

Knox City Council

2025 Waste Services Survey

December 2025



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Knox City Council – 2025 Waste Services Survey

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Introduction

Metropolis Research was commissioned by the Knox City Council to conduct research of the City of Knox community to explore community views around the kerbside collection services, and specifically to gauge community support or opposition to changes to the kerbside collection services.

The research aimed to explore the following issues:

- **Kerbside bin collection services** – including current use of and satisfaction with the three services, the size of bins, how full each bin is each time it is put out for collection, preference for a smaller FOGO bin, and issues with the three kerbside bin collection services.
- **Bundled green waste collection** – including awareness of the service, potential use within 12 months, satisfaction with the service, how much waste is typically put out for collection, awareness of and view about potential changes to the bundled green waste collection, and the impact of any changes on use of the service.
- **Hard waste collection** – including awareness of the service, potential use of the service within 12 months, satisfaction with the service, how much waste is typically put out for collection, and the potential impact of a three cubic metre cap on use of the service.
- **Glass only collection** – awareness of and level of support or opposition to government plans to mandate the provision of the service, typical number of glass containers generated by the household, and awareness of and use of the Container Deposit Scheme.
- **Awareness of options to manage the change to a smaller garbage bin** – including action undertaken to manage waste bin capacity, awareness of options to upgrade from an 80L to a 120L bin, and awareness of option to order an additional 120L bin or upgrade to a 240L bin.
- **Special consideration programs** – including awareness of and participation in programs to provide additional free bins related to medical needs, or for disposable nappies.
- **Council's waste management and diversion progress** – including awareness of the financial and environmental benefits to the Knox community resulting from changes to the kerbside collection services.
- **Alternative waste collection options** – community preference for the current or alternative kerbside collection services.

Methodology, response rate and statistical significance

The *Waste Services Consultation* was conducted using two methods.

Representative sample door-to-door survey

The main method was as a door-to-door, in-person, interview style survey of approximately five- and 10-minutes duration. This was the same methodology as used in the 2024 and 2025 *Annual Community Satisfaction Surveys* conducted for the City of Knox.



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The survey was conducted of a randomly approached sample of households (of all dwelling types) drawn proportionally from across each of the suburbs and localities comprising the City of Knox.

The door-to-door, face-to-face interview style survey methodology was employed for this project, as it provides the richest interaction with residents, encourages their thoughtful participation in the research, records a substantially higher response rate, and provides a sample that is more representative of the underlying Knox community than can be obtained via other methods.

The surveying was completed from the 15th till the 23rd of November 2025.

Most surveys were completed on Saturdays and Sundays from 11am till 5pm, as this is the best time to ensure that the sample is most randomly selected and therefore representative of the underlying population, with no more than 15% completed daylight hours on weekdays.

The sample was pre-weighted by precinct population, to ensure that each precinct contributed proportionally to the overall municipal results.

The final sample of surveys were then weighted by age and gender, to ensure that each age / gender group contributed proportionally to the overall municipal result.

A total of 1,684 households were approached with a view to inviting them to participate in the research. Of these:

- No answer – 298
- Refused – 884
- Completed - 502

This provides a response rate of 36%, which represents the proportion of households personally invited to participate in the research who participated. This was marginally (3pts) lower than the 39% recorded for the 2025 *Community Satisfaction Survey*.

Single issue surveys such as this waste survey will tend to report slightly lower response rates given that fewer in the community will be engaged in a single issue than in a broader opportunity to provide feedback to Council.

The 95% confidence interval (margin of error) of these results is plus or minus 4.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46% and 54%.

This is based on a total sample size of 502 respondents, and an underlying population of the City of Knox of approximately 160,000.



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Self-selected online survey

In addition to the representative sample survey, the survey was also available online via Council's online consultation portal.

Residents of the City of Knox were free to register with the portal and complete the survey online.

The survey was online from 10 November 2025 to 7 December 2025.

A total of 306 residents participated in the self-selection online survey.

Notes on variation between representative and self-selected sample results

The results of the two surveys are presented separately in this report, as they do not reflect the views of the same populations.

The results from the representative sample survey reflect the views of the underlying City of Knox community, as they were randomly approached, drawn proportionally from across all suburbs located within the City of Knox, and then post-weighted by age and gender to reflect the underlying community.

The self-selection online survey results, however, reflect only the views of those in the City of Knox community who were both aware of the survey, and sufficiently motivated by their views to take the necessary steps to participate in the process.

This introduces a significant skew in the online survey results when compared to the representative sample survey.

The key difference being that the representative sample survey respondents were approached at random and invited to participate in the survey. They did not need to be aware of the survey prior to being approached, nor did they need to take independent additional steps to participate.

This is a critical distinction between the two surveys, which is reflected in the variation in results.

The representative sample survey respondents (unweighted) were more reflective of the underlying City of Knox community (across a range of demographic and profile variables).

The representative sample survey respondents also reported results similar to those obtained in the 2024 and 2025 *Annual Community Satisfaction Surveys*, which were also conducted using an identical representative sample, door-to-door methodology.



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Key findings

The key findings from the *Waste Services Survey* were as follows:

Kerbside collection services

- Satisfaction with the three kerbside bin collection services as recorded by the 502 representative sample survey respondents remained at “excellent” levels, with satisfaction with all three kerbside bin collection services increasing from the 2025 *Annual Community Satisfaction Survey* results. This included the fortnightly garbage (8.0 up from 7.9), the fortnightly recycling (8.6 up from 8.3), and the food and garden waste (8.7 up from 8.3).
- The self-selected online survey respondents were measurably and significantly less satisfied with the regular fortnightly garbage collection (4.9 out of 10), with 51% of the 302 online respondents “dissatisfied” with the service.
- The self-selected online survey respondents were somewhat less satisfied with the recycling and FOGO collections than the representative sample respondents, however, this variation was significantly smaller than in relation to the regular garbage collection service.
- Respondents with a larger 240L garbage bin, as well as respondents who reported that their garbage bin was full each time they put it out for collection were the least satisfied with the regular garbage collection service. This was the case both for the representative and self-selected sample respondents.
- Only a relatively small proportion of the representative sample (12%) and self-selected online survey (18%) respondents reported that they would prefer a smaller 80L FOGO bin.
- The most common issues with the kerbside bin collection services were the frequency of collection (mostly for online survey respondents), some concerns around smell and vermin and similar issues, and a small number of respondents reported other issues, such as missed or messy bin collections, irregular times of collection and a range of other issues.

Alternative waste collection options

- The representative sample respondents ranked in order of importance when designing the kerbside collection services: the cost to individual ratepayers (8.7), followed by the convenience to householders (8.5) and then the environmental impacts of waste going to landfill (8.4).
- The self-selected online survey respondents reported a substantially different ranking, rating the convenience to householders (8.9) as measurably the most important aspect, followed by the cost to individual ratepayers (8.2), and then the environmental impacts of waste going to landfill (7.8) as measurably less important.
- A total of 73% of the representative sample respondents and 50% of the self-selected online survey respondents reported a preference for Option One (the current system).



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- This represents a clear majority preference for the current kerbside collection service arrangements, including the fortnightly garbage collection service. There remains, however, a small, but notable proportion of the Knox community who support a change to a weekly garbage collection service.
- A majority (67%) of the 46 representative sample respondents who were “dissatisfied” with the fortnightly regular garbage bin collection service preferred Option Two, whilst the overwhelming majority (81%) of the 344 representative sample respondents who were “very satisfied” with the regular garbage collection service preferred Option One.

Bundled green waste collection

- 53% of the self-selected online survey respondents and 27% of the representative sample respondents reported that they had used the bundled green waste collection.
- Satisfaction with the bundled green waste collection was rated as “excellent” by both representative sample (8.4) and self-selected online (8.0) survey respondents.
- 42% of the self-selected online survey respondents and 28% of the representative sample respondents reported that their use of the bundled green waste collection had declined since the introduction of the FOGO service.
- 52% of self-selected online survey respondents and 15% of the representative sample respondents reported that a reduction in the frequency of the bundled green waste collection would impact their use of the service.

Hard waste collection

- The majority of both representative sample (50%) and online (76%) survey respondents reported that they were aware of and had used the hard rubbish collection service in the last 12 months, with similar proportions reporting that they were likely to use the service in the next 12 months.
- Satisfaction with the hard waste collection was rated as “excellent” by both representative sample (8.7) and self-selected online (8.0) survey respondents.
- Most representative sample (59%) and self-selected online survey (63%) respondents reported that they typically put out between one and less than three cubic metres of hard waste for collection.
- 52% of the self-selected online survey respondents and 20% of the representative sample respondents reported that a cap of three cubic metres would impact their use of the hard waste collection service.

Glass collection service

- The majority of representative sample (63%) and self-selected online survey (52%) respondents were unaware that the State Government requires Council to implement a glass only collection service by 2027, at a direct cost to residents.



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- Half (50%) of the representative sample and 38% of the self-selected online survey respondents (possibly or definitely) supported this State Government initiative.
- The overwhelming majority of representative sample (84%) and self-selected online survey (82%) respondents reported that their household typically generated less than 10 glass containers per week.
- 41% of representative sample and 61% of the self-selected online survey respondents reported that they had used the Container Deposit Scheme.

Awareness of options to manage the change to a smaller garbage bin

- The overwhelming majority of representative sample (80%) and self-selected online survey (92%) respondents reported that they had undertaken at least one thing to manage their rubbish bin capacity.
- Reducing waste (44% and 38%) and using Council's FOGO bin for all food scraps (36% of representative, and 64% of online respondents) were the two most common actions.

Awareness of alternative / extra bin options and special consideration programs

- The majority of representative sample (63%) and self-selected online survey (78%) respondents reported that they were aware of the **option to upgrade from an 80L to a 120L garbage bin**, with 21% of representative sample and 24% of self-selected online survey respondents reporting that they had upgraded their bin size.
- The majority of representative sample (55%) and self-selected online survey (70%) respondents reported that they were aware of the **option to upgrade from an 120L to a 240L garbage bin**, with nine percent of representative sample and eight percent of self-selected online survey respondents reporting that they had upgraded their bin size.
- 38% of the representative sample and 66% of the self-selected online survey respondents reported that they were aware of the **special consideration program to provide a free additional bin for those with medical needs**, with less than five percent of respondents to both surveys having taken this up.
- 40% of the representative sample and 72% of the self-selected online survey respondents reported that they were aware of the **special consideration program to provide a free additional bin for households with two or more children in disposable nappies**, with less than seven percent of respondents to both surveys having taken up this option.

Council's waste management and diversion progress

- A minority of representative sample and self-selected online survey respondents reported that they were aware that the changes to the kerbside collection system had led to three financial and environmental benefits to the Knox community, including:
 - The amount of waste that has been diverted from landfill (20% of representative, and 28% of online).
 - The cost saving to ratepayers (19% of representative, and 30% of online respondents).
 - The greenhouse gas emission reductions (17% of representative, and 24% of online respondents).



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Glossary of terms***Precinct***

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. These precinct boundaries were based on groups of suburbs / localities as presented in Council's *Community Profile*.

Measurable and statistically significant

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

Significant result

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

Marginal / somewhat / notable

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, "marginal" is the least significant, followed by "somewhat", and with "notable" the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into variation in sentiment.

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included.

These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.



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The 95% confidence interval based on a one-sample t-test (a statistical analysis method) is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 4.4%.

In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 45.6% and 54.4%.

Rounding of results

The data presented in this report is weighted by age and gender and percentages are rounded to the nearest full percent.

As a result of this, tables and graphs will not always sum to 100%.

Satisfaction categories

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- **Excellent** - scores of 7.75 and above are categorised as excellent.
- **Very good** - scores of 7.25 to less than 7.75 are categorised as very good.
- **Good** - scores of 6.5 to less than 7.25 are categorised as good.
- **Solid** - scores of 6 to less than 6.5 are categorised as solid.
- **Poor** - scores of 5.5 to less than 6 are categorised as poor.
- **Very Poor** - scores of 5 to less than 5.5 are categorised as very poor.
- **Extremely Poor** – scores of less than 5 are categorised as extremely poor.



Fortnightly garbage (red lid) collection

Satisfaction with the fortnightly garbage collection

Respondents were asked:

“On a scale of 0 (low) to 10 (high), how satisfied are you with the regular garbage collection? If rated less than 6, why do you say that?”

Consistent with the results recorded in both the 2024 and 2025 *Annual Community Satisfaction Survey*, the average satisfaction with the regular garbage collection recorded by respondents to the representative sample survey was 8.0 out of 10.

Satisfaction with fortnightly rubbish collection
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Very satisfied (8 - 10)	344	69%	108	35%
Neutral to somewhat satisfied (5 - 7)	108	22%	43	14%
Dissatisfied (0 - 4)	46	9%	155	51%
Can't say	4		0	
Total	502	100%	306	100%
Average satisfaction	8.0 out of 10		4.8 out of 10	

This was an “excellent” level of satisfaction, although it remains five percentage points (down from 6 pts earlier in 2025) lower than the 2025 metropolitan average of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

More than two-thirds (69%) of the representative sample respondents were “very satisfied” with the fortnightly garbage collection, and nine percent of the representative sample respondents were “dissatisfied” with the fortnightly rubbish collection.

This was identical to the result recorded in the 2025 *Annual Community Satisfaction Survey*.

The 306 self-selected, online survey respondents reported an average satisfaction with the fortnightly garbage collection of just 4.8 out of 10, which was an “extremely poor” level of satisfaction.

This included 35% who were “very satisfied” and 51% who were “dissatisfied”.

These results clearly indicate that while the Knox community overall rate satisfaction with the garbage collection at an excellent level of satisfaction, there remains a small, but notable group within the community who were “dissatisfied”.



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It is important to bear in mind when interpreting the variation between the representative sample and the self-selected online sample, that the results from the representative sample reflect the views of the underlying City of Knox community.

This is because the respondents did not choose to be approached to participate in the research (i.e., they were randomly selected). By contrast, the respondents to the online survey were self-selected, so that they both had to be aware that the survey was available and also be sufficiently motivated by the issue to take the necessary steps to participate.

