

Knox City Council

2025 Annual Community Satisfaction Survey

April 2025



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RESEARCH

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Executive summary

This Executive Summary provides an overview of the results from the *2025 Annual Community Satisfaction Survey*.

Survey aims and methodology:

Metropolis Research conducted this, Council's second independent *Annual Community Satisfaction Survey* as a door-to-door, 15-minute interview survey of 500 respondents conducted from the 15th to the 23rd of March 2025.

The survey was conducted as a random sample, door-to-door, in-person interview style survey, after having been previously conducted as a telephone interview survey by a different provider contracted by the Victorian Government.

This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded a response rate of 39% (down from 53% last year) which was significantly larger than that obtained from the telephone methodology.

The survey also includes a broader range of issues and gathers feedback on the performance of Council providing a broad range of services and facilities. This depth of coverage was an important improvement over the previous survey, that focused on a small number of key services.

The aim of the research was to measure community satisfaction with the broad range of Council provided services and facilities, aspects of governance and leadership, planning and development, customer service, and the performance of Council across all areas of responsibility.

The survey also measured the importance to the community of 35 individual services and facilities provided by Council and one state government provided service, and explored the top issues the community feel need to be addressed in the municipality "at the moment".

Key findings:

The key finding from the survey this year was that satisfaction with the overall performance of Knox City Council declined marginally this year, down two percent from the historically high 6.8 recorded last year to 6.6, although it remained at a "good" level.

Satisfaction with Knox City Council remained measurably above the unusually low 6.2 recorded in 2023.

Overall satisfaction has recovered from the lower-than-average result in 2023, and in 2025 remained somewhat (2%) above the long-term average since 2014 of 6.6.



Satisfaction with Knox City Council’s overall performance was, however, measurably (3%) lower than the metropolitan average this year, as recorded in *Governing Melbourne*.

Satisfaction with many aspects of Council performance declined somewhat this year:

- Overall satisfaction with Council performance (down 2%)
- Average satisfaction with governance and leadership (down 2%)
- Overall satisfaction with the customer service experience (down 2%)
- Average satisfaction with services and facilities (down 1%)

Of the 36 services and facilities, there were measurable declines in satisfaction with street sweeping (down 5%) and the management of illegally dumped rubbish (down 4%).

The three issues of most note from the survey this year were as follows:

- **Roads** – satisfaction with major arterial roads and highways managed by VicRoads (6.2) and sealed local roads managed by Council (6.8) remain of significant concern in the City of Knox, which is reinforced by the fact that road maintenance and repairs was the most common issue raised by respondents (18%). The results strongly suggest that community concern is greater in relation to VicRoads than Council managed roads, although both state and council managed roads in Knox under-perform the metropolitan average.
- **Planning for population growth by all levels of government** – there was a measurable (7%) decline in satisfaction with planning for population growth this year, but only a marginal (1%) decline in satisfaction with the appearance and quality of newly constructed developments. This implies increased concerns this year around future population growth and its potential impacts on roads and traffic, infrastructure, and access to services and facilities, but with a stable level of relatively “good” satisfaction with new developments on the ground.
- **Safety, policing, and crime** – the perception of safety in the public areas of the City of Knox declined measurably this year (between 6% and 7%), and there was an increase in the proportion of respondents raising safety, policing, and crime as an issue to address (12% up from 7%). Metropolis Research has observed some spikes in community concerns around safety, policing, and crime in a patchy manner across metropolitan Melbourne in 2024 and 2025.

The following table outlines the key satisfaction results, including the LGPRF reporting requirement scores.

Satisfaction with:	Metro. Melbourne 2025	City of Knox 2024	City of Knox 2025
Overall satisfaction with customer service experience	7.7	7.8	7.6
Community consultation and engagement	7.4	7.2	6.9
Council’s Overall performance	7.1	7.0	6.8
Responsiveness of Council to local community needs	7.1	6.6	6.7
Maintaining trust and confidence of the community	7.1	6.9	6.7
Representation, lobbying and advocacy	7.0	6.8	6.6
Making decisions in the interests of community	7.2	6.9	6.6
Maintenance and repair of sealed local roads	7.0	6.5	6.2



Satisfaction with the performance of Council:

Overall performance:

Satisfaction with the [overall performance](#) of Knox City Council declined marginally this year, down two percent to 6.8 out of a potential 10.

This result remains measurably above the unusually low 6.2 recorded in 2023 and was two percent above the long-term average satisfaction since 2014 of 6.6 out of 10.

This result was measurably (3%) lower than the metropolitan Melbourne average of 7.1 and notably (4%) lower than the eastern region councils' (7.2), both as recorded in the 2025 *Governing Melbourne* research.

Overall satisfaction with the City of Knox in 2025 remained at a “good” level.

Approximately one-third (35% down from 44%) of respondents were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), whilst six percent (down from 7%) were dissatisfied (rating zero to four).

There was some variation in satisfaction with Council’s overall performance observed this year, although most of this variation was not statistically significant, as follows:

- ***Somewhat MORE satisfied than average*** – included respondents from Wantirna / Scoresby, senior citizens (aged 75 years and over), female respondents, multilingual households, two-parent families (with youngest child aged 5 to 12 years), sole person households, new and newer residents (less than five years in Knox).
- ***Somewhat LESS satisfied than average*** – included respondents from Bayswater / Boronia, respondents from English speaking households, two-parent families with adults only at home, households with a member with disability, and medium term residents (five to less than 10 years in Knox).

It is noted that respondents from all four precincts comprising the City of Knox rated satisfaction at “good” levels, with Wantirna / Scoresby highest at 7.2, and Bayswater / Boronia lowest at 6.5 out of 10.

The main issues that exerted the most negative influence on overall satisfaction with Knox City Council this year included roads (91 respondents, 2% less satisfied) and rubbish and waste issues (47 respondents, 6% less satisfied).

Other issues that were also exerting a negative influence on overall satisfaction (for the small number of respondents raising the issues) included general infrastructure; communication; Council rates, fees, and charges; parks and gardens; traffic management; street trees; footpaths; parking; and planning and development related issues.



Governance and leadership:

Satisfaction with the seven of the eight included aspects of [governance and leadership](#) were all rated at “good” levels of satisfaction, with satisfaction with performance providing value for rates down two percent to 6.3 out of 10, or a “solid” level of satisfaction.

These governance and leadership aspects included Council meeting its responsibilities towards the environment (6.9 down from 7.1), community consultation and engagement (6.9, stable), responsiveness of Council to local community needs (6.7 down from 6.8), maintaining community trust and confidence (6.7 down from 6.9), representation, lobbying and advocacy (6.6 down from 6.8), that Council has a sound direction for the future (6.6 down from 6.9), making decisions in the interests of the community (6.6 down from 6.9), and performance providing value for rates (6.3 down from 6.5).

The average satisfaction with the seven core aspects of governance and leadership (excluding environmental responsibilities) declined marginally this year, down two percent to 6.6 out of 10, or a “good” level.

This result was measurably (5%) lower than both the metropolitan and eastern region councils’ averages (7.2), as recorded in *Governing Melbourne*.

Governance and leadership issues did not appear as substantive issues to address in the municipality, nor were there significant issues raised by more than a handful of respondents who were dissatisfied with Council’s overall performance relating to governance and leadership performance. In the view of Metropolis Research, the decline in satisfaction with governance and leadership this year was largely consistent with the general decline in satisfaction with Council and was not driven by a significant change in community satisfaction with the governance and leadership performance of Knox City Council.

There were, however, several comments received from respondents dissatisfied with overall performance that reflected a perception from these respondents that Council was not listening to adequately or communicating effectively with the community.

Customer service:

Almost one-third (31% up from 25%) of respondents reported that they had contacted Knox City Council in the last 12 months, with telephone (50%), website (20%), email (16%), and visits in person (10%) the most common methods.

Almost all respondents who contacted Council reported that they were able to contact Council via their preferred method.

The most common reasons for contacting Council this year included rubbish and waste issues (21%), online registration activities (20%), and issues with trees (14%).



Overall satisfaction with the [customer service experience](#) declined marginally this year, down two percent to 7.6 out of 10, which was a “very good”, down from an “excellent” level.

Overall satisfaction with the customer service experience was almost identical to the metropolitan Melbourne (7.7) average.

Satisfaction with the courtesy and professionalism of staff (8.0), the provision of accurate information (7.6), and the speed and efficiency of service (7.2) were all marginally lower than the metropolitan Melbourne average.

Despite the marginal declines this year, these results suggest that Knox City Council continues to provide high quality customer service, regardless of the method by which residents contact Council, with staff courtesy and professionalism again the stand-out positive result at 8.0 or “excellent”.

Services and facilities:

The [average importance of the 35 included Council services and facilities](#) was 8.6 out of 10, or “extremely important”, despite being measurably (5%) lower than the metropolitan average importance with a similar basket of services and facilities.

There was some measurable variation in the average importance of services and facilities:

- **Measurably MORE important than the average of all 36** - included regular fortnightly garbage collection (9.1), services for children from birth to 5 years of age (9.0), services for seniors (9.0), services for youth (8.9), regular fortnightly recycling (8.9), and the bookable hard rubbish collection (8.9).
- **Measurably LESS important than the average of all 36** – included the *Knox News* (7.7), parking enforcement (7.9), environmental events, programs, and activities (8.2), and Council activities promoting local economic development (8.3).

Metropolis Research notes that this pattern of importance of services and facilities was consistent with that typically observed across metropolitan Melbourne.

The [average satisfaction with the 35 Council provided services and facilities](#) included in the survey declined marginally this year, down one percent to 7.7 out of 10 this year, which was a “very good” level of satisfaction.

The average satisfaction with these services and facilities in the City of Knox (7.7) was marginally (1%) lower than the metropolitan Melbourne average of 7.8.

There was some measurable variation in the average satisfaction with these services and facilities against the average satisfaction with all 36 services and facilities, as follows:

- **Measurably higher-than-average satisfaction** – included local library services (8% higher), fortnightly bundled branch collection (7% higher), the bookable hard rubbish service (7% higher), weekly food and green waste collection (6% higher), regular fortnightly recycling (6% higher), and sports ovals / other outdoor sporting facilities (5% higher).



- **Measurably lower-than-average satisfaction** – included the maintenance and repair of major arterial roads (15% lower), public toilets (12% lower), maintenance and repair of sealed local roads (9% lower), street sweeping (6% lower), the provision and maintenance of street trees (5% lower), the management of illegally dumped rubbish (5% lower), and footpath maintenance and repairs (4% lower).

Many of these services and facilities with the highest levels of satisfaction were also those with higher-than-average importance. This shows that many of the services and facilities of most importance to the community were those with which the community was most satisfied.

Particular attention is drawn to satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads, which recorded a “solid” satisfaction of 6.2 out of 10, which was measurably (6%) lower than the satisfaction with the maintenance and repair of sealed local roads managed by Council (6.8).

This was an important finding, as it highlights some community concerns around major arterial roads ahead of concerns around local Council managed roads.

Community concerns around roads were a theme of this report, with 18% of respondents nominating roads as one of the top three issues to address, compared to a metropolitan average of nine percent.

Satisfaction with the maintenance and repair of sealed local roads was measurably (5%) lower than the metropolitan Melbourne average (7.3), whilst satisfaction with major arterial roads and highways managed by VicRoads was measurably and significantly (8%) lower than the metropolitan average.

The regular garbage collection service was the most important service provided by Council but was ranked 15th (down from 10th) in terms of satisfaction this year, although still at an “excellent” level of 7.9 out of 10. This result was measurably (6%) lower than the metropolitan Melbourne average of 8.5 (up from 8.3).

Metropolis Research notes that the fortnightly collection frequency and bin size may have been a factor underpinning the somewhat lower satisfaction in the City of Knox. It has been found that over time, as a council moves from a weekly to a fortnightly regular garbage collection, satisfaction will initially fall but tends to recover over time.

Satisfaction with all but one service or facility recorded satisfaction scores higher than the overall satisfaction with Council this year, suggesting most services and facilities were a positive influence on satisfaction with Council’s overall performance.

The only exception to this was public toilets, which received a satisfaction score somewhat (3%) lower than the overall satisfaction with Knox City Council.

With the exception of the maintenance and repair of sealed local roads managed by VicRoads (which recorded a “solid” 6.2 out of 10), there were no Council provided services and facilities that recorded “solid”, “poor”, “very poor”, or “extremely poor” categorised scores.



Planning and development:

Satisfaction with the appearance and quality of new developments declined marginally this year, down two percent to 7.1 out of 10, which was a “good”, down from a “very good” level.

This result was somewhat lower than the eastern region councils’ (7.4 up from 7.2) and metropolitan Melbourne (7.3 up from 7.1) results.

Planning and development related issues were raised as a top three issue for the City of Knox by just three percent of respondents, reinforcing the “good” satisfaction score and strongly suggesting that new housing development was not a significant issue for most residents within the Knox community this year.

Satisfaction with [planning for population growth by all levels of government](#), however, declined measurably and significantly this year, down seven percent this year to 6.3 out of 10, which was a “solid”, down from a “good” level of satisfaction, and was now measurably (8%) lower than the metropolitan average of 7.1 (up from 7.0).

These results do imply that there was an increase in community concern in the City of Knox about the potential increase in population, which may be related to State Government announcements around proposals to increase density in nominated activity centres.

Metropolis Research suggests that community concerns were focused more on the impact of population growth on roads and traffic, as well as impacts on local infrastructure, and access to services and facilities (including for example services for children like childcare). There was less concern evident in relation to the nature of new housing in the municipality, although there were some concerns around the design and density of new developments.

Issues to address for the City of Knox:

The main [issues to address for people living in the City of Knox “at the moment”](#) were roads maintenance and repairs including roadworks (18%, stable), safety, policing, and crime issues (12% up from 7%), rubbish and waste issues including kerbside collections (9% up from 6%), the provision and maintenance of street trees (8% stable), traffic management (6% down from 10%), and Council rates, fees, and charges (8%, stable).

With the exception of safety, policing, and crime issues, these issues appear to exert a small negative influence on satisfaction with Council’s overall performance for the respondents who raised each issue.

Particular attention is drawn to the significant (18%) proportion of respondents who nominated road related issues.

These issues include mostly the condition of roads such as potholes, and similar comments. This result was more than double the metropolitan Melbourne average of nine percent, and reinforces the view that roads remain a significant issue of concern for the Knox community.



The results in relation to satisfaction with VicRoads managed roads and Council managed roads imply that there was more concern around the condition of arterial roads than was evident for local Council managed roads, although there remained community concern around the maintenance and repair of roads in general across the City of Knox.

Metropolis Research draws particular attention this year to the significant increase in community concern around safety, policing, and crime, with 12% (up from 7%) raising these issues. The fact that the respondents who raised these issues did not report lower-than-average satisfaction with Council implies that these respondents were not having their satisfaction with Knox City Council influenced significantly by their concerns around safety, policing, and crime.

Perception of safety:

Respondents were asked to rate their [perception of safety in the public areas of the municipality](#) during the day (7.9 down from 8.6), in and around the local shopping district / centre (7.5 down from 8.1), and at night (6.5 down from 7.2). All three declined measurably and significantly this year, by an average of between six and seven percent.

The new variable around the perception of safety ‘in your own home’ was 8.2 out of 10, with 72% feeling “very safe” and three percent feeling “unsafe”.

The perception of safety in public areas of the City of Knox in 2025 was measurably and significantly lower than the metropolitan or eastern region councils’ averages.

When read in conjunction with the increase in safety, policing, and crime issues this year, increased community concerns around safety were a strong theme developed in this report.

Feel included in the community

On average, respondents rated how important it is that [all members of the community feel included](#) at 8.3 out of 10, or extremely important, with 68% rating it “very important” and just two percent rating it “unimportant” (i.e., less than five out of 10).

Council support and advocacy

On average, respondents rated the [importance of Council supports and advocates](#) for food relief services (8.5), for vulnerable community members (8.4), and housing and homelessness (8.3) as extremely important. It is noted, however, that the average importance of these Council efforts was somewhat lower than the importance of direct service delivery for services for children from birth to five years of age (9.0), services for seniors (9.0), and services for youth (8.9).



Introduction

Metropolis Research Pty Ltd was commissioned by Knox City Council to undertake this, its second independent *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The *Knox City Council - 2025 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's **overall performance**.
- Satisfaction with aspects of Council's **governance and leadership performance**.
- Importance of and satisfaction with 35 **Council services and facilities**.
- Satisfaction with aspects of **planning and development**.
- Satisfaction with **planning for population growth** by all levels of government.
- Satisfaction with aspects of Council's **customer service performance**.
- **Issues of importance** for Council to address in the coming year and relationship with satisfaction with overall performance.
- **Perception of safety** in the public areas of the municipality.
- Sense of **feeling included in the community**, and importance of **Council's support and advocacy**.
- Respondent profile.

Rationale

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, sentiment and involvement.

The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community in the City of Knox.

A particular strength of this survey program is identifying the issues of importance to the community and how these issues may be impacting on community satisfaction with the performance of Council.



In addition, the *Annual Community Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed.

For example, the survey includes data on age structure, gender, language spoken at home, disability, period of residence, and household structure.

By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

Methodology, response rate and statistical significance

The *Annual Community Survey* was conducted as a door-to-door, in-person, interview style survey of approximately 15 minutes duration.

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 March 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 2,579 households were approached with a view to inviting them to participate in the research. Of these:

- No answer - 1,295
- Refused – 784
- Completed - 500



This provides a response rate of 39%, down from 53% last year, which represents the proportion of households personally invited to participate in the research who participated.

Despite the decline this year, this remains a strong response rate that reflects well on the door-to-door methodology, as well as the Knox community engagement with the 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 500 respondents, and an underlying population of the City of Knox of approximately 160,000.

The 95% confidence level around the precinct level results is approximately plus or minus 8.8%, based on an average sample size of approximately 125 respondents.

The 95% confidence level around the gender-based results is approximately plus or minus 6%, and for the age groups averages around plus or minus 10%.

Governing Melbourne

The sample is drawn in equal numbers from every municipality in metropolitan Melbourne and then weighted by age and gender to reflect the profile of the metropolitan Melbourne community.

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Knox City Council – 2025 Annual Community Satisfaction Survey*.

It is not intended to provide a “league table” for local councils, rather to provide a context within which to understand the results.

This report provides comparisons against the 2025 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the East region (Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, Yarra Ranges).

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.

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 3.3%.

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 46.7% and 53.3%.

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.

Precincts

The results of this survey are presented at both the municipal and sub-municipal (precinct) level. Given the relatively modest sample size of 500 respondents, it was not possible to provide statistically reliable results for each of the 13 suburbs / localities as outlined in the *Community Profile*.

It is noted, however, that the data was collected at the Census SAL1 level, and results can be presented for bespoke sub-municipal areas as required, based on groups of SAL1 areas.

These 13 suburbs / localities have been grouped into four precincts, as follows:

- **Wantirna / Scoresby (129 surveys)** – including Scoresby (20), Wantirna (47), and Wantirna South (62).
- **Bayswater / Boronia (125 surveys)** – including Bayswater (39), Boronia (72), and The Basin (14).
- **Ferntree Gully / Knoxfield (142 surveys)** – including Ferntree Gully (90), Upper Ferntree Gully (8), Knoxfield (24), and Lysterfield (20).
- **Rowville (104 surveys)** – including Rowville Central (49), Rowville North (24), and Rowville South (31).



Council's overall performance

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Knox City Council across all areas of responsibility?”

Satisfaction with the performance of Council ‘across all areas of responsibility’ or “overall performance” declined marginally this year, down two percent to 6.8 out of 10, although it remained at a “good” level of satisfaction.

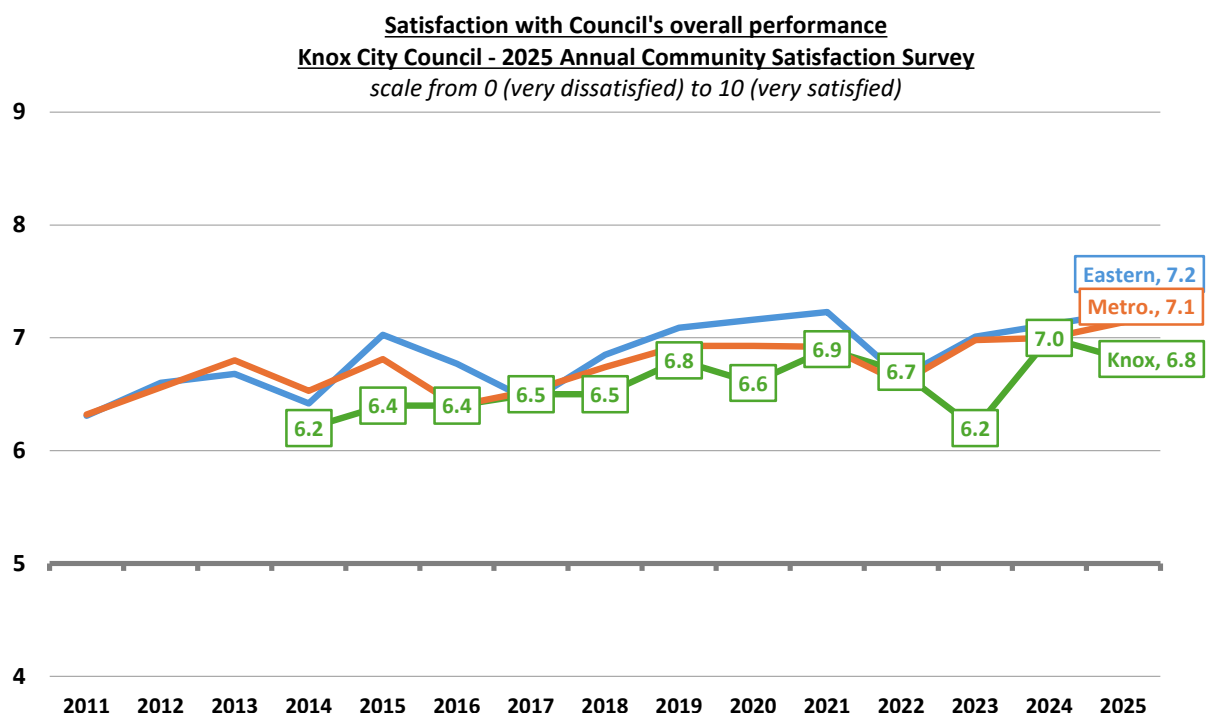
Despite the small decline in satisfaction with Knox City Council’s overall performance this year, satisfaction remains measurably (6%) higher than the unusually low 2023 result of 6.2.

This 2025 result was also somewhat (2%) higher than the long-term average satisfaction from 2014 to 2024 of 6.6 out of 10, or “good”.

By way of comparison, this result was measurably (3%) lower than the metropolitan Melbourne average of 7.1, and measurably (4%) lower than the eastern region council’s average of 7.2, both as recorded in the 2025 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2025, using the same in-person, door-to-door methodology.

Metropolis Research notes the unusually low result recorded in 2023. This result was consistent with other results recorded by the previous provider, including the metropolitan average last year (6.2 compared to average 2015 to 2022 of 6.6).



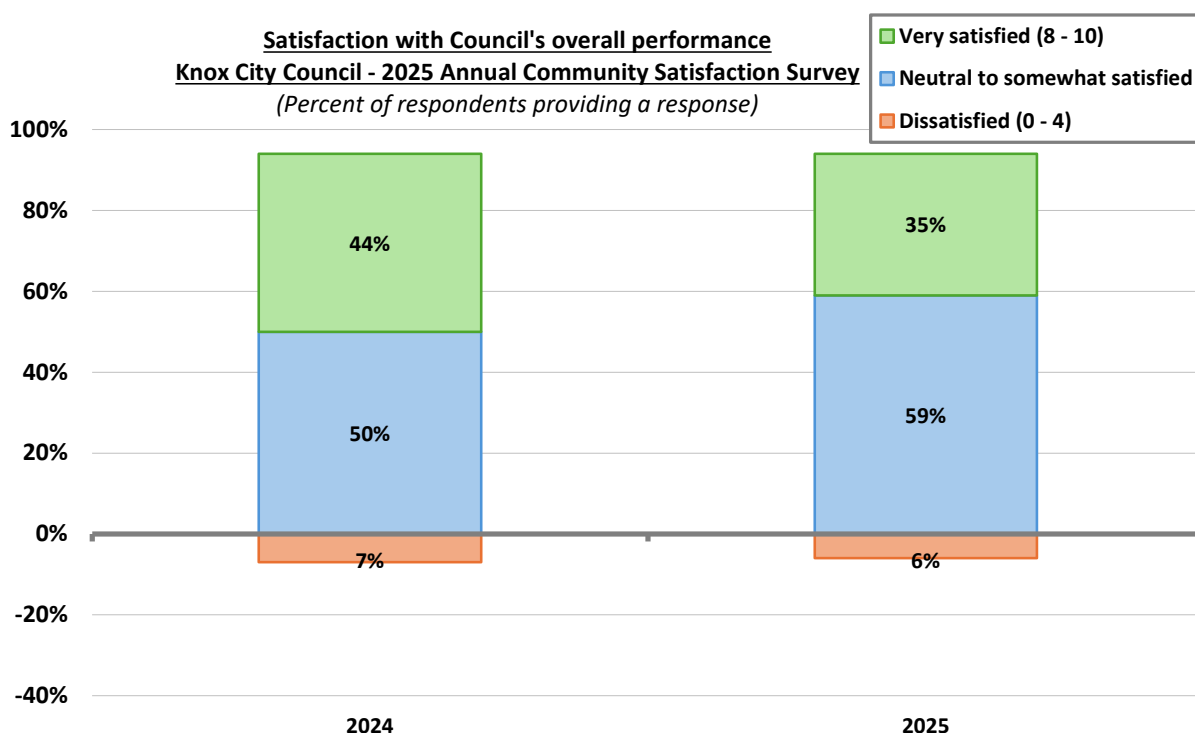
The above graph also provides time-series results for this City of Knox 2025 result, against the results recorded previously by a different service provider. The past surveys were conducted using the random sample, telephone interview methodology, which does tend to report a slightly lower score than is typically obtained with the in-person methodology.

There are a range of reasons for this variation, including most notably, the significantly larger response rate obtained door-to-door than on the telephone. This larger response rate means that more residents, who would otherwise not provide feedback to Council are included in the sample. This means that more residents who are generally satisfied with Council's performance will have participated in this research.

Metropolis Research also notes that the survey design for the 2025 survey was substantially more comprehensive in taking residents through the broad range of services and facilities provided by Council. This more comprehensive approach tends to result in a more considered view of the overall performance of Council, rather than a more limited survey which tends to encourage respondents to focus on specific issues of concern.

The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five out of 10).

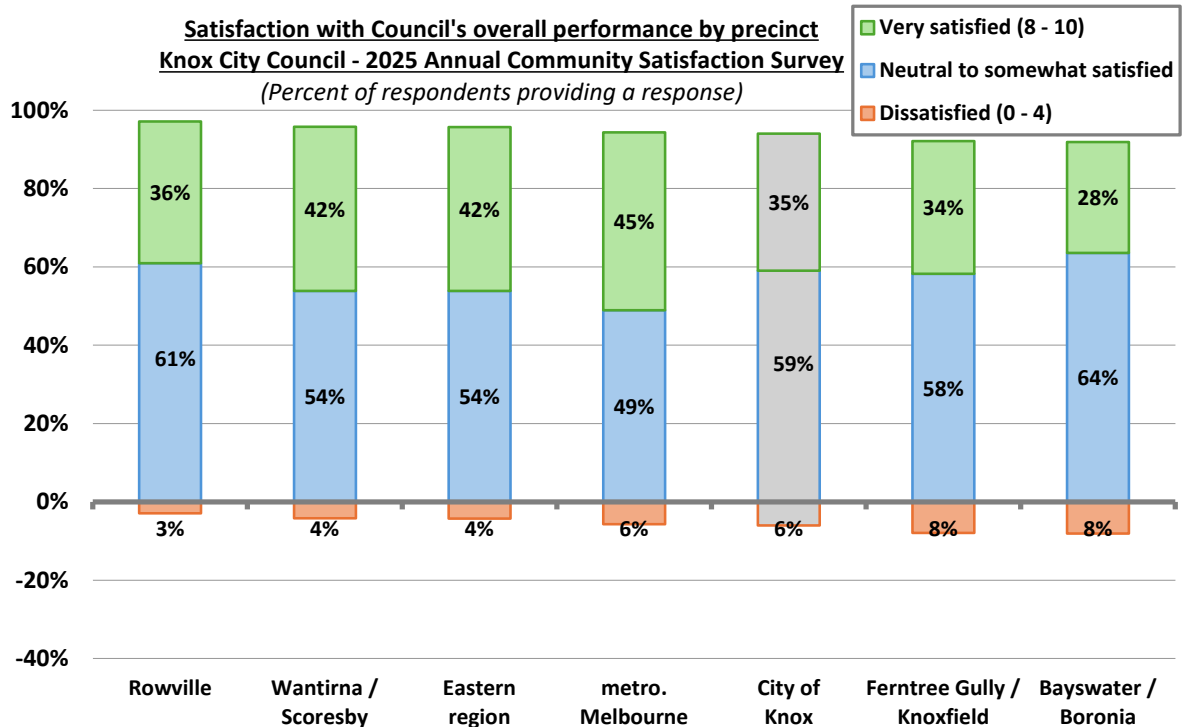
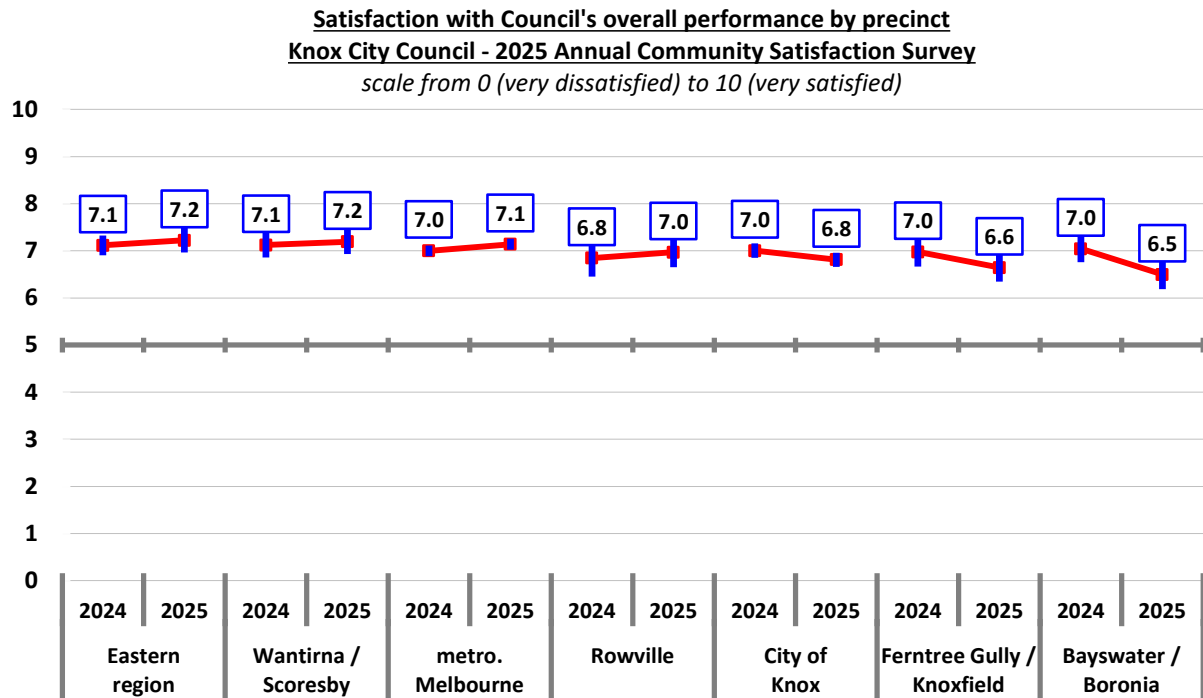
It is noted that there was a decline in the proportion of respondents "very satisfied" with Council's overall performance, however, the proportion of respondents who were "dissatisfied" also declined marginally to six percent. This variation shows that whilst average satisfaction with Council declined marginally, this was due to fewer respondents being "very satisfied" rather than more being "dissatisfied".



Satisfaction by precinct

There was no statistically significant variation in average satisfaction with Knox City Council observed across the municipality, although it is noted that respondents from Bayswater / Boronia were somewhat (3%) less satisfied than average, although still at a “good” level, and with eight percent “dissatisfied”.

Metropolis Research also notes that satisfaction with overall performance in Bayswater / Boronia (down 5%) and Ferntree Gully / Knoxfield (down 4%) both declined notably this year.



Satisfaction by respondent profile

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile, including age structure, gender, language spoken at home, contact with Council, household structure, housing situation, period of residence in the municipality, and household disability status.

There was some variation in satisfaction observed, as follows:

- ***Somewhat MORE satisfied than average*** – included senior citizens (aged 75 years and over), female respondents, multilingual households, two-parent families (with youngest child aged 5 to 12 years), sole person households, new and newer residents (less than five years in Knox).
- ***Somewhat LESS satisfied than average*** – included respondents from English speaking households, two-parent families with adults only at home, households with a member with disability, and medium term residents (five to less than 10 years in Knox).

Metropolis Research notes that there was relatively little variation in satisfaction observed by age structure, particularly noting that middle-aged adults (aged 45 to 59 years) were no less satisfied with Council's overall performance than the municipal average.

This was a somewhat unusual result, but one that reflects well on Council providing a consistent level of service across the community.

It is typically found that younger adults tend to be more satisfied with Council, and middle-aged and often older adults (aged 45 to 74 years) tend to be less satisfied.

Metropolis Research also notes that, the unusually positive result that respondents from households with a member with disability were somewhat more satisfied than respondents from other households recorded last year, was reversed this year, and that results were now consistent with results typically observed elsewhere.

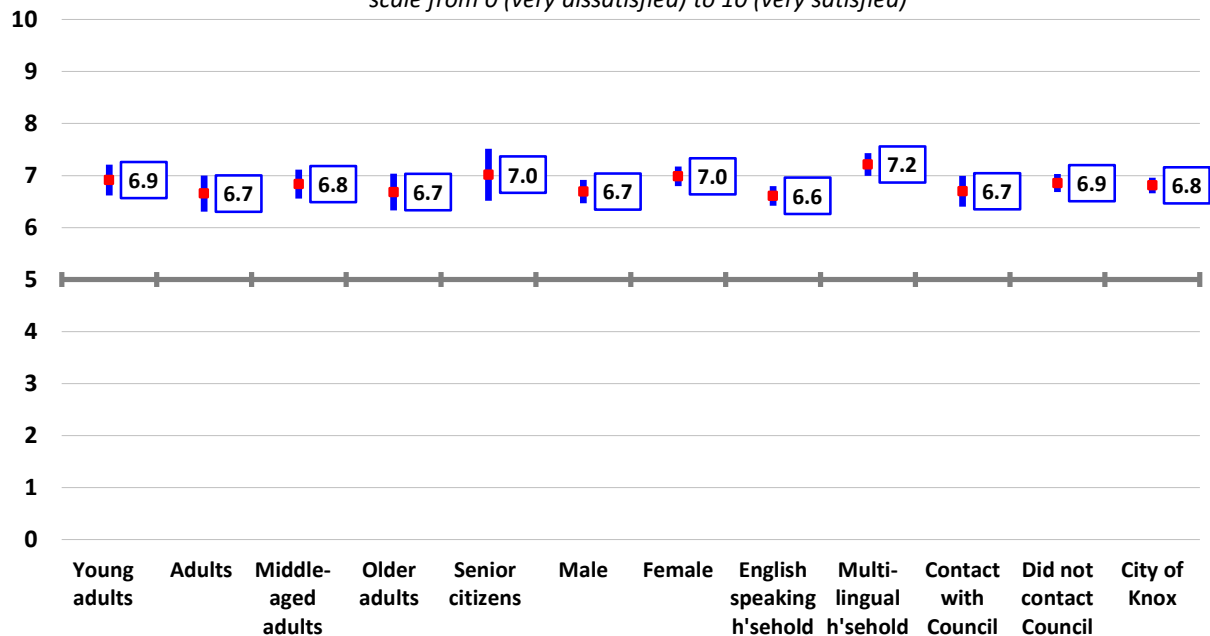
The other unusually positive result was the fact that there was only marginal (2%) variation in satisfaction with Council's overall performance observed between those who had contacted Council in the last 12 months and those who had not contacted Council.

It is almost always found that those who had contacted Council in the last 12 months were measurably more satisfied than those who had not. This reflects the fact that many, but not all, of those who contact Council are doing so in relation to an issue, which tends to result in them reporting lower satisfaction scores.

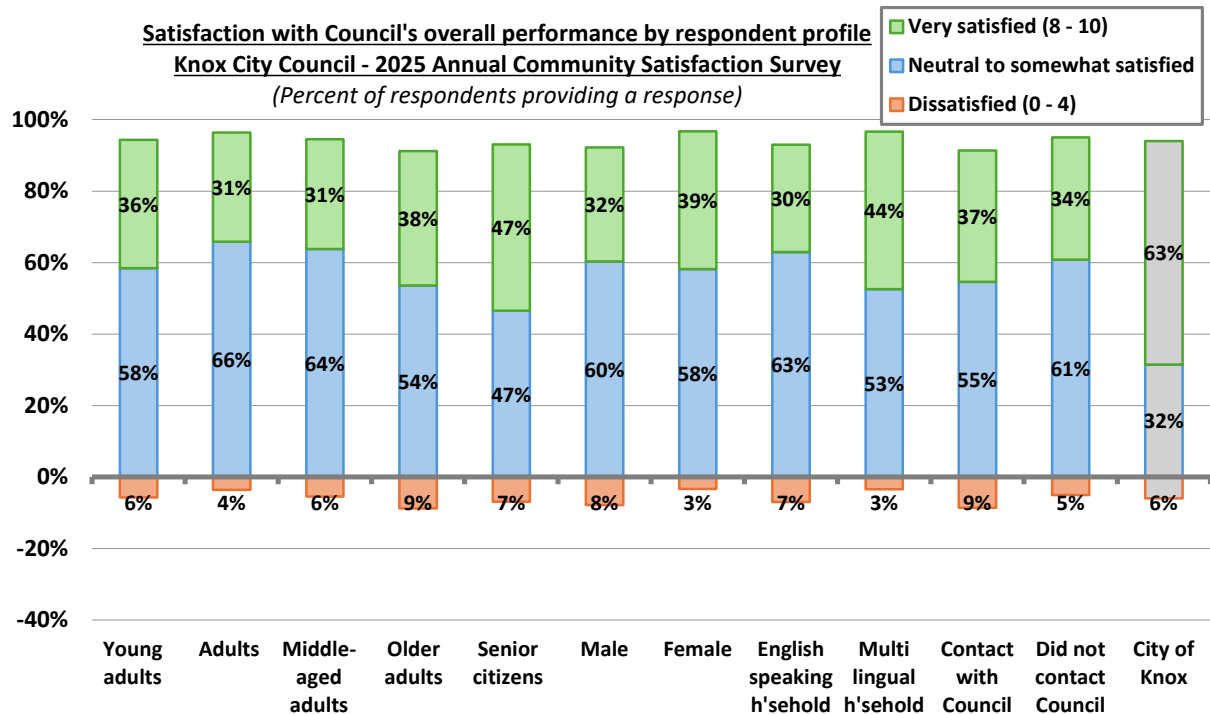
This result brings the City of Knox more into line with results observed elsewhere in relation to customer service, and reflect the fact that satisfaction with customer service declined marginally (2%) this year, with [overall satisfaction with the customer service experience](#) now marginally (1%) lower than the metropolitan average, which increased six percent this year from an unusually low result in 2024.

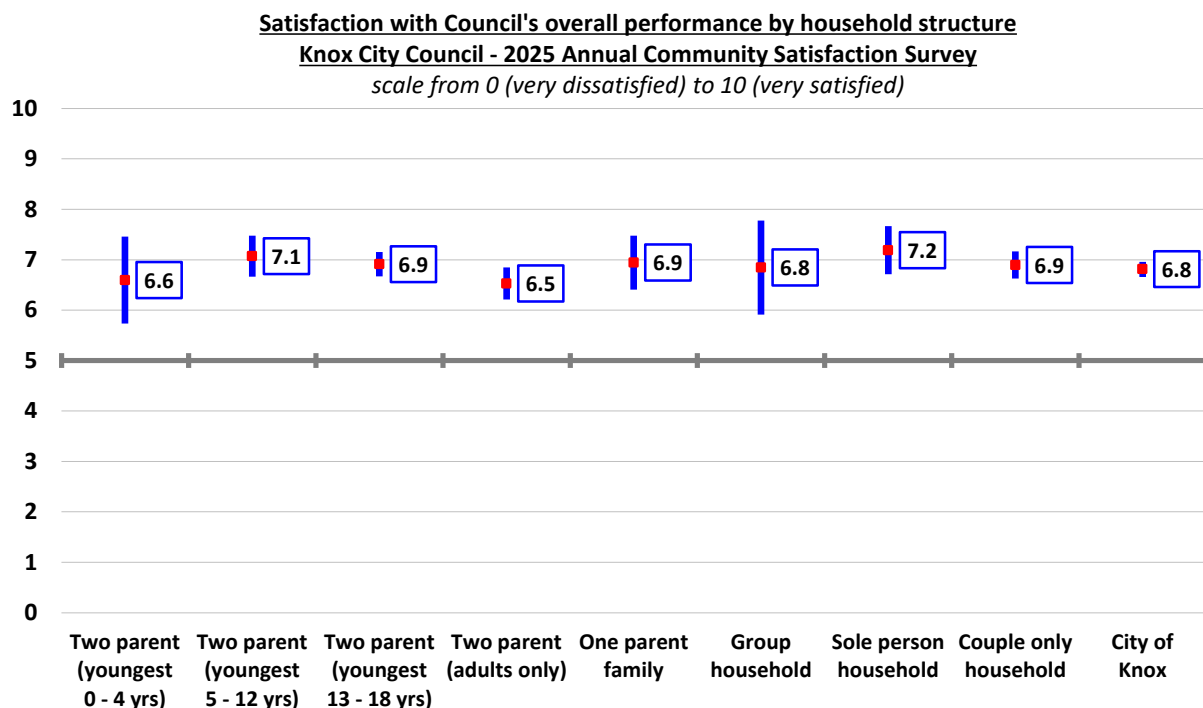


Satisfaction with Council's overall performance by respondent profile
Knox City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

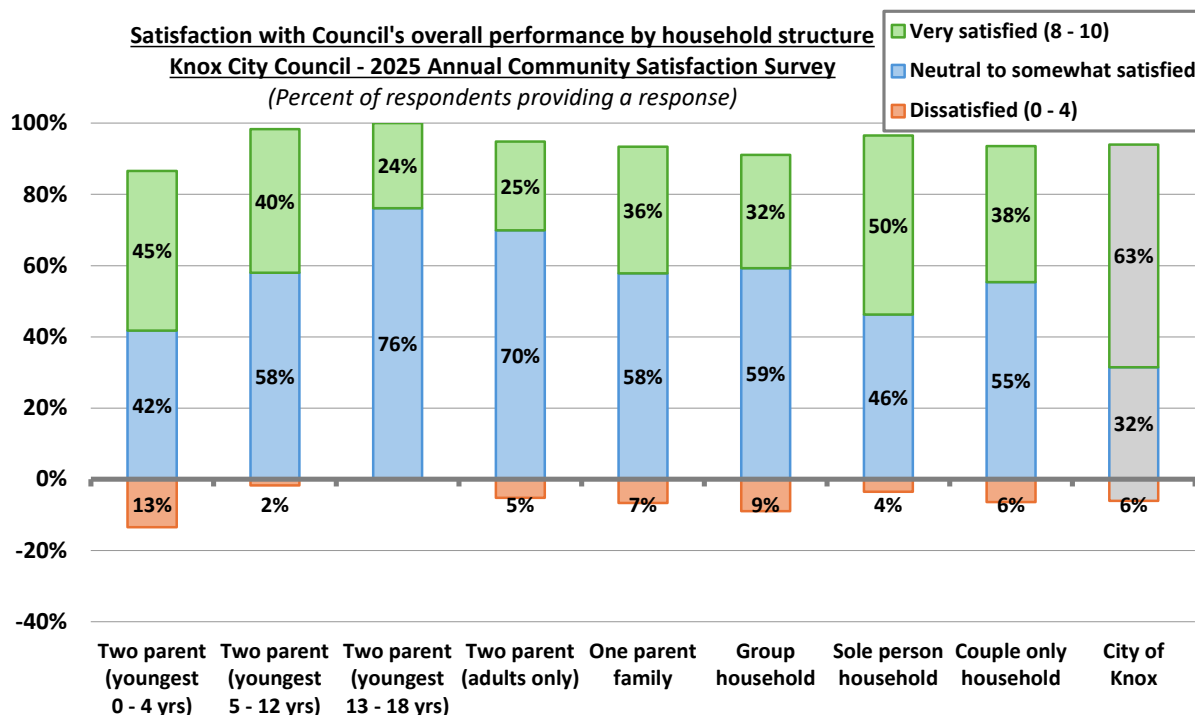


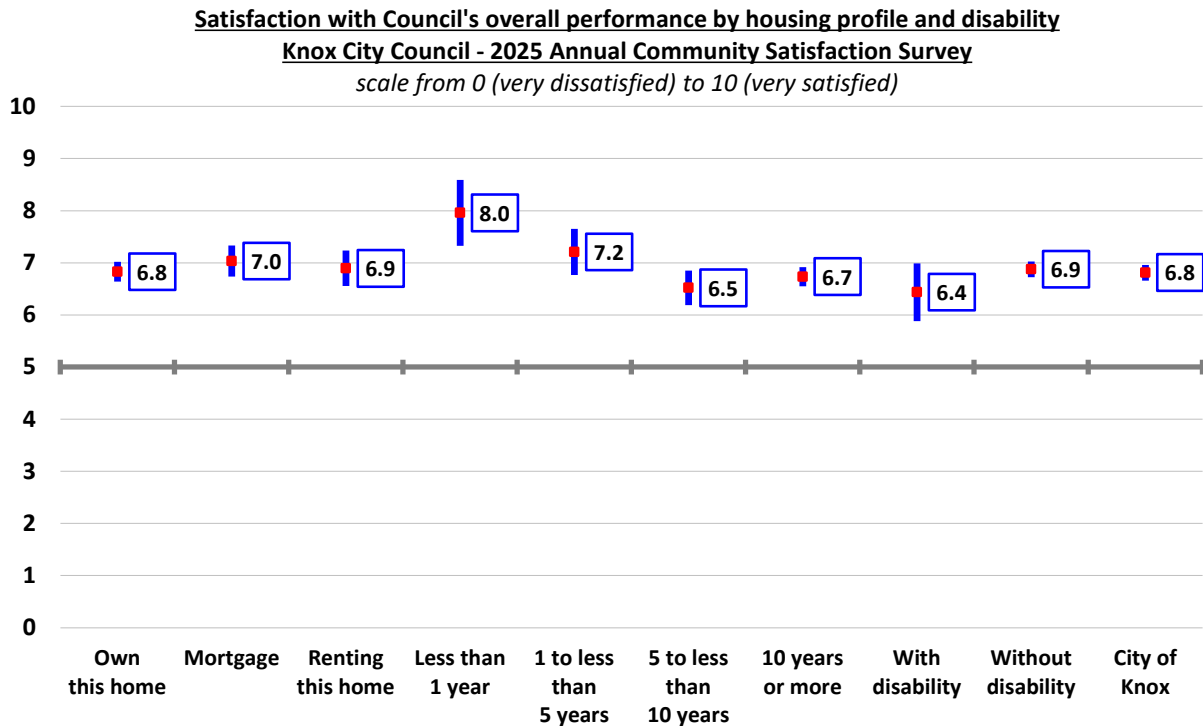
It is noted that almost half of the senior citizens (aged 75 years and over) (47%) and respondents from multilingual households (44%) were “very satisfied” with Council’s overall performance. It is also noted that less than 10% of respondents from all age groups, gender, language spoken at home, and contact with Council status were “dissatisfied”.



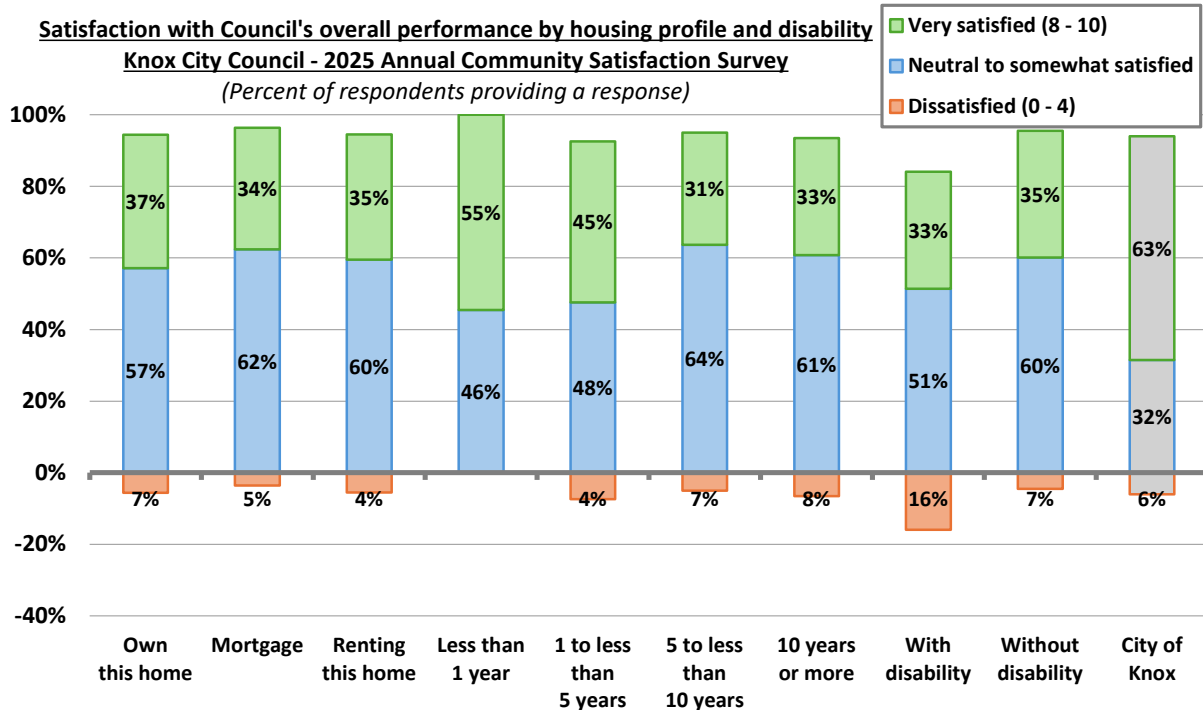


It is noted that approximately half of the sole person households (50%) and respondents from two-parent families with youngest child aged under five years (45%) were “very satisfied” with Council’s overall performance. It is noted, however, that 13% of respondents from two-parent families with youngest child aged under five years were also “dissatisfied”.





It is noted that approximately half of new (55%) and newer residents (45%) were “very satisfied” with Council’s overall performance. It is noted, however, that 16% of respondents from households with a member with disability were “dissatisfied”.



Satisfaction by top issues for the City of Knox

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Knox “at the moment”, with a comparison to the overall satisfaction score of all respondents (6.8), as well as a comparison to the 170 respondents who did not nominate any issues to address (7.1 down from 7.4)

The detailed analysis of the top issues to address in the City of Knox “at the moment” is discussed in the [Current Issues for the City of Knox](#) section of this report.

The aim of this data is to explore the relationship between the issues raised by respondents and their satisfaction with the Council’s overall performance.

The data does not prove a causal relationship between the issue and satisfaction with Council’s overall performance but does provide meaningful insight into whether these issues are likely to be exerting a positive or negative influence on these respondents’ satisfaction with Council’s overall performance.

Clearly the number of respondents nominating each of these 12 issues varied substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

Metropolis Research notes that 171 respondents (34% of the total sample) did not have any issues they felt needed to be addressed “at the moment” for the City of Knox. Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance somewhat (3% down from 4%) higher than the municipal average at 7.1 out of 10 (down from 7.4).

The four most nominated issues this year were roads (91 respondents), safety, policing, and crime issues (61 respondents), rubbish and waste issues (47 respondents), and street trees (42 respondents). These were also prominent in the issues results last year.

The respondents who nominated three of these four issues were, on average, less satisfied with Council’s overall performance than the municipal average. This strongly implies that these issues exerted negative influences on overall satisfaction for the respondents who nominated each of these issues.

The exception to this finding were the 61 respondents who nominated safety, policing, and crime related issues, who, on average, rated satisfaction with Council’s overall performance at the same level as the municipal average (6.8). This implies that respondents were not, on the whole, relating concerns around safety, policing, and crime to satisfaction with Council’s performance. Metropolis Research notes that this has not always been the case in all other situations where safety, policing, and crime issues have increased for individual municipalities across metropolitan Melbourne.

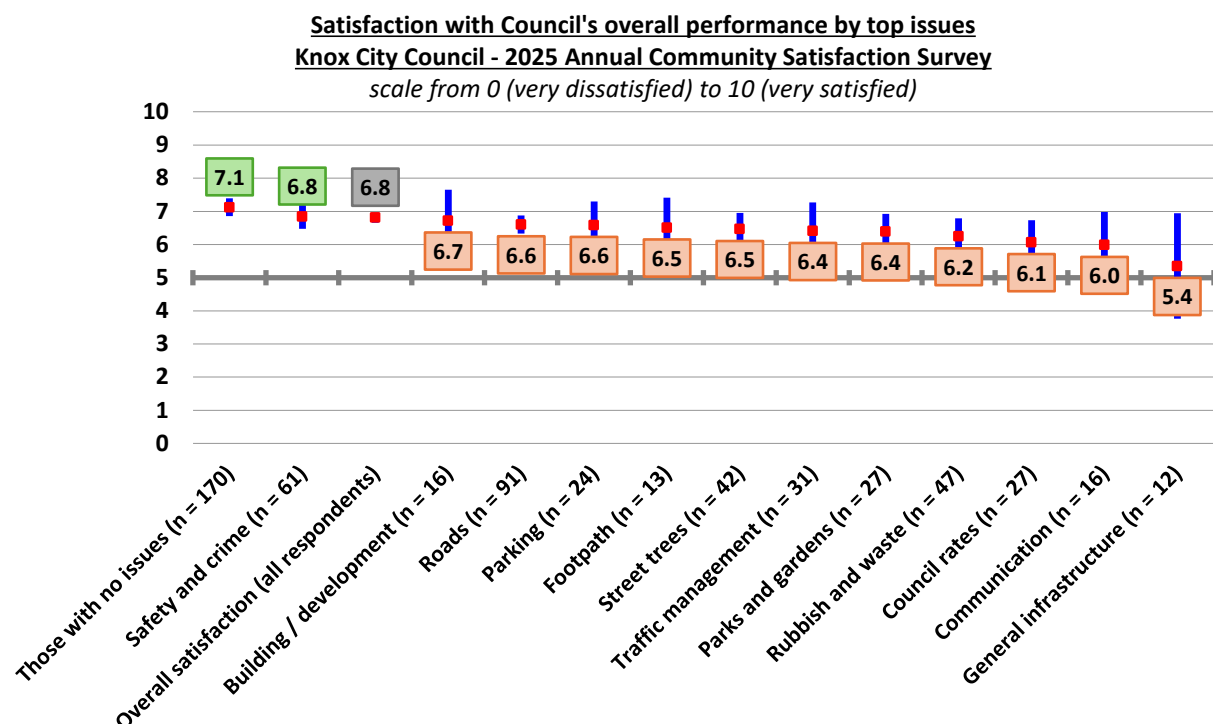
The issues that appeared to exert the strongly negative influence was general infrastructure (12 respondents 14% less satisfied), Council’s communication (16 respondents 8% less satisfied), and Council rates, fees, and charges (27 respondents 7% less satisfied).



Metropolis Research notes that this result is often observed, as almost by definition, if respondents consider Council rates, fees, and charges to be a top three issue, then they are overwhelmingly likely to be less satisfied with Council’s overall performance than other respondents, as they often feel they are paying too much for the services provided.

It is noted that the 16 respondents who nominated communication related issues this year were, on average, eight percent (down from 17% last year) less satisfied with Council’s overall performance than the municipal average. Metropolis Research notes that this tends to reflect the fact that respondents who are dissatisfied with Council often feel that Council is not effectively communicating, engaging, or listening to them.

Metropolis Research also notes the 47 respondents who raised rubbish and waste issues (including kerbside collections) were also notably (6%) less satisfied than average.



The following table provides an alternative method of exploring the relationship between the issues to address for the City of Knox and satisfaction with Council’s overall performance.

The table displays the proportion of respondents who were “dissatisfied” with Council’s overall performance who nominated each of the top 13 issues, compared to the proportion of all respondents who nominated each issue.

This table shows that respondents who were dissatisfied with Council’s overall performance were notably more likely to nominate rubbish and waste issues (21% compared to 9%) and Council rates, fees, and charges (10% compared to 5%).

It is important, however, to bear in mind the small sample of just 30 respondents who were “dissatisfied”.



Top issues for the City of Knox of respondents' dissatisfied with overall performance

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents who dissatisfied with overall performance)

Issue	Dissatisfied respondents		All respondents
	Number	Percent	
Rubbish and waste issues inc. garbage	6	21%	9%
Road maintenance and repairs	4	14%	18%
Safety, policing and crime	4	14%	12%
Council rates	3	10%	5%
Traffic management	3	10%	6%
General infrastructure provision and maintenance	3	10%	2%
Parks, gardens and open space	2	7%	5%
Parking	2	7%	5%
Communication, consultation, provision of information	2	7%	3%
Financial issues and priorities for Council	2	7%	1%
Council governance, performance and accountability	2	7%	1%
Education and schools	1	3%	1%
Nature strip issues	1	3%	1%
All other issues (11 separately identified issues)	11	38%	51%
Total responses	46		609
<i>Respondents identifying at least one issue (percent of total respondents)</i>	<i>20 (68%)</i>		<i>321 (64%)</i>

Satisfaction of respondents dissatisfied with services and facilities

The following graph provides the average level of satisfaction with the Council's overall performance of respondents dissatisfied with individual services and facilities.

Services and facilities with fewer than 10 dissatisfied respondents have been excluded.

It is important to bear in mind that for many of these services, there were relatively few dissatisfied respondents (an average of approximately 32 dissatisfied respondents), hence the relatively large 95% confidence interval around these results.

Attention is drawn to the fact that respondents who were dissatisfied with individual services and facilities were also, on average, measurably and significantly less satisfied with Council's overall performance than the municipal average of all respondents (6.8).

It is also acknowledged that a relatively small sample of respondents were dissatisfied with most core services and facilities, with a significant degree of overlap between services. In other words, respondents who were dissatisfied with one service were likely to be dissatisfied with several, and they were also measurably less satisfied with Council's overall performance.

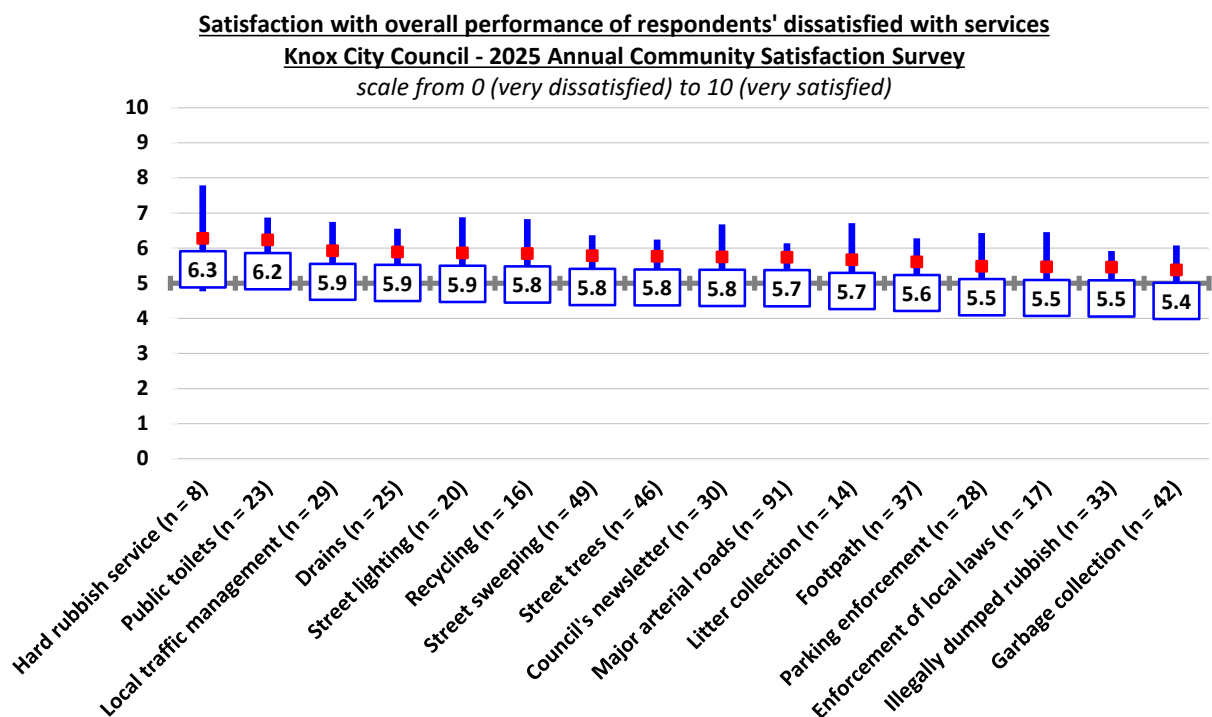


The opposite is also true for many respondents who tended to provide the same satisfaction rating for many, if not all, services, and facilities. This again reflects the fact that these respondents tended to see Council performance as being generally consistent across the full range of services and facilities provided by Council.

The services and facilities that appear to be most strongly associated with lower overall satisfaction this year were regular garbage collection, management of illegally dumped rubbish, enforcement of local laws, and parking enforcement.

Respondents who were dissatisfied with any of these, on average, rated satisfaction with Council’s overall performance at “extremely poor” levels.

This reflects the fact that some (a small number) of respondents were dissatisfied with Council’s performance, and this tended to influence their satisfaction ratings for many, if not all, services and facilities included in the survey.



Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

“Why did you rate Council's overall performance at the level you did?”

Respondents were asked why they rated their satisfaction with Council at the level they did. These open-ended responses have been broadly categorised, as outlined below table.

Some of the issues raised (by respondents who were satisfied, neutral, and dissatisfied) related to communication and consultation (56 comments), various service and facilities (42 comments), Council governance, management, and performance (27 comments), and rates and financial management (22 comments).

Reasons for rating of satisfaction with Council's overall performance

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of responses)

Reason for satisfaction rating	Total comments		Respondents		
	Number	Percent	Satisfied (6 to 10)	Neutral (5)	Dissatisfied (0 to 4)
Generally positive statements	71	16%	71	0	0
Communication, consultation, engagement	66	15%	44	17	5
Generally negative statements	56	13%	41	7	8
Generally neutral statements	50	12%	38	11	1
Council services and facilities	42	10%	35	6	1
Council governance, management, performance	27	6%	13	11	3
Rates and financial management	22	5%	12	5	5
Waste management	21	5%	14	2	5
Parks, gardens, open spaces and trees	20	5%	12	2	6
Traffic / roads	17	4%	12	2	3
Cleanliness and maintenance of the area	11	3%	10	0	1
Safety / security	7	2%	7	0	0
Environment and climate change	6	1%	6	0	0
Planning, housing, development	5	1%	5	0	0
Footpaths	2	0%	2	0	0
Infrastructure	2	0%	1	0	1
Public transport	2	0%	2	0	0
Parking	1	0%	0	1	0
Other	5	1%	2	2	1
Total responses	433	100%	327	66	40

The verbatim comments underpinning the summary results are included as an appendix to this report.



Governance and leadership

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following aspects of Council’s performance?”

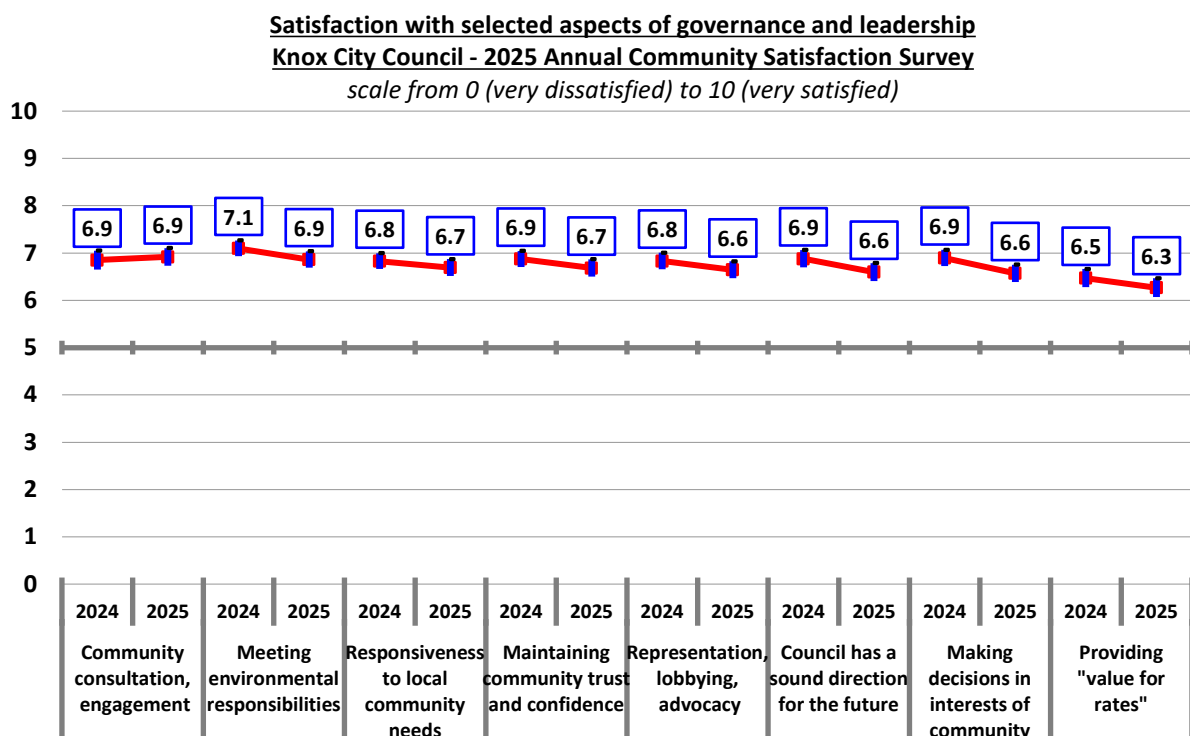
Respondents were asked to rate their satisfaction with each of eight aspects of Council’s governance and leadership performance.

Satisfaction with seven of these eight aspects was rated at “good” levels of between 6.5 and 7.25 out of 10, with the average satisfaction with governance and leadership at 6.7 out of 10, down marginally (1%) on the 2024 average of 6.8.

Metropolis Research notes that, in the absence of a significant local issue, it is generally observed that satisfaction with Council’s governance and leadership performance will be marginally lower than satisfaction with Council’s overall performance.

This was the case this year for the City of Knoxville, however, as discussed further in this section, this was not the case in the historical results, where there was a larger (8%) difference between satisfaction with overall performance and average satisfaction with governance and leadership.

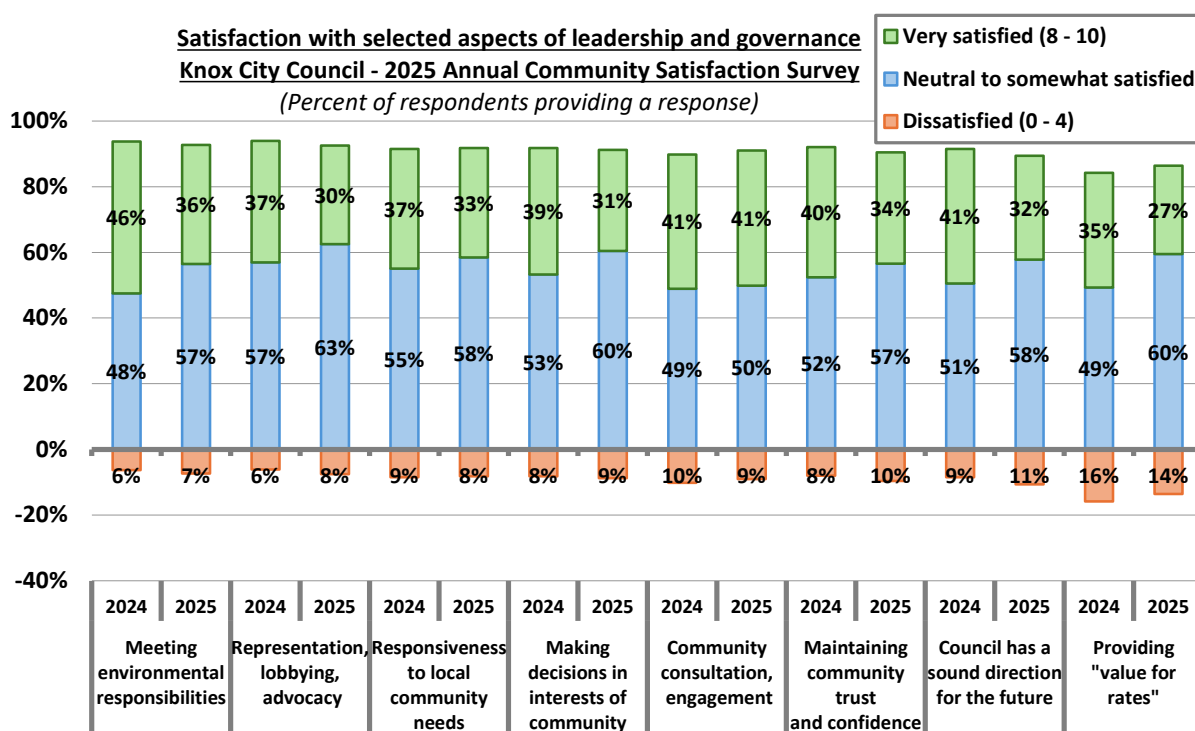
It is noted that satisfaction with Council’s performance providing value for rates was measurably (statistically significantly) lower than satisfaction with the other seven aspects, at 6.3 out of 10, which was a “solid”, down from a “good” level of satisfaction. This result was consistent with the fact that five percent (down from 8%) of respondents nominated Council rates, fees, and charges as one of the top three [issues to address](#).



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

It is noted that approximately one-third of the respondents who provided a satisfaction score were “very satisfied” with each aspect of governance and leadership, varying from 41% “very satisfied” with Council’s community consultation and engagement, to a low of 27% “very satisfied” with Council’s performance providing value for rates.

It is noted that 14% (down from 16%) of respondents were dissatisfied with Council’s performance providing value for rates.



The following graph provides a comparison of the average satisfaction with the seven “core” aspects of governance and leadership (excluding meeting environmental responsibilities) against the historical results for the City of Knox as well as the eastern region councils’ and metropolitan Melbourne results, as recorded in the 2025 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2025 using the same door-to-door, in-person methodology.

These results provide a summary score for satisfaction with aspects of governance and leadership including representing the community, responsiveness, making decisions in community interests, maintaining trust and confidence, having a sound direction for the future, and providing value for money.

The average satisfaction with these seven core aspects of governance and leadership declined marginally this year, down two percent to 6.6 out of 10 this year, although it remained at a “good” level.

This result was measurably (5%) lower than both the metropolitan and eastern region councils’ averages of 7.1 out of 10, also categorised as “good”.

In relation to the time series results for the City of Knox, it is noted that these results were sourced from a previous provider, with the survey conducted as a random sample telephone survey.

It is typically observed that the telephone methodology will slightly under-represent satisfaction compared to the more robust, door-to-door methodology.

Metropolis Research also notes that the set of governance and leadership aspects included in this time series graph were not entirely consistent over time, which should be borne in mind when interpreting change over time.

These results do, however, show that satisfaction with governance and leadership was higher in 2024 (6.8) and in 2025 (6.6) than the long-term average satisfaction from 2014 to 2023 of 5.7 out of 10 or “poor”.

This variation has been observed by Metropolis Research elsewhere where the survey has changed from the previous supplier to Metropolis Research, although in other sections of the survey, this variation was significantly smaller in size.

The size of the variation between the historical results and the 2024 and 2025 results may also reflect the different rating scale approach used by the other service provider. By asking satisfaction on a five-point scale and then indexing out of 100 (presented out of 10 in this report), this has the effect of over-accenting lower satisfaction scores. This is because respondents in effect are rating satisfaction at zero, 2.5, 5, 7.5, and 10), and so a marginally lower score (rating a 3 rather than a 4 on the five-point scale) leads to a much lower average score (5 compared to a 7.5), compared to the Metropolis Research 11-point decimal scale where the difference between each score is one-tenth (10%) (i.e., a six or a seven out of 10).

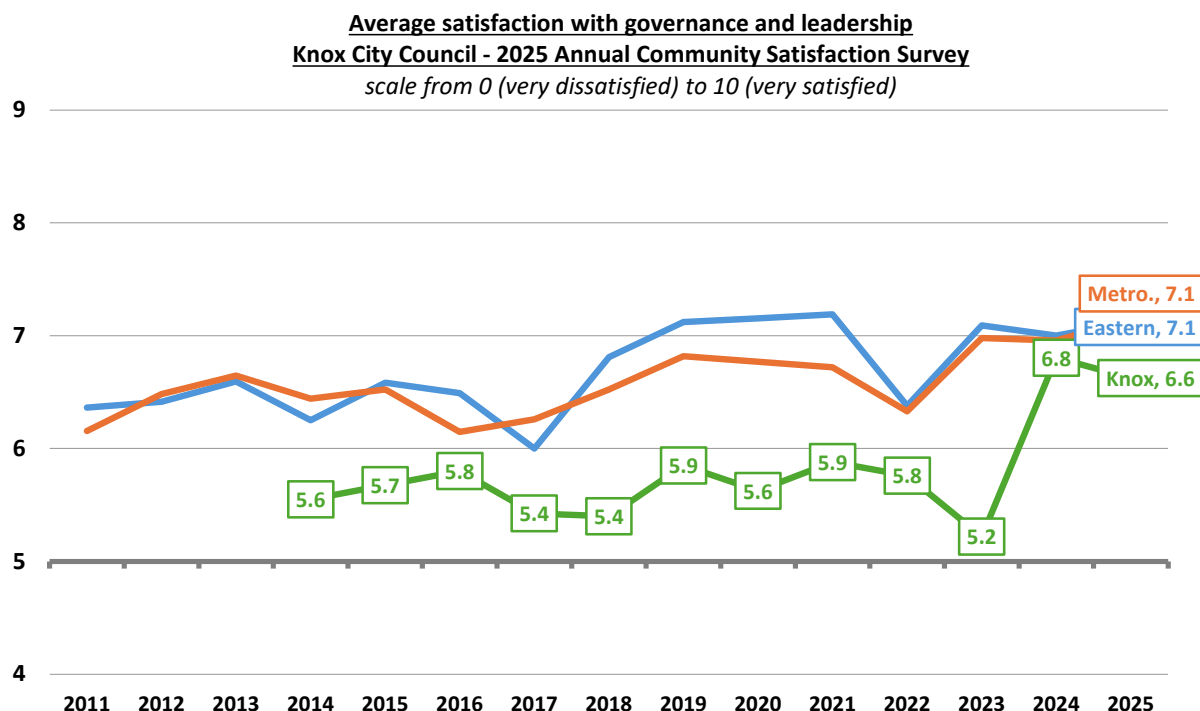
It is noted that despite the 11% higher than long-term average satisfaction with governance and leadership (6.6 compared to long-term average of 5.7), satisfaction with governance and leadership in the City of Knox remains marginally (1%) below the metropolitan average.

The [historical overall satisfaction](#) scores recorded for the City of Knox over the period 2014 to 2023 were an average of two percent lower than the metropolitan Melbourne average (as recorded in *Governing Melbourne*). However, the average difference in satisfaction with governance and leadership between the historical (2014 to 2023) results for the City of Knox and the metropolitan Melbourne average (as recorded in *Governing Melbourne*) was eight percent. These results reinforce the view that the historical governance and leadership scores were, in our view, likely to be somewhat of an underreporting of the underlying level of community satisfaction with the governance and leadership performance of Council.



Having said that, Metropolis Research notes that average satisfaction with the aspects of governance and leadership was unusually low in 2023. The unusually low results for the City of Knox in 2023 may well be, at least in part, due to the changes to the kerbside collection services, which has been observed by Metropolis Research elsewhere where these changes have occurred in recent years.

It is noted, however, that the previous provider recorded lower scores across metropolitan Melbourne in 2023 than in previous years, which was a result about which Metropolis Research cannot provide additional insight.



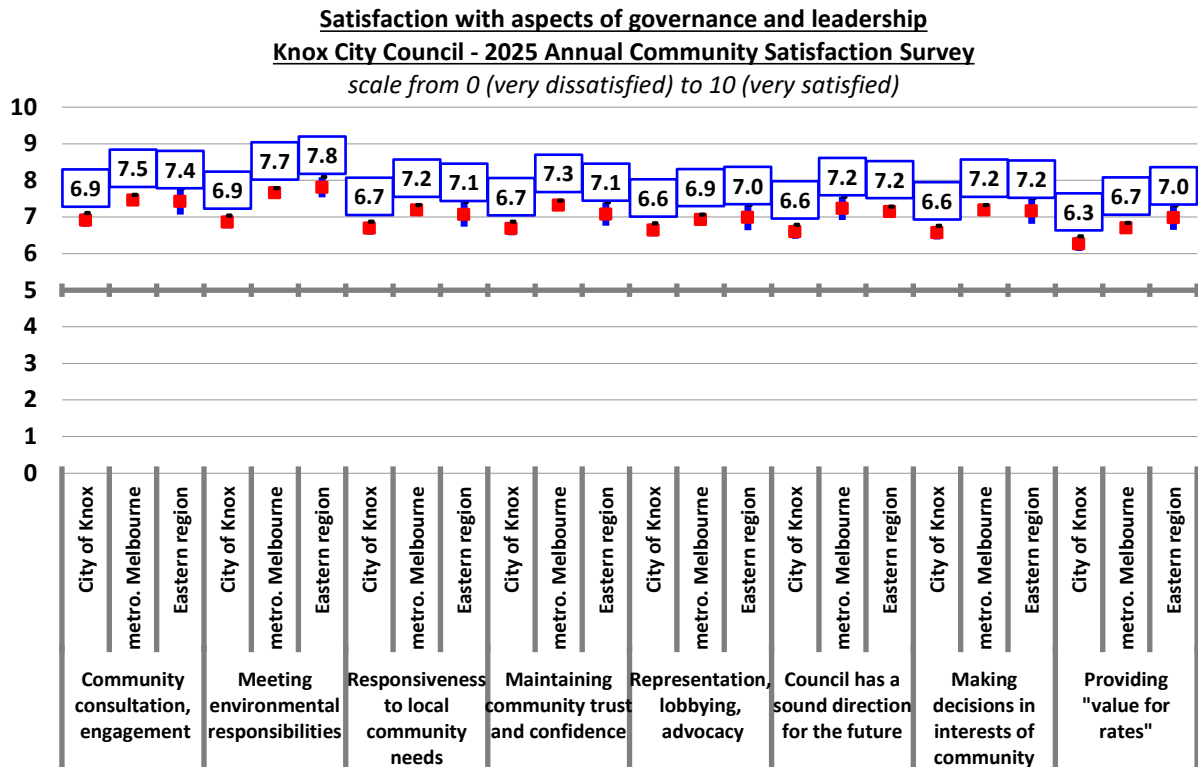
The following graph provides comparison results for each of the eight aspects of governance and leadership against the eastern region councils' and the metropolitan Melbourne results from *Governing Melbourne*.

It is noted that satisfaction with Council meeting its responsibilities towards the environment was eight (up from 5%) percent lower in the City of Knox than the metropolitan Melbourne and five percent lower than the eastern region councils' average.

This was a significant underperformance for this aspect of governance and leadership in the City of Knox again this year.

The City of Knox underperformed the metropolitan average for all other aspects of governance and leadership again this year, with community consultation and engagement (6% lower in Knox), performance maintaining trust and confidence (6% lower), that Council has a sound direction for the future (6% lower), and performance making decisions in the interests of the community (6% lower) all measurably lower in the City of Knox.





