although were still satisfied with most waste services, however rated the fortnightly garbage collection as extremely poor.

Garbage bin service (red lid)

- Random sample: 8.0/10 (excellent).
- Online survey: 4.8/10 (extremely poor).
- Online respondents were more likely to say their bin is always full and that they prefer weekly garbage collection.

Recycling bin service (blue lid)

- Random sample: 8.6/10 (excellent).
- Online survey: 7.6/10 (very good).
- Differences between the two groups were smaller than for garbage collection.

Food and garden waste bin service (lime green lid)

- Random sample: 8.7/10 (excellent).
- Online survey: 7.5/10 (very good).
- Both groups value this service highly.

Bundled green waste

- Around half of online respondents had used the service compared with a quarter of the random sample.
- Satisfaction was excellent for both groups (8.4 random / 8.0 online).
- Online respondents were more likely to say they would be affected by any reduction in collection frequency.

Hard waste

- Usage was higher among online participants (76%) than the random sample (50%).
- Satisfaction remained excellent across both groups (8.7 random / 8.0 online).
- Online respondents were more concerned about potential limits on the amount collected.

Glass services

- Most residents in both survey groups were unaware that the State Government requires councils to introduce a glass-only collection by 2027.
- Support for this program was mixed:
 - 50% of the random sample supported the change.
 - Only 38% of online respondents supported it.

Other considerations to manage household waste

- A large majority of residents in both groups are taking steps to manage their waste, for example, reducing general waste and using the green lid bin for food scraps.
- Awareness of upgrade options (moving from an 80L to 120L or 240L bin) was higher in the online group.

What matters most to the community

When asked what is most important when designing future waste services:

Random sample

1. Cost to individual ratepayers (8.7/10)
2. Convenience (8.5/10)
3. Environmental impact (8.4/10)

Online respondents

1. Convenience (8.9/10)
2. Cost (8.2/10)
3. Environmental impact (7.8/10)

This difference reinforces that online respondents were more focused on convenience—particularly weekly garbage collection.

Preferred future collection system

Residents were asked to choose between:

Option One

Current system: fortnightly garbage, fortnightly recycling, weekly FOGO.
No additional cost; strong environmental outcomes.

Option Two

Weekly garbage, fortnightly recycling, weekly FOGO.
Approx. \$57 extra per household each year; increased landfill and emissions.

Community preference

- 73% of the random sample preferred Option One (current system).
- 50% of online respondents preferred Option One; the remainder preferred a weekly garbage service.

This shows a strong overall preference to retain the current system, while highlighting that a smaller group—mostly represented in the online sample—would prefer weekly garbage collection.

In summary

- 808 residents contributed feedback through two engagement methods.
- Represented community results (random sample) show high satisfaction with current waste services.
- Online respondents—often those with stronger concerns—were less satisfied with fortnightly garbage collection and more likely to want weekly pickups.
- Most residents value affordability, convenience, and reducing landfill.
- A clear majority of the general community prefer to keep the current waste system.

This report was used asking AI to summarise the full report from Metropolois. It was fully reviewed and updated by Council officers afterwards.