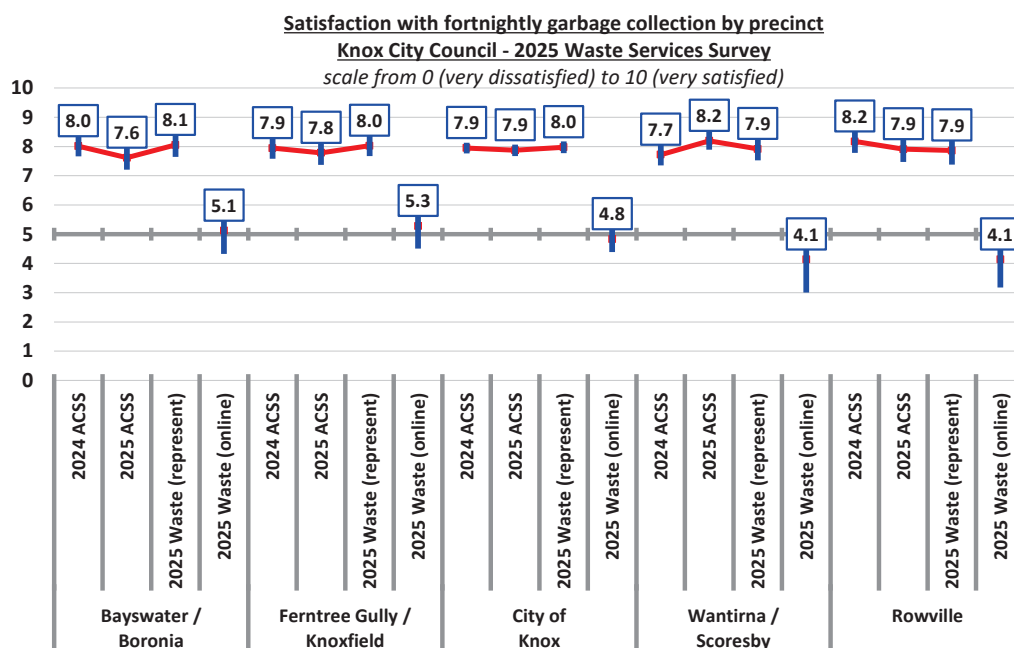
As a consequence of the self-selection approach, the results to the online survey reflect only the views of those who participated in that self-selected online survey.

The value of this additional data (in addition to the representative sample survey) is that these results provide an opportunity for those in the community with strongly held views about the kerbside collection services to provide direct feedback to Knox City Council in advance of any decisions regarding the kerbside collection services.

Satisfaction with garbage collection by precinct

When examined across the municipality, there was no statistically significant variation in satisfaction with the fortnightly garbage collection service observed by precinct.

Respondents to the self-selected online survey from Wantirna / Scoresby (4.1) and Rowville (4.1) were notably, but not measurably less satisfied with the fortnightly garbage collection than the average of all 302 self-selected online survey respondents.

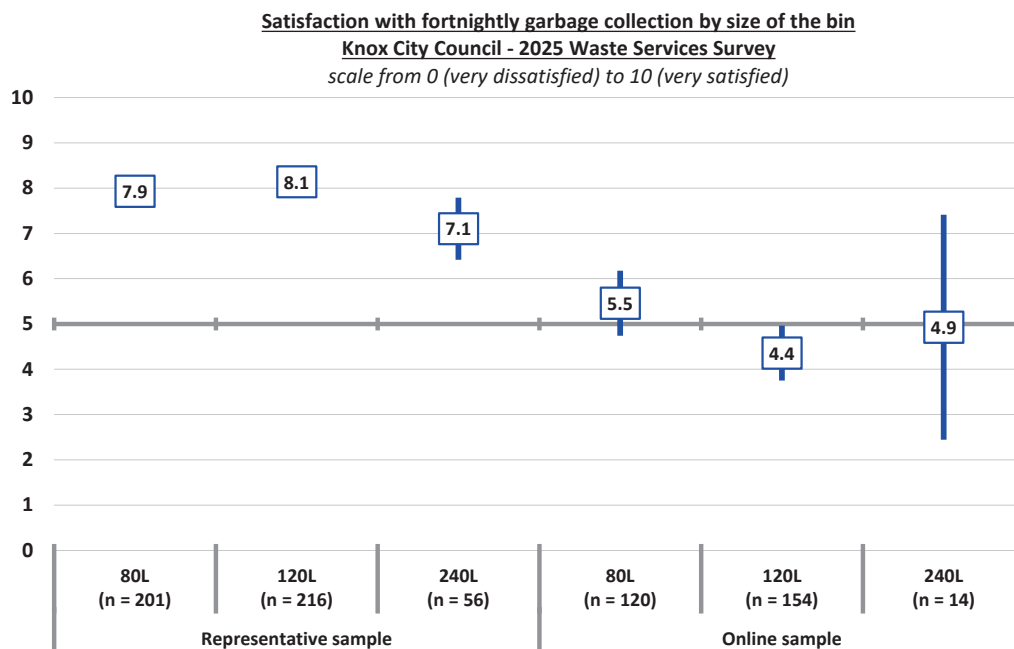


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Satisfaction with garbage collection by size of bin

Respondents to both the representative sample and self-selected online surveys who reported that they had a 240L bin were less satisfied with the fortnightly garbage collection service than those with an 80L bin.

The small sample size of 14 self-selected online survey respondents with a 240L bin should be borne in mind when interpreting results.



Satisfaction with garbage collection by bin fullness

When examined by how full the bin was each time it was put out for collection, it is noted that the representative sample respondents who reported that their bin was full each time they put it out for collection were measurably less satisfied than representative sample respondents whose bin was less than full each time.

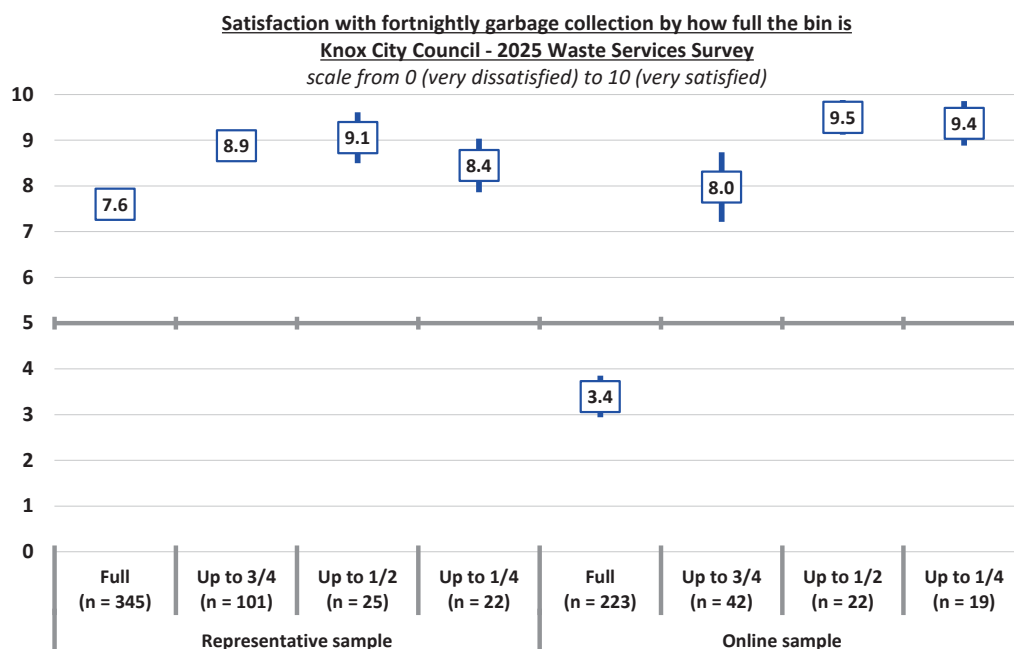
The 223 self-selected online survey respondents who reported that their garbage bin was full each time they put it out for collection were measurably and significantly less satisfied with the garbage collection service than those whose bin was less full.

This is an important result as it highlights that there was a small group in the Knox community who were extremely dissatisfied with the frequency of collection and / or size of the garbage bin.



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Metropolis Research is of the view that the survey results strongly suggest that this group of residents represent less than ten percent of the Knox community.



The 46 representative sample respondents who were “dissatisfied” with the fortnightly garbage collection service provided a total of 69 separate comments as to the reasons why they were “dissatisfied”, as outlined in the following table.

The majority of these comments related to a preference for a weekly (or more frequent) collection, with some comments around overfull bins, smell and similar issues.

Reasons for dissatisfaction with fortnightly garbage collection
Knox City Council - 2025 Waste Services Survey (representative sample)
 (number of total responses)

Response	Number
It needs to be weekly	31
Small bins	7
Need to be more frequent	5
Garbage is not getting picked up often enough	3
Overflowing bins	3
It's every fortnight	2
We need bigger bins	2
It stinks, especially in summer	1
Bin is small, and fortnightly	1
Especially in the hot weather, the bin gets full of maggots	1
Families with kids have a lot of garbage to throw away	1
It should be weekly, not fortnightly especially in summers as it stinks all the time	1



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It smells in summer	1
Rubbish always all over the place	1
Rubbish fallen out to kerbside after collection	1
Rubbish leftover from the bin	1
Switch to fortnightly pick up was absurd	1
The bin sizes were reduced and now it's too small if you don't pay extra	1
The bins get filled up too much and we have to push the rubbish in	1
The largest bin is still way too small	1
They don't dump the waste properly, constant beeping when arriving, disturbing others	1
Two bins and still it's not enough	1
We separate quite a lot, and we find that metal stuff can't be put into the blue bin	1
Total	69

The 155 self-selected online survey respondents provided a total of 212 separate comments as to why they were “dissatisfied” with the fortnightly garbage collection.

These comments have been broadly categorised, as outlined in the following table. The underlying verbatim comments are available on request.

The most common reasons why the self-selected online survey respondents were “dissatisfied” with the fortnightly garbage collection were related to the frequency of bin collection.

There were also many comments about the bin being too small for the amount of garbage, with some comments about smell and similar issues that they feel result from overfull bins.

Reasons for dissatisfaction with fortnightly garbage collection

Knox City Council - 2025 Waste Services Survey (online)

(number of total responses)

Reason	Online	
	Number	Percent
Needs to be weekly	50	24%
Too much rubbish / overflow	41	19%
Not enough / need more	35	17%
Bin is too small / need bigger	33	16%
Smell / maggots / unhygienic	25	12%
Vermin / birds / insects	8	4%
Haphazard collection of rubbish	5	2%
Cost	4	2%
Dumping of rubbish	2	1%
Other	9	4%
Total	212	100%



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Rubbish bin size

Respondents were asked:

“What size bin does your household currently have?”

A little less than half (43% / 42%) of the respondents from both the representative and self-selected surveys reported that they had an 80L garbage bin, and approximately half (45% / 53%) reported that they had a 120L bin.

Size of the fortnightly garbage bin
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
80L	203	43%	120	42%
120L	216	45%	154	53%
240L	56	12%	14	5%
Don't know / can't say	27		18	
Total	502	100%	306	100%

How full is the garbage bin each time it is put out

Respondents were asked:

“Typically, how full is the bin each time you put it out?”

The overwhelming majority (90% / 87%) of respondents to both the representative and self-selected online surveys reported that their bin was $\frac{3}{4}$ full to full each time they put the bin out for collection.

How full of the fortnightly garbage bin
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Full	347	70%	223	73%
Up to 3/4 full	101	20%	42	14%
Up to 1/2 full	27	5%	22	7%
Up to 1/4 full	22	4%	19	6%
Can't say	5		0	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Issues with the garbage bin collection

Respondents were asked:

“Do you have any issues with the regular garbage collection?”

A little more than one-third (36%) of the representative sample respondents and half (51%) of the self-selected online survey respondents reported issues with the fortnightly garbage collection.

The higher proportion of self-selected online survey respondents who reported issues with the fortnightly garbage collection service reflects the nature of the self-selection survey process.

This is due to the fact that those with issues with kerbside collections will be more likely to participate in the self-selection online survey than those in the community who are generally satisfied with the current services.

Issues with the fortnightly garbage collection
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

<i>Response</i>	<i>Representative</i>		<i>Online</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Yes	181	36%	157	51%
No	321	64%	149	49%
Total	502	100%	306	100%

The most common issues the representative sample respondents had with the fortnightly garbage collection related to smell and overflowing / overfull bins.

There were just three comments made by the representative sample respondents identifying the frequency of collection as an issue (three of the 22 other issues).



Knox City Council – 2025 Waste Services Survey

Issues with the fortnightly garbage collection Knox City Council - 2025 Waste Services Survey (number and percent of total respondents)

Issue	Representative	
	Number	Percent
Smell	101	20%
Overflowing / overfull bins	96	19%
Broken bin or bin lid	27	5%
Missing bin	9	2%
Can't dispose of certain waste	2	0%
Other	22	4%
Total responses	257	
<i>Respondents identifying at least one issue</i>	<i>181</i> <i>(36%)</i>	

The self-selected online survey respondents, by contrast, were significantly more likely than the representative sample respondents to identify the lack of a weekly collection as an issue with the garbage collection service.

Other issues raised by self-selected online survey respondents included smell, overfull bins, and a perceived haphazard collection of rubbish.

Issues with fortnightly rubbish collection Knox City Council - 2025 Waste Services Survey (online) (number of total responses)

Issue	Online	
	Number	Percent
Needs to be weekly	54	29%
Too much rubbish / overflow	37	20%
Haphazard collection of rubbish	26	14%
Not enough / need more	23	12%
Bin is too small / need bigger	11	6%
Smell / maggots / unhygienic	10	5%
Vermin / birds / insects	8	4%
Cost	3	2%
Soft plastic recycling	3	2%
Dumping of rubbish in public areas	1	1%
Contamination by other people	0	0%
Other	10	5%
Total	186	100%



Knox City Council – 2025 Waste Services Survey

Fortnightly recycling (blue lid) collection

Satisfaction with the recycling collection

Respondents were asked:

“On a scale of 0 (low) to 10 (high), how satisfied are you with the recycling collection? If rated less than 6, why do you say that?”

The average satisfaction with the recycling collection recorded by the 502 respondents to the representative sample survey was 8.6 out of 10.

This was an “excellent” level of satisfaction and was notably (3pts) higher than the 2025 *Annual Community Satisfaction Survey* satisfaction of 8.3 out of 10.

Metropolis Research notes that this result was marginally (1pt) higher than the metropolitan average satisfaction with regular recycling service of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

Consistent with this “excellent” average satisfaction, just two percent of representative sample respondents reported that they were “dissatisfied” with the service, compared to 83% who were “very satisfied”.

Satisfaction with fortnightly recycling collection
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Very satisfied (8 - 10)	413	83%	188	61%
Neutral to somewhat satisfied (5 - 7)	76	15%	85	28%
Dissatisfied (0 - 4)	8	2%	33	11%
Can't say	5		0	
Total	502	100%	306	100%
<i>Average satisfaction</i>	<i>8.6 out of 10</i>		<i>7.6 out of 10</i>	

The 306 self-selected, online survey respondents recorded an average satisfaction with the recycling collection of 7.6 out of 10, which was a “very good” rather than an “excellent” level of satisfaction.

This result comprised 61% “very satisfied”, and 11% “dissatisfied” self-selected, online survey respondents.

It is noted that the difference in satisfaction between the representative sample and the self-selected online sample for satisfaction with the recycling collection was 10 percentage points.



Knox City Council – 2025 Waste Services Survey

This was significantly smaller than the 32-percentage point difference recorded for satisfaction with the fortnightly garbage collection.