The following section provides more detailed examination of satisfaction with each of the eight aspects of governance and leadership, including time series, by precinct, and by respondent profile (including age, gender, and language spoken at home).

Whilst there was variation in satisfaction by precinct and by respondent profile observed for individual aspects of governance and leadership, in broad terms the following was observed:

- **Generally, MORE satisfied than average** – included respondents from Wantirna / Scoresby, young adults (aged 18 to 34 years), senior citizens (aged 75 years and over), female respondents, and respondents from multilingual households.
- **Generally, LESS satisfied than average** – included respondents from Bayswater / Boronia, Ferntree Gully / Knoxfield, older adults (aged 60 to 74 years), male respondents, and respondents from English speaking households.

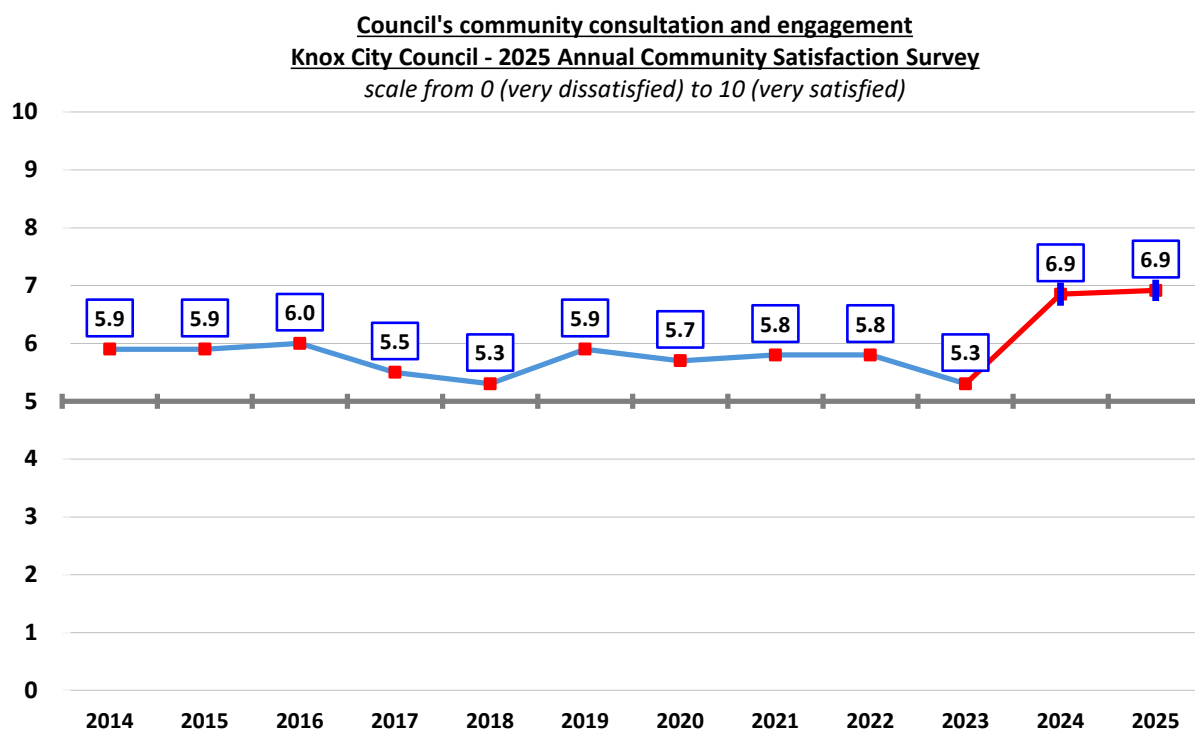


Community consultation and engagement

Satisfaction with Council’s community consultation and engagement remained stable this year at 6.9 out of 10, or a “good” level of satisfaction.

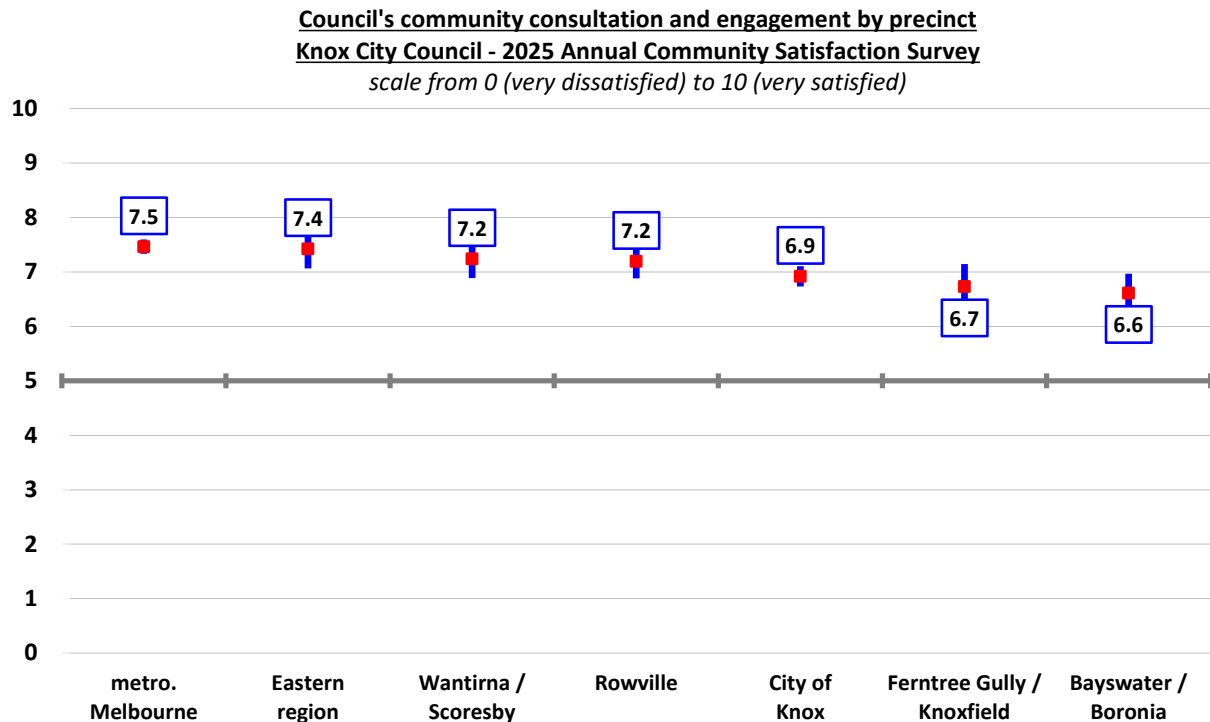
This result was measurably and significantly (10%) above the long-term average satisfaction since 2014 of 5.9 out of 10 or “poor”.

This result comprised 41% “very satisfied” and 10% “dissatisfied” respondents.



This result was measurably (6%) lower than the metropolitan average of 7.5 or “very good”.

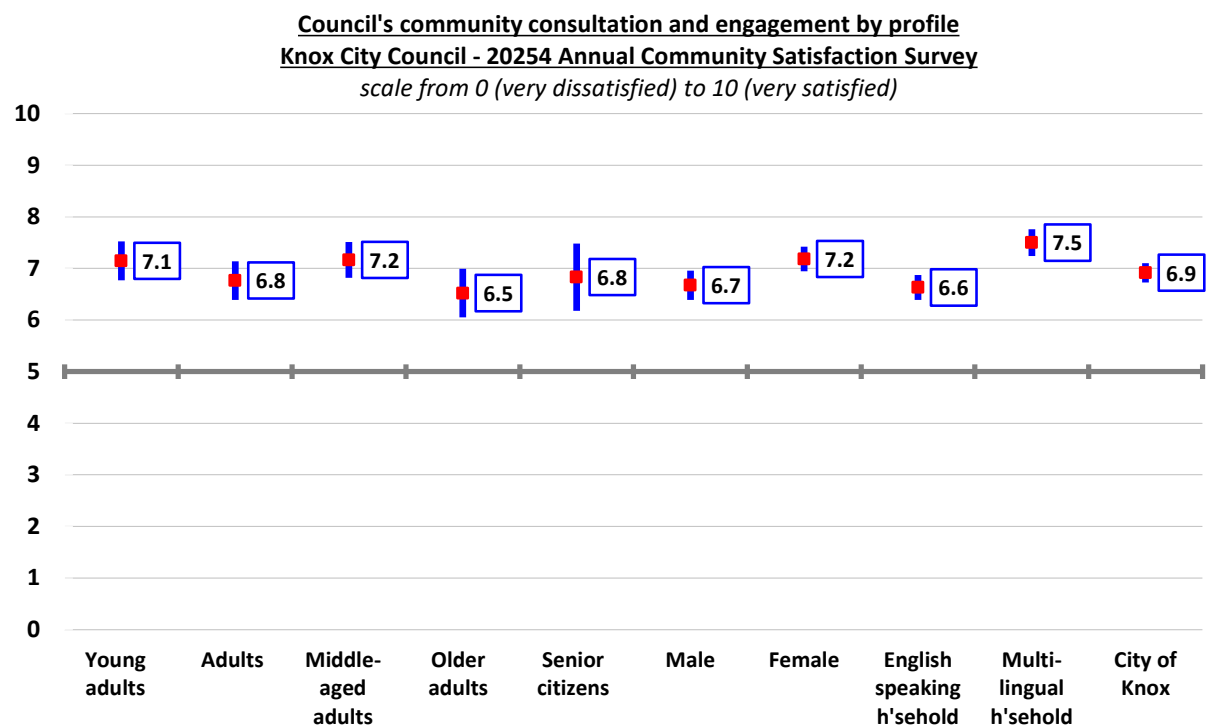
Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Bayswater / Boronia were somewhat (3%) less satisfied than average, although still at a “good” level.



There was, however, measurable variation in satisfaction with Council's communication and consultation performance observed by respondent profile.

Older adults (aged 60 to 74 years) were notably (4%) less satisfied than average.

Female respondents were notably (5%) more satisfied than male respondents, and respondents from multilingual households were measurably and significantly (9%) more satisfied than respondents from English speaking households.

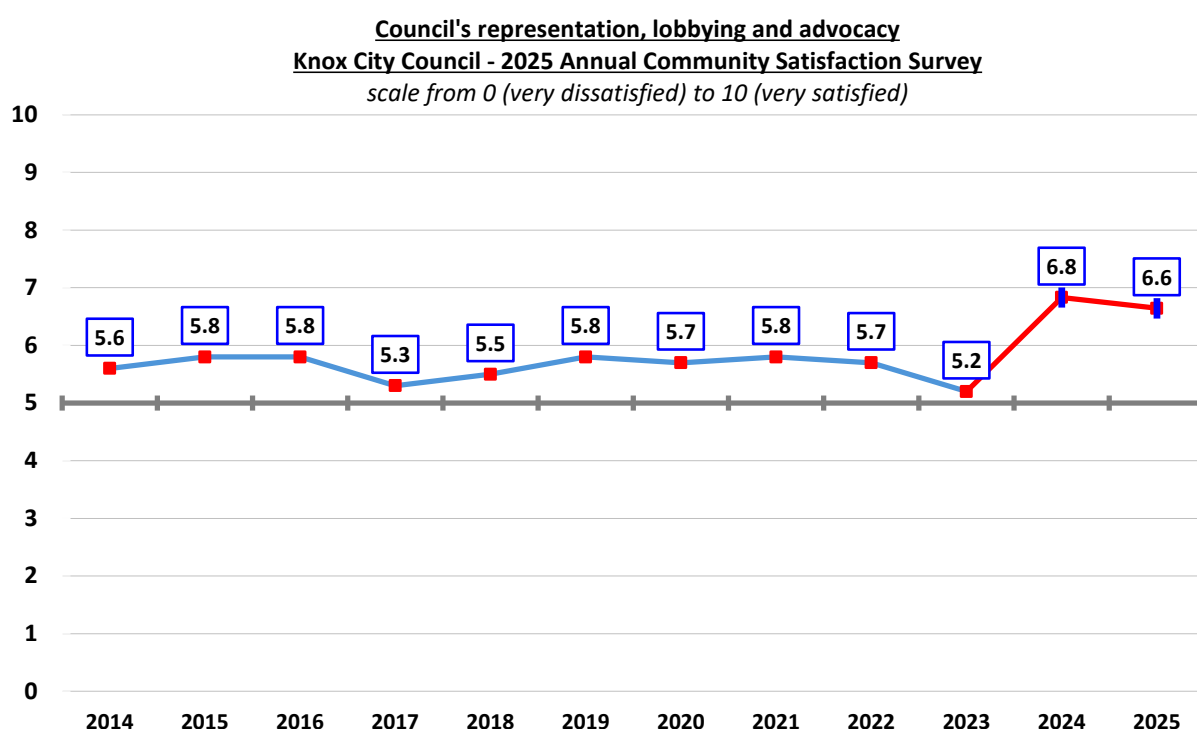


Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy performance declined marginally this year, down two percent to 6.6 out of 10, although it remained at a “good” level of satisfaction.

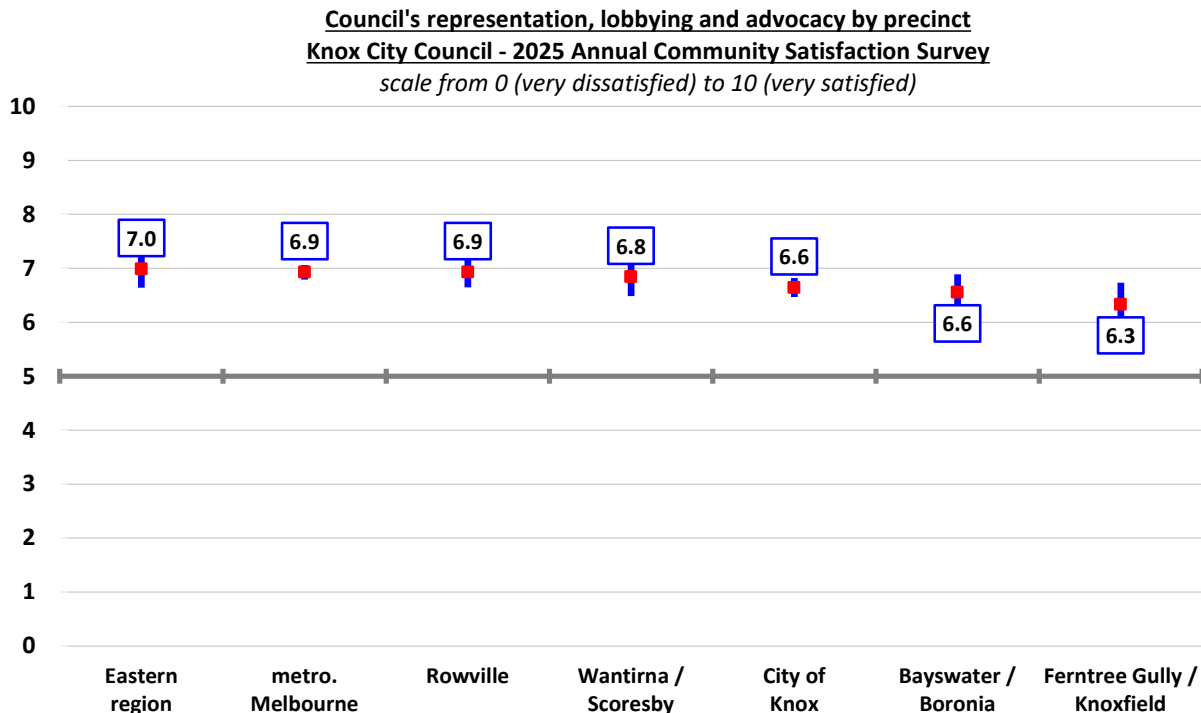
This result was measurably and significantly (8%) above the long-term average satisfaction since 2014 of 5.8 out of 10 or “poor”.

This result comprised 30% “very satisfied” and seven percent “dissatisfied” respondents.



This result was measurably (3%) lower than the metropolitan average of 6.9 out of 10.

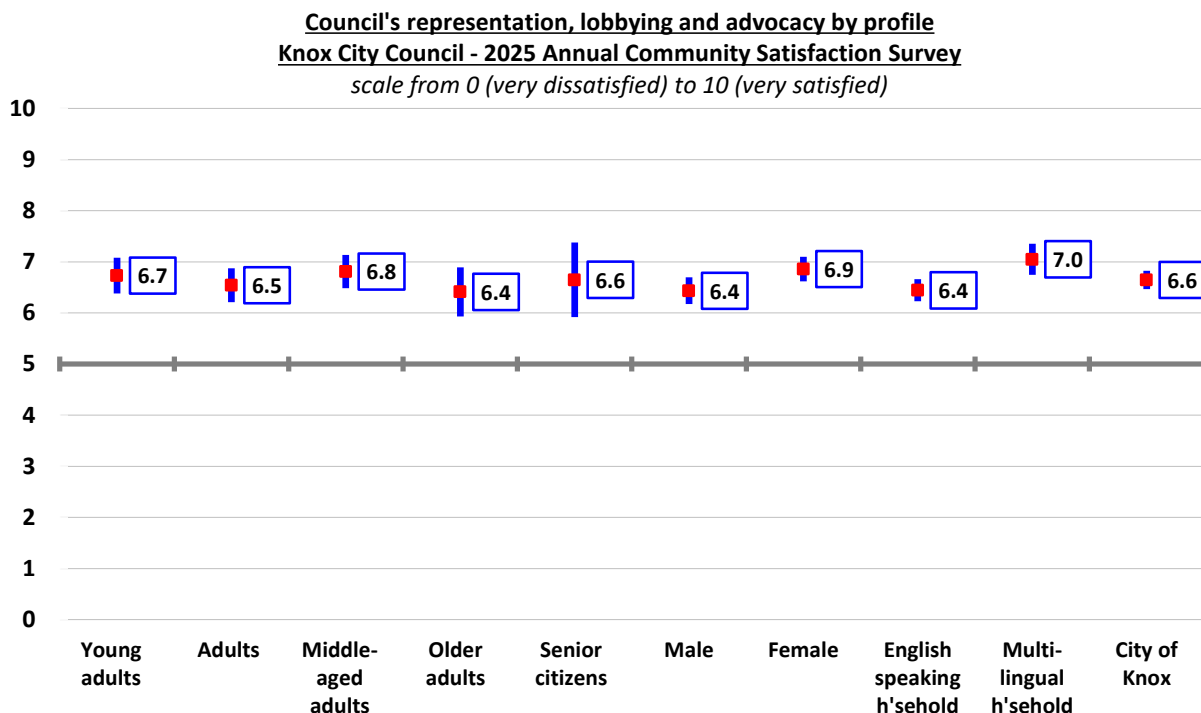
Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Ferntree Gully / Knoxfield were somewhat (3%) less satisfied than average, and at a “solid” rather than a “good” level.



There was, however, measurable variation in satisfaction with Council's representation, lobbying, and advocacy performance observed by respondent profile.

There was no substantial variation in satisfaction observed by age structure, although older adults (aged 60 to 74 years) were marginally (2%) less satisfied than average.

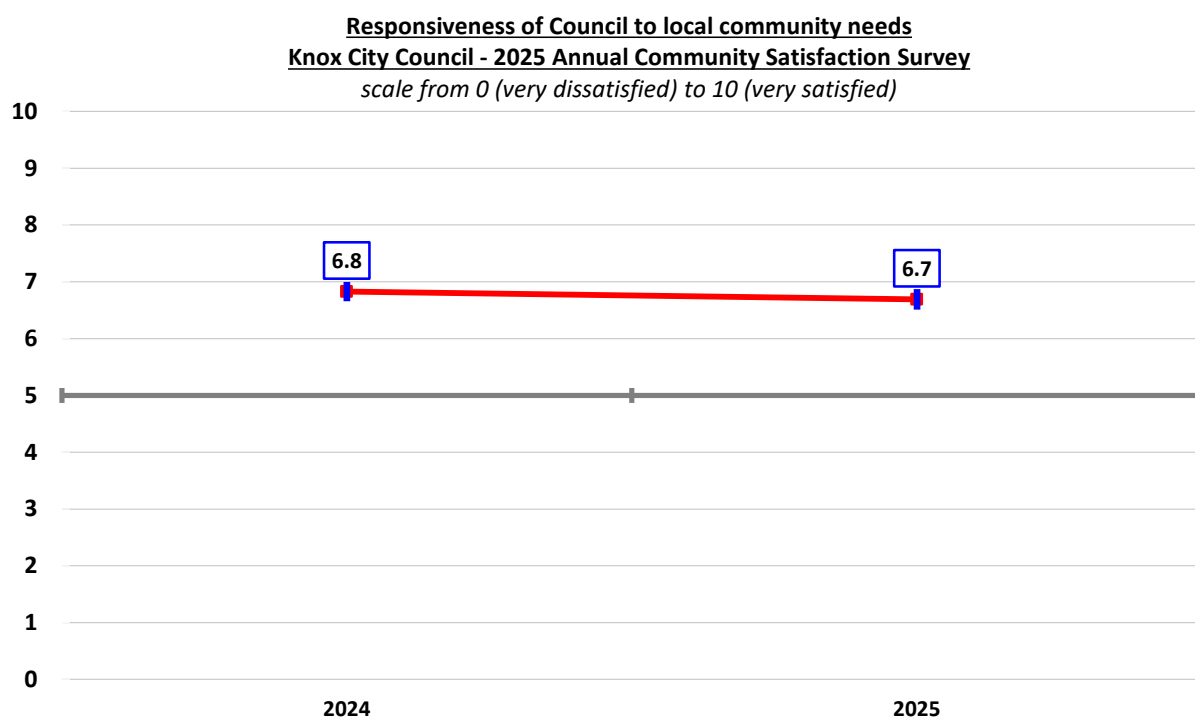
Female respondents were notably (5%) more satisfied than male respondents, and respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households.



Responsiveness to local community needs

Satisfaction with the responsiveness of Council to local community needs declined marginally this year, down two percent to 6.7 out of 10, although it remained at a “good” level of satisfaction.

This result comprised 33% “very satisfied” and eight percent “dissatisfied” respondents.

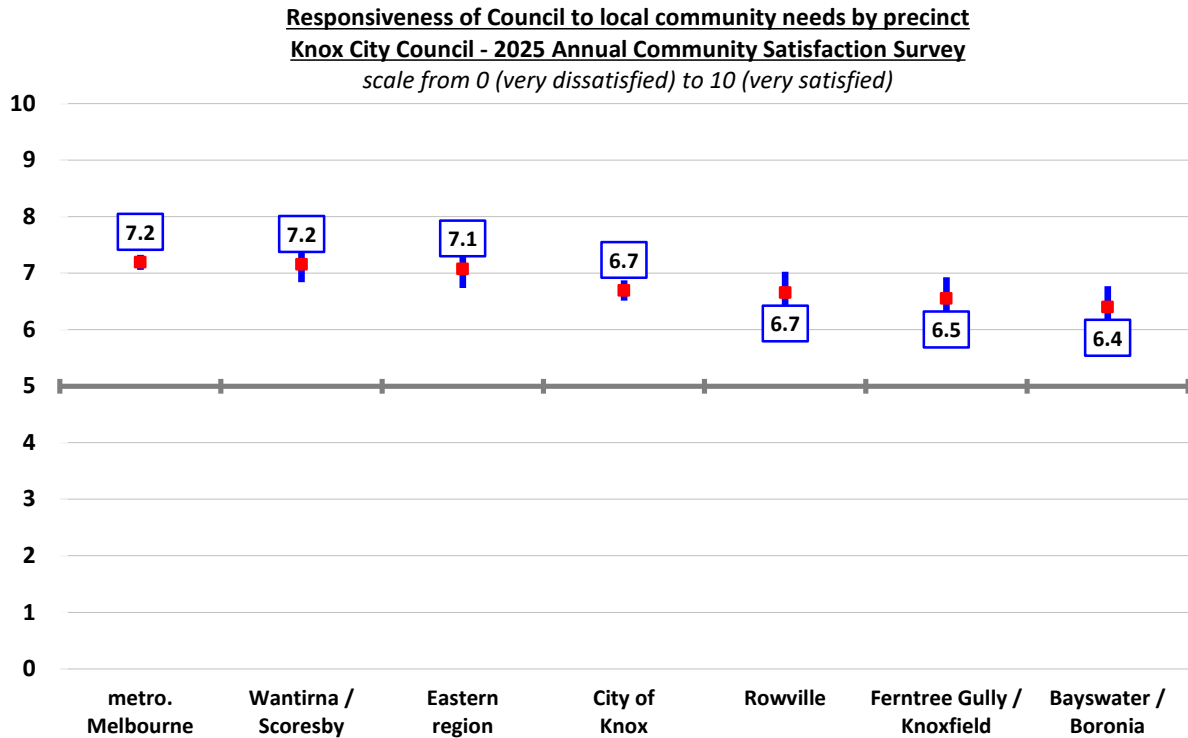


This result was measurably (5%) lower than the metropolitan average of 7.2 out of 10.

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Wantirna / Scoresby were notably (5%) more satisfied than average, although still at a “good” level.

By contrast, respondents from Bayswater / Boronia were somewhat (3%) less satisfied than average, and at a “solid” rather than a “good” level.

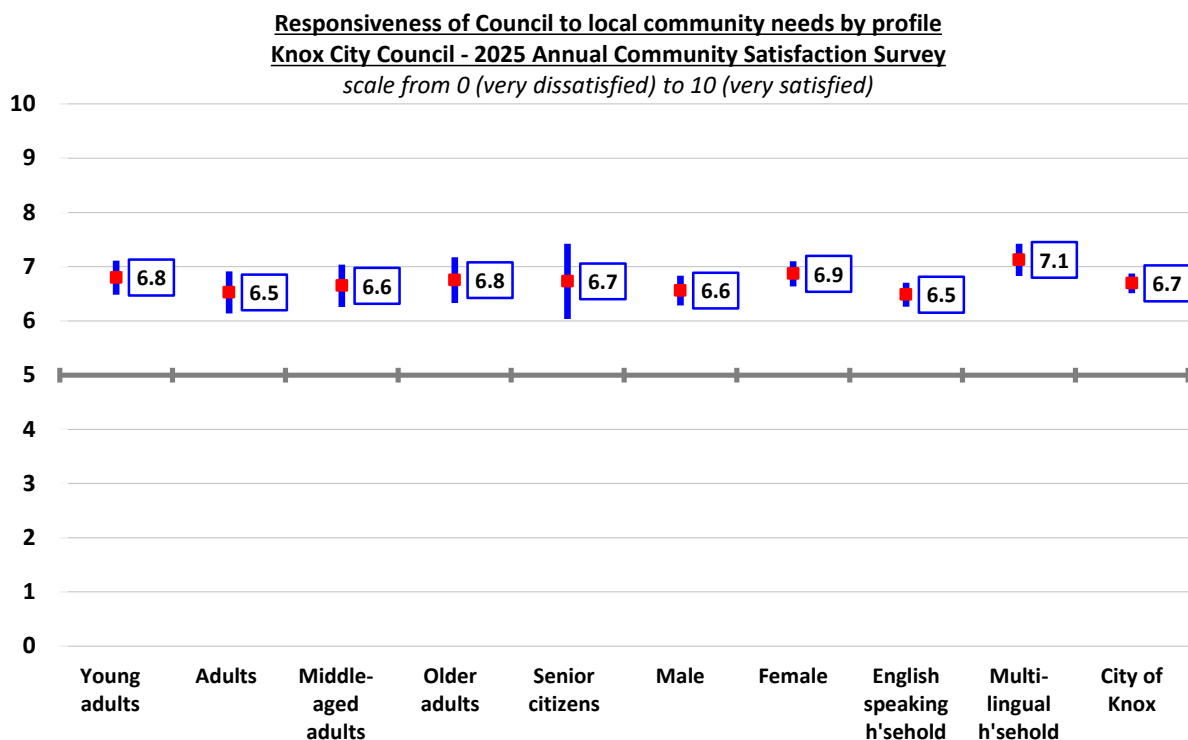




There was, however, measurable variation in satisfaction with the responsiveness of Council to local community needs observed by respondent profile.

There was no substantial variation in satisfaction observed by age structure.

Female respondents were somewhat (3%) more satisfied than male respondents, and respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households.

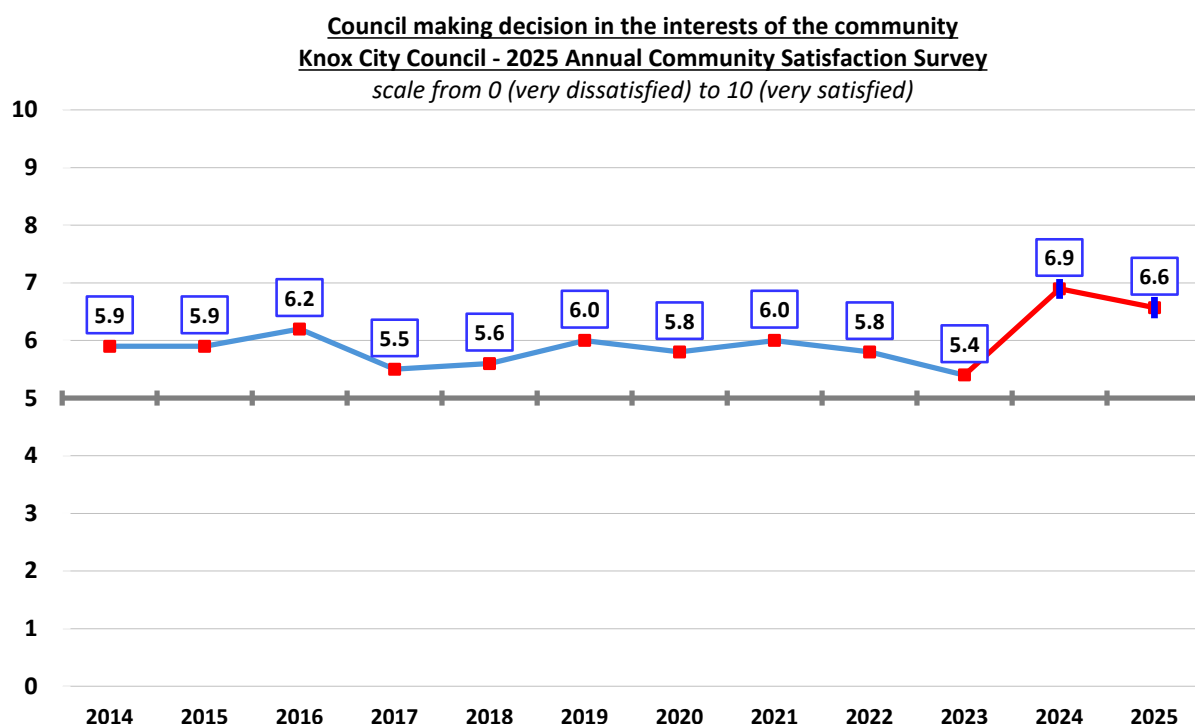


Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community declined somewhat this year, down three percent to 6.6 out of 10, although it remained at a “good” level of satisfaction.

Despite the decline this year, this result remained measurably (6%) above the long-term average satisfaction since 2014 of 6.0 out of 10 or “solid”.

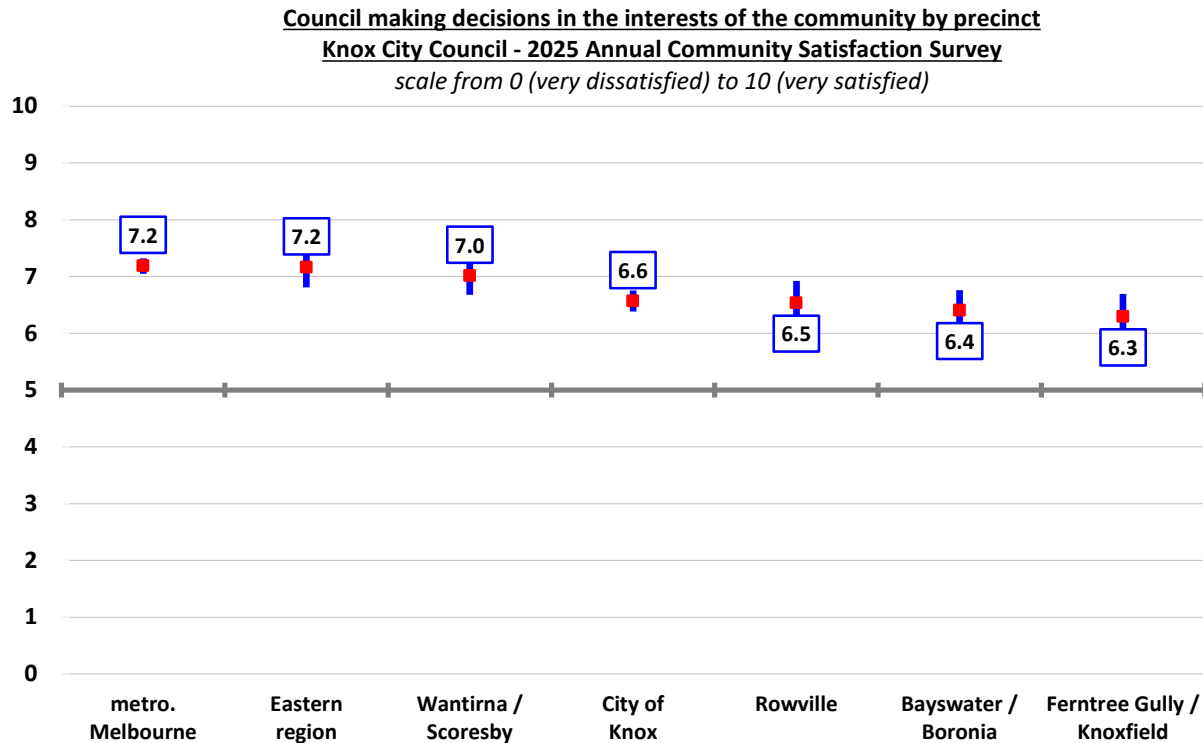
This result comprised 31% “very satisfied” and nine percent “dissatisfied” respondents.



This result was measurably (6%) lower than the metropolitan average of 7.2 out of 10.

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Wantirna / Scoresby were somewhat (4%) more satisfied than average, although still at a “good” level.

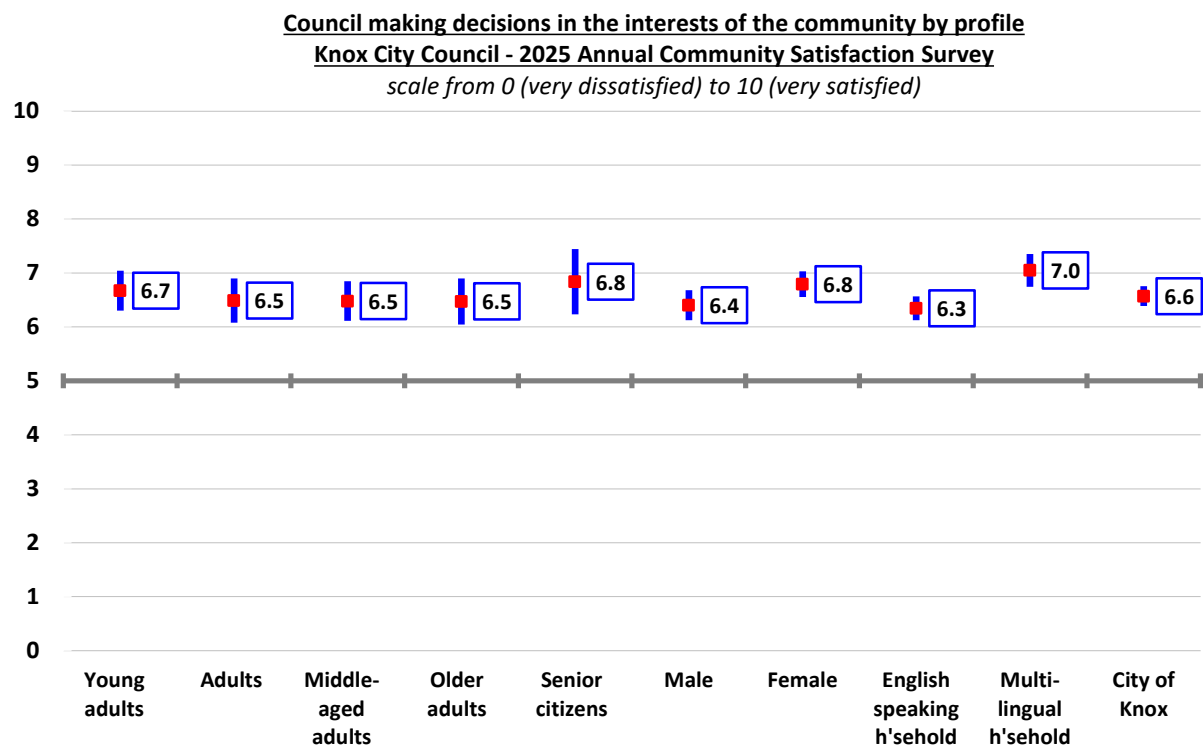
By contrast, respondents from Bayswater / Boronia were marginally (2%) and respondents from Ferntree Gully / Knoxfield were somewhat (3%) less satisfied than average, and at “solid” rather than “good” levels.



There was, however, measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile.

There was no substantial variation in satisfaction observed by age structure.

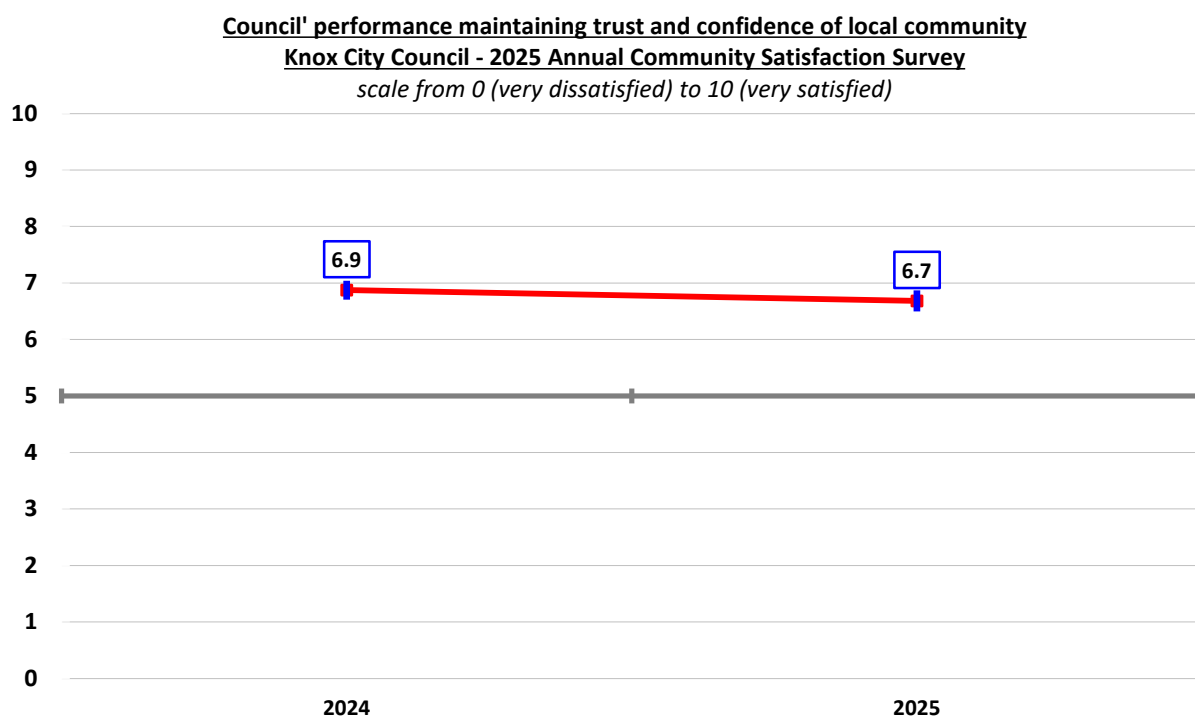
Female respondents were notably (4%) more satisfied than male respondents, and respondents from multilingual households were measurably (7%) more satisfied than respondents from English speaking households.



Maintaining community trust and confidence

Satisfaction with Council’s performance maintaining the trust and confidence of the community declined marginally this year, down two percent to 6.7 out of 10, although it remained at a “good” level of satisfaction.

This result comprised 34% “very satisfied” and 10% “dissatisfied” respondents.

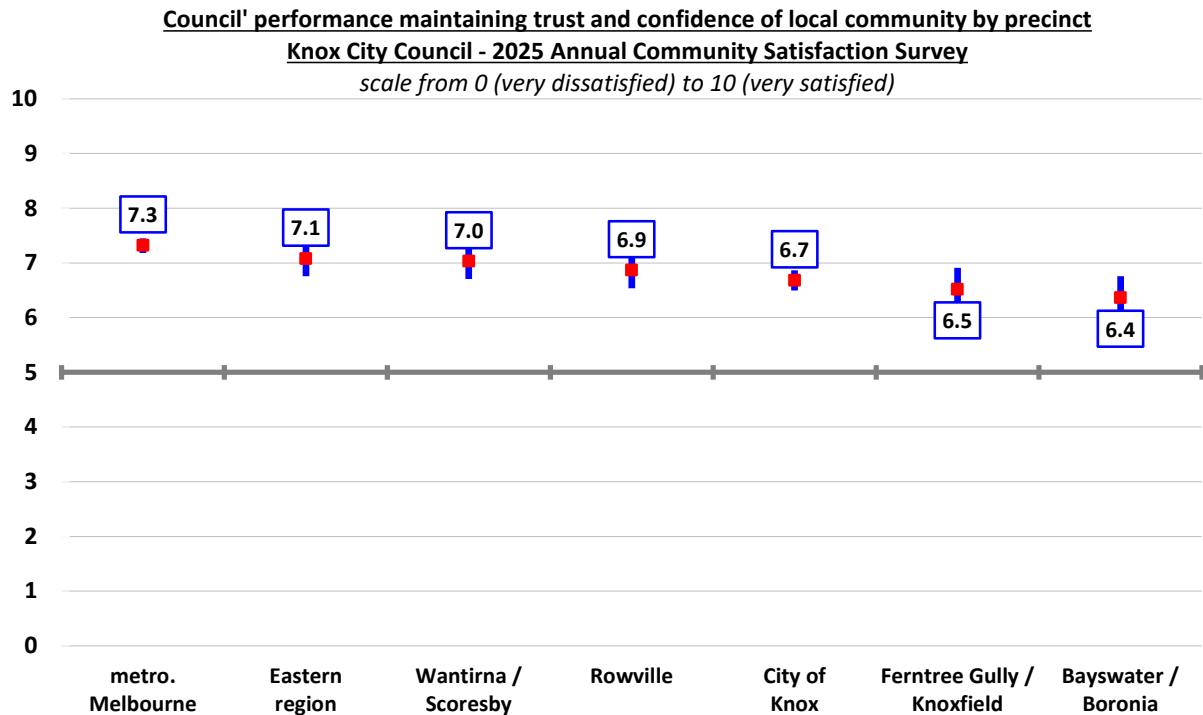


This result was measurably (6%) lower than the metropolitan average of 7.3 out of 10 or “very good”.

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Wantirna / Scoresby were somewhat (3%) more satisfied than average, although still at a “good” level.

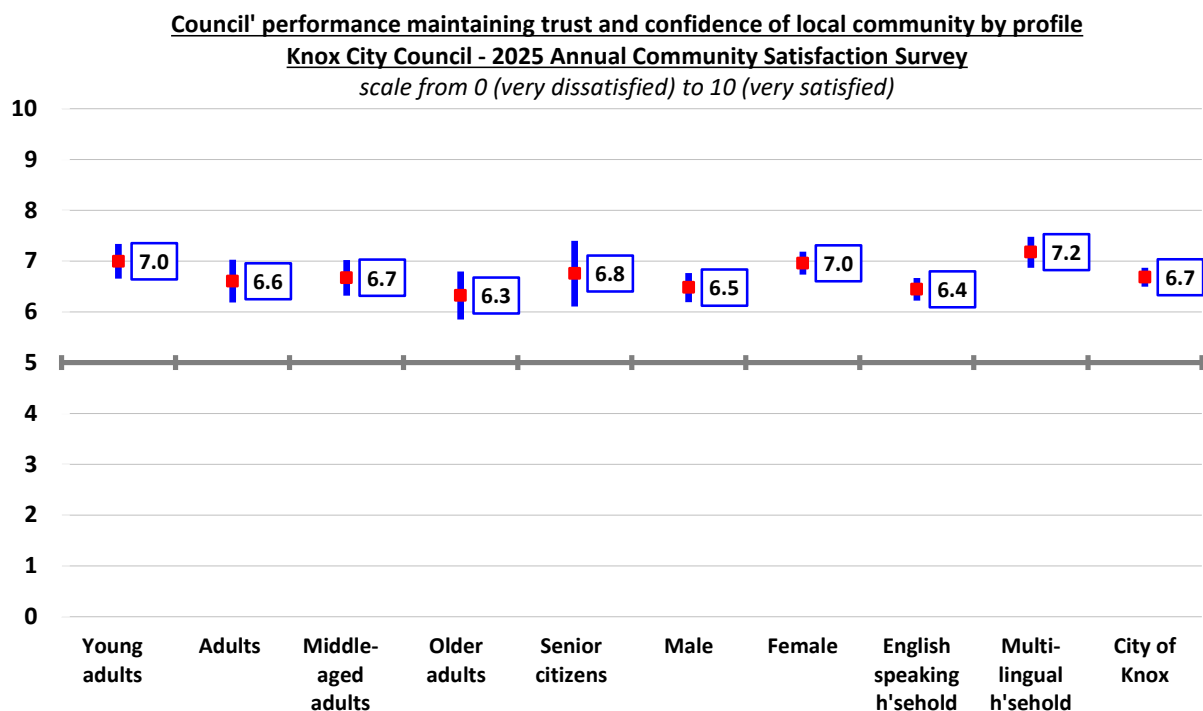
By contrast, respondents from Bayswater / Boronia were somewhat (3%) less satisfied than average, and at a “solid” rather than a “good” level.





There was, however, measurable variation in satisfaction with Council’s performance making decisions in the interests of the community observed by respondent profile.

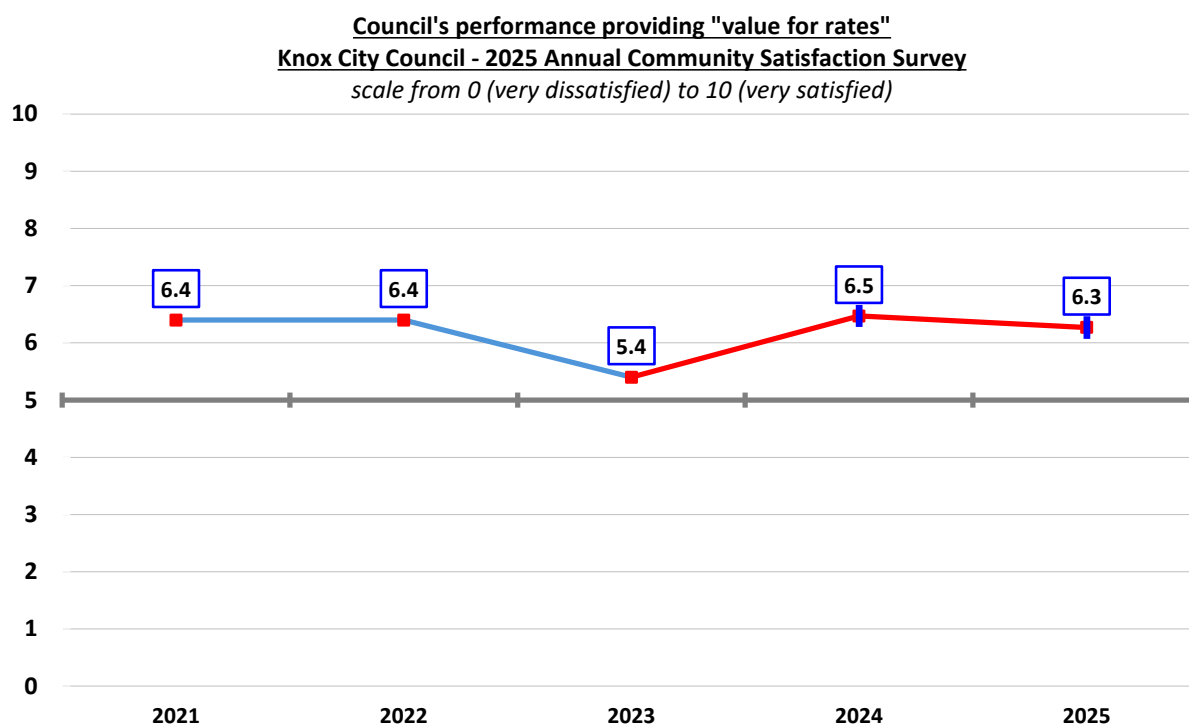
Young adults (aged 18 to 34 years) were somewhat (3%) more satisfied than average, whilst older adults (aged 60 to 74 years) were somewhat (4%) less satisfied, and at a “solid”, rather than a “good” level. Female respondents were notably (4%) more satisfied than male respondents, and respondents from multilingual households were measurably (8%) more satisfied than respondents from English speaking households.



Providing “value for rates”

Satisfaction with Council’s performance providing value for rates declined marginally this year, down two percent to 6.3 out of 10, which was a “solid”, down from a “good” level of satisfaction.

This result comprised 27% “very satisfied” and 14% (down from 16%) “dissatisfied” respondents.

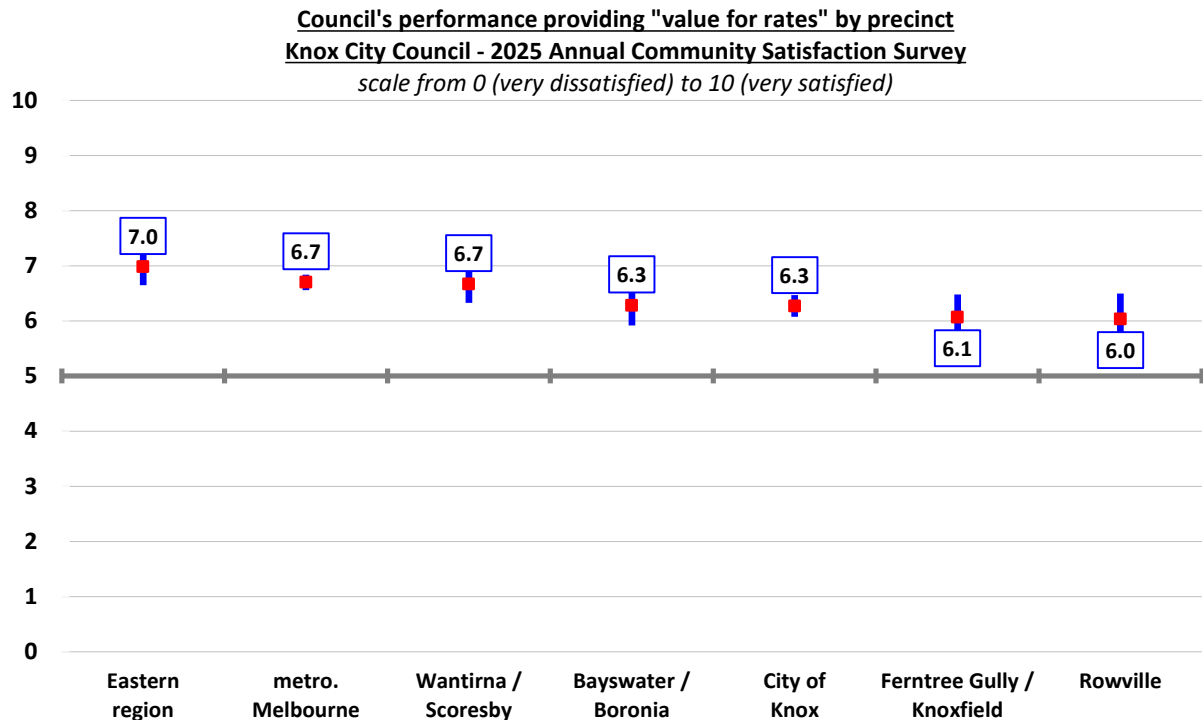


This result was measurably (4%) lower than the metropolitan average of 6.7 out of 10 or “good”.

Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Wantirna / Scoresby were somewhat (4%) more satisfied than average, and at a “good” level.

By contrast, respondents from Rowville were somewhat (3%) less satisfied than average, although still at a “solid” level.

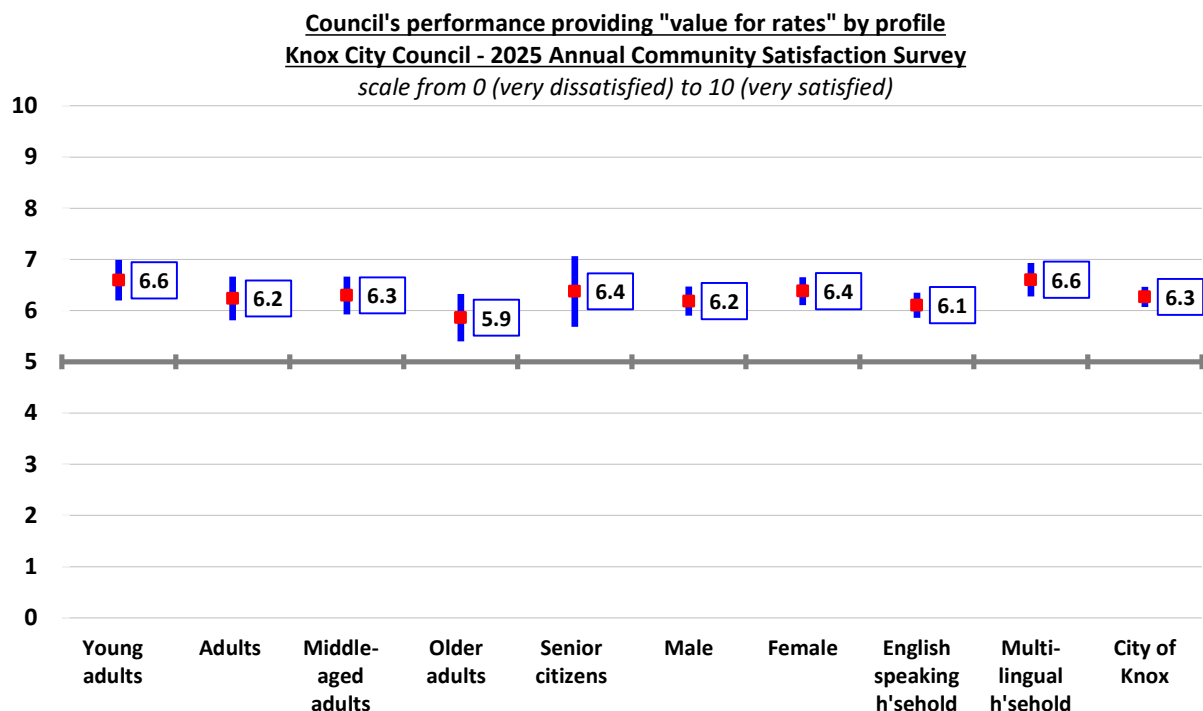




There was some variation in satisfaction with Council's performance providing value for rates observed by respondent profile.

Young adults (aged 18 to 34 years) were somewhat (3%) more satisfied than average and a "good" level, whilst older adults (aged 60 to 74 years) were somewhat (4%) less satisfied, and at a "poor", rather than a "solid" level.

Respondents from multilingual households were measurably (5%) more satisfied than respondents from English speaking households.

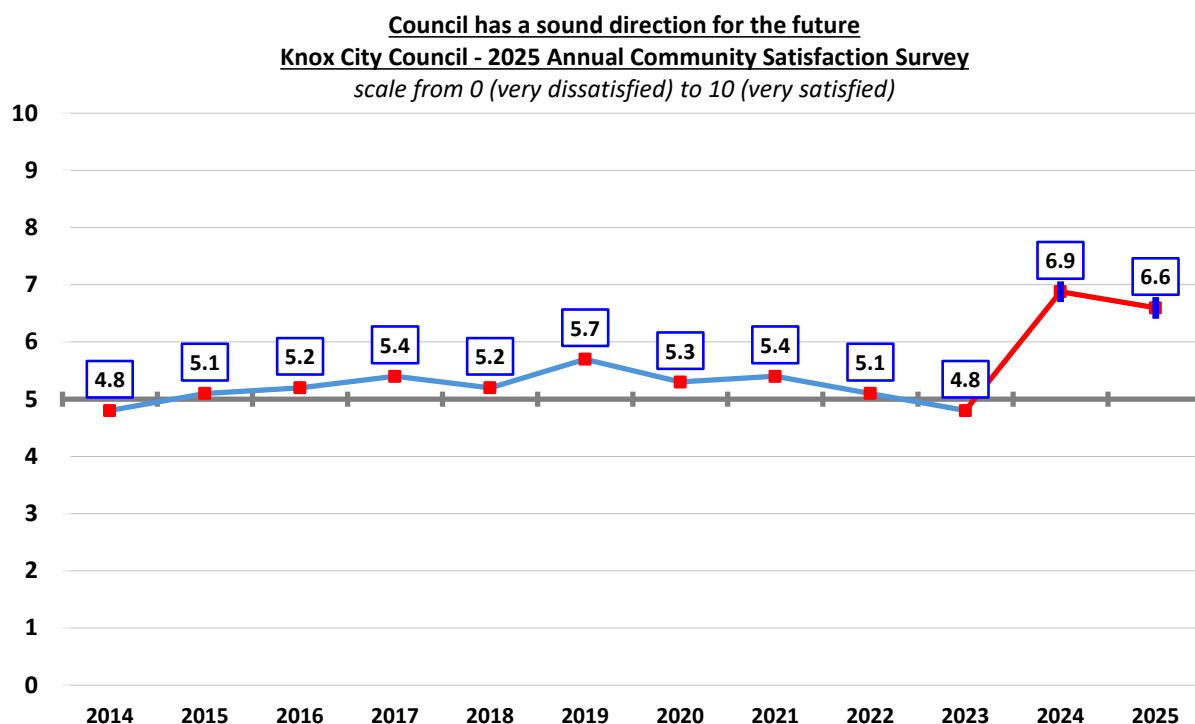


Council has a sound direction for the future

Satisfaction that Council has a sound direction for the future declined somewhat this year, down three percent to 6.6 out of 10, although it remained at a “good” level of satisfaction.

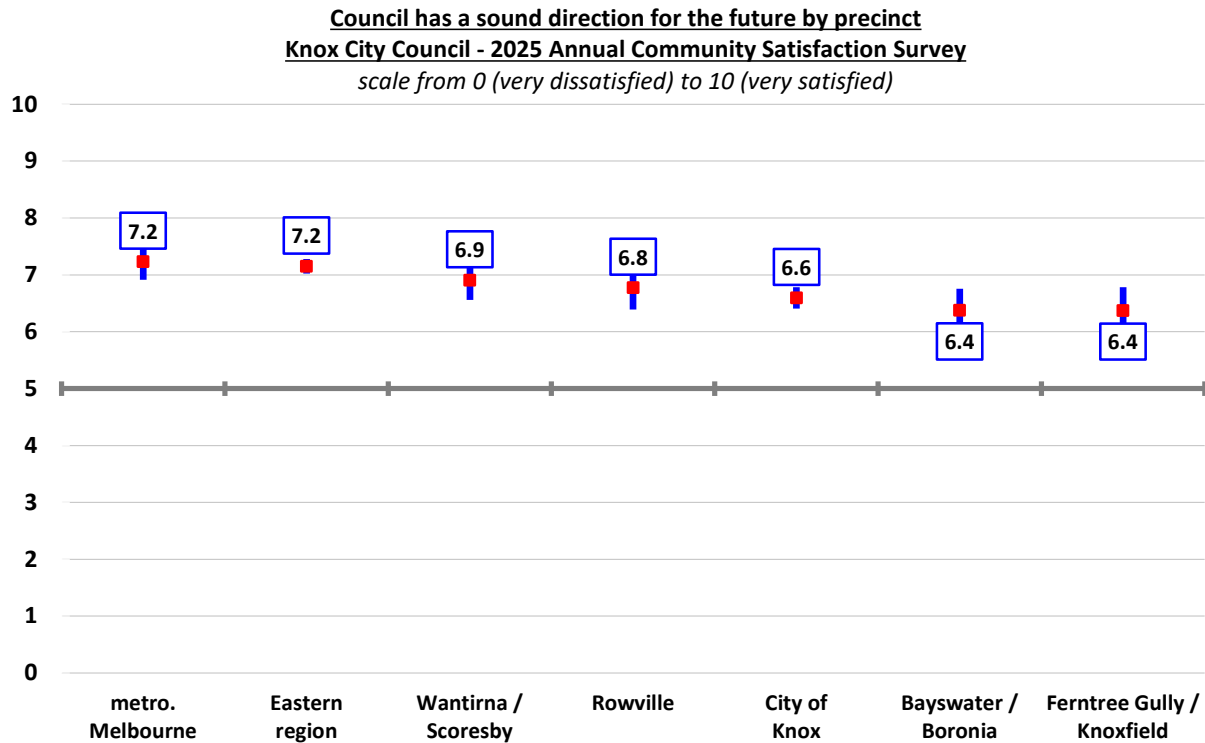
Despite the decline this year, this result remained measurably and significantly (11%) above the long-term average satisfaction since 2014 of 5.5 out of 10 or “solid”.

This result comprised 32% “very satisfied” and 11% “dissatisfied” respondents.



This result was measurably (6%) lower than the metropolitan average of 7.2 out of 10 or “good”.

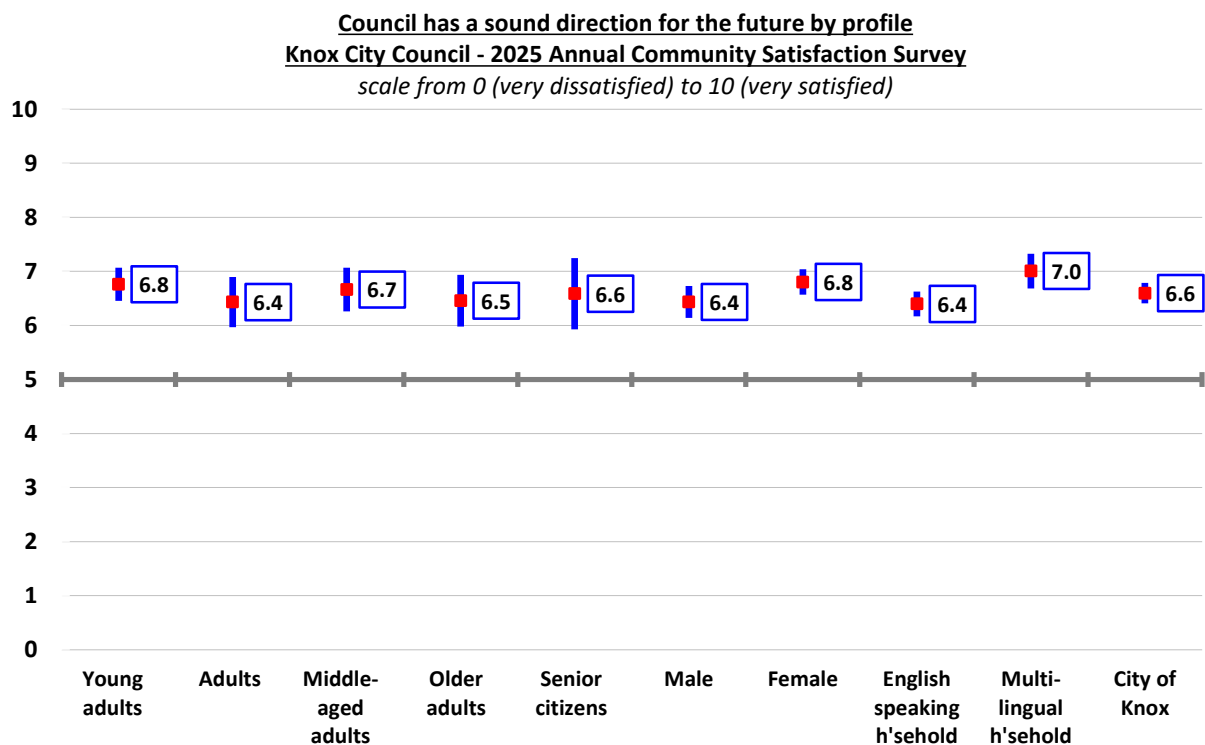
Whilst there was no statistically significant variation in satisfaction observed across the municipality, it is noted that respondents from Wantirna / Scoresby were somewhat (3%) more satisfied than average, although still at a “good” level.



There was some variation in satisfaction that Council has a sound direction for the future observed by respondent profile.

There was no substantial variation in satisfaction observed by respondent profile.

Female respondents were, however, notably (4%) more satisfied than female respondents, and respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households.

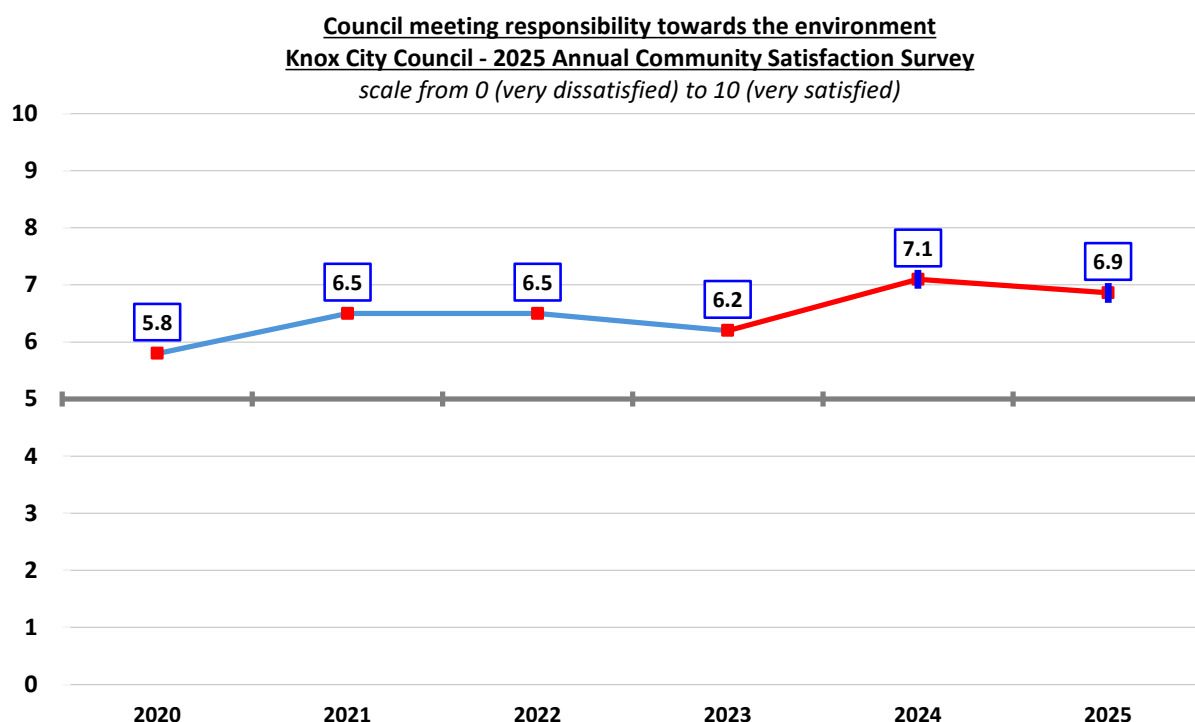


Meeting environmental responsibilities

Satisfaction with Council’s performance meeting its responsibilities towards the environment declined marginally this year, down two percent to 6.9 out of 10, although it remained at a “good” level of satisfaction.

Despite the decline this year, this result remained measurably (4%) above the long-term average satisfaction since 2014 of 6.5 out of 10 or “solid”.

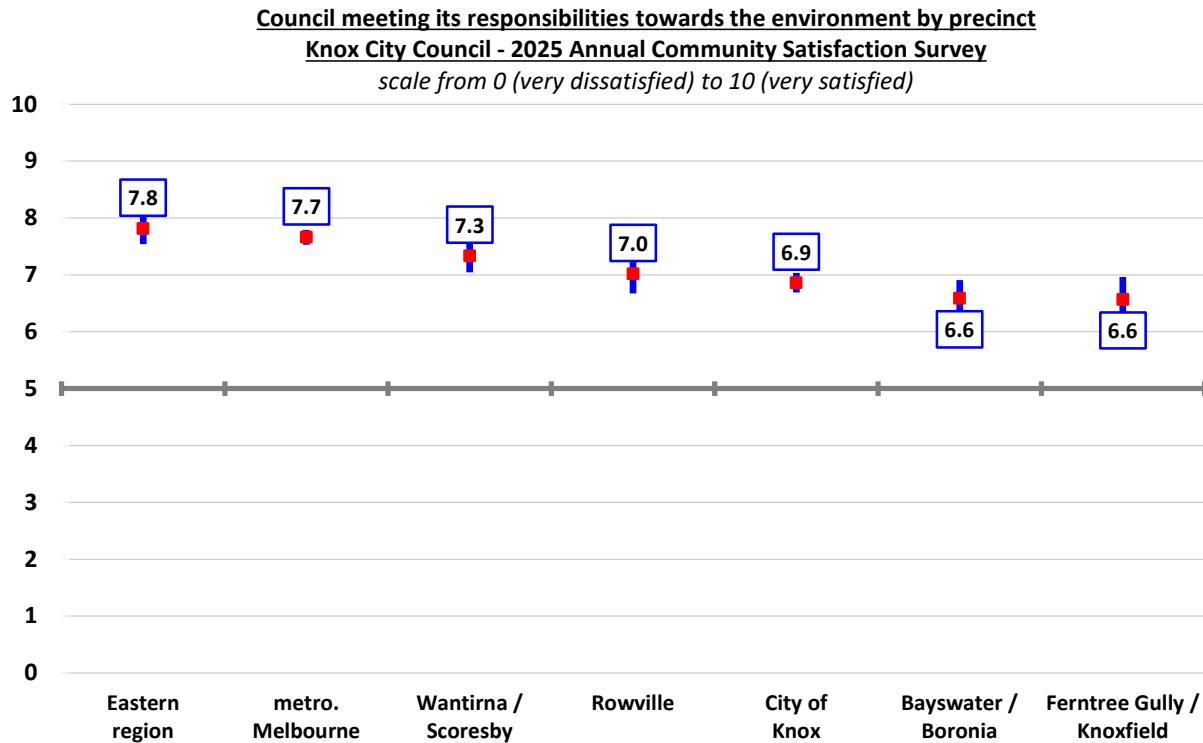
This result comprised 36% “very satisfied” and seven percent “dissatisfied” respondents.



This result was measurably (8%) lower than the metropolitan average of 7.7 out of 10 or “very good”, and measurably (9%) below the eastern region councils’ average of 7.8 or “excellent”.

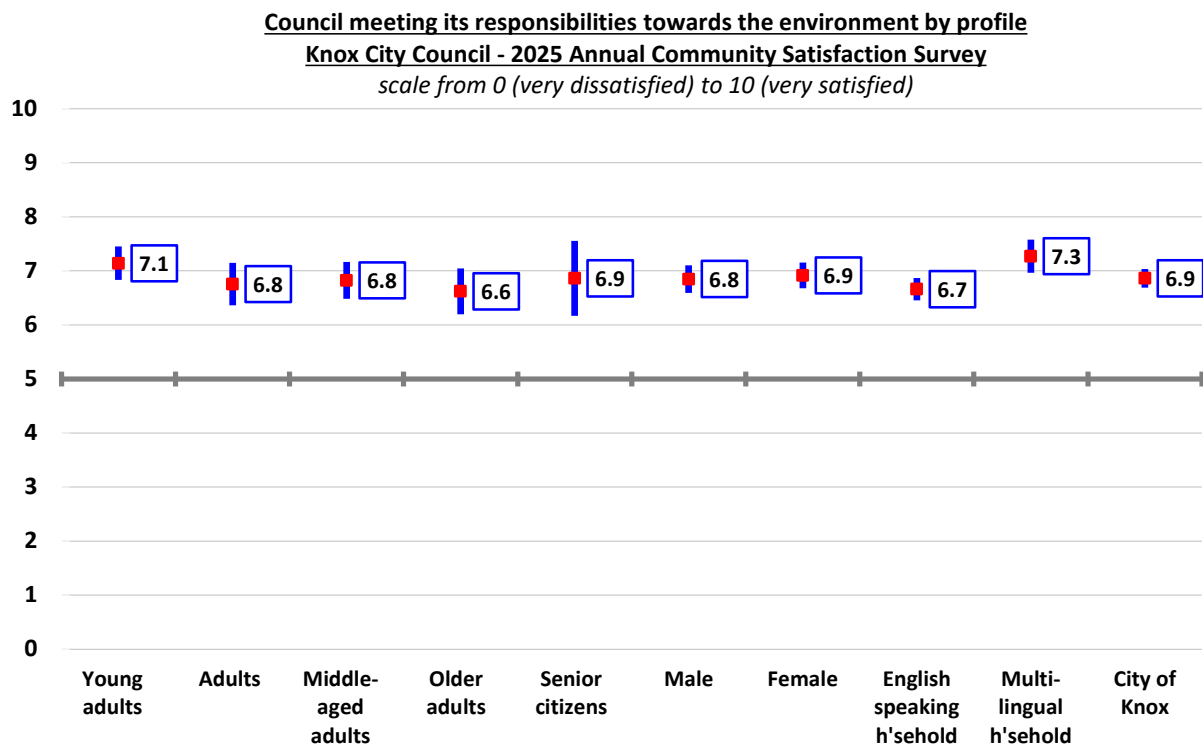
There was statistically significant variation in satisfaction observed across the municipality, with respondents from Wantirna / Scoresby measurably (4%) more satisfied than average, and at a “very good” rather than a “good” level of satisfaction.

By contrast, respondents from Bayswater / Boronia and Ferntree Gully / Knoxfield were somewhat (3%) less satisfied than average, although still at “good” levels.



There was some variation in satisfaction with Council meeting its environmental responsibilities observed by respondent profile.

Older adults (aged 60 to 74 years) were somewhat (3%) less satisfied than average, although still at a “good” level, and respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households, and at a “very good” level.



Contact with Council

Contact with Council in the past 12 months

Respondents were asked:

“Have you contacted Knox City Council in the past 12 months?”

In 2025, a little less than one-third (31% up from 25%) of respondents who provided a response to this question reported that they had contacted Council in the last 12 months.

Metropolis Research notes that this result was consistent with results observed elsewhere across metropolitan Melbourne in the new post-pandemic norm.

Contacted Council in the past 12 months
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025		2024
	Number	Percent	
Yes	153	31%	25%
No	338	69%	75%
Not stated	9		1
Total	500	100%	500

Reasons for contacting Council

Respondents who had contacted Council were asked:

“If Yes, why did you contact Council?”

The 153 respondents who contacted Council in the last 12 months were asked the reason why they contacted Council.

This question was included in order to provide some context around the satisfaction scores, as it is clear that the reason why respondents contact Council can often impact on their satisfaction with aspects of customer service.

This can be the result of dealing with a different part of Knox City Council but also may be the result of differing outcomes that respondents might receive, depending on why they contacted Council.

The three most common reasons why respondents contacted Council over the last 12 months related to rubbish and waste issues including recycling (21%), registration activities (29%), and in relation to the management of trees (14%).



As is clear in the table, there were a wide range of other reasons why respondents contacted Council in 2025, reflecting the broad range of responsibilities of Council.

Reasons for contacting Council in the past 12 months
Knox City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents contacting Council providing a response)

Reason	2025	
	Number	Percent
Waste incl. rubbish, recycling and hard rubbish	31	21%
Registration activities	29	20%
Trees maintenance	20	14%
Green waste collection / compost bins	8	5%
Animal / pest management	7	5%
Planning and development	5	3%
Drains / flooding	5	3%
Footpath maintenance and repairs	5	3%
Rates / fees / charges	5	3%
Services and facilities for elderly / people with disability	4	3%
Neighbour issues	3	2%
Parking	3	2%
Parks, gardens and vegetation	3	2%
Roads / traffic	3	2%
Cleanliness and maintenance of area	2	1%
Recycling collection	2	1%
Childcare / kinder	1	1%
Council governance, voting	1	1%
Council services	1	1%
Education and schools	1	1%
Illegally dumped rubbish / cars / trolleys	1	1%
Nature strip issues	1	1%
Public toilets	1	1%
Storm management / clean-up	1	1%
Other	4	3%
Reason not stated	6	
Total	153	100%

Forms of contact

Respondents who had contacted Council were asked:

“When you last contacted the Council, was it?”

Consistent with the results recorded last year, the most common methods by which respondents last contacted Council were by telephone during office hours (50%), visiting the website (20%), and by email (16%).



Metropolis Research notes that the proportion of respondents who reported that they last visited Council in person declined from 15% last year to 10%.

Metropolis Research has observed this decline in the proportion of in-person visits in several other municipalities through and now post-pandemic, suggesting strongly that there has been a long-term change in the ways by which the community engages with Council.

Form of last contact with Council
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

Response	2025		2024
	Number	Percent	
Telephone <i>(during office hours)</i>	77	50%	49%
Website	31	20%	19%
Email	24	16%	17%
Visit in person	15	10%	15%
Telephone <i>(after hours service)</i>	1	1%	0%
Mail	1	1%	0%
Social media <i>(e.g. Facebook)</i>	1	1%	0%
Live chat	1	1%	0%
Directly with a Councilor	0	0%	0%
Other	2	1%	1%
Not stated	0		2
Total	153	100%	126

Preferred method of contacting Council

Respondents who had contacted Council were asked:

“Was this your preferred method of contacting Council? If No, how would you have preferred to contact Council?”

The overwhelming majority of respondents who contacted Council in the last 12 months reported that the method by which they last contacted Council was their preferred method.

There were just eight respondents who reported that the method by which they contacted Council was not their preferred method.

Most of the respondents who did not contact by their preferred method would have preferred to have telephoned Council directly.



Preferred method of contacting Council

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of respondents contacting Council providing a response)

Response	2025	
	Number	Percent
Yes	144	95%
No	8	5%
preferred to telephone	5	
preferred to email	2	
preferred to use the website	1	
preferred method not stated	1	
Not stated	1	
Total	153	100%

Satisfaction with Council's customer service

Respondents who had contacted Council were asked:

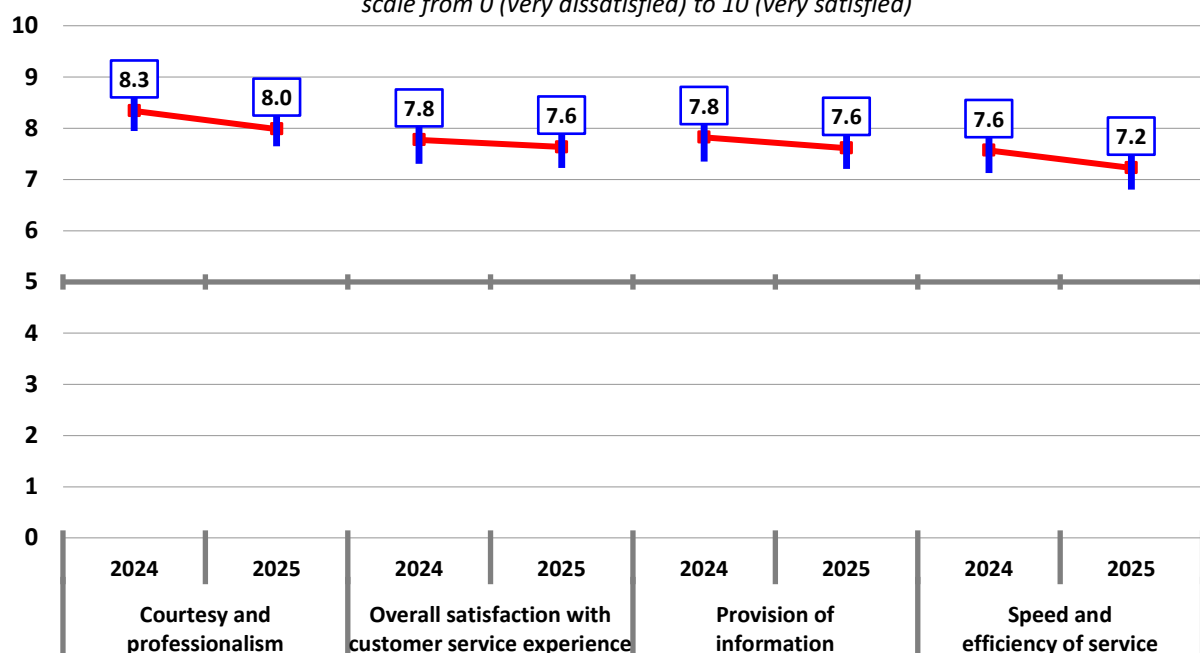
"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Knox City Council?"

Respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with four aspects of customer service (including overall satisfaction with the customer service experience).

Satisfaction with aspects of customer service

Knox City Council - 2025 Annual Community Satisfaction Survey

scale from 0 (very dissatisfied) to 10 (very satisfied)



The average satisfaction with each of these four aspects of customer service declined somewhat this year, down an average of three percent from 7.9 to 7.6 out of 10, which was a “very good”, down from an “excellent” level of satisfaction.

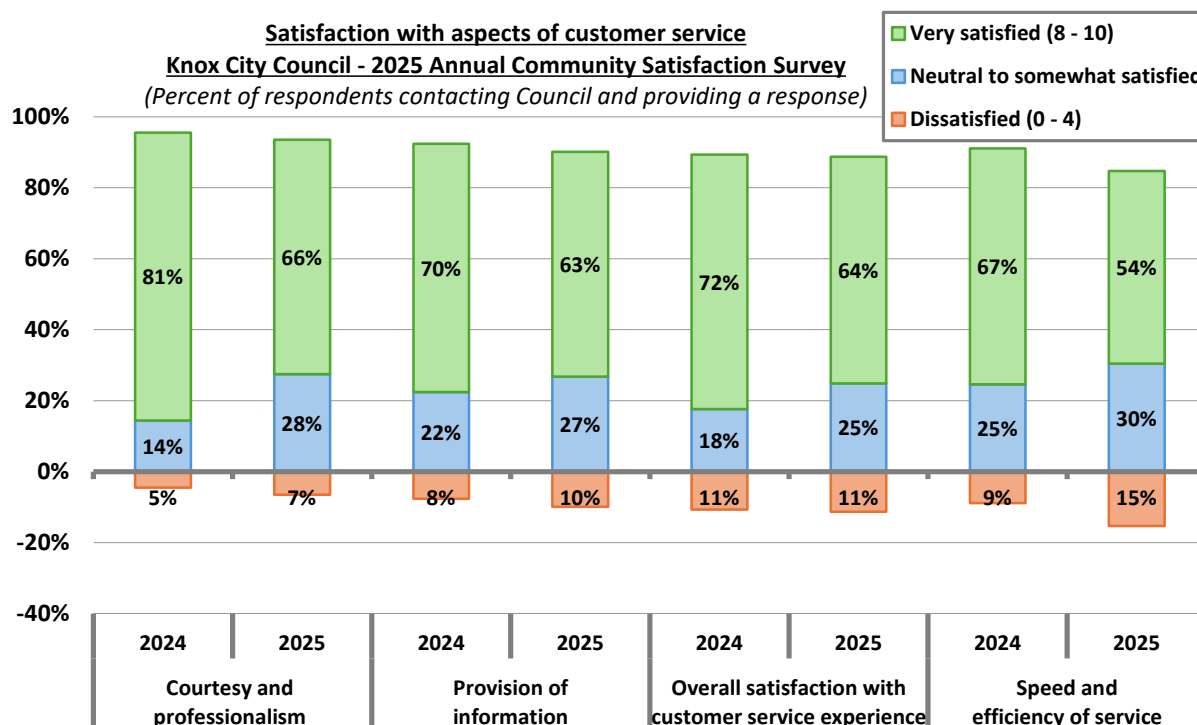
This decline was largest in relation to the speed and efficiency of service, which declined four percent to 7.2 out of 10, which was a “good”, down from a “very good” level.

Metropolis Research notes, however, the relatively small sample size of 153 respondents, which will tend to result in larger variations in average satisfaction from year to year.

The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

Consistent with the decline in satisfaction with each of these four aspects of customer service, the proportion of respondents who were “very satisfied” declined notably, although there was no substantial increase in the proportion of respondents who were “dissatisfied” with three of the four aspects (including overall satisfaction).

Particular attention is drawn to the 13% decline in the proportion of respondents who were “very satisfied” with the speed and efficiency of service (54% down from 67%), and the six percent increase in the proportion of respondents who were “dissatisfied”.

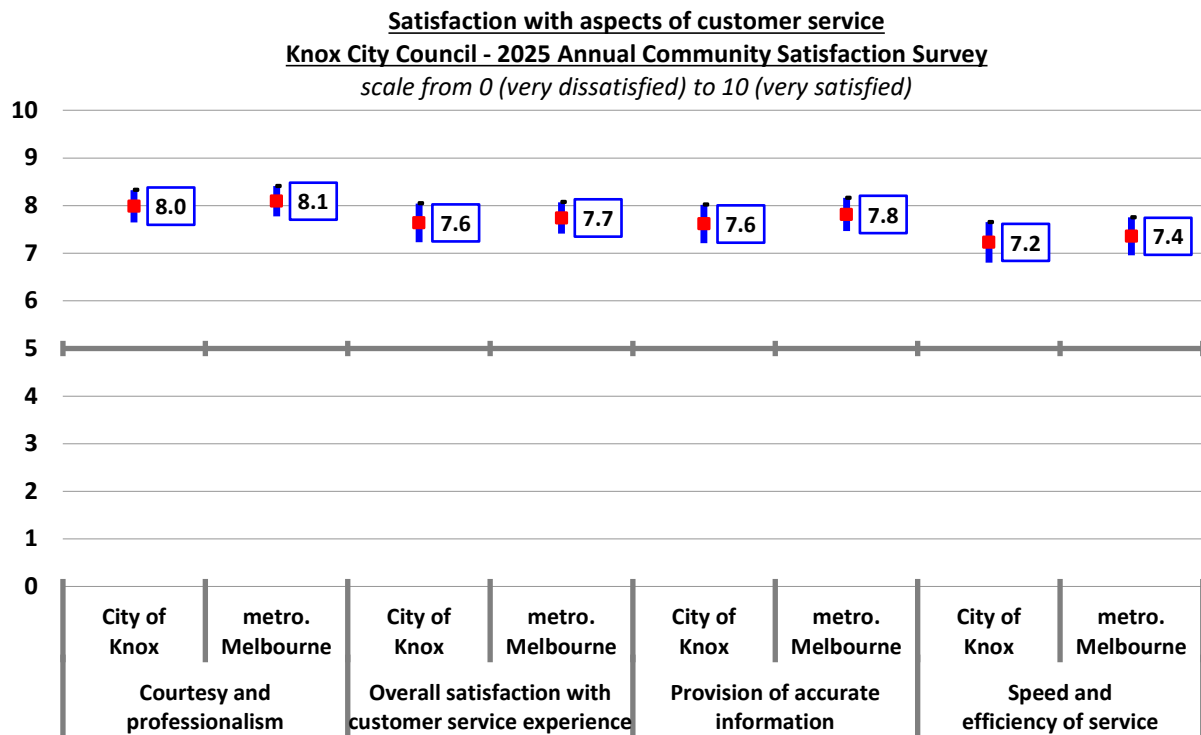


The following graph provides a comparison of satisfaction with these four aspects of customer service against the metropolitan Melbourne results, as sourced from the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.



Metropolis Research notes that satisfaction with each of these four aspects of customer service was marginally lower in the City of Knox than the metropolitan Melbourne averages.

This was a turnaround from the 2024 results, at which time respondents in the City of Knox were measurably more satisfied with each of these aspects than the metropolitan average.



The following graph provides a comparison of satisfaction with these four aspects of customer service by the method of contacting Council.

Whilst there was no statistically significant variation in these results observed by method of contact, it is noted that respondents who contacted Council via the website were somewhat more satisfied with the speed and efficiency of service, the provision of accurate information, and overall satisfaction with the customer service experience.

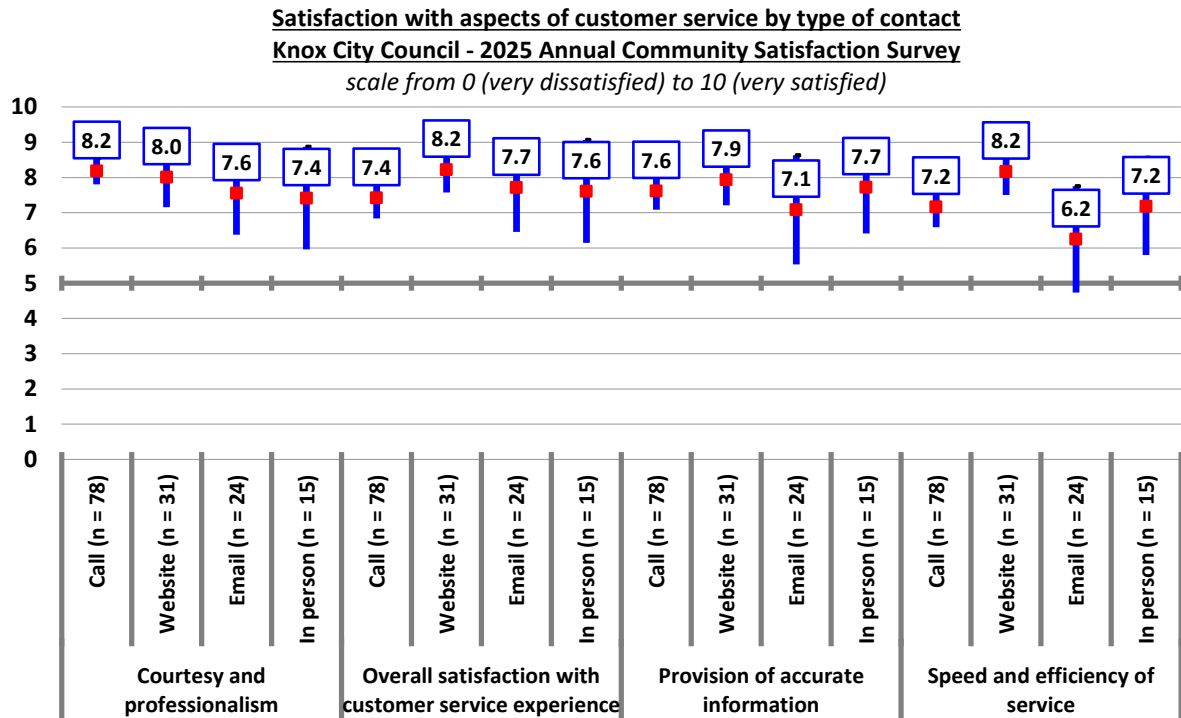
It is also noted that respondents who telephoned Council were the most satisfied with the courtesy and professionalism of staff.

Metropolis Research typically observed, pre-pandemic, that respondents who visited Council in person tended to be more satisfied with aspects of customer service than respondents who telephoned or emailed Council.

In recent years, with the increase in the proportion of respondents contacting Council by email, in several municipalities it was observed that satisfaction with customer service for this group of respondents tended to be lower than for those telephoning or visiting in person.

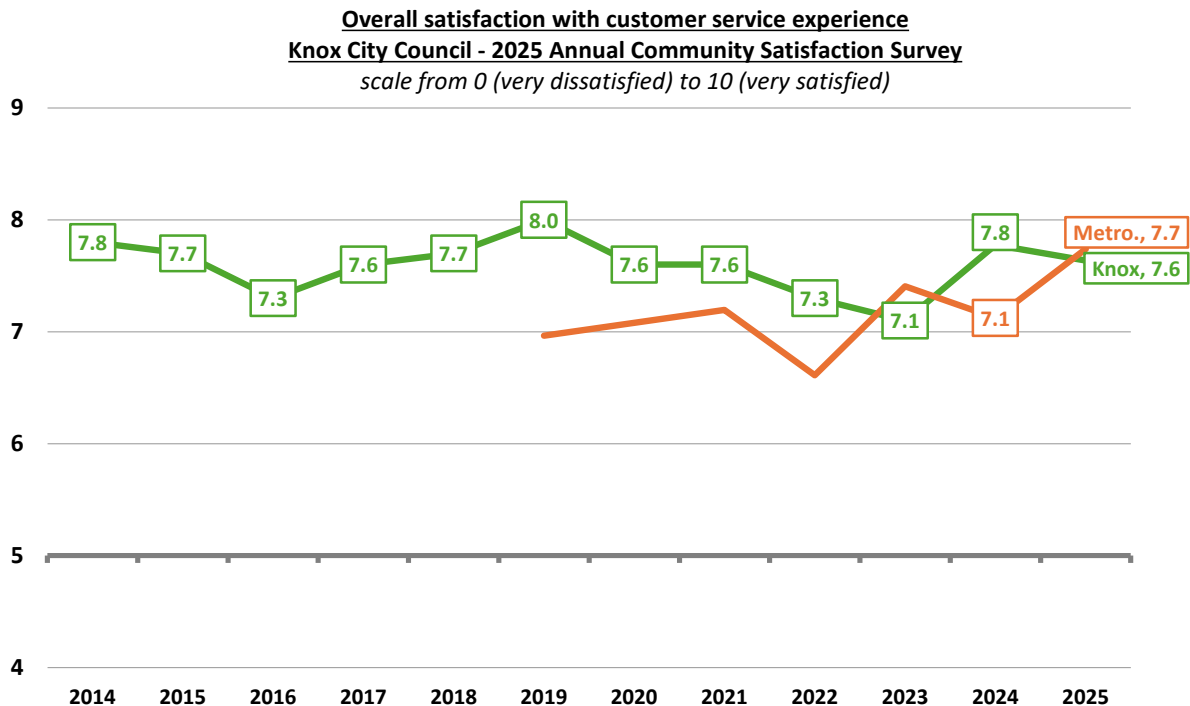
This somewhat appears to be the case for the City of Knox this year, with the 24 respondents who emailed Council reporting the lowest average satisfaction with the provision of accurate information and the speed and efficiency of service.





Overall satisfaction with customer service experience

Overall satisfaction with the customer service experience declined marginally this year, down two percent to 7.6 out of 10.

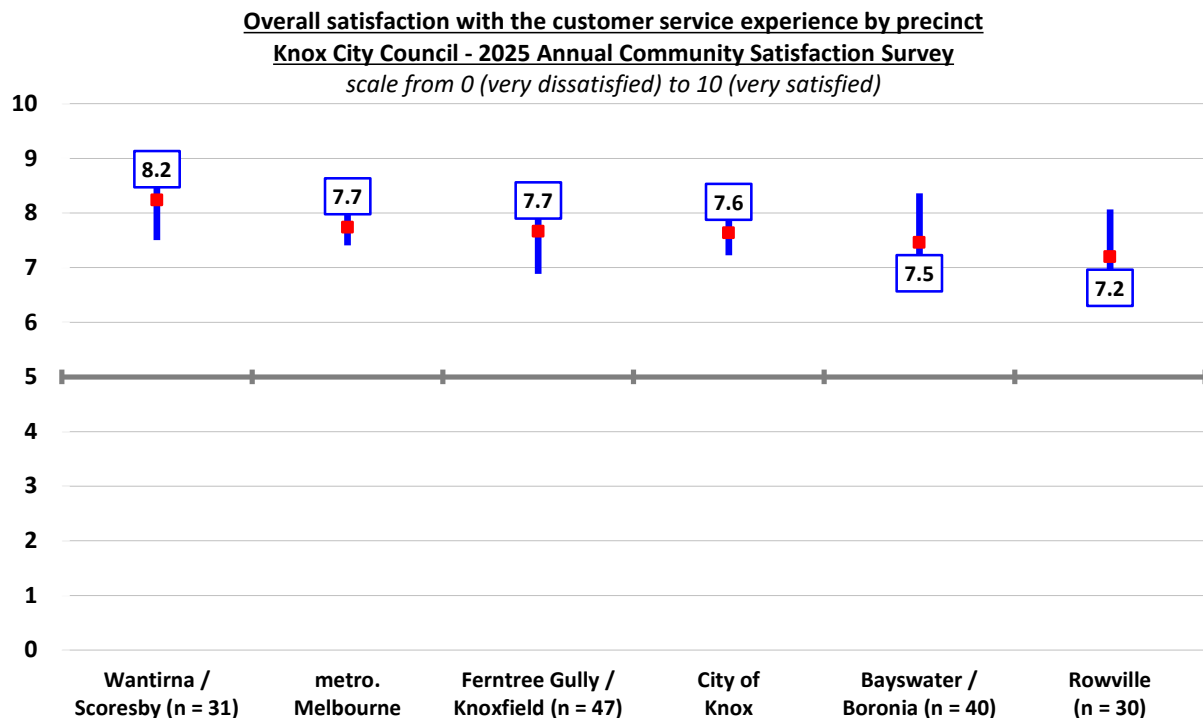


This was a “very good”, down from an “excellent” level of satisfaction, and was marginally (1%) lower than the metropolitan average, as recorded in the 2025 *Governing Melbourne* research.

This result was identical to the long-term average satisfaction since 2014 of 7.6 out of 10 or “very good”.

Whilst there was no statistically significant variation in overall satisfaction with the customer service experience observed across the five precincts comprising the City of Knox, due largely to the small sample sizes at the precinct level, it is noted that respondents from Wantirna / Scoresby were notably (6%) more satisfied than average, and at an “excellent” level.

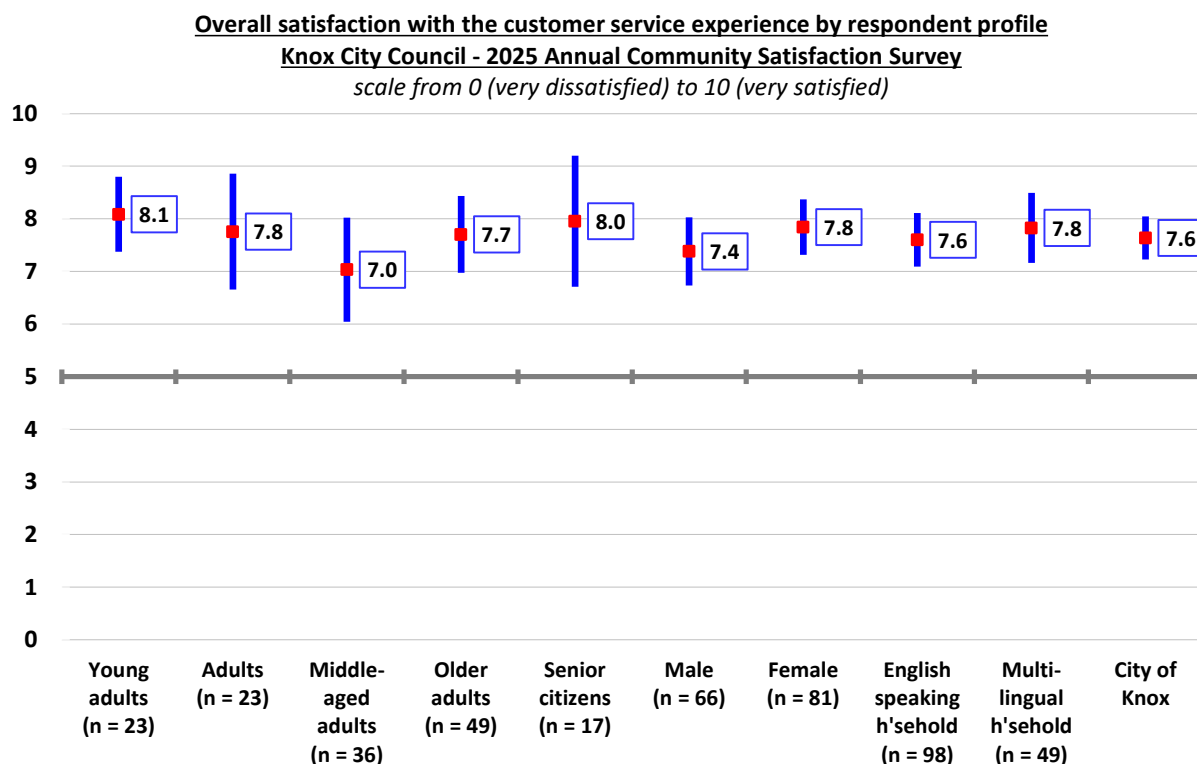
By contrast, respondents from Rowville were somewhat (4%) less satisfied than average, and at a “good” rather than a “very good” level.



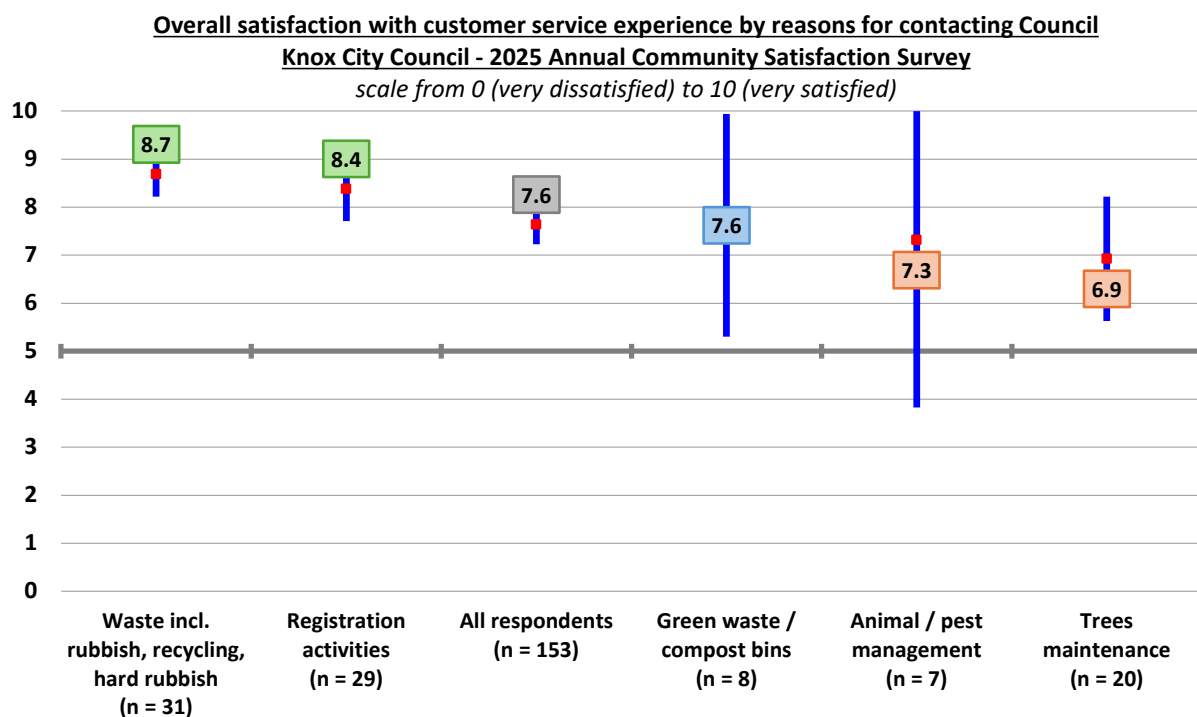
There was also no measurable variation in overall satisfaction with the customer service experience observed by respondent profile, although it is noted that young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were somewhat more satisfied than average, and at “excellent” levels of satisfaction.

By contrast, middle-aged adults (aged 45 to 59 years) were somewhat (6%) less satisfied than average, and at a “good” rather than a “very good” level.





The following graph provides a comparison of the overall satisfaction with the customer service experience by reason for contacting Council. Whilst caution should be exercised given the very small sample sizes, it is noted that those contacting Council in relation to rubbish and waste issues were notably (11%) more satisfied than average, whilst those contacting Council in relation to trees were notably (7%) less satisfied.



Planning and housing development

Satisfaction with the appearance and quality of new developments

Respondents were asked:

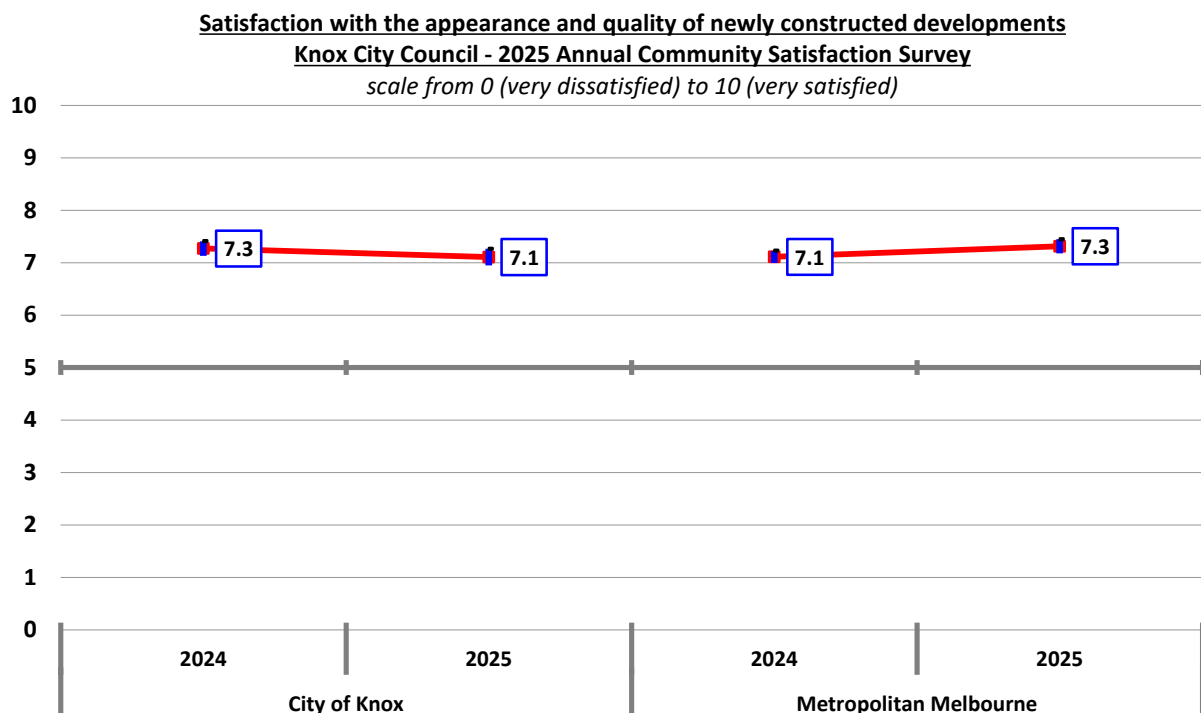
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of the planning and development in your local area?”

Satisfaction with the appearance and quality of new developments declined marginally this year, down two percent to 7.1 out of 10 this year, which was a “good”, down from a “very good” level of satisfaction.

This score is the key measure of community satisfaction with the nature of new development in the municipality.

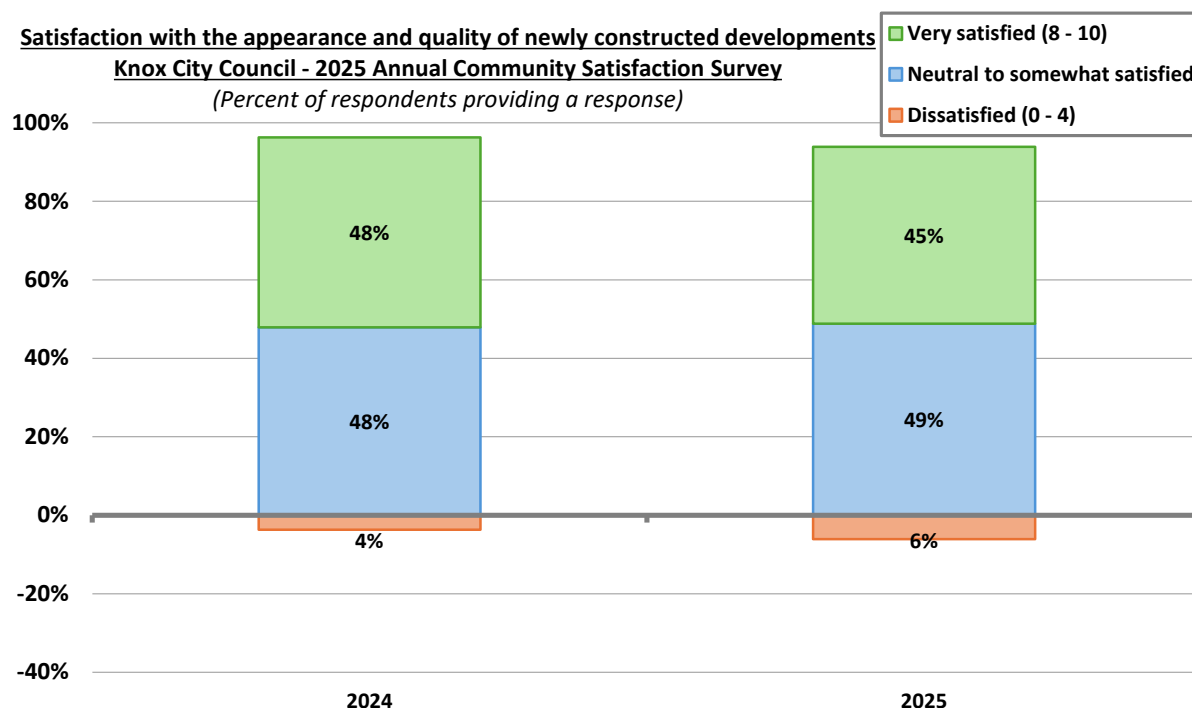
By way of comparison, satisfaction with the appearance and quality of new developments was somewhat (2%) lower than the metropolitan Melbourne average (7.3), and three percent lower than the eastern region councils’ average of 7.4, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same methodology.

It is noted that satisfaction with the appearance and quality of new developments in the City of Knox remained relatively consistent with the metropolitan average, consistent with the fact that three percent of respondents nominated building, housing, planning, and development issues as a top three [issue to address](#), similar to the metropolitan average of four percent this year.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

It is noted that almost half (45% down from 48%) of respondents who provided a score were “very satisfied” with the appearance and quality of new developments, whilst six percent (up from 4%) were “dissatisfied”.

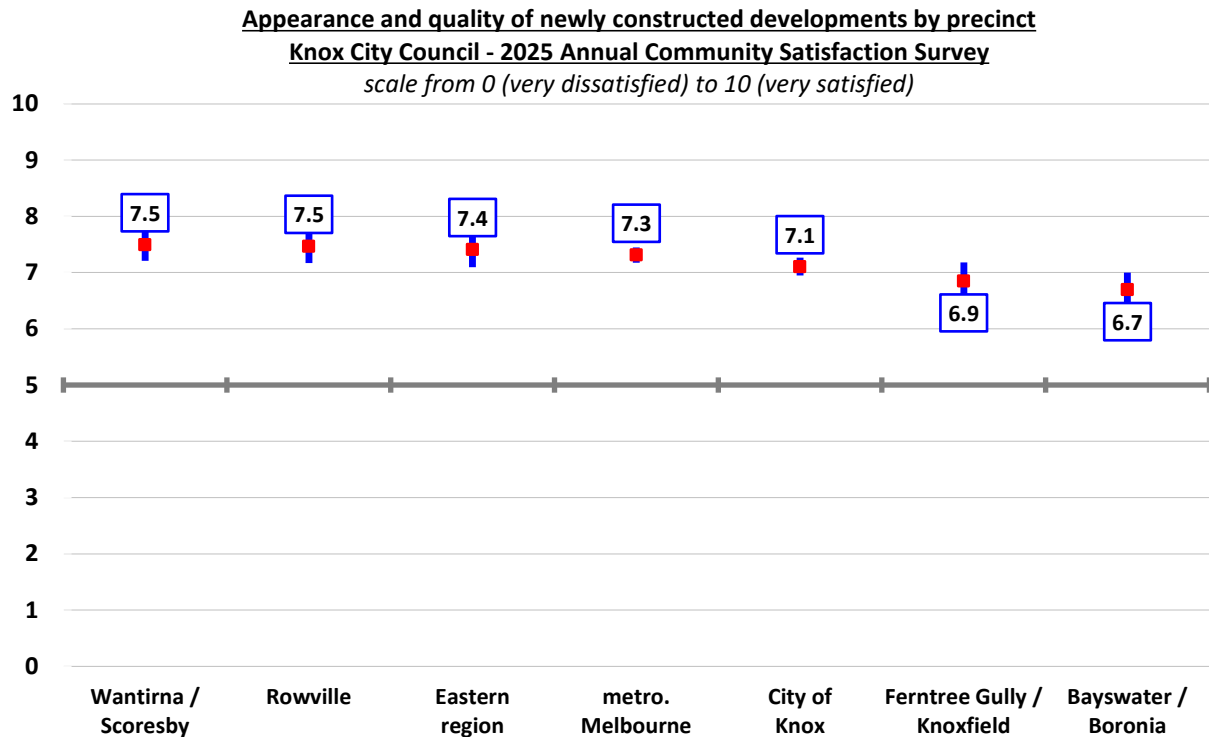


Whilst there was no statistically significant variation in satisfaction with the appearance and quality of new developments observed across the municipality, it is noted that respondents from Wantirna / Scoresby and Rowville were somewhat (3%) more satisfied than average, and at “very good” levels.

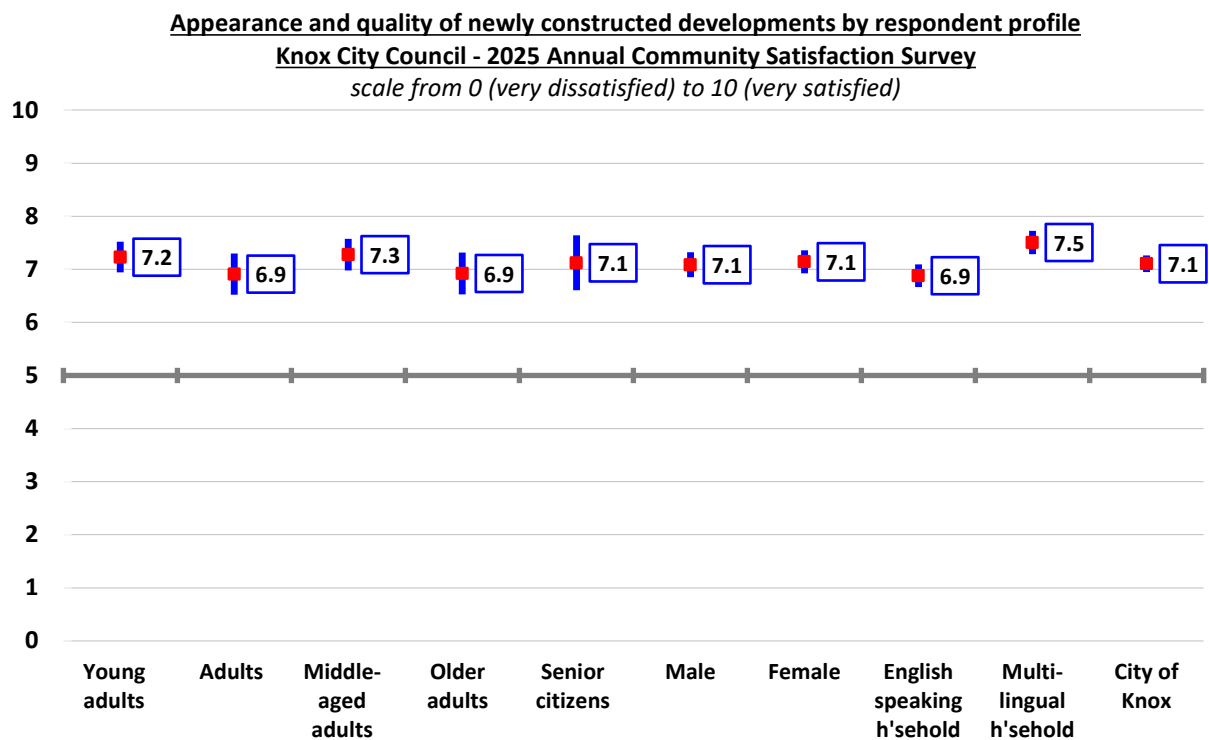
By contrast, respondents from Bayswater / Boronia were somewhat (4%) less satisfied than average, although still at a “good” level.

This variation in satisfaction by precinct was consistent with the variation observed for overall satisfaction with Knox City Council.





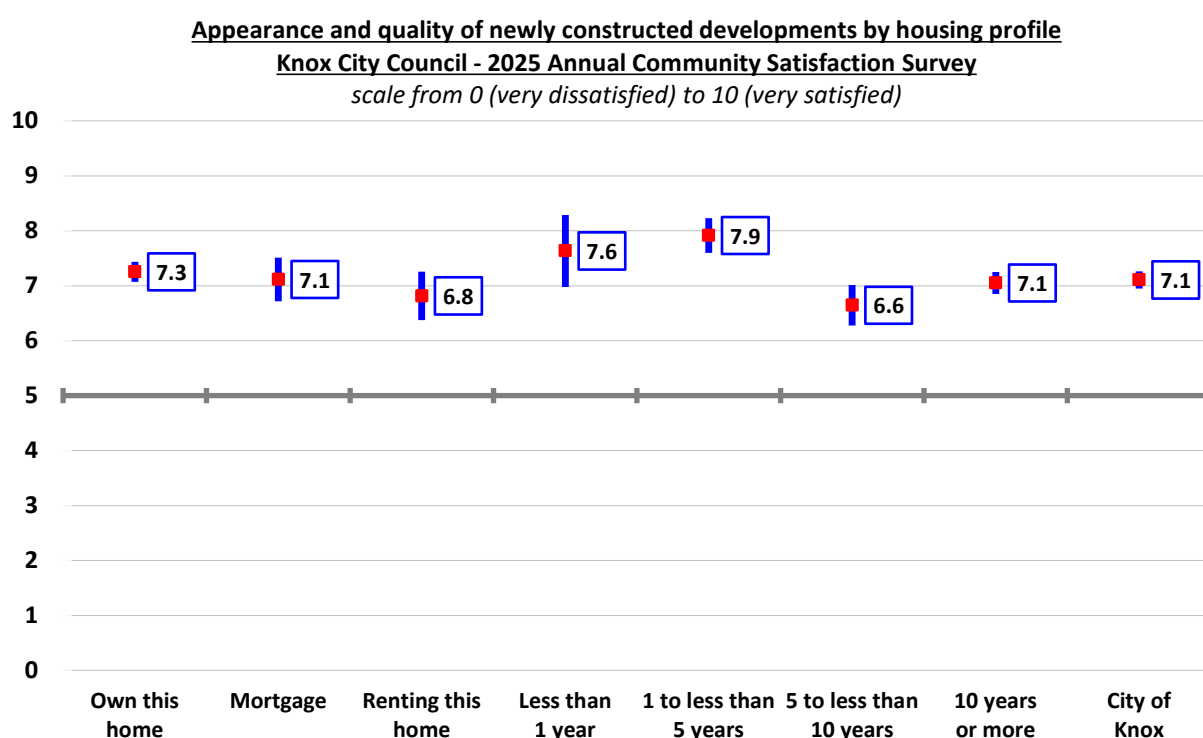
There was no substantial variation in satisfaction with the appearance and quality of new developments observed by the respondents' age structure or gender, however, it is noted that respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households, and at a "very good" level.



There was measurable variation in satisfaction with the appearance and quality of new developments observed by housing situation and period of residence.

Interestingly, it was rental household respondents who were the least satisfied with new developments, which is a result at odds with what is typically observed across metropolitan Melbourne. It tends to be homeowners (particularly older adults) who are the least satisfied, and rental households tend to be more satisfied than average.

It is noted that new and newer residents (less than five years in Knox) were measurably and significantly more satisfied than longer-term residents. This result is consistent with results typically observed elsewhere and reflect the fact that new and newer residents tend to be more likely to be purchasing / renting newer housing.



Reasons for dissatisfaction with new developments

The following table outlines the 49 comments and three locations of concern in relation to new development in the City of Knox.

Many of these comments related to concerns around the perceived quality of new developments, along with the density of new development.



Reason for dissatisfaction with the appearance and quality of new development**Knox City Council - 2025 Annual Community Satisfaction Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
Cheaply built / built on budget	3
Hideous / horrendous / disgusting	3
Multi dwelling / high density is horrible	3
Bad construction / poorly built / need higher quality	2
Lack of parking / parking issues	2
No developments / there is nothing newly constructed	2
No parking	2
People have no say / developments done wherever they want	2
Some high-rise buildings are disgusting / ugly	2
They are terrible / rubbish	2
Too many flats and units	2
Too many town houses / do not like them	2
Amount of people in one area	1
Do not like high rises	1
Do not like the direction the Council is going in	1
Drainage is not up to the standards	1
General quality of new housing is extremely low which affect health and environment	1
High rises are not as safe	1
Houses have no garden	1
I think the houses they are allowing are too big	1
Mould in the bathroom	1
No consideration of aesthetic	1
No proper planning	1
No respect for people's personal space and boundaries	1
No standard on what they decide to put on a street	1
Not happy with increasing high rises	1
Older one is good	1
Some of them are kept disgustingly	1
Some of them are too congested	1
The ability to get all people out in case of emergency	1
The building in front has taken away my beautiful sunset and the house is cold because there is no sunlight	1
The community centre can get an upgrade	1
The infrastructure is not built for all	1
Trees get knocked down	1
Total	49

Specific locations identified by respondents

1.1 million dollars on Erica Ave and they just took away some parking spots	1
Quality of work of newly built units on Adele Ave	1
Quality of work of newly built units on Ashton Rd	1
Total	3
Total responses	52



Planning for population growth

Respondents were read the following preamble:

The State Government has planned for the population of the City of Knox to increase by approximately 16,400 more people by 2036, reaching approximately 177,500. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

Respondents were then asked:

“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If rated less than 5, what concerns you most about population growth?”

Satisfaction with planning for population growth by all levels of government declined measurably and significantly this year, down seven percent to 6.3 out of 10.

This was a “solid”, down from a “good” level of satisfaction.

Metropolis Research notes that this seven percent decline in satisfaction with planning for population growth was the largest decline in satisfaction recorded for any of the services, facilities and other aspects measured in the community satisfaction survey.

This reflects a significant change in community sentiment around planning for population growth in the City of Knox this year.

Metropolis Research suggests that State Government announcements in relation to the extension of increased housing development density in nominated activity centres in various locations across metropolitan Melbourne may have been a factor influencing the decline this year.

Metropolis Research also draws attention to the fact that whilst satisfaction with planning for population growth declined measurably (7%) this year, satisfaction with the appearance and quality of newly constructed developments declined only marginally (2%) this year and remained at a “good” level.

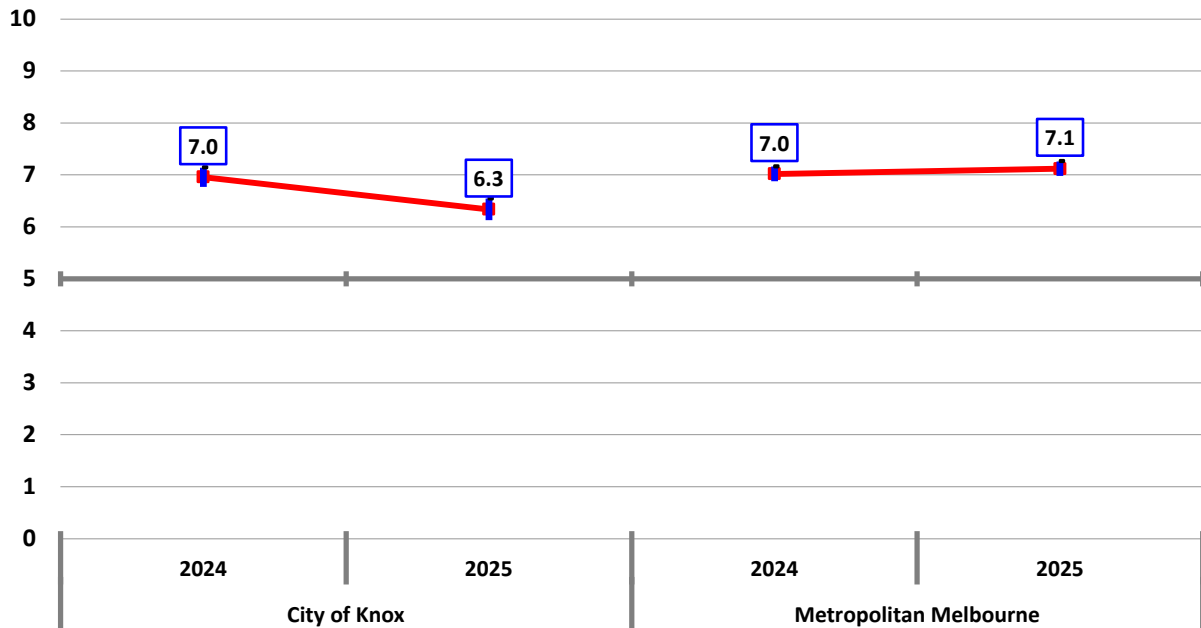
This does imply that the Knox community was, on average, relatively satisfied with the appearance and quality of new housing development that has been occurring in recent years in the municipality. Their concerns appear more focused on looking forward to perceived potential over-development in the municipality, with increased population impacting on roads and traffic, other infrastructure, as well as access to services and facilities.

By way of comparison, satisfaction with planning for population growth by all levels of government in the City of Knox declined from being identical to the metropolitan average in 2024, to a measurably and significantly (8%) lower satisfaction this year.

The metropolitan Melbourne comparison was sourced from the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025 using the same in-person interview methodology.

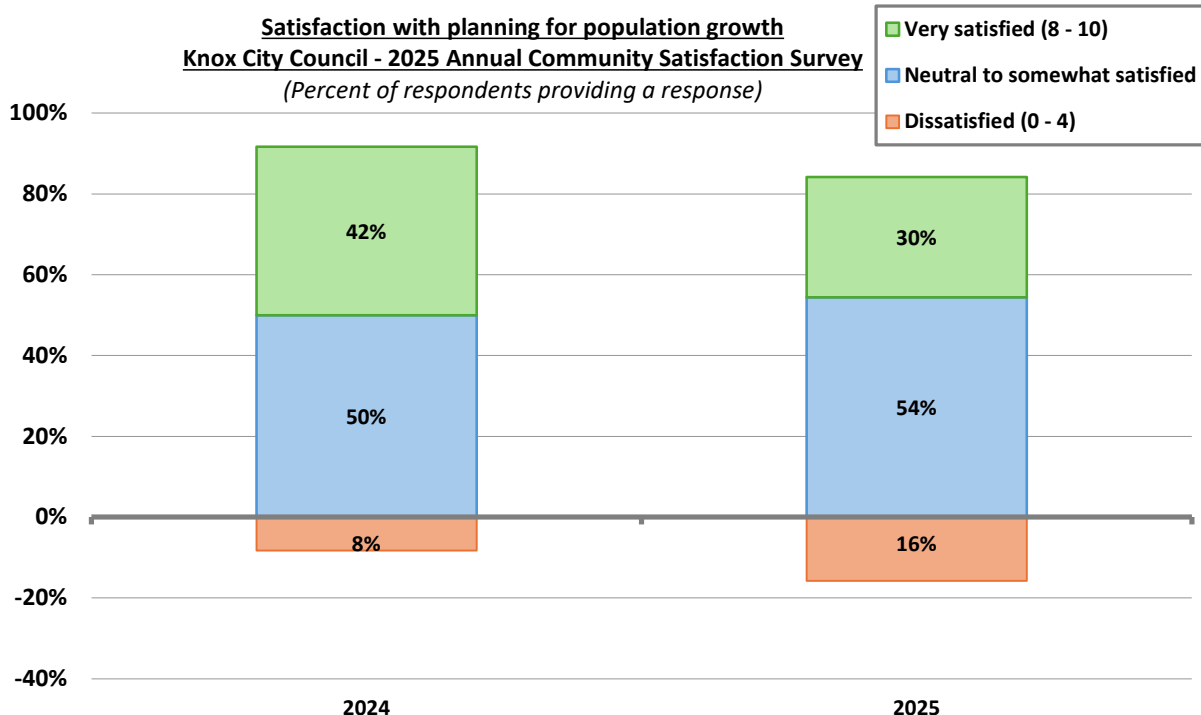


Satisfaction with planning for population growth
Knox City Council - 2025 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



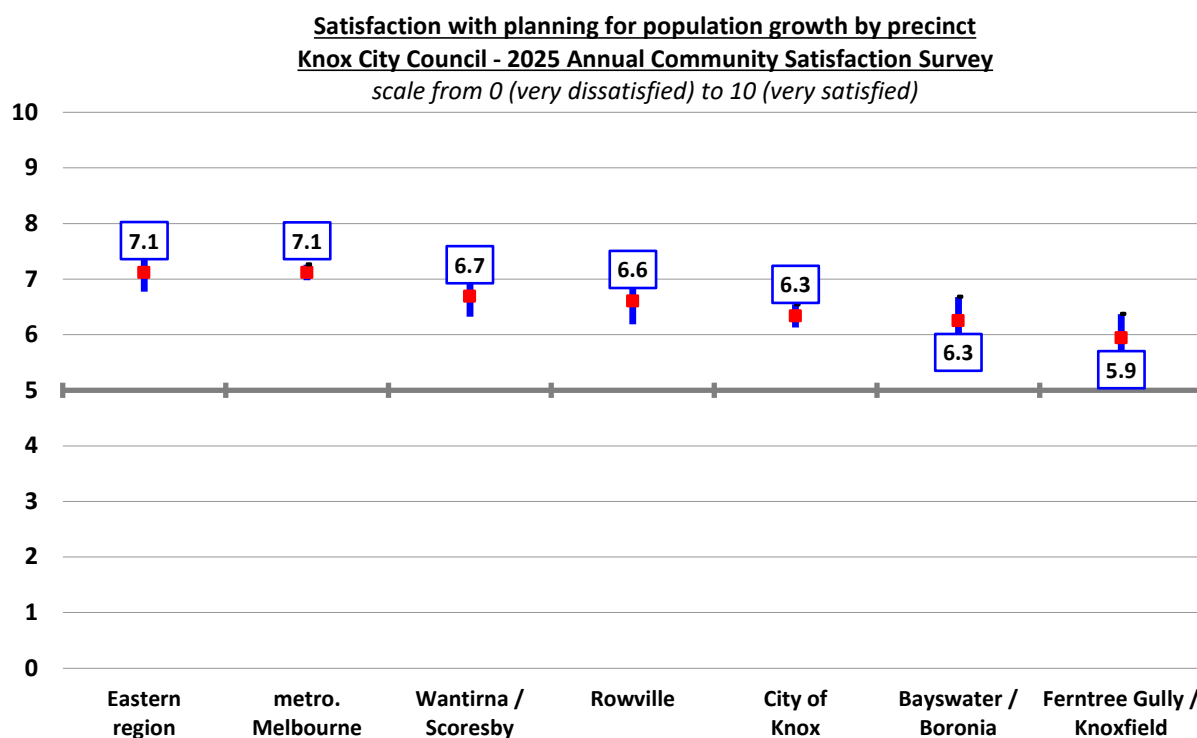
The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five out of 10).

It is noted that less than one-third (30% down from 42%) of respondents who provided a score were “very satisfied” with planning for population growth, whilst the proportion “dissatisfied” doubled from eight percent last year to 16%.



Whilst there was no measurable variation in satisfaction with planning for population growth observed across the municipality, it is noted that respondents from Wantirna / Scoresby were somewhat (4%) more satisfied than average and at a “good” rather than a “solid” level.

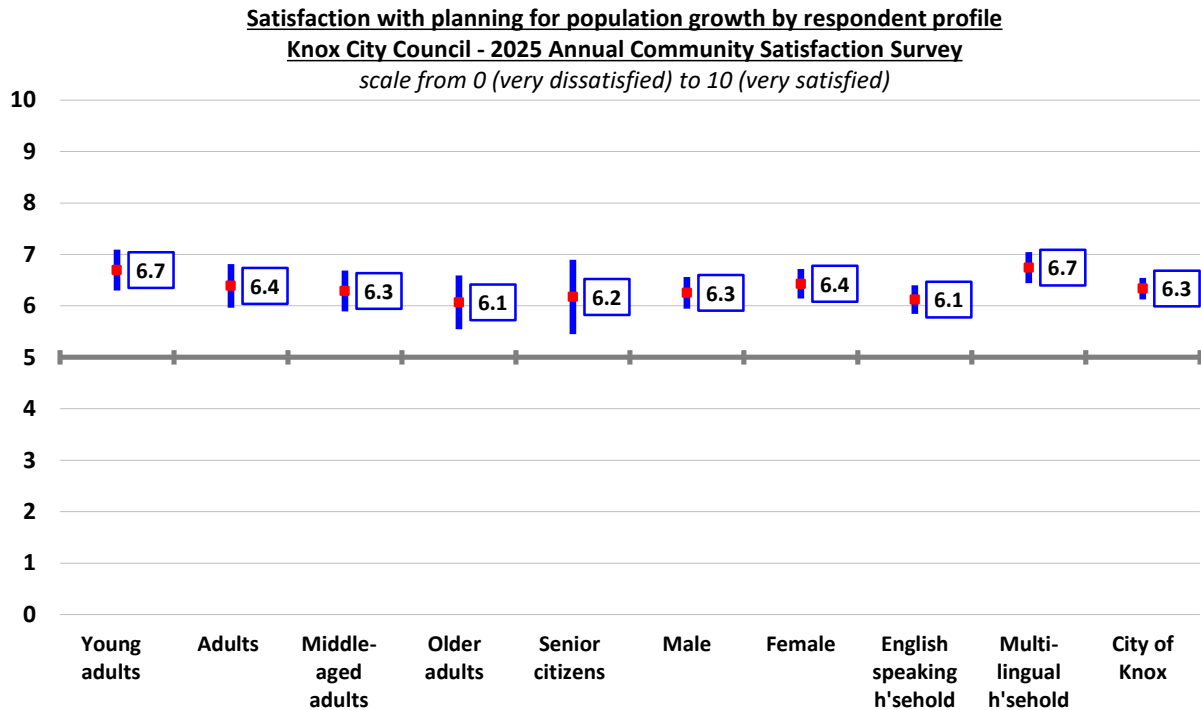
By contrast, respondents from Ferntree Gully / Knoxfield were somewhat (4%) less satisfied than average, and at a “poor” level of satisfaction.



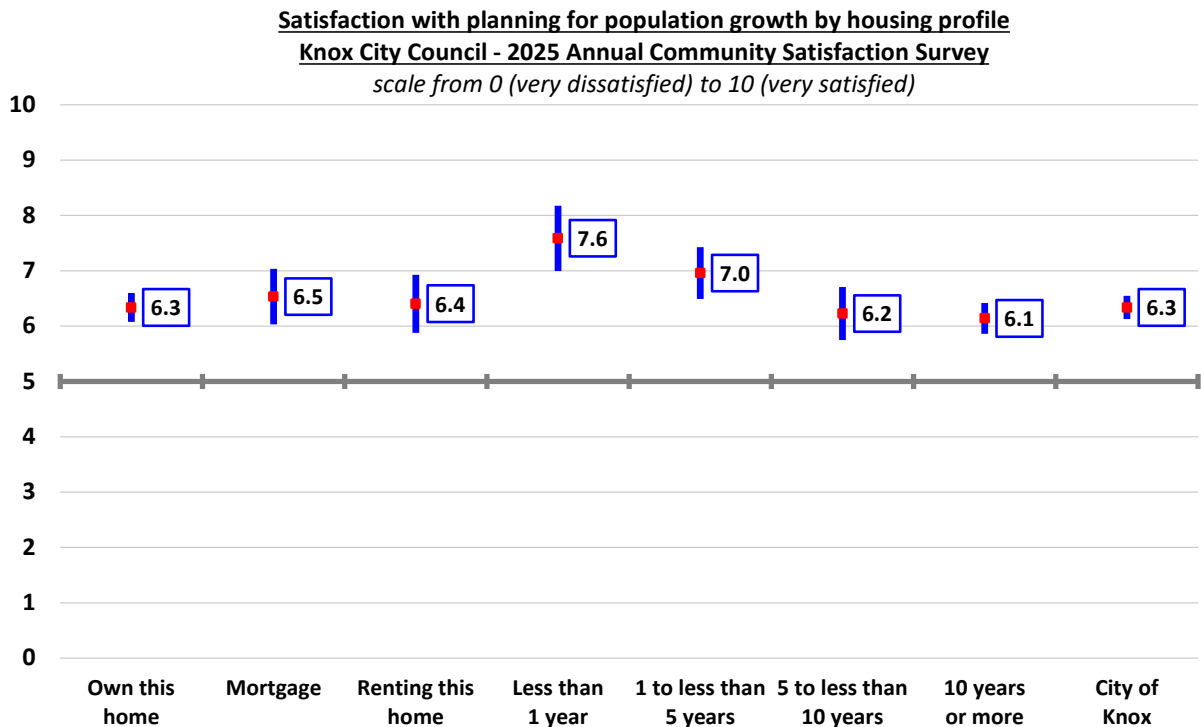
There was no measurable variation in satisfaction with planning for population growth observed by the respondents’ age structure or gender, however, it is noted that older adults (aged 60 to 74 years) were the least satisfied with this aspect.

Respondents from multilingual households were measurably (6%) more satisfied than respondents from English speaking households, and at a “good” rather than a “solid” level.





There was no meaningful variation in satisfaction with planning for population growth observed by housing situation, however, it is noted that new residents (less than one year in Knox) were measurably and significantly more satisfied than longer-term residents.

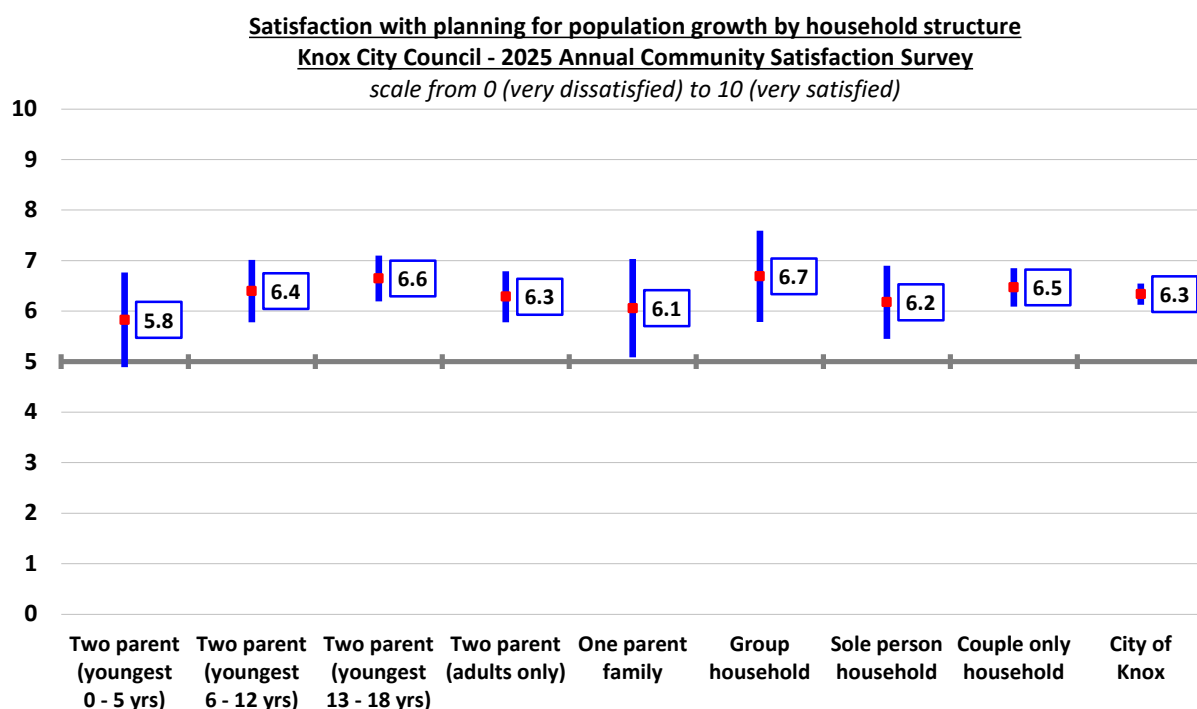


There was no statistically significant variation in satisfaction with planning for population growth observed by household structure, although it is noted that two-parent families with youngest child under five years were somewhat (5%) less satisfied and at a “poor” level.



This may well reflect their greater concerns around the perceived impact of population growth on access to services and facilities (e.g., childcare).

By contrast, respondents from group households (unrelated flatmates) were somewhat (4%) more satisfied than average, and at a “good” level.



Reasons for dissatisfaction with planning for population growth

The following table outlines the 105 (up from 36 last year) comments received from respondents in relation to planning for population growth.

Metropolis Research notes that many of these comments related to planning related issues, including neighbourhood character, the design of housing, and demand for housing (35 comments), along with concerns around the impact of population growth on roads, traffic, public transport, and parking (27 comments).

There were also some comments provided in relation to population (13 comments), impact on services and facilities (11 comments), and impacts on infrastructure (5 comments).



Reasons for dissatisfaction with planning for population growth

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
<i>Planning and housing development</i>	
Do not see any planning / there is no planning	6
Housing crisis / housing is the biggest issue here	3
Too many units	3
Do not like town houses around here / too many small houses	2
Not enough apartments here / not enough housing around here	2
Too many high rises in the area	2
3 double storeys on 700 square metres	1
A lift must be in houses if has more than a single floor	1
Accessibility not reflected in planning	1
Concerns about home ownership	1
Cramming boxes on small properties	1
It means more high density and commission housing	1
Lack of communication with homeowners	1
Lack of consultation with homeowners	1
Multi dwelling is horrible	1
Roads getting too busy	1
State government controls the planning	1
The high rise opposite Knox City on Stud Rd at the intersection is ugly	1
They are just building apartments with no yards, cannot have a family here	1
They let developers do what they want	1
They need to decrease housing sizes	1
Too many developments	1
Where will the homes be?	1
Total	35
<i>Parking, traffic, roads and public transport</i>	
Lack of alternative public transport	5
Lots of traffic	4
Not enough parking here / poor parking arrangements	2
Adele Ave traffic is bad	1
Cars parked on each side of the road makes it impossible to pass cars from the opposite way	1
Congestion	1
Council is just too slow; they have people moving in but roads need to be upgraded	1
Increase public transport frequency	1
May increase traffic	1
Not enough cars	1
Road planning is terrible	1
Road usage	1
Rowville desperately needs public transport	1
There does not seem to be a focus on public transport	1



There is already traffic	1
They approve all the dwellings, so we lose all the parking, and the streets get crowded	1
Too many traffic lights	1
Traffic management is terrible	1
Train line is long	1
Total	27

Population

Immigration is an issue / we need to slow immigration down / too many immigrants	3
Too crowded / too many people / overpopulation	3
It is already too busy / there is enough already	2
Compared with Glen Waverley, we are very crowded which is not good	1
Council cannot look after the current population, how are they hoping to look after the population growth?	1
If it gets too busy, I will move	1
Immigration is great	1
The population is rising too quickly	1
Total	13

Services and facilities

There are already not enough facilities	3
Can the schools cope with the population growth?	1
Cramming people without facilities and services makes it unliveable	1
Facilities are getting too busy	1
Need better rent control to encourage people to move here	1
Not enough health services	1
Renters need to be supported more	1
There does not seem to be a focus on accessibility	1
We need more hospitals and nurseries	1
Total	11

Infrastructure

Infrastructure development needs to align with population increase	2
Infrastructure is not ready	2
They need to fix the infrastructure (schools, public transport)	1
Total	5

General negative

I do not think they know what they are doing	2
I do not believe our current needs are being met	1
They have proven in the past that they cannot keep up	1
Total	4



<i>Parks, gardens, open spaces and trees</i>	
Fewer trees	1
Loss of green areas	1
No open space	1
Total	3
<i>Other</i>	
It is peaceful right now / where we are now is just okay	2
We need to have better standards of living	2
Council does not communicate enough	1
Crime rates	1
We are paying too much	1
Total	7
Total responses	105



Importance of and satisfaction with Council services and facilities

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.”

Respondents were asked to rate the importance to the community of 35 Council provided services and facilities, and then their personal level of satisfaction with each of 22 services and facilities that all in the community will have used or reasonably be expected to be able to rate satisfaction, and then their personal level of satisfaction with each of 14 other services and facilities that they or members of their household had used in the last 12 months.

Importance of Council services and facilities

The average importance of the 35 included services and facilities decreased marginally this year, down 1% to 8.6 out of 10.

Of these 35 services and facilities, 34 were included in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2025, using the same door-to-door methodology.

The average importance of services and facilities was measurably (5%) lower in the City of Knox than the metropolitan Melbourne average (8.6 compared to 9.1).

The importance for each of the included services and facilities ranged from a “very important” 7.9 for the *Knox News* to an “extremely high” 9.1 for the regular garbage collection, indicating that respondents continued to consider each service to be very important.

Comparison to the metropolitan Melbourne average:

All 35 of the services and facilities included in both the City of Knox survey and *Governing Melbourne* were less important in the City of Knox, with attention drawn to the following:

- ***Notably MORE important in the City of Knox than metro. average*** – none of the services and facilities was notably more important in the City of Knox.
- ***Notably LESS important in the City of Knox than metro. average*** – included parking enforcement (11% less important in Knox), the *Knox News* (9% less important), environmental events, programs, and activities (8% less important), animal management (8% less important), street sweeping (8% less important), maintenance and cleaning of street shopping areas (7% less important), maintenance and appearance of public areas (7% less important), and parks and gardens (7% less important).



Importance of selected Council services and facilities
Knox City Council - 2025 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

Service/facility		Number	2025 Lower	2025 Mean	2025 Upper	2024	2025 Metro.*
Higher than average	Regular fortnightly garbage collection	493	9.0	9.1	9.2	9.2	9.5
	Services for children from birth to 5 years of age	447	8.9	9.0	9.1	8.9	9.1
	Services for seniors	446	8.8	9.0	9.1	8.9	9.2
	Services for youth	449	8.8	8.9	9.0	8.7	9.1
	Regular fortnightly recycling	490	8.8	8.9	9.0	9.2	9.5
	Bookable hard rubbish service	494	8.8	8.9	9.0	9.0	9.2
Average importance	Public toilets	474	8.7	8.8	8.9	8.7	9.1
	Street lighting	490	8.7	8.8	8.9	8.8	9.3
	Local library services	478	8.7	8.8	8.9	8.9	9.1
	Weekly food and green waste collection	490	8.6	8.8	8.9	9.1	9.2
	Sports ovals / other outdoor sporting facilities	482	8.6	8.7	8.8	8.7	9.0
	Provision and maintenance of playgrounds	481	8.6	8.7	8.8	8.7	9.0
	Drains maintenance and repairs	492	8.6	8.7	8.8	8.9	9.3
	Maintenance and repair of major arterial roads	493	8.6	8.7	8.8	n.a.	9.3
	Bike and shared paths	483	8.6	8.7	8.8	8.5	8.9
	Recreation Centres and / or Aquatic Centres	483	8.6	8.7	8.8	8.7	9.0
	Management of illegally dumped rubbish	487	8.6	8.7	8.8	8.8	9.2
	Maintenance and repairs of sealed local roads	486	8.6	8.7	8.8	9.1	9.3
	Local traffic management	487	8.5	8.7	8.8	8.8	9.2
	Footpath maintenance and repairs	496	8.5	8.6	8.7	8.9	9.2
	Provision and maintenance of parks, gardens	487	8.5	8.6	8.7	8.8	9.3
	Litter collection in public areas	488	8.5	8.6	8.7	8.9	9.2
	Provision and maintenance of street trees	487	8.4	8.6	8.7	8.6	9.2
	Enforcement of local laws	479	8.4	8.6	8.7	8.7	9.1
	Council's website	473	8.4	8.5	8.7	8.6	9.0
	Fortnightly bundled branch collection	485	8.4	8.5	8.7	n.a.	n.a.
	Maintenance and appearance of public areas	488	8.4	8.5	8.6	8.7	9.2
	Community / cultural activities, festivals, events	465	8.3	8.4	8.6	8.4	8.7
	Street sweeping	495	8.3	8.4	8.5	8.6	9.2
	Maintenance / cleaning of strip shopping areas	485	8.3	8.4	8.5	8.7	9.1
	Provision of public and performing arts centres, programs, and activities	451	8.2	8.4	8.5	8.3	8.6
	Animal management	454	8.2	8.3	8.5	8.6	9.2
Lower than average	Council's activities promoting local eco. develop	456	8.2	8.3	8.4	8.3	8.9
	Environmental events, programs, and activities	457	8.1	8.2	8.3	8.4	9.0
	Parking enforcement	477	7.8	7.9	8.1	8.5	9.0
	Council's monthly newsletter "Knox News"	459	7.5	7.7	7.9	8.1	8.6
Average importance of Council services			8.5	8.6	8.7	8.7	9.1

(*) 2025 metropolitan Melbourne average from Governing Melbourne

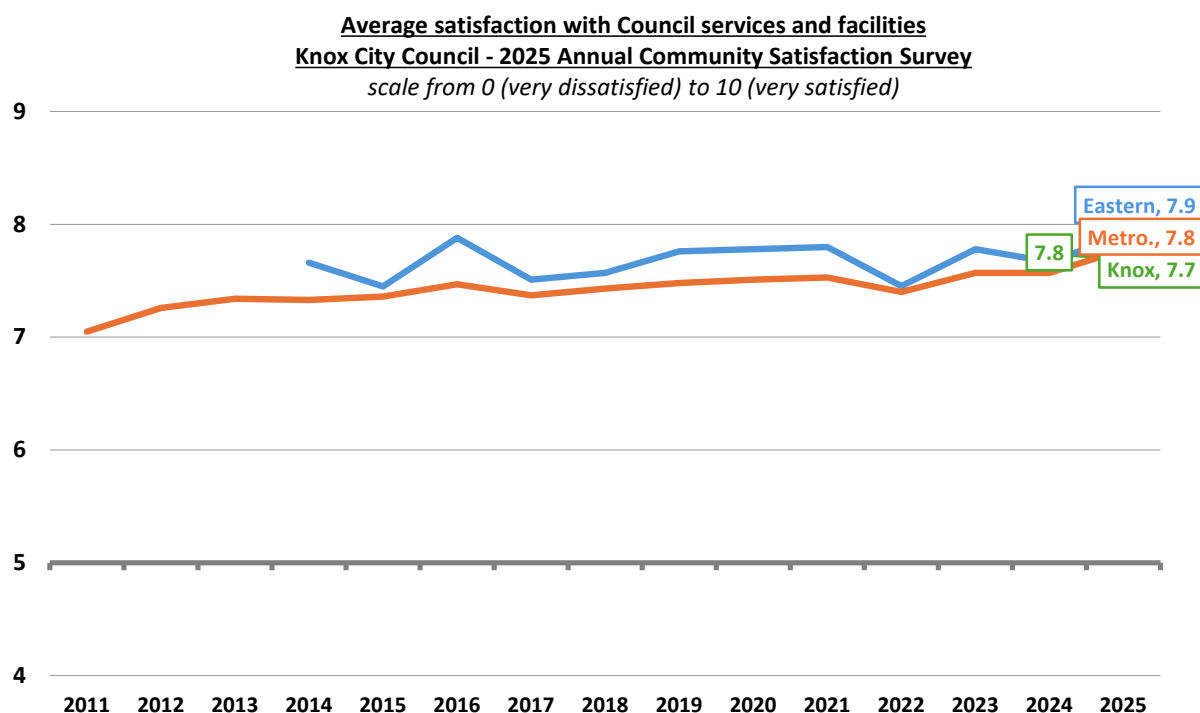


Satisfaction with Council services and facilities

The average satisfaction with the 36 included services and facilities declined marginally this year, down one percent to 7.7 out of 10, but remains a “very good” level of satisfaction.

This average satisfaction of 7.7 out of 10 was essentially the same as the metropolitan Melbourne average (1% lower), with all services recording a “solid” (1 service), “good” (5 services), “very good” (14 services), or “excellent” (16 services) score.

These results continue to represent a relatively strong level of satisfaction with the performance of Knox City Council providing services and facilities to the community.



Comparative satisfaction:

As outlined at the left-hand side of the main satisfaction table following, there were six services that recorded a satisfaction score measurably higher than the average of all 36 (7.7), and seven that recorded a satisfaction score measurably lower than the average, as follows:

- **Measurably higher-than-average satisfaction** – included local library services (8% higher), fortnightly bundled branch collection (7% higher), the bookable hard rubbish service (7% higher), weekly food and green waste collection (6% higher), regular fortnightly recycling (6% higher), and sports ovals / other outdoor sporting facilities (5% higher).
- **Measurably lower-than-average satisfaction** – included the maintenance and repair of major arterial roads (15% lower), public toilets (12% lower), maintenance and repair of sealed local roads (9% lower), street sweeping (6% lower), the provision and maintenance of street trees (5% lower), the management of illegally dumped rubbish (5% lower), and footpath maintenance and repairs (4% lower).



Satisfaction with selected Council services and facilities
Knox City Council - 2025 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

	Service/facility	Number	2025		2024	2025 Metro.*
			Lower	Mean		
Higher than average	Local library services	193	8.4	8.5	8.7	8.5
	Fortnightly bundled branch collection	171	8.2	8.4	8.6	n.a.
	Bookable hard rubbish service	249	8.2	8.4	8.6	8.5
	Weekly food and green waste collection	488	8.2	8.3	8.5	8.3
	Regular fortnightly recycling	485	8.1	8.3	8.4	8.3
	Sports ovals / other outdoor sporting facilities	197	8.0	8.2	8.4	8.1
Average satisfaction	Community / cultural activities, festivals, events	121	7.9	8.2	8.4	7.8
	Services for children from birth to 5 years of age	50	7.6	8.1	8.6	8.2
	Services for youth	37	7.6	8.1	8.5	7.8
	Provision and maintenance of playgrounds	171	7.8	8.0	8.2	8.0
	Recreation Centres and / or Aquatic Centres	138	7.7	8.0	8.3	8.0
	Provision of public and performing arts centres, programs, and activities	53	7.6	7.9	8.3	8.0
	Council's website	204	7.7	7.9	8.1	7.7
	Bike and shared paths	189	7.7	7.9	8.1	7.9
	Regular fortnightly garbage collection	492	7.7	7.9	8.1	7.9
	Provision and maintenance of parks and gardens	468	7.7	7.8	8.0	7.8
	Environmental events, programs, and activities	394	7.5	7.7	7.8	7.5
	Animal management	414	7.5	7.7	7.8	7.9
	Street lighting	482	7.5	7.7	7.8	7.7
	Enforcement of local laws	431	7.4	7.6	7.8	7.8
	Maintenance / cleaning of strip shopping areas	470	7.5	7.6	7.7	7.7
	Litter collection in public areas	471	7.4	7.6	7.7	7.7
	Council's activities promoting local eco. develop	388	7.4	7.6	7.7	7.5
	Services for seniors	41	7.0	7.5	8.1	7.8
	Drains maintenance and repairs	472	7.3	7.5	7.7	7.7
	Maintenance and appearance of public areas	479	7.3	7.4	7.6	7.5
	Local traffic management	475	7.2	7.4	7.6	7.6
	Council's monthly newsletter "Knox News"	414	7.2	7.4	7.6	7.7
	Parking enforcement	444	7.2	7.4	7.5	7.6
Lower than average	Footpath maintenance and repairs	489	7.1	7.3	7.4	7.4
	Management of illegally dumped rubbish	465	7.1	7.2	7.4	7.7
	Provision and maintenance of street trees	478	7.0	7.2	7.4	7.1
	Street sweeping	481	7.0	7.1	7.3	7.7
	Maintenance and repairs of sealed local roads	485	6.7	6.8	7.0	6.7
	Public toilets	162	6.2	6.5	6.9	6.5
	Maintenance and repair of major arterial roads	492	6.0	6.2	6.5	n.a.
Average satisfaction of Council services			7.5	7.7	7.9	7.8

(*) 2025 metropolitan Melbourne average from Governing Melbourne

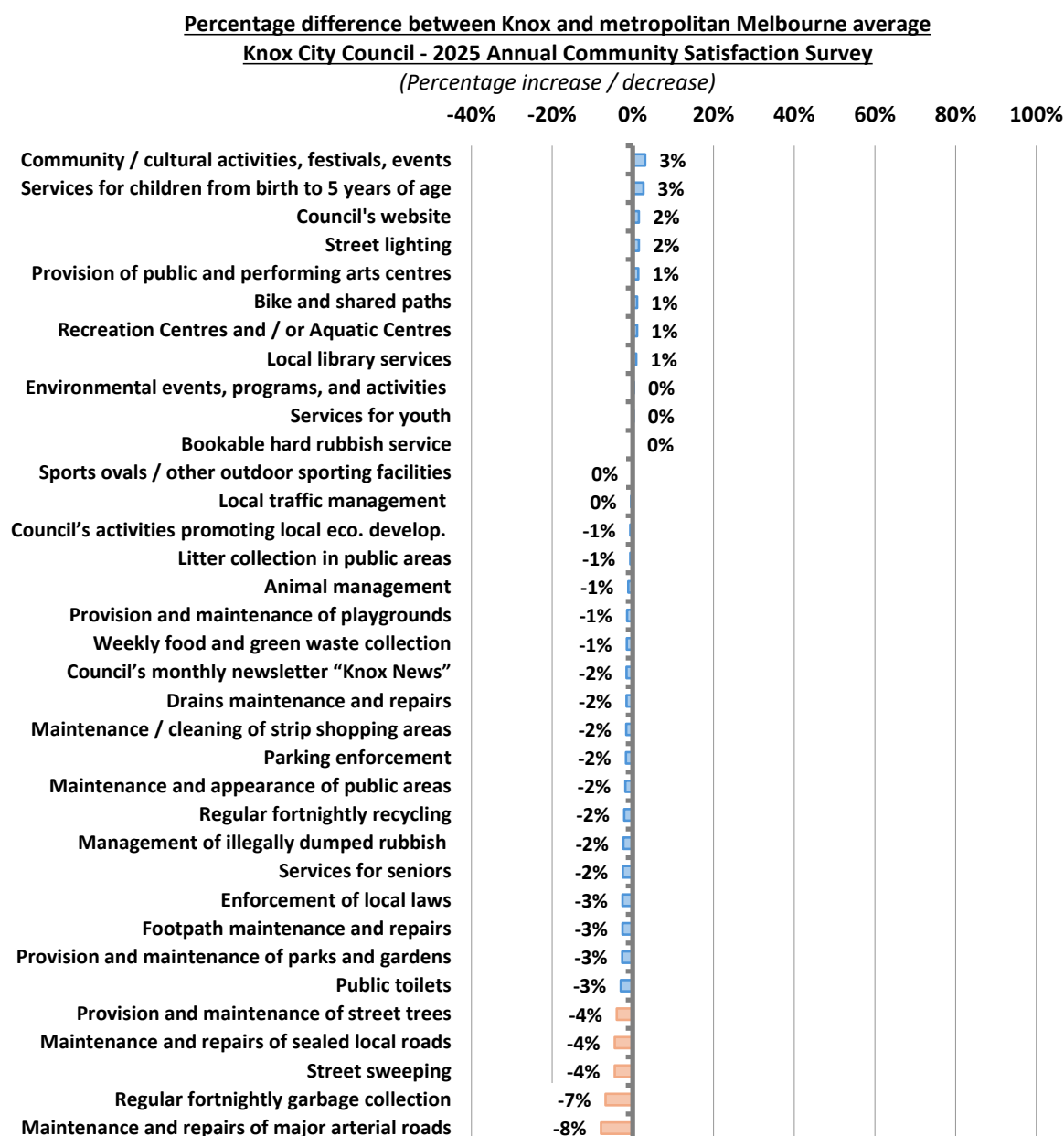
Comparison to the metropolitan Melbourne average

Of the 36 services and facilities included in the survey this year, 35 were also included in *Governing Melbourne* in a comparable format.

Of these 35 services and facilities, eight recorded a higher satisfaction score in the City of Knox, five recorded identical satisfaction, and 22 recorded a somewhat lower satisfaction.

Most of these variations were not statistically significant, however the City of Knox recorded measurably lower than metropolitan average satisfaction for the regular fortnightly garbage collection (7% lower in Knox), street sweeping (4% lower), sealed local roads (4% lower), and street trees (4%).