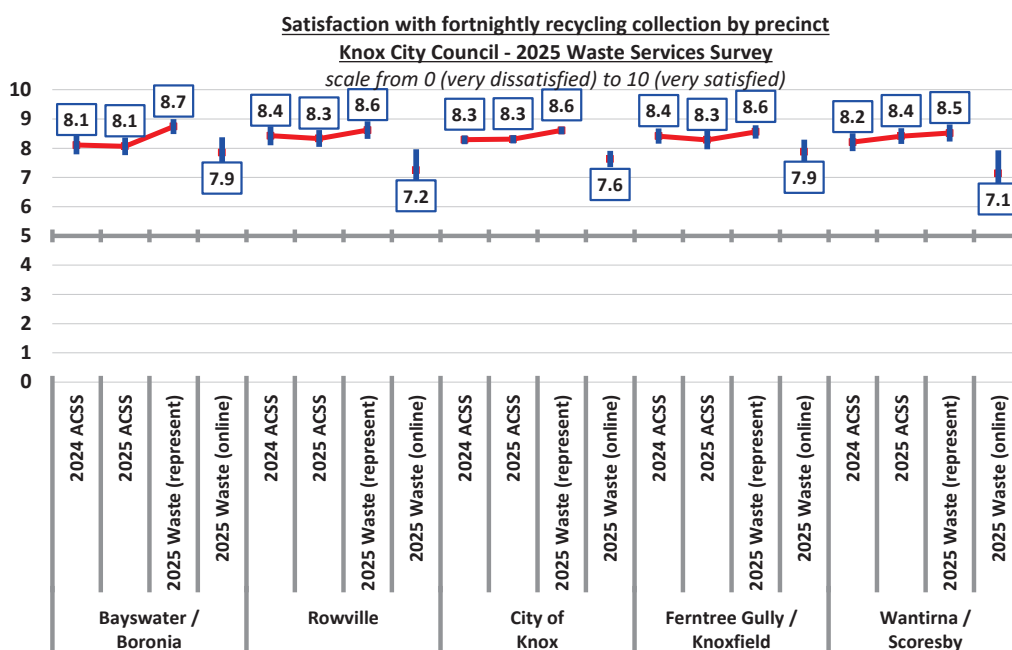
This result is important, as it highlights that the self-selected online survey respondents were significantly more concerned about the garbage collection service (and specifically the frequency of collection and size of bin) than they were about the other kerbside collection services.

Satisfaction with recycling collection by precinct

When examined by precinct, it is noted that there was an increase in satisfaction with the recycling service recorded by representative sample respondents in each of the four precincts comprising the City of Knox.

The self-selected, online survey respondents from each precinct were notably to measurably less satisfied with the recycling service than the representative sample respondents.

This variation was largest for self-selected online survey respondents from Rowville (14pts) and Wantirna / Scoresby (14pts), both of which reported a statistically significantly lower result.



The eight representative sample respondents who were “dissatisfied” with the fortnightly recycling collection provided 14 separate comments as to why they were “dissatisfied”.

These comments focused on the size of the bin and the frequency of collection.



Knox City Council – 2025 Waste Services Survey

Reasons for dissatisfaction with fortnightly recycling collection
Knox City Council - 2025 Waste Services Survey (representative sample)
(number of total responses)

<i>Response</i>	<i>Number</i>
Bin too small	3
Not enough / need more frequent	3
Prefer weekly collection	3
It's full / overflowing	2
Because I do not like paper mixed with glass	1
It is stupid that everything is going in the same bin	1
Recycling same as general waste, all on the ground	1
Total	14

The 33 respondents self-selected online survey respondents “dissatisfied” with the fortnightly recycling collection provided a total of 63 separate comments as to why they were “dissatisfied”.

The most common reasons why these respondents were “dissatisfied” related to there being too much rubbish / overflowing bins, a preference for weekly collection, and that there was not enough recycling.

Reasons for dissatisfaction with fortnightly recycling collection
Knox City Council - 2025 Waste Services Survey (online)
(number of total responses)

<i>Reason</i>	<i>Online</i>	
	<i>Number</i>	<i>Percent</i>
Too much rubbish / overflow	21	33%
Needs to be weekly	20	32%
Not enough / need more	9	14%
Haphazard collection of rubbish	5	8%
Contamination / dumping of bins by other people	2	3%
Cost	1	2%
Other	5	8%
Total	63	100%



Knox City Council – 2025 Waste Services Survey

How full is the recycling bin each time it is put out

Respondents were asked:

“Typically, how full is the recycling bin each time you put it out?”

The overwhelming majority (83% / 88%) of respondents to both the representative sample and self-selected online surveys reported that their recycling bin was at least three-quarters full each time they put it out for collection.

It is noted that self-selected online survey respondents were somewhat more likely than the representative sample respondents to report that the recycling bin was full each time they put it out for collection (65% compared to 54%).

How full of the fortnightly recycling bin
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Full	266	54%	200	65%
Up to 3/4 full	145	29%	71	23%
Up to 1/2 full	56	11%	31	10%
Up to 1/4 full	30	6%	4	1%
Can't say	5		0	
Total	502	100%	306	100%

Issues with the recycling collection

Respondents were asked:

“Do you have any issues with the recycling collection?”

A little more than one-fifth (22% / 24%) of respondents to both the representative sample and self-selected online surveys reported that they had issues with the fortnightly recycling collection.

Issues with the fortnightly recycling collection
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes	112	22%	72	24%
No	390	78%	234	76%
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

The 112 representative sample respondents who reported issues with the recycling collection were most likely to refer to overflowing or overfull bins, with 64 of the 502 respondents (13%) raising concerns about overflowing bins.

Issues with the fortnightly recycling collection
Knox City Council - 2025 Waste Services Survey
(number and percent of total respondents)

Issue	Representative	
	Number	Percent
Overflowing / overfull bins	64	13%
Broken bin or bin lid	30	6%
Missing bin	15	3%
Can't dispose of certain waste	5	1%
Other	7	1%
Total responses	121	
<i>Respondents identifying at least one issue</i>	<i>112</i> <i>(22%)</i>	

The 72 self-selected online survey respondents who reported issues with the recycling collection provided a total of 80 comments as to the issues. Most of these issues were focused on the perceived need for a weekly collection, more recycling collection, and that bins were overflowing.

A range of other issues were raised by a small number of self-selected online survey respondents, as outlined in the following table.

Issues with fortnightly recycling collection
Knox City Council - 2025 Waste Services Survey (online)
(number of total responses)

Issue	Online	
	Number	Percent
Not enough / need more	19	24%
Needs to be weekly	16	20%
Too much rubbish / overflow	11	14%
Haphazard collection of rubbish	10	13%
Soft plastic recycling	6	8%
Contamination / dumping by other people	4	5%
Information and awareness	3	4%
Container deposit scheme	2	3%
Vermin / birds / insects	2	3%
Bin is too small / need bigger	1	1%
Cost	1	1%
Other	5	6%
Total	80	100%



Knox City Council – 2025 Waste Services Survey

Weekly food and garden waste (lime green lid) collection

Satisfaction with the FOGO collection

Respondents were asked:

*“On a scale of 0 (low) to 10 (high), how satisfied are you with the food and garden waste collection?
If rated less than 6, why do you say that?”*

The average satisfaction with the food and garden waste collection recorded by the 502 respondents to the representative sample survey was 8.7 out of 10.

This was an “excellent” level of satisfaction and was measurably (4pts) higher than the 2025 *Annual Community Satisfaction Survey* satisfaction of 8.3 out of 10.

Metropolis Research notes that this result was somewhat (2pts) higher than the metropolitan average satisfaction with green waste collection service of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

This is an important result, as it does suggest that satisfaction with the food and garden waste collection service has improved through 2025.

Consistent with the “excellent” average satisfaction, the overwhelming majority (82%) of representative sample respondents were “very satisfied” with the food and garden waste service, while just one percent was “dissatisfied”.

Satisfaction with weekly food and garden waste collection
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Very satisfied (8 - 10)	401	82%	183	60%
Neutral to somewhat satisfied (5 - 7)	85	17%	79	26%
Dissatisfied (0 - 4)	5	1%	42	14%
Can't say	11		2	
Total	502	100%	306	100%
<i>Average satisfaction</i>	<i>8.7 out of 10</i>		<i>7.5 out of 10</i>	

The 306 self-selected, online survey respondents recorded an average satisfaction with the food and garden waste collection of 7.5 out of 10, which was a “very good” rather than an “excellent” level of satisfaction.



Knox City Council – 2025 Waste Services Survey

This result comprised 60% “very satisfied”, and 14% “dissatisfied” self-selected, online survey respondents.

It is noted that the difference in satisfaction between the representative sample and the self-selected online sample for satisfaction with the FOGO collection was 12 percentage points.

This was significantly smaller than the 32-percentage point difference recorded for satisfaction with the fortnightly garbage collection.

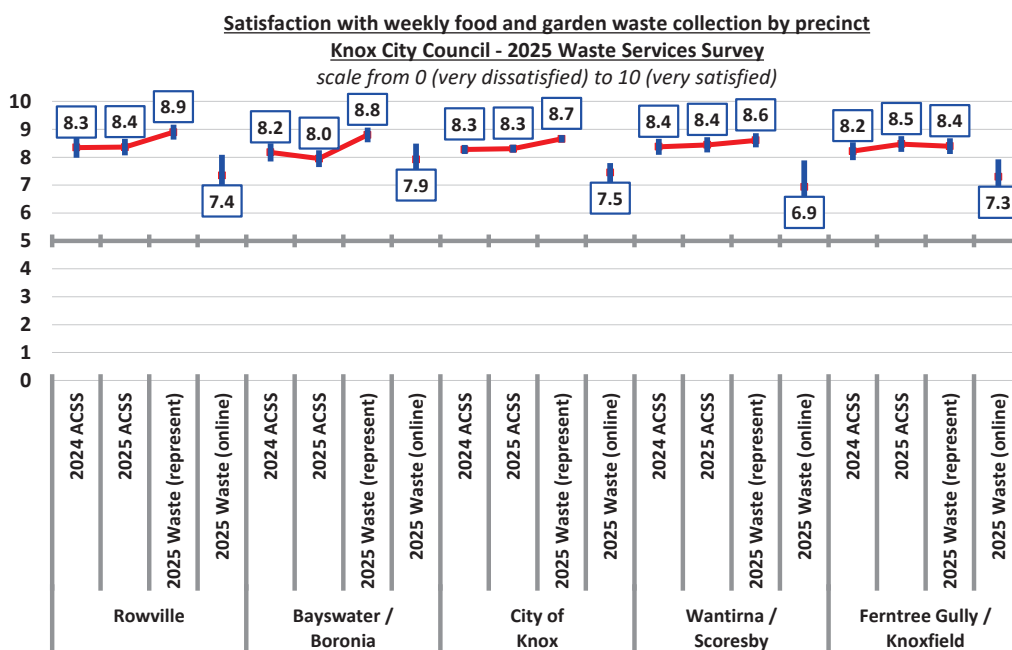
This result is important, as it highlights that the self-selected online survey respondents were significantly more concerned about the garbage collection service (and specifically the frequency of collection and size of bin) than they were about the other kerbside collection services.

Satisfaction with the FOGO collection by precinct

When examined by precinct, it is noted that there was an increase in satisfaction with the FOGO service recorded by representative sample respondents in three of the four precincts comprising the City of Knox, with the largest increase recorded in Bayswater / Boronia (up 8pts).

The self-selected, online survey respondents from each precinct were measurably less satisfied with the FOGO service than the representative sample respondents.

This variation was largest for self-selected online survey respondents from Wantirna / Scoresby (17pts), and Rowville (15pts).



Knox City Council – 2025 Waste Services Survey

The five representative sample respondents who were “dissatisfied” with the FOGO collection provided the following nine comments as to reasons for their “dissatisfaction”.

Reasons for dissatisfaction with weekly food and garden waste collection
Knox City Council - 2025 Waste Services Survey (representative sample)
(number of total responses)

<i>Response</i>	<i>Number</i>
Because we have to separate food and garden waste. It is too much	1
Eco bags not provided, need to clean out more	1
Have a kid using nappies, the bin capacity is very less considering we regularly use nappies and right now it's hard to dispose it	1
I don't like the idea of putting food and garden waste together	1
Nearly every week it is full of maggots	1
Smell	1
The bags are expensive	1
The bin is sticky	1
Too big for our needs	1
Total	9

The 42 self-selected online survey respondents who were “dissatisfied” with the FOGO collection provided a total of 83 comments as to reasons for their “dissatisfaction”.

These comments have been broadly categorised, as outlined in the following table, with the most common issues being a preference for a less frequent collection, a perceived lack of need for the service, and some comments around smell and associated issues.

Reasons for dissatisfaction with weekly FOGO collection
Knox City Council - 2025 Waste Services Survey (online)
(number of total responses)

<i>Reason</i>	<i>Online</i>	
	<i>Number</i>	<i>Percent</i>
No need for weekly / should be fortnightly / less often	19	23%
Not needed / rarely use it	9	11%
Smell / maggots / unhygienic	9	11%
Need fortnightly green waste and weekly general rubbish	8	10%
Bin liners	5	6%
Bin is too big	4	5%
Too little waste	4	5%
Vermin / birds / insects	4	5%
Cost	3	4%
Composting	2	2%
Food and green waste should be separated	2	2%
Frequency of collection should be according to season	2	2%



Knox City Council – 2025 Waste Services Survey

Happy with frequency of collection / size of bin	2	2%
Contamination / dumping by other people	1	1%
Haphazard collection of rubbish	1	1%
Need to include pet waste	1	1%
Dumping of rubbish in public areas	0	0%
Other	7	8%
Total	83	100%

How full is the FOGO bin each time it is put out

Respondents were asked:

“Typically, how full is the food and garden waste bin each time you put it out?”

Respondents to both the representative sample and self-selection online surveys were both relatively evenly distributed in terms of how full the FOGO bin was each time they put it out for collection, with approximately half (55% / 47%) reporting that the bin was $\frac{3}{4}$ full or more.

It is noted, however, that the representative sample survey respondents were somewhat (9pts) more likely than the self-selected online survey respondents to report that the FOGO bin was full each time they put it out.

This clearly reflects the somewhat lower utilisation of the FOGO bin by some of the self-selected online survey respondents, when compared to the underlying City of Knox community, which is likely a contributing factor in their lower average satisfaction with the regular garbage collection.

How full of the weekly food and garden waste bin
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Full	152	32%	68	23%
Up to 3/4 full	112	23%	71	24%
Up to 1/2 full	144	30%	56	19%
Up to 1/4 full	74	15%	97	33%
Can't say	20		14	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Preference for a smaller FOGO bin

Respondents were asked:

“Would you like an option for a smaller, 80L FOGO bin?”

Both the representative sample and self-selected online survey respondents were relatively unlikely to prefer an option for a smaller, 80L bin, with 12% of representative sample and 18% of the self-selected online survey respondents reporting that they would like this option.

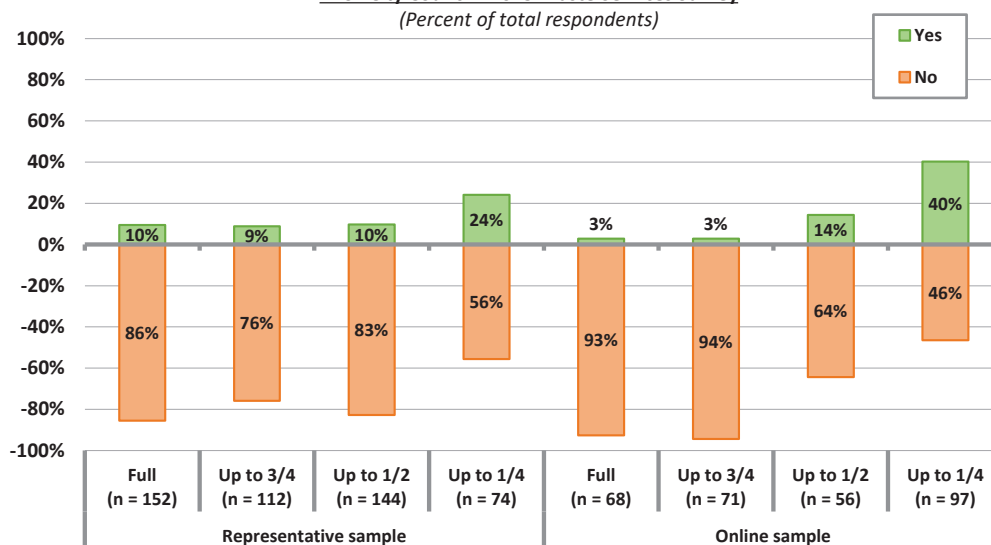
This slight variation in the results between the representative sample and the self-selected survey respondents reflects the somewhat lower utilisation of the FOGO bin by some of the self-selected online survey respondents, when compared to the underlying City of Knox community.

Would like an option for a smaller, 80L FOGO bin
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes	58	12%	55	18%
No	381	76%	218	71%
Don't know / can't say	63	13%	33	11%
Total	502	100%	306	100%

When examined by how full the FOGO bin was each time it was put out for collection, respondents who reported that the bin was only up to ¼ full each time they put it out for collection were significantly more likely to prefer an option for a smaller 80L bin.

Would like an option for a smaller FOGO bin by how full the bin is
Knox City Council - 2025 Waste Services Survey
 (Percent of total respondents)



Knox City Council – 2025 Waste Services Survey

Issues with the FOGO collection

Respondents were asked:

“Do you have any issues with the food and garden waste collection?”

Approximately one-quarter (21% / 26%) of respondents to both the representative sample and self-selected online surveys reported issues with the food and garden waste collection.

Issues with the weekly food and garden waste collection**Knox City Council - 2025 Waste Services Survey**

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes	105	21%	80	26%
No	397	79%	226	74%
Total	502	100%	306	100%

The most common issues raised by the representative sample respondents related to smell, with 60 of the 502 respondents (12%) raising these issues.

There were also a small number of respondents reporting other issues such as broken bins or bin lids (5%), and overflowing / overfull bins (5%).

Issues with the weekly food and garden waste collection**Knox City Council - 2025 Waste Services Survey**

(number and percent of total respondents)

Issue	Representative	
	Number	Percent
Smell	60	12%
Broken bin or bin lid	25	5%
Overflowing / overfull bins	23	5%
Missing bin	4	1%
Can't dispose of certain waste	2	0%
Other	7	1%
Total responses	121	
<i>Respondents identifying at least one issue</i>	<i>105</i>	<i>(21%)</i>

A total of 19 of the 306 self-selected, online survey respondents raised issues with the frequency of the FOGO collection, reporting a preference for a less frequent collection. This was consistent with this group of residents' lesser utilisation of the FOGO collection than the underling City of Knox community.



Knox City Council – 2025 Waste Services Survey

Other issues raised by the self-selected online survey respondents were similar to those raised by the representative sample respondents, including smell and associated issues, bin liners, and a perceived haphazard collection of rubbish.

Issues with weekly food and garden waste collection
Knox City Council - 2025 Waste Services Survey (online)
(number of total responses)

Issue	Online	
	Number	Percent
No need for weekly / should be fortnightly / less often	19	22%
Smell / maggots / unhygienic	14	16%
Bin liners	8	9%
Haphazard collection of rubbish	7	8%
Need fortnightly green waste and weekly general rubbish	5	6%
Cost	5	6%
Not needed / rarely use it	4	5%
Bin is too big	3	3%
Too little waste	3	3%
Vermin / birds / insects	3	3%
Food and green waste should be separated	3	3%
Contamination / dumping by other people	2	2%
Happy with frequency of collection / size of bin	2	2%
Seasonal collection frequency needed	2	2%
Dumping of rubbish in public areas	0	0%
Composting	0	0%
Need to include pet waste	0	0%
Other	8	9%
Total	88	100%

Bundled green waste collection

Awareness of the bundled green waste collection service

Respondents were asked:

“Council offers a fortnightly service where green waste (e.g. branches) are picked up providing they are neatly bundled with twine. Before today, were you aware of this service, and if so, have you used this service in the last 12 months? If yes, how many times?”

The majority of both the representative sample (74%) and the self-selected online sample (86%) reported that they were aware of the bundled green waste collection service.

The representative sample respondents were significantly (26pts) less likely to have used the bundled green waste collection service than the self-selected online sample.



Knox City Council – 2025 Waste Services Survey

The self-selected sample were, however, notably (9pts) less likely than the representative sample respondents to report that their [FOGO bin](#) was full when they put it out for collection.

Aware of Council's fortnightly bundled green waste collection

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Aware of and have used the service	132	27%	163	53%
Aware of but have not used	234	47%	102	33%
Not aware of the service	130	26%	41	13%
Can't say	6		0	
Total	502	100%	306	100%

The self-selected online survey respondents were notably more likely to have used the bundled green waste collection service on multiple occasions, than the representative sample respondents.

Frequency of use of Council's fortnightly bundled green waste collection

Knox City Council - 2025 Waste Services Survey

(number of total responses)

Response	Representative		Online	
	Number	Percent	Number	Percent
Never	364	77%	145	49%
Once	31	7%	16	5%
Two to five times	34	7%	48	16%
Six to ten times	12	3%	14	5%
Ten times or more	22	5%	39	13%
Many times / every time	1	0%	21	7%
Few / several times a year / seasonally	8	2%	3	1%
Rarely	1	0%	12	4%
Not stated / not sure	29		8	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Likelihood of using the bundled green waste collection in the next 12 months

Respondents were asked:

“How likely are you to use the bundled green waste collection service in the next 12 months?”

Consistent with the use of the bundled green waste collection service in the past 12 months, the self-selected online survey respondents were significantly (23pts) more likely than the representative sample respondents to may or definitely use the service in the next 12 months.

These results reinforce the view that the self-selected online survey respondents were more regular users of the bundled green waste collection service than the representative sample respondents.

Likelihood of using bundled green waste collection service in the next 12 months

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Will definitely use the service	132	26%	126	41%
May use the service	125	25%	101	33%
Unlikely to use the service	181	36%	70	23%
Don't know / can't say	64	13%	9	3%
Total	502	100%	306	100%

Satisfaction with bundled green waste collection service

Respondents were asked:

“On a scale of 0 (low) to 10 (high), how satisfied are you with the bundled green waste collection? If rated less than 6, why do you say that?”

The average satisfaction with the bundled green waste collection recorded by the 502 respondents to the representative sample survey was 8.4 out of 10.

This was an “excellent” level of satisfaction and was identical to the 2025 *Annual Community Satisfaction Survey* satisfaction.

Consistent with the “excellent” average satisfaction, almost three-quarters (73%) of representative sample respondents were “very satisfied” with the bundled green waste collection service, while just one percent was “dissatisfied”.

These results reinforce the findings from the 2025 *Annual Community Satisfaction Survey*, that recorded “excellent” satisfaction with the bundled green waste collection service.

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Knox City Council – 2025 Waste Services Survey

Satisfaction with bundled green waste collection
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Very satisfied (8 - 10)	222	73%	154	64%
Neutral to somewhat satisfied (5 - 7)	79	26%	79	33%
Dissatisfied (0 - 4)	4	1%	9	4%
Can't say	197		64	
Total	502	100%	306	100%
<i>Average satisfaction</i>	<i>8.4 out of 10</i>		<i>8.0 out of 10</i>	

The 306 self-selected, online survey respondents recorded an average satisfaction with the bundled green waste collection of 8.0 out of 10, which was also an “excellent” level of satisfaction, although four percentage points lower than the representative sample respondents.

This result comprised 64% “very satisfied”, and four percent “dissatisfied” self-selected, online survey respondents.

It is noted that the difference in satisfaction between the representative sample and the self-selected online sample for satisfaction with the bundled green waste collection was just four percentage points.

Given that the self-selected online survey respondents were more regular users of the bundled green waste collection service, this “excellent” level of satisfaction reflects well on the performance of Council providing this service.

This difference of four percentage points was significantly smaller than the 32-percentage point difference recorded for [satisfaction with the fortnightly garbage collection](#).

This result is important, as it highlights that the self-selected online survey respondents were significantly more concerned about the garbage collection service (and specifically the frequency of collection and size of bin) than they were about the other kerbside collection services.

Satisfaction with the bundled green waste collection by precinct

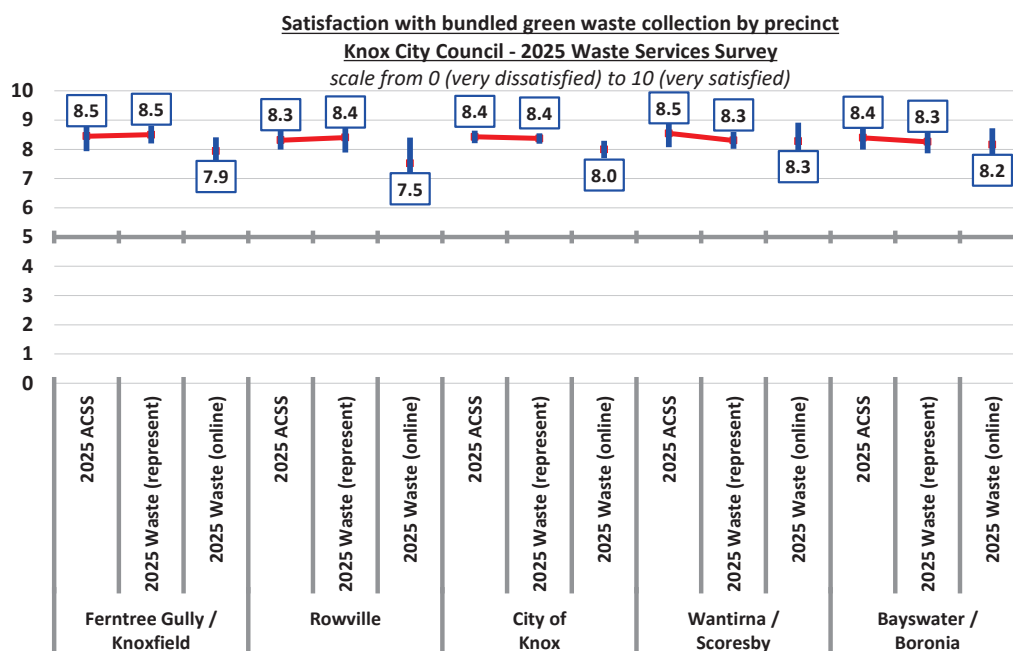
When examined by precinct, it is noted that the representative sample respondents’ satisfaction with the bundled green waste collection was “excellent” in all four precincts, with scores of more than eight out of 10.



Knox City Council – 2025 Waste Services Survey

Unlike satisfaction with many of the other kerbside collection services, the self-selected online survey respondents in three of the four precincts rated satisfaction with this service at “excellent” levels.

The exception to this was the self-selected online survey respondents from Rowville, who were notably (9pts) less satisfied with the service than the representative sample respondents from Rowville.



The following table outlines the eight comments received from representative sample respondents as to reasons for “dissatisfaction” with the bundled green waste collection service.

Reasons for dissatisfaction with bundled green waste collection
Knox City Council - 2025 Waste Services Survey (representative sample)
(number of total responses)

Response	Number
They didn't pick it up	2
Bundling is such a pain	1
I haven't used it to form an opinion	1
It stinks	1
It's time consuming to cut them down	1
It's too difficult to cut down branches into those small specifications they have	1
They didn't take it. Measured and tied but still not collected. Had to wait and put in bin next week	1

Total

8



Knox City Council – 2025 Waste Services Survey

The self-selected online survey respondents provided 51 comments as to reasons for “dissatisfaction” with the service, with the most common reasons being that they did not use the service or were unaware of the service or its frequency.

Reasons for dissatisfaction with bundled green waste collection

Knox City Council - 2025 Waste Services Survey (online)

(number of total responses)

Response	Online	
	Number	Percent
Don't use it	19	37%
Unaware of service / its frequency	6	12%
Inconvenient / difficult / time consuming	4	8%
Only use the green bin	4	8%
Restrictive / don't pick up everything	4	8%
Good service	3	6%
Difficult for the elderly and differently abled people	2	4%
Need weekly	2	4%
Do my own green waste	1	2%
Missed pick-ups	1	2%
No kerb space	1	2%
Not enough communication / information / awareness	1	2%
Other	3	6%
Total	51	100%

How much bundled green waste typically put out

Respondents were asked:

“If used, how much do you typically put out?”

The majority of respondents to both the representative sample and self-selected online surveys reported that they typically put out one to less than three cubic metres of green waste (54% / 53%), with most of the remaining respondents putting out less than one cubic metre.

How much typically put out

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Less than one cubic metre (a standard bookcase)	40	37%	73	39%
One to less than three cubic metres	58	54%	100	53%
Three cubic metres or more	10	9%	14	7%
Don't know / can't say	394		119	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Change in use of the bundled green waste collection due to the FOGO service

Respondents were asked:

“Has your use of this service declined since the introduction of the food and garden waste service?”

A little less than half (42%) of the self-selected online survey respondents reported that their use of the bundled green waste service had somewhat or significantly declined since the introduction of the food and garden waste service.

These online respondents were significantly (14pts) more likely to report that they had reduced their use of this service than the representative sample respondents.

Has use of the bundled green waste service declined since the introduction of the food and garden waste service

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

<i>Response</i>	<i>Representative</i>		<i>Online</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Yes - significantly	61	16%	29	14%
Yes - somewhat	47	12%	60	28%
No	273	72%	124	58%
Don't know / can't say	121		93	
Total	502	100%	306	100%

Potential impact of a reduction in the frequency of bundled green waste collection on the use of the service

Respondents were asked:

“Would a reduction in the frequency of collection impact your use of the service?”

More than half (52%) of the self-selected online survey respondents reported that a reduction in the frequency of the bundled green waste service would impact their use of the service.

This result was significantly (37pts) higher than the representative sample respondents average of 15%.

This was consistent with the self-selected online survey respondents being, on average, more frequent users of the service than the underlying City of Knox community, as reflected in the representative sample respondents.



Knox City Council – 2025 Waste Services Survey

Would a reduction in the frequency of collection impact on the use of the bundled green waste service

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes - definitely	39	11%	60	28%
Yes - possibly	16	4%	50	24%
No	311	85%	102	48%
Don't know / can't say	136		94	
Total	502	100%	306	100%

The following table outlines the 14 comments received from representative sample respondents as to reasons why a reduction in the frequency of collection would impact on their use of the service.