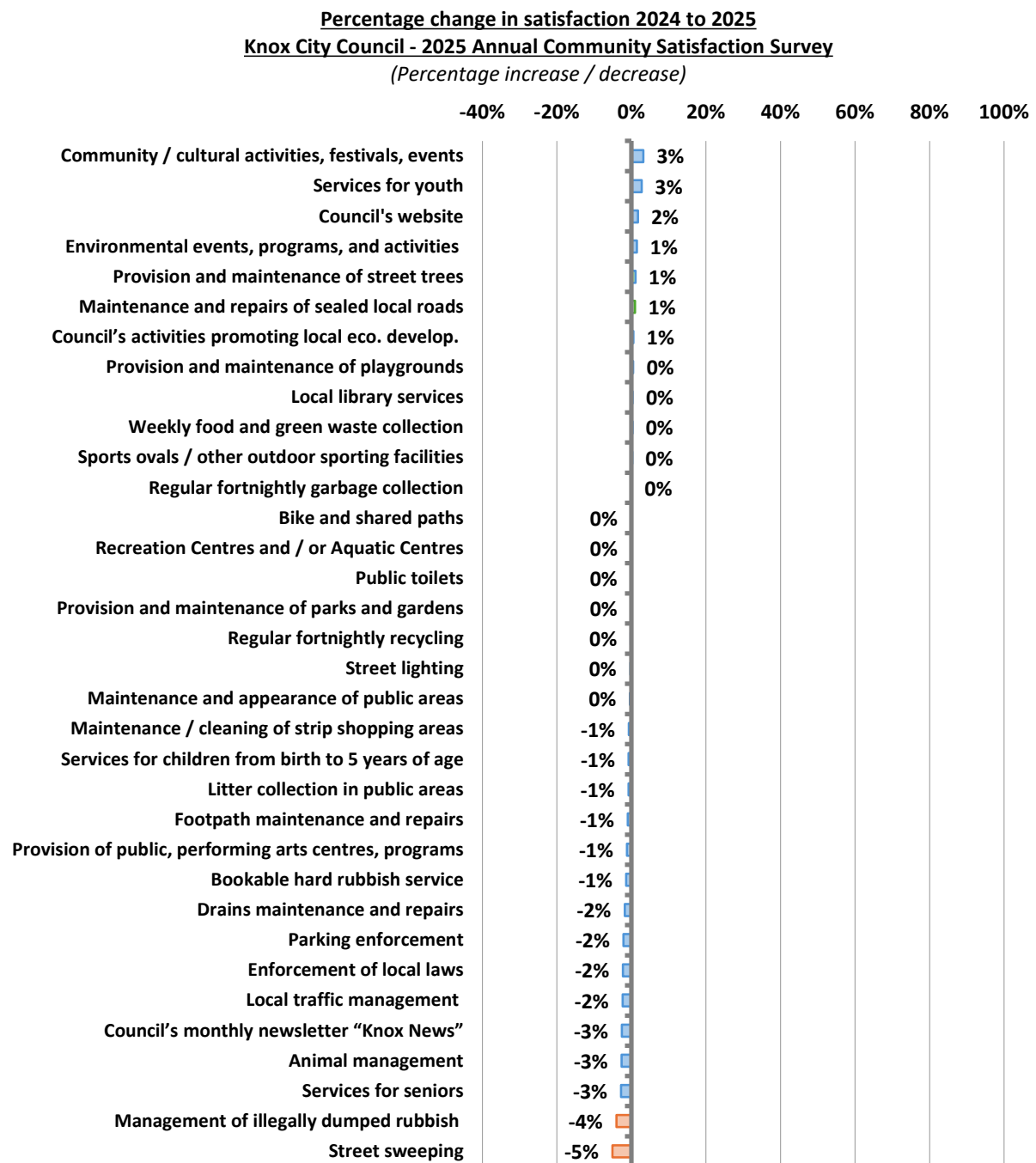
It is noted that satisfaction with the maintenance and repair of major arterial roads and highways (managed by VicRoads) was measurably (8% lower) in the City of Knox.



Change in satisfaction between 2024 and 2025:

34 of the 36 services and facilities included in the survey in 2025 were also included in the 2024 survey. Of these 34, the average satisfaction with eight increased, remained the same for 10, and declined for 16 services and facilities, with attention drawn to the following:

- **NOTABLE increase in satisfaction between 2024 and 2025** – included community / cultural activities, festivals, and events (up 3%), services for youth (up 3%), and the website (up 2%).
- **MEASURABLE decline in satisfaction between 2024 and 2025** – included the street sweeping (down 5%), and the management of illegally dumped rubbish (down 4%).



Percentage satisfied / dissatisfied with services and facilities:

Of the 36 services and facilities, at least half of the respondents providing a score were “very satisfied” (i.e., rated satisfaction at eight or more) with 31. Services for which 10% or more were “dissatisfied” (i.e., rated satisfaction at less than five) included maintenance and repairs of major arterial roads (19% “dissatisfied”), public toilets (14%), maintenance and repairs of local sealed roads (10%), street sweeping (10%), and street trees (10%).

Satisfaction with selected Council services and facilities
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Service/facility	Dissatisfied	Neutral to somewhat satisfied	Very satisfied	Can't say	Total
Fortnightly bundled branch collection	2%	16%	82%	5	175
Bookable hard rubbish service	3%	16%	81%	1	250
Local library services	0%	19%	81%	3	195
Services for youth	0%	23%	77%	1	38
Weekly food and green waste collection	3%	20%	77%	12	500
Regular fortnightly recycling	3%	21%	76%	15	500
Sports ovals and other outdoor sporting facilities	2%	26%	73%	6	203
Services for children from birth to 5 years of age	4%	24%	71%	2	52
Regular fortnightly garbage collection	9%	21%	70%	8	500
Provision and maintenance of playgrounds	2%	29%	69%	1	172
Council's website	3%	29%	69%	2	206
Community and cultural activities, festivals, events	2%	31%	68%	2	123
Bike and shared paths	3%	30%	67%	5	194
Recreation Centres and / or Aquatic Centres	3%	31%	66%	3	141
Provision and maintenance of parks and gardens	3%	33%	64%	32	500
Animal management	6%	30%	64%	86	500
Provision of public and performing arts centres, progr	0%	38%	62%	3	56
Street lighting	4%	35%	61%	18	500
Environmental events, programs, and activities	2%	37%	61%	106	500
Enforcement of local laws	4%	36%	60%	69	500
Council's activities promoting local economic develop	3%	38%	59%	112	500
Council's monthly newsletter "Knox News"	7%	36%	56%	86	500
Litter collection in public areas	3%	41%	56%	29	500
Local traffic management	6%	39%	55%	25	500
Maintenance and cleaning of strip shopping areas	3%	44%	54%	30	500
Parking enforcement	7%	40%	54%	56	500
Drains maintenance and repairs	5%	42%	53%	28	500
Provision and maintenance of street trees	10%	38%	52%	22	500
Maintenance and appearance of public areas	4%	45%	52%	21	500
Footpath maintenance and repairs	8%	41%	51%	11	500
Management of illegally dumped rubbish	7%	43%	50%	35	500
Street sweeping	10%	41%	49%	19	500
Services for seniors	7%	45%	48%	5	46
Maintenance and repairs of sealed local roads	10%	53%	37%	15	500
Public toilets	14%	50%	36%	2	164
Maintenance and repair of major arterial roads	19%	51%	30%	8	500



Satisfaction by respondent profile:

The following table displays the average satisfaction with each of the 36 included services and facilities by respondent profile, including age structure, gender, and language spoken at home.

Whilst the total number of respondents in each of these profile groups has been included at the bottom of the table, it is important to bear in mind that not all respondents will have been asked to provide or provided a satisfaction score for each service and facility.

Some services and facilities were used by only a sub-set of the community, and therefore the number of respondents varies for each service and facility.

Looking at the average satisfaction with all 36 services and facilities by respondent profile, it was noted that older adults (aged 60 to 74 years) were marginally less satisfied with Council services and facilities than the municipal average.

It is also noted that female respondents were marginally more satisfied than males, and respondents from multilingual households were marginally more satisfied than respondents from English speaking households.

A more detailed discussion of satisfaction with Council services and facilities is provided in the following section outlining the results for each individual service and facility.



Average satisfaction with selected Council services and facilities

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

Service/facility	Young adults	Adults	Middle-aged adults	Older adults	Senior citizens	Male	Female	English speaking	Multi-lingual
Maintenance and repair of major arterial roads	6.6	6.7	6.2	5.5	6.1	6.2	6.2	5.8	7.0
Maintenance and repairs of sealed local roads	7.1	7.0	7.0	6.4	6.3	6.9	6.8	6.5	7.4
Drains maintenance and repairs	7.7	7.8	7.5	7.2	6.9	7.6	7.4	7.2	7.8
Footpath maintenance and repairs	7.6	7.6	7.3	6.6	6.9	7.3	7.2	7.0	7.6
Maintenance and appearance of public areas	7.7	7.7	7.2	7.3	7.3	7.5	7.4	7.3	7.7
Litter collection in public areas	7.9	7.8	7.4	7.2	7.5	7.6	7.6	7.5	7.7
Maintenance and cleaning of strip shopping areas	7.6	7.7	7.6	7.4	7.4	7.5	7.7	7.5	7.8
Management of illegally dumped rubbish	7.6	7.4	7.2	6.8	7.3	7.2	7.3	7.1	7.5
Provision and maintenance of street trees	7.6	7.4	7.0	6.8	6.9	7.2	7.2	7.1	7.4
Street lighting	7.6	7.7	7.7	7.6	8.0	7.6	7.7	7.8	7.5
Street sweeping	7.4	7.6	7.3	6.5	6.6	7.0	7.4	7.0	7.4
Regular fortnightly garbage collection	7.5	8.1	7.7	8.1	8.5	7.8	8.0	7.7	8.1
Regular fortnightly recycling	8.2	8.3	8.2	8.3	8.5	8.2	8.3	8.3	8.3
Weekly food and green waste collection	8.2	8.3	8.3	8.4	8.6	8.2	8.4	8.2	8.4
Provision and maintenance of parks and gardens	7.8	7.9	7.8	7.7	8.2	7.9	7.8	7.7	8.0
Animal management	7.9	7.7	7.7	7.3	7.7	7.6	7.7	7.5	7.9
Local traffic management	7.6	7.9	7.4	7.0	6.8	7.2	7.6	7.3	7.6
Parking enforcement	7.6	7.6	7.5	6.8	7.0	7.2	7.5	7.2	7.7
Enforcement of local laws	7.9	7.9	7.6	7.2	7.2	7.4	7.8	7.5	7.8
Council's monthly newsletter "Knox News"	7.4	7.6	7.4	7.2	7.4	7.4	7.4	7.3	7.6
Council's activities promoting local economic devel	7.6	7.8	7.7	7.0	7.9	7.4	7.8	7.5	7.7
Environmental events, programs, and activities	7.5	8.1	7.8	7.5	7.5	7.7	7.7	7.6	7.8
Bookable hard rubbish service	8.7	8.3	8.7	7.9	8.2	8.4	8.4	8.3	8.5
Fortnightly bundled branch collection	8.0	8.0	8.9	8.6	8.2	8.5	8.4	8.5	8.3
Local library services	8.4	8.4	8.7	8.5	8.5	8.5	8.6	8.4	8.6
Council's website	7.9	8.0	7.9	7.8	7.8	7.6	8.2	7.8	8.1
Public toilets	5.9	7.1	7.0	6.5	6.0	6.4	6.7	6.2	6.9
Sports ovals and other outdoor sporting facilities	8.3	8.2	8.2	7.7	8.5	8.3	8.0	8.0	8.3
Recreation Centres and / or Aquatic Centres	7.6	8.2	8.3	8.1	8.2	8.1	7.9	7.9	8.2
Bike and shared paths	7.8	8.1	7.9	7.8	7.7	7.9	7.9	7.7	8.2
Provision and maintenance of playgrounds	8.3	8.1	8.1	7.5	7.4	8.0	8.1	8.0	8.1
Services for children from birth to 5 years of age	7.5	8.1	8.5	9.3	8.3	8.0	8.1	8.2	8.0
Services for youth	8.0	8.0	8.3	7.6	8.0	8.2	7.9	7.6	8.3
Services for seniors	n.a.	5.9	6.6	7.8	7.9	7.8	7.3	7.9	6.7
Provision of public and performing arts centres, programs, and activities	7.8	8.0	8.0	7.8	8.1	7.8	8.1	7.7	8.2
Community, cultural activities, festivals, events	8.3	8.0	8.3	7.8	8.4	7.9	8.4	8.1	8.2
<i>Average satisfaction</i>	7.7	7.8	7.7	7.5	7.6	7.6	7.7	7.6	7.8
Total respondents	132	88	128	102	49	240	255	311	184



Importance and satisfaction cross tabulation

The following graph provides a cross-tabulation of the average importance of each of the 36 included Council services and facilities against the average satisfaction with each service.

The grey crosshairs represent the metropolitan Melbourne average importance (9.1) and satisfaction (7.8) with Council services and facilities as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research.

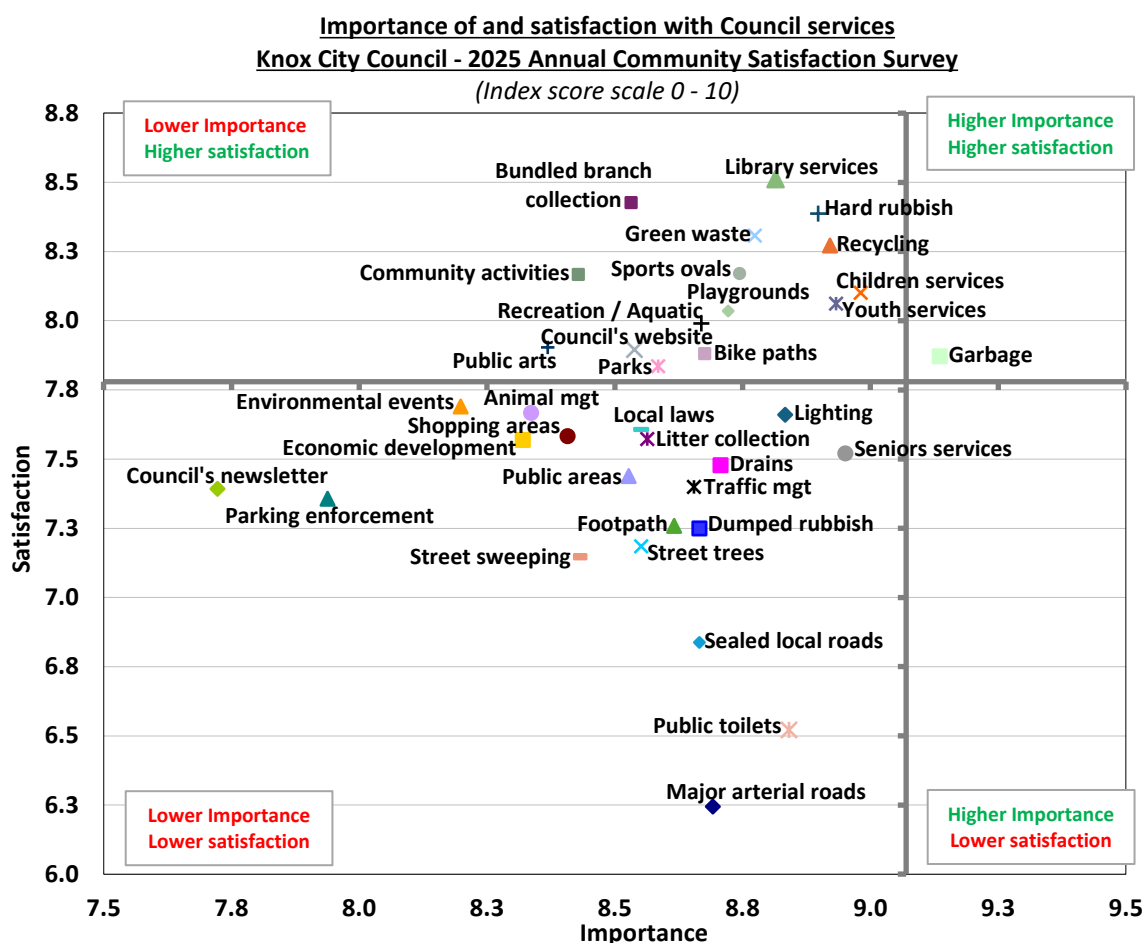
Services and facilities located in the top right-hand quadrant were therefore more important than average and received higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant were those of most concern as they were of higher-than-average importance but received lower than average satisfaction scores.

Metropolis Research notes that most of the services of higher-than-average importance also obtained higher than average satisfaction scores. This suggests that Council was overall effectively meeting community expectations of quality service delivery in relation to the most important services. This general pattern was commonly observed by Metropolis Research and was not unique to the City of Knox.

Some points to note from these results:

- **Infrastructure** – services associated with infrastructure, including drains, street trees, street lighting, and public toilets, all recorded lower than average satisfaction scores but were also of lower-than-average importance.
- **Waste and recycling services** – services associated with waste collection and recycling were among the services and facilities with which respondents were most satisfied and were of close to average importance. The exception to this was regular garbage collection, which was of higher than average importance.
- **Recreation and culture** – services associated with sports and recreation and culture, including sports ovals, bike paths, libraries, playgrounds, arts, aquatic centres, and community activities were of somewhat lower than average importance, but all received higher than average satisfaction scores.
- **Communication** – both Council’s website and the regular newsletter were of somewhat lower-than-average importance, with the website receiving a somewhat higher than average satisfaction score, and the newsletter a somewhat lower than average satisfaction score.
- **Parking** – parking enforcement was of lower-than-average importance and received a somewhat lower than average satisfaction score.
- **Services and facilities of most concern** – the services of most concern this year were the maintenance and repair of major arterial roads and freeways (managed by VicRoads), public toilets, and the maintenance and repair of sealed local roads (managed by Council). It is noted that satisfaction with VicRoads managed roads was measurably (6%) lower than satisfaction with Council managed roads.





Satisfaction by broad service areas

The 36 included services and facilities have been broken down into 11 broad service areas. The breakdown of services and facilities into these 11 broad service areas is as follows:

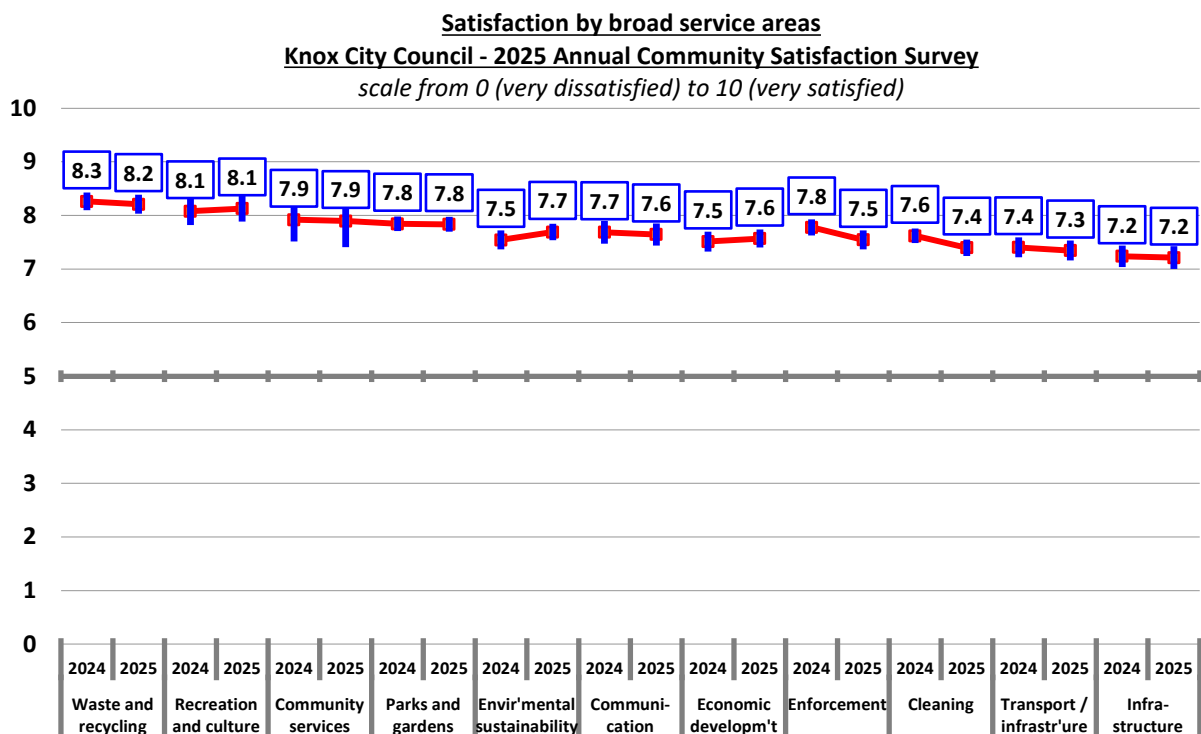
- **Infrastructure** – included drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – included regular fortnightly garbage collection, regular fortnightly recycling, weekly food and green waste collection service, bookable hard rubbish, and fortnightly bundled branch collection.
- **Recreation and culture** – included local library services, sports ovals and other outdoor sporting facilities, recreation centres and / or aquatic centres, provision and maintenance of playgrounds, provision of public and performing arts centres, programs and activities, and community and cultural activities, festivals, events.
- **Community services** – included services for children from birth to 5 years of age, services for youth, and services for seniors.
- **Enforcement** – included animal management, parking enforcement, and enforcement of local laws.

- **Communication** – included Council’s monthly newsletter “Knox News”, and Council’s website.
- **Cleaning** – included maintenance and appearance of public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, and street sweeping.
- **Transport infrastructure** – included the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – included the provision and maintenance of parks and gardens.
- **Economic development** – included Council’s activities promoting local economic development.
- **Environmental sustainability** – included environmental events, programs, and activities.

Of the 11 broad service areas, the average satisfaction with two increased marginally this year. Average satisfaction with four remained the same, and the average satisfaction with the remaining five declined marginally. None of these variations was statistically significant.

Satisfaction with the 11 broad service areas can best be summarised as follows:

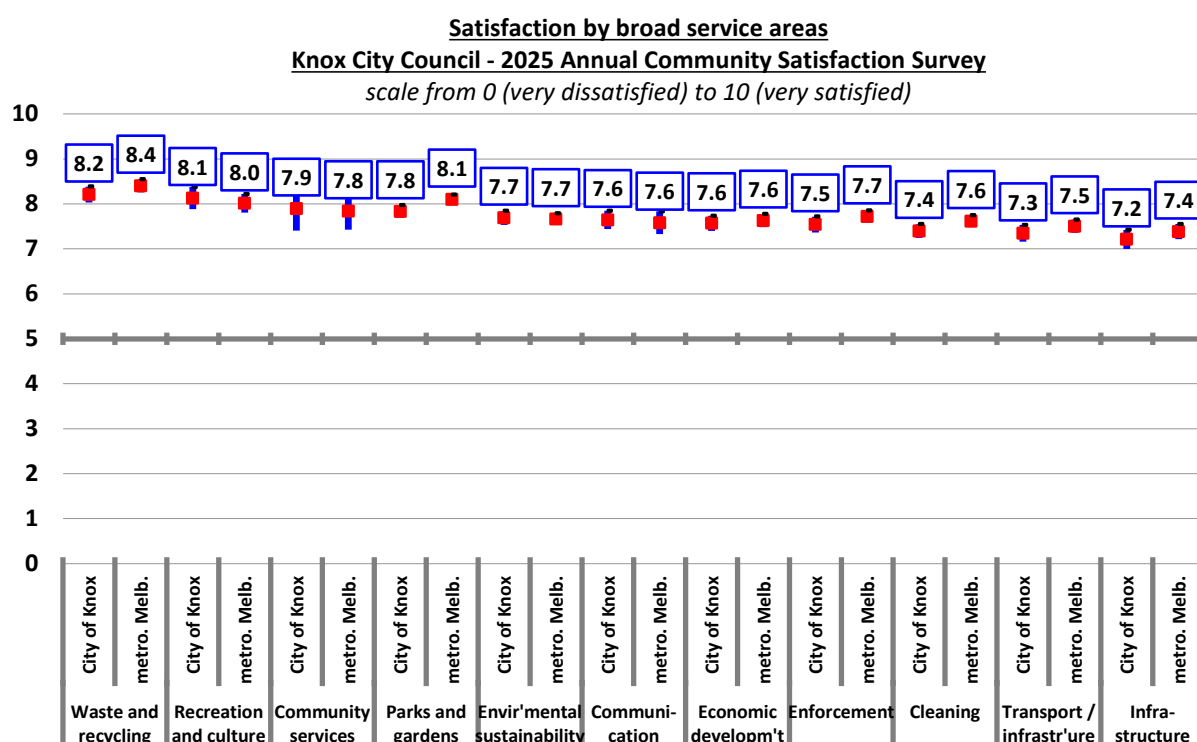
- **Excellent** – for waste and recycling, recreation and culture, community services, and parks and gardens.
- **Very Good** – for environmental sustainability, communication, economic development, enforcement, cleaning, and transport.
- **Good** – for infrastructure.

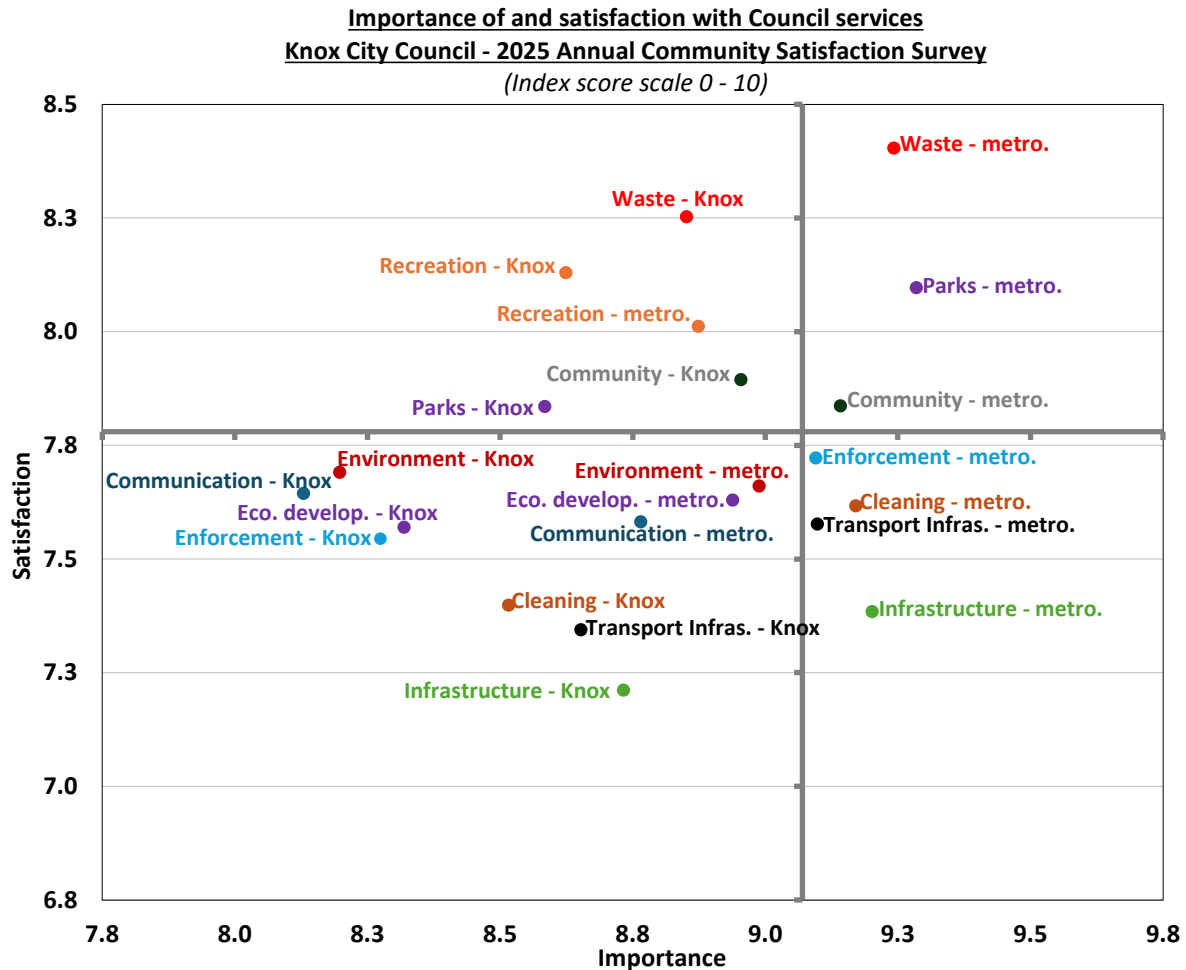


The following graphs provide a comparison of satisfaction with these 11 broad service areas against the metropolitan Melbourne average, as recorded in the 2025 *Governing Melbourne* research conducted independently by Metropolis Research in January 2025.

The following variations are noted:

- **Marginally HIGHER satisfaction in the City of Knox** – included recreation and culture (1% higher in Knox), and community services (1% higher).
- **Somewhat LOWER satisfaction in the City of Knox** – included parks and gardens (3% lower in Knox), waste and recycling (2% lower), enforcement (2% lower), cleaning (2% lower), transport (2% lower), and infrastructure (2% lower).





Satisfaction by Council division

The following section of the report provides detailed results for each of the 36 included services and facilities, grouped by Council division.

- **Public Safety and Regulatory Services** – includes animal management, parking enforcement, and enforcement of local laws.
- **Leisure, Culture and Business Services** – includes Council’s activities promoting local economic development, local library services, sports ovals and other outdoor sporting facilities, recreation centres and / or aquatic centres, provision and maintenance of playgrounds, provision of public and performing arts centres, programs and activities, and community and cultural activities, festivals, events.
- **Community and Social Services** – includes services for children from birth to 5 years of age, services for youth, and services for seniors.
- **Built and Natural Environment Services (roads and transport)** – includes maintenance and repair of major arterial roads and highways, maintenance and repair of sealed local roads, local traffic management, and bike and shared paths.

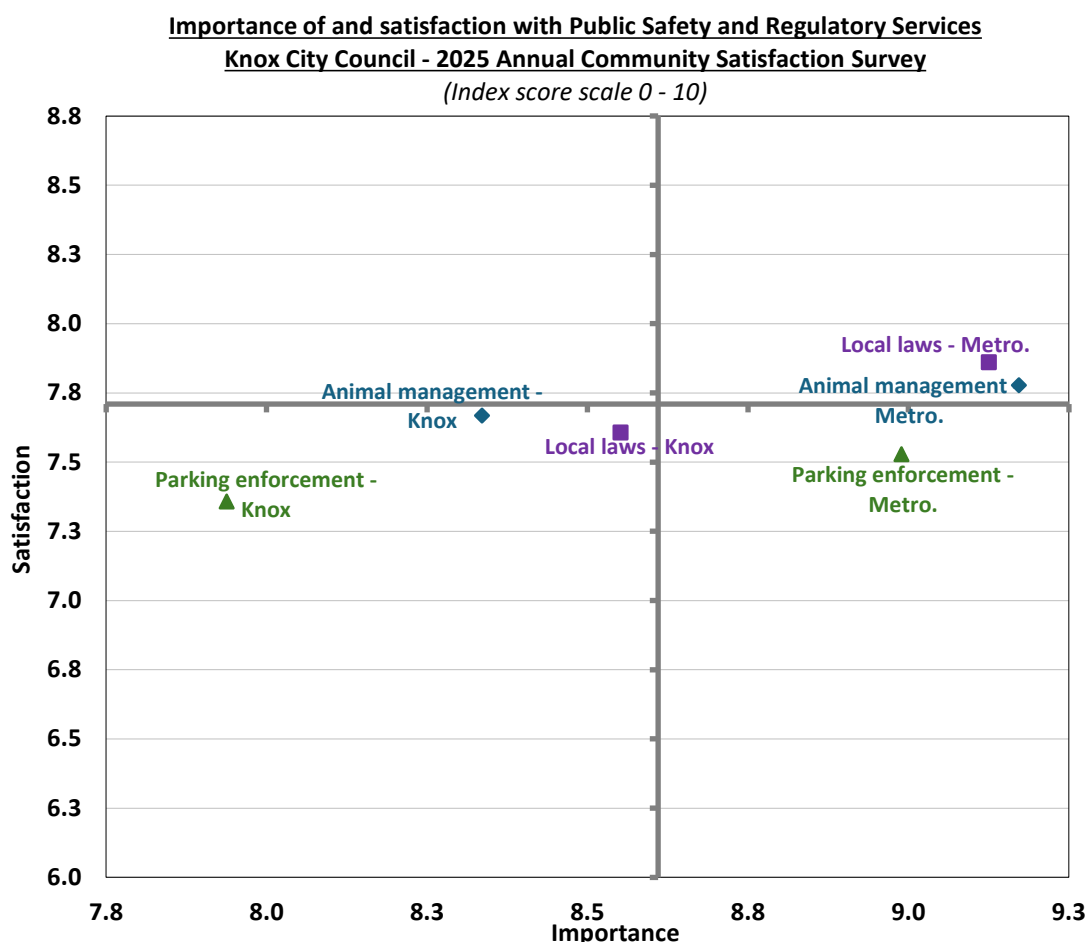


- **Built and Natural Environment Services (waste)** – includes regular fortnightly garbage collection, regular fortnightly recycling, weekly food and green waste collection service, bookable hard rubbish, and fortnightly bundled branch collection.
- **Built and Natural Environment Services (cleaning)** – includes maintenance and appearance of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, and street sweeping.
- **Built and Natural Environment Services (other)** – includes drains maintenance and repairs, footpath maintenance and repairs, provision and maintenance of street trees, street lighting, provision and maintenance of parks and gardens, environmental events, programs, and activities, and public toilets.
- **Enabling Services** – includes Council’s monthly newsletter “Knox News”, and Council’s website.

Public Safety and Regulatory Services

There were three services and facilities from the Public Safety and Regulatory Services Division of Council included in the survey this year.

All of these services and facilities were of notably lower importance in the City of Knox than the metropolitan average, however, they recorded similar levels of satisfaction.

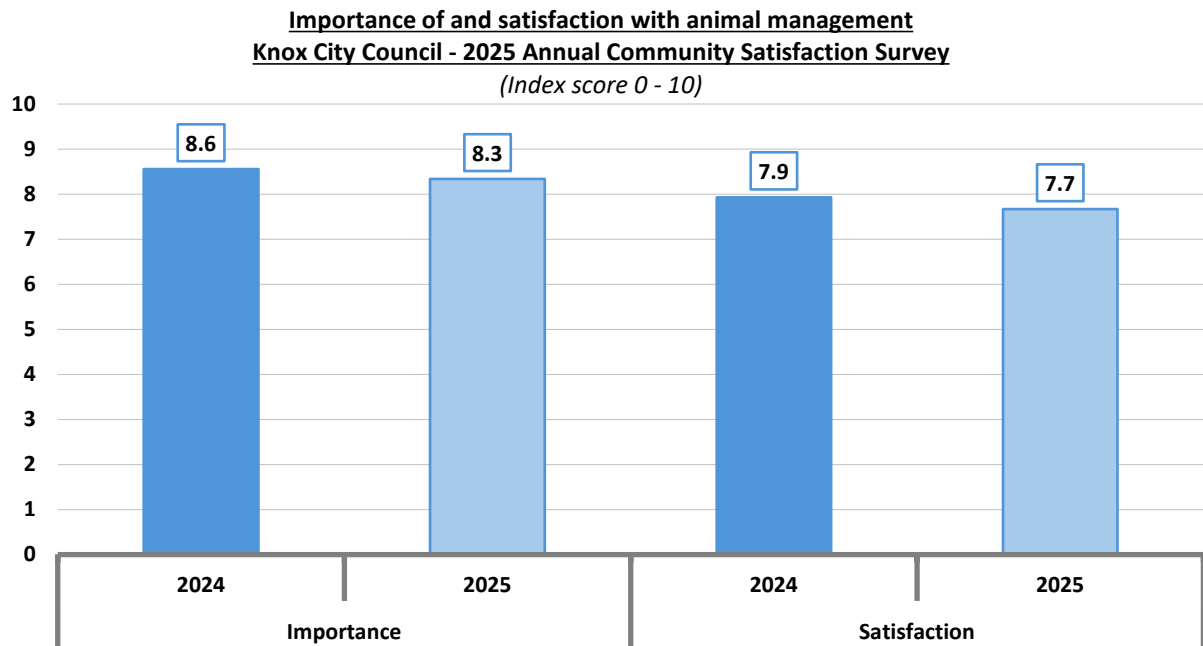


Animal management

Animal management was the 32nd most important of the 36 included services and facilities, with an average importance of 8.3 out of 10.

Satisfaction with animal management remained essentially stable this year, down one percent to 7.7 out of 10, which remained a “very good” level of satisfaction.

This result ranks animal management 18th in terms of satisfaction this year.

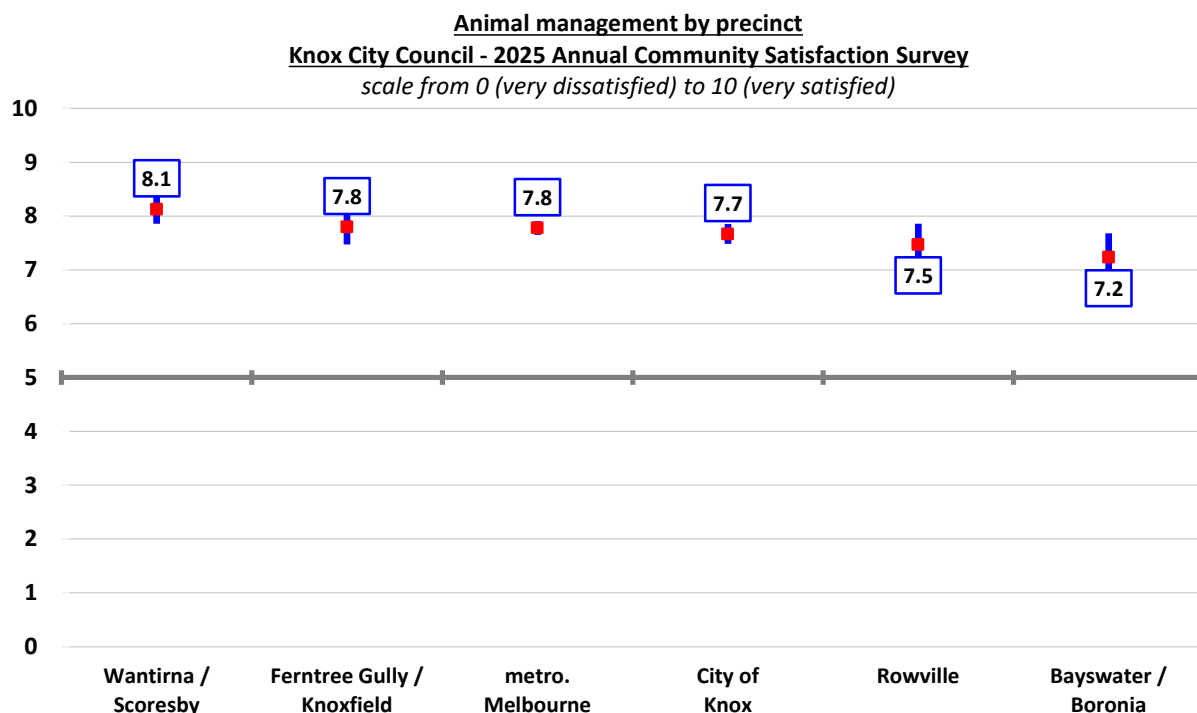


This result comprised 64% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 414 of the 500 respondents who provided a score this year.

There was some substantive variation in satisfaction with animal management observed by respondent profile, with older adults (aged 60 to 74 years) somewhat (4%) less satisfied than average, and respondents from multilingual households somewhat (4%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with animal management was marginally (1%) lower than the metropolitan Melbourne average satisfaction with “animal management” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some measurable variation in satisfaction with animal management observed at the precinct level, with respondents from Wantirna / Scoresby measurably (4%) more satisfied than the municipal average, and at an “excellent” rather than a “very good” level of satisfaction. Respondents from Bayswater / Boronia were notably (5%) less satisfied, and at a “good” rather than a “very good” level.



The following table outlines the 40 comments and one location of concern in relation to animal management this year.

Reasons for dissatisfaction with animal management
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Often see unleashed animals	5
Often see feral cats wandering out	4
Dogs are always barking	3
Not picking up animal waste	3
Dogs on the loose	2
Foxes outside	2
Can do much better by adhering to the VCAT regulations	1
Council charged \$700 to collect a stray dog	1
Curfew hasn't been taken seriously	1
Have a feeling that the Council is not dog friendly as they are very quick to call dogs aggressive	1
I don't see any kangaroos	1
I think animal management is stupid	1
Lot of stray roaming dogs, my dog got savaged by one weeks ago	1
Need to have a provision to collect untethered dogs	1
Neighbour lets their cats kill birds at night	1
No enforcement for the cats wandering at night	1
No management	1
Not enough dog parks	1



People's pets on our property	1
Possum wandering around the area near the vegetable garden	1
Stray dogs follow the kids	1
Strongly agree with the 24-hour cat curfew	1
There are cats on road while driving	1
They don't do anything	1
They don't monitor the people having dogs without leashes	1
They fine me after telling me I would be off the hook with a warning	1
Wild animals	1

Total	40
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Specific locations identified by respondents

Kangaroo appearance in Stud Rd caused accidents and nobody came to collect the dead body	1
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Total	1
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Total responses	41
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Parking enforcement

Parking enforcement was the 35th most important of the 36 included services and facilities, with an average importance of 7.9 out of 10, and one of four that was measurably less important than the average of all 36 (8.6).

Satisfaction with parking enforcement declined marginally this year, down two percent to 7.4 out of 10, although it remains at a “very good” level of satisfaction.

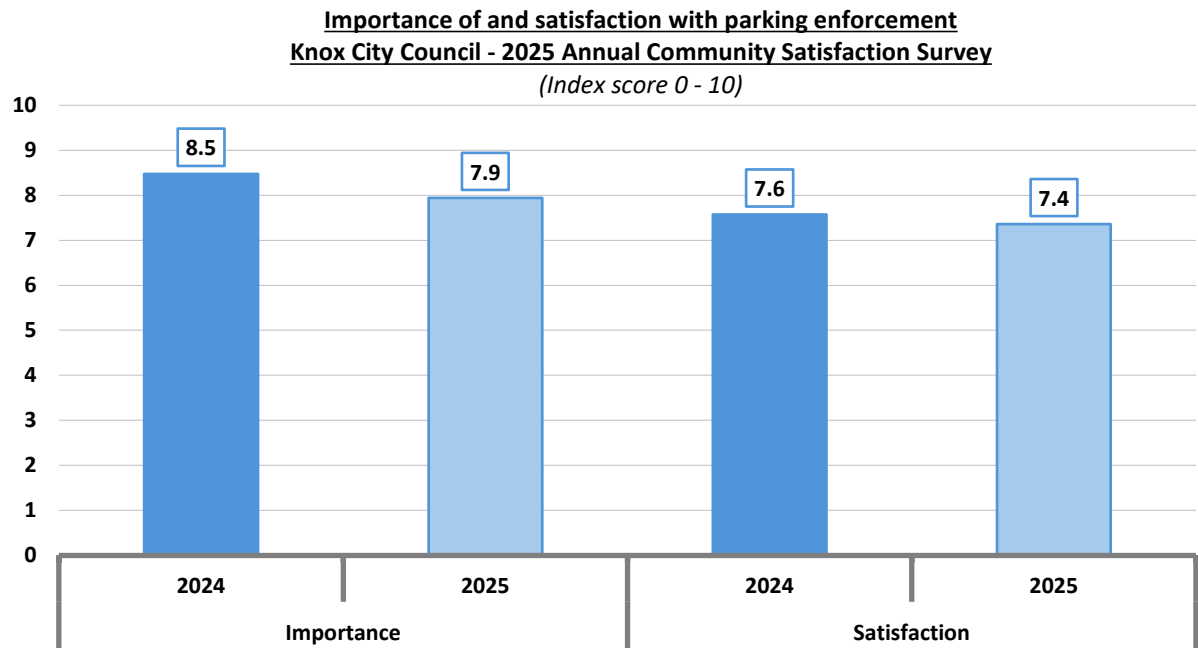
This result ranks these services 29th in terms of satisfaction this year.

This result comprised 54% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 444 of the 500 respondents who provided a satisfaction score.

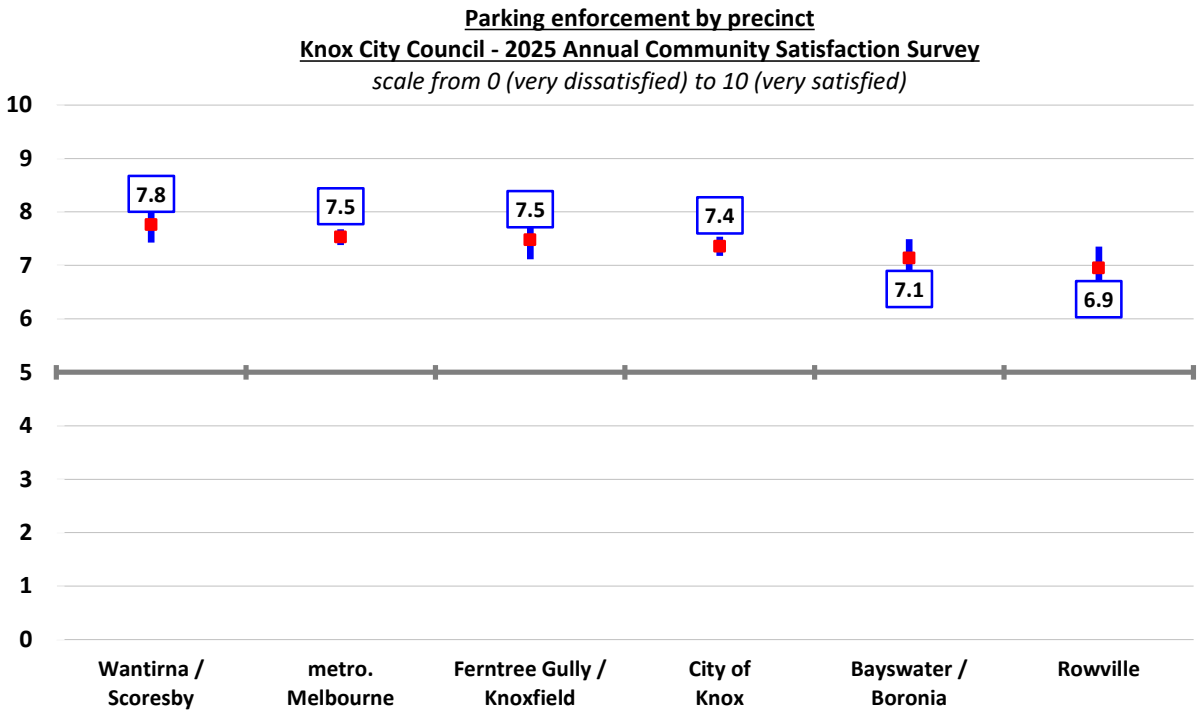
There was some variation in satisfaction with parking enforcement observed by respondent profile, with older adults (aged 60 to 74 years) notably (6%) less satisfied than average, and respondents from multilingual households notably (5%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with parking enforcement was marginally (1%) lower than the metropolitan Melbourne average satisfaction with the “parking enforcement” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.





While there was no statistically significant variation in satisfaction observed at the precinct level, respondents from Rowville were notably (5%) less satisfied, and at a “good” rather than a “very good” level.



The following table outlines the 45 comments and six locations of concern in relation to parking enforcement.

Reasons for dissatisfaction with parking enforcement
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Parking here is terrible	3
Parking cars on grass and nature strips	2
Parking's should be free for locals	2
There are more cars and less car parks now	2
Too many cars parked on the streets	2
We don't see parking enforcement done well around	2
Around school zone, they are more focused on revenue collection rather than safety. It's easier to get out from a traffic fine than a Council fine	1
Cars are illegally parked	1
Causes us to get busy with courts	1
Childcare centre doesn't have its own parking	1
During netball season people park their cars near the driveway	1
Every weekend, cars illegally park on the roads to use to parks	1
Fining someone for parking on the grass sounds wrong	1
For events not enough parking's are provided	1
Got fined for parking in front of our own house, which we later appealed but it's such a disgrace	1
Got fined for parking the opposite way in front of my own house	1
I don't think of it as a priority over other things	1
I had to park in the disabled parking spot due to a legitimate emergency involving my daughter as no other car parks were available but ended up getting fined. Emergency situations like such should be overlooked	1
In high density living areas, most people end up parking on the streets	1
In side streets, cars are parked on the roads	1
Installation of the AI cameras which led us to receiving fines for even stopping for a second	1
It is not that serious, at least not near the residential areas	1
Not enough parking spots at the school but the inspectors are always there which doesn't seem fair	1
Parking around the corners	1
Parking cars in the parks	1
Parking on the white lines	1
People park their cars everywhere, they don't care enough	1
Roads are too narrow, which leaves less space making it difficult to park	1
Rules are being broken day and night	1
Sometimes cars without disabled stickers are parked in the disabled spots	1
They don't enforce parking properly	1
Too crowded	1
Traffic management doesn't exist	1
Trucks park in the area overnight	1
We have way too many cars around to park permanently	1
We need a sign of no parking on the nature strips because it's very unsafe and boy nearly got hit by the car	1
We need more roads where parking is one side only especially for emergency services to be able to go through	1
Wider and longer parking slots are needed	1
Total	45

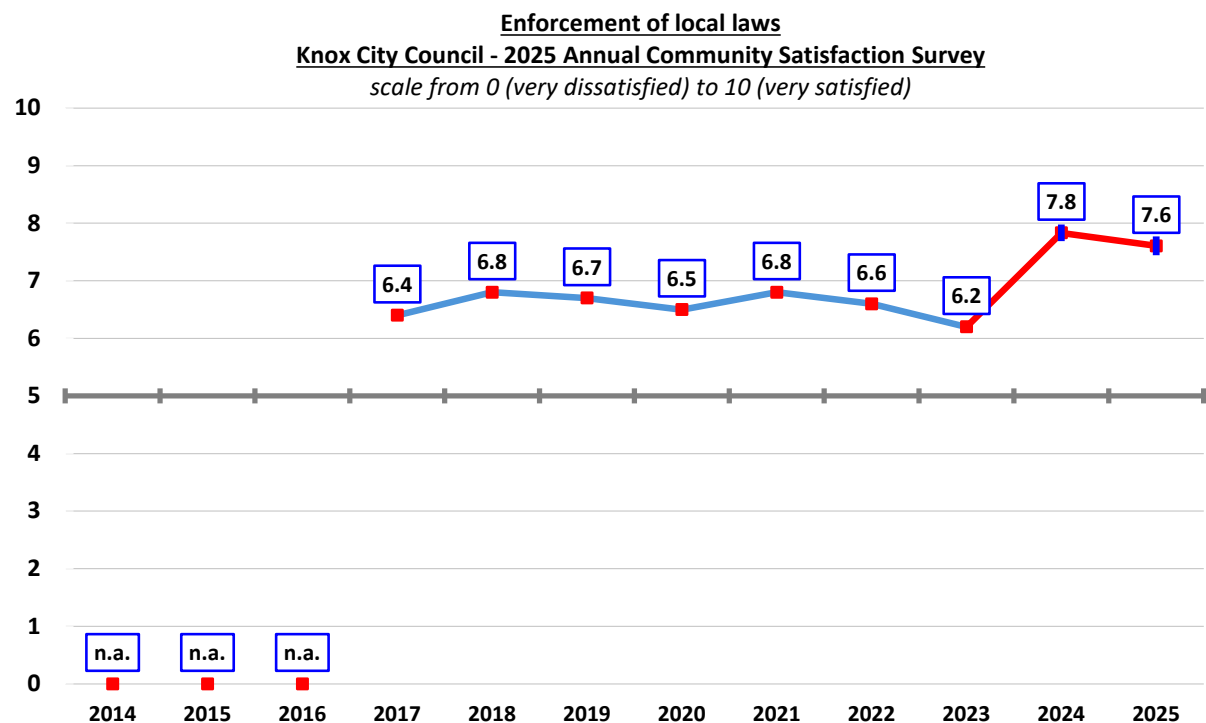


<i>Specific locations identified by respondents</i>	
Bike parking is horrendous around the Basin shops on Saturday as there are no available parking spots	1
Many cars on Kellbourne Dr are incorrectly parked as the area is accident prone around the curve where you have to turn and stop	1
On Kathryn Rd, we can't see cars because people park on both sides due to the multi development	1
On Philip Rd, we can't see cars because people park on both sides due to the multi development	1
Parking on Bellfield's Dr is not good	1
People park their cars unlawfully on Power Rd	1
Total	6
Total responses	51

Enforcement of local laws

The enforcement of local laws was the 24th most important of the 36 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with local laws declined marginally this year, down two percent to 7.6 out of 10, which was a “very good”, down from an “excellent”, level of satisfaction.



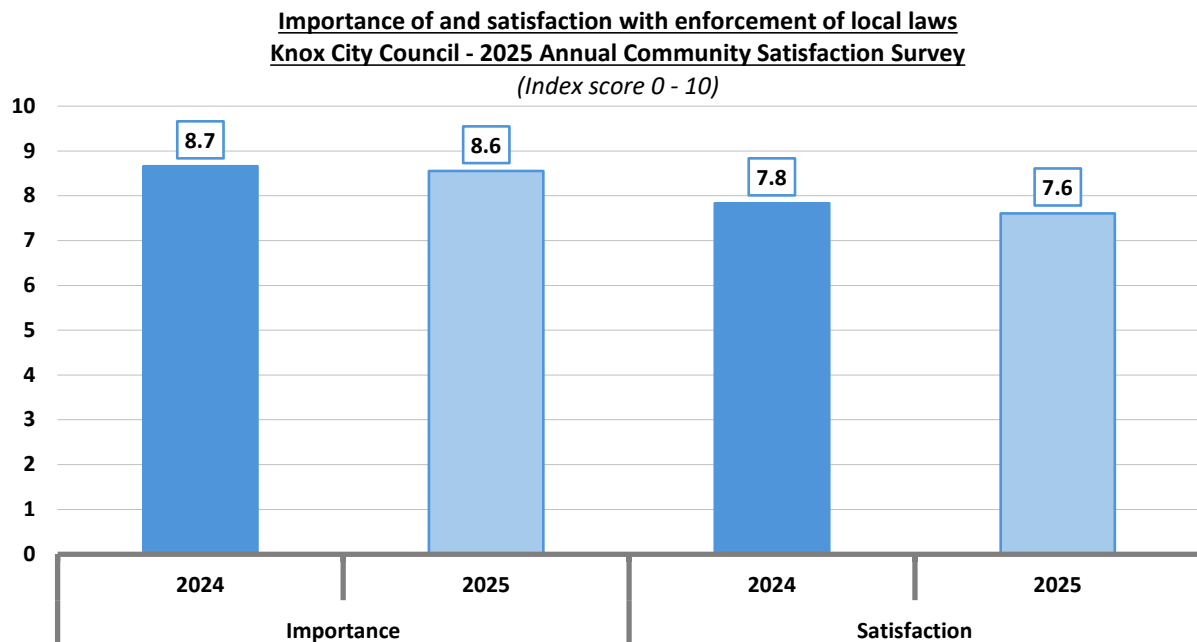
This result ranks local laws 20th in terms of satisfaction this year.



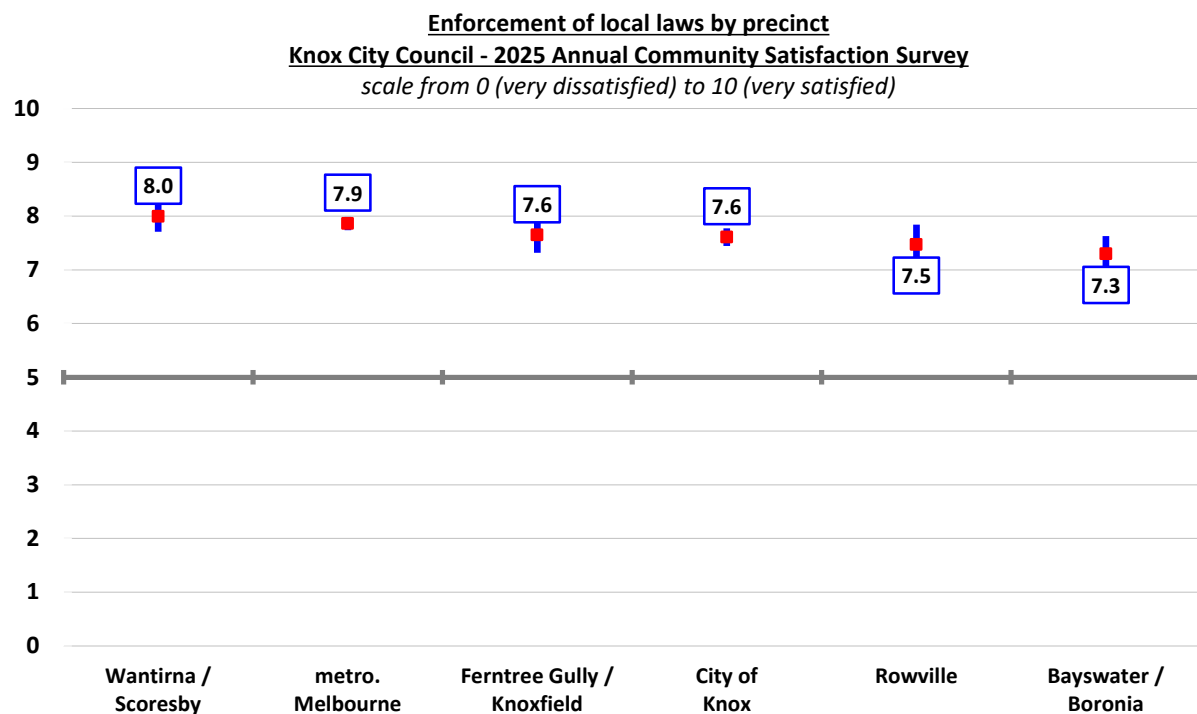
This result remained notably higher than the long-term average recorded between 2017 and 2023 of 6.6 out of 10, or “good”.

This result comprised 60% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 431 of the 500 respondents who provided a score.

There was no substantive variation in satisfaction observed by respondent profile, with respondents of all age groups, genders, and language rating their satisfaction at “very good” or higher levels.



There was no statistically significant variation in satisfaction observed at the precinct level.



By way of comparison, satisfaction with local laws was somewhat lower than the metropolitan Melbourne average satisfaction with the “enforcement of local laws” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.

The following table outlines the 25 comments received in relation to the enforcement of local laws. Metropolis Research notes that some of these comments related to concerns around crime rather than local laws directly.

Reasons for dissatisfaction with enforcement of local laws
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
A lot of petty crime around	3
Local robbery / theft	3
Bushes along the footpaths on Adele St and the new apartments are protruding too much on the footpath making it unsafe for blind people	1
Crime rates have increased, needs more safety	1
Current crime rate is scary	1
Fines are not given out evenly	1
In my experience, laws have been handled incorrectly	1
It's all dicey	1
Kids behave badly	1
Local laws are not being enforced here	1
More policing or patrol at nighttime	1
Most areas around have been robbed including my area, the whole street	1
Need more policing	1
Need to slow down the traffic a bit	1
Parking around Mountain Gate school is bad	1
Something needs to be done regarding the signage around because people are driving on the wrong side of the road	1
The Council could be more forceful against the criminals; they focus more on giving tickets rather than getting the local crack house figured out	1
They don't do anything regarding the issues raised	1
They should focus more on repairing the roads	1
Things are getting out of control	1
We don't see Council around	1
Total	25

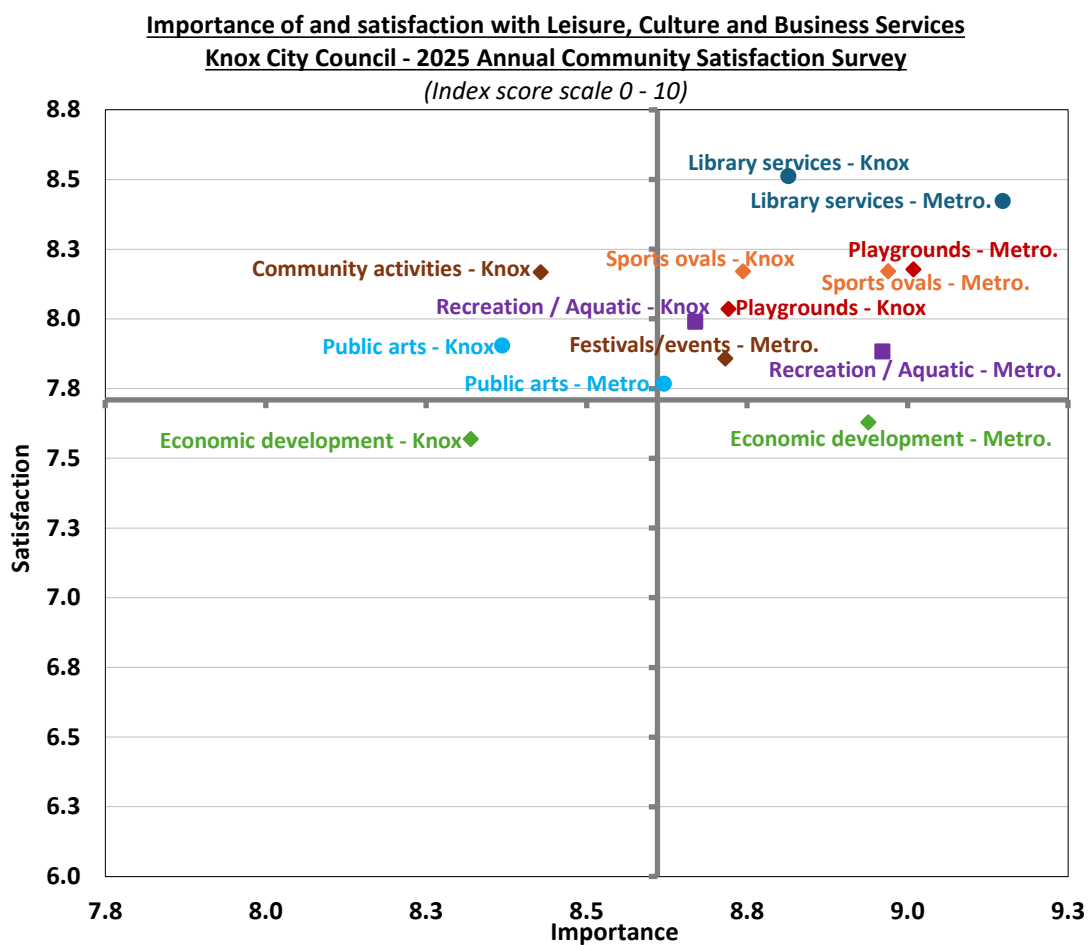


Leisure, Culture and Business Services

There were seven services and facilities from the Leisure, Culture and Business Services division of Council included in the survey this year.

The majority of these services and facilities were of lower-than-average importance, although all were extremely important to the community.

Of the seven services and facilities, only Council activities promoting economic development recorded a lower-than-average satisfaction score this year. Furthermore, of the seven services and facilities, only playgrounds recorded a lower satisfaction score than the metropolitan Melbourne average.

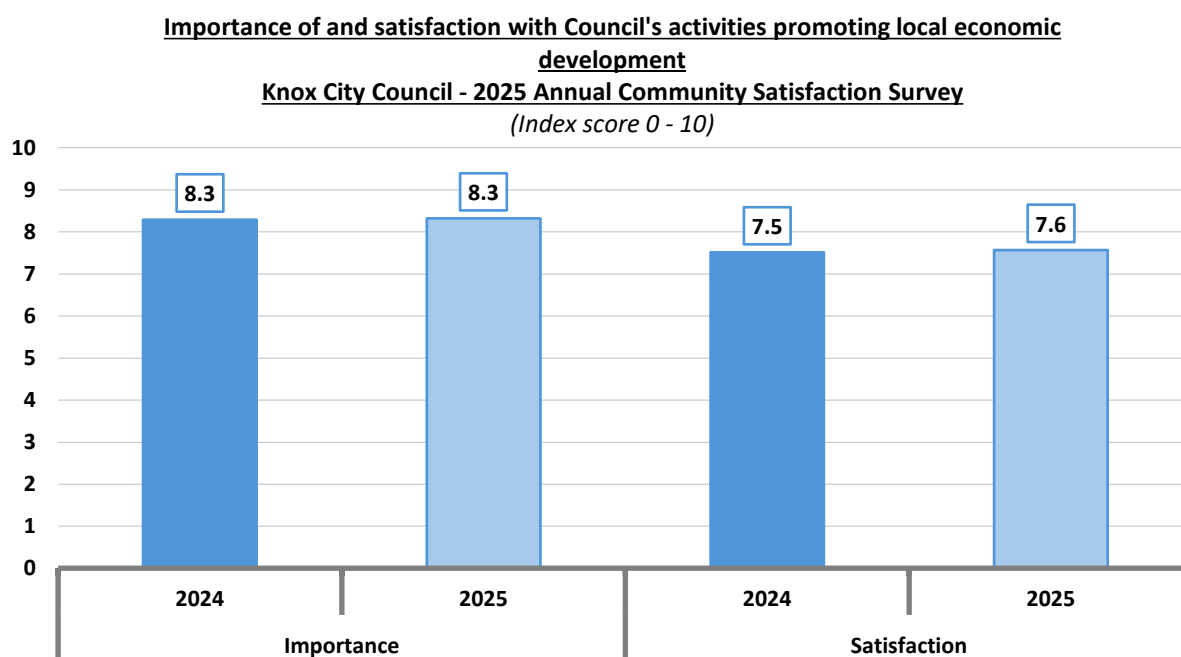


Council's activities promoting local economic development and tourism

Council activities promoting local economic development and tourism were the 33rd most important of the 36 included services and facilities, with an average importance of 8.3 out of 10, and one of four services and facilities to be measurably less important than the average of all 36 (8.6).

Satisfaction with these services remained essentially stable this year, up one percent to 7.6 out of 10, which was a “very good” level of satisfaction.

This result ranks these services 23rd in terms of satisfaction this year.

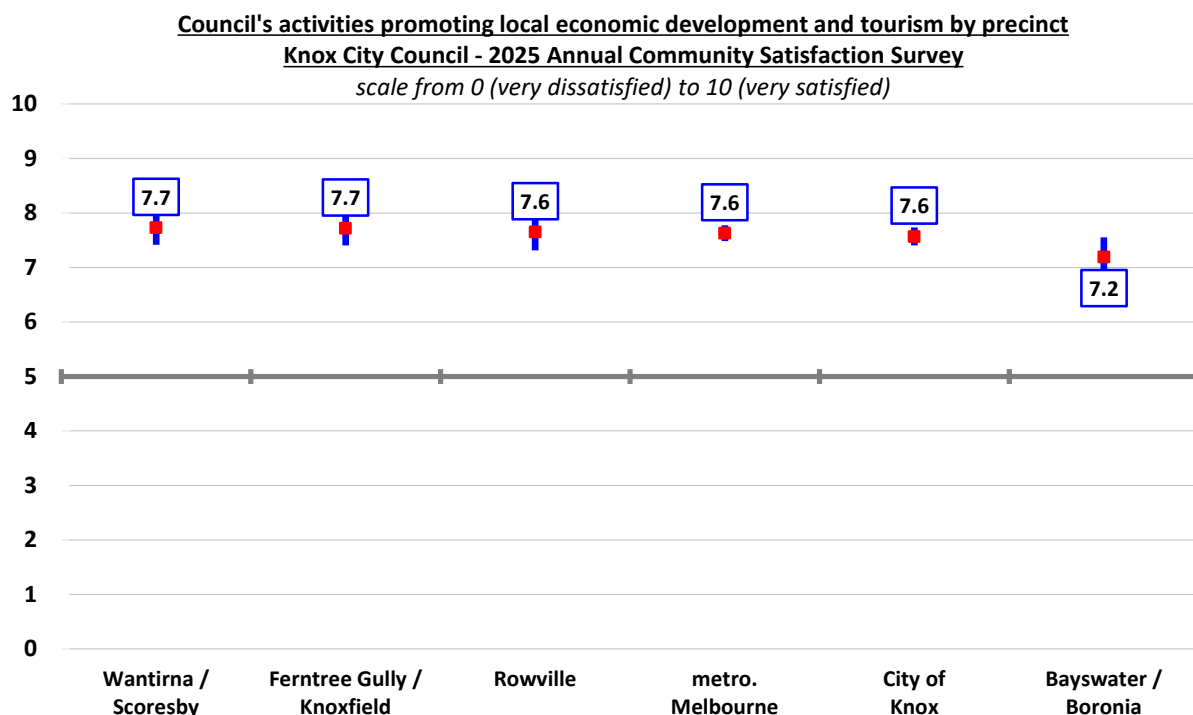


This result comprised 59% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 388 of the 500 respondents who provided a score this year.

There was some variation observed by respondent profile, with older adults (aged 60 to 74 years) notably (6%) less satisfied than average with these services.

By way of comparison, satisfaction with these services was identical the metropolitan Melbourne average satisfaction with the “Council activities promoting local economic development” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction observed across the municipality at the precinct level.



The following table outlines the 16 comments received in relation to Council's activities promoting local economic development.

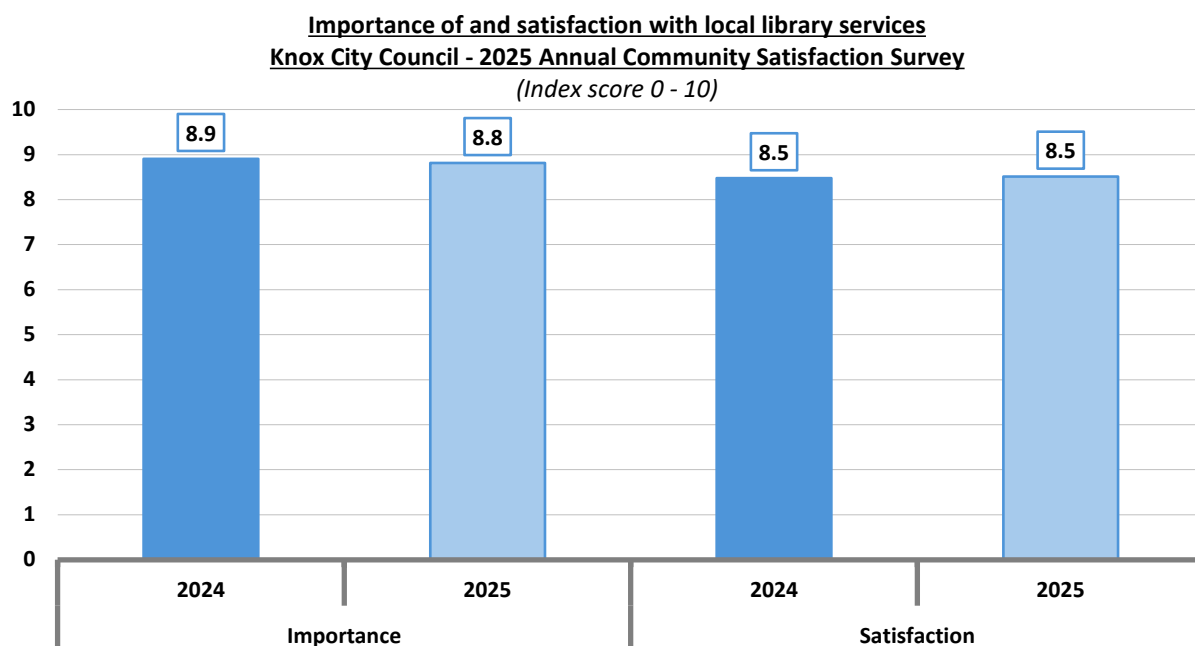
Reasons for dissatisfaction with Council's activities promoting local economic development
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Haven't seen it	3
We don't receive such activities	2
Council is not doing what they are supposed to do	1
Haven't heard about any good programs	1
I haven't heard anything about promoting economy here	1
Never been to such event	1
No such activities instead the shops are closing	1
Outside of the news they don't make a lot known to their community	1
Takes a long time	1
They don't do enough	1
They still have old buildings that need to be redeveloped	1
Too many regulations about nothing	1
Waste of money	1
Total	16

Local library services

Local library services were the 9th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with library services remained stable this year at 8.5 out of 10, which remains an “excellent” level of satisfaction.



This result ranks these services 1st in terms of satisfaction this year, and one of six that received a satisfaction score measurably higher than the average of all 36 (7.7).

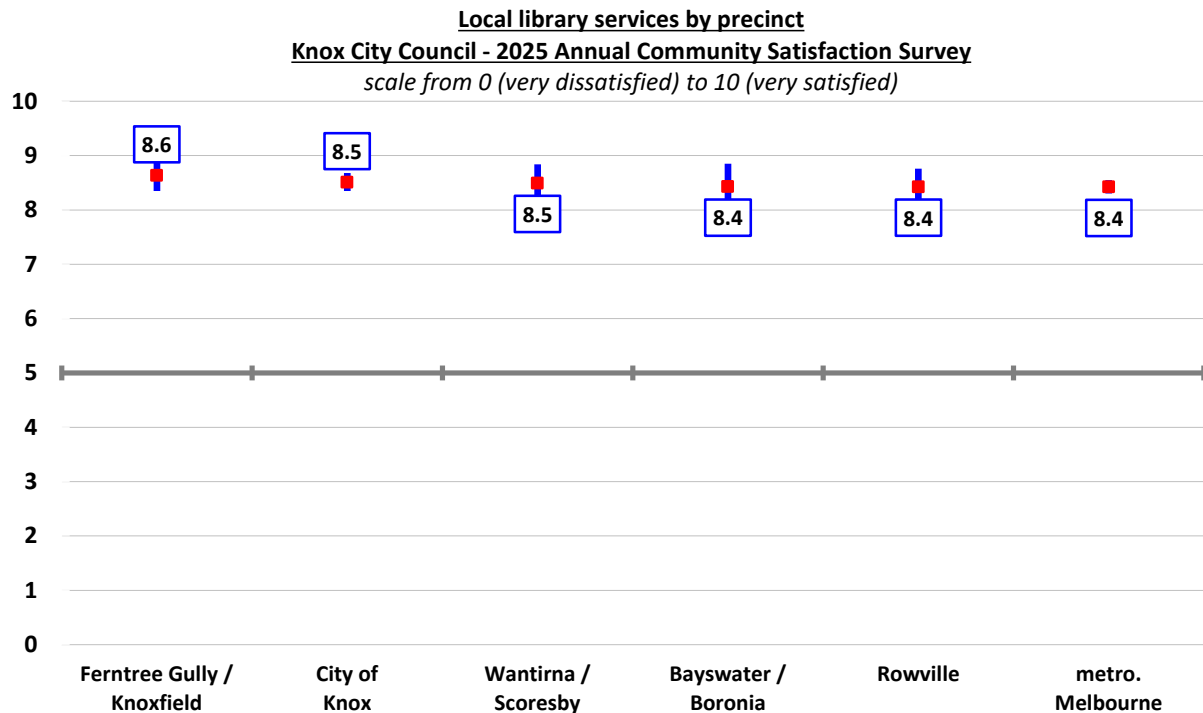
This result comprised 81% “very satisfied” and no dissatisfied respondents, based on a total sample of 192 of the 195 respondents (39%) from households who had used these facilities in the last 12 months.

There was no substantive variation in satisfaction with library services observed by respondent profile, with all respondent groups recording satisfaction at “excellent” levels.

By way of comparison, satisfaction with local library and library services was essentially consistent with the metropolitan Melbourne average satisfaction with the “local library” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with library services observed at the precinct level.





The following table outlines the eight comments received in relation to local library services.

Reasons for dissatisfaction with local library services
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

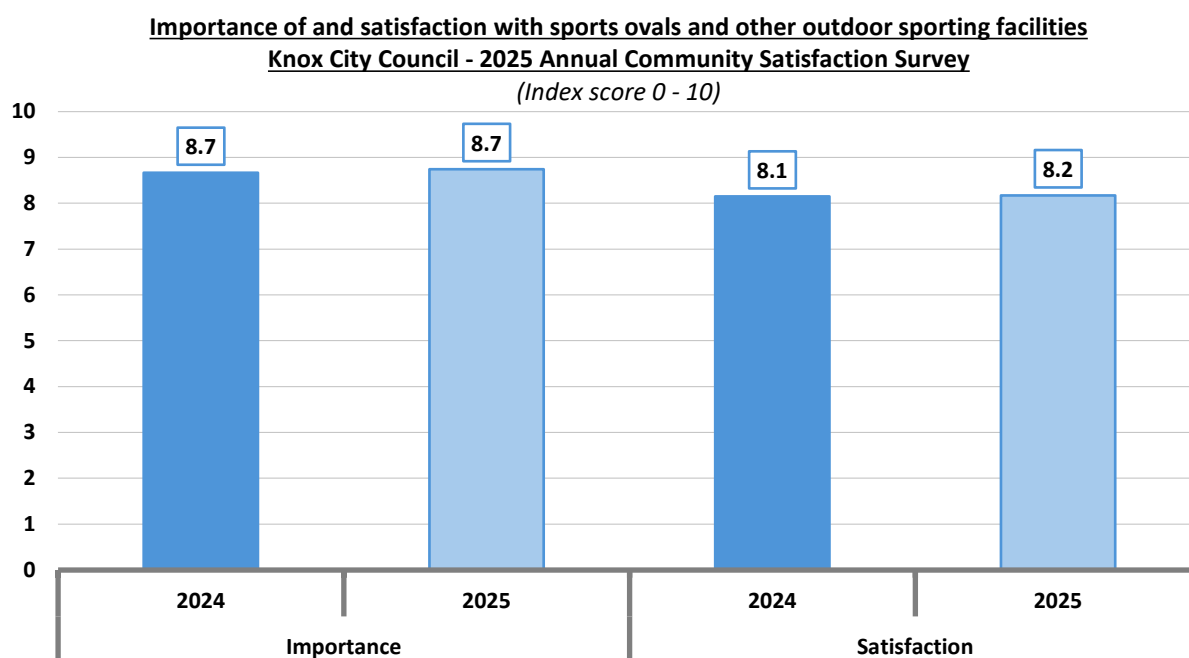
<i>Reason</i>	<i>Number</i>
Bayswater library is under resourced	1
Bayswater library is undersized	1
Bayswater library needs a larger premises	1
Book collection is not good enough	1
Get a laminating machine for the library	1
Need better book collection including books in other languages	1
Prefer the old quiet library	1
The space is good but particularly not great children's book collection, so I prefer going to the Glen Waverly Library	1
Total	8



Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 11th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with these facilities was essentially stable this year, up one percent to 8.2 out of 10, which remains an “excellent” level of satisfaction.



This result ranks sports ovals and other outdoor sporting facilities 6th in terms of satisfaction this year, and one of six services and facilities to receive a satisfaction score that was measurably higher than the average of all 36 (7.7).