The most common responses related to a perceived need for a frequent collection, including due to the volume of waste to be removed, as well as some related to concerns around vermin or rotting of the material.

Reasons for a reduction in the frequency of collection might impact the use of bundled green waste service

Knox City Council - 2025 Waste Services Survey (representative sample)

(number of total responses)

Response	Number
We use it frequently	3
Cannot get rid of all rubbish	1
I don't like the decrease in services for the same rates	1
I think the amount of rain and trimming I need, it needs to be regular	1
I use it frequently. I won't be able to get rid of the waste. It will start to rot	1
I use it frequently. I would like it weekly	1
I use it often. The branches are too long for the bins	1
I won't be able to trim properly. Trimming depends on many factors like the weather. If it is not done fortnightly, then that waste will simply be lying there	1
If we put it out and it's not collected, it will attract roaches and insects	1
Our property has many trees we need it. It is essential	1
We can't leave the greens out it will rot	1
We would have to use the tip	1
Total	14

There were 117 comments received from the self-selected online survey respondents, which have been broadly categorised, as outlined in the following table.



Knox City Council – 2025 Waste Services Survey

Similar to the views of the representative sample respondents, the most common reasons why respondents felt a reduction in the frequency of collection might impact their use of the bundled green waste collection related to the volume of material to be removed, as well as some concerns around vermin and rotting causing smells and other issues.

Reasons for a reduction in the frequency of collection might impact the use of the bundled green waste service

Knox City Council - 2025 Waste Services Survey (online)
(number of total responses)

Response	Online	
	Number	Percent
A lot of green waste	34	29%
Need / use the service on a regular basis	23	20%
Unhygienic / smelly / difficult to store green waste	11	9%
Bundles will be on kerbs / area will be messy	6	5%
Need fortnightly collection / no change	5	4%
Stop reducing services / putting limitations	4	3%
Collection should not take too long	3	3%
Fire hazard	3	3%
Hard to plan for / remember collection time	3	3%
Larger items	3	3%
Will be inconvenient	3	3%
Collection frequency should be according to seasons	2	2%
Difficult to estimate when service will be required	2	2%
Not enough communication / information / awareness	2	2%
Rates vs. services	2	2%
Will encourage dumping of green waste	2	2%
Other	9	8%
Total	117	100%

Hard waste collection

Awareness of the hard waste collection service

Respondents were asked:

“Council offers kerbside hard waste collection via two booked services per year. Before today, were you aware of this service, and if so, have you used this service in the last 12 months? If yes, how many times?”

Half (50%) of the representative sample survey respondents and three-quarters (76%) of the self-selected online survey respondents reported that they were both aware of and had used the booked hard waste collection service in the last 12 months.



Knox City Council – 2025 Waste Services Survey

It is noted that 10% of the representative sample respondents reported that they were not aware of this service.

Aware of Council's kerbside hard waste collection service

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Aware of and have used the service	252	50%	233	76%
Aware of but have not used	199	40%	70	23%
Not aware of the service	51	10%	3	1%
Can't say	0		0	
Total	502	100%	306	100%

Almost half (47%) of the self-selected online survey respondents and almost two-thirds (62%) of the representative sample survey respondents reported that they had used the booked hard rubbish service once or twice in the last 12 months.

Use of Council's kerbside hard waste collection service

Knox City Council - 2025 Waste Services Survey

(number of total responses)

Response	Representative		Online	
	Number	Percent	Number	Percent
Never	250	52%	76	27%
Once	161	33%	86	30%
Twice	69	14%	92	32%
Two or three times	0	0%	1	0%
Three times	2	0%	4	1%
Four times	0	0%	3	1%
Five times or more	0	0%	5	2%
Once or twice a year	1	0%	8	3%
Several / many times	0	0%	7	2%
Every single time	0	0%	2	1%
Not stated / not sure	19		22	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Likelihood of using the hard waste collection service in the next 12 months

Respondents were asked:

“How likely are you to use the hard waste collection service in the next 12 months?”

Consistent with the results recorded in relation to previous use of the booked hard rubbish service, approximately half (52%) of the representative sample respondents and three-quarters (77%) of the self-selected online survey respondents reported that they will definitely use the service in the next 12 months.

It is noted that the representative sample respondents were notably more likely than the self-selected online survey respondents to report that it is unlikely that they will use the booked hard rubbish collection service in the next 12 months.

Likelihood of using hard waste collection service in the next 12 months

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Will definitely use the service	244	52%	232	77%
May use the service	140	30%	59	20%
Unlikely to use the service	86	18%	11	4%
Don't know / can't say	32		4	
Total	502	100%	306	100%

Satisfaction with the hard waste collection

Respondents were asked:

“On a scale of 0 (low) to 10 (high), how satisfied are you with the hard rubbish collection? If rated less than 6, why do you say that?”

The average satisfaction with the booked hard rubbish collection recorded by the 502 respondents to the representative sample survey was 8.7 out of 10.

This was an “excellent” level of satisfaction and was notably (3pts) higher than the 2025 *Annual Community Satisfaction Survey* satisfaction of 8.4 out of 10.

Metropolis Research notes that this result was notably (3pts) higher than the metropolitan average satisfaction with hard rubbish collection service of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.



Knox City Council – 2025 Waste Services Survey

This is an important result, as it does suggest that satisfaction with the booked hard rubbish collection service may have improved through 2025.

Consistent with the “excellent” average satisfaction, the overwhelming majority (81%) of representative sample respondents were “very satisfied” with the booked hard rubbish collection service, while just one percent was “dissatisfied”.

Satisfaction with hard waste collection
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Very satisfied (8 - 10)	326	81%	197	67%
Neutral to somewhat satisfied (5 - 7)	75	19%	72	25%
Dissatisfied (0 - 4)	3	1%	23	8%
Can't say	98		14	
Total	502	100%	306	100%
<i>Average satisfaction</i>	<i>8.7 out of 10</i>		<i>8.0 out of 10</i>	

The 306 self-selected, online survey respondents recorded an average satisfaction with the booked hard rubbish collection of 8.0 out of 10, which was also an “excellent” level of satisfaction.

This result comprised 67% “very satisfied”, and eight percent “dissatisfied” self-selected, online survey respondents.

It is noted that the difference in satisfaction between the representative sample and the self-selected online sample for satisfaction with the booked hard rubbish collection was just seven percentage points.

This was significantly smaller than the 32-percentage point difference recorded for satisfaction with the fortnightly garbage collection.

This result is important, as it highlights that the self-selected online survey respondents were significantly more concerned about the garbage collection service (and specifically the frequency of collection and size of bin) than they were about the other kerbside collection services.

Satisfaction with the hard waste collection by precinct

When examined by precinct, it is noted that there was an increase in satisfaction with the hard waste collection service recorded by representative sample respondents in three of the four precincts comprising the City of Knox, with the largest increase recorded in Rowville (up 8pts).

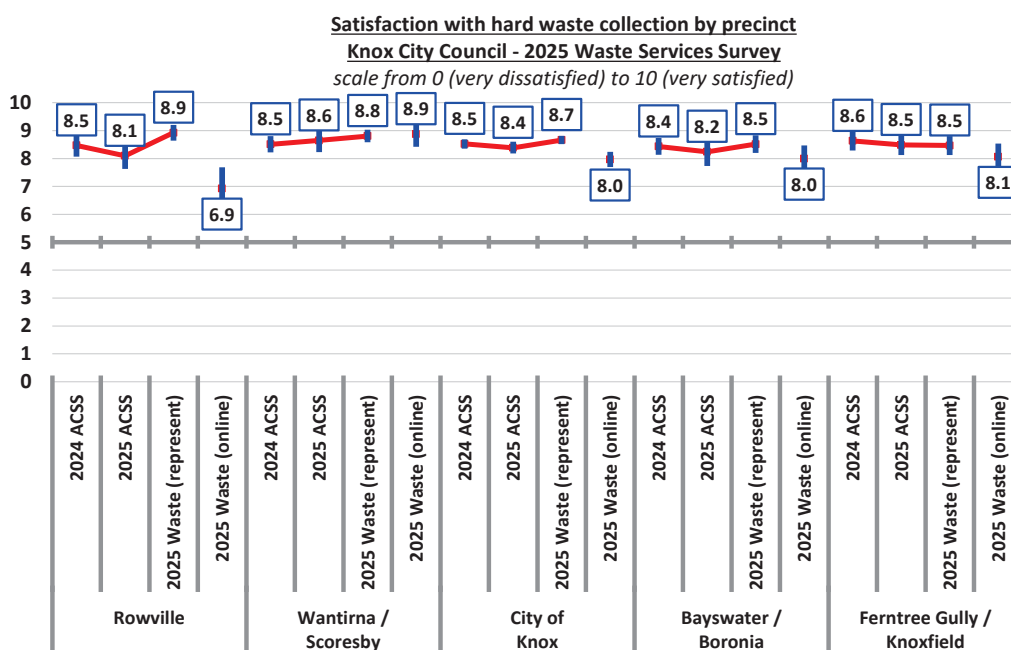


Knox City Council – 2025 Waste Services Survey

The self-selected, online survey respondents from three of the four precincts reported “excellent” satisfaction with the booked hard rubbish collection.

The exception to this was self-selected online survey respondents from Rowville, who reported measurably and significantly (11pts) lower satisfaction than the average of all self-selected online survey respondents.

The self-selected online survey respondents from Rowville on average, rated satisfaction with the booked hard rubbish collection 20 percentage points lower than the representative sample respondents from Rowville.



There were six comments received from representative sample respondents dissatisfied with the booked hard rubbish collection service, as outlined in the following table.

Reasons for dissatisfaction with hard waste collection
Knox City Council - 2025 Waste Services Survey (representative sample)
 (number of total responses)

Response	Number
Because I don't like the way to book it	1
It makes a mess on the nature strip	1
It takes more time	1
More frequent collection on set days rather than call based, otherwise hard waste is lying all year long	1
Only one week allowed while booking, would prefer more availability	1
Other people also dumping with my garbage	1
Total	6



Knox City Council – 2025 Waste Services Survey

The 23 self-selected online survey respondents dissatisfied with the hard rubbish collection provided a total of 62 separate comments as to the reasons for their “dissatisfaction”.

These comments have been broadly categorised, as outlined in the following table, with the most common issues relating to perception of rubbish being out all year, a preference for set date collections, and a perception that the pickup of hard rubbish was slow.

Reasons for dissatisfaction with hard waste collection
Knox City Council - 2025 Waste Services Survey (online)
 (number of total responses)

Response	Online	
	Number	Percent
Rubbish and mess around all year	14	23%
Collection should be on set dates	8	13%
Slow to pick up rubbish	7	11%
Adding to piles / pilfering by other people	6	10%
Needs to be bi-annual	5	8%
Too restrictive / need to include more items	5	8%
Needs to be annual	4	6%
Disposal of paint, oils, chemicals etc.	2	3%
Information and awareness	2	3%
Not enough / need more	2	3%
Tip vouchers	2	3%
Recycling of metal and e-waste	1	2%
Other	4	6%
Total	62	100%

How much hard waste typically put out

Respondents were asked:

“If used, how much do you typically put out?”

Both representative sample and self-selected online survey respondents were most likely to put out between one and less than three cubic metres of hard rubbish each time they put hard rubbish out for collection.



Knox City Council – 2025 Waste Services Survey

How much typically put out
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Less than one cubic metre (a standard bookcase)	38	19%	20	8%
One to less than three cubic metres	119	59%	161	63%
Three cubic metres or more	44	22%	73	29%
Don't know / can't say	301		52	
Total	502	100%	306	100%

Impact of a three cubic metre cap on use of the hard waste collection service

Respondents were asked:

“Would a cap of the three cubic metres impact on your use of the service?”

Approximately half (52%) of the self-selected online survey respondents reported that a cap of three cubic metres would impact on their use of the booked hard rubbish collection service. This was despite the fact that just 29% of the self-selected online survey respondents reported that they typically put out three cubic metres or more.

This was significantly higher than the 20% of the representative sample survey respondents.

The variation in the results between the representative sample and the self-selected online survey sample is likely to reflect a greater underlying level of concern from the self-selected respondents as to limitations on kerbside collection services by Council.

This greater level of underlying concern about the kerbside collection service offerings by Council were reflected in the lower satisfaction with all the kerbside collection services by the self-selected compared to the representative survey respondents.

A cap of three cubic metres impact on the use of the service
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes - definitely	33	7%	69	23%
Yes - possibly	66	13%	90	29%
No	289	58%	90	29%
Don't know / can't say	114	23%	57	19%
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

The following table provides the 32 comments received from representative sample respondents as to why a three cubic metre cap might impact on their use of the booked hard rubbish collection service.

The most common responses related to concerns that they might sometimes have more than three cubic metres of hard rubbish.

Reasons for the cap of three cubic metres might impact on the use of the service

Knox City Council - 2025 Waste Services Survey (representative sample)

(number of total responses)

Response	Number
Sometimes there is more / larger stuff to throw away	12
We pool with the neighbours, so this is not convenient	4
People definitely need more when booking	3
When people move, they will have more than this	3
Can't get rid of the big stuff that I can't mulch	1
I may need to get rid of something big or may have a lot of items to get rid of. It is good to have the option	1
I usually have a lot of hard waste to give away due to my work; I will have to pay extra for it then	1
I won't be able to get rid of things in bulk	1
I've been here 14 years and some years I've had the whole front full, it would not be enough	1
People put out varying amounts depending on their situation at that time	1
We don't do it very often so when we do it's a lot	1
We use it multiple times. We need more than 2 services each year	1
Whenever someone puts a collection out, the neighbours will add to the pile outside. This is not a bad thing as now you won't have to come twice. However, if limits are in place, then people will have to do it individually and it will drive up running costs as people will book for small item removal. Very poor decision if you go ahead with it	1
Why are you trying to get away with doing less?	1
Total	32

The following table provides the 192 comments received from the self-selected, online survey respondents as to why a three cubic metre cap might impact on their use of the booked hard rubbish collection service.

The most common responses related to concerns that they might sometimes have more than three cubic metres of hard rubbish.



Knox City Council – 2025 Waste Services Survey

Reasons for the cap of three cubic metres might impact on the use of the service Knox City Council - 2025 Waste Services Survey (online) (number of total responses)

Response	Online	
	Number	Percent
Not enough / need more / should not have limit	54	28%
Need to put out larger items	32	17%
Encourages hoarding / illegal dumping	16	8%
Difficult to estimate volume of disposal	13	7%
Don't cap / restrict rubbish disposal	13	7%
Difficulty in gauging three cubic metres	12	6%
People add to the piles	12	6%
Tip is expensive / requires trailer	8	4%
Convenient / free / valuable service	7	4%
Too restrictive / need to include more items	7	4%
Inconvenient for people moving out	4	2%
Impacts the poor, elderly, disadvantaged people	3	2%
Rubbish and mess around	3	2%
Need to increase frequency of collection	2	1%
Rates vs. services	2	1%
Other	4	2%
Total	192	100%

Glass only collection service

Awareness of the glass only collection service

Respondents were asked:

“Before today, were you aware that the State Government requires Council to implement a glass only collection service by 2027, at a direct cost to residents?”