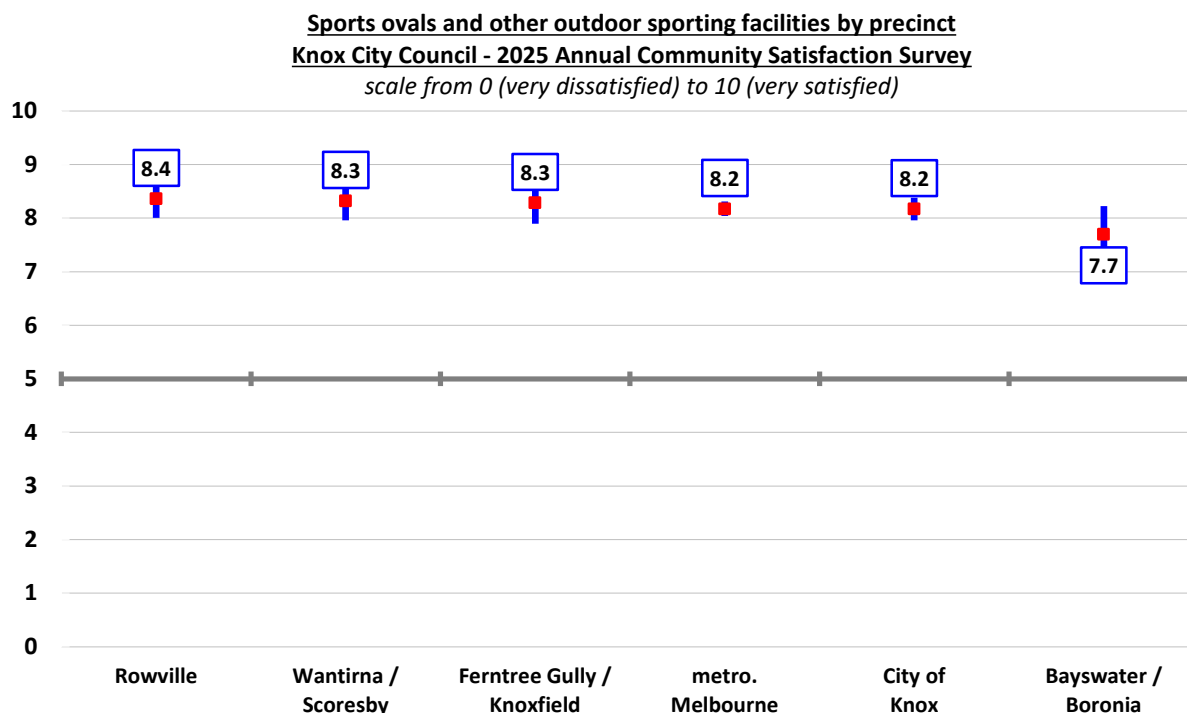
This result comprised 73% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 197 of the 203 respondents (41%) from households who had used these facilities in the last 12 months.

There was some substantial variation in satisfaction with sports ovals and other outdoor sporting facilities observed by respondent profile, with older adults (aged 60 to 74 years) notably (5%) less satisfied than the municipal average.

By way of comparison, satisfaction with these facilities was identical to the metropolitan Melbourne average satisfaction with the “sports ovals and other outdoor sporting facilities” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with sports ovals across the municipality, although attention is drawn to respondents from Bayswater / Boronia, who were notably (5%) less satisfied than the municipal average with these facilities, and at a “very good” rather than an “excellent” level.





The following table outlines the 12 comments and three locations of concern in relation to sports ovals and other local sporting facilities.

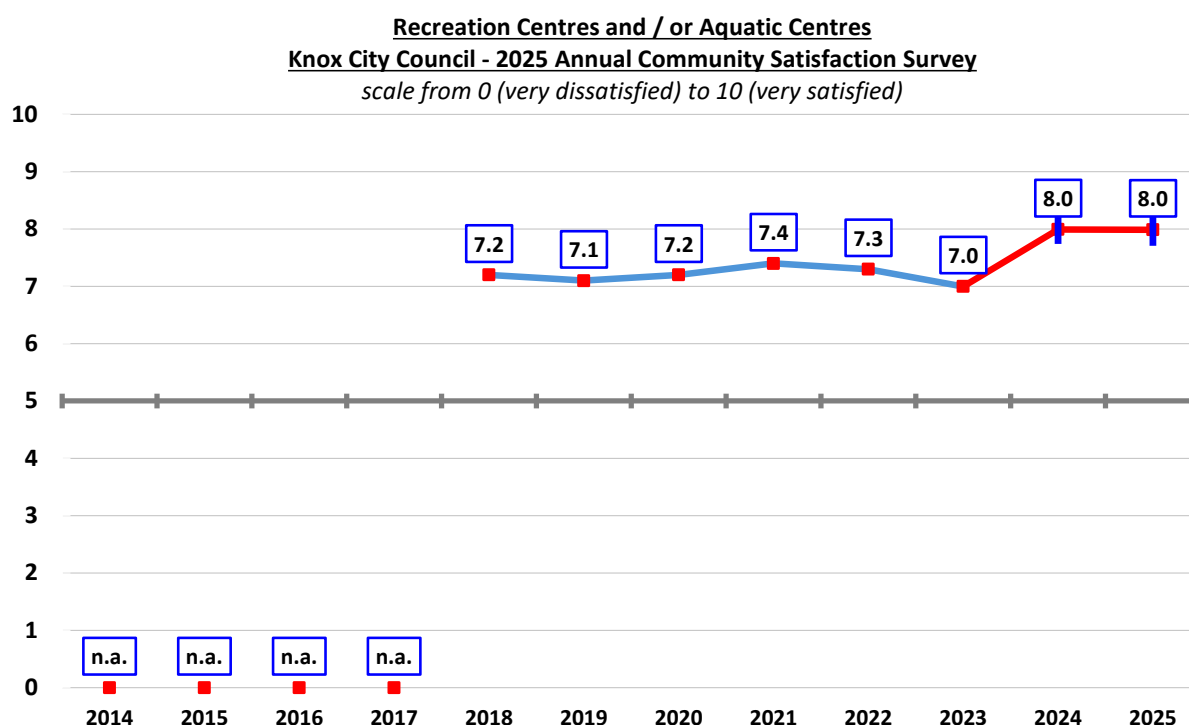
Reasons for dissatisfaction with sport ovals and other local sporting facilities
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Not enough sporting facilities	2
I don't like the layout as there are too many steps	1
More outdoor facilities needed for older children	1
More sports ovals needed for older children	1
Needs mowing	1
Needs upgrading	1
Old ones don't have enough equipment	1
Sporting facilities are good, but their surroundings need some work	1
They dismantled the basketball court without any consultation leaving the kids with nowhere to play basketball	1
They spend too much money on it	1
We need a skate park	1
Total	12
<i>Specific locations</i>	
Not maintained enough, like Knox Park	1
Glenbarry Rd playground need to be mowed more often	1
In Canara Ct, the centre and basketball court are wonky	1
Total	3

Recreation centres and / or aquatic centres

Recreation and aquatic centres were the 16th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with these facilities remained stable this year at 8.0 out of 10, which remains an “excellent” level of satisfaction.



This result ranks recreation and aquatic centres 11th in terms of satisfaction this year.

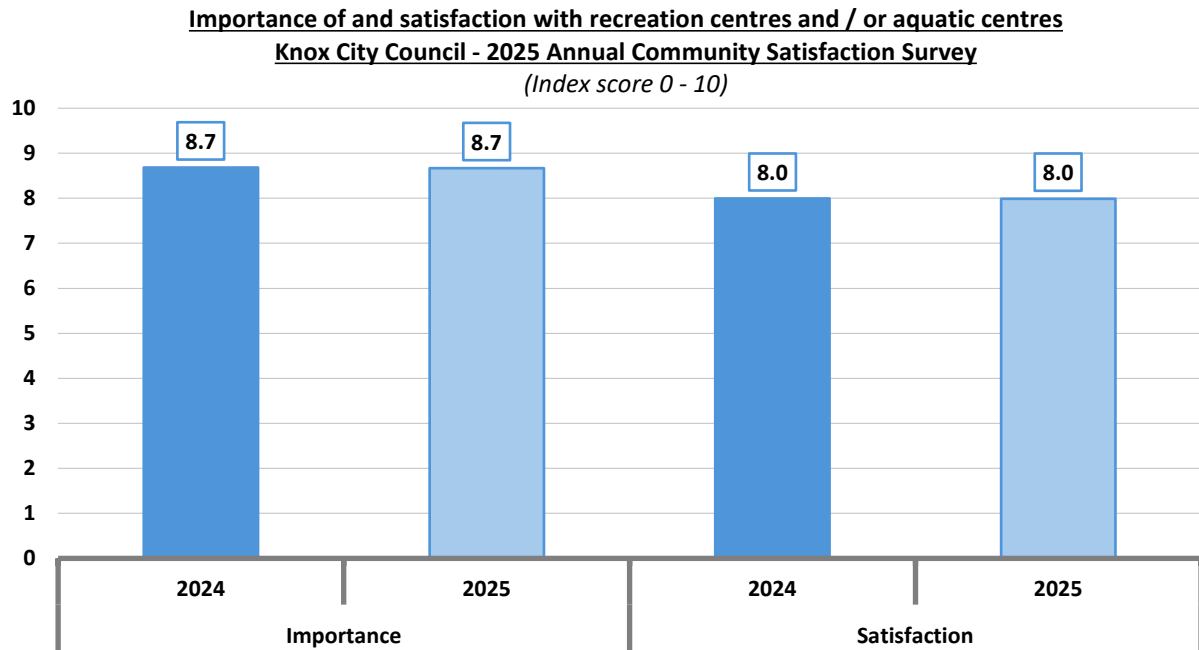
This result was measurably higher than the previously recorded long-term average satisfaction from 2018 to 2023 of 7.2 out of 10, or “good”.

This result comprised 66% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 138 of the 141 respondents (28%) from households who had used these facilities in the last 12 months.

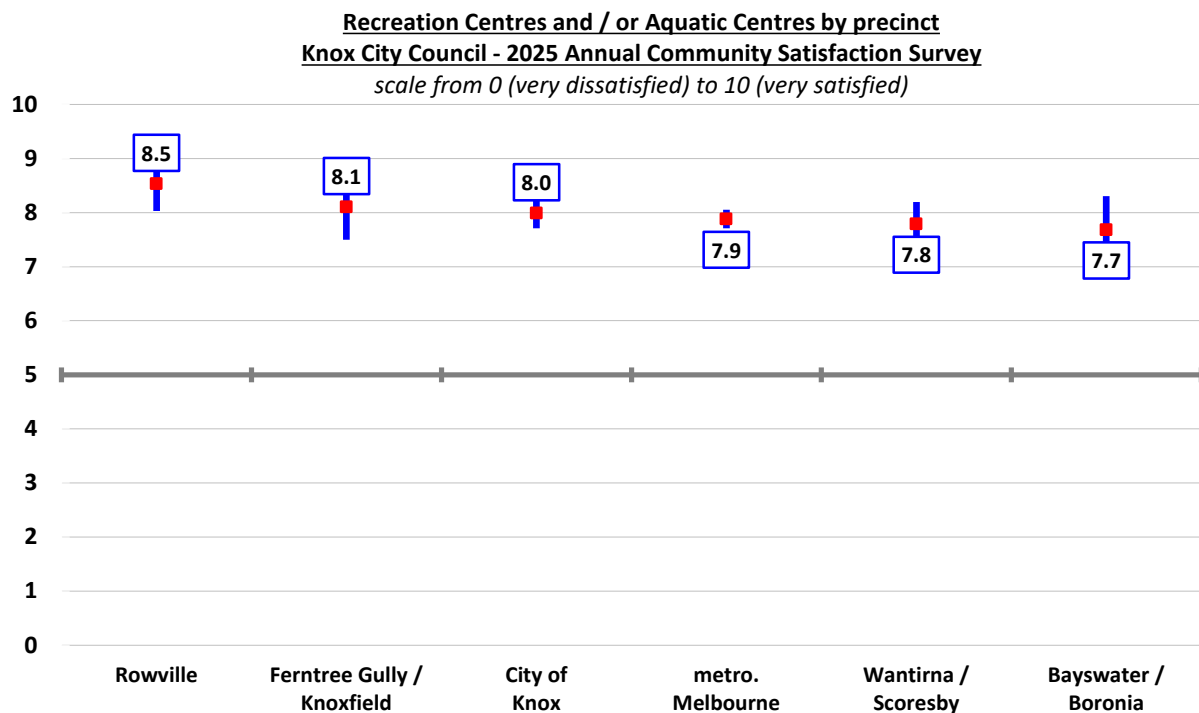
There was some substantive variation in satisfaction with these services observed by respondent profile, with young adults (aged 18 to 34 years) somewhat (4%) less satisfied than average, and at a “very good” rather than an “excellent” level.

By way of comparison, satisfaction with these facilities was essentially the same as the metropolitan Melbourne average satisfaction with the “recreation and / or aquatic centres” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.





Although there was no statistically significant variation in satisfaction observed at the precinct level, attention is drawn to respondents from Rowville, who were notably (5%) more satisfied than the municipal average.



The following table outlines the six comments received in relation to recreation and / or aquatic centres.



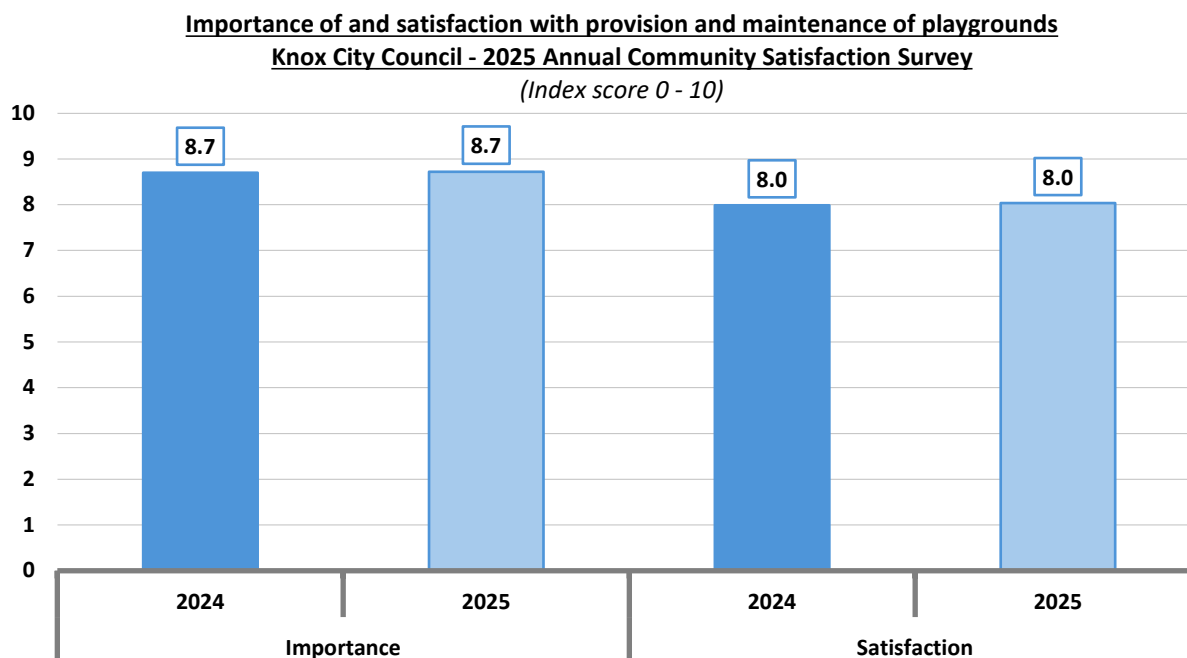
Reasons for dissatisfaction with recreation centres and / or aquatic centres
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
It would be nice if they had saunas	1
Kids pool always have some situations going on	1
Knox Leisure works needs cleaning	1
Never enough facilities	1
Never have the outdoor one open	1
Smells like chlorine	1
Total	6

Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 12th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with playgrounds remained stable this year at 8.0 out of 10, which remains an “excellent” level of satisfaction.



This result ranks playgrounds 10th in terms of satisfaction this year.

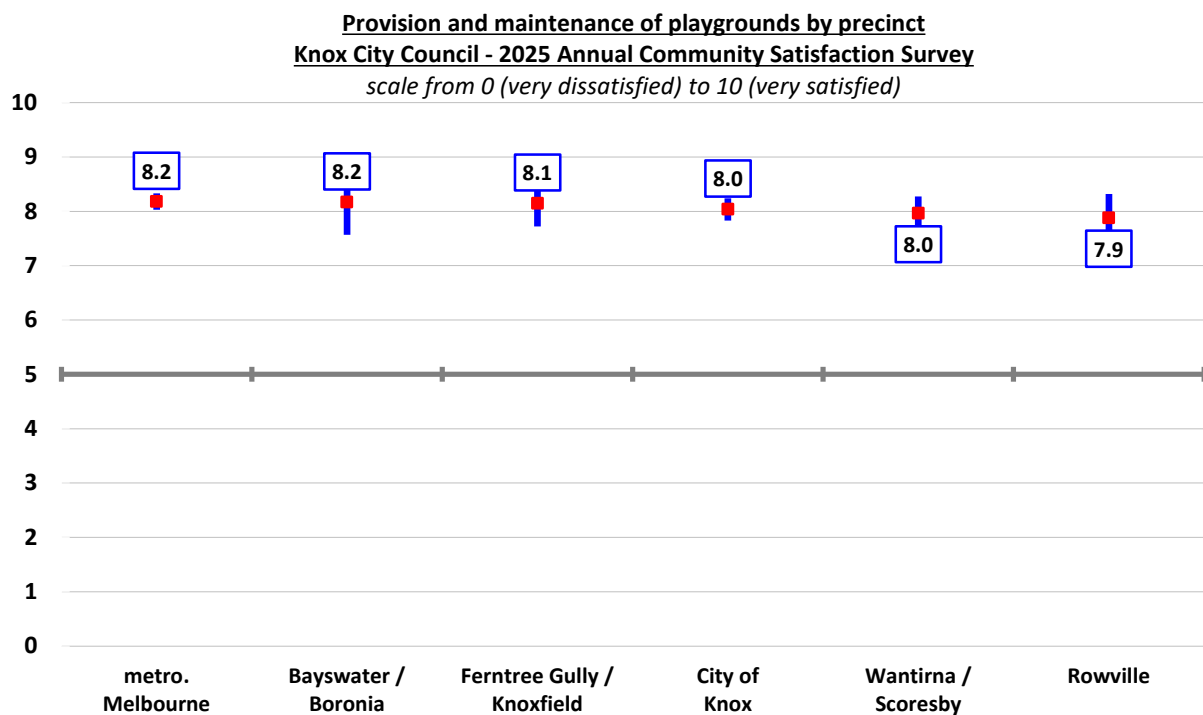
This result comprised 69% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 171 of the 172 respondents (34%) from households who had used these facilities in the last 12 months.



There was some variation in satisfaction with the playgrounds observed by respondent profile, with older adults and senior citizens (aged 60 years and older) notably (5% to 6%) less satisfied than average.

By way of comparison, satisfaction with playgrounds was marginally (2%) lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of playgrounds” of 8.2 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction observed across the municipality at the precinct level.



The following table outlines the 12 comments received in relation to the provision and maintenance of playgrounds.

Reasons for dissatisfaction with provision and maintenance of playgrounds

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Area near the end of Katandra Ct	1
Cleanliness	1
I don't have kids, so it's not important to me as I don't use it	1
Needs better maintenance	1
Needs to be more for the younger kids and toddlers	1
Not enough activities, nothing to do there	1
Not much to do for kids as these playgrounds are just simple	1
Poor playgrounds	1

Repairs	1
Some of the slides only have the rock-climbing thing and no stairs to get to the slides	1
They don't tend to update the playgrounds	1
They pulled the playground next to the community centre apart	1
Total	12

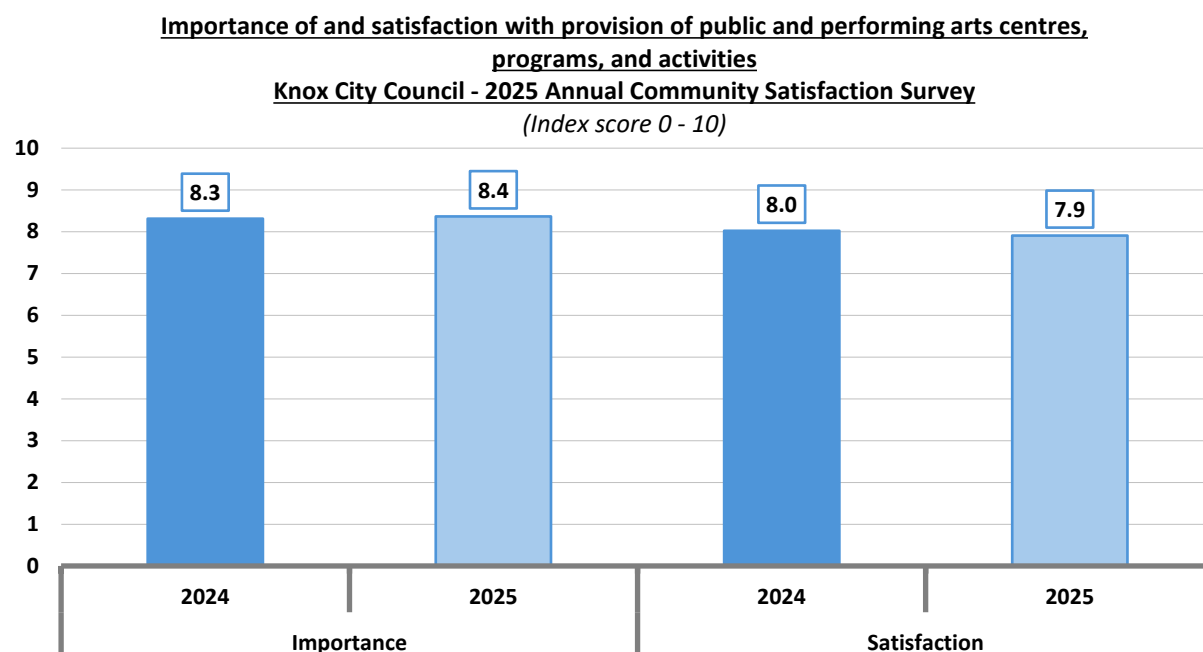
Provision of public and performing arts centres, programs, and activities

The provision of public and performing arts centres, programs and activities was the 31st most important of the 36 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with these facilities remained essentially stable, down one percent to 7.9 out of 10, although it remained at an “excellent” level of satisfaction.

This result ranks these facilities 12th in terms of satisfaction this year.

This result comprised 62% “very satisfied” and no dissatisfied respondents, based on a total sample of 53 of the 56 respondents (11%) from households who had used these facilities in the last 12 months.

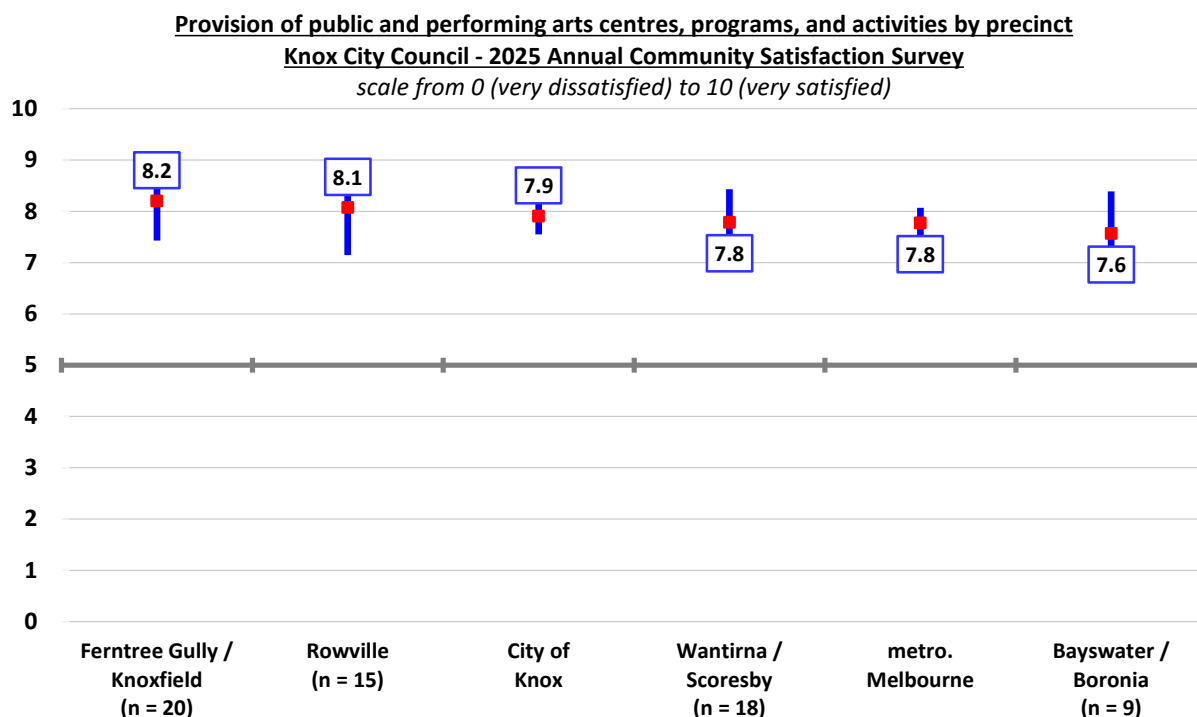


There was some variation in satisfaction with these services and facilities observed by respondent profile, with respondents from multilingual households notably (5%) more satisfied with these facilities than respondents from English speaking households.

By way of comparison, satisfaction with these facilities was identical to the metropolitan Melbourne average satisfaction with the “provision of public art” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction observed across the municipality at the precinct level.



The following table outlines the three comments received from respondents in relation to the provision of public performing arts centres, programs, and activities.

Reasons for dissatisfaction with provision of public and performing arts centres, programs, and activities

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Noises from the Caribbean Markets where they have the concert can be annoying	1
The Whitehorse City Council has a major performing centre, but Knox doesn't have an equivalent of that	1
There are not enough facilities	1
Total	3

Community and cultural activities, festivals, and events

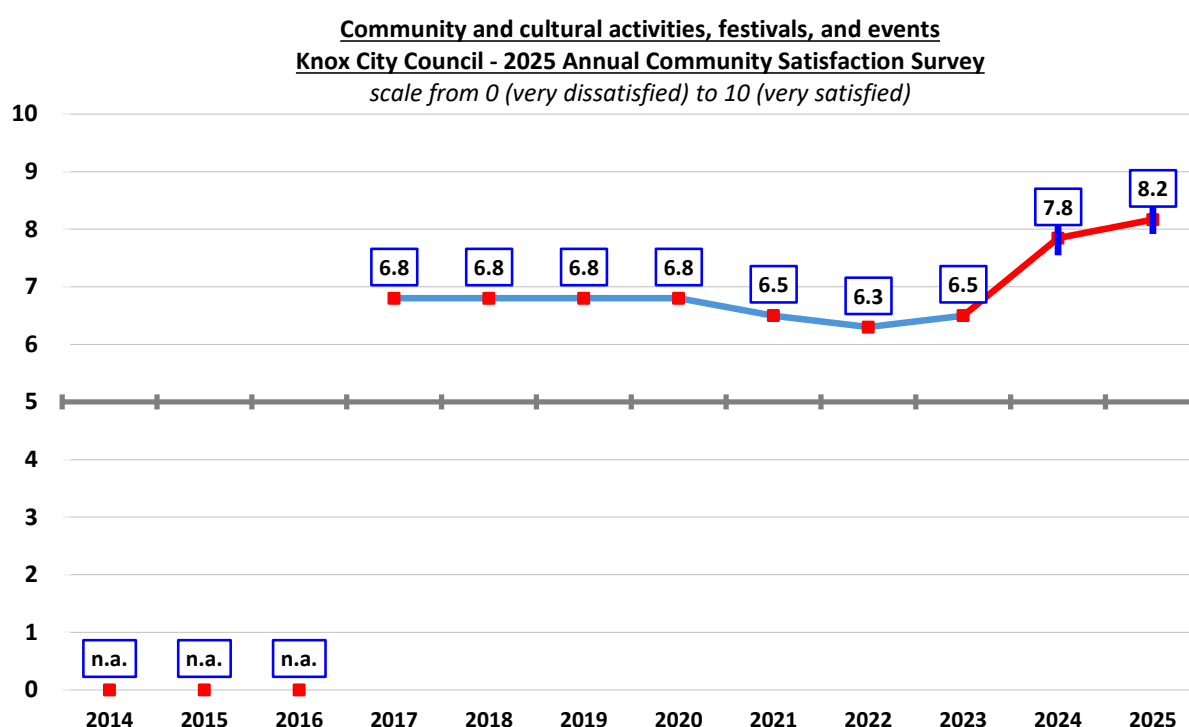
The provision of community and cultural activities, festivals, and events was the 28th most important of the 36 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with these facilities increased notably this year, up four percent to 8.2 out of 10, which was an “excellent” level of satisfaction.

This result ranks community events 7th in terms of satisfaction this year.

This result was measurably higher than the previously recorded long-term average from 2017 to 2023 of 6.6 out of 10, or “good”.

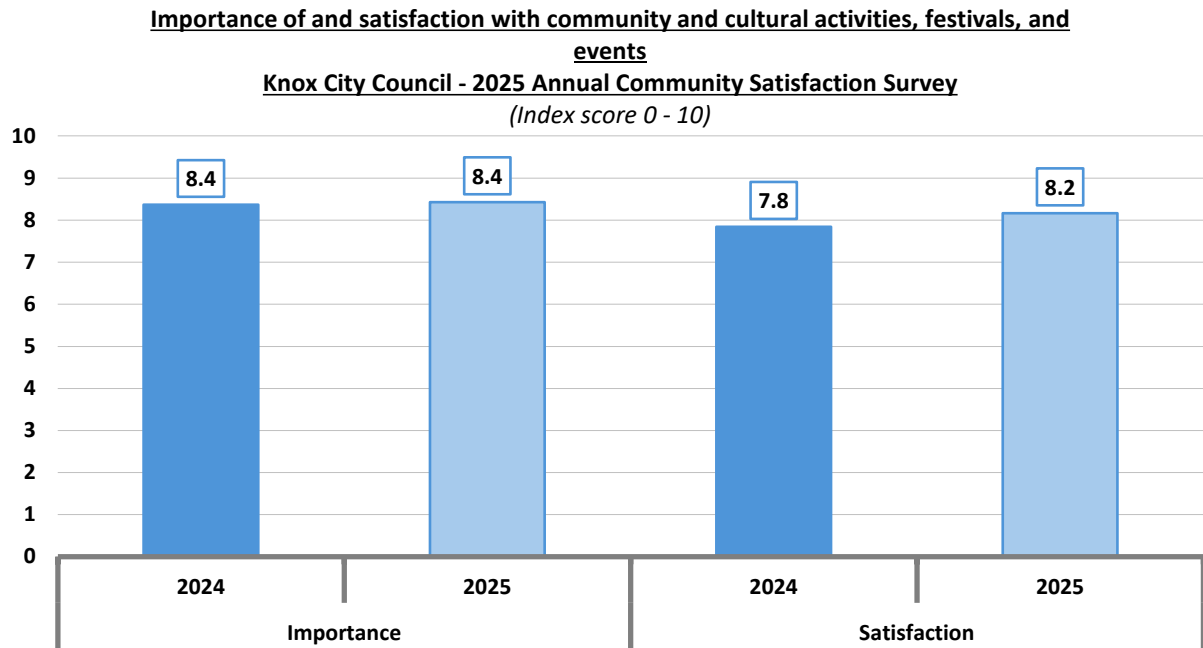
This result comprised 68% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 121 of the 123 respondents (35%) from households who had used these facilities in the last 12 months.



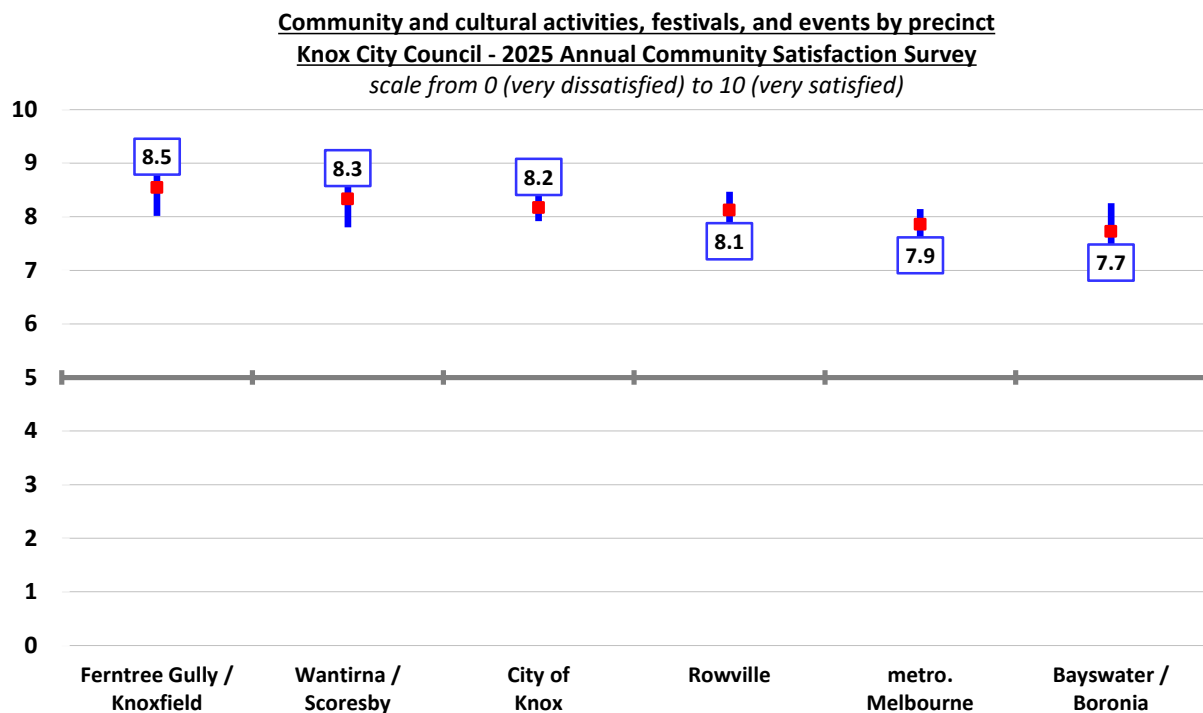
There was some variation in satisfaction observed by respondent profile, with female respondents notably (5%) more satisfied than male respondents.

By way of comparison, satisfaction with these facilities was somewhat (3%) higher than the metropolitan Melbourne average satisfaction with “Council’s festivals and events” of 7.9 out of 10, as recorded in the 2025 *Governing Melbourne* research.





Although no statistically significant variation in satisfaction was observed at the precinct level, attention is drawn to the 35 respondents from Bayswater / Boronia, who were notably (5%) less satisfied than the municipal average.



The following table outlines the three comments received in relation to community and cultural activities, festivals, and events.



Reasons for dissatisfaction with community and cultural activities, festivals, and events

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
I think it's a waste of money	1
Schedule them more on weekends	1
They've become more difficult to get involved in with unfair regulations	1
Total	3

Community and Social Services

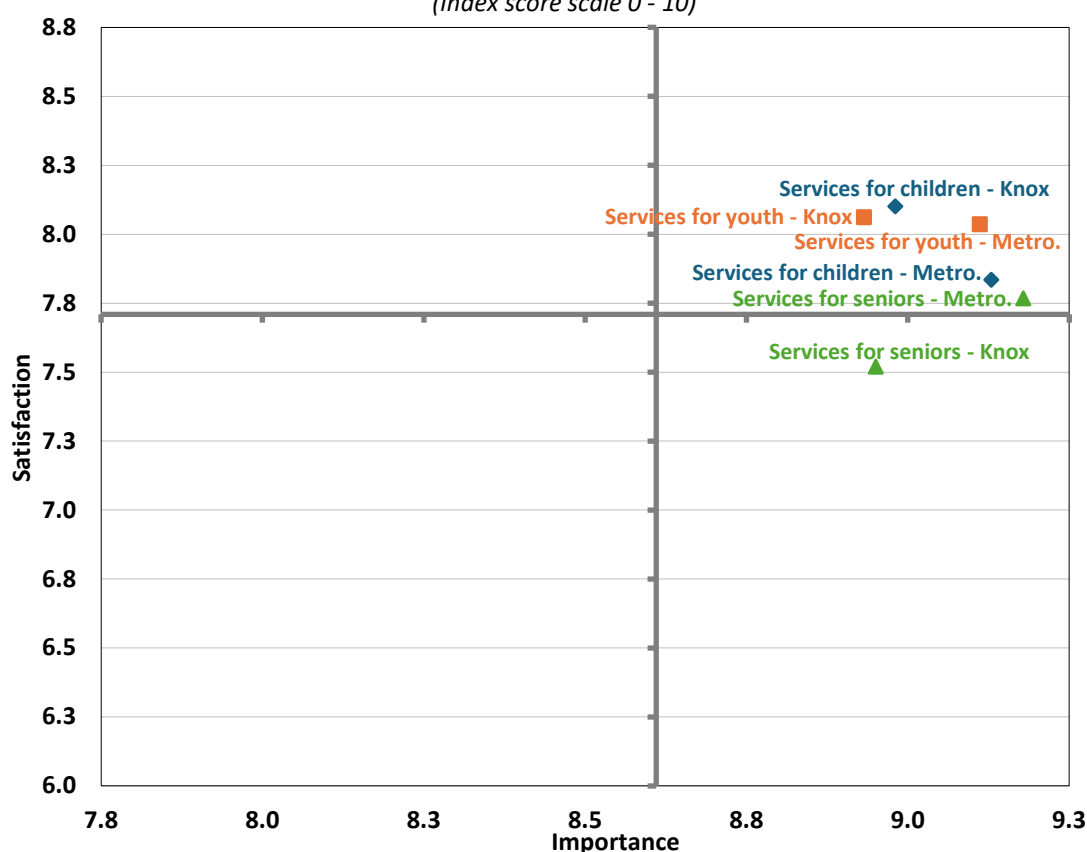
There were three services and facilities from the Community and Social Services division of Council included in the 2025 survey, as outlined in the following graph.

All three of these services were of higher than average importance, and two of the three recorded higher satisfaction scores than both the average of all 36 included services and facilities, and the metropolitan Melbourne averages. However, services for seniors fell into the quadrant of most concern, being of higher than average importance, but recording a lower than average satisfaction score.

Importance of and satisfaction with Community and Social Services

Knox City Council - 2025 Annual Community Satisfaction Survey

(Index score scale 0 - 10)

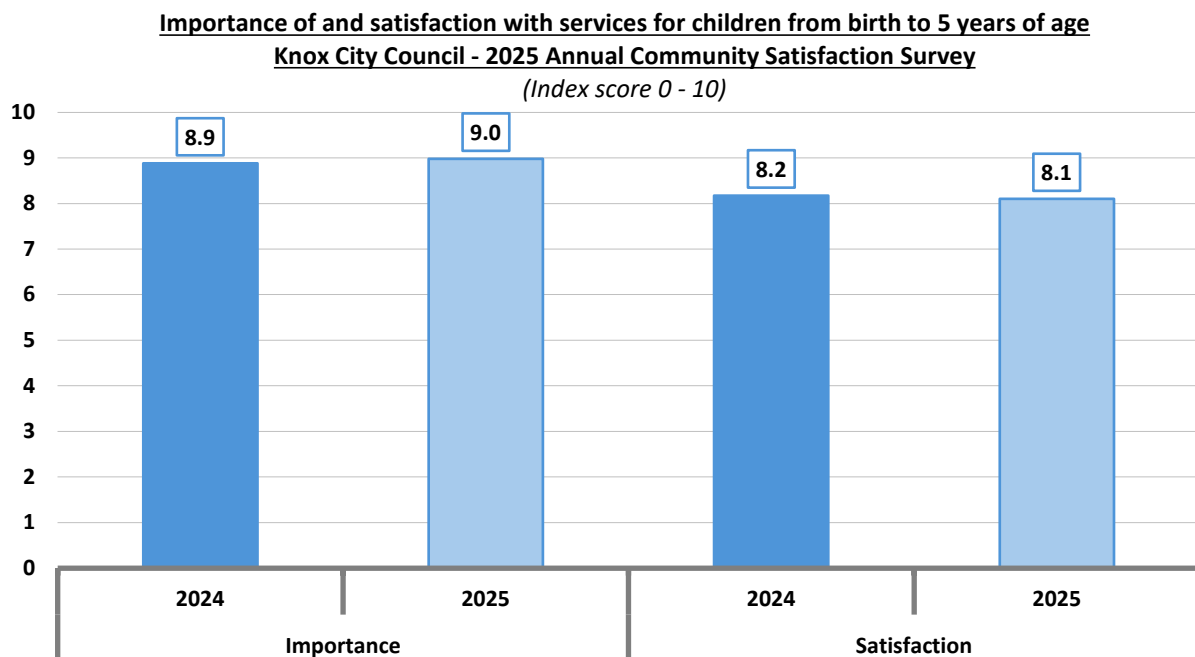


Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 2nd most important of the 36 included services and facilities, with an average importance of 9.0 out of 10, and one of six services and facilities to be measurably more important than the average of all 36 services and facilities (8.6).

Satisfaction with these services remained essentially stable this year, down one percent to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 8th in terms of satisfaction this year.



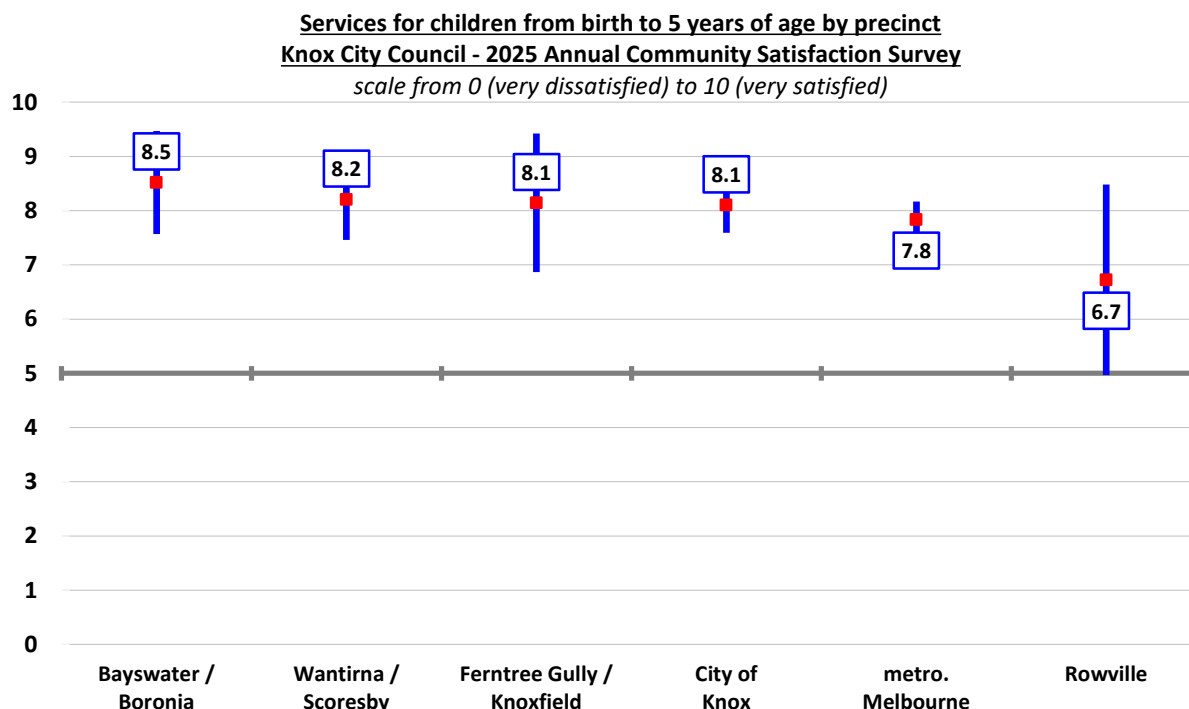
This result comprised 71% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 50 of the 52 respondents (10%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (6%) less satisfied than average with these services, and older adults (aged 60 to 74 years) notably (12%) more satisfied. Care should be taken when interpreting these results due to the relatively small sample sizes for each group of users.

The 17 respondents from two-parent families (with youngest child aged 0 to 4 years) rated satisfaction at 8.3 out of 10, while the 12 respondents from two-parent families (with youngest child aged 5 to 12 years) rated it at 7.9. The two one parent families with children under 18 years rated satisfaction at 3.8 out of 10.

By way of comparison, satisfaction with these services was somewhat (3%) higher than the metropolitan Melbourne average satisfaction with the “services for children from birth to five years of age” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with these services observed at the precinct level, although attention is drawn to the seven respondents from Rowville, who were notably less satisfied than the municipal average, and at a “good” rather than an “excellent” level.



The following table outlines the eight comments received in relation to services for children from birth to five years of age.

Reasons for dissatisfaction with services for children from birth to 5 years of age
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
If we need to make an appointment, it takes a long time as they do not respond promptly	1
Not enough availability	1
Not enough services, our child needs extra support thus we have to go to a different Council	1
Not enough spaces here so we use the one in Monash	1
Not friendly	1
Not well maintained	1
Seem low budget	1
The days they operate on weren't enough	1
Total	8



Services for youth

Services for youth were the 4th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10, and one of six services and facilities to be measurably more important than the average of all 36 included services and facilities (8.6).

Satisfaction with these services increased somewhat this year, up three percent to 8.1 out of 10, which was an “excellent” level of satisfaction.

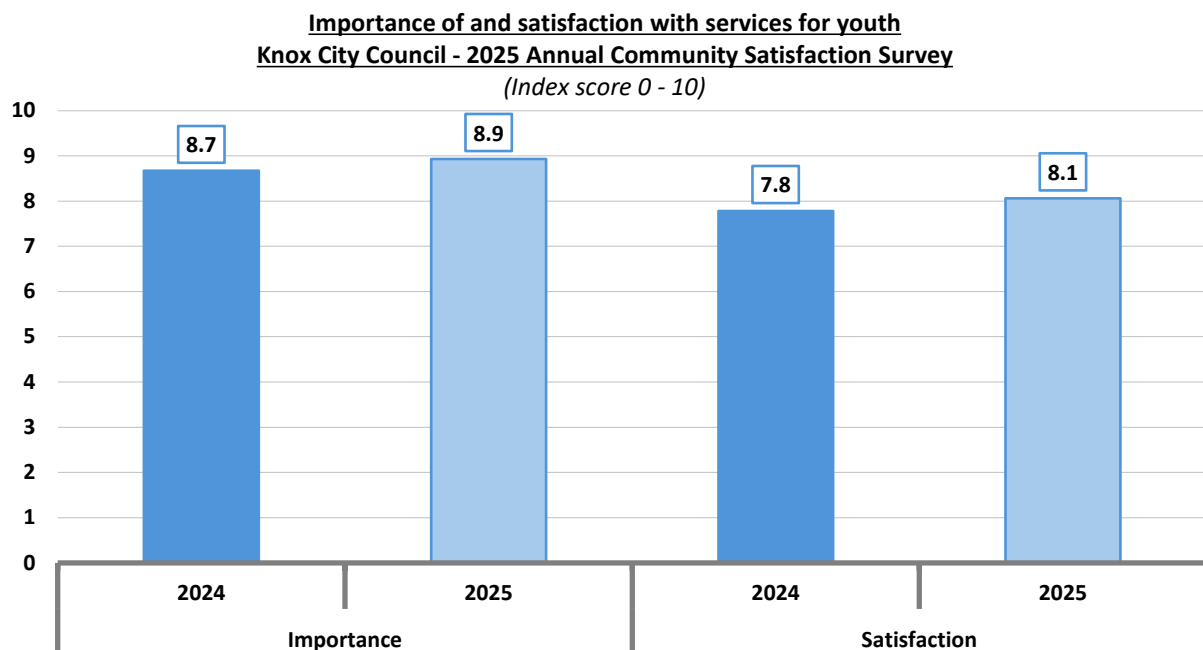
This result ranks these services 9th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and no dissatisfied respondents, based on a total sample of 37 of the 38 respondents (8%) from households who had used these facilities in the last 12 months.

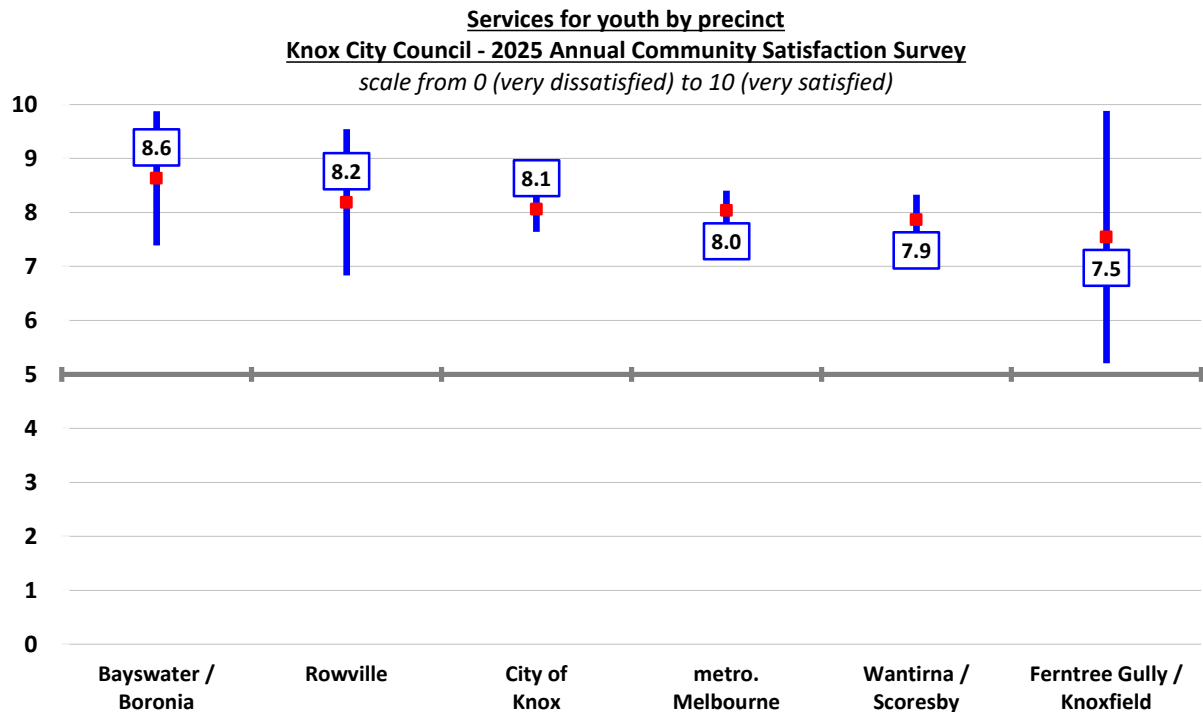
Bearing in mind the small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile, although older adults (aged 60 to 74 years) were notably (5%) less satisfied than average, and respondents from multilingual households were notably (7%) more satisfied than respondents from English speaking households.

The 10 respondents from two parent families (with youngest child aged between 13 and 18 years) rated satisfaction at 8.0 out of 10, while the two one parent families with children under 18 years rated satisfaction at 7.4 out of 10.

By way of comparison, satisfaction with these services was essentially the same as the metropolitan Melbourne average satisfaction with the “services for youth” of 8.0 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with services for youth observed at the precinct level, although attention is drawn to the five respondents from Ferntree Gully / Knoxfield, who were notably (6%) less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.



The following table outlines the four comments received in relation to services for youth.

Reasons for dissatisfaction with services for youth
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Availability in the types of programs	1
It is always booked out early	1
Negative influence due to the recommendations made by friends and family	1
There aren't sufficient services for all	1
Total	4

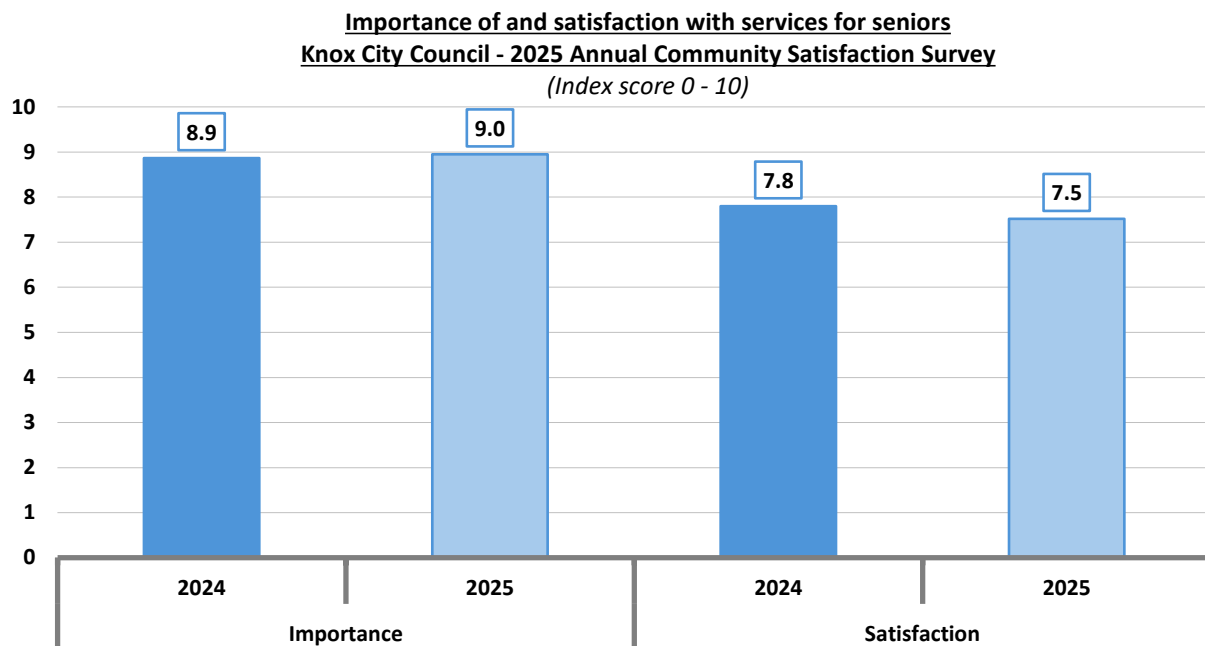


Services for seniors

Services for seniors were the 3rd most important of the 36 included services and facilities, with an average importance of 9.0 out of 10, and one of six services and facilities to be measurably more important than the average of all 36 (8.6).

Satisfaction with these services declined somewhat this year, down three percent to 7.5 out of 10, which was a “very good” down from an “excellent” level of satisfaction.

This result ranks these services 24th in terms of satisfaction this year.



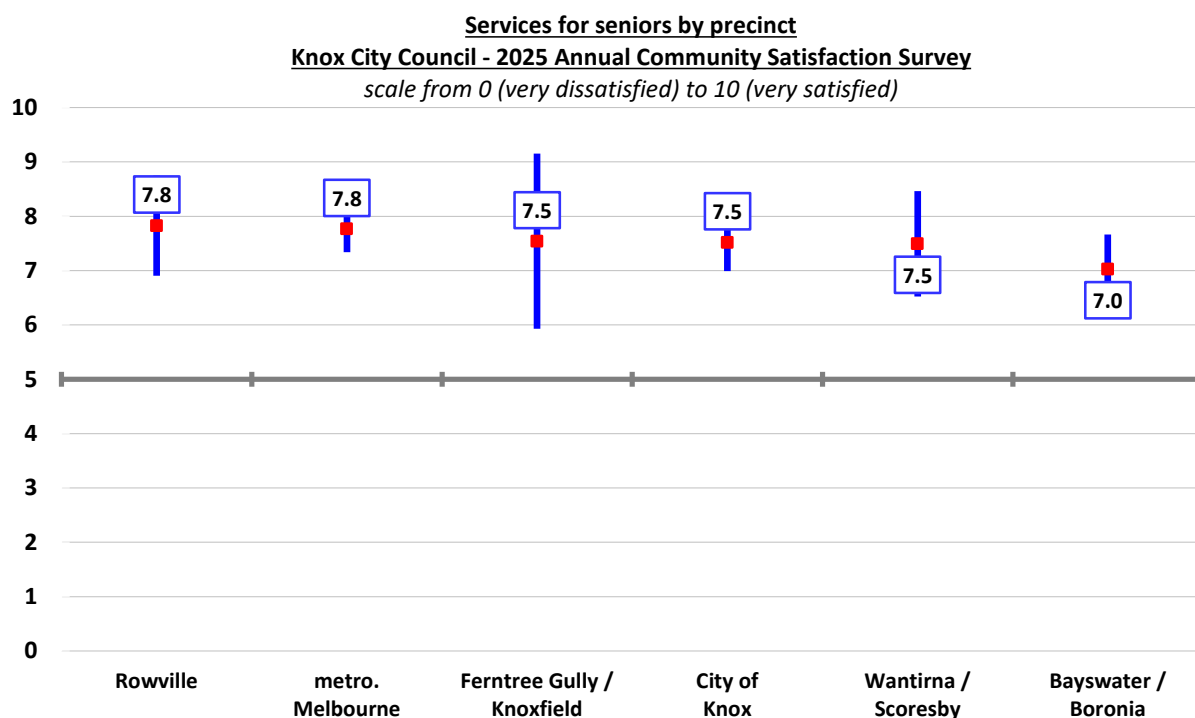
This result comprised 48% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 41 of the 46 respondents (9%) from households who had used these facilities in the last 12 months.

Considering the relatively small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile, although adults and middle-aged adults (aged 35 to 59 years) were notably (16% and 9%) less satisfied than average, male respondents were notably (5%) more satisfied than females, and respondents from English speaking households were notably (11%) more satisfied than respondents from multilingual households.

The nine respondents from older sole person households rated satisfaction at 7.0 out of 10, and the 16 older couple-household respondents rated satisfaction at 8.0 out of 10.

By way of comparison, satisfaction with these services was somewhat (3%) lower than the metropolitan Melbourne average satisfaction with the “services for seniors” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction observed across the municipality, although attention is drawn to the six respondents from Bayswater / Boronia, who were notably (5%) less satisfied than the municipal average.



The following table outlines the seven comments received in relation to services for seniors.

Reasons for dissatisfaction with support services for seniors
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
55 years+ newsletter needs to be brought back	1
55 years+ clubs need to be brought back	1
Didn't get the help when asked	1
I am in two groups, but there is lack of activities	1
I wanted to go but I don't know where, I would like to meet some new people	1
Management is poor	1
They don't listen to what I say	1
Total	7



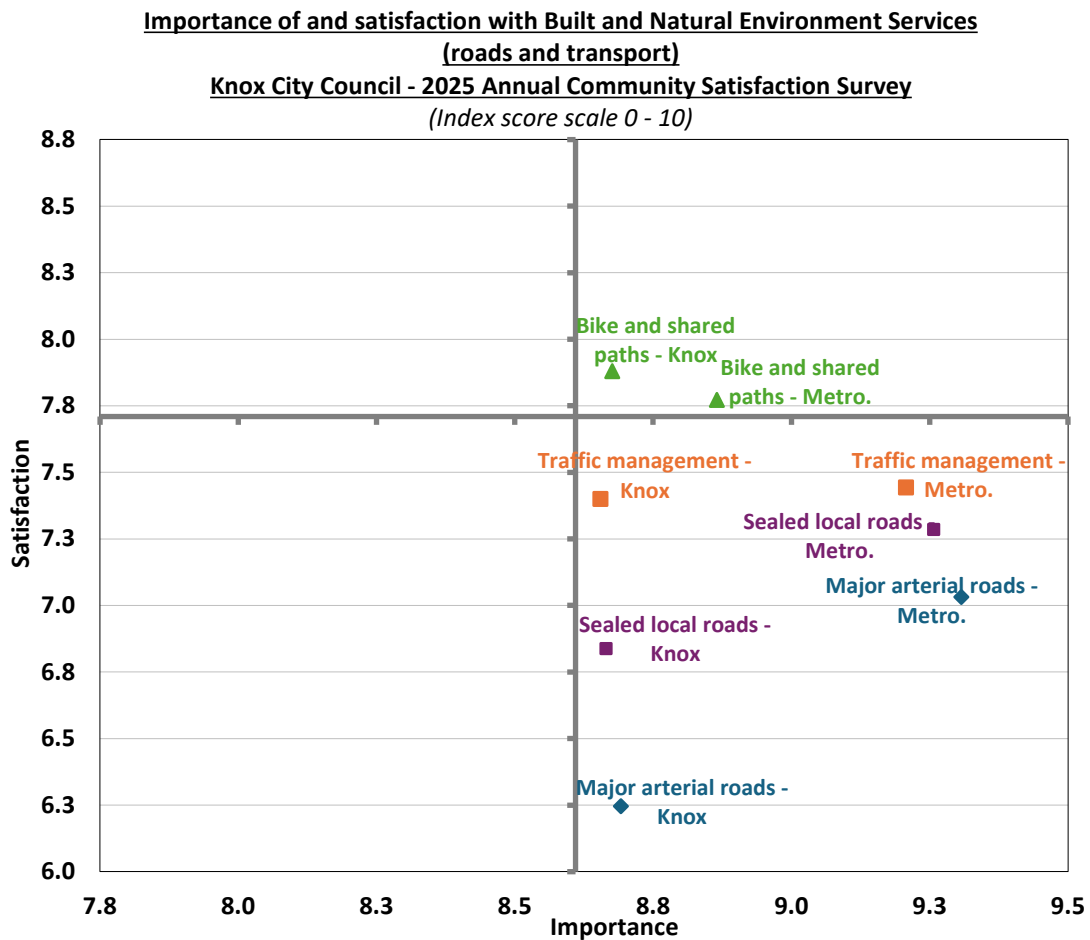
Built and Natural Environment Services (roads and transport)

There were four roads and transport related Built and Natural Environment Services division services and facilities included in the 2025 survey, as outlined in the following graph.

All four of these services and facilities were of higher than average importance, however only one of the four received a higher than average satisfaction score, with the other three falling into the quadrant of most concern with higher than average importance but lower than average satisfaction.

In addition, these three services and facilities received lower satisfaction scores than the metropolitan Melbourne averages.

Of particular note was the maintenance of major arterial roads and freeways (managed by VicRoads), which received a measurably lower than average satisfaction score.



Maintenance and repair of major arterial roads and highways managed by VicRoads

The maintenance and repair of major arterial roads and highways was the 14th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

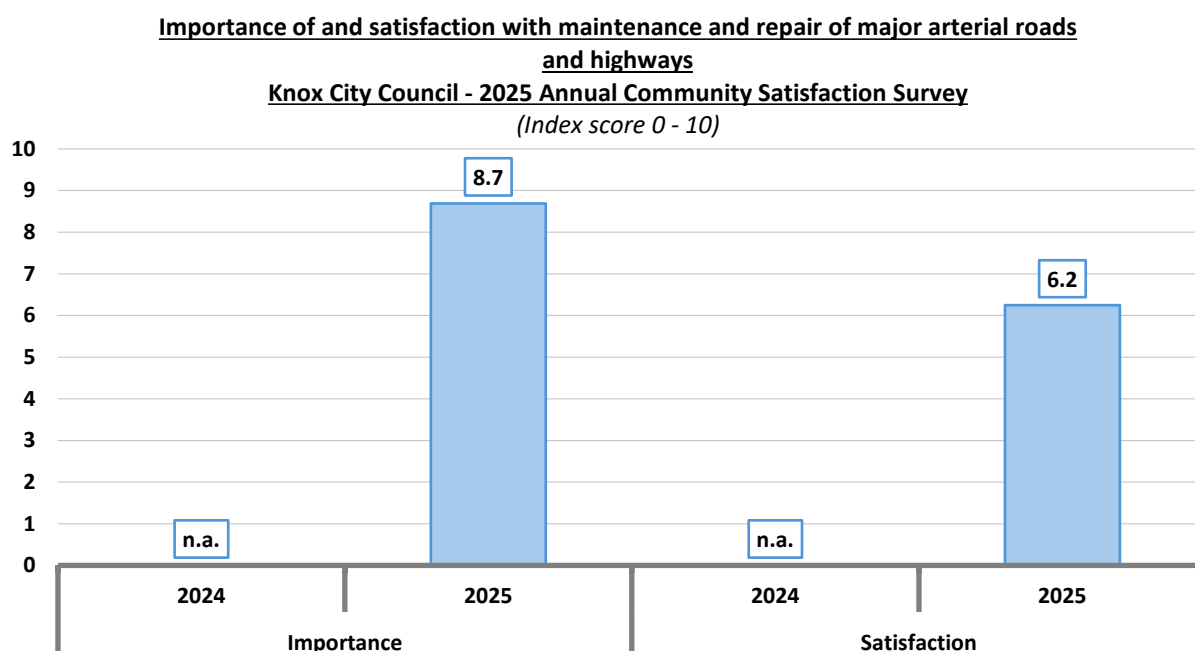
This variable was included in the survey to provide a comparison of satisfaction between roads managed by VicRoads and roads managed by Council. It is an important finding that satisfaction with VicRoads managed roads was measurably (6%) lower than satisfaction with Council managed roads.

Satisfaction with major arterial roads and highways was 6.2 out of 10, which is a “solid” level of satisfaction.

This result comprised 30% “very satisfied” and 19% dissatisfied respondents, based on a total sample of 492 of the 500 respondents who provided a score this year.

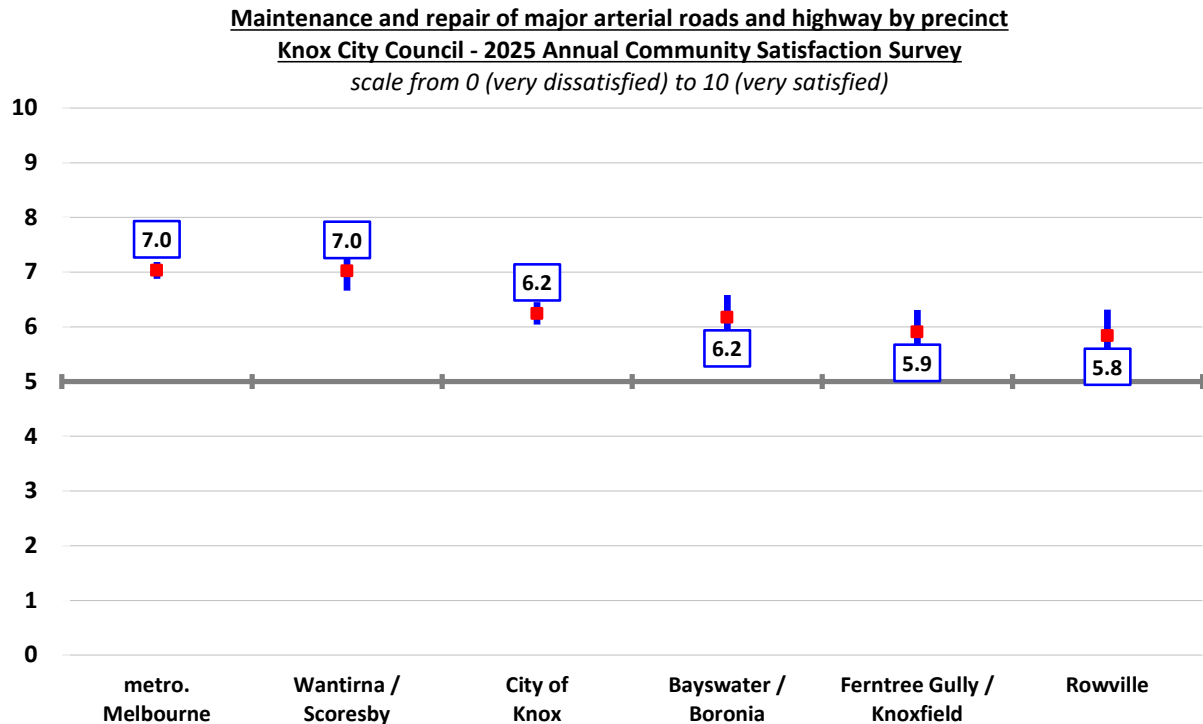
There was some variation in satisfaction observed by respondent profile, with adults (aged 35 to 44 years) notably (5%) more satisfied than average, and older adults (aged 60 to 74 years) notably (7%) less satisfied. Respondents from multilingual households were notably (12%) more satisfied than those from English-speaking households.

By way of comparison, satisfaction with major arterial roads was notably (8%) lower than the metropolitan Melbourne average satisfaction with the “the maintenance and repair of major arterial roads and highways” of 7.0 out of 10, or “good”, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction observed at the precinct level, with respondents from Wantirna / Scoresby measurably more satisfied than the municipal average, at a “good” level.





The following table outlines the 77 comments and 118 roads and locations of concern in relation to the maintenance and repair of major arterial roads and highways. The most common issues raised by respondents related to potholes (38 comments), roadside grass and vegetation (15 comments), and road maintenance and condition (14 comments).

Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Potholes</i>	
Potholes on roads / area	28
Potholes are getting bigger / increasing	2
They don't fix potholes	2
Because they are not fixing the potholes it damages the car traffic hazard	1
I pay 3 registrations and when you hit potholes it causes damages	1
Potholes especially during the rain are annoying and dangerous	1
Potholes on few backroads (cannot recall)	1
Roads are terrible due to potholes	1
The potholes and poorly patched	1
Total	38
<i>Grass and vegetation</i>	
Long overgrown grass	3
Grass cutting is not clean around the safety barriers	2

Grass is not cut in the median strips	2
All major roads have overgrown grass	1
Cannot see traffic because of overgrown grass	1
Cutting grass	1
Cutting is not like what was before	1
Grass cutting is not clean in the gutter	1
Nature strips are not cleaned	1
They are neglecting median strip	1
They are not cutting weed	1
Total	15

Road maintenance and condition

Lack of maintenance	2
Roads are terrible and need maintenance	2
Surface condition of the roads is not good in general	2
Lot of rough surfaces	1
Maintenance of highways is poor	1
No regular maintenance	1
Not able to see the traffic on main road as strips are damaged	1
Pavement is rough	1
Unnecessary maintenance of roads	1
The roads are pretty average	1
Road should be fixed; it is very dangerous and damaging for cars	1
Total	14

General negative

In general	4
It's pretty bad	1
It's ridiculous really	1
Some entries to the town are not good	1
Total	7

Other

Rubbish everywhere	1
They are working on back roads which are not having problems	1
Vic Roads haven't been moving	1
Total	3
Total responses	77

Specific locations identified by respondents

Ferntree Gully Rd is bad / full of potholes	12
Napoleon Rd has potholes	11
Scoresby Rd has potholes	11
Wellington Rd has potholes	8
Dorset Rd has potholes	7
Burwood Hwy has potholes	6



Big potholes on Stud Rd	5
Mountain Hwy	4
Stud Rd has so many potholes	4
Boronia Rd needs a bit work	2
Potholes at Ferntree Gully Rd are repaired but too slowly	2
So much traffic on Stud Rd	2
Stud Rd and Lakeview Ave intersection	2
Stud Rd needs maintenance	2
After major flooding we have big potholes on Scoresby Rd	1
All of them are shocking, especially Napoleon Rd	1
All of them are shocking, especially Wellington Rd	1
At 7 am, can't go to Bergins Rd	1
At 7 am, can't go to Stud Rd	1
Big potholes on Lakeview Ave	1
Burwood Hwy grass is too high	1
Burwood Hwy needs to have 3 lanes between Stud Rd and East link	1
Corner of Stud Rd and Lakeview Ave, potholes on the road	1
Dandenong valley Hwy is starting to resurface very unevenly. I have knee pain therefore it causes me a lot of problems	1
Grass on median strips on Wellington Rd	1
Grass too high at the intersection on Kelletts Rd and Wellington Rd	1
High St	1
It is more about the overgrown grass around Mountain Hwy	1
It takes a long time for roads to be repaired when there are potholes, Dorset Rd specifically	1
Kelletts Rd could be better	1
Mountain Hwy is a shocker. They patched it but not 100 percent	1
Napoleon Rd intersection	1
Napoleon Rd needs fixing but is yet to be fixing	1
Nepean Hwy	1
Other side of Lewis Rd near to Stud Rd, the roads are inaccessible and in very poor condition	1
Potholes been developing for the last three years since storms getting bigger and bigger	1
Dorset Rd to be specific	1
Potholes cause damage to vehicle from Rowville to Boronia	1
Potholes on High St Rd	1
Potholes on Kelletts Rd	1
Potholes, Springvale Ln	1
Resurfacing of the Dandelion Dr that doesn't need fixing	1
Right hand lane on after Eastlink also coming back other way, roads and potholes not great	1
Scoresby Rd conditions are shocking	1
Speed bumps on Anne Rd ruined two of my cars	1
Stud Rd is also too busy	1
Stud Rd side streets need maintenance	1
Stud Rd traffic	1
Stud Rd was not repaired for so long but now it's been done	1
The main roads have potholes	1
There used to be big potholes in Stud Rd which were fixed recently	1
They patched Boronia Rd but it's not 100 percent	1
Wellington Rd has too many trucks	1
Wellington Rd is not maintained	1
Wellington Rd side streets need maintenance	1

Total 118

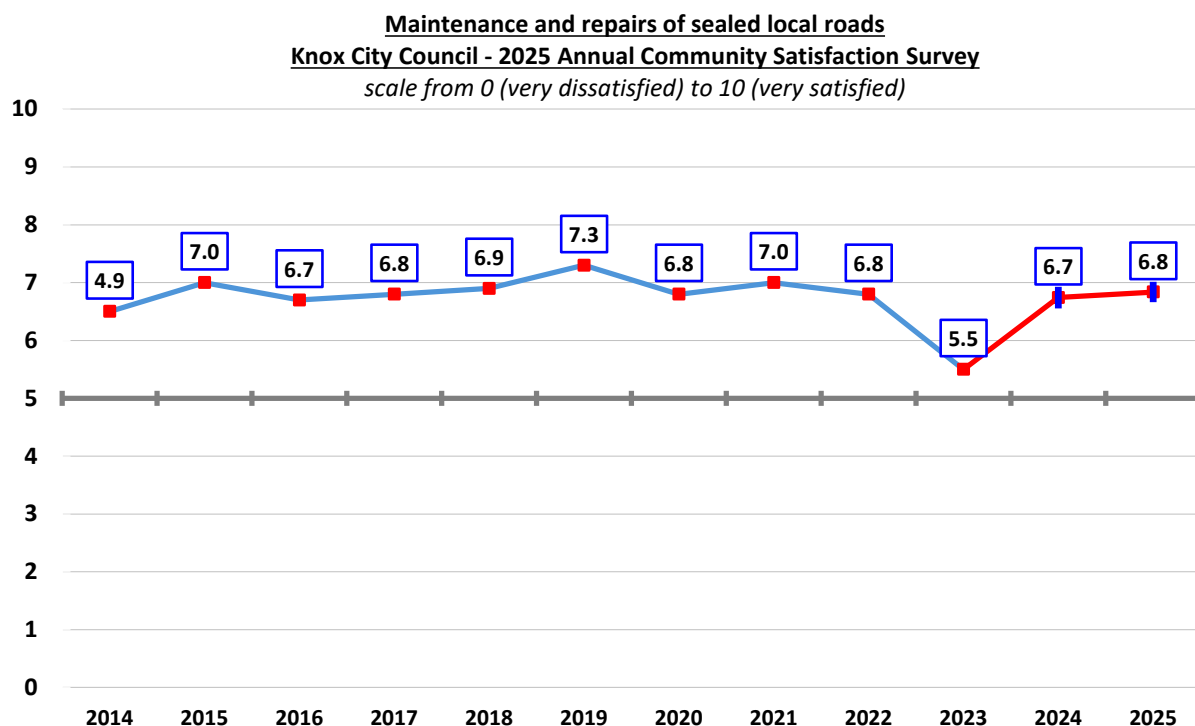
Total responses 195



Maintenance and repair of sealed local roads

The maintenance and repair of sealed local roads was the 18th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with sealed local roads remained essentially stable this year, up one percent to 6.8 out of 10, which is a “good” level of satisfaction.



This result ranks sealed local roads 34th in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score that was measurably lower than the average of all 36 (7.7).

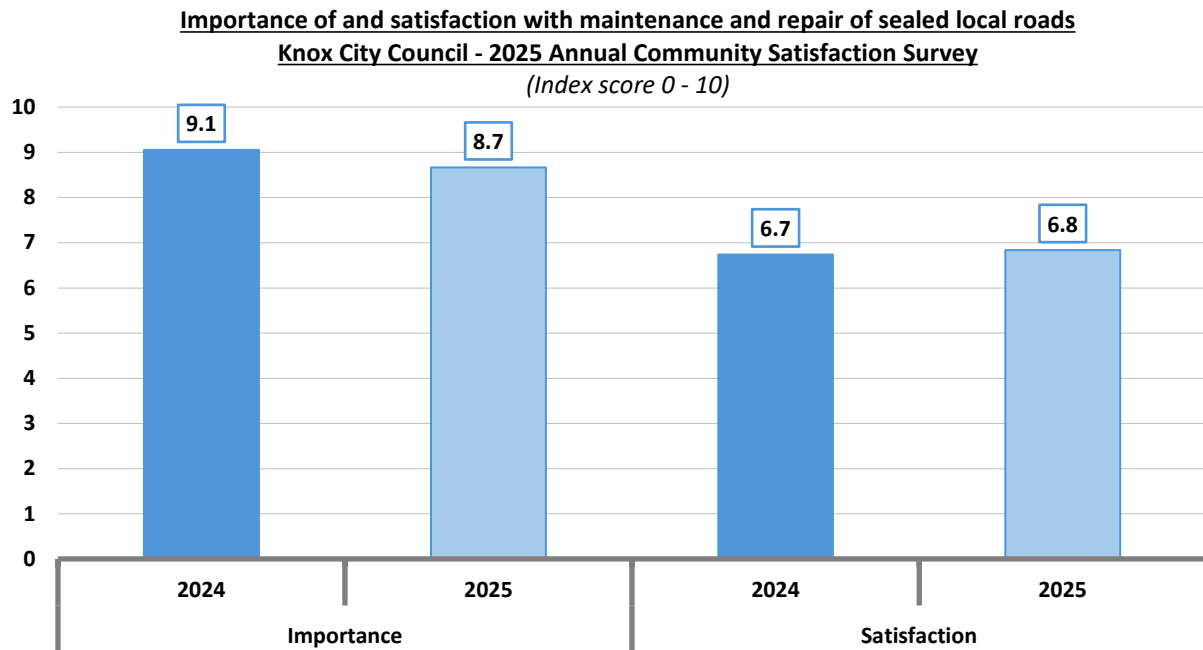
This result was essentially the same as the previously recorded long-term average from 2014 – 2023 of 6.7 out of 10, or “good”.

This result comprised 37% “very satisfied” and 10% dissatisfied respondents, based on a total sample of 485 of the 500 respondents who provided a score this year.

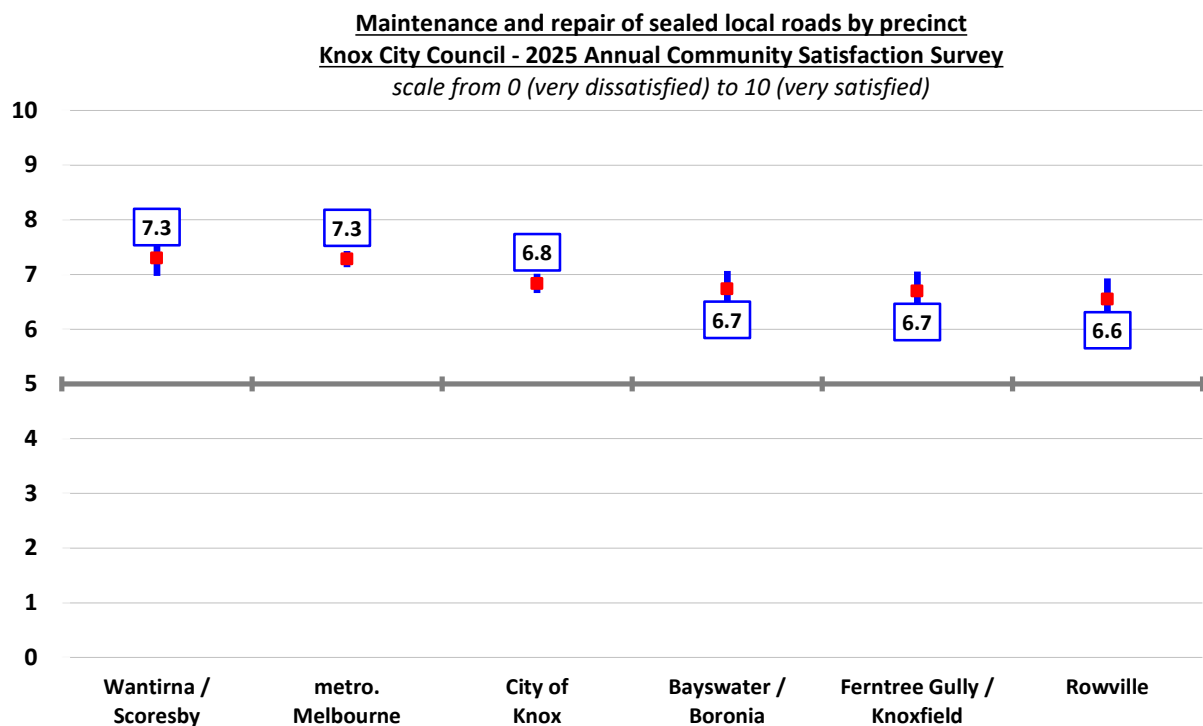
There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 74 years or older) notably (5%) less satisfied and at a “solid” rather than a “good” level of satisfaction. Respondents from multilingual households were notably (9%) more satisfied than respondents from English-speaking households.

By way of comparison, satisfaction with sealed local roads was notably (5%) lower than the metropolitan Melbourne average satisfaction with the “the maintenance and repair of sealed local roads” of 7.3 out of 10, as recorded in the 2025 *Governing Melbourne* research.





There was some statistically significant variation in satisfaction observed at the precinct level, with respondents from Wantirna / Scoresby measurably more satisfied with the maintenance and repair of sealed local roads than the municipal average, and at a “very good” rather than a “good” level.



The following table outlines the 52 comments and 32 roads and locations of concern in relation to the maintenance and repair of sealed local roads. The most common issues raised by respondents related to potholes (23 comments), road maintenance and condition (14 comments), and trees and vegetation (5 comments).



Reasons for dissatisfaction with maintenance and repair of sealed local roads

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Potholes</i>	
Lot of potholes / potholes everywhere	18
Local roads have potholes	2
Bumps and potholes on the roads	1
Potholes not fixed	1
Potholes right outside my house	1
Total	23

<i>Road condition / maintenance</i>	
In general.	2
Roads are not maintained	2
Adjoining road that is bumpy, uneven	1
All roads in disrepair	1
Do something with the roads	1
Majority of local roads need to be resurfaced	1
Our road is never sealed	1
Since the rain has come it somewhere has ruined the roads	1
Some of the roads it takes a long time to get it fixed	1
The roads are being worked but it's being used so much	1
The roads around this area are very narrow	1
The road in highway is disgusting	1
Total	14

<i>Trees and vegetation</i>	
End of the street, there is huge tree. 4 crashes in last 2 weeks	1
Some roads have trees blocking the vision	1
The trees fall down a lot	1
This big tree has a lot of roots coming out to the road	1
Trees	1
Total	5

<i>Cleanliness</i>	
It's not clean	1
Nature strips not cleaned	1
Rubbish everywhere	1
Total	3



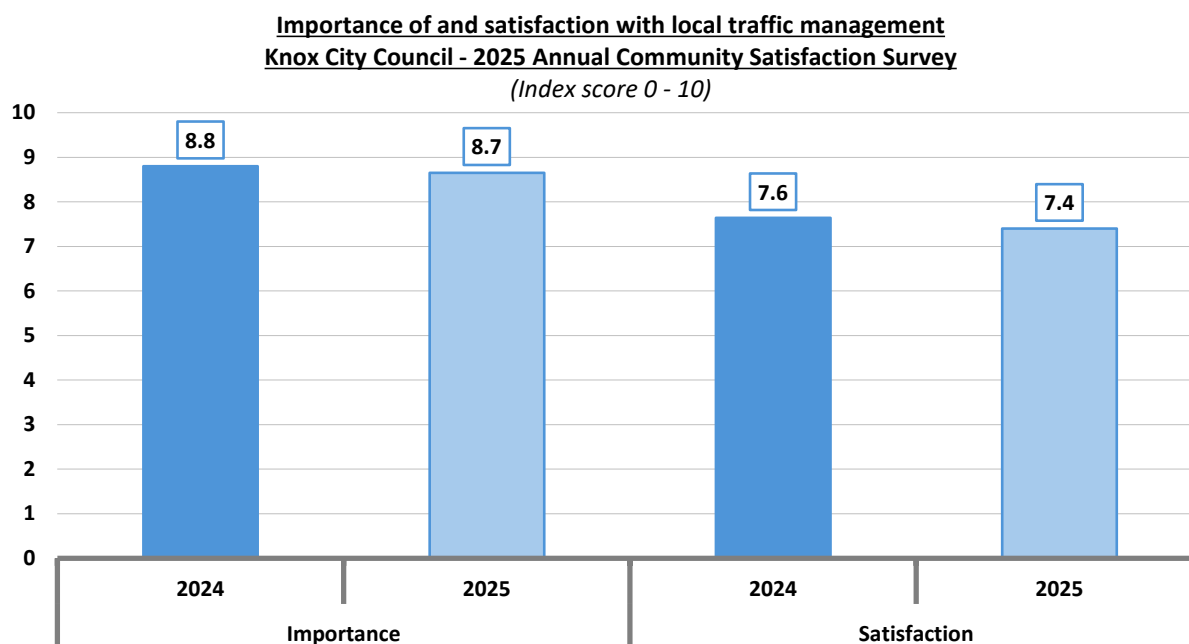
<i>Speed humps</i>	
Need speed bump at kid's crossing	1
Speed bumps in the street are annoying	1
Total	2
<i>Other</i>	
Unnecessary road maintenance, wasting money	2
Cracks in nature strips	1
There are so many animals on roads	1
They took ages	1
Total	5
<i>Specific locations</i>	
Scoresby Rd has potholes	3
Stud Rd has big / many potholes	3
High Street Rd has many potholes	2
Berrabri Dr has many potholes, takes a lot of time to fix	1
Borg Cres has many potholes	1
Canterbury Rd is pretty shocking	1
Craters near Katherine Rd on Ferntree Gully Rd needs repair	1
Dorset Rd potholes	1
Harwell Rd drains getting blocked	1
Kellets Rd	1
Lakesfield Dr has potholes	1
Lakeview Rd big potholes	1
Local roads around Scoresby have many potholes also	1
Mountain Hwy potholes	1
Napoleon Rd	1
Need speed humps on Lemal Ave	1
Potholes around Seville	1
Road to Raheen Ave	1
Roundabouts need cleaning up near Peppermint Gr	1
Sasses Ave	1
Service Rd never fixed, never gets maintenance	1
Stud Rd side streets need maintenance	1
The corner of Bareena Ave and Carrara Rd needs to get speed bump	1
The graffiti on 297 Dawson Rd should be removed	1
Wellington Rd	1
Wellington Rd side streets need maintenance	1
Wellington Rd with bushes is not maintained	1
Total	32
Total responses	84



Local traffic management

Local traffic management was the 19th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with local traffic management decreased marginally this year, down two percent to 7.4 out of 10, which remains a “very good” level of satisfaction.



This result ranks local traffic management 27th in terms of satisfaction this year.

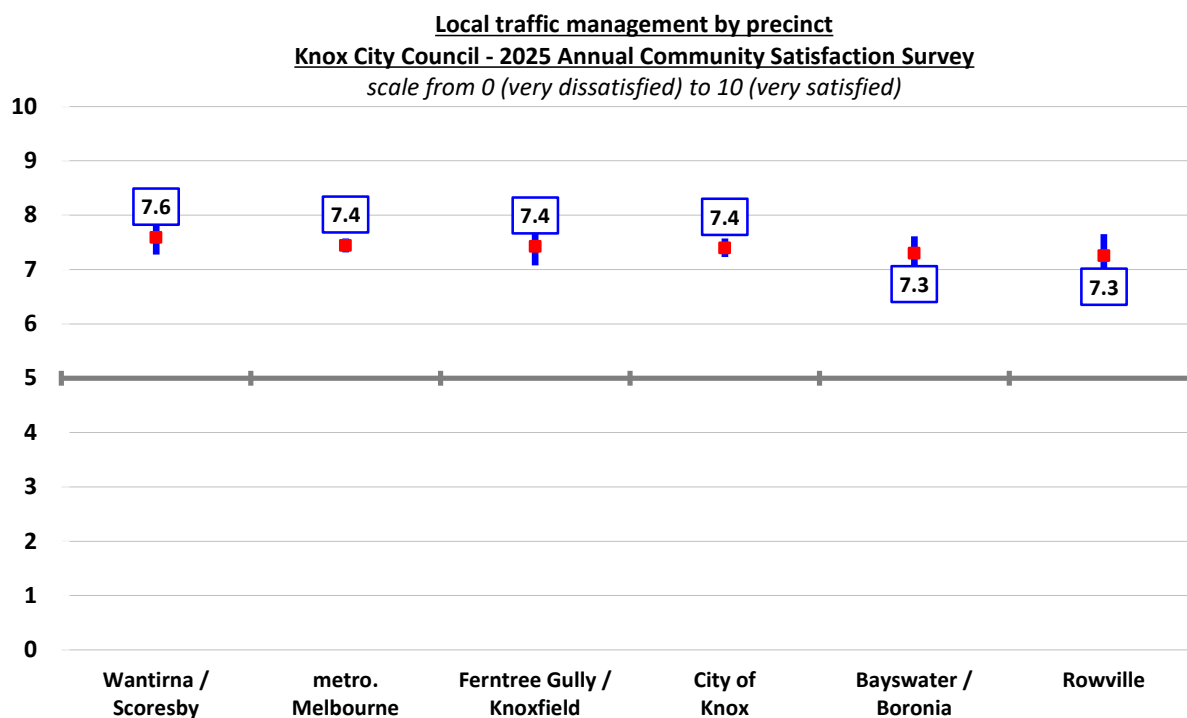
This result comprised 55% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 475 of the 500 respondents who provided a score this year.

There was some variation in satisfaction with the local traffic management observed by respondent profile, with adults (aged 35 to 44 years) notably (5%) more satisfied than average and at an “excellent” rather than a “very good” level of satisfaction, and senior citizens (aged 75 years or older) notably (6%) less satisfied, and at a “good” rather than a “very good” level.

By way of comparison, satisfaction with local traffic management was identical to the metropolitan Melbourne average satisfaction with the “local traffic management” of 7.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with local traffic management observed across the municipality at the precinct level.





The following table outlines the 34 comments and 20 locations of concern in relation to local traffic management.

Reasons for dissatisfaction with local traffic management
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Over speeding	3
All the cars parked around schools; it seems dangerous	1
At certain times of the day, they can do a better job at traffic management	1
Drivers don't stop or slow down for crossing ladies	1
Even though its congested, people are so polite and courteous	1
Everyone has to constantly stop around car parks cause of narrow streets causing road rage	1
For small units, car parks are not provided	1
Frustrated due to school zone limit, they should install fencing rather than imposing traffic restriction	1
Hard to drive through the area	1
Illegal crossing is an issue here	1
It's improved a bit	1
It's terrible	1
I've written letters about how there's traffic going up here all throughout the week, but they rip up the roads and put even bigger trucks on the roads	1
Need more speed monitoring	1
Noise from vehicles	1
Not satisfied with speed humps as it does not deter the hoon drivers instead encourages excessive horns use, reckless driving or launching pads by motorcycles	1

People maintaining the property, park their vehicle on the road, blocking the road which is not monitored	1
People use shortcuts here	1
Roads could've been widened a bit more	1
Roads needs traffic lights for safety	1
Roadworks are not well-timed creating traffic blocks	1
Seems to be 7 people standing around which looks more important to them than actually fixing the traffic	1
So much traffic on the road in front of my house	1
Speed humps are a problem	1
Stop light intervals are sometimes not timed properly	1
They have to clean up this street, there's a garbage truck which has been parking there for a year, and it's illegal and dangerous	1
They need to give the residents a heads up about road closures and plan accordingly	1
They need to maintain the traffic lights	1
They should practice active planning	1
Too many houses, too many cars in the mornings	1
Too many roundabouts	1
Traffic is horrendous	1
Total	34
<i>Specific locations identified by respondents</i>	
Stud Rd is quite busy	2
Boronia Rd has too much traffic on weekends, we find ourselves stuck there all the time	1
Burwood Hwy and Cathies Ln intersection is a disaster for accidents; they need to put a traffic light there as it generally takes us 10 mins to get out of there	1
Corner of Burwood Hwy	1
Corner of High Street Rd	1
Glenfern Rd is a very busy road, and the high-speed driving there scares me	1
Need speed hump at Bareena Ave	1
Peak hour traffic is bad on Bergins Rd	1
Peak hour traffic is bad on Stud Rd	1
People riding motorcycle without helmet to Lakewood Dr	1
Speeding traffic on Philip Rd	1
Traffic along Church St is bad	1
Traffic along High Street Rd is bad	1
Traffic congestion in the morning peak hours getting on Burwood Hwy can take up to 10 mins which is horrendous	1
Traffic congestion in the morning peak hours getting on High Street Rd can take up to 10 mins which is horrendous	1
Traffic infrastructure is not well designed here particularly in Boronia	1
Traffic jams each morning at Glenfern Rd	1
We need traffic lights on Amesbury Ave and Boronia Rd junction	1
Wellington Rd is quite busy	1
Total	20
Total responses	54

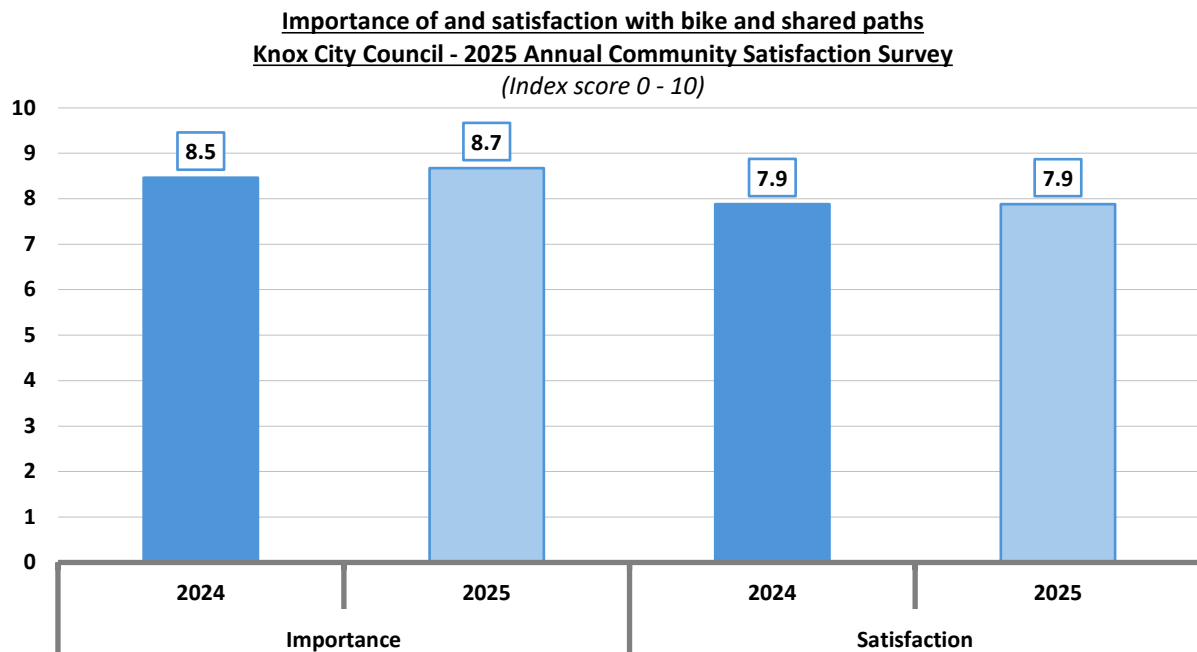


Bike paths and shared paths

Bike paths and shared pathways were the 15th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with bike paths and shared pathways remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks bike paths and shared pathways 14th in terms of satisfaction this year.



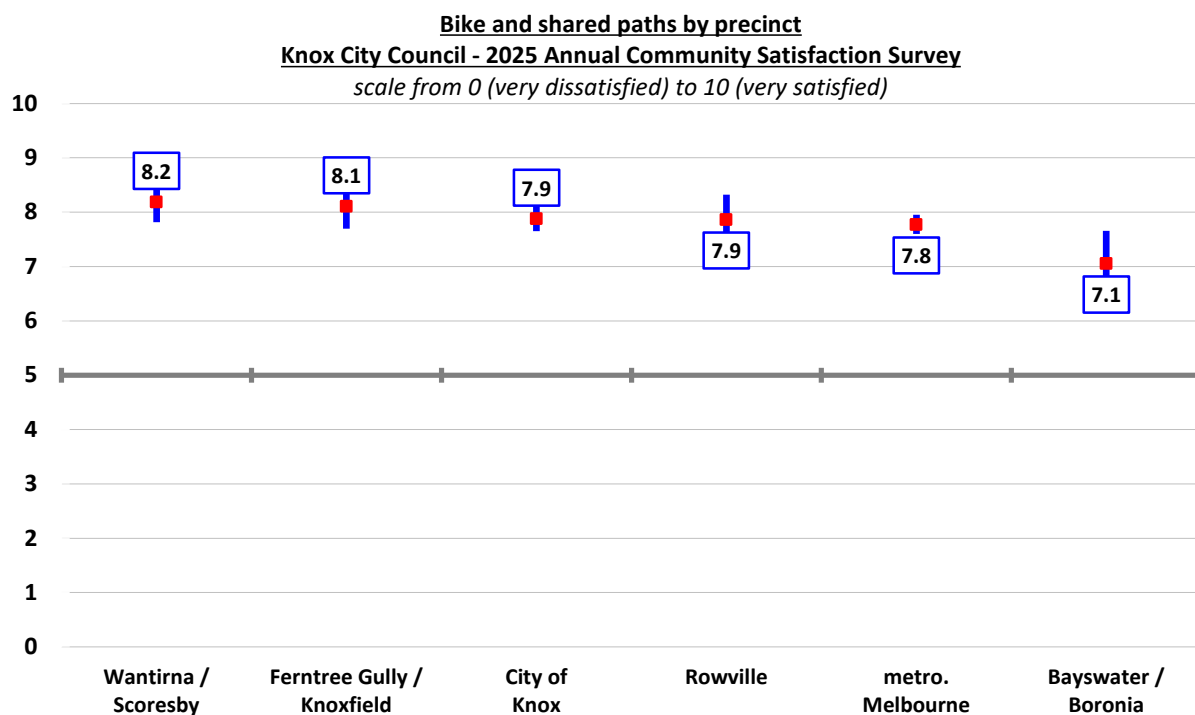
This result comprised 67% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 189 of the 194 respondents (39%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably (5%) more satisfied with these facilities than respondents from English speaking households.

By way of comparison, satisfaction with bike paths and shared pathways was essentially the same as the metropolitan Melbourne average satisfaction with the “bike paths and shared pathways” of 7.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction observed at the precinct level, with respondents from Bayswater / Boronia measurably less satisfied, and at a “good” rather than an “excellent” level.

The table following outlines the 18 comments and four locations of concern in relation to bike and shared paths.



Reasons for dissatisfaction with bike and shared paths
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

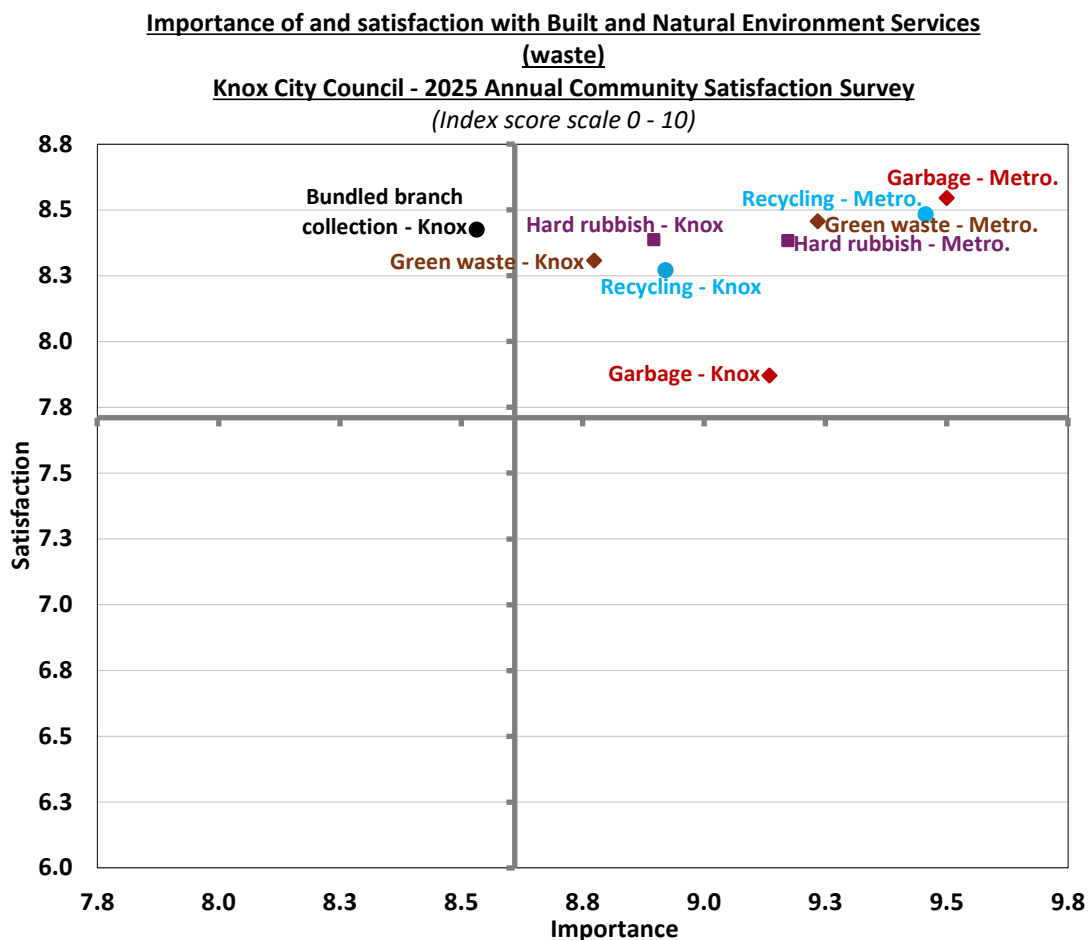
Reason	Number
Could be maintained better	4
Full of rubbish	1
I don't like them as they are a danger to the pedestrians	1
More bike pathways are needed especially off-road paths so kids can ride to school safely	1
More signage is needed as my daughter got chased by a dog while riding her bicycle	1
Need to put concrete in there	1
No more bike paths on roads	1
Not enough development	1
Paint has worn off	1
Pits on the path	1
Signage needs improvement	1
Some of them are cracked	1
Uneven pavement	1
Unsafe for older people with hearing problems	1
We need more bike lanes	1
Total	18
<i>Specific locations</i>	
Crossing lady needed near Maxi foods on upper Ferntree Gully Rd	1
Footpath heading towards Mountain Hwy on Birch St needs a fence to block	1
Most areas don't have the shared bike pedestrian paths namely Karoo Rd	1
Roots are starting to come at the pathways along Dandenong Cr	1
Total	4
Total responses	22

Built and Natural Environment Services (waste)

There were five kerbside collection services from the Built and Natural Environment division included in the survey this year, as outlined in the following graph.

Consistent with results recorded by other councils in the metropolitan Melbourne area, these services and facilities ranked among the most important of all the services and facilities included in the survey and also recorded satisfaction scores among the highest.

All five services and facilities were of close to average or higher than average importance, and all recorded higher than average satisfaction scores.

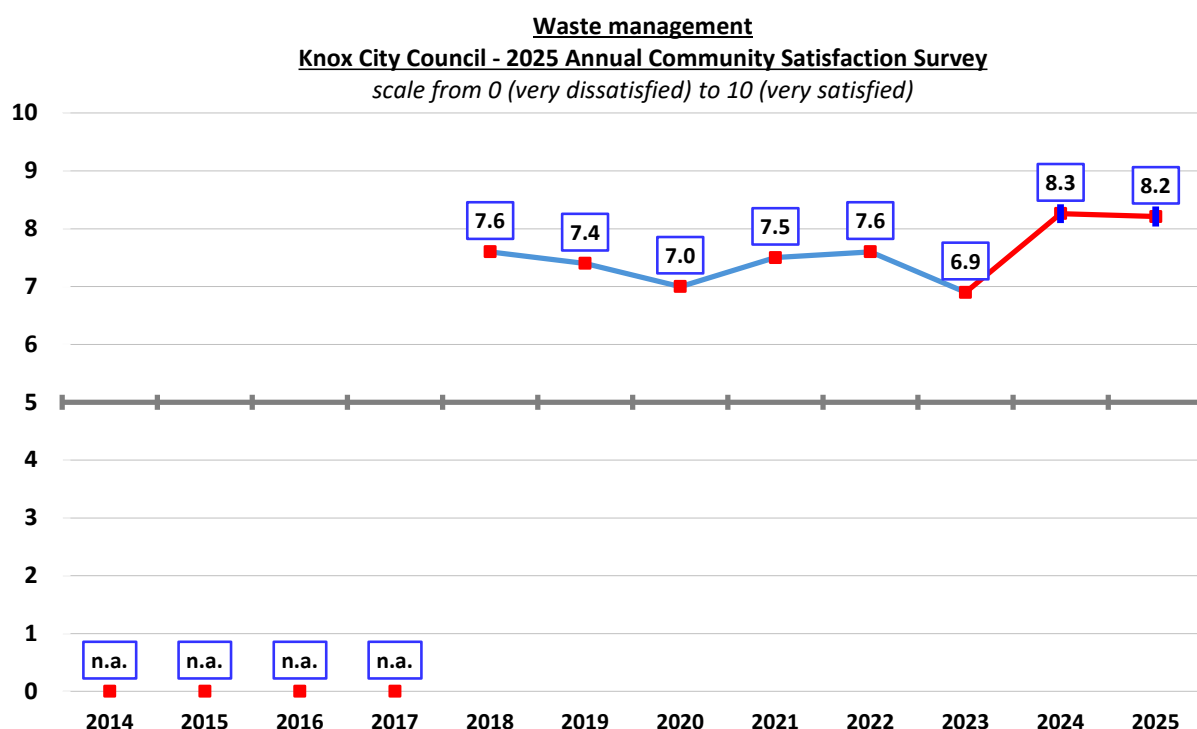


Waste management

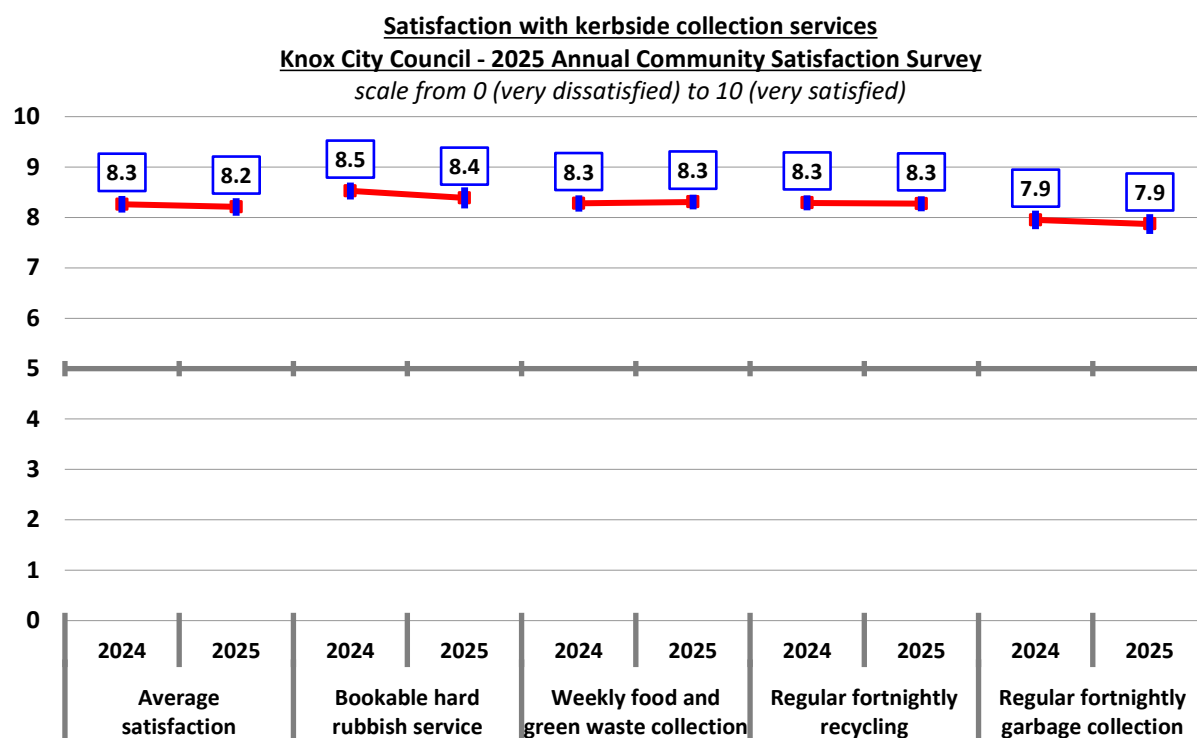
Satisfaction with waste management remained essentially stable this year, falling one percent to 8.2 out of 10, which remained an “excellent” level of satisfaction.

Satisfaction with waste management remained notably higher than the previously recorded long-term average between 2018 and 2023 of 7.3 out of 10, or “very good”.

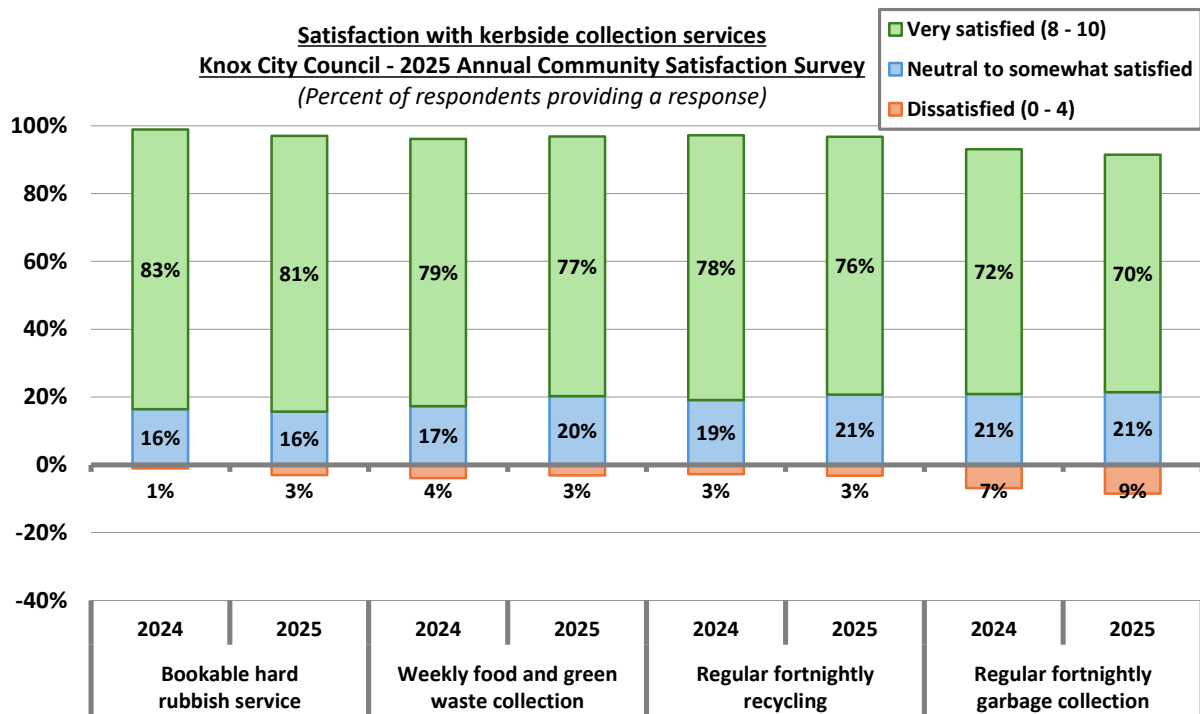
In previous years, this question was asked as a broad “satisfaction with the performance of Council managing waste”, whereas in 2024 and 2025, this result was the average satisfaction with the kerbside collection services and the waste transfer station.



The following graph provides a comparison of satisfaction with the four kerbside collection services which were included in the survey in both 2024 and 2025. Average satisfaction with the kerbside collection services remained essentially stable this year, with all recorded at “excellent” levels of satisfaction.



Metropolis Research notes that there was a small (2%) increase in the proportion of respondents who were “dissatisfied” with the regular fortnightly garbage collection in 2025 compared to 2024, although the average satisfaction remained stable at 7.9 out of 10.



Regular fortnightly garbage collection

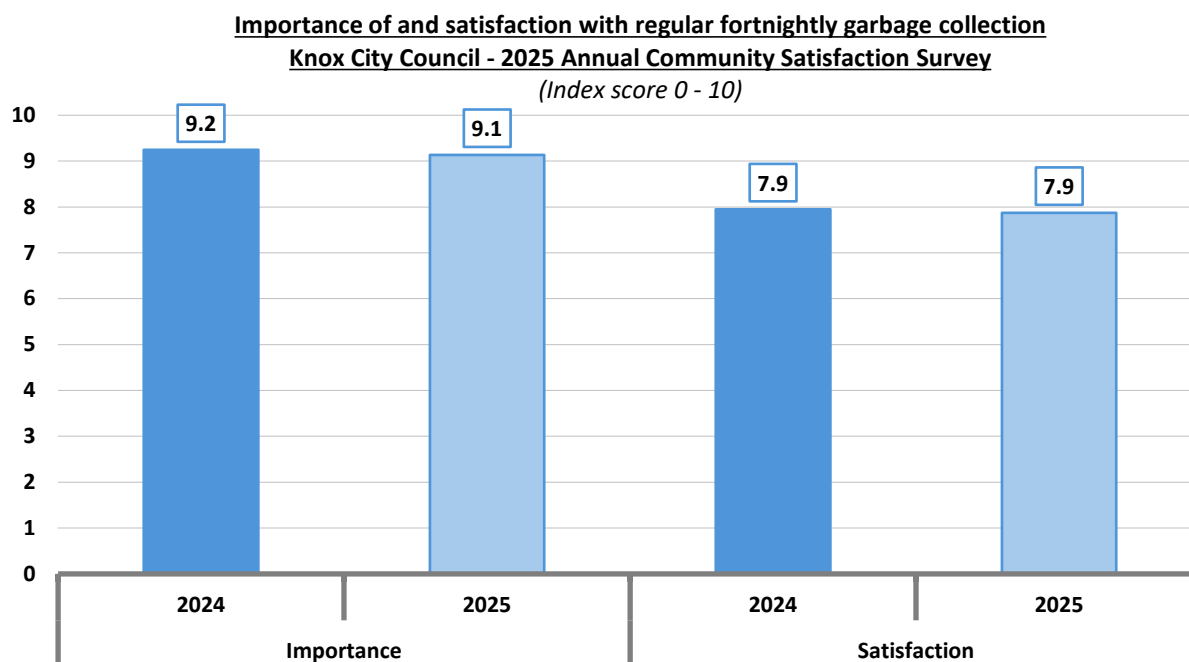
The regular fortnightly garbage collection service was the most important of the 36 included services and facilities, with an average importance of 9.1 out of 10, and one of six that were measurably more important than the average of all 36 services and facilities (8.6).

Satisfaction with the regular garbage collection remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular garbage collection 15th in terms of satisfaction this year.

This result comprised 70% “very satisfied” and nine percent dissatisfied respondents, based on a total sample of 492 of the 500 respondents who provided a satisfaction score.

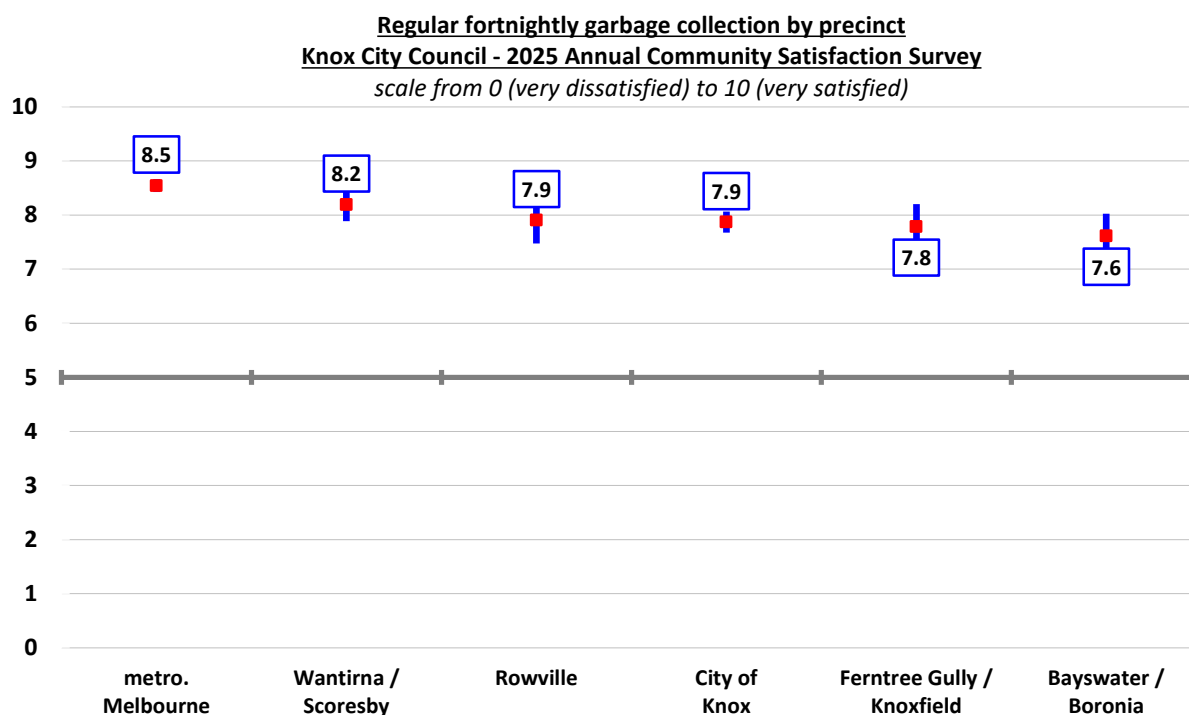




There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years and over) notably (6%) more satisfied than average, and young adults (aged 18 to 34 years) somewhat (4%) less satisfied. Respondents from multilingual households were somewhat (4%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with the regular garbage collection was measurably (6%) lower than the metropolitan Melbourne average satisfaction with the “regular garbage collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with regular garbage collection observed across the municipality at the precinct level.



The following table outlines the 75 comments received in relation to the regular fortnightly garbage collection. It is noted that 49 of these 75 comments related to a preference for a weekly collection, with 10 of the remaining comments related to a preference for a larger bin.

Reasons for dissatisfaction with regular fortnightly garbage collection

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
General rubbish should be collected weekly not fortnightly	28
Bigger bins are needed	10
More frequent collection is needed	8
Collection is not frequent enough for bigger families	4
They forgot to collect / empty it	3
Garbage should be collected weekly because of the smell	2
It is too complicated and doesn't work due to the small size of the bins that are collected fortnightly	2
They changed the size of the bins to a smaller size	2
Due to change from weekly to fortnightly it's hard to remember which bin is on which week	1
I don't like that they come in too early	1
I have a sick husband, so we need more frequent garbage collection otherwise it gets smelly	1
I need an extra bin	1
Introducing the recycling process made the whole garbage collection process difficult	1
Need to keep it fortnightly	1
Once I couldn't empty my bin for 2 weeks	1
Rubbish is left in the vicinity after emptying	1
Should be collected weekly due to health reasons	1
Should be collected weekly to keep the crows away	1
Size of the main big bin is not enough for 2 weeks	1
Their time schedule is inconsistent	1
They are changing the lids again	1
They don't tip the bin properly	1
They need to pick up the rubbish off the streets otherwise it looks dirty	1
They try to empty the bin so quickly that it falls over dropping bits on the nature strips	1
Total	75

Regular fortnightly recycling

The regular recycling collection service was the 5th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10, and one of six that were measurably more important than the average of all 36 services and facilities (8.6).

Satisfaction with the regular recycling service was stable this year at 8.3 out of 10, which remains an “excellent” level of satisfaction.

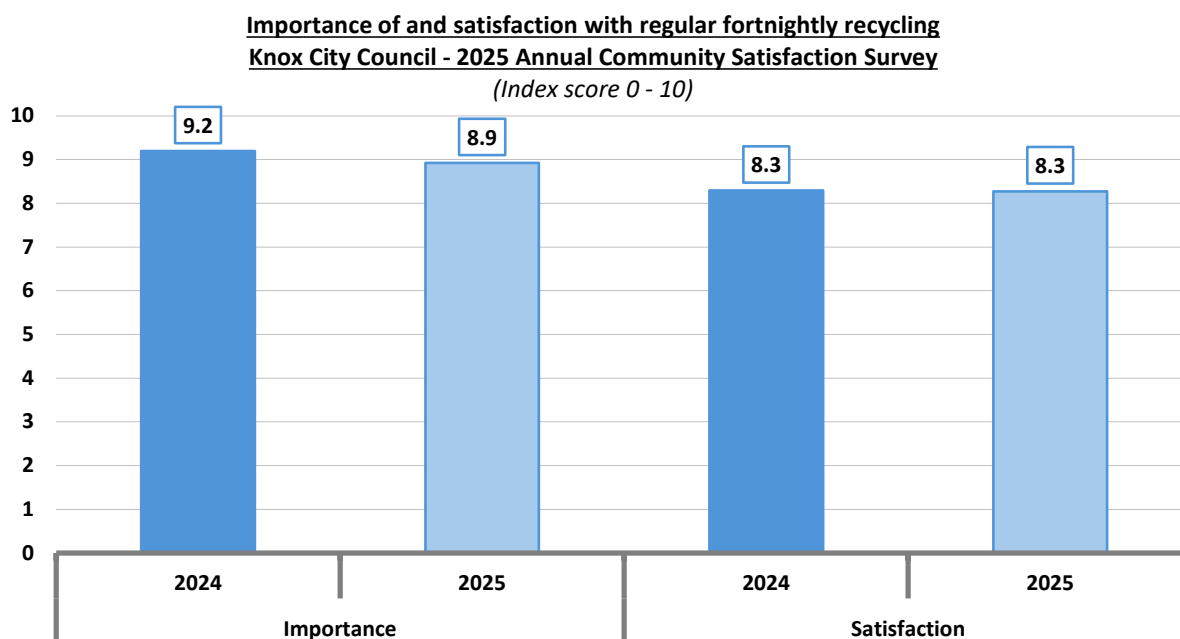
This result ranks the regular recycling service 5th in terms of satisfaction this year, and one of six to record a satisfaction score that was measurably higher than the average of all 36 services and facilities (7.7).



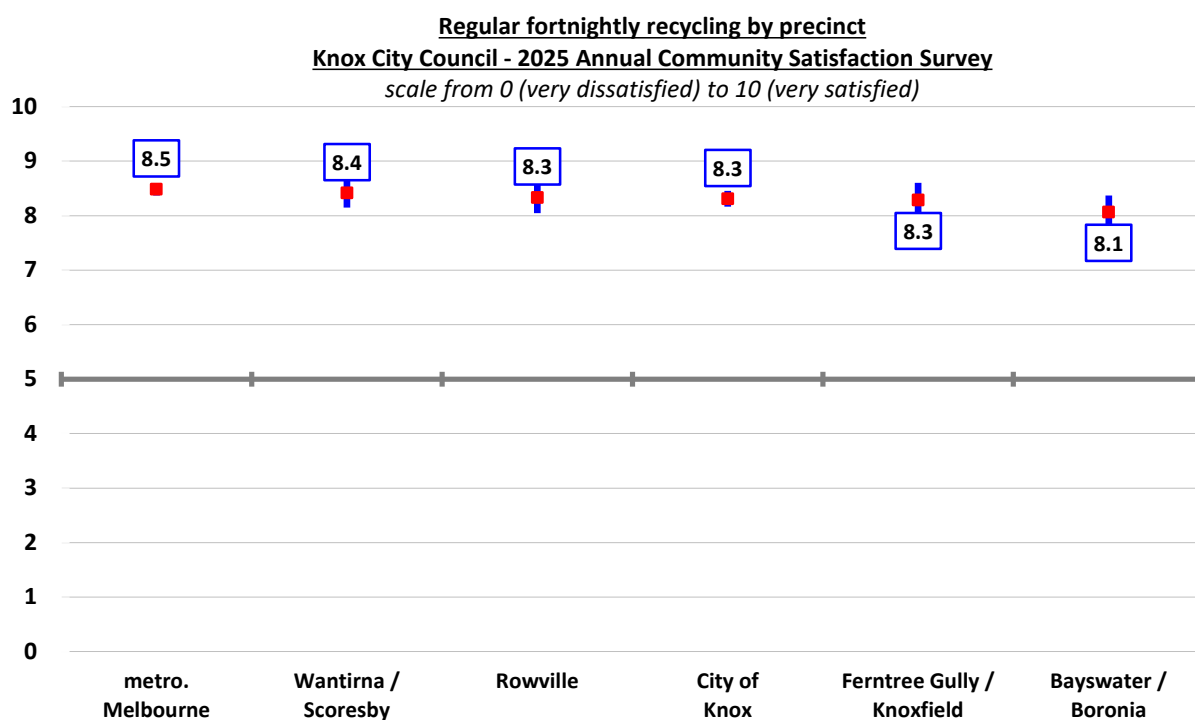
This result comprised 76% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 485 of the 500 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction observed by respondent profile, with all age groups, genders, and households rating satisfaction at “excellent” levels.

By way of comparison, satisfaction with the regular recycling service was somewhat (3%) lower than the metropolitan Melbourne average satisfaction with the “regular recycling” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with regular recycling observed across the municipality at the precinct level.



The following table outlines the 25 comments received in relation to the fortnightly recycling service, with 14 of these comments concerned with the frequency of collection.

Reasons for dissatisfaction with regular fortnightly recycling
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

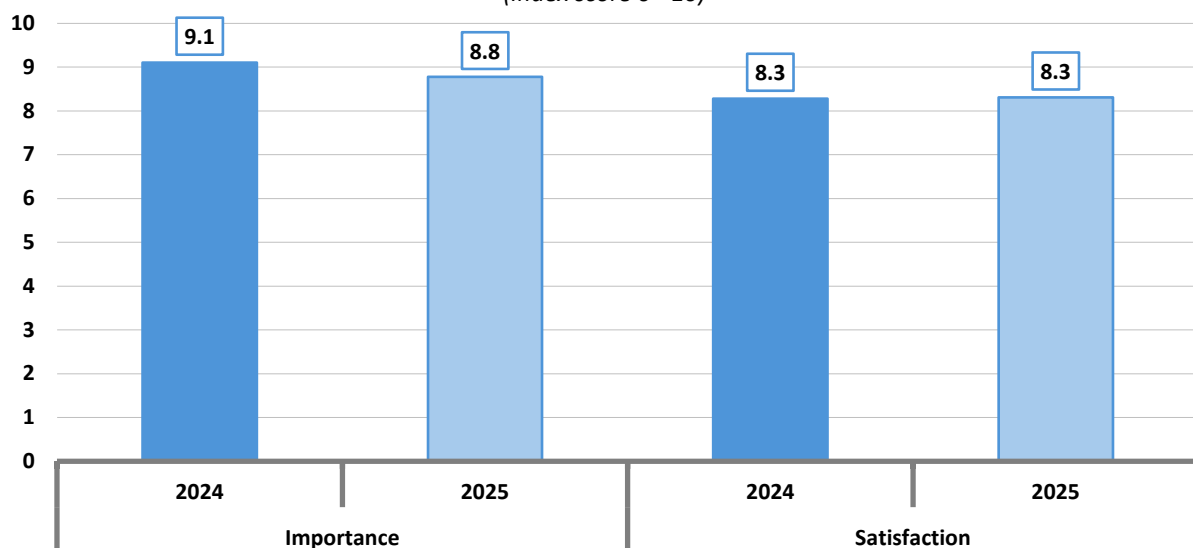
<i>Reason</i>	<i>Number</i>
Ideally could be collected weekly	13
Bigger yellow bins needed	4
Yellow bin needs to go out weekly instead of fortnightly	2
Always full by fortnight	1
Delays	1
Doesn't get picked up	1
Knox Council has not come up with a plan	1
Sorting the rubbish is a headache	1
They don't tip the bin properly	1
Total	25

Weekly food and green waste collection

The weekly food and green waste collection service was the 10th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the weekly food and green waste collection remained stable this year at 8.3 out of 10, which remains an “excellent” level of satisfaction.

Importance of and satisfaction with weekly food and green waste collection
Knox City Council - 2025 Annual Community Satisfaction Survey
(Index score 0 - 10)



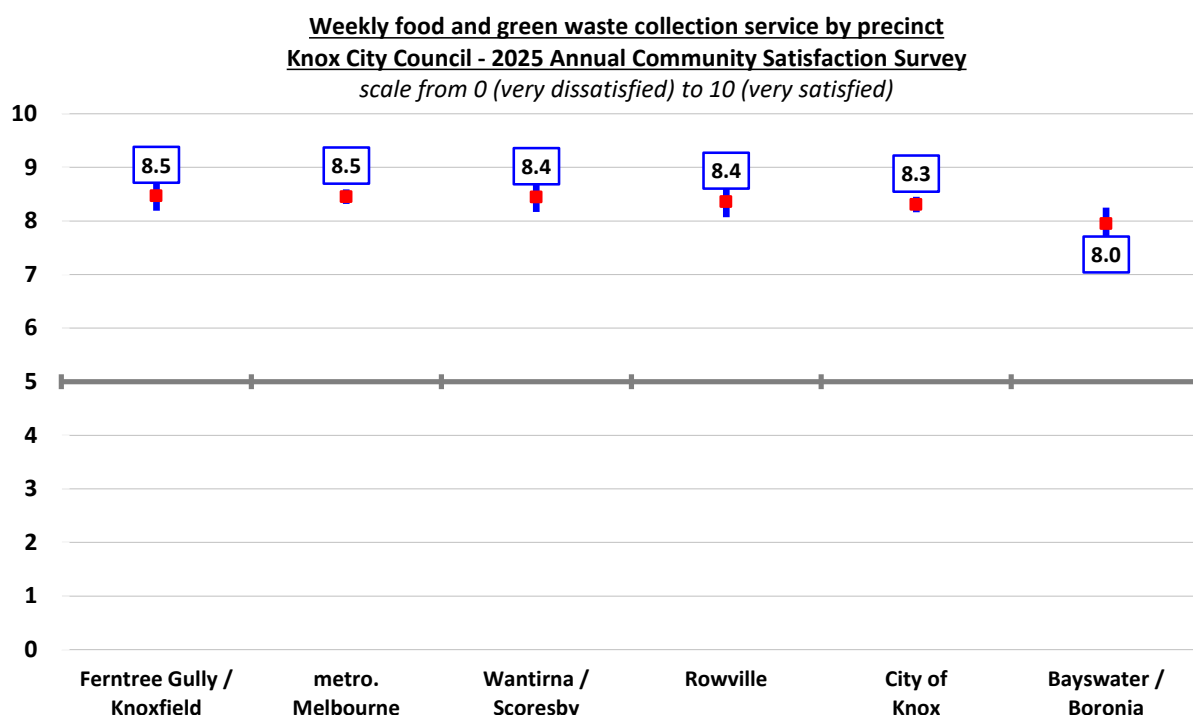
This result ranks the weekly food and green waste collection 4th in terms of satisfaction this year, and one of six that received a satisfaction score that was measurably higher than the average of all 36 (7.7).

This result comprised 77% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 488 of the 500 respondents who provided a satisfaction score.

There was no substantive variation in satisfaction observed by respondent profile, with all age groups, genders, and households rating satisfaction at “excellent” levels.

By way of comparison, satisfaction with the regular green waste collection was marginally (2%) lower than the metropolitan Melbourne average satisfaction with the “green waste collection” of 8.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with the weekly food and green waste collection observed across the municipality at the precinct level.



The following table outlines the 16 comments received in relation to the weekly food and green waste collection.

Reasons for dissatisfaction with weekly food and green waste collection
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Bins get smelly, have someone clean them regularly	2
Could make it weekly or more regular	2

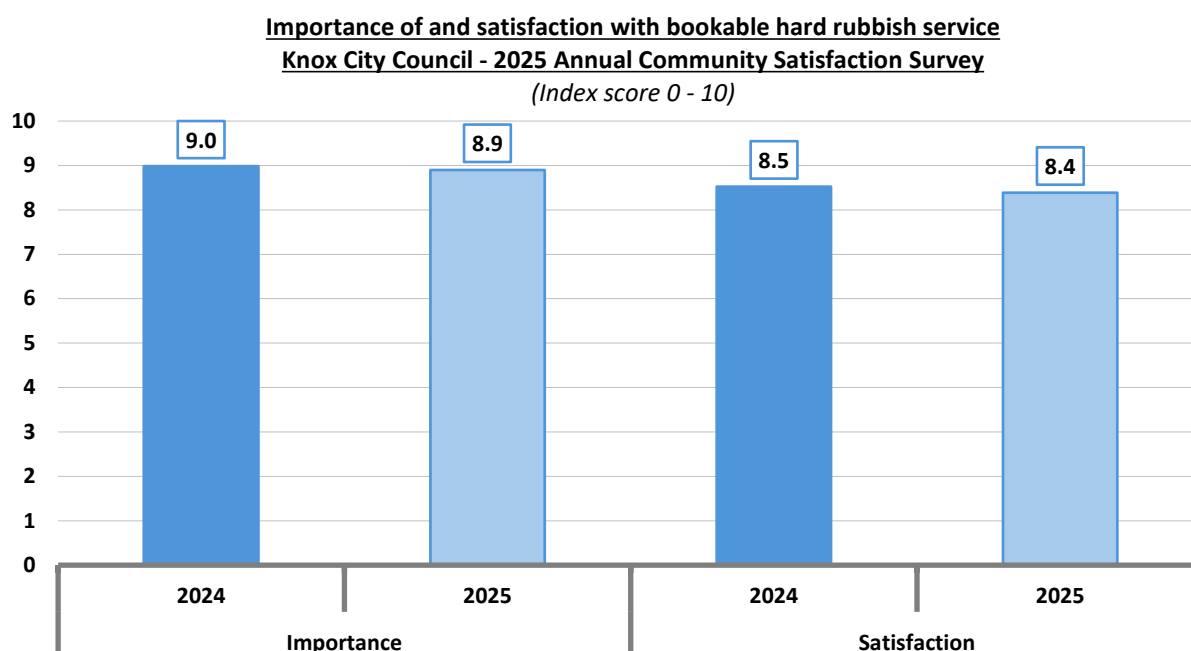


I don't like the idea of separating plastic and green waste	1
It can become repetitive with recycling	1
It doesn't get picked up sometimes	1
It has been terrible with the new bins especially the green bins	1
It has to be made more efficient	1
Seems like a waste of time, it'd be better for them to pick up yellow bin and hard rubbish	1
Should be less frequent	1
The food stinks for a long time, attracting rats and mice	1
They don't tip the bin properly	1
They gave me too big of a bin, it's better to collect garbage more often	1
They made the red bin fortnightly which should not be the case because we need weekly rubbish collection	1
We need bigger bins	1
Total	16

Bookable hard rubbish service

The bookable hard rubbish collection service was the 6th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10, and one of six services and facilities to be measurably more important than the average of all 36 included services and facilities (8.6).

Satisfaction with the hard rubbish collection remained essentially stable this year, down one percent to 8.4 out of 10, which remains an “excellent” level of satisfaction.



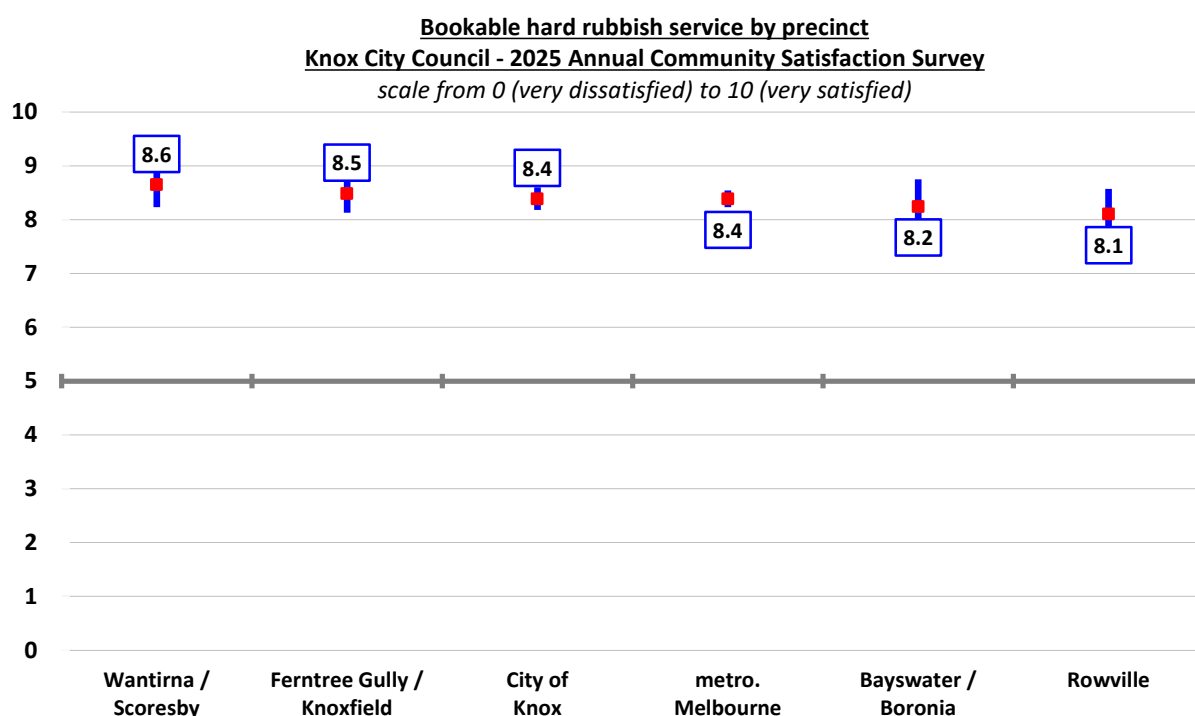
This result ranks the hard rubbish collection 3rd in terms of satisfaction this year, and one of six services and facilities to receive a satisfaction score that was measurably higher than the average of all 36 included services and facilities (7.7).

This result comprised 81% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 249 of the 250 respondents (50%) from households who had used these services in the last 12 months.

There was some substantive variation in satisfaction observed by respondent profile, with older adults (aged 60 to 74 years) notably (5%) less satisfied than average.

By way of comparison, satisfaction with the hard rubbish collection was identical to the metropolitan Melbourne average satisfaction with the “hard rubbish collection” of 8.4 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with the hard rubbish collection service observed across the municipality at the precinct level.



The following table outlines the 27 comments received in relation to the bookable hard rubbish service.

Reasons for dissatisfaction with bookable hard rubbish service
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Prefer the collection to be 3 / 4 times a year	4
Very slow to pick it up	2
Called in but nothing gets picked up	1
Everybody uses it all the time so there's always rubbish out in the neighbourhood	1
Feels like it's more like a dumping in the area	1
I don't like the bookable feature	1

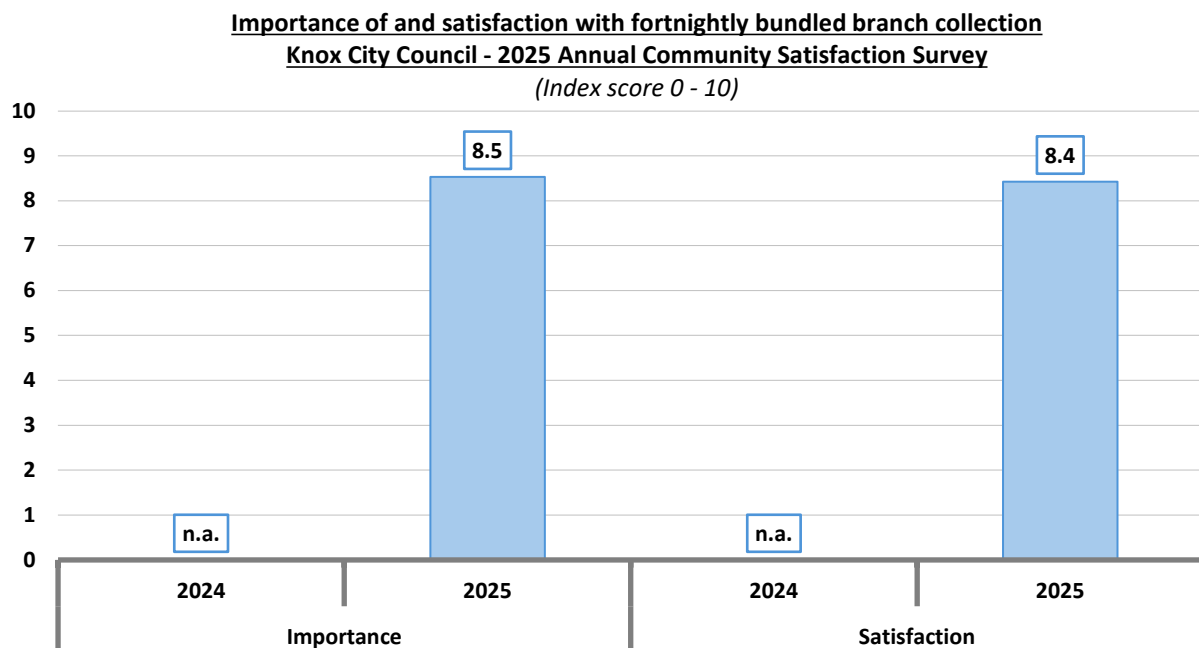


If they provide services around like the voucher thing otherwise, I could dump my own at tip	1
It wasn't picked up for 24 hours so there was rubbish in front of their yard till the next day	1
It would be better if I know when they collect	1
Not collected properly	1
Other people leaving stuff outside is just messy	1
People leave rubbish on the street; we need to go back to twice a year	1
People make a mess	1
People put extra rubbish on my path	1
Replace the two times each year with once and do the job properly at one time and not spread out the rubbish otherwise the area looks messy	1
Sometimes collected quickly and doesn't get reported but other times nature strips are full of hard rubbish	1
They are back to the old ways	1
They need to show up on the allocated day and time because otherwise some people go through the stuff scattering the pieces	1
They never come on the booked day	1
They refused to take our rubbish, and we had to book again	1
This service used to be twice a year for the whole area, which I think is more organised	1
Unnecessary restriction on what to drop	1
We need it collected more than 2 times a year	1
Total	27

Fortnightly bundle branch collection

The fortnightly bundle branch collection service was the 26th most important of the 36 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with the bundle branch collection was 8.4 out of 10, which was an “excellent” level of satisfaction.

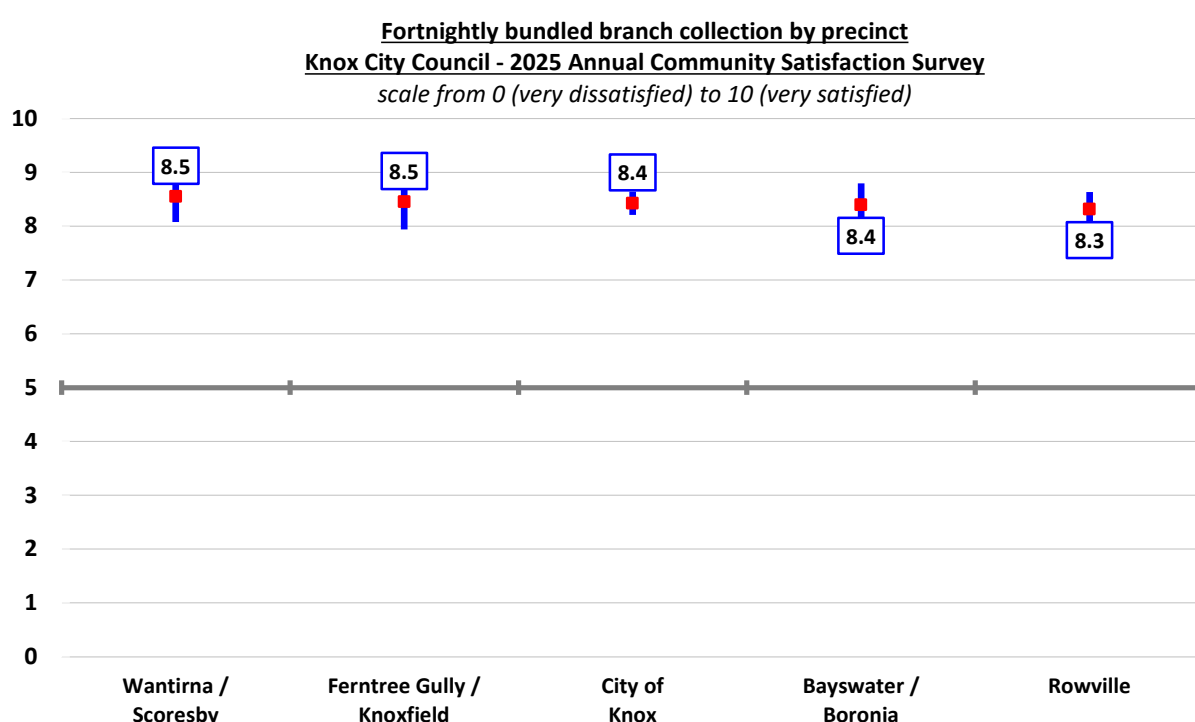


This result ranks the hard rubbish collection 2nd in terms of satisfaction this year, and one of six services and facilities to receive a satisfaction score that was measurably higher than the average of all 36 services and facilities (7.7).

This result comprised 82% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 170 of the 175 respondents (35%) from households who had used these services in the last 12 months.

There was some substantive variation in satisfaction observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably (5%) more satisfied than average.

There was no statistically significant variation in satisfaction with the fortnightly bundled branch collection observed across the municipality at the precinct level.



The following table outlines the five comments received in relation to the fortnightly bundled branch collection.

Reasons for dissatisfaction with fortnightly bundled branch collection
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Last week they didn't collect it	1
Not picked up for 2 months	1
Only takes small amount of rubbish	1
Some of the branches are kept out for a month or two, it keeps getting ignored	1
Sometimes it's just not collected	1
Total	5

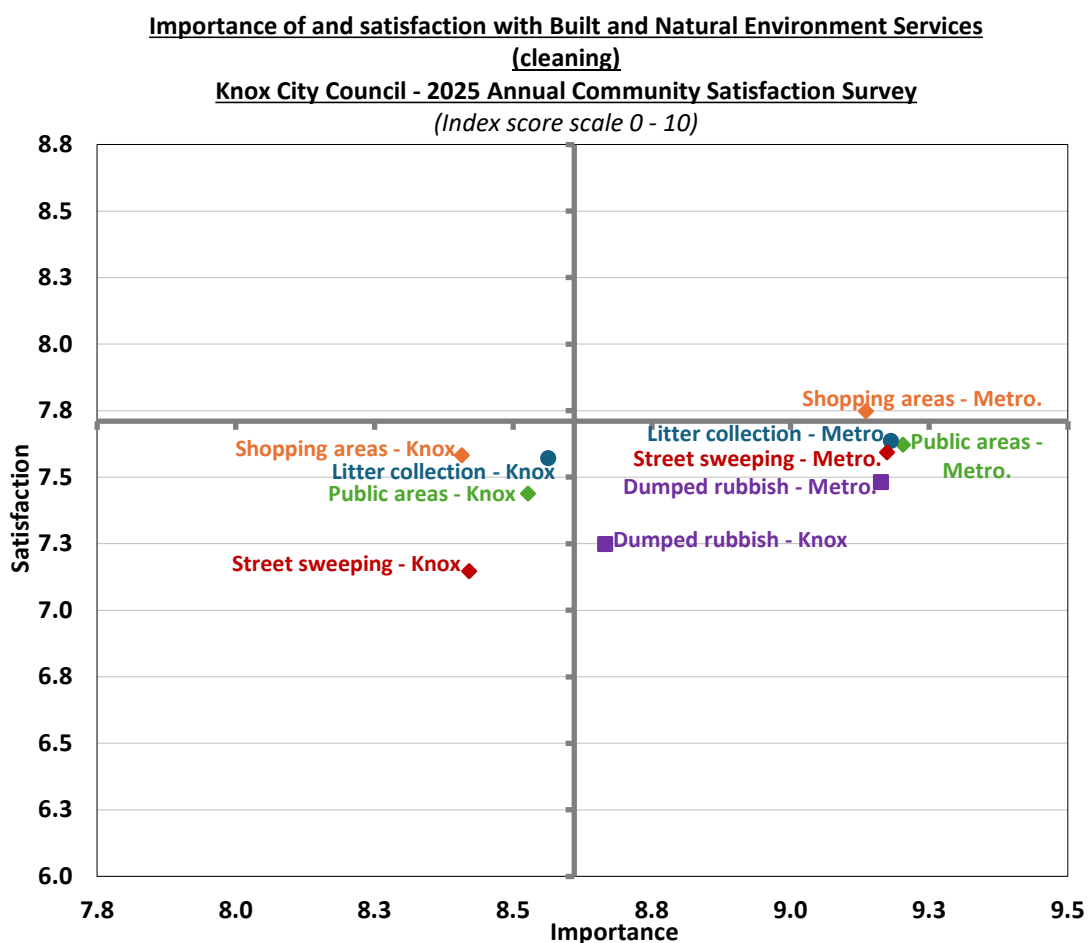


Built and Natural Environment Services (cleaning)

There were five cleaning related services from the Built and Natural Environment division included in the survey this year, as outlined in the following table.

All five of these services received lower than average satisfaction scores, and four of the five were also of lower than average importance. However, the management of illegally dumped rubbish fell into the quadrant of most concern, being of higher than average importance, but lower than average satisfaction.

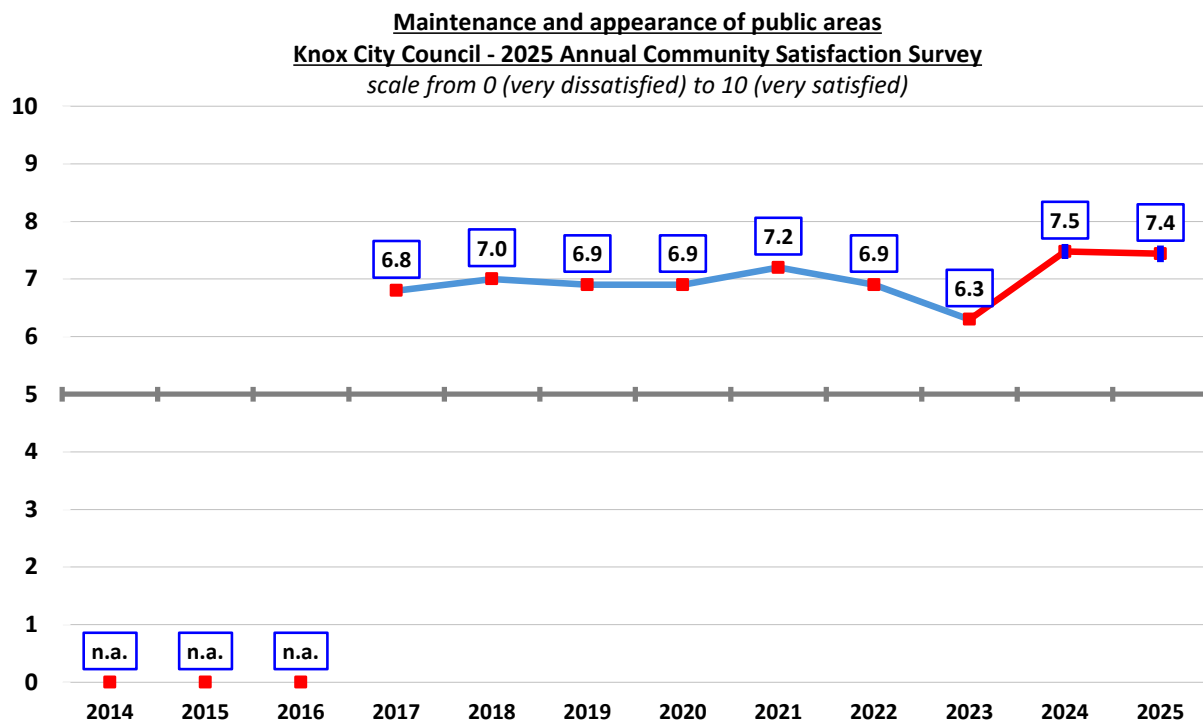
All five services also received lower satisfaction scores than the comparable metropolitan Melbourne averages.



Maintenance and appearance of public areas

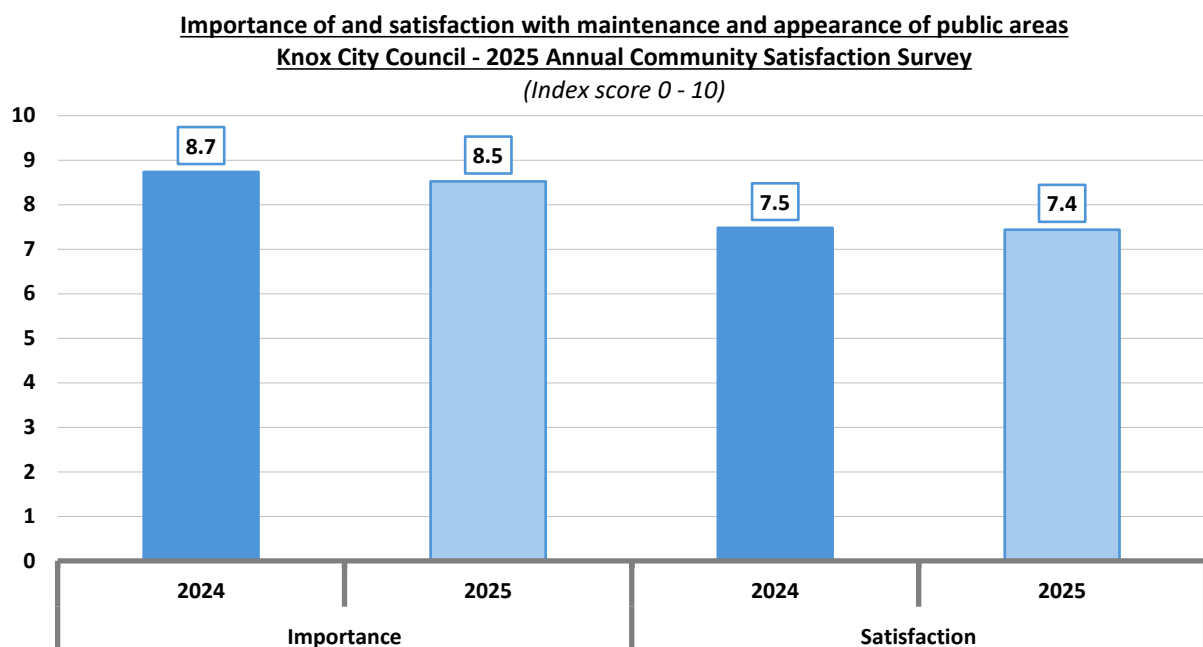
The maintenance and appearance of public areas was the 27th most important of the 36 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with the maintenance and appearance of public areas remained essentially stable this year, down one percent to 7.4 out of 10, which is a “very good” level of satisfaction.



This result ranks the maintenance and appearance of public areas 26th in terms of satisfaction this year.

This result was notably (5%) higher than the previously recorded long-term average from 2017 to 2023 of 6.9 out of 10, or “good”.



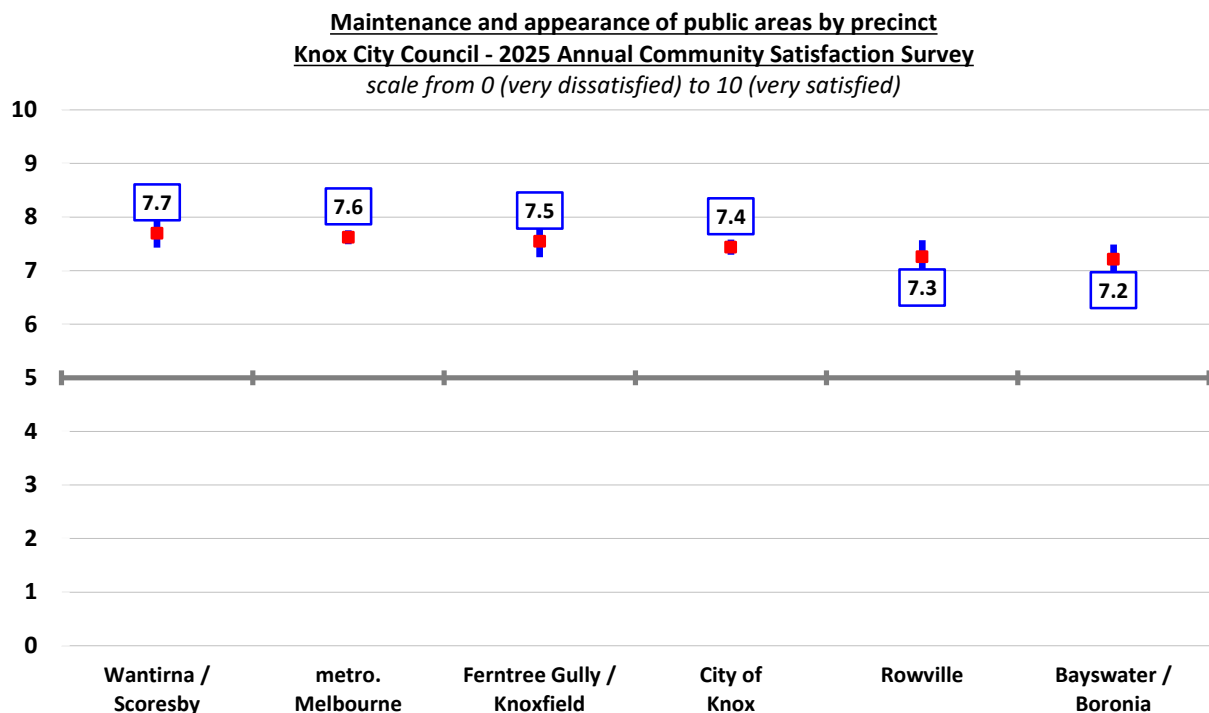
This result comprised 52% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 479 of the 500 respondents who provided a score this year.



There was no substantive variation in satisfaction with this service observed by respondent profile.

By way of comparison, satisfaction with the maintenance and appearance of public areas was marginally (2%) lower than the metropolitan Melbourne average satisfaction with the “the maintenance and cleaning of public areas” of 7.6 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with the maintenance and appearance of public areas observed across the municipality at the precinct level.



The following table outlines the 27 comments and nine locations of concern in relation to the maintenance and appearance of public areas.

The most common issues raised by respondents included grass cutting / mowing (8 comments) and the illegal dumping of rubbish (7 comments).

Reasons for dissatisfaction with maintenance and appearance of public areas
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Grass cutting / mowing</i>	
Grass growing too much	2
Lots of nature strips have not been cut for a long time, look overgrown. Not done on a regular basis	1

No regular mowing of lawns	1
Some strips have overgrown grass	1
The mowing of the local park is always overdue	1
The trees and grasslands getting to footie ground it could be better	1
They don't cut regularly	1
Total	8

Rubbish / illegal dumping

Better rubbish collection needed	1
No rubbish bins in public areas	1
People dumping waste on roads	1
People illegally dumping waste in public areas like parks and Council is not taking any responsibility	1
People leave bins out 24 / 7, you can't get around	1
Rubbish in the parks	1
Sometimes there is a lot of trash around	1
Total	7

Cleanliness

No pride in the area. It's filthy	1
Oil patch in front of the house from the car, nobody has done anything	1
They don't clean up enough	1
Total	3

Maintenance / upgrade

I don't think a lot is being done to update them	1
In some parks the fencing is falling down	1
Maintenance not regular enough	1
Total	3

Nature strip maintenance

Taking forever to do the nature strips	1
The nature strips on the main roads should be maintained	1
Total	2

Other

Gardens encroaching on paths	1
Just planting trees not managing them	1
Looks messy	1
Public toilets in the parks are dirty	1
Total	4

Specific locations

Burwood median strip grass is bad	1
Can be cleaner at Bayswater Station	1
Facades in Boronia is disgusting, looks ugly	1
Main St has high grass and invisibility	1



Opposite Maccas, it is stinky. Need to empty them	1
Playgrounds for children in Lewis Park	1
Sasses Ave Reserve is a disgrace, falling apart. Used to have tables and chairs	1
Turn to Wallace Rd from high St Rd you can see a huge difference	1
Up and down Burwood Hwy growing grass and high level of litter	1
Total	9
Total responses	36

Litter collection in public areas

Litter collection was the 22nd most important of the 36 included services and facilities, with an average importance of 8.6 out of 10.