The majority of both representative sample respondents (63%) and self-selected online survey respondents (52%) were unaware of the State Government requirement that Council implement a glass only collection service by 2027, at a direct cost to residents.

The self-selected, online survey respondents were more likely to report that they were aware of this than the representative sample respondents (48% compared to 37%).

This higher awareness of this by the self-selected online survey respondents reflects their generally higher levels of engagement with kerbside collection services than the underlying population.



Knox City Council – 2025 Waste Services Survey

By virtue of their participation in the self-selection survey, as a group they will have a higher level of engagement with kerbside collection issues than respondents who were directly approached randomly to participate in the survey.

Aware of the State Government' glass only collection service by 2027

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes - I was aware of this	184	37%	147	48%
No - I was unaware of this	312	63%	159	52%
Can't say	6		0	
Total	502	100%	306	100%

Level of support for the glass only collection service initiative

Respondents were asked:

“Do you support this State Government initiative?”

Half (50%) of the representative sample respondents at least possibly support this State Government initiative, while 45% did not support it.

By contrast, a majority (57%) of the self-selected online survey respondents did not support this initiative.

Level of support for the the State Government glass-only collection initiative

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes - definitely	117	23%	63	21%
Yes - possibly	136	27%	52	17%
No	227	45%	174	57%
Don't know / can't say	22	4%	17	6%
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Glass containers generated by household in a typical week

Respondents were asked:

“Approximately how many glass containers does your household typically generate per week?”

The overwhelming majority of both the representative sample (84%) and the self-selected online sample (82%) reported that their household typically generated less than 10 glass containers per week. The self-selected online respondents were, however, more likely to generate between five and 10 containers than the representative sample respondents.

Number of glass containers typically generated by the household in a typical per week

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Less than five	282	61%	142	49%
Five to less than 10	105	23%	94	33%
10 or more	79	17%	51	18%
Don't know / can't say	36		19	
Total	502	100%	306	100%

Awareness of the Container Deposit Scheme

Respondents were asked:

“Before today, were you aware of the Container Deposit Scheme (10c rebate on return)?”

The overwhelming majority of both the representative sample (78%) and the self-selected online sample (98%) were aware of the Container Deposit Scheme (CDS). The self-selected online survey respondents were, however, significantly (16pts) more likely than the representative sample to report that they have used the CDS.

Aware of the Container Deposit Scheme (10c rebate on return)

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes - aware of and have used the scheme	226	45%	188	61%
Yes - aware of, but have not used the scheme	167	33%	112	37%
No - not aware of the scheme	107	21%	6	2%
Can't say	2		0	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Awareness of options to manage the change to a smaller garbage bin

Actions undertaken to manage rubbish bin capacity

Respondents were asked:

“In the past 12 months, which, if any of the following has your household done to manage your rubbish bin capacity?”

A total of 80% of the representative sample respondents and 92% of the self-selected online survey respondents reported that they had undertaken at least one action to manage their rubbish bin capacity, at an average of approximately two actions each.

The two most common actions taken were to reduce waste (44% and 38%), and to use Council’s food and garden bin for all the household’s food scraps, with the self-selected online survey respondents notably (28pts) more likely to report that they do this than the representative sample respondents.

Household has done to manage the rubbish bin capacity
Knox City Council - 2025 Waste Services Survey
 (number and percent of total respondents)

Response	Representative		Online	
	Number	Percent	Number	Percent
Reduce waste (e.g. food, green, general)	219	44%	117	38%
Used Council’s food and garden bin for all food scraps	181	36%	197	64%
Composted at home	148	29%	90	29%
Taken waste to a transfer station	99	20%	78	25%
Upgraded bin size	70	14%	34	11%
Other	19	4%	49	16%
Total responses	736		565	
<i>Respondents identifying at least one response</i>	<i>404</i> <i>(80%)</i>		<i>282</i> <i>(92%)</i>	

The following table outlines the 17 other actions reported by representative sample respondents.

Other actions that household has done to manage the rubbish bin capacity
Knox City Council - 2025 Waste Services Survey (representative sample)
 (number of total responses)

Response	Number
CDS	13
CDS, taken waste to my office	1



Knox City Council – 2025 Waste Services Survey

Incineration	1
Recycling	1
Using external service for kitchen garbage	1
Total	17

A total of 57 other actions were outlined by the self-selected online survey respondents, which have been broadly categorised in the following table.

The most common other action taken by the self-selection online survey respondents was to use the bins of family, friends, neighbours, and at work.

Other actions that household has done to manage the rubbish bin capacity
Knox City Council - 2025 Waste Services Survey (online)
(number of total responses)

Response	Online	
	Number	Percent
Use the bins of family, friends, neighbours and work	23	40%
More recycling / sorting / donations	6	11%
Using container deposit scheme	6	11%
Paid for a second bin	4	7%
Composting / using bokashi	3	5%
General negative	3	5%
Mindful of purchases / less ready made food	2	4%
Mulching	2	4%
Ordered third party waste collection / using tip	2	4%
Supermarket recycling scheme	2	4%
Changing kitty litter less often	1	2%
Reduced bin size	1	2%
Storing rubbish	1	2%
Other	1	2%
Total	57	100%

Awareness of the option to upgrade from an 80L to a 120L garbage bin

Respondents were asked:

“Before today, were you aware that you can upgrade from an 80L rubbish bin to a 120L rubbish bin for an annual additional cost of \$48.50?”

The majority of both the representative sample (63%) and the self-selected online survey (78%) respondents were aware that they can upgrade from an 80L to a 120L rubbish bin for an additional cost.



Knox City Council – 2025 Waste Services Survey

It is noted that the self-selection online survey respondents were notably (15pts) more likely to report that they were aware of this than the representative sample respondents.

This reflects the self-selection respondents' greater average level of engagement in kerbside collection issues.

Aware of the upgrade to a 120L rubbish bin for an annual additional cost

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Aware of and have upgraded	103	21%	73	24%
Aware of but have not upgraded	212	42%	165	54%
Not aware of this service	185	37%	68	22%
Can't say	2		0	
Total	502	100%	306	100%

Awareness of the option to order an additional 120L bin or upgrade to a 240L bin

Respondents were asked:

“Before today, were you aware that you can order an additional 120L bin (or upgrade from a 120L to 240L rubbish bin for an annual additional cost of \$107.30?”

The majority of both the representative sample (55%) and the self-selected online survey (70%) respondents were aware that they can upgrade from an 120L to a 240L rubbish bin for an additional cost.

Nine percent of the representative sample respondents and eight percent of the self-selected online survey respondents reported that they had upgraded to a larger bin.

It is noted that the self-selection online survey respondents were notably (15pts) more likely to be aware of this option than the representative sample respondents.

This reflects the self-selection respondents' greater average level of engagement in kerbside collection issues.



Knox City Council – 2025 Waste Services Survey

Aware of the additional 120L bin or upgrade to 240L bin for an annual additional cost

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Aware of and have upgraded	43	9%	24	8%
Aware of but have not upgraded	229	46%	189	62%
Not aware of this service	227	45%	93	30%
Can't say	3		0	
Total	502	100%	306	100%

Special consideration programs

Awareness of programs to provide free additional bin related to medical needs

Respondents were asked:

“Before today, were you aware of the special consideration program to provide a free additional bin for households with excessive waste due to medical needs?”

A total of 67% of the self-selection online survey respondents, and 38% of the representative sample respondents were aware of the special consideration program to provide a free bin for those with medical needs. Just four percent of representative sample respondents and three percent of self-selected online respondents reported that they had upgraded due to this program.

It is noted that the self-selection online survey respondents were significantly (28pts) more likely to be aware of this than the representative sample respondents.

This reflects the self-selection respondents’ greater average level of engagement in kerbside collection issues.

Aware of special consideration program to provide a free bin for medical needs

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Aware of and have upgraded	20	4%	9	3%
Aware of but have not upgraded	168	34%	192	63%
Not aware of this service	310	62%	105	34%
Can't say	4		0	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Awareness of programs to provide free additional bin for disposable nappies

Respondents were asked:

“Before today, were you aware of the special consideration program to provide a free additional bin for households with two or more children in disposable nappies (up to six years of age)?”

A total of 67% of the self-selection online survey respondents, and 38% of the representative sample respondents were aware of the special consideration program to provide a free bin for those with medical needs.

It is noted that the self-selection online survey respondents were significantly (32pts) more likely to be aware of this than the representative sample respondents.

This reflects the self-selection respondents’ greater average level of engagement in kerbside collection issues.

Aware of special consideration program to provide a free bin for disposable nappies**Knox City Council - 2025 Waste Services Survey**

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Aware of and have upgraded	32	6%	14	5%
Aware of but have not upgraded	169	34%	204	67%
Not aware of this service	297	60%	88	29%
Can't say	4		0	
Total	502	100%	306	100%

Council’s waste management and diversion progress**Awareness of the financial and environmental benefits to the Knox community resulting from the changes to the kerbside collection services**

Respondents were asked:

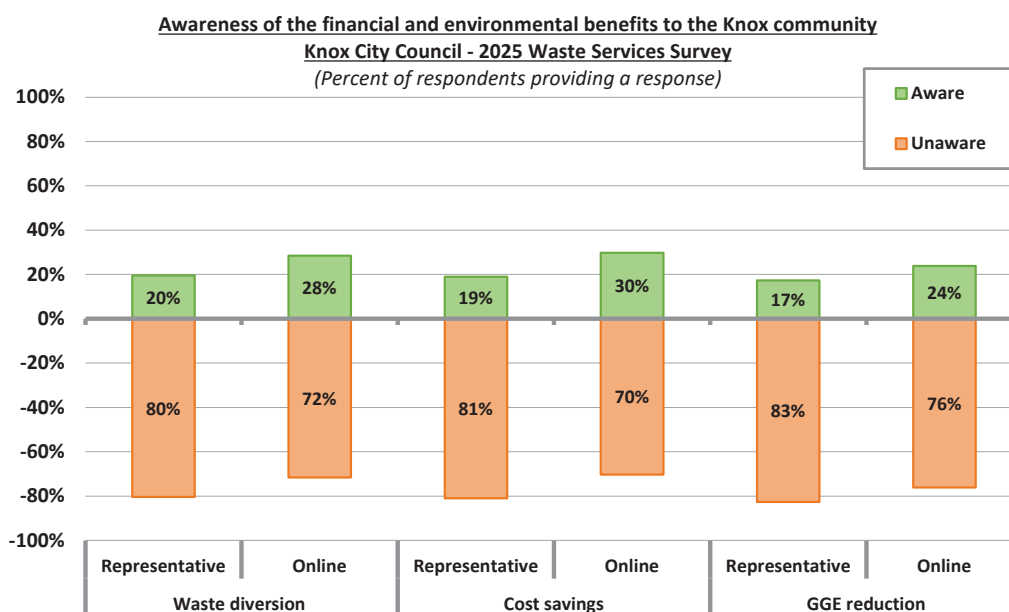
“Before today, were you aware that these changes to the system have led to the following financial and environmental benefits to the Knox community?”

Between one-fifth and one-sixth of the representative sample respondents reported that they were aware of the waste diversion (20%), cost savings (19%), and greenhouse gas emission reductions (17%) benefits that had accrued as a result of the changes to the kerbside collection services.

The self-selection online survey respondents were somewhat more likely than the representative sample respondents to report that they were aware of these benefits.



Knox City Council – 2025 Waste Services Survey



Aware that changes to system have led to financial and environmental benefits to Knox community
Knox City Council - 2025 Waste Services Survey (representative)
 (number and percent of respondents providing a response)

Response	Precinct	Aware	Unaware	Can't say	Total
Knox has become one of Victoria's leading councils for diverting waste away from landfill (for recycling, composting, etc). The government set a target of 72% of waste to be diverted from landfill by 2025, and Knox achieved 71% in 2024/25	Wantirna / Scoresby	27%	73%	0	122
	Bayswater / Boronia	13%	87%	0	134
	Ferntree Gully/ Knoxfield	19%	81%	3	145
	Rowville	20%	80%	2	101
The introduction of the food and garden bin has led to the diversion of approximately 32,000 tonnes of organic material annually, saving ratepayers approximately \$1.2 million per year (which are passed on to the community reducing the waste charge)	Wantirna / Scoresby	27%	73%	0	122
	Bayswater / Boronia	16%	84%	0	134
	Ferntree Gully/ Knoxfield	17%	83%	2	145
	Rowville	16%	84%	2	101
This had led to a reduction of approximately 23,600 tonnes of landfill-based greenhouse gas emissions per year	Wantirna / Scoresby	21%	79%	0	122
	Bayswater / Boronia	15%	85%	2	134
	Ferntree Gully/ Knoxfield	17%	83%	3	145
	Rowville	16%	84%	2	101



Knox City Council – 2025 Waste Services Survey

Alternative waste collection options

Importance of aspects when designing the kerbside collection services

Respondents were asked:

“On a scale of 0 (very unimportant) to 10 (very important), how important do you believe the following should be when designing the kerbside collection services?”

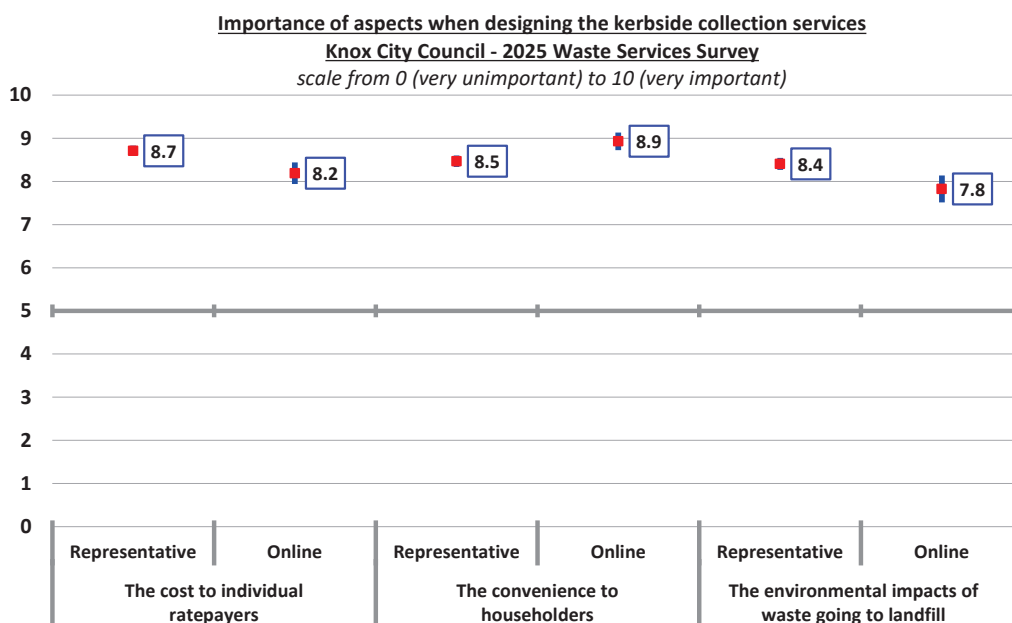
On average, respondents to both the representative sample and the self-selection online surveys considered each of the cost to ratepayers, the convenience to householders, and the environmental impacts of waste going to landfill to be very important considerations.