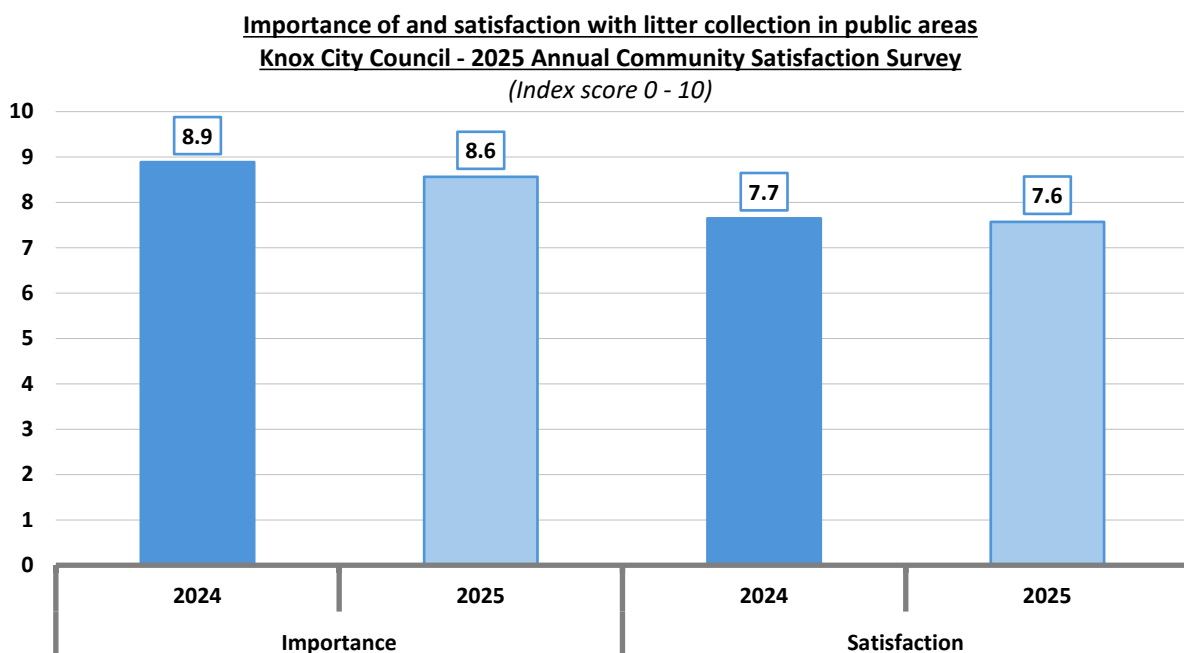
Satisfaction with litter collection remained essentially stable this year, down one percent to 7.6 out of 10, which is a “very good” level of satisfaction.

This result ranks litter collection 22nd in terms of satisfaction this year.

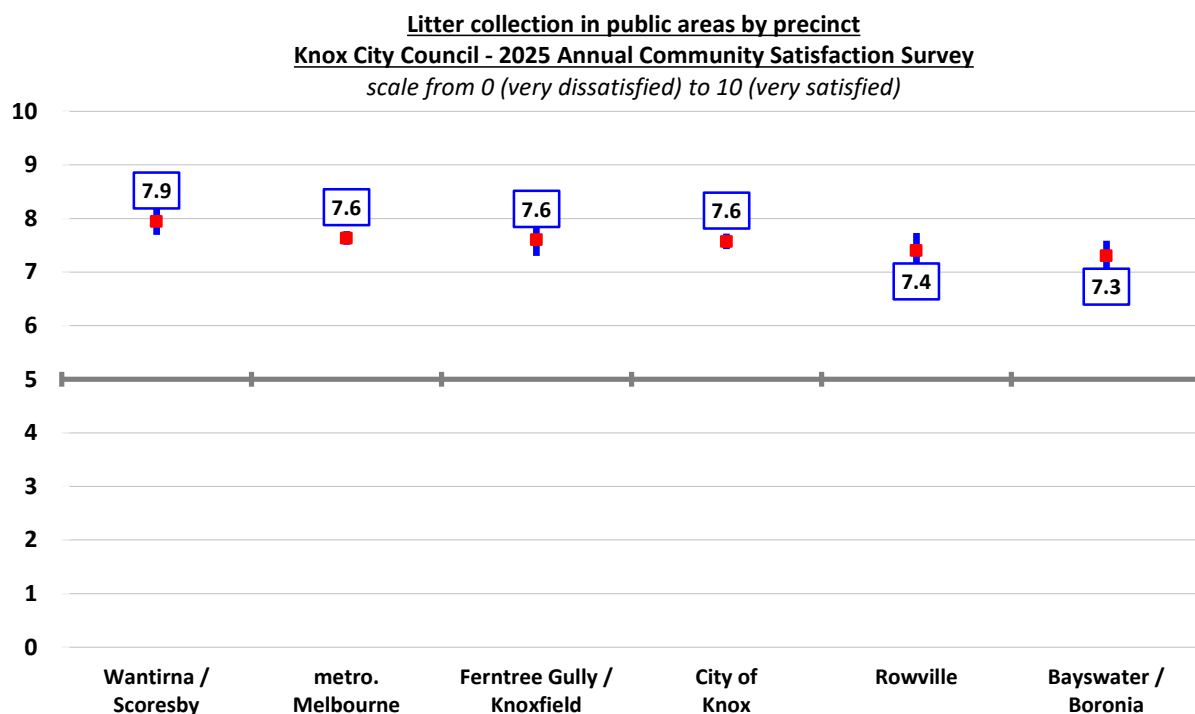
This result comprised 56% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 471 of the 500 respondents who provided a score this year.

There was no substantive variation in satisfaction observed by respondent profile.

By way of comparison, satisfaction with litter collection was identical to the metropolitan Melbourne average satisfaction with the “litter collection” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was some statistically significant variation in satisfaction observed at the precinct level, with respondents from Wantirna / Scoresby measurably more satisfied than the municipal average.



The following table outlines the 35 comments, and three locations of concern received in relation to litter collection in public areas.

Reasons for dissatisfaction with litter collection in public areas
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
No / not enough rubbish bins	4
Rubbish / trash / litter is everywhere	3
Litter should be collected more often	2
Sometimes there is rubbish / litter on the roads	2
Around public parks	1
Around train station	1
Because it is not too clean	1
Branches and leaves all over the place	1
Could be better	1
Debris of glass was left for a while	1
Dog poop on the grounds	1
Don't tip the bin properly	1
In local parks	1
In shopping centre	1
In the middle of Mountain Hwy there is always litter	1
Litter not picked up enough	1



More bins needed	1
Needs more maintenance	1
Not good	1
Often there's a bit of rubbish around the place and public litter bins could be reinstated	1
Rubbish bin up in the park that's always full, doesn't get emptied frequently enough	1
So far, not enough children parks, there should be nearer by	1
The bins are overflowing on the walkway in the area where everyone can have meals in the park	1
The grass gets long and mowed without taking the trash	1
The roadsides must be collected better	1
They do not actually collection from playgrounds	1
They do not actually collection from public parks	1
They removed the bins in the parks	1
Total	35
<i>Specific locations</i>	
Lakewood Nature Reserve needs bins for dog poop	1
There is rubbish on Burwood Hwy	1
They don't have garbage bin just around Orange Gr	1
Total	3
Total responses	38

Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 30th most important of the 36 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with strip shopping areas remained essentially stable this year, falling one percent to 7.6 out of 10, which remains a “very good” level of satisfaction.



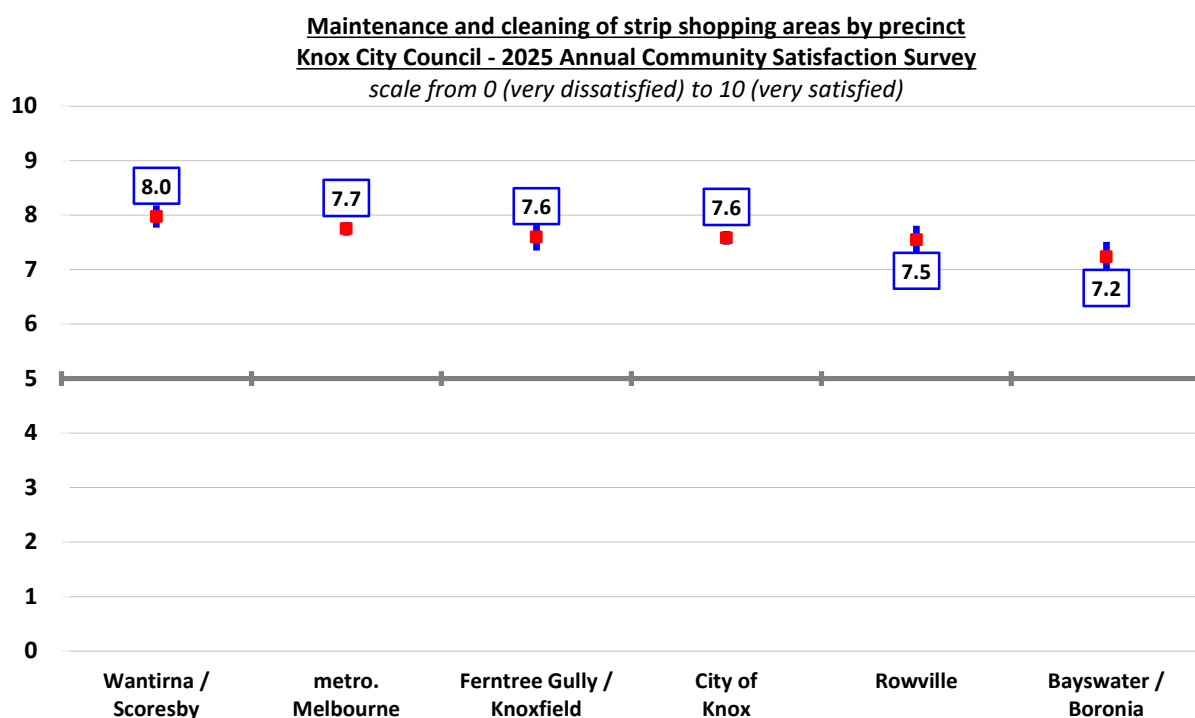
This result ranks strip shopping areas 21st in terms of satisfaction this year.

This result comprised 54% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 470 of the 500 respondents who provided a score this year.

There was no substantive variation in satisfaction with strip shopping areas observed by respondent profile, with all respondent groups rating satisfaction at “very good” or “excellent” levels.

By way of comparison, satisfaction with strip shopping areas was essentially the same as the metropolitan Melbourne average satisfaction with the “the maintenance and cleaning of strip shopping areas” of 7.7 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with strip shopping areas at the precinct level, with respondents in Wantirna / Scoresby measurably more satisfied than the municipal average, and at an “excellent” rather than a “very good” level of satisfaction.



The following table outlines the 13 comments, and five locations of concern received in relation to the maintenance and cleaning of strip shopping areas.

Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Empty shops	1
Graffiti everywhere station street, shop front	1



I think it's quite infrequent	1
It is pretty average	1
It should be cleaned more regularly	1
Lot of dilapidated buildings	1
Need clean bins more often	1
Need more shops in the area	1
Rubbish on the roads	1
Shopping mall area cleanliness is bad	1
Shops look bad	1
They don't clean anytime	1
They look bad	1
Total	13

Specific locations

Boronia	1
Safeway store, mainly on the carpark	1
The Coles near Boronia Station is dirty	1
There are needles that junkies leave, near Dan Murphy's. It's no good for the kids, Council needs to get on it	1
Wellington Village	1
Total	5
Total responses	18

Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 17th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

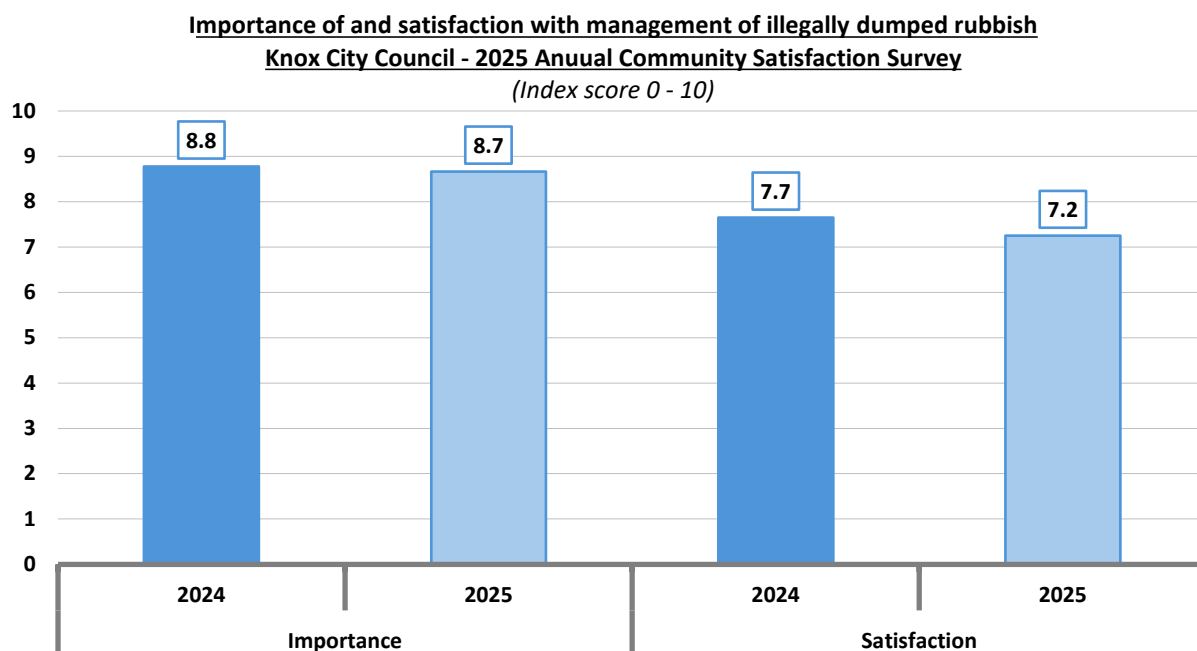
Satisfaction with the management of illegally dumped rubbish declined measurably this year, down five percent to 7.2 out of 10, which is a “good” level of satisfaction.

This result ranks the management of illegally dumped rubbish 31st in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score that was measurably lower than the average of all 36 services and facilities (7.7).

This result comprised 50% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 465 of the 500 respondents who provided a score this year.

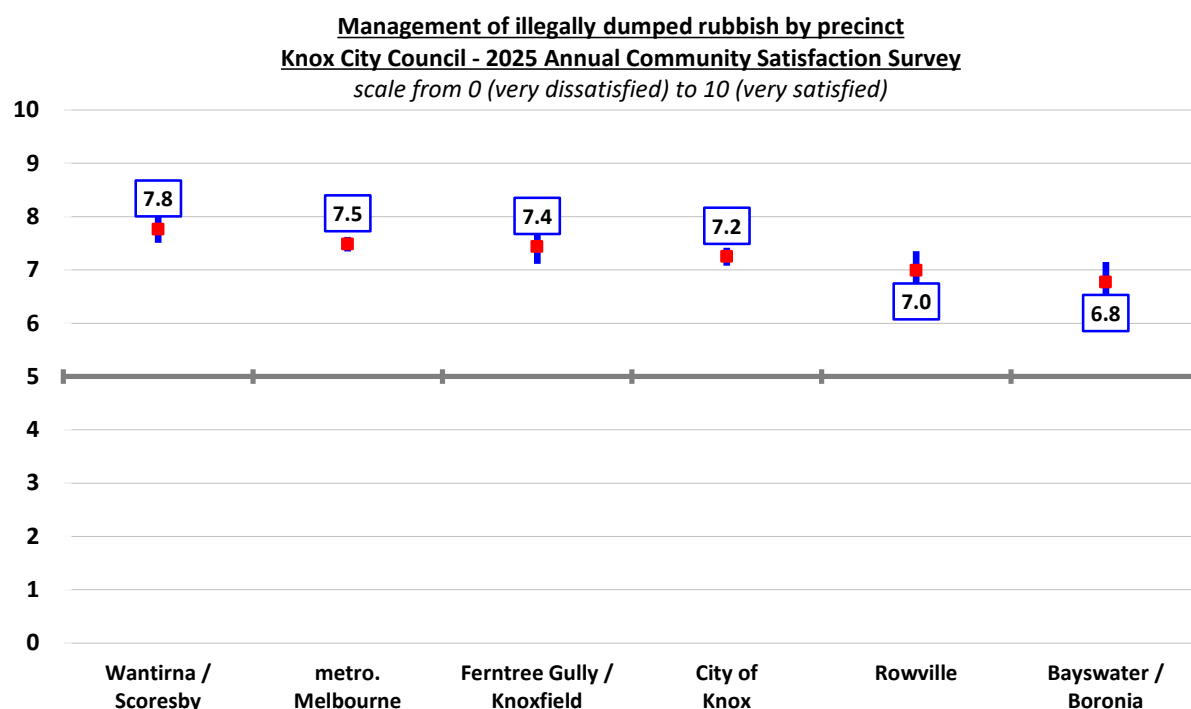
There was no substantive variation in satisfaction observed by respondent profile.





By way of comparison, satisfaction with the management of illegally dumped rubbish was somewhat (3%) lower than the metropolitan Melbourne average satisfaction with “illegally dumped rubbish” of 7.5 out of 10, or “very good”, as recorded in the 2025 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with the management of illegally dumped rubbish observed across the municipality. Respondents from Wantirna / Scoresby were measurably more satisfied with the management of illegally dumped rubbish than the municipal average, and at an “excellent” rather than a “good” level. Conversely, respondents from Bayswater / Boronia were measurably less satisfied.



The following table outlines the 43 comments, and 10 locations of concern received in relation to the management of illegally dumped rubbish.

Reasons for dissatisfaction with management of illegally dumped rubbish

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
It sits for a long time / takes long for pick up	5
Rubbish takes too long to collect	4
I don't think it's well kept / well managed	3
It's everywhere, on every block	3
Rubbish / litter everywhere around the roads and streets	3
Better management of dumped rubbish needed	1
Better rubbish collection needed, people dumping waste on roads	1
Bottom of the creek or bottom of the park	1
Clothing around bin areas, need to be maintained, more pick-up so it doesn't pile up	1
I don't know it is Council responsibility or not but there is someone who always throw rubbish in front of the house. It is clearly noticeable by anyone	1
Illegally dumping rubbish on parks and other public areas, made a complaint to Council but no action taken	1
It's happening too much, major fire hazard	1
I've had some previous issues that I've had to report	1
More quicker cleaning needed	1
Not clean	1
Posting online on dumped rubbish and Council not doing anything about it	1
Probably needs to be collected more often	1
Rubbish bin takes couple weeks	1
Rubbish on the nature strip took 3 months to clear	1
Rubbish on train tracks	1
Sick of the way they collect hard waste. Get two hard waste collection a year, so there's rubbish all the time. Half the time I see rubbish on nature strips	1
Some people dumping regularly, Council ignoring it	1
The fortnightly collection means people dump rubbish illegally more often	1
There are some construction nails on the roads	1
There is a lot, and it's picked up promptly	1
There is occasional rubbish lying around	1
They need to change hard rubbish to the way it was before	1
Trolleys sitting for days	1
We have the hard rubbish; people dump tyres that cannot get rid of	1
Wrappers, bags etc.	1
Total	43

Specific locations

After tennis, many rubbish in my area Flamingo Reserve	1
Begins road have seen garbage and Churchill Park Dr as well it's like the edge of national park and rubbish is seen around	1

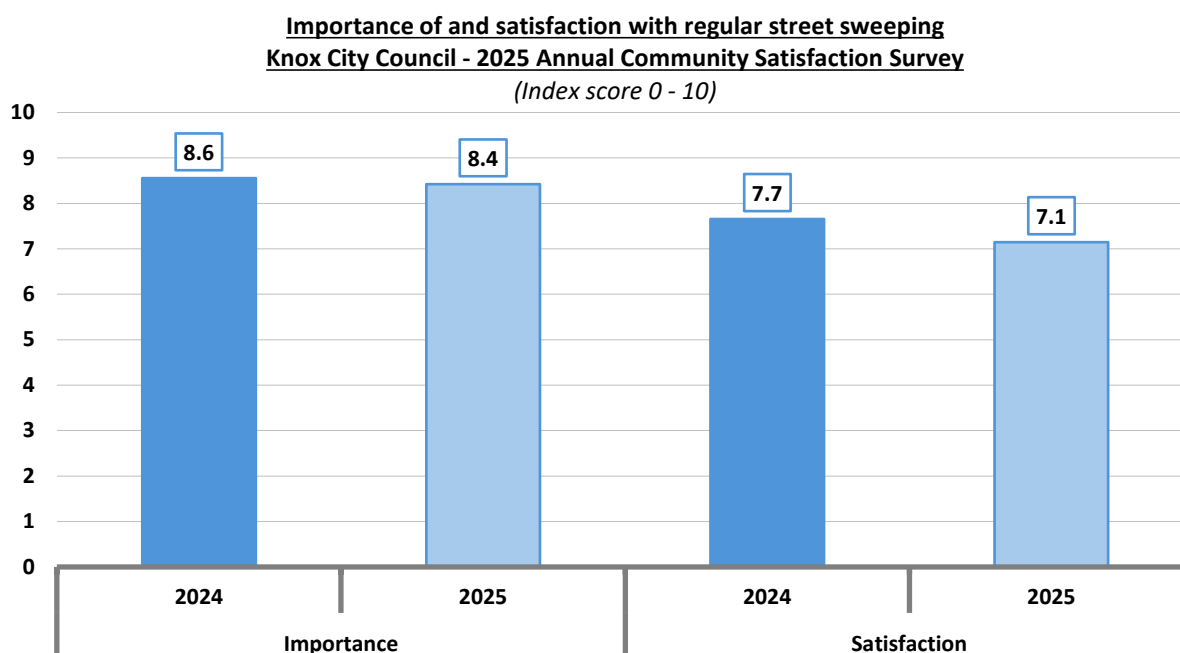


Church St many illegal dumped rubbish	1
Generally, our street Bayview Crescent is very narrow, and people leave stuff out on the street	1
I see it nearly every day on Pavitt Lane	1
I see it nearly every day on Sheffield Rd	1
Illegal dumping of waste on Churchill Rd	1
Mountain Hwy has dumped rubbish	1
People just dump rubbish in Starlight Reserve	1
When Mountain Gate Woolworths bin is full, and people leave things on the floor	1
Total	10
Total responses	53

Street sweeping

Street sweeping was the 29th most important of the 36 included services and facilities, with an average importance of 8.4 out of 10.

Satisfaction with street sweeping declined measurably this year, down six percent to 7.1 out of 10, which was a “good”, down from a “very good”, level of satisfaction.



This result ranks street sweeping 33rd in terms of satisfaction this year, and one of seven services and facilities to receive a satisfaction score that was measurably lower than the average of all 36 services and facilities (7.7).

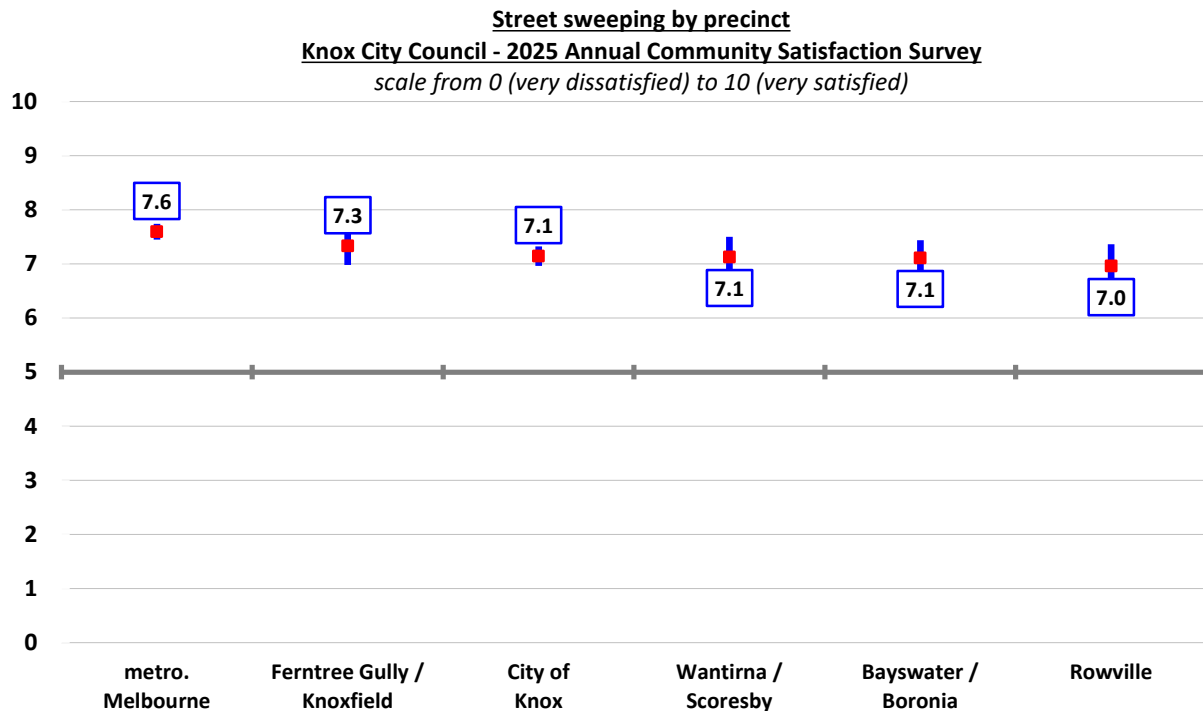
This result comprised 49% “very satisfied” and ten percent dissatisfied respondents, based on a total sample of 481 of the 500 respondents who provided a score this year.



There was some variation in satisfaction observed by respondent profile, with older adults and senior citizens (aged 60 years or older) notably (5 – 6%) less satisfied than average.

By way of comparison, satisfaction with street sweeping was measurably lower than the metropolitan Melbourne average satisfaction with the “street sweeping” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with street sweeping observed across the municipality.



The following table outlines the 75 comments, and seven locations of concern received in relation to street sweeping, with many of the comments relating to perceived lack of street sweeping.

Reasons for dissatisfaction with street sweeping
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Have never see them sweeping	18
Not done frequently / not enough	9
Sweeping is not regular	8
Could be done more often	5
More frequent sweeping / cleaning needed	5
Rarely done / only once a year	5
Do more often specially after storm	2
Regular sweeping needed	2

A bit too many leaves in the street	1
Fallen branches and leaves everywhere	1
Half the year my tree drops enormous amounts of leaves and blocks the drainage for far too long; they are not doing their job here	1
Haven't seen in years. Use of blowers should be banned	1
Increase frequency in autumn	1
It's not clean	1
Leaves in the gutter	1
Need more often especially with the trees	1
Needs more often that's why the drains got built up	1
Not appropriate for streets with larger gum trees. Should do it every 2 to 3 weeks	1
Only comes for once or twice a year. It's messy during windy day	1
Rubbish on the streets	1
Should be more because we get a lot of debris. My trees shed a lot of bark	1
Should not sweep into the pit	1
Someone is paid to clean street that doesn't need to be cleaned	1
Sweeping not done properly	1
They did the main road but not the inner streets	1
They don't clean it; it blocks the drainage all the time	1
They should inform me prior so that I can move my car away	1
They sweep the streets but don't clean the drains which get blocked. When we report a blockage, it is resolved quickly	1
Too infrequent, given the trees that were planted many years ago they need to update	1
Total	75

Specific locations identified by respondents

Also Stud Service Rd cleaning is bad	1
Constable Ct - street sweepers never capture the leaves top of the Court	1
Hardly ever see them around here in The Basin Bayview Cres	1
I rarely see they are sweeping my street. Once a month maybe (Tetragona)	1
Not enough cleaning on speed detection areas along Dobson Street	1
We never see the sweepers in Flamingo Dr	1
White Rd corners are not swept	1

Total **7**

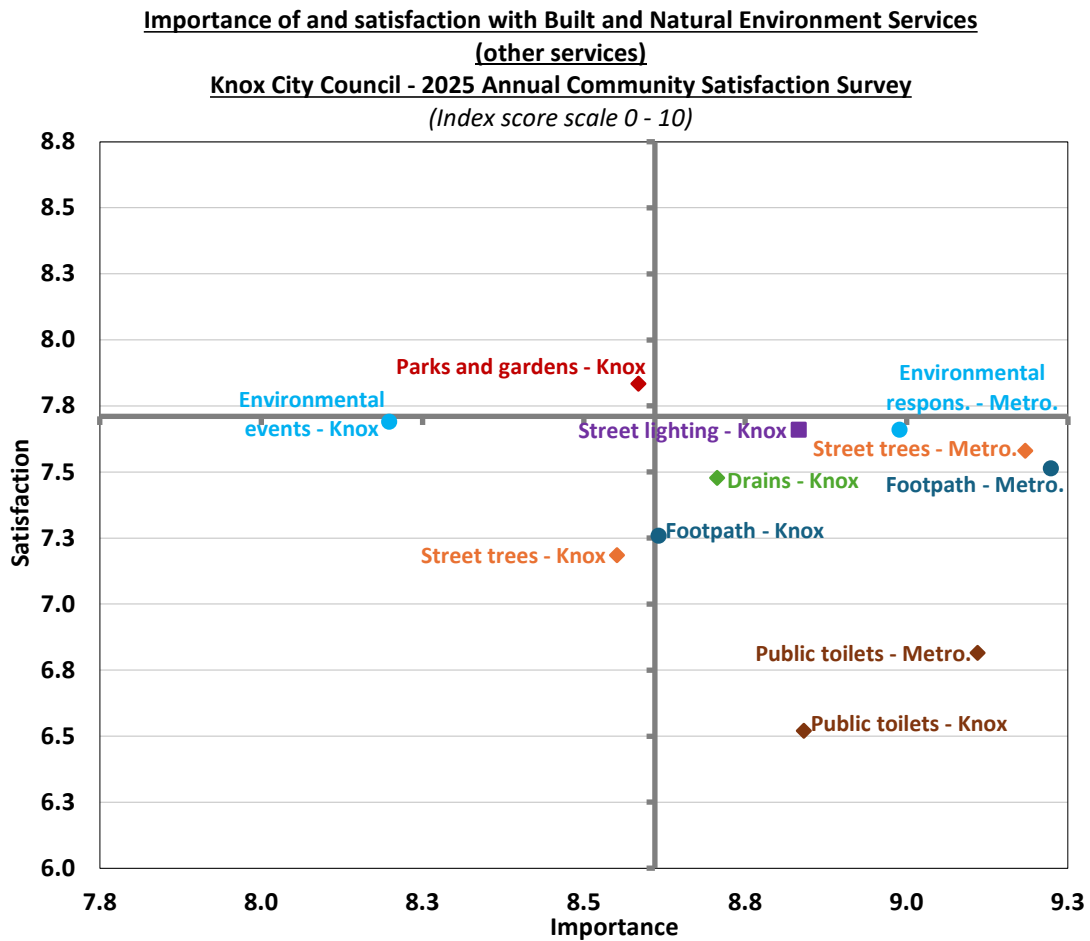
Total responses **82**

Built and Natural Environment Services (other)

There were seven other services and facilities from the Built and Natural Environment division of Council included in the survey this year, as outlined in the following table.

Of these seven services, four fell into the quadrant of most concern, being of higher than average importance, but receiving lower than average satisfaction scores. These services included public toilets, drains maintenance and repairs, footpath maintenance and repairs, and the provision and maintenance of street lighting.





Drains maintenance and repairs

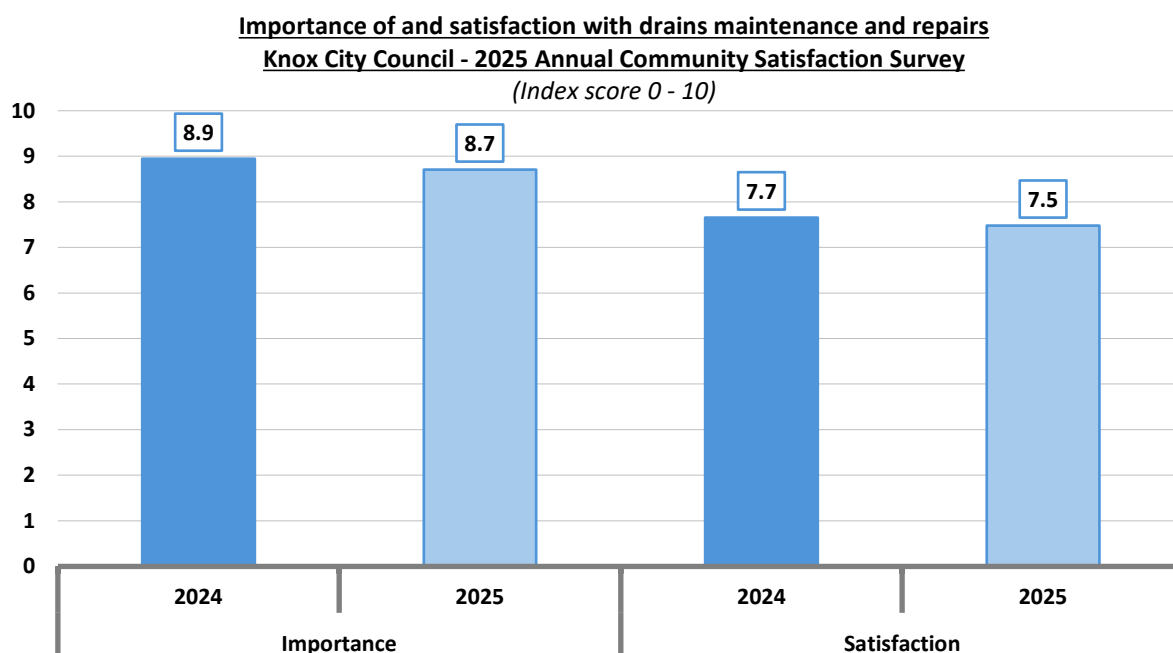
Drains maintenance and repair was the 13th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with drains fell marginally this year, down two percent to 7.5 out of 10, which remains a “very good” level of satisfaction.

This result ranks drains maintenance and repair 25th in terms of satisfaction this year.

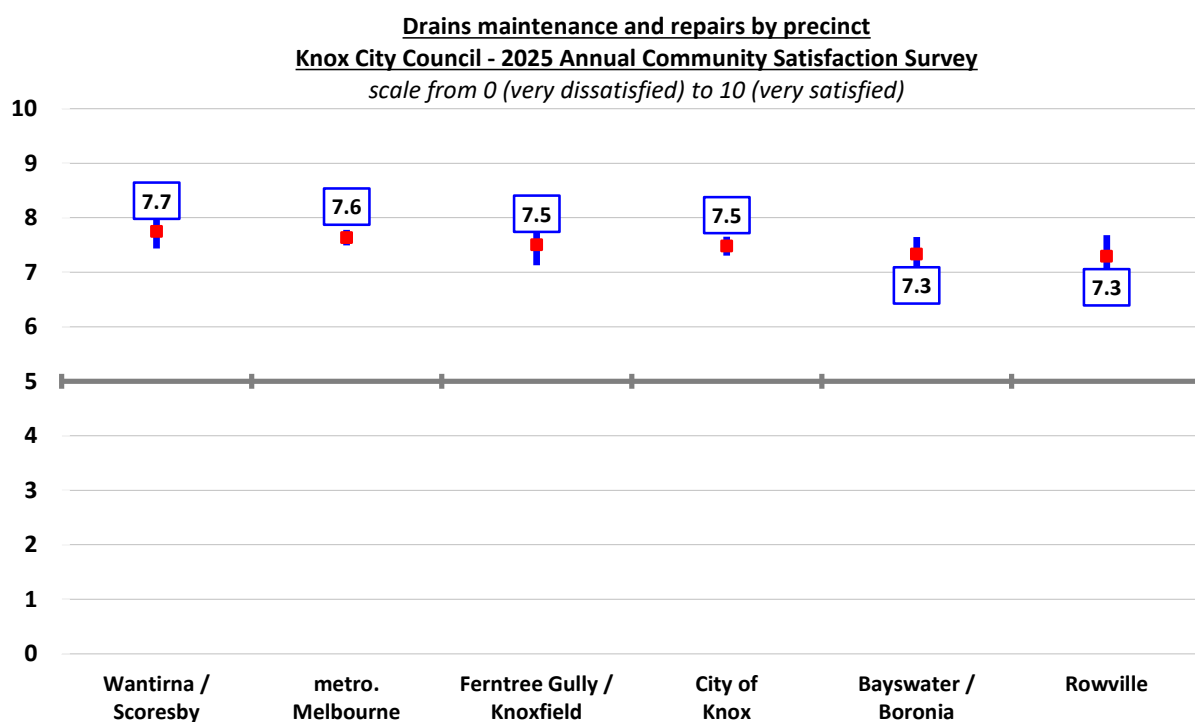
This result comprised 53% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 472 of the 500 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with senior citizens (aged 75 years or older) notably (6%) less satisfied and at a “good” rather than a “very good” levels of satisfaction. Respondents from multilingual households were notably (6%) more satisfied than respondents from English speaking households.



By way of comparison, satisfaction with drains was essentially the same as the metropolitan Melbourne average satisfaction with the “drains maintenance and repair” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with drains maintenance observed across the municipality.



The following table outlines the 42 comments, and 13 locations of concern received in relation to drains maintenance and repairs.



Reasons for dissatisfaction with drains maintenance and repairs**Knox City Council - 2025 Annual Community Satisfaction Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Maintenance and repairs</i>	
Never been done / not enough done	3
Don't see anyone maintaining anything around here, and if they come, they are pretty useless	1
I don't think much emphasis is placed on it	1
Lack of monitoring	1
Need more maintenance	1
Need to be done regularly being a gum tree area	1
Takes too long to complete	1
They do a lot of the work on the drains	1
Took long time to repair, still not completely fixed	1
Waited 6 months and rang up 12 months for service	1
Total	12
<i>Blocked drains</i>	
Overflowing of drains during heavy rains	4
Blocked drains during rain and gets blocked every time	2
Build up leaf build up blocks' drains	2
Constant blocked drains, when it rains the street floods	2
Drains are always blocked by leaves	1
Total	11
<i>Cleaning / sweeping</i>	
Drains are not cleaned enough / needs to be cleaned out	2
Always need to clean gutters, once in 6 weeks is not enough	1
Need to sweep	1
Needs vegetation cleaning	1
Not cleaned regularly	1
Rubbish in gutters because they aren't swept properly	1
Sometimes doesn't even get into courts to clean	1
They don't clean out the big drains, they leave them clogged	1
Weeds getting between road and the drain	1
Total	10
<i>Overflow / flooding</i>	
Flash floods / flooding of drains	2
They get banked up / backflow	2
Flood prime site, water comes straight down (bottom of the hill)	1
Often floods, rubbish flow	1



When it floods, it floods	1
When it rains heavily it's not good	1
Total	8
<i>Other</i>	
We have a pending issue	1
Total	1
<i>Specific locations</i>	
Blocked drainage on Darwin Rd	1
Blocking of drainage on Trisha Dr	1
Drain needs to be fixed on Boronia Rd	1
Drains are always blocked on the Derby Rd	1
Drains are always blocking on the Roy Ct	1
Drains get blocked on Liviana Dr	1
Drains get blocked on Trisha Dr	1
Drains keep getting blocked on Old Forest Rd	1
Drains on Sullivan Ave clog up	1
Flooding in Albert Ct	1
From Seebeck Rd to Ashbrooke Reserve is always flooded	1
I use a scooter, drain left fully cracked on main road - Stud Rd. Left unrepaired for 6 weeks	1
Not happy with it on Old Forest Rd	1
Total	13
Total responses	55

Footpath maintenance and repairs

Footpath maintenance and repairs was the 20th most important of the 36 included services and facilities, with an average importance of 8.6 out of 10.

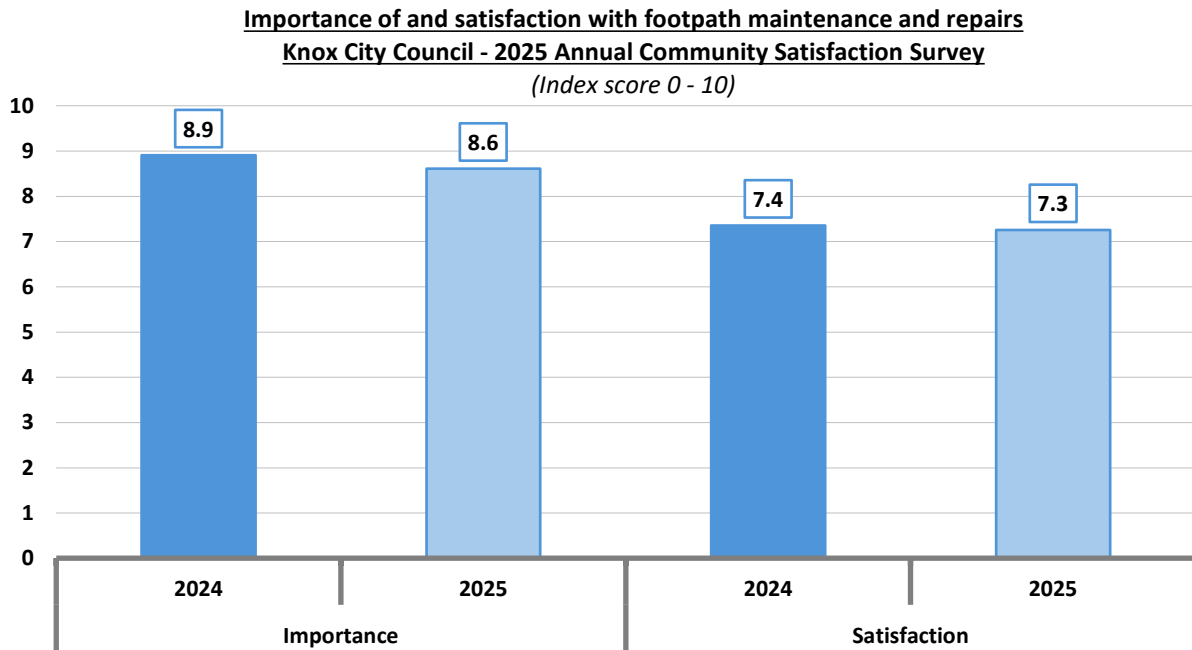
Satisfaction with footpaths remained essentially stable this year, down one percent to 7.3 out of 10, or a “very good” level of satisfaction.

This result ranks footpaths 30th in terms of satisfaction this year and one of seven services and facilities to receive a measurably lower satisfaction score than the average of all 36 (7.7).

This result comprised 51% “very satisfied” and eight percent dissatisfied respondents, based on a total sample of 489 of the 500 respondents who provided a score this year.

There was some variation in satisfaction observed by respondent profile, with older adults (aged 60 to 74 years) notably (7%) less satisfied than average. Respondents from multilingual households were notably (6%) more satisfied than respondents from English speaking households.





By way of comparison, satisfaction with footpaths was measurably lower than the metropolitan Melbourne average satisfaction with the “footpath maintenance and repair” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with footpaths observed across the municipality.



The following table outlines the 61 comments, and 11 locations of concern received in relation to footpath maintenance and repairs, with many of these comments related to uneven / cracked footpaths (25 comments), and perceived need for repair (18 comments).



Reasons for dissatisfaction with footpath maintenance and repairs
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Uneven / cracked footpaths</i>	
Uneven / sloping footpaths	13
Cracks / dents on footpaths	7
Footpaths are lumpy / bumpy	4
Uneven. For people with visually impaired can be a problem	1
Total	25
<i>Repairs and maintenance</i>	
Delays in repairs and quality of repairs	2
Needs repairing	2
Didn't see maintaining footpaths yet	1
Fell over and nothing was done about the footpath	1
Footpath around here must be fully replaced. They fixed the road recently but left footpath in very bad condition	1
I contacted the Council about footpath condition for many years, no response at all	1
I had a hip surgery and am always scared; they are in a bad state	1
I had an accident on the footpath and the Council said they had a check over and after concreting they dug up and after falling over, they didn't support they hadn't done a check earlier that year there's been no further maintenance done	1
I walk a lot, there is a lot of people with mobility issues and footpaths need better maintenance	1
It takes too long, it's been over 2 months, and they don't even inform	1
Poor for years	1
The other day they came, and they marked footpaths, and they joked it might be two years before they come fix it, before actions were taken	1
The roads have been marked up, but nobody has done anything	1
There is not much being done to maintain them	1
They are not maintained to a safe level	1
Works up there taking place for a long time	1
Total	18
<i>Trip hazards</i>	
Pits / balls / trip hazards on the footpaths	5
Postman fell down and got hurt. It is slippery because of concrete	1
Total	6



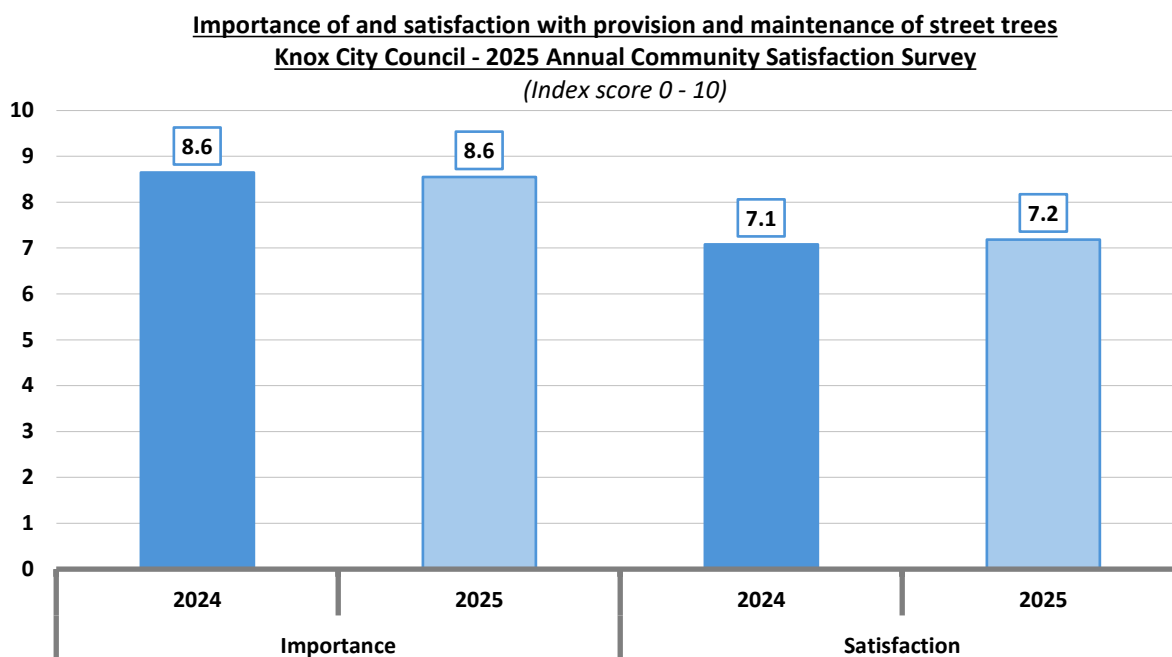
<i>Tree roots</i>	
When the trees and roots grow underneath, they push up the slabs causing trip hazards and not safe	3
Tree roots are causing the footpaths to crack. Not safe to walk	1
With Council planting gum trees, it has raised footpath, and it is not safe	1
Total	5
<i>Sweeping / cleanliness</i>	
No sweeping done and there are tree leaves every day when wind is coming, and I have to clean it myself	1
Not in line with the footpaths. I need to look behind me to see if cars are coming. Instead of 2, make 1 to cover them both	1
People's garden not being maintained	1
I don't use the footpath anymore; I'm judging it by the amount of people coming by	1
Total	4
<i>Tree branches / leaves</i>	
Branches and leaves on the path	1
Tree branches and leaves keep falling on the footpath and it is not swept properly	1
Total	2
<i>Other</i>	
Too many gum trees	1
Total	1
<i>Specific locations</i>	
If there can be an extra footpath crossing Ferntree Gully Rd	1
Non-existent footpaths in Blackwood Park	1
Tetragona Quad and surrounding area roots are destroying footpaths	1
Aisbett St, a lot of cracked footpaths	1
Flooding due to blockage on Far View Dr	1
Uneven footpaths in Mare Ct	1
Footpaths are not even on Darwin Rd	1
Footpaths in Lakesfield Dr is not even	1
Need maintenance on Trisha Dr	1
Need to be repairs done around Berrabri Rd	1
Uneven and cracks on the footpaths in Kanooka Rd	1
Total	11
Total responses	72



The provision and maintenance of street trees

The provision and maintenance of street trees was the 23rd most important of the 36 included services and facilities, with an average importance of 8.6 out of 10.

Satisfaction with street trees remained essentially stable this year at 7.2 out of 10, which was a “good” level of satisfaction.



This result ranks street trees 32nd in terms of satisfaction this year, and one of seven that received a satisfaction score measurably lower than the average of all 36 (7.7).

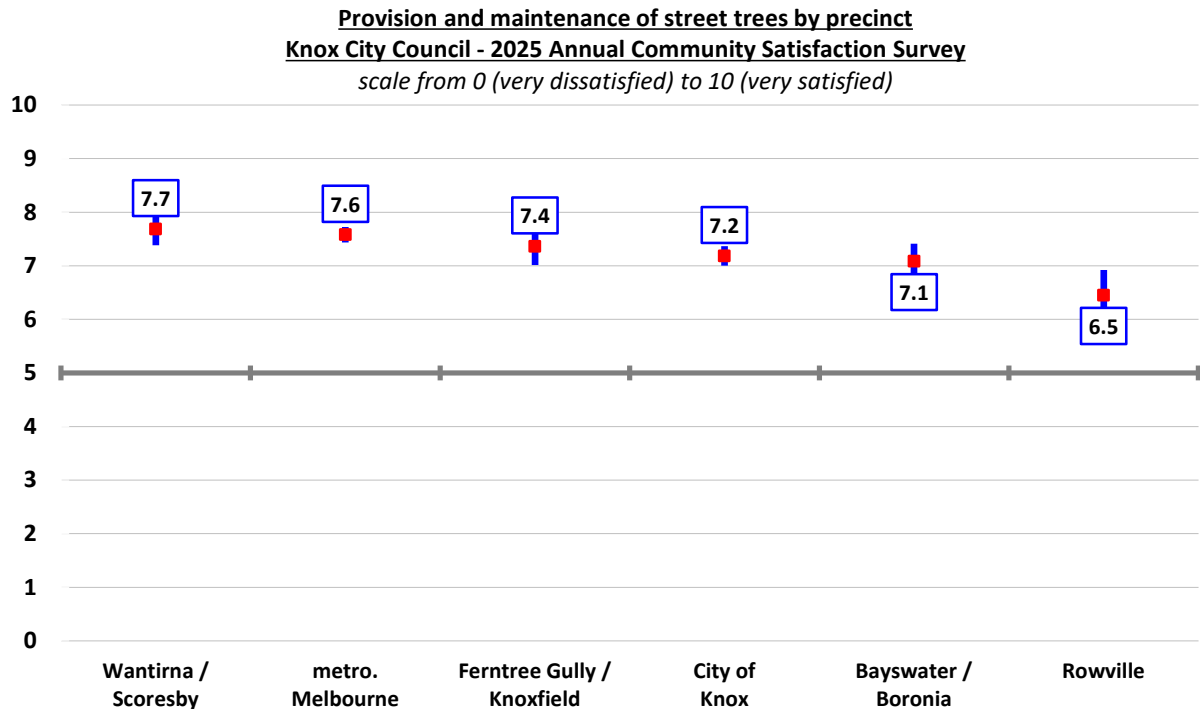
This result comprised 52% “very satisfied” and ten percent dissatisfied respondents, based on a total sample of 478 of the 500 respondents who provided a score.

There was some variation in satisfaction observed by respondent profile, with young adults (aged 18 to 34 years) notably (4%) more satisfied, and older adults (aged 60 to 74 years) notably (4%) less satisfied than average.

By way of comparison, satisfaction with street trees was measurably lower than the metropolitan Melbourne average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with street trees observed across the municipality, with respondents from Wantirna / Scoresby measurably more satisfied than the municipal average, and respondents from Rowville measurably less satisfied.





The following table outlines the 96 comments, and 10 locations of concern received in relation to the provision and maintenance of street trees. The most common issues raised by respondents related to tree maintenance, pruning, and cutting (29 comments), branches and leaves (28 comments), gum trees (11 comments), and perceived dangerous trees (6 comments).

Reasons for dissatisfaction with provision and maintenance of street trees
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Tree maintenance / pruning / cutting</i>	
Trees are not being pruned / maintained well	9
Needs more pruning / trimming / maintenance	7
Need to cut down the trees	2
A lot of trees fall down, and Council doesn't know	1
Can do better	1
Could be improved after heavy storms	1
I hate they cut the trees	1
Managing only after very long time	1
Not maintained in a safe manner	1
Overgrown trees	1
Overgrown trees must be maintained quickly	1
They all are hanging down; we had to beg them to come and take them out	1
They are not cut enough. It affects the structure of property	1
Trees are too big	1
Total	29

<i>Branches and leaves</i>	
Leaves everywhere, frequent cleaning / are a hassle	6
Branches falling from the tree in front of the house / public places	5
Broken branches	3
Too much overhanging branches	3
A lot of branches which make it unsafe for pedestrians, and they fall on houses	1
After every storm there is branches everywhere, they do it only after a big thing like a tree on your house	1
Branches are too high	1
Branches fall onto the road and it's difficult for me or my husband to look after it especially after me meeting with an accident	1
Different trees, leaves come down in the weather. Had to clean out of my driveway	1
My house you can see this tree bigger, and the leaves go to the gutter, and we need to spend more to clean	1
Overhanging on the walkway. Takes a while to get done	1
Street sweeping and cleaning not done properly	1
The tree at the front we got often drops branches if it's the Council's tree they should provide better care for it	1
The tree branches keep falling down and parking of car is not possible	1
Tree in front of 3 Rowan Pl is too big, big branch always fall. Tree is too old	1
Total	28

<i>Gum trees</i>	
Gum trees are not maintained well	2
Gum trees are too big for suburban areas / do not belong here	2
Gum trees are a real hazard. Branches falling off the tree all the time, dead leaves falling into my garden	1
Gumtree on the front, complained about it but no action taken	1
Horrible gum trees	1
Need to look at gum trees. They are bad, can drop across roads. Especially during storms	1
Overgrown branches should be pruned, it's a safety issue especially broken gum tree branches	1
Putting gum trees is not the smartest choice	1
Should not plant big gum trees and it is not consistent. Beautiful trees down the other streets	1
Total	11

<i>Tree condition / dangerous trees</i>	
Big tree in front leaning towards house, made complaint but not yet resolved	1
Huge and dangerous tree in front of my house	1
Street trees are in very bad condition. Need to get maintained. Overgrown	1
They don't look at the danger of fallen branches	1
Tree is too big	1
Very old tree in front of house not pruned, dangerous for the house	1
Total	6



<i>Blocking vision</i>	
On the roundabouts there are bushes that hang out and obscure your vision	1
Planting trees at the wrong places, makes it difficult for drivers	1
The trees which replaced gum trees are hindering the vision of the road	1
Trees blocking vision on roads	1
Trees right in sight, can't see traffic	1
Total	5
<i>Tree roots</i>	
I had 2 trees that had roots coming from the concrete. Council cut an extra tree along with it. They didn't respond when I called them. Pathetic	1
Not suitable for residential areas, not just leaves but potentially cause damage to home, one side tree roots which affect house foundation, structural engineer issues with our home	1
Pathway lifting	1
The tree growth is too much, it covers the footpath, Council should help out more	1
Tree roots found on footpaths	1
Total	5
<i>Trees and powerlines</i>	
Had a lot of trouble with trees rubbing against the power lines. They are slow to respond	1
My power goes out all the time as they don't maintain the trees enough	1
Some look weird, cut like u shaped	1
Some trees are at risk to contact electricity line	1
Tall trees need to be cut down, near power lines	1
Total	5
<i>Lack of trees / choice of trees</i>	
Some places there are no trees	2
Not putting correct trees	1
They have odd trees everywhere	1
Total	4
<i>Other</i>	
The median strip with grass likes in High Street Rd	1
Some trees destroy the grass from underground	1
They not cutting the grass	1
Total	3
<i>Specific locations</i>	
At Orange Gr, on a public holiday private contractor trimmed a tree	1
Inappropriate tree choice on Flamingo Dr	1



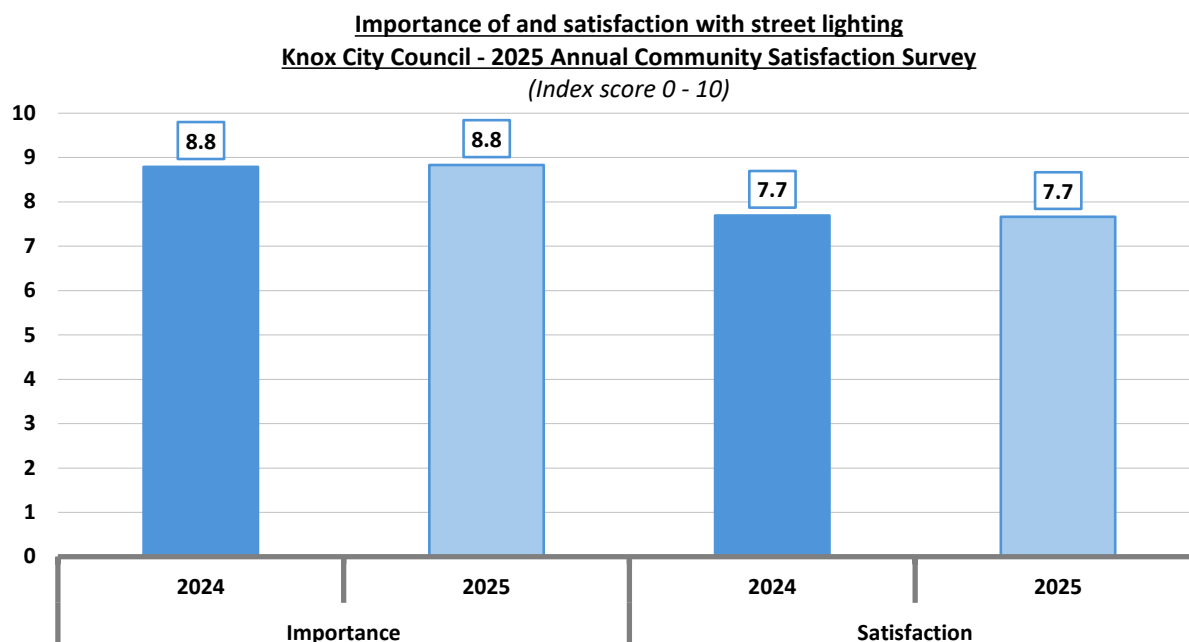
My tree is almost dead, Dandrea Ct	1
Need to trim back a lot, block gutters, powerlines on a side on Clifford St probably that's why not trimmed	1
Street tree maintenance of Stud Rd is really bad. They need to manage rotten trees	1
Tetragona Quad trees trimming makes my garden bad	1
The tree blocking our view on Karoo Rd	1
The tree blocking our view on Valleyview Dr	1
There's always a lot of trees down in the park behind us (Walker Reserve)	1
They don't maintain much up here at The Basin, trees are dying	1
Total	10
Total responses	106

Street lighting

The provision and maintenance of street lighting was the 8th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street lighting remained stable this year at 7.7 out of 10, which remains at a “very good” level of satisfaction.

This result ranks street lighting 19th in terms of satisfaction this year.



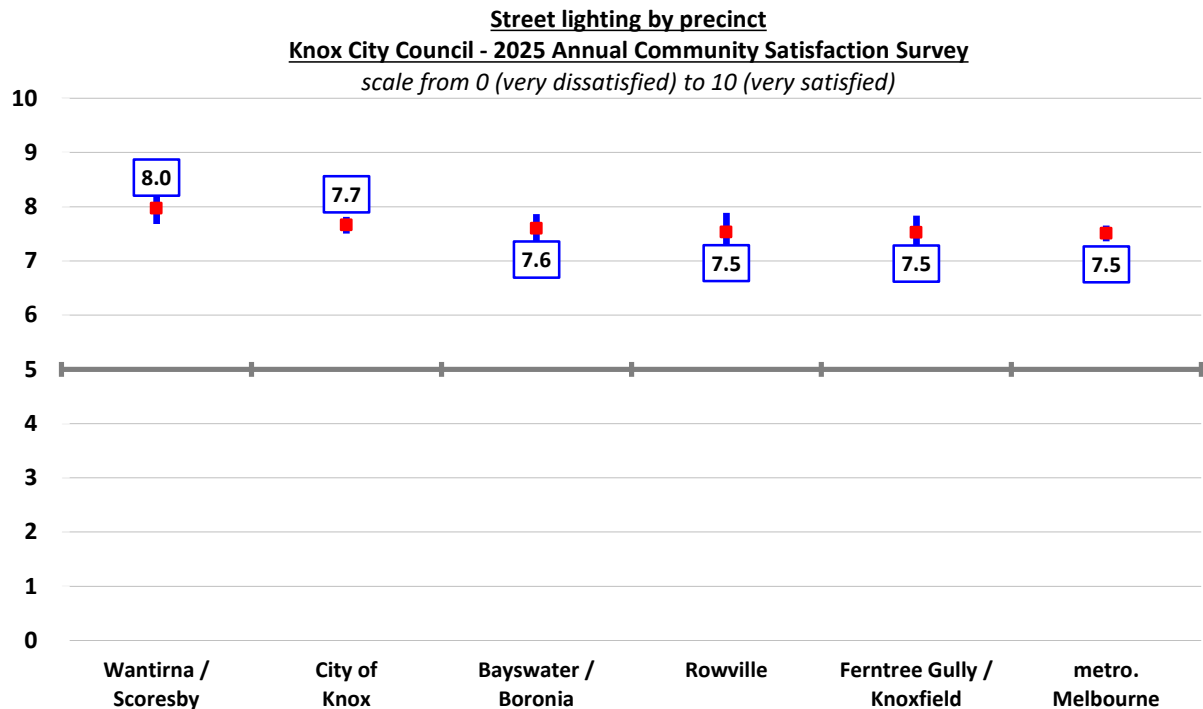
This result comprised 61% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 482 of the 500 respondents who provided a score this year.

There was no substantive variation in satisfaction with street lighting by respondent profile.



By way of comparison, satisfaction with street lighting was marginally (2%) higher than the metropolitan Melbourne average satisfaction with the “provision and maintenance of street lighting” of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with street lighting observed across the municipality at the precinct level.



The following table outlines the 39 comments, and 17 locations of concern received in relation to street lighting.

Reasons for dissatisfaction with street lighting
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
More lights needed	8
Lights are not enough	5
Streets / areas are dark	4
No visibility during night especially on the footpaths	2
Not maintained / managed properly	2
Very dim lights can't see anything properly	2
Because there has been lots of robberies and we did contact the Council and they came I'm and said they can increase the lighting, so I had to put up my own	1
Dangerous area	1
Footpaths have no lights	1
I called about my light no one came to fix it	1
It's like some areas are a bit dark and feeling unsafe when you walk at night	1
Knox dog park lighting is not sufficient at night	1

More streetlight, walking in the dark, streets could be better lit	1
Nighttime lot of people come to house, last time car outside, locked and they steal everything	1
No lights in the park	1
No lights on the street in front of the house	1
Not enough lights on footpaths which makes it difficult to walk	1
Not frequent spacing	1
Poor lighting in public spaces and footpaths	1
Some areas badly lit because of the placement of the lights	1
Streetlight pole leaning forwards, might fall soon	1
Trees mask the streetlights	1
Total	39
<i>Specific locations</i>	
Could be better in Bellfield Dr	3
Napoleon Rd is dark. Dangerous	2
Aisbett Avenue St lighting needs to be adequate	1
Could be improved on Laanecoorie Dr	1
Could be upgraded along the Lakesfield Dr	1
Do more lighting in Napoleon Rd	1
Elm St is pretty dark	1
Need a few more Camley Ct	1
Need lighting on Mareeba Cres	1
Need more lighting in Kanooka Rd and many other parts of Knox	1
Not enough in Boronia Rd	1
Not much lighting on Bayview Cres	1
Short St, near the west part needs one lighter	1
The cap on lighting needs to be put back on Caroline Ct	1
Total	17
Total responses	56

Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 21st most important of the 36 included services and facilities, with an average importance of 8.6 out of 10.

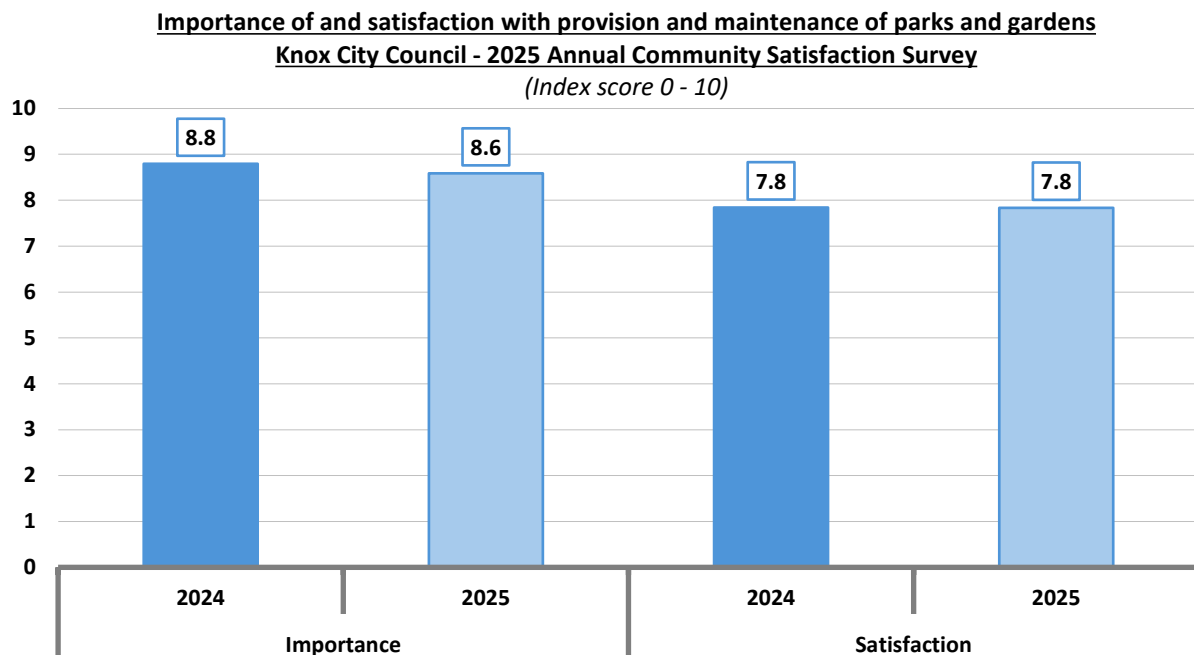
Satisfaction with parks and gardens remained stable this year at 7.8 out of 10, which remains an “excellent” level of satisfaction.

This result ranks parks, gardens, and reserves 16th in terms of satisfaction this year.

This result comprised 64% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 468 of the 500 respondents who provided a score this year.

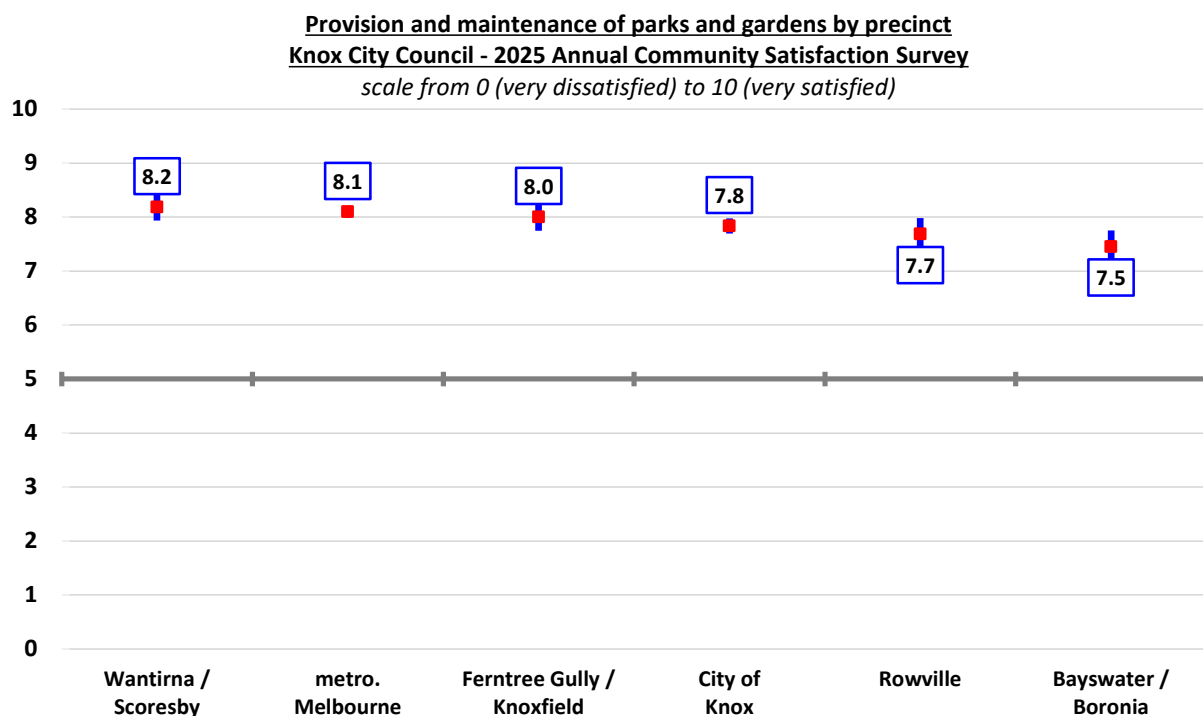


There was some variation in satisfaction with parks and gardens observed by respondent profile, with senior citizens (aged 75 years or older) somewhat (4%) more satisfied than average.



By way of comparison, satisfaction with parks, gardens, and reserves was measurably lower than the metropolitan Melbourne average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with parks and gardens observed across the municipality at the precinct level.



The following table outlines the 25 comments, and three locations of concern received in relation to the provision and maintenance of parks and gardens.

Reasons for dissatisfaction with provision and maintenance of parks and gardens

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

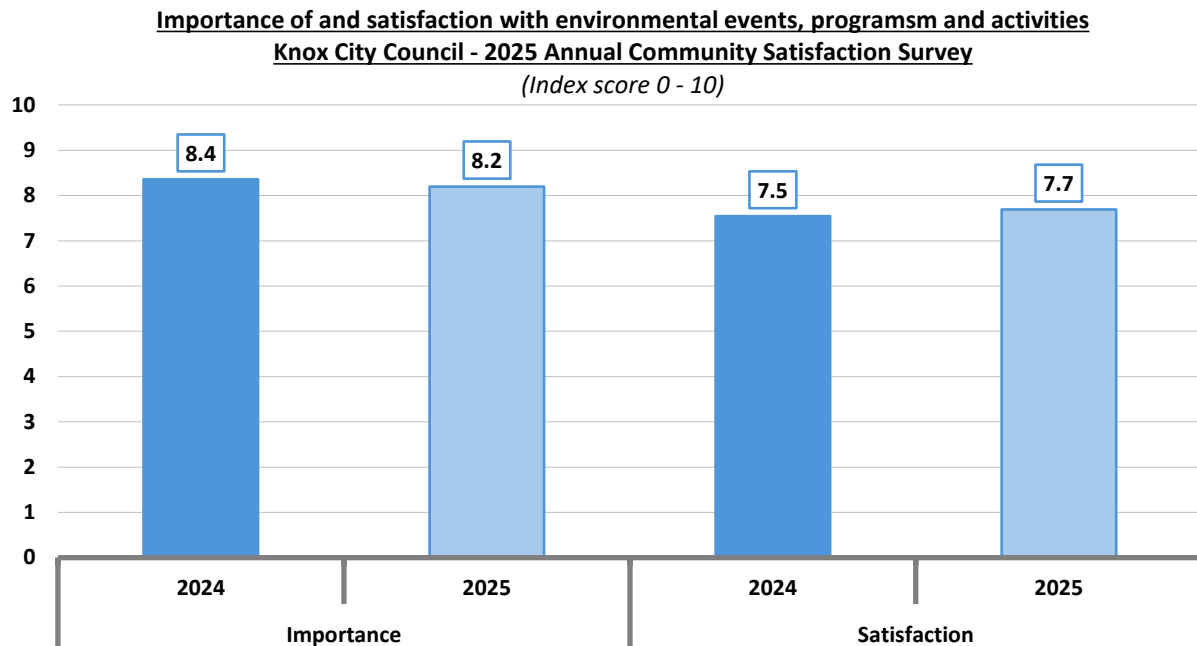
<i>Reason</i>	<i>Number</i>
Overgrown grass / weeds	3
Rubbish lying around	3
Not maintained properly	2
They don't get mowed enough	2
Broken fences	1
Facilities are a bit old	1
Glass and bottles lying around	1
I have to mow to lawns	1
Litter collection	1
Messy because of feral people	1
Needles	1
Not enough bins in the parks	1
Not enough swings	1
Not fond of the plants they put in the park	1
Not maintained frequently	1
People dumping waste in the parks	1
The one near the major highway has not been maintained	1
They don't clean up neighbouring property very well on the sides	1
We don't have many here	1
Total	25
<i>Specific locations identified by respondents</i>	
R.D. Egan Lee reserve has been let overgrow and needs maintenance, it's very dry and long	1
Rowville local park has really bad lighting	1
Rowville local park has really public toilets	1
Total	3
Total responses	28

Environmental events, programs, and activities

Environmental events, programs, and activities were the 34th most important of the 36 included services and facilities, with an average importance of 8.2 out of 10, and one of four that were measurably less important than the average of all 36 (8.6).



Satisfaction with these services marginally increased this year, up two percent to 7.7 out of 10, which is an “excellent”, up from a “very good” level of satisfaction.



This result ranks these services 17th in terms of satisfaction this year.

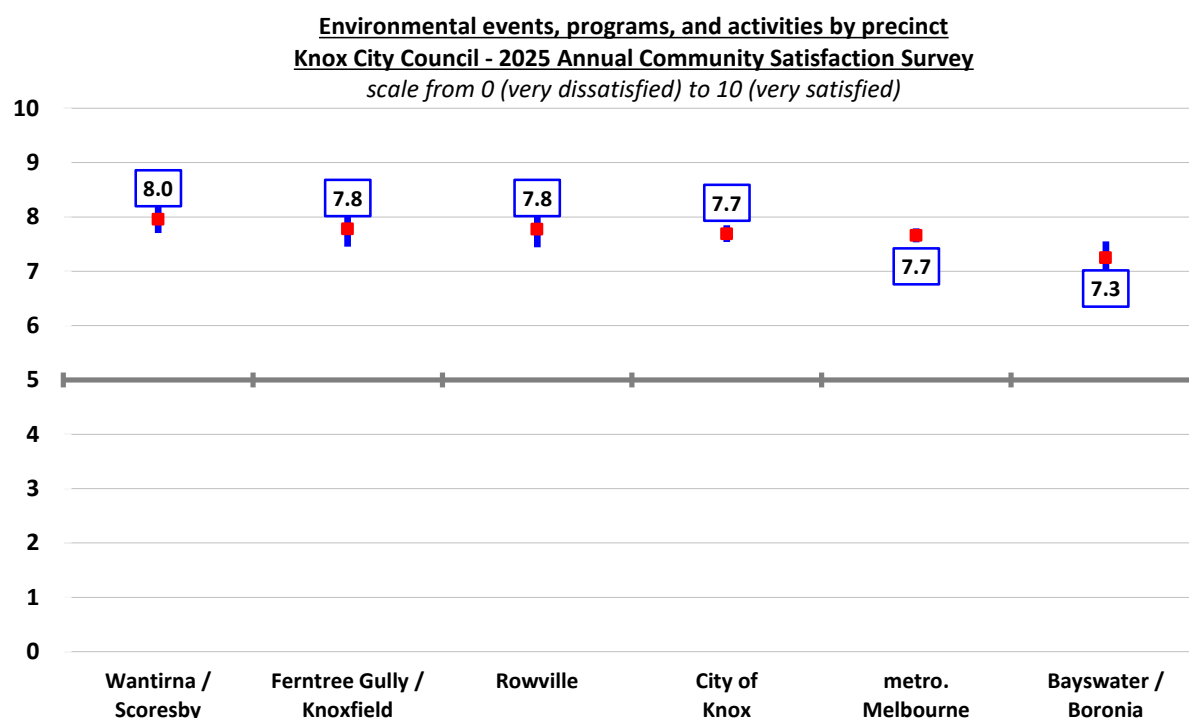
This result comprised 61% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 394 of the 500 respondents who provided a score this year.

There was some variation in satisfaction with these services observed by respondent profile, with adults (aged 35 to 44 years) somewhat (4%) more satisfied than average.

By way of comparison, satisfaction with these services was identical to the metropolitan Melbourne average satisfaction with the “Council meeting its responsibilities towards the environment” of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was some statistically significant variation in satisfaction with these services observed at the precinct level, with respondents from Bayswater / Boronia measurably less satisfied than the municipal average, and at a “very good” rather than an “excellent” level.





The following table outlines the 11 comments received in relation to environmental events, programs, and activities.

Reasons for dissatisfaction with environmental events, programs, and activities
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
Never heard or saw advertisements about such events or programs	3
I don't see much of it; all I see are high rises	1
I have a neutral opinion	1
No one cares	1
No real environmental activities	1
Not committed to this	1
Spend less time on such things and more money on people and services for them	1
Unaware	1
Waste of money	1
Total	11

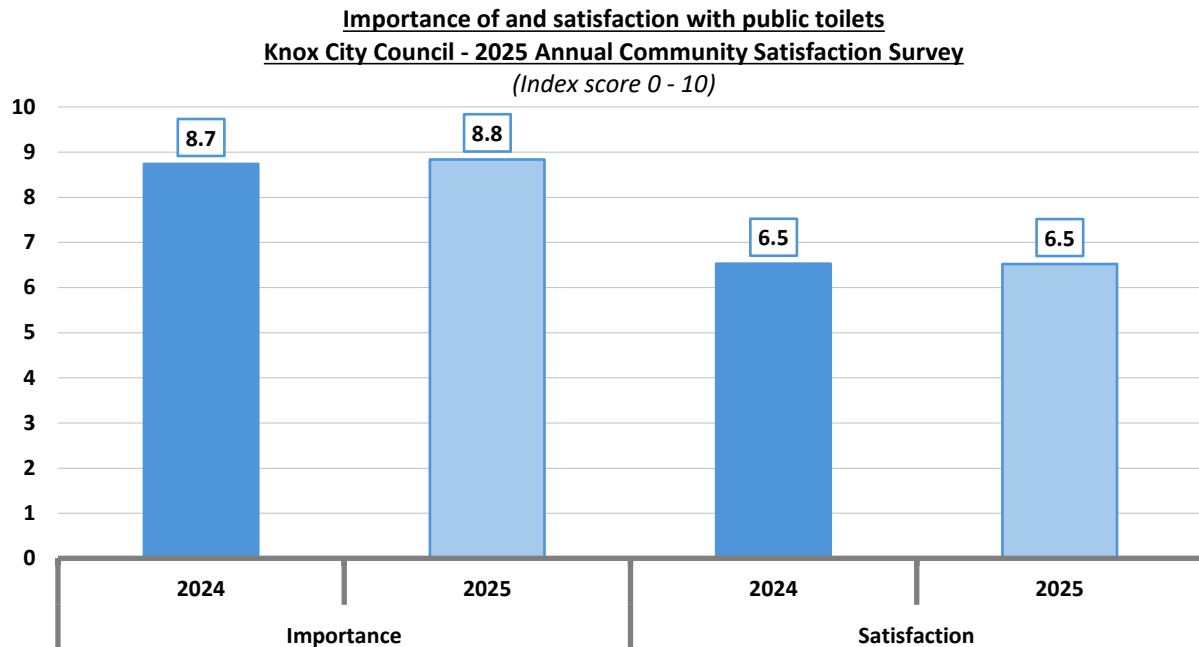
Public toilets

Public toilets were the 7th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.



Satisfaction with public toilets remained stable this year at 6.5 out of 10, which remains a “good” level of satisfaction.

This result ranks public toilets 35th in terms of satisfaction this year, and one of seven that received a satisfaction score measurably lower than the average of all 36 (7.7).