This is evidenced by the high average importance scores of at least 7.8 out of 10.

Metropolis Research notes that the representative sample respondents rated the cost to ratepayers (8.7) the most important aspect, followed by the convenience to householders (8.5), and then the environmental impact of waste going to landfill (8.4).

The self-selected online survey respondents, however, reported a notably different set of priorities, rating the convenience to householders (8.9) the most important aspect, followed by the cost to ratepayers (8.2), and then the environmental impact of waste going to landfill (7.8).

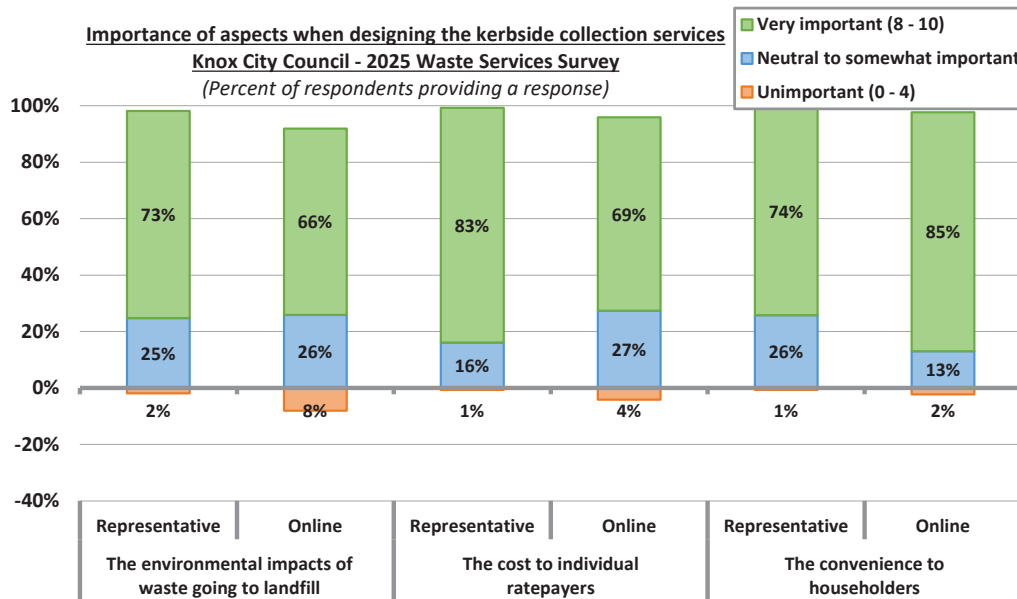
It is noted that the self-selected online survey respondents, on average, rated the importance of the environmental impact of waste going to landfill notably (4pts) less important than the cost to individual ratepayers.



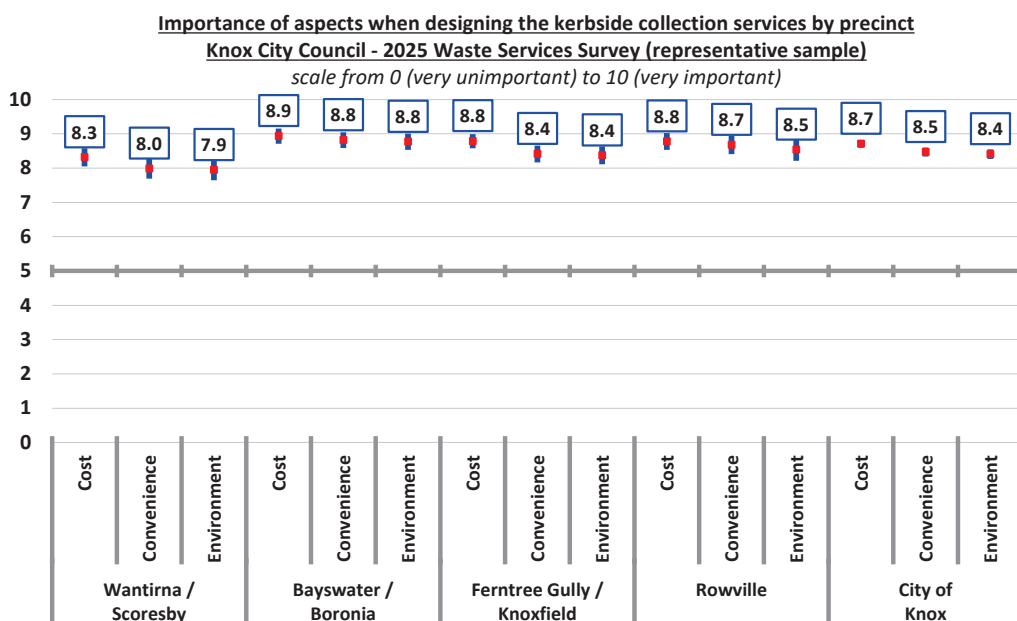
Knox City Council – 2025 Waste Services Survey

When examined by percentage, as outlined in the following table, it is evident that the majority of respondents to both surveys considered each of these three aspects to be “very important”.

It is noted, however that eight percent of the self-selected online survey respondents considered the environmental impact of waste going to landfill to be “unimportant”.



When examined by precinct, it is noted that representative sample respondents from each precinct rated cost the most important, followed by convenience, followed by environmental.



Knox City Council – 2025 Waste Services Survey

Preferred kerbside collection option

Respondents were asked:

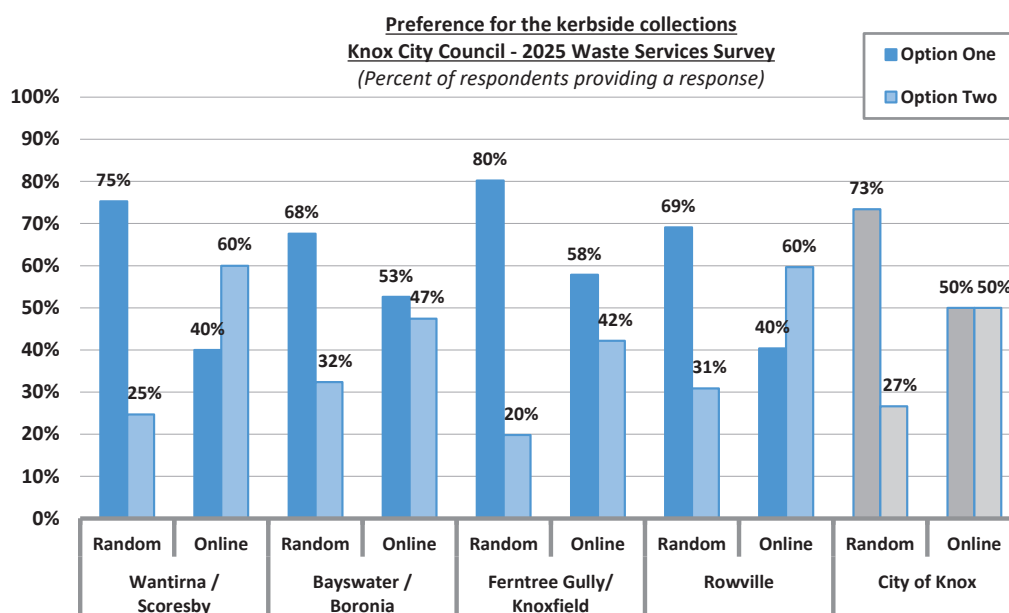
“Taking everything into account, which of the following options do you prefer for the kerbside collections?”

Almost three-quarters (73%) of the 492 representative sample respondents who provided a response to this question reported that they preferred Option One (the current kerbside collection system), while 50% of the 306 self-selected online respondents also preferred Option One. This result represents a clear community preference for the current service.

Preference for the kerbside collections
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Option One (the current system)	361	73%	153	50%
Option Two (alternative)	131	27%	153	50%
Not stated	10		0	
Total	502	100%	306	100%

A majority of representative sample survey respondents from each of the four precincts reported a preference for Option One, and a majority of the self-selected online survey respondents from Ferntree Gully / Knoxfield (58%) and Bayswater / Boronia (53%) preferred Option One.



Knox City Council – 2025 Waste Services Survey

The following table provides a comparison of this result by a range of profile and other questions included in the representative sample survey.

A majority of the representative sample respondents from the following groups reported that they preferred Option One:

- Of all household sizes
- Of all age groups; both male and female respondents.
- From both English speaking and multilingual households
- From households with or without a member with disability
- From all dwelling types
- From 10 of the 11 suburbs
- Those who were not dissatisfied with the garbage collection service
- Regardless of their awareness of all three benefits accruing from the changes to the kerbside collection services
- Regardless of awareness of the bin size upgrade program.
- Regardless of how full the garbage bin is each time it is put out for collection.

A majority (67%) of the 46 representative sample survey respondents who were “dissatisfied” with the garbage collection service; along with a majority (76%) of the six respondents from Upper Ferntree Gully reported that they preferred Option Two.

Preference for the kerbside collections
Knox City Council - 2025 Waste Services Survey (representative sample)
 (number and percent of respondents providing a response)

Response	Option One	Option Two	Not stated	Total
Number of people in the household				
One	87%	13%	2	57
Two	79%	21%	4	187
Three	69%	31%	1	76
Four	63%	37%	2	104
Five	57%	43%	1	25
Six or more	78%	22%	0	39
Age structure				
Young adults (15 to 35 years)	71%	29%	3	131
Adults (36 to 45 years)	67%	33%	3	88
Middle-aged adults (46 to 60 years)	68%	33%	2	126
Older adults (61 to 75 years)	86%	14%	0	101
Senior citizens (76 years and over)	81%	19%	1	49
Gender				
Male	75%	25%	4	240
Female	71%	29%	5	259



Knox City Council – 2025 Waste Services Survey

Language spoken at home				
English speaking	75%	25%	8	381
Multi-lingual	69%	31%	1	117

Household member with disability				
With disability	62%	38%	1	47
Without disability	71%	29%	6	382

Dwelling type				
Separate detached home	72%	28%	8	380
Semi-detached, row, or terrace house	88%	12%	1	33
Single storey flat or unit	77%	23%	0	31
Multi-level flat, unit, apartment	83%	17%	0	27

Suburb of residence				
Bayswater	90%	10%	0	47
Boronia	57%	43%	1	73
Ferntree Gully	83%	17%	2	92
Knoxfield	78%	22%	0	23
Lysterfield	80%	20%	0	23
Rowville	69%	31%	3	101
Scoresby	76%	24%	1	21
The Basin	46%	54%	0	14
Upper Ferntree Gully	24%	76%	2	6
Wantirna	83%	18%	0	42
Wantirna South	70%	30%	1	59

Satisfaction with fortnightly rubbish collection				
Very satisfied (8 - 10)	81%	19%	4	344
Neutral to somewhat satisfied (5 - 7)	66%	34%	3	108
Dissatisfied (0 - 4)	33%	67%	2	46

Awareness of the benefit				
Waste diversion (aware)	85%	15%	1	97
Waste diversion (unaware)	71%	29%	7	399
Cost savings (aware)	82%	18%	1	95
Cost savings (unaware)	71%	29%	8	404
GGE reduction (aware)	84%	16%	1	86
GGE reduction (unaware)	72%	29%	7	410

Awareness of bin size upgrade				
Aware of and have upgraded	66%	34%	2	103
Aware of but have not upgraded	81%	19%	2	212
Not aware of this service	68%	32%	5	185

How full the fortnightly rubbish bin is				
Full	69%	31%	6	347
Up to 3/4 full	81%	19%	1	101
Up to 1/2 full	88%	12%	2	49

Representative survey	73%	27%	10	502
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Knox City Council – 2025 Waste Services Survey

Respondent profile

Age structure

The representative sample was post-weighted by age and gender to reflect the *Census*. This was not undertaken for the self-selected online survey respondents, as this sample reflects the views of those who chose to participate in the self-selection survey.

Metropolis Research also notes that the unweighted representative sample was a very close approximation of the underlying age structure of the Knox community, which reinforces the validity and power of the door-to-door, in-person interview methodology.

The self-selected online survey respondents were somewhat skewed towards residents aged 35 to 75 years, and under-represented both young adults and senior citizens.

Age structure
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Age	Random (unweighted)		Represent (weighted)	Online	
	Number	Percent		Number	Percent
Adolescent (15 to 19 years)	6	1%	2%	0	0%
Young adults (20 to 35 years)	88	18%	25%	53	17%
Adults (36 to 45 years)	129	26%	18%	75	25%
Middle-aged adults (46 to 60 years)	125	25%	26%	95	31%
Older adults (61 to 75 years)	99	20%	20%	72	24%
Senior citizens (76 years and over)	48	10%	10%	11	4%
Prefer not to say	7		7	0	0.0%
Total	502	100%	502	306	100%

Gender

The representative sample was post-weighted by age and gender to reflect the *Census*. This was not undertaken for the self-selected online survey respondents, as this sample reflects the views of those who chose to participate in the self-selection survey.

Metropolis Research also notes that the unweighted representative sample was a very close approximation of the underlying gender structure of the Knox community, which reinforces the validity and power of the door-to-door, in-person interview methodology.

The self-selected online survey respondents were somewhat skewed towards female over male respondents.



Knox City Council – 2025 Waste Services Survey

Gender

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Gender	Random (unweighted)		Represent (weighted)	Online	
	Number	Percent		Number	Percent
Man / Male	264	53%	48%	114	40%
Women / female	235	47%	52%	170	59%
Non-binary	2	0%	0%	3	1%
Prefer to self identity	0	0%	0%	0	0%
Prefer not to say	1		1	19	
Total	502	100%	502	306	100%

Household member with disability

A total of 11% of the representative sample and 16% of the self-selected online survey respondents reported that they were from households with at least one member identifying with disability.

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Yes	47	11%	50	16%
No	382	89%	256	84%
Not stated	73		0	
Total	502	100%	306	100%

Language spoken at home

A total of 23% of the representative sample respondents (who provided a response to the question) and just nine percent of the self-selected online survey respondents were from households that spoke a language other than English at home.

The 2021 *Census* reported 30% of residents spoke a language other than English at home.

These results clearly indicate a significant skew in the self-selected online survey sample towards English speaking households and under-represents multilingual households.



Knox City Council – 2025 Waste Services Survey

Language
Knox City Council - 2025 Waste Services Survey
(Number and percent of respondents providing a response)

Language	Representative		Online	
	Number	Percent	Number	Percent
English	381	77%	272	91%
Mandarin	15	3%	1	0%
Hindi	11	2%	4	1%
Chinese, n.f.d	8	2%	3	1%
Sinhalese	8	2%	2	1%
Vietnamese	6	1%	1	0%
Cantonese	5	1%	4	1%
Persian	5	1%	0	0%
Spanish	5	1%	3	1%
Greek	4	1%	2	1%
Italian	4	1%	0	0%
Tagalog (Filipino)	4	1%	0	0%
Bengali	2	0%	1	0%
German	2	0%	2	1%
Hungarian	2	0%	0	0%
Indonesian	2	0%	0	0%
Malayalam	2	0%	0	0%
Nepali	2	0%	0	0%
Tamil	2	0%	1	0%
Urdu	2	0%	0	0%
Cebuano	1	0%	0	0%
Dutch	1	0%	0	0%
Estonian	1	0%	0	0%
French	1	0%	0	0%
Gujarati	1	0%	0	0%
Hakka	1	0%	0	0%
Indian (Other)	1	0%	0	0%
Khmer	1	0%	0	0%
Korean	1	0%	0	0%
Portugese	1	0%	0	0%
Punjabi	1	0%	0	0%
Russian	1	0%	1	0%
Teluga	1	0%	1	0%
Thai	1	0%	1	0%
All other languages	10	2%	1	0%
Not stated	6		6	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Number of adults and children

There was relatively little significant variation in the number of adults and children in the household of both the representative sample and self-selected online survey respondents.

Number of adults and children in the dwelling
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Adults				Children			
	Representative		Online		Representative		Online	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
None	0	0%	1	0%	183	51%	160	53%
One	63	13%	38	12%	77	21%	67	22%
Two	283	58%	165	54%	80	22%	50	17%
Three	73	15%	57	19%	14	4%	17	6%
Four	48	10%	34	11%	4	1%	5	2%
Five	17	3%	6	2%	0	0%	1	0%
Six or more	5	1%	4	1%	1	0%	2	1%
Can't say	13		1		143		4	
Total	502	100%	306	100%	502	100%	306	100%

Dwelling type

There was relatively little significant variation in the dwelling type of both the representative sample and self-selected online survey respondents.

Type of dwelling
Knox City Council - 2025 Waste Services Survey
 (number and percent of respondents providing a response)

Response	Representative		Online	
	Number	Percent	Number	Percent
Separate detached home	380	81%	247	83%
Semi-detached, row, or terrace house	33	7%	17	6%
Single storey flat or unit	31	7%	27	9%
Low rise flat, unit, apartment (2 to 4 storeys)	26	6%	8	3%
High rise flat, unit, apartment (5+ storeys)	1	0%	0	0%
Not stated	31		7	
Total	502	100%	306	100%



Knox City Council – 2025 Waste Services Survey

Suburb of residence

The representative survey sample was pre-weighted by suburb to conform to the suburb population proportions.

It is noted that the self-selected, online survey respondents were distributed proportionally across the suburbs comprising the City of Knox.

Suburb of residence
Knox City Council - 2025 Waste Services Survey
(Number and percent of respondents providing a response)

Suburb	Representative		Online	
	Number	Percent	Number	Percent
Rowville	101	20%	57	19%
Ferntree Gully	92	18%	66	22%
Boronia	73	15%	61	20%
Wantirna South	59	12%	27	9%
Bayswater	47	9%	20	7%
Wantirna	42	8%	18	6%
Knoxfield	23	5%	17	6%
Lysterfield	23	5%	11	4%
Scoresby	22	4%	5	2%
The Basin	14	3%	16	5%
Upper Ferntree Gully	6	1%	8	3%
Not stated	0		0	
Total	502	100%	306	100%

General comments

A total of 80 general comments were received from the representative sample respondents, and a total of 242 were received from the self-selected online survey respondents.

These comments have been broadly categorised, as outlined in the following table, with the verbatim responses published as a separate appendix.

Comments on the frequency of collection (15 comments), cost (13 comments), and comments on the FOGO bin (8 comments) were the most common issues raised by representative sample respondents.

By contrast, the self-selected online survey respondents were most likely to provide comments related to a preference for no change from the old system (32 comments), cost (28 comments), the frequency of collection (19 comments), option options for kerbside collections (18 comments), general positive statements (18 comments), and comments related to hard rubbish (15 comments) were the most common issues raised.



Knox City Council – 2025 Waste Services Survey

General comments
Knox City Council - 2025 Waste Services Survey
(number of total responses)

Response	Representative		Online	
	Number	Percent	Number	Percent
Frequency of collection	15	19%	19	8%
Cost	13	16%	28	12%
FOGO bin	8	10%	6	2%
Bin size	5	6%	4	2%
General positive	5	6%	18	7%
Glass bin	5	6%	12	5%
Collection time / process	3	4%	6	2%
Tip	3	4%	2	1%
Communication / consultation	2	3%	10	4%
General negative	2	3%	8	3%
Hard rubbish	2	3%	15	6%
No change	2	3%	32	13%
Recycling	2	3%	2	1%
Other options	0	0%	18	7%
Consideration for large / young family / pets	0	0%	13	5%
Soft plastic recycling / reduction	0	0%	7	3%
Comments on the survey	0	0%	4	2%
Consideration fo renters	0	0%	4	2%
Green bin	0	0%	4	2%
Vermin / birds / insect issues	0	0%	4	2%
Container Deposit Scheme	0	0%	3	1%
Environmental concerns	0	0%	3	1%
Bundled green waste	0	0%	2	1%
Electronic / chemical waste	0	0%	2	1%
Illegal dumping of rubbish	0	0%	2	1%
Option Two	0	0%	2	1%
Rubbish and mess around all year	0	0%	1	0%
Other comments	1	1%	8	3%
Other unrelated comments	12	15%	3	1%
Total	80	100%	242	100%

Appendix One: survey form



Knox City Council - 2025 Waste Services Survey

Hello, my name is ____ from Metropolis Research and I am here on behalf of Knox City Council to conduct a short survey about the kerbside waste collection services provided by Council.

The survey takes approximately five minutes to complete, is voluntary, and completely Confidential and anonymous.

FORTNIGHTLY rubbish (red lid) collection

1

On a scale of 0 (low) to 10 (high), how satisfied are you with the regular garbage collection?

	Low				Neutral						High		
1. Regular garbage collection	0	1	2	3	4	5	6	7	8	9	10	Can't say	
If rated less than 6, why do you say that?													

2

What size bin does your household currently have?

80L	1	240L	3
120L	2	Don't know / can't say	9

3

Typically, how full is the bin each time you put it out?

Full	1	Up to 1/4 full	4
Up to 3/4 full	2	Can't say	9
Up to 1/2 full	3		

4

Do you have any issues with the regular garbage collection?

(please select as many as appropriate)

Smell	1	Broken bin or bin lid	4
Overflowing / overfull bins	2	Missing bin	5
Can't dispose of certain waste (specify): _____	3	Other (specify) _____	6

FORTNIGHTLY recycling (blue lid) collection

5

On a scale of 0 (low) to 10 (high), how satisfied are you with the recycling collection?

	Low				Neutral						High		
1. Recycling collection	0	1	2	3	4	5	6	7	8	9	10	Can't say	
If rated less than 6, why do you say that?													

6**Typically, how full is the recycling bin each time you put it out?**

Full	1	Up to 1/4 full	4
Up to 3/4 full	2	Can't say	9
Up to 1/2 full	3		

7**Do you have any issues with the recycling collection?***(please select as many as appropriate)*

Overflowing / overfull bins	1	Missing bin	4
Broken bin or bin lid	2		
Can't dispose of certain waste <i>(specify)</i> : _____	3	Other <i>(specify)</i> _____	5
_____		_____	

WEEKLY food and garden waste (lime green lid) collection**8****On a scale of 0 (low) to 10 (high), how satisfied are you with the food and garden waste collection?**

	Low			Neutral						High		
1. Food and garden waste collection	0	1	2	3	4	5	6	7	8	9	10	Can't say
If rated less than 6, why do you say that?												

9**Typically, how full is the food and garden waste bin each time you put it out?**

Full	1	Up to 1/4 full	4
Up to 3/4 full	2	Can't say	9
Up to 1/2 full	3		

10**Would you like an option for a smaller, 80L FOGO bin?**

Yes	1	Don't know / can't say	9
No	2		

11**Do you have any issues with the food and garden waste collection?***(please select as many as appropriate)*

Smell	1	Broken bin or bin lid	4
Overflowing / overfull bins	2	Missing bin	5
Can't dispose of certain waste <i>(specify)</i> : _____	3	Other <i>(specify)</i> _____	6
_____		_____	

Hard waste collection

12

Council offers kerbside hard waste collection via two booked services per year. Before today, were you aware of this service, and if so, have you used this service in the last 12 months?

Aware of and have used the service	1	Aware of but have not used	2
If YES, how many times?		Not aware of the service	3

13

How likely are you to use the hard waste collection service in the next 12 months?

Will definitely use the service	1	Unlikely to use the service	3
May use the service	2	Don't know / can't say	9

14

On a scale of 0 (low) to 10 (high), how satisfied are you with the hard rubbish collection?

	Low			Neutral						High		
	0	1	2	3	4	5	6	7	8	9	10	Can't say
1. Hard rubbish collection												
If rated less than 6, why do you say that?												

15

If used, how much do you typically put out?

Less than one cubic metre (<i>a standard bookcase</i>)	1	Three cubic metres or more	3
One to less than three cubic metres	2	Don't know / can't say	9

16

Would a cap of three cubic metres impact on your use of the service?

Yes - definitely	1	No	3
Yes - possibly	2	Don't know / can't say	9

If YES, why do you say that?

Bundled green waste collection

17

Council offers a fortnightly service where green waste (e.g. branches) are picked up providing they are neatly bundled with twine. Before today, were you aware of this service, and if so, have you used this service in the last 12 months?

Aware of and have used the service	1	Aware of but have not used	2
If YES, how many times?		Not aware of the service	3

18

How likely are you to use the bundled green waste collection service in the next 12 months?

Will definitely use the service	1	Unlikely to use the service	3
May use the service	2	Don't know / can't say	9

19

On a scale of 0 (low) to 10 (high), how satisfied are you with the bundled green waste collection?

	Low			Neutral						High		
1. Bundled green waste collection	0	1	2	3	4	5	6	7	8	9	10	Can't say
If rated less than 6, why do you say that?												

20

If used, how much do you typically put out?

Less than one cubic metre	1	Three cubic metres or more	3
One to less than three cubic metres	2	Don't know / can't say	9

21

Has your use of this service declined since the introduction of the food and garden waste service?

Yes - significantly	1	No	3
Yes - somewhat	2	Don't know / can't say	9

22

Would a reduction in the frequency of collection impact your use of the service?

Yes - definitely	1	No	3
Yes - possibly	2	Don't know / can't say	9

If YES, why do you say that?

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Glass only collection service

23

Before today, were you aware that the State Government requires Council to implement a glass only collection service by 2027, at a direct cost to residents?

Yes - I was aware of this	1	No - I was unaware of this	2
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24

Do you support this State Government initiative?

Yes - definitely	1	No	3
Yes - possibly	2	Don't know / can't say	9

25

Approximately how many glass containers does your household typically generate per week?

Less than five	1	10 or more	3
Five to less than 10	2	Don't know / can't say	9

26

Before today, were you aware of the Container Deposit Scheme (10c rebate on return)?

Yes - aware of and have used the scheme	1	No - not aware of the scheme	3
Yes - aware of, but have not used the scheme	2		

Current options to increase bin capacity

27

In the past 12 months, which, if any of the following has your household done to manage your rubbish bin capacity?

(please select as many as appropriate)

Reduce waste (e.g. food, green, general)	1	Upgraded bin size	4
Composted at home	2	Taken waste to a transfer station	5
Used Council's food and garden bin for all food scraps	3	Other <i>(specify)</i> _____	6

28

Before today, were you aware that you can upgrade from an 80L rubbish bin to a 120L rubbish bin for an annual additional cost of \$48.50?

Aware of and have upgraded	1	Not aware of this service	3
Aware of but have not upgraded	2		

29

Before today, were you aware that you can order an additional 120L bin (or upgrade from a 120L to 240L rubbish bin for an annual additional cost of \$107.30?

Aware of and have upgraded	1	Not aware of this service	3
Aware of but have not upgraded	2		

Special consideration programs

30

Before today, were you aware of the special consideration program to provide a free additional bin for households with excessive waste due to medical needs?

Aware of and have accessed this service	1	Not aware of this service	3
Aware of but have not accessed the service	2		

31

Before today, were you aware of the special consideration program to provide a free additional bin for households with two or more children in disposable nappies (up to six years of age)?

Aware of and have accessed this service	1	Not aware of this service	3
Aware of but have not accessed the service	2		

Council's waste management and diversion progress

The universal food and garden service, along with the change in collection frequency, was successfully implemented in Knox in 2023.

32

Before today, were you aware that these changes to the system have led to the following financial and environmental benefits to the Knox community?

	Aware	Unaware
Knox has become one of Victoria's leading councils for diverting waste away from landfill (for recycling, composting, etc). The government set a target of 72% of waste to be diverted from landfill by 2025, and Knox achieved 71% in 2024/25.	1	2
The introduction of the food and garden bin has led to the diversion of approximately 32,000 tonnes of organic material annually, saving ratepayers approximately \$1.2 million per year (<i>which are passed on to the community reducing the waste charge</i>).	1	2
This had led to a reduction of approximately 23,600 tonnes of landfill-based greenhouse gas emissions per year	1	2

Alternative waste collection options

33

On a scale of 0 (very unimportant) to 10 (very important), how important do you believe the following should be when designing the kerbside collection services?

	Very Unimportant				Neutral				Very Important			
1. The cost to individual ratepayers	0	1	2	3	4	5	6	7	8	9	10	Can't say
2. The convenience to householders	0	1	2	3	4	5	6	7	8	9	10	Can't say
3. The environmental impacts of waste going to landfill	0	1	2	3	4	5	6	7	8	9	10	Can't say

34

Taking everything into account, which of the following options do you prefer for the kerbside collections?

Option One (the current system) - a fortnightly garbage collection, a fortnightly recycling collection, and a weekly food and garden waste collection. No change to the current cost to ratepayers and the environmental impacts.	1
Option Two (alternative) - a weekly garbage collection, a fortnightly recycling collection, and a weekly food and garden waste collection. Additional cost to all ratepayers of approximately \$57 per household per year, and likely to increase waste going to landfill and increase in greenhouse gas emissions (due to lower diversion rates).	2

Respondent profile

35

Please indicate which of the following age groups best describes you?

15 - 19 Years	1	46 - 60 Years	4
20 - 35 Years	2	61 - 75 Years	5
36 - 45 Years	3	76 Years or Over	6

36

With which gender to you identify?

Man / Male	1	Prefer to self identify:	4
Women / female	2	_____	
Non-binary	3	Prefer not to say	9

37

Do any members of the household speak a language other than English at home?

English only	1	Other : _____	2
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38

Do any members of the household identify with a permanent or long-term disability?

Yes	1	No	2
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39

How many adults and children typically reside in this dwelling?

Number of adults		Number of children	
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40

In what type of dwelling do you live?

Separate detached home	1	Low rise flat, unit or apartment (2 to 4 storeys)	4
Semi-detached, row, or terrace house	2	High rise flat, unit, or apartment (5 or more storeys)	5
Single storey flat or unit	3	Prefer not to say	9

41

In which suburb do you live?

Suburb:

42

Do you have any other general comments you would like to make regarding kerbside collection services in the City of Knox?

THANK YOU FOR TIME AND FEEDBACK