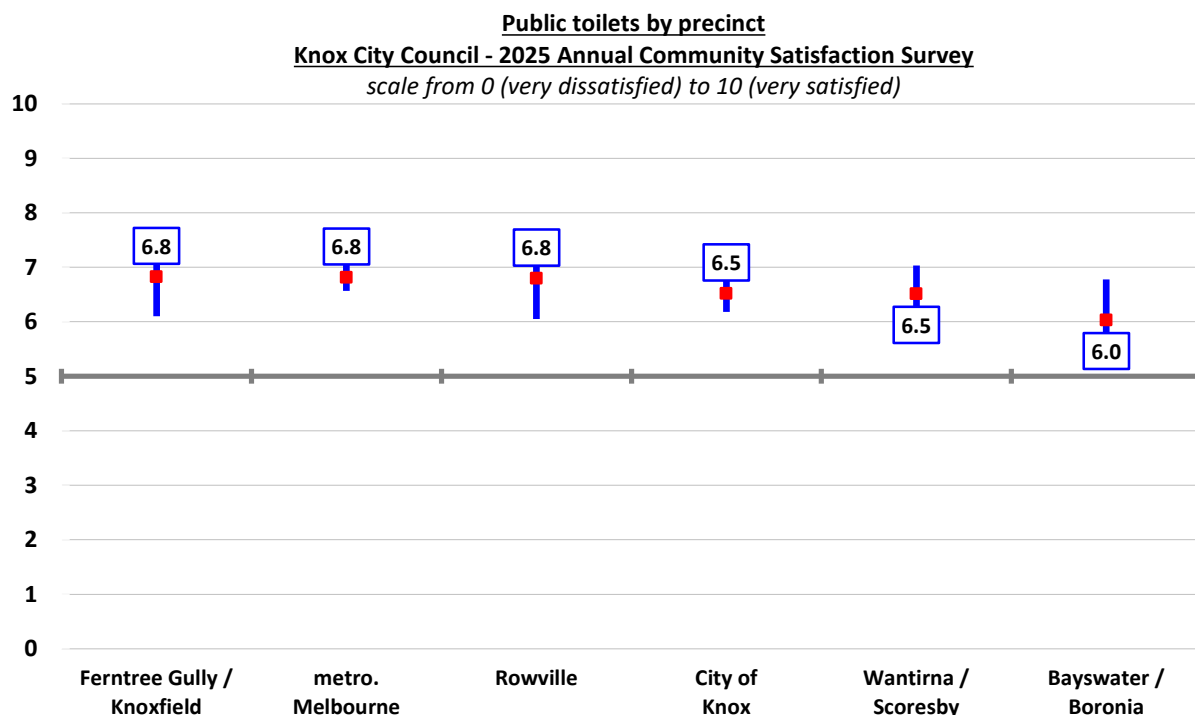
This result comprised 36% “very satisfied” and 14% dissatisfied respondents, based on a total sample of 162 of the 164 respondents (33%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with the public toilets observed by respondent profile, with young adults (aged 18 to 34 years) notably (6%) less satisfied than average, and at a “poor” rather than a “good” level. Conversely, adults (aged 35 to 44 years) were notably (6%) more satisfied. Respondents from multilingual households were notably (5%) more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with public toilets was somewhat (3%) lower than the metropolitan Melbourne average satisfaction with the “public toilets” of 6.8 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with public toilets observed across the municipality at the precinct level.





The following table outlines the 50 comments, and eight locations of concern received in relation to public toilets.

Reasons for dissatisfaction with public toilets
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

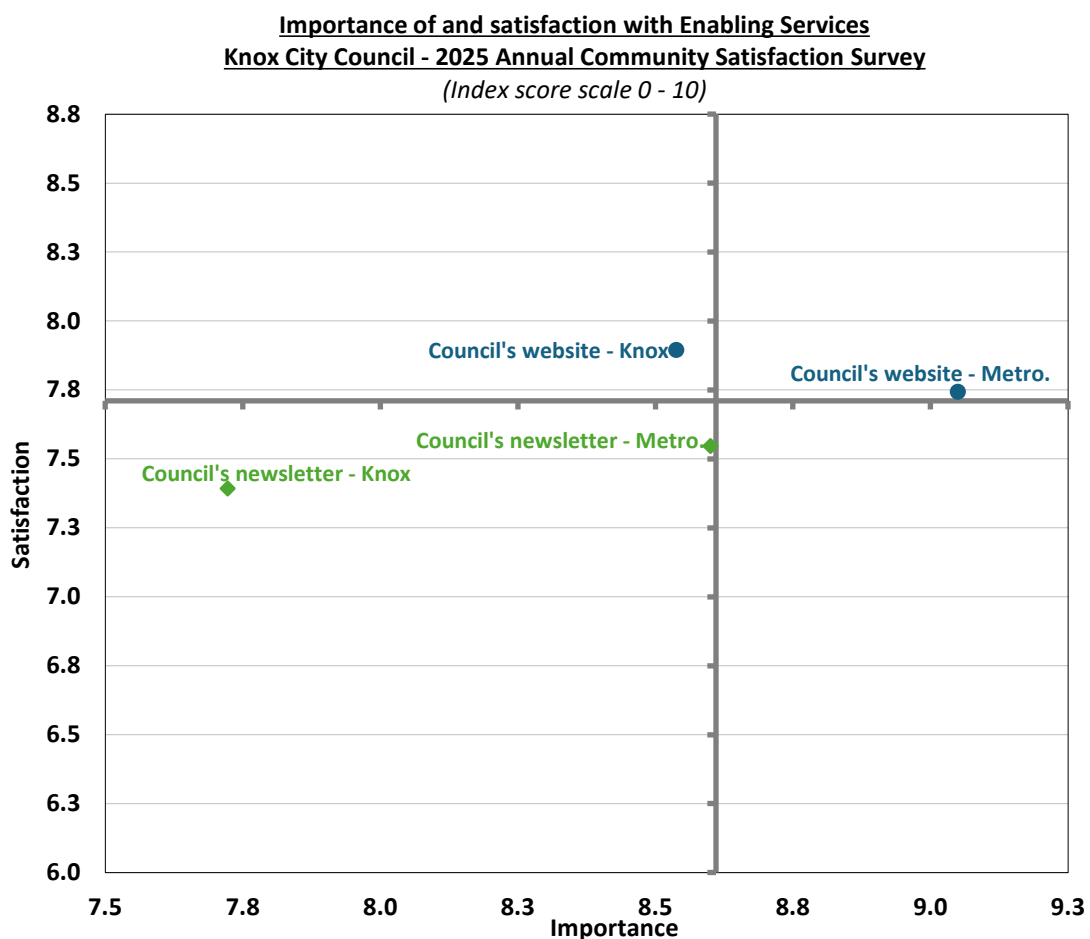
Reason	Number
Dirty / gross / unhygienic	16
Need regular cleaning / maintenance	8
Not enough around	4
Better odour control is needed because they smell disgusting	3
No lights at night	2
Not a lot available / visible around town	2
Footy one should be made public	1
I understand it's hard to maintain	1
I went use but after seeing it, I chose not to, it's that bad	1
Location as there are not many strip shops around	1
Locks don't work at Mountain Gate	1
No toilet paper	1
Not cleaned often	1
Not convenient	1
Not enough for elderly	1
Safety as we need them to be not too far or secluded	1
Self-cleaning toilets are not working	1
Should have self-lockable ones	1
Struggled to find them. If you do not go into the shopping centres there won't be any toilets around	1
They are disgusting because of the junkies	1



Toilets are contaminated	1
Total	50
<i>Specific locations identified by respondents</i>	
Mountain Gate public toilet	2
Belgrave main street public toilet	1
Knoxfield Shops	1
Park	1
Scoresby Village outside woolies	1
Templeton reserve	1
Tim Neville Arboretum toilets	1
Total	8
Total responses	58

Enabling Services

There were two communication related services and facilities from the Enabling Services division of Council included in the survey this year, as outlined in the following graph. Both of these services were of lower than average importance. Satisfaction with Council's website was marginally higher than average, while satisfaction with Council's newsletter was somewhat lower than average.



Council's monthly newsletter "Knox News"

The *Knox News* was the least important (36th) of the 36 included services and facilities, with an average importance of 7.7 out of 10, one of four services and facilities to be measurably less important than the average of all 36 (8.6).

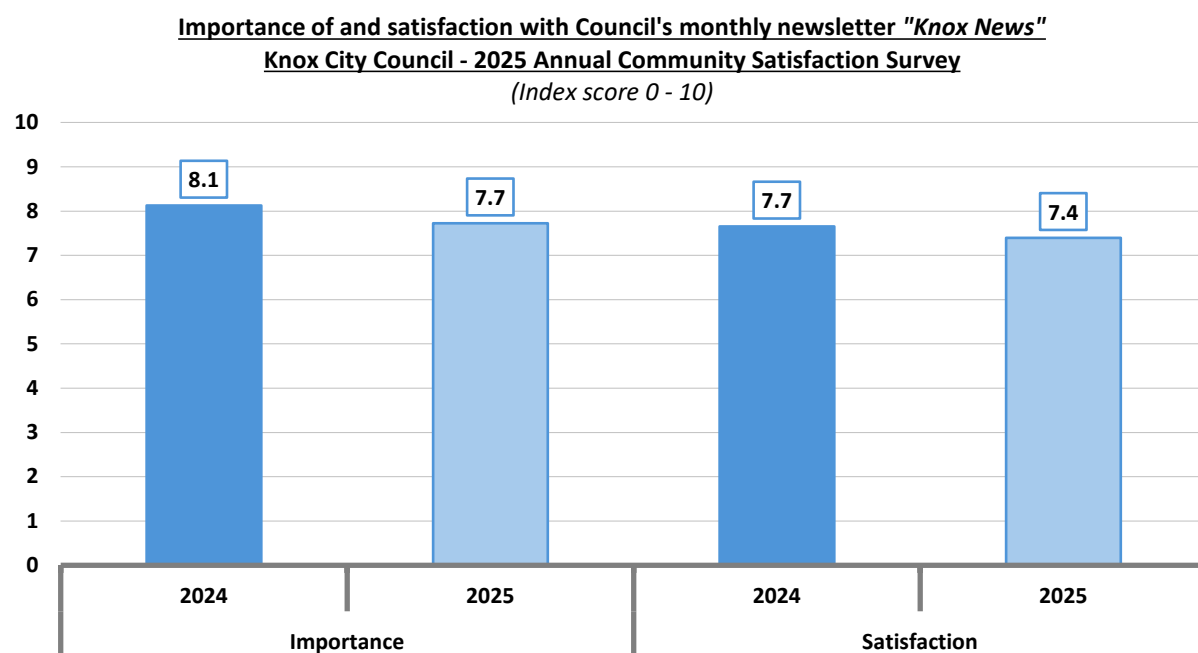
Satisfaction with the *Knox News* declined somewhat this year, down three percent to 7.4 out of 10, which remains a "very good" level of satisfaction.

This result ranks the publication 28th in terms of satisfaction this year.

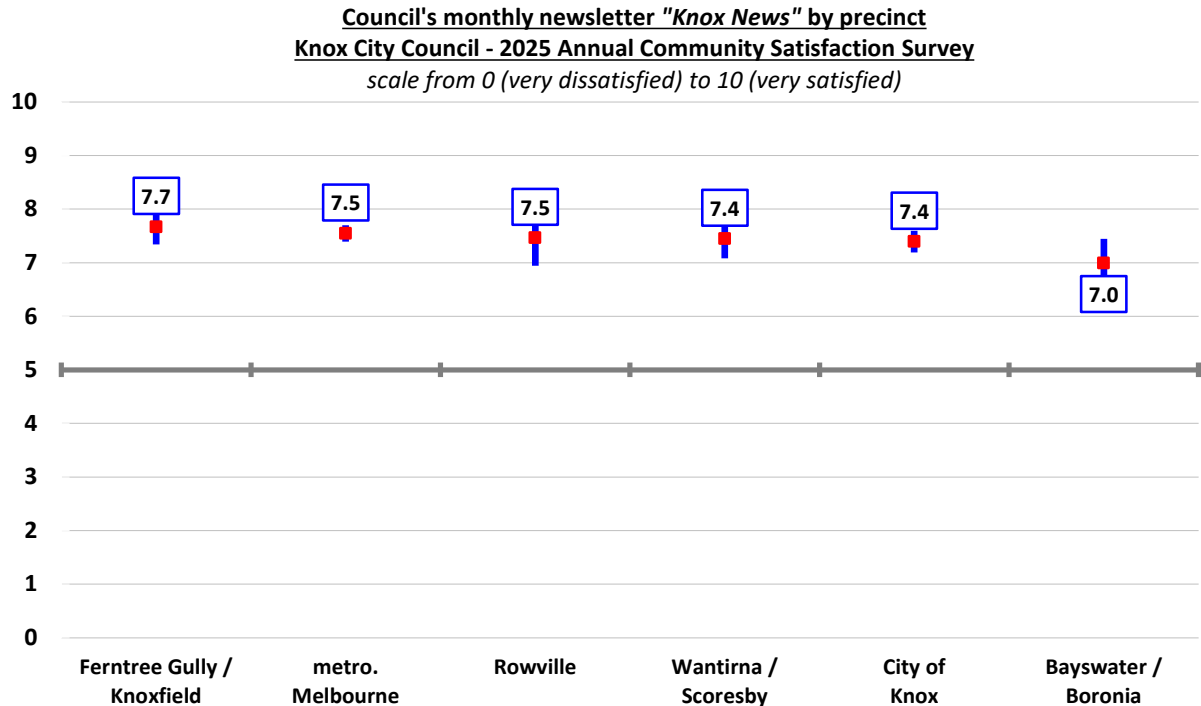
This result comprised 56% "very satisfied" and seven percent dissatisfied respondents, based on a total sample of 414 of the 500 respondents who provided a score this year.

There was no substantive variation in satisfaction with the *Knox News* observed by respondent profile.

By way of comparison, satisfaction with the *Knox News* was essentially the same as the metropolitan Melbourne average satisfaction with the "Council's regular printed newsletter" of 7.5 out of 10, as recorded in the 2025 *Governing Melbourne* research.



There was no statistically significant variation in satisfaction with the *Knox News* observed across the municipality at the precinct level.



The following table outlines the 37 comments received in relation to the *Knox News*.

Reasons for dissatisfaction with Council's monthly newsletter "Knox News"

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

Reason	Number
Don't receive it	8
Don't get it often	5
I don't read it	4
Doesn't include what the council is doing around the area or any plans or their job	2
I don't think it's important or many people are interested in it	2
It's boring	2
Doesn't relate to us	1
Dorset Rd extension has been mentioned but never actually done, particularly bypass to Napoleon Rd	1
I have a neutral opinion	1
It needs to be transferred to be digital to reduce cost	1
It should be available to read online as well	1
It should be less political and more factual. They promote their agenda whenever they can	1
It's not enticing enough to read	1
Need it weekly	1
Not enough information	1
Not interested	1
Not much of what is said on the Council reports are relevant to me	1
Pointless as everything is online nowadays	1
Topics are not interesting	1
Waste of money	1
Total	37

Council's website

Council's website was the 25th most important of the 36 included services and facilities, with an average importance of 8.5 out of 10.

Satisfaction with the website increased marginally this year, up two percent to 7.9 out of 10, which is an "excellent" level of satisfaction.



This result ranks the website 13th in terms of satisfaction this year.

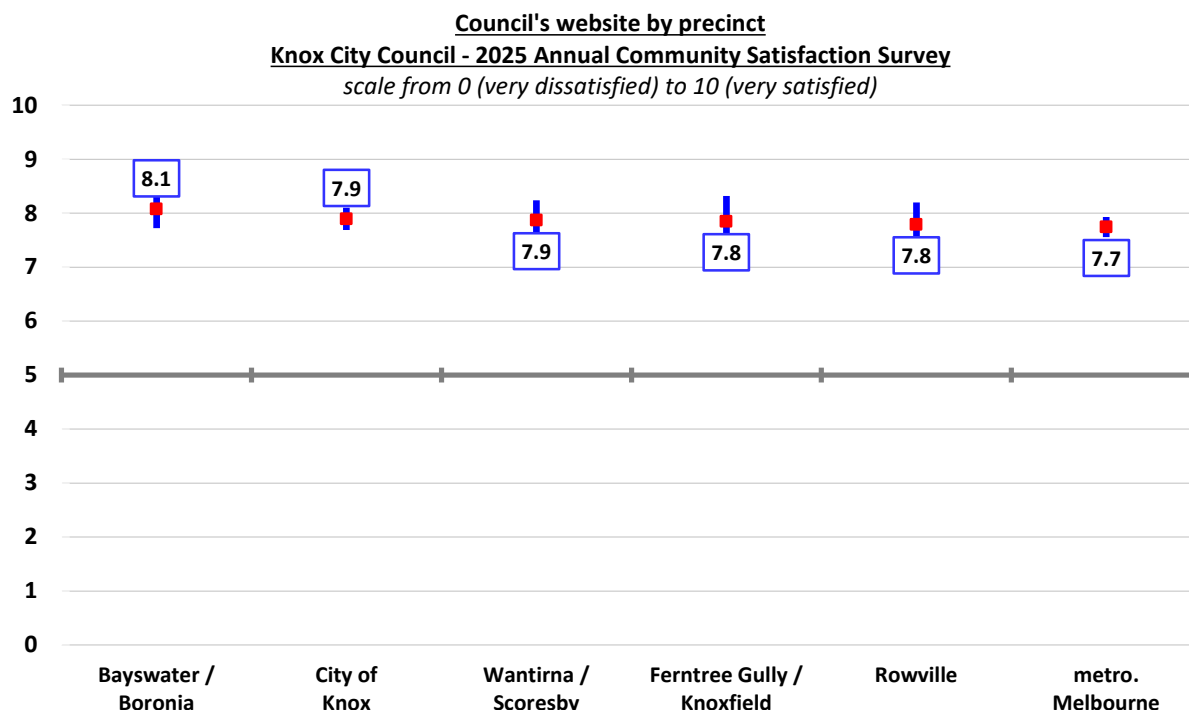
This result comprised 69% "very satisfied" and three percent dissatisfied respondents, based on a total sample of 204 of the 206 respondents (41%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with the website observed by respondent profile, with female respondents notably (6%) more satisfied than male respondents.

By way of comparison, satisfaction with the website was marginally (2%) higher than the metropolitan Melbourne average satisfaction with the "Council's website" of 7.7 out of 10, as recorded in the 2025 *Governing Melbourne* research.

There was no statistically significant variation in satisfaction with Council's website observed across the municipality at the precinct level.





The following table outlines the 13 comments received in relation to Council's website.

Reasons for dissatisfaction with Council's website
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Reason</i>	<i>Number</i>
Difficult to find information	2
Complicated	1
Difficult to navigate	1
Hard to use for people not used to computers	1
Not as easy as it looks, e.g. there was no information about bag	1
Not user friendly	1
Seems complicated for the older people	1
Site was down for a couple of days	1
They should improve the hyperlinks	1
Very clunky	1
Very difficult to get any numbers, it operates like a vacuum or a closed shop	1
Website could be more streamlined	1
Total	13

Current issues for people living in the City of Knox

Respondents were asked:

“Can you please list what you consider to be the top three issues to address for the City of Knox at the moment?”

Respondents were again in 2025 asked to identify what they considered to be the top three issues to address for the City of Knox “at the moment”.

Approximately two-thirds (64% up from 63%) of the 500 respondents provided a total of 609 responses, at an average approximately two issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and examination of change over time.



This is a critical component of the *Annual Community Survey* program, as it provides meaningful insight into the range of issues currently of importance to the community and insight into how these issues may be impacting on community satisfaction with Council.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.

Top issues for the City of Knox at the moment
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total respondents)

Response	2025		2024	2025 Metro.*
	Number	Percent		
Road maintenance and repairs	91	18%	18%	9%
Safety, policing and crime	61	12%	7%	7%
Rubbish and waste issues inc. garbage	47	9%	6%	7%
Provision and maintenance of street trees	42	8%	8%	7%
Traffic management	31	6%	10%	9%
Council rates	27	5%	8%	4%
Parks, gardens and open spaces	27	5%	5%	5%
Parking	24	5%	4%	6%
Building, housing, planning and development	16	3%	3%	4%
Communication, consultation, provision of information	14	3%	4%	1%
Footpath maintenance and repairs	13	3%	4%	3%
General infrastructure provision and maintenance	12	2%	2%	1%
Lighting	12	2%	3%	7%
Public transport	11	2%	4%	3%
Environment, conservation and climate change	10	2%	3%	1%
Elderly services and facilities	9	2%	2%	1%
Street cleaning and maintenance	9	2%	2%	3%
Cleanliness and maintenance of area	8	2%	3%	2%
Children activities and facilities	7	1%	1%	0%
Council customer service / responsiveness	7	1%	1%	0%
Council governance, performance and accountability	7	1%	1%	1%
Drains maintenance and repairs	7	1%	1%	3%
Housing availability / affordability	7	1%	1%	0%
Nature strip issues	6	1%	1%	0%
Prov. and maint. of sports and recreation facilities	6	1%	0%	2%
Public toilets	6	1%	2%	2%
Quality and provision of community services	6	1%	0%	1%
Shops, restaurants, bars and entertainment venues	6	1%	2%	0%
Community activities / centres / arts and culture	5	1%	1%	0%
Dogs off-leash parks / bins / facilities	5	1%	0%	2%
Recycling collection	5	1%	0%	0%
Animal / pest management	4	1%	3%	1%
Education and schools	4	1%	1%	1%
Financial issues and priorities for Council	4	1%	1%	1%
Youth activities, services and facilities	4	1%	1%	0%
All other issues (25 separately identified issues)	49	10%	15%	13%
Total responses	609		638	833
<i>Respondents identifying at least one issue</i>	321 (64%)		314 (63%)	468 (59%)

(*) 2025 metropolitan Melbourne average from Governing Melbourne



It is important to bear in mind that these responses were not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Knox City Council. Many of the issues that respondents nominate as significant are generally within the remit of other levels of government.

There were some notable changes in the issues results observed between 2024 and 2025, as follows:

- ***Somewhat to notably increased this year*** – included safety, policing, and crime issues (12% up from 7%) and rubbish and waste issues (9% up from 6%).
- ***Somewhat declined this year*** – included traffic management (6% down from 10%) and Council rates, fees, and charges (5% down from 8%).

There was some variation observed in the top issues to address between the City of Knox and metropolitan Melbourne, as recorded in the 2025 *Governing Melbourne* research, as follows:

- ***Notably more commonly nominated in the City of Knox*** – included road maintenance and repairs including roadworks (18% compared to 9%) and safety, policing, and crime (12% compared to 7%).
- ***Somewhat to notably less commonly nominated in the City of Knox*** – included traffic management (6% compared to 9%) and lighting related issues (2% compared to 7%).

Roads and traffic:

The most significant issues raised by respondents this year related to roads (which includes the condition and maintenance of roads, e.g., potholes, as well as roadworks, and similar issues) and traffic management (which includes issues around traffic congestion, commuting times and similar issues).

A total of 18% of the respondents nominated road maintenance and repairs related issues again this year, which is double the metropolitan Melbourne average of nine percent.

Traffic management issues were nominated by six percent of respondents, somewhat below the metropolitan average of nine percent.

By way of comparison, the City of Knox so far in 2025 is one of four councils to report significantly higher than metropolitan average road maintenance and repairs issues, including Cardinia, Mornington Peninsula, and Nillumbik shires, as well as the City of Bayside.

These results clearly reinforce significant community concern around roads particularly, but not exclusively arterial roads. This result was strongly reinforced by the satisfaction with major arterial roads and freeways (6.2 or “solid”) and satisfaction with sealed local roads (6.8 or “good”), as discussed in the [satisfaction with services and facilities](#) section of this report.



It is also noted that satisfaction with the maintenance and repair of major arterial roads and freeways managed by VicRoads recorded the lowest satisfaction, with sealed local roads recording the third lowest satisfaction of the 36 services and facilities measured in the survey, both measurably and significantly lower than the average satisfaction with all 36 of 7.7.

As discussed in the [Relationship between issues and overall satisfaction](#) section, the 91 respondents who nominated road maintenance and repair issues, were somewhat (2% down from 7%) less satisfied with Council's overall performance than the municipal average (6.6 compared to 6.8), and the 31 respondents who nominated traffic management issues were four percent less satisfied (6.4 compared to 6.8).

Metropolis Research is of the view that the inclusion of the additional question asking about satisfaction with major arterial roads and freeways managed by VicRoads may well have reduced the impact of the road maintenance and repairs issue on overall satisfaction with Council. The reason for this being that the additional question may well have assisted respondents in separating their concerns around arterial roads from their underlying satisfaction with Council to some extent.

This result clearly suggest that roads and traffic remain significant issues for many in the City of Knox, and an issue that was still negatively impacting on community satisfaction with the performance of Council.

Safety, policing, and crime issues

There was a substantial increase in the proportion of respondents who raised safety, policing, and crime related issues as a top three issue this year, up from seven percent to 12%.

This was measurably (5%) higher than the metropolitan average of seven percent.

Metropolis Research notes that this increase was consistent with the approximately seven percent decline in the [perception of safety in the public areas of the City of Knox](#) during the day (down 7%), at night (down 7%), and in and around the local activity centre (down 6%).

It is important to note, however, that the 61 respondents who raised safety, policing, and crime issues as a top three issue rated [overall satisfaction with Council at the same level](#) as the municipal average (6.8).

This implies that the community was not, on the whole, marking satisfaction with Council lower due to their concerns around safety, policing, and crime.

This is not always the case, and Metropolis Research has recorded results where safety, policing, and crime issues have negatively impacted on satisfaction with individual councils.



Other notable issues:

Other issues nominated by a smaller proportion of respondents (between four and eight percent) this year in the City of Knox included rubbish and waste issues; street trees; Council rates, fees, and charges; parks, gardens, and open spaces; and parking. These issues were all recorded at similar levels last year, although the decline for Council rates is noted (5% down from 8%).

Most of these issues appear to exert a negative influence on satisfaction with Council's overall performance, for the respondents who raised the issues, although the proportion of respondents nominating each issue was relatively small.

Further discussion of the relationship between the issues nominated in this section and the respondents' overall satisfaction with the performance of Council is included in the [Relationship between issues and overall satisfaction](#) section of this report.

Issues by precinct

There was some variation in the top issues to address for the City of Knox at the moment observed across the municipality, as follows:

- ***Wantirna / Scoresby*** – respondents were somewhat more likely than average to nominate safety, policing, and crime issues, and street trees related issues.
- ***Bayswater / Boronia*** – respondents were somewhat more likely than average to nominate parking related issues.
- ***Ferntree Gully / Knoxfield*** – respondents were somewhat more likely than average to nominate road maintenance and repairs; parks, gardens, and open spaces; traffic management; and building, housing, planning, and development related issues.
- ***Rowville*** – respondents were somewhat more likely than average to nominate road maintenance and repair; safety, policing, and crime; street trees; traffic management and Council rates, fees, and charges related issues.



Top issues for the City of Knox at the moment by precinct
Knox City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

Wantirna / Scoresby	
Safety, policing and crime	16%
Road maintenance and repairs	14%
Provision and maintenance of street trees	12%
Rubbish and waste issues inc. garbage	9%
Parks, gardens and open space	5%
Council rates	5%
Parking	4%
Environment, conservation, climate change	4%
Traffic management	4%
Elderly services and facilities	3%
All other issues	45%
Respondents identifying an issue	89 (69%)

Bayswater / Boronia	
Safety, policing and crime	11%
Rubbish and waste issues inc. garbage	11%
Parking	8%
Council rates	6%
Road repairs and maintenance	6%
Communication, consultation, prov of info.	5%
Provision and maintenance of street trees	4%
Building, planning, housing, development	2%
Traffic management	2%
Council customer service / responsiveness	2%
All other issues	36%
Respondents identifying an issue	64 (51%)

Ferntree Gully / Knoxfield	
Road maintenance and repairs	21%
Rubbish and waste issues inc. garbage	10%
Parks, gardens and open space	9%
Traffic management	9%
Provision and maintenance of street trees	7%
Parking	6%
Safety, policing and crime	6%
Building, planning, housing, development	5%
Council rates	4%
Elderly services and facilities	3%
All other issues	45%
Respondents identifying an issue	96 (68%)

Rowville	
Road maintenance and repairs	34%
Safety, policing and crime	18%
Provision and maintenance of street trees	12%
Traffic management	10%
Council rates	8%
Parks, gardens and open space	7%
Rubbish and waste issues inc. garbage	7%
Public transport	6%
Footpath repairs and maintenance	4%
Lighting	4%
All other issues	51%
Respondents identifying an issue	72 (70%)

City of Knox	
Road maintenance and repairs	18%
Safety, policing and crime	12%
Rubbish and waste issues inc. garbage	9%
Provision and maintenance of street trees	8%
Traffic management	6%
Council rates	5%
Parks, gardens and open spaces	5%
Parking	5%
Building, housing, planning, development	3%
Communication, consultation, prov of info.	3%
All other issues	46%
Respondents identifying an issue	321 (64%)

Eastern region	
Rubbish and waste issues incl. garbage	11%
Lighting	10%
Roads maintenance and repairs	8%
Safety, policing and crime	6%
Provision and maintenance of street trees	4%
Parks, gardens and open spaces	3%
Drains maintenance and repairs	3%
Parking	3%
Council rates	3%
Public transport	3%
All other issues	31%
Respondents identifying an issue	83 (52%)



Issues by respondent profile

There was some variation in the top issues to address for the City of Knox at the moment observed by respondent profile, as follows:

- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to nominate rubbish and waste issues
- ***Adults (aged 35 to 44 years)*** – respondents were somewhat more likely than average to nominate safety, policing, and crime, and communication and consultation related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs; rubbish and waste; street trees; parks, gardens, and open spaces; and traffic management related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were somewhat more likely than average to nominate road maintenance and repairs; building, housing, planning, and development; street cleaning and maintenance; and elderly services and facilities.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to nominate street trees; safety, policing, and crime issues; parking; footpaths; communication and consultation; elderly services and facilities; and Council governance and performance related issues.
- ***Male*** – respondents were somewhat more likely than female respondents to nominate rubbish and waste issues; Council rates, fees, and charges; and parking related issues
- ***Female*** – respondents were somewhat more likely than male respondents to nominate road maintenance and repair related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to nominate safety, policing, and crime issues; street trees; traffic management; and parks, gardens, and open spaces related issues.



Top issues for the City of Knox at the moment by respondent profile

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Male		Female	
Road maintenance and repairs	16%	Road maintenance and repairs	20%
Safety, policing and crime	12%	Safety, policing and crime	13%
Rubbish and waste issues inc. garbage	11%	Provision and maintenance of street trees	9%
Provision and maintenance of street trees	8%	Rubbish and waste issues inc. garbage	8%
Council rates	7%	Parks, gardens and open space	6%
Traffic management	7%	Traffic management	6%
Parking	6%	Council rates	4%
Parks, gardens and open space	5%	Parking	3%
Public transport	3%	Communication, consultation, prov of info.	3%
Building, planning, housing, development	3%	Building, planning, housing, development	3%
All other issues	48%	All other issues	47%
Respondents identifying an issue	161 (67%)	Respondents identifying an issue	157 (61%)

English speaking		Multi-lingual	
Road maintenance and repairs	19%	Road maintenance and repairs	17%
Safety, policing and crime	11%	Safety, policing and crime	14%
Rubbish and waste issues inc. garbage	9%	Provision and maintenance of street trees	10%
Provision and maintenance of street trees	7%	Rubbish and waste issues inc. garbage	9%
Parking	5%	Traffic management	8%
Council rates	5%	Parks, gardens and open space	8%
Traffic management	5%	Council rates	5%
Parks, gardens and open space	4%	Parking	3%
Communication, consultation, prov of info.	4%	Environment, conservation, climate change	3%
Building, planning, housing, development	4%	Lighting	3%
All other issues		All other issues	43%
Respondents identifying an issue	197 (63%)	Respondents identifying an issue	120 (66%)



Top issues for the City of Knox at the moment by respondent profile

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number and percent of total respondents)

Young adults (18 to 34 years)	
Road maintenance and repairs	14%
Rubbish and waste issues inc. garbage	12%
Safety, policing and crime	10%
Provision and maintenance of street trees	7%
Traffic management	5%
Council rates	5%
Parks, gardens and open space	4%
Lighting	4%
Parking	3%
Environment, conservation, climate change	3%
All other issues	34%
Respondents identifying an issue	72 (54%)

Adults (35 to 44 years)	
Safety, policing and crime	16%
Road maintenance and repairs	11%
Parking	7%
Rubbish and waste issues inc. garbage	7%
Council rates	6%
Parks, gardens and open space	6%
Communication, consultation, prov of info.	6%
Provision and maintenance of street trees	6%
Quality / provision of community services	3%
Drains maintenance and repairs	3%
All other issues	39%
Respondents identifying an issue	58 (65%)

Middle aged adults (45 to 59 years)	
Road maintenance and repairs	24%
Rubbish and waste issues inc. garbage	14%
Safety, policing and crime	12%
Provision and maintenance of street trees	12%
Parks, gardens and open space	11%
Traffic management	9%
Council rates	5%
Parking	5%
Footpath repairs and maintenance	4%
Building, planning, housing, development	4%
All other issues	48%
Respondents identifying an issue	92 (72%)

Older adults (60 to 74 years)	
Road maintenance and repairs	24%
Safety, policing and crime	14%
Provision and maintenance of street trees	8%
Council rates	7%
Traffic management	7%
Building, planning, housing, development	6%
Communication, consultation, prov of info.	5%
Rubbish and waste issues inc. garbage	5%
Street cleaning and maintenance	5%
Elderly services and facilities	5%
All other issues	57%
Respondents identifying an issue	70 (69%)

Senior citizens (75 years and over)	
Road maintenance and repairs	16%
Provision and maintenance of street trees	12%
Safety, policing and crime	10%
Parking	8%
Footpath repairs and maintenance	6%
Communication, consultation, prov of info.	6%
Rubbish and waste issues inc. garbage	6%
Traffic management	6%
Elderly services and facilities	6%
Council governance and performance	6%
All other issues	35%
Respondents identifying an issue	29 (59%)

City of Knox	
Road maintenance and repairs	18%
Safety, policing and crime	12%
Rubbish and waste issues inc. garbage	9%
Provision and maintenance of street trees	8%
Traffic management	6%
Council rates	5%
Parks, gardens and open spaces	5%
Parking	5%
Building, housing, planning, development	3%
Communication, consultation, prov of info.	3%
All other issues	46%
Respondents identifying an issue	321 (64%)



Safety, policing, and crime related issues - verbatim responses

The following table outlines the 75 issues categorised as “safety, policing, and crime” related issues this year.

Many of these issues related to concerns around crime, including burglaries, break-ins, and thefts of and from cars.

Metropolis Research notes that there were relatively few comments relating to drugs and alcohol, or homelessness related issues for the City of Knox.

Issues regarding "safety, policing and crime"
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Response</i>	<i>Number</i>
<i>Crime</i>	
Crime	7
Higher crime rates like theft / break-ins / burglary	6
Reduce crime in the area	5
Higher crime rates like car break-ins	3
Increased crime rate	3
Break-ins are major concerns here, so please take measures to ensure safety	2
Car thefts are very high and have become a common concern among all residents	1
Crime last night someone tried to break in the neighbour's house at 3 o'clock in the morning	1
Crimes in the area like shop lifting etc.	1
Our car was stolen and found it	1
Total	30
<i>Safety</i>	
Safety issues	12
Improve safety	2
Safety of area / neighbourhood	2
Safety of the people	3
Keeping the area safe. Doing all this in a cost-effective manner	1
Safe environment	1
Safety day and night is always an issue	1
Safety in Rowville is very poor and require urgent attention to improve the well-being of residents	1
Safety indoors	1
Turn Boronia into a decent place, it does not feel safe, underutilized area	1
Total	25



<i>Security and policing</i>	
Need more / better security and police	4
More security like CCTV / surveillance	3
Security is a major concern here, so please take measures to ensure safety	3
Neighbourhood watch / security can be improved	2
Policing of the local area / streets	2
Lack of local law enforcement	1
Security in Rowville is very poor and require urgent attention to improve the well-being of residents	1
Total	16
<i>Lighting</i>	
Maybe better light	1
They need more street lightings	1
Total	2
<i>Youth crime</i>	
Youth crimes are very high and have become a common concern among all residents	1
Total	1
<i>Other</i>	
Suspicious vehicle around the area	1
Total	1
Total responses	75

Perception of safety in public areas

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Knox?”

Respondents were again in 2025, asked to rate how safe they felt in the public areas of the City of Knox during the day, at night, and in and around the local activity centre.

A new variable was included in the survey this year, relating to how safe respondents felt in their own home, with an average score of 8.2 out of 10, with three percent feeling “unsafe”.

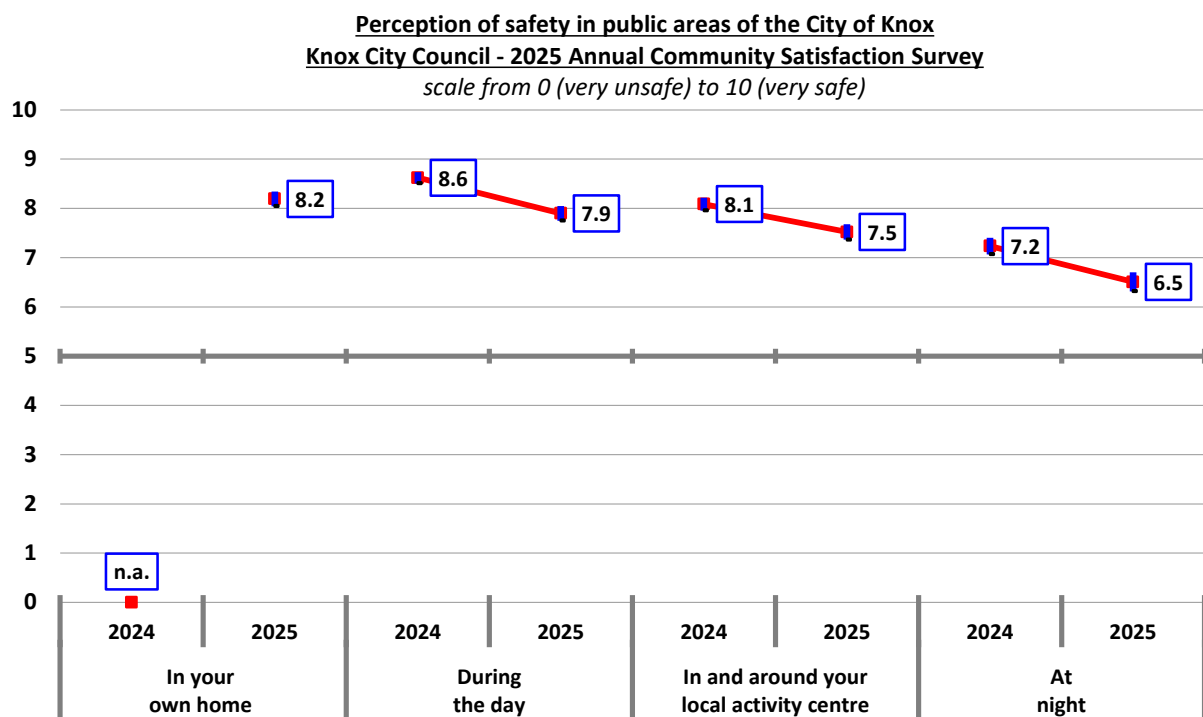


The perception of safety in the public areas of the City of Knox during the day (down 7%), at night (down 7%), and in and around the local activity centre (down 6%) all declined measurably and significantly this year.

These significant declines in the perception of safety were consistent with the significant increase in the proportion of respondents who nominated “safety, policing, and crime” related issues as one of the top three [issues to address](#), up from seven percent to 12%.

Taken together, these perception of safety results along with the issues to address results reinforce the view that there has been a significant increase in community concern around safety, policing, and crime issues this year, along with youth crime concerns this year, as discussed in the [reasons for feeling unsafe](#) section.

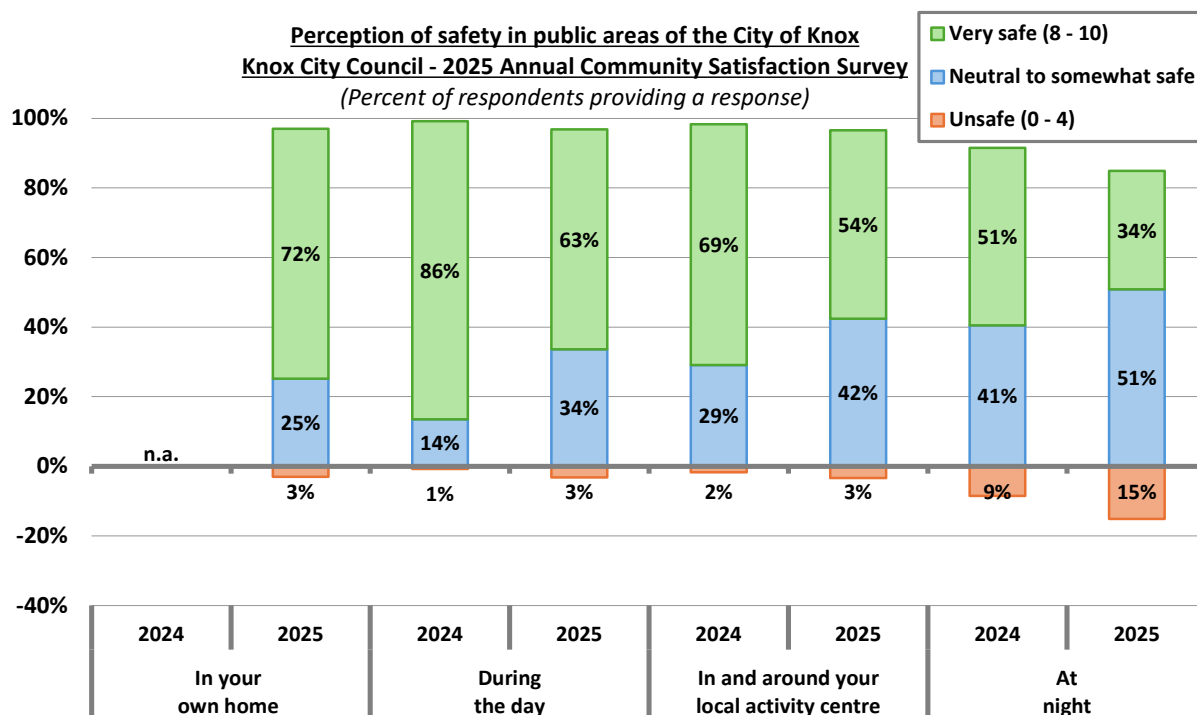
Metropolis Research notes that this has been observed in several other municipalities across metropolitan Melbourne in recent times, with some related to increased cost of living pressures such as low-level property crime, and in other parts of Melbourne, there have been increased concerns around drugs and alcohol related issues, as well as homelessness.



The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety at less than five out of 10).

Attention is drawn to the significant decline in the proportion of respondents who felt “very safe” in the public areas of the City of Knox at night (down 17%), in and around the local activity centre (down 14%), and in public areas during the day (down 13%),

It is noted the proportion of respondents who felt “unsafe” in the public areas of the municipality at night increased significantly this year, up from nine percent to 15%.



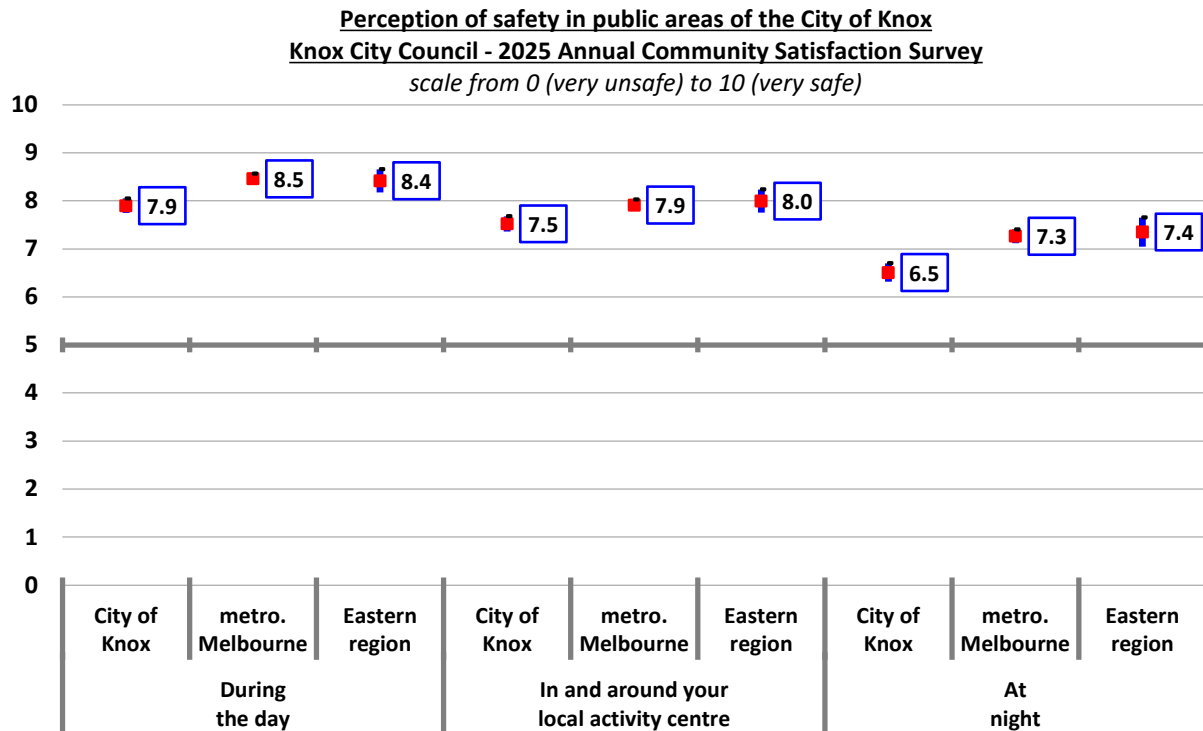
The following graph provides a comparison of the perception of safety results against the metropolitan Melbourne and eastern region councils’ averages, as recorded in the 2025 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2025, using the same in-person interview methodology.

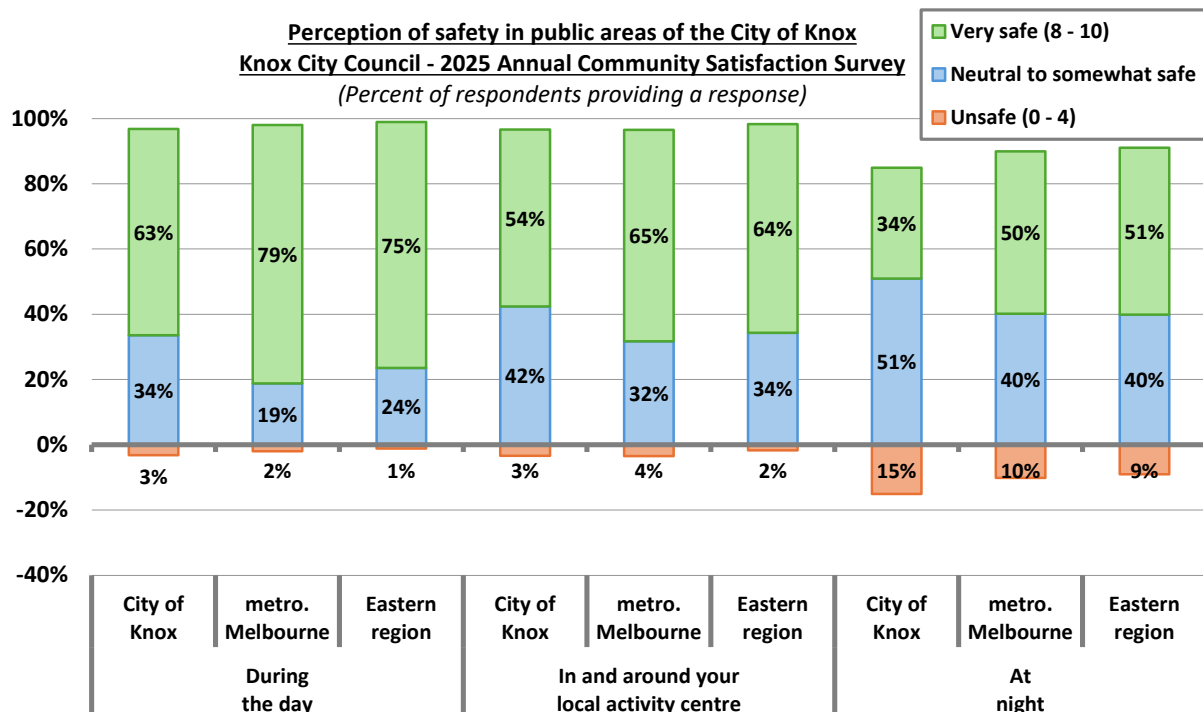
There has been a significant change in these results from 2024, as the perception of safety in the eastern region and metropolitan Melbourne as an average have remained stable or increased marginally.

This is at odds with the significant declines in the perception of safety in the public areas of the City of Knox this year.





Consistent with the measurably lower average perception of safety results discussed above, attention is drawn to the 15% of respondents in the City of Knox who felt unsafe in the public areas of Knox at night, which was measurably higher than the 10% metropolitan average.



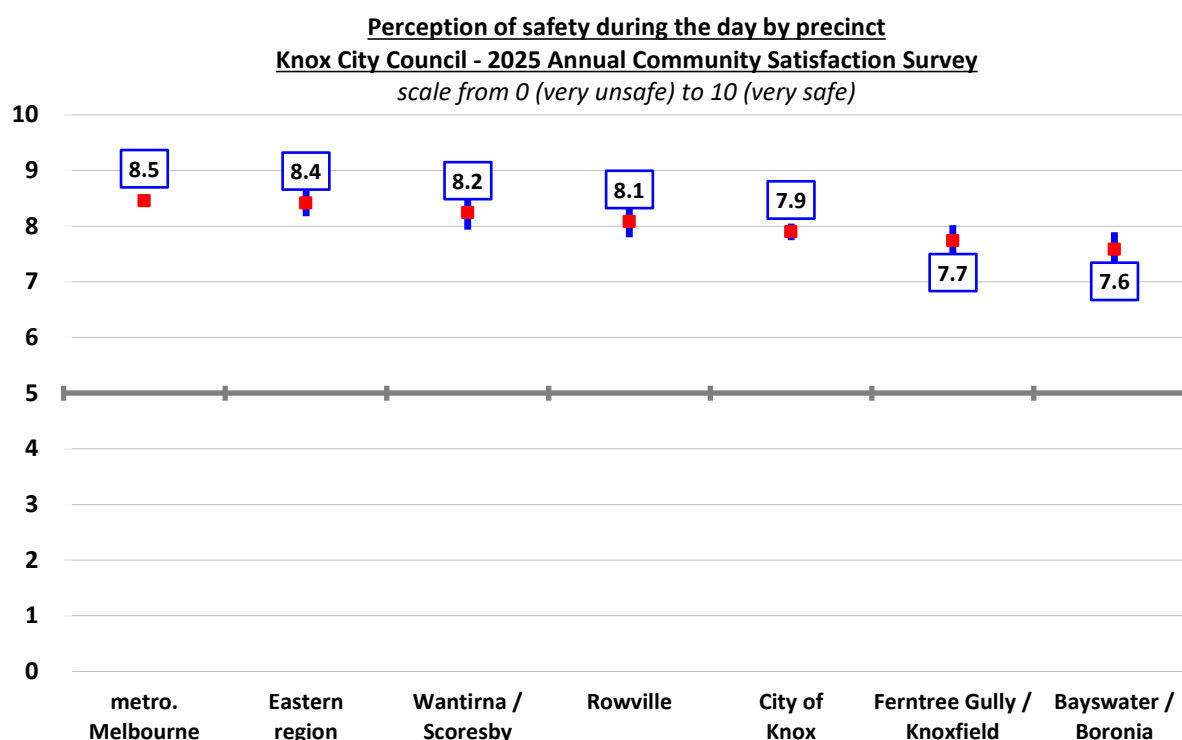
Perception of safety in public areas during the day

The perception of safety in the public areas of the City of Knox declined measurably this year, down seven percent to 7.9 out of 10.

This result included 63% (down from 86%) of respondents who felt “very safe” in public areas during the day and three percent (up from 1%) who felt “unsafe”.

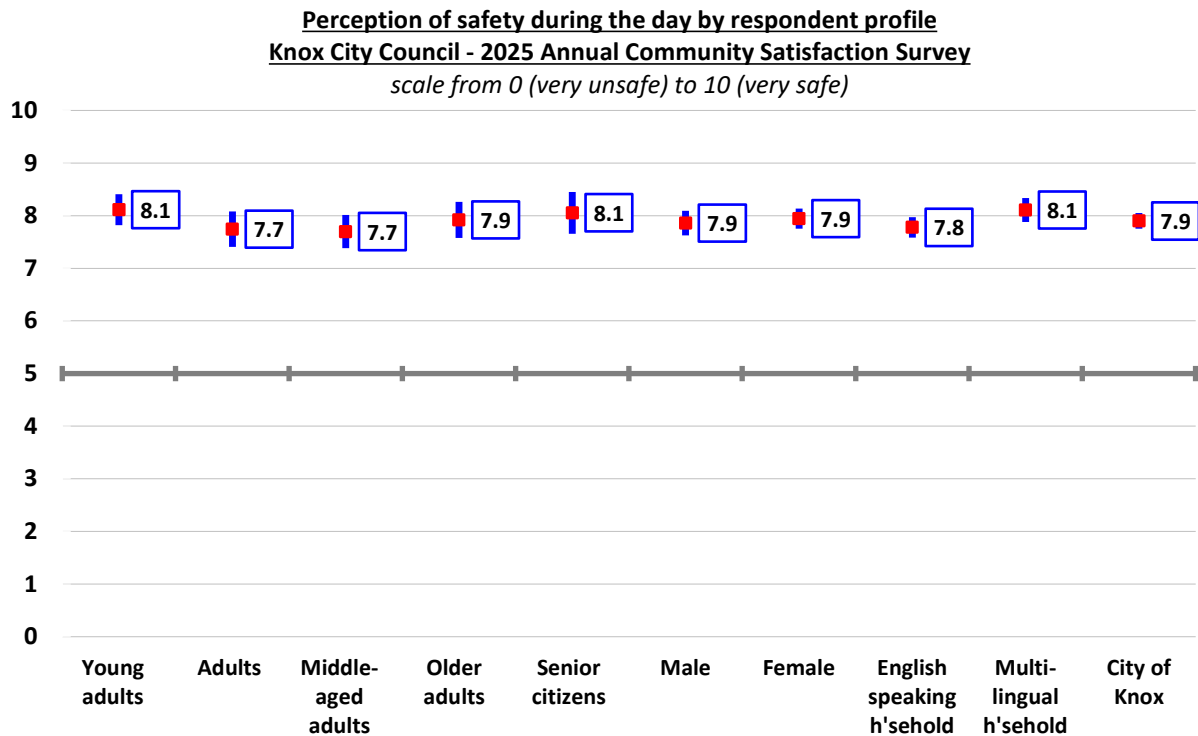
This result was measurably (6%) lower than the metropolitan average perception of safety in public areas during the day, and five percent lower than the eastern region councils’ average.

There was no measurable variation in this result observed across the municipality, although the perception of safety was somewhat (3%) higher in Wantirna / Scoresby, and somewhat (3%) lower in Bayswater / Boronia.



There was also no measurable variation in the perception of safety in the public areas of the City of Knox during the day observed by respondent profile, although it is noted that respondents from multilingual households felt somewhat (3%) safer than respondents from English speaking households.





Perception of safety in public areas at night

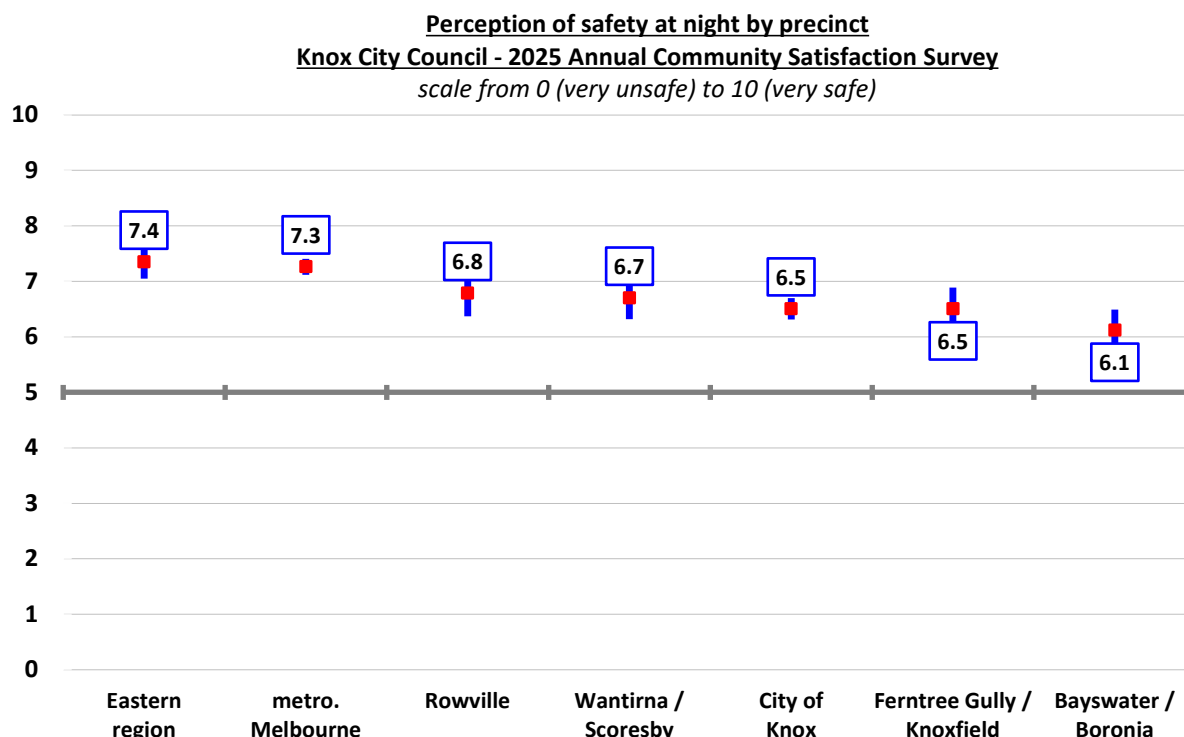
The perception of safety in the public areas of the City of Knox at night declined measurably this year, down seven percent to 6.5 out of 10.

This result included 34% (down from 51%) of respondents who felt “very safe” in public areas at night and 15% (up from 9%) who felt “unsafe”.

This result was measurably (8%) lower than the metropolitan average perception of safety in public areas during the day, and nine percent lower than the eastern region councils’ average.

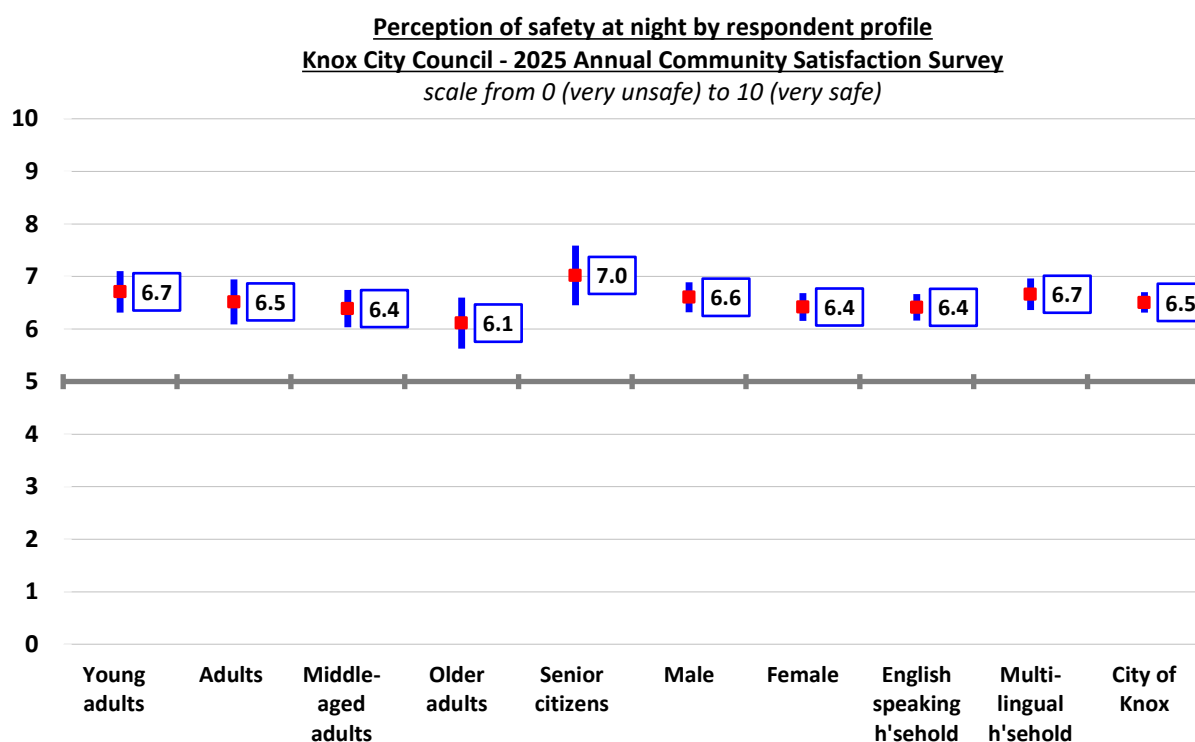
There was no measurable variation in this result observed across the municipality, although the perception of safety was somewhat (3%) higher in Rowville, and notably (4%) lower in Bayswater / Boronia.





There was some variation in this result observed by respondent profile, with older adults (aged 60 to 74 years) reporting that they felt notably (4%) less safe than average, whilst senior citizens (aged 75 years and over) felt notably (5%) safer than average.

Female respondents felt only marginally (2%) less safe than males, and respondents from multilingual households felt somewhat (3%) safer than respondents from English speaking households.



Perception of safety in and around local activity centre

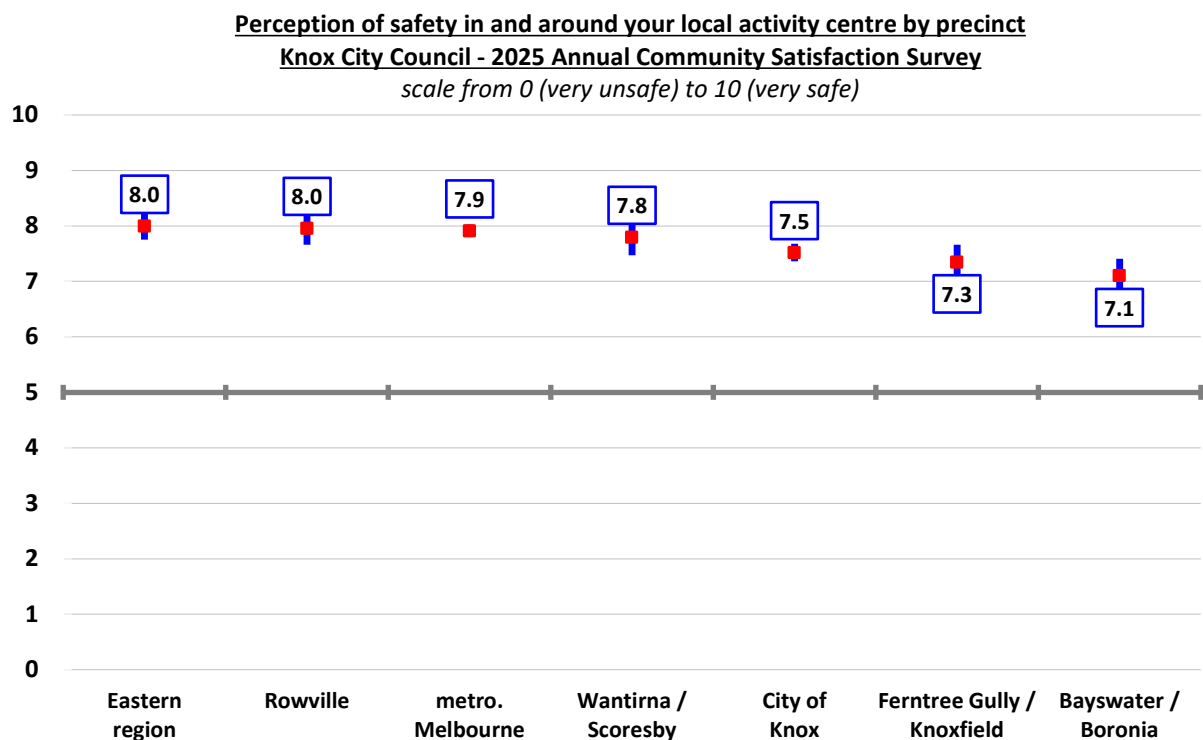
The perception of safety in and around the local activity centre declined measurably this year, down six percent to 7.5 out of 10.

This result included 54% (down from 69%) of respondents who felt “very safe” and three percent (up from 2%) who felt “unsafe”.

This result was measurably (4%) lower than the metropolitan average perception of safety in public areas during the day, and five percent lower than the eastern region councils’ average.

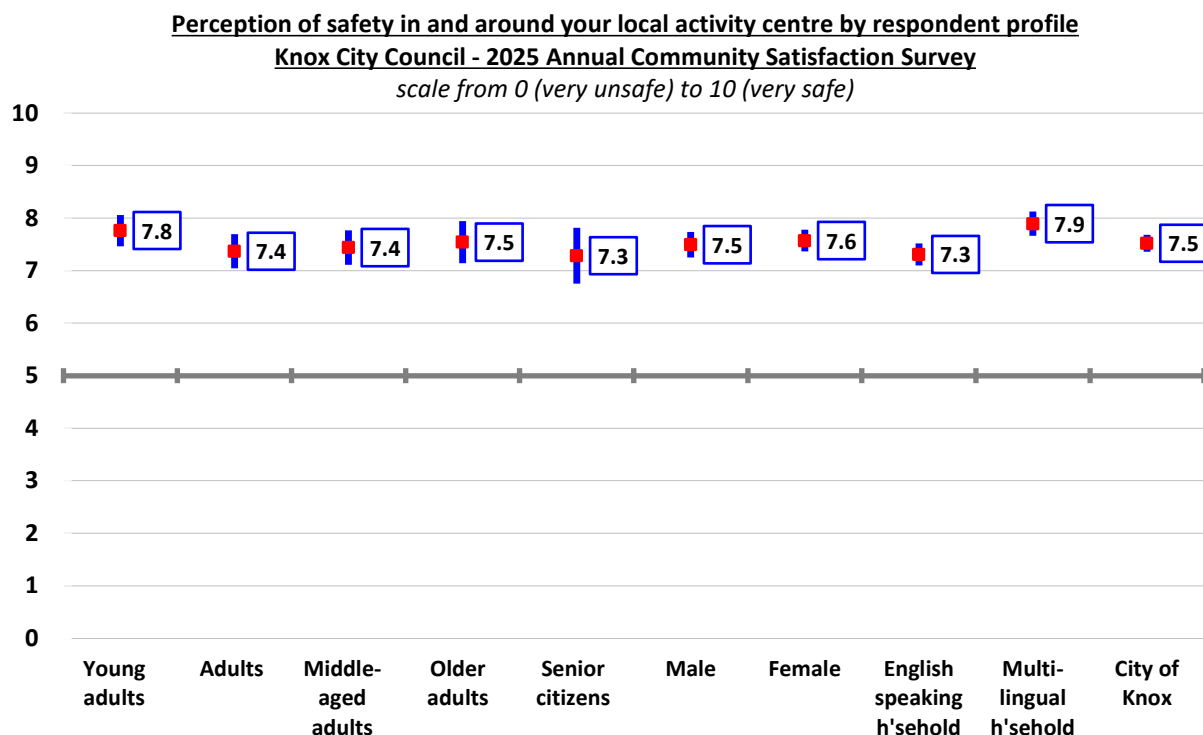
There was measurable variation in this result observed across the municipality, with respondents from Rowville reporting that they felt measurably (5%) safer than the municipal average.

By contrast, respondents from Bayswater / Boronia reported that they felt measurably (4%) less safe than average.



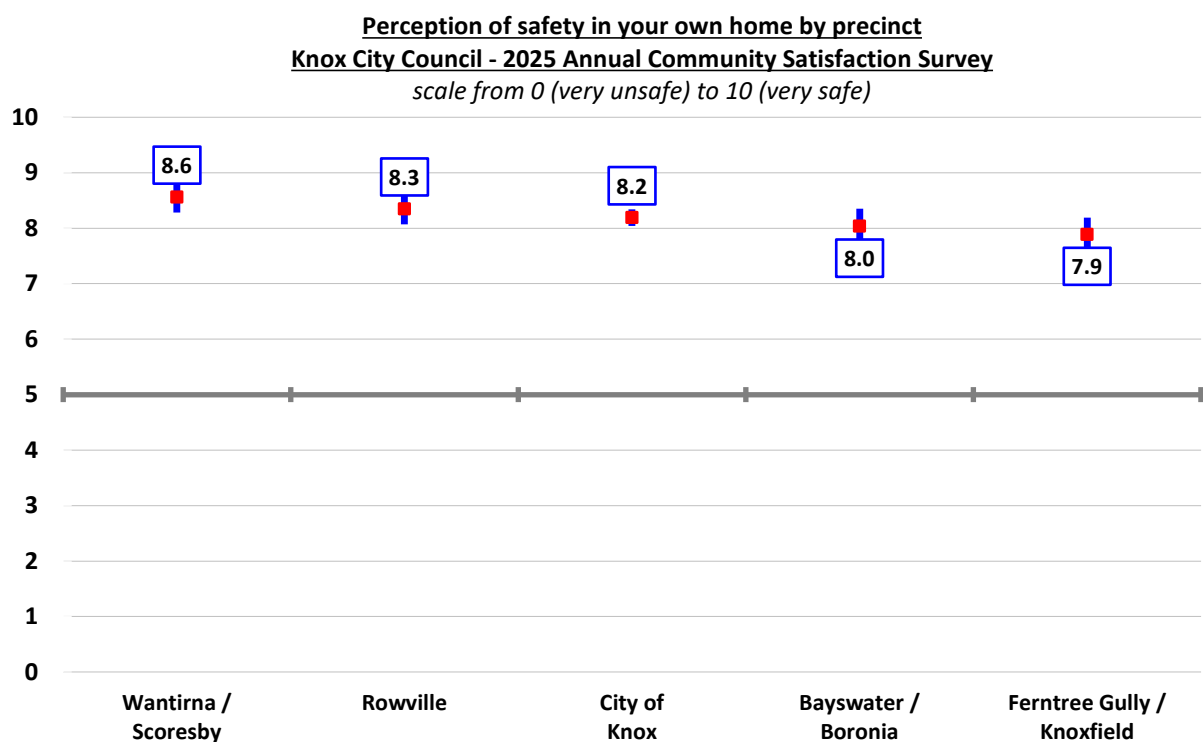
There was also notable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) reporting that they felt somewhat (3%) safer in and around the local activity centre than the municipal average.

Respondents from multilingual households reported that they felt measurably and significantly (6%) safer in and around the local activity centre than respondents from English speaking households.



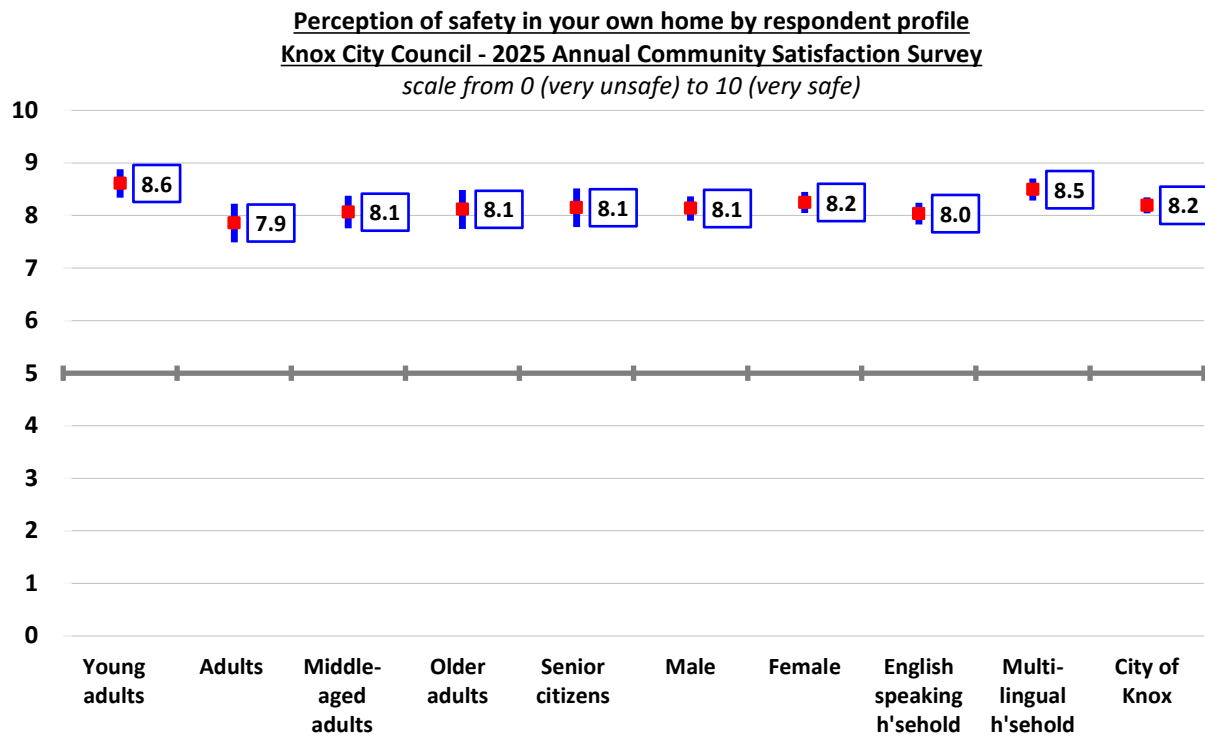
Perception of safety in your own home

The perception of safety in the respondents' home was 8.2 out of 10, or a very strong perception of safety. There was no measurable variation in this result observed across the municipality, although respondents from Wantirna / Scoresby felt somewhat (3%) safer than average, and respondents from Bayswater / Boronia felt somewhat (3%) less safe.



There was also notable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) reporting that they felt measurable (4%) safer at home than the municipal average.

Respondents from multilingual households reported that they felt measurably (5%) safer in and around the local activity centre than respondents from English speaking households.



Reasons for feeling unsafe in public areas

There were 95 comments received from respondents who felt “unsafe” in the public areas of the City of Knox (or at home) this year, which was an increase on the 79 comments received last year.

Metropolis Research notes the substantial increase in the number of comments relating to perceived issues with youth and youth crime in the City of Knox.



Reasons for not feeling safe in the public areas of the City of Knox
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Response	2025		2024
	Number	Percent	
Incidents / break-ins	20	21%	14%
Youth / crime	17	18%	0%
Crime and policing	13	14%	9%
Drugs and alcohol	11	12%	9%
Perception of safety at night and lighting	7	7%	29%
People	7	7%	20%
Traffic and parking	5	5%	0%
General perception of safety	4	4%	4%
Mental health issues	4	4%	0%
Violence and anti-social behaviour	2	2%	9%
Being elderly	1	1%	0%
Being female	1	1%	0%
Other	3	3%	6%
Total	95	100%	79

The following table outlines the verbatim comments received.

Reasons for not feeling safe in the public areas of the City of Knox
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

Reason	Number
<i>Incidents / break-ins</i>	
Burglaries / theft / robbery	4
Burglaries / theft on the rise	3
Break ins	2
A few break-ins and all of Australia I don't feel safe at night	1
A white car driving around to pick up kids in Wantirna, Linsley Way, so suspicious	1
Because on this street there have been 14 burglaries including home invasion by armed youths	1
Cars were stolen	1
Got robbed	1
Incidents of petty crimes	1
Robbery, can't leave your cars out at night	1
Stolen cars left around	1
This street has had 45 break-ins this past year	1
Too many people getting hurt	1
Two houses were stolen	1
Total	20



<i>Youth / crime</i>	
Increase in youth crimes	4
Youth crime	4
Too many youths hanging around	3
Lot of young hoodlums	1
Robbery by underage kids	1
So much going on, kids wandering the streets	1
Teenagers making noise	1
Young people attack	1
Youth stuff	1
Total	17

<i>Crime and policing</i>	
Crime rates are high / increasing	7
Crime happening in the streets like speeding	1
Crime rates, crimes near Frankston as well	1
Not enough cameras or deterrents	1
Not well monitored	1
Overall crimes	1
The crime that is taking place	1
Total	13

<i>Drugs and alcohol</i>	
A lot of druggies / junkies around	6
Meeting places for people with substance abuse	2
Drug activity in the area, no real consequences	1
Drunk people on the weekends	1
Local people pick syringes up	1
Total	11

<i>Perception of safety at night and lighting</i>	
Dark / no lighting / not well lit	4
Dark walking back to the car park	1
Secluded and feels unsafe	1
Symbolic of what's going on in state generally	1
Total	7

<i>People</i>	
A lot of homeless people	3
Gangs	1
Knuckle heads on the road	1
There are bad people here	1



Unemployed locals	1
Total	7
<i>Traffic and parking</i>	
Speeding cars	2
Too many cars	1
Unsafe car parking	1
Unsafe car parking for elderly and toddlers	1
Total	5
<i>General perception of safety</i>	
Don't feel safe	1
Fear of the unknown	1
Feels dodgy	1
Just general unsafe feeling for the whole Victoria	1
Total	4
<i>Mental health issues</i>	
Meeting places for people with mental health issues	2
Quite a lot of mental issues in the area	1
Some mentally imbalanced people in the area	1
Total	4
<i>Violence and anti-social behaviour</i>	
Shop door and windows kicked in	1
Stabbing issues	1
Total	2
<i>Being elderly</i>	
When you are elderly, you can get knocked out	1
Total	1
<i>Being female</i>	
I am a woman and don't find the night to be a safe time	1
Total	1



<i>Other</i>	
More and late-night buses could be nice	1
Not Council issue, State crap	1
People letting their dogs off leash	1
Total	3
Total responses	95

Locations where respondents felt unsafe

The following table outlines the verbatim comments relating to locations where respondents felt unsafe in the City of Knox.

These results include a range of specific streets and roads, but also includes reference to all areas, train stations, and shopping centres and strips.

Location where respondents feel unsafe
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number of responses)

<i>Location</i>	<i>Number</i>
Generally, / everywhere / all streets / outdoors / public areas	14
Home	6
Around train stations / lines	5
Shopping centres	4
Boronia Station	2
I feel unsafe right in front of my house	2
Knox City Shopping Centre	2
Peregrine Reserve	2
Bayswater Station	1
Boronia Shopping Centre	1
Boronia Junction area	1
Car parking at Woolworths	1
Elm St	1
Everywhere from public transport	1
Footpaths during night outside my house	1
From the strip shops Adele Ave	1
It is scary to use public transport because of people with mental health issues	1
Just around local streets around Jenola Pde	1
Kathryn Rd	1
Knoxville	1
Lemal Ave	1
Lewis Rd	1



Local hospitality	1
Mountain Gate	1
Outdoor areas like cinemas	1
Skate parks	1
Stud Park	1
The area looks suspicious especially in Boronia area at night	1
The bike track near the car yard	1
Walking around strip shopping areas	1
Watirna South	1
Westfield Shopping Centre	1
Woolworths	1

Total	62
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Other comments

Streetlight is problem at night	3
Always something is going around	1
Because of the robberies	1
Being broken into the garage twice	1
Crime	1
House break-ins	1
I think it's just the not enough people around	1
Lot of people who seems have bad motives	1
Night	1
Policing is bad here. Always have to look over shoulder	1
We need to give power to proper people, living in houses. We need to defend ourselves from home invasion	1
Will go out during the daytime but not safe at night and there has been a few break-in cases	1
Youth crime	1

Total	15
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Total responses	77
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Feel included in the community

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how important is it that all members of the community feel included?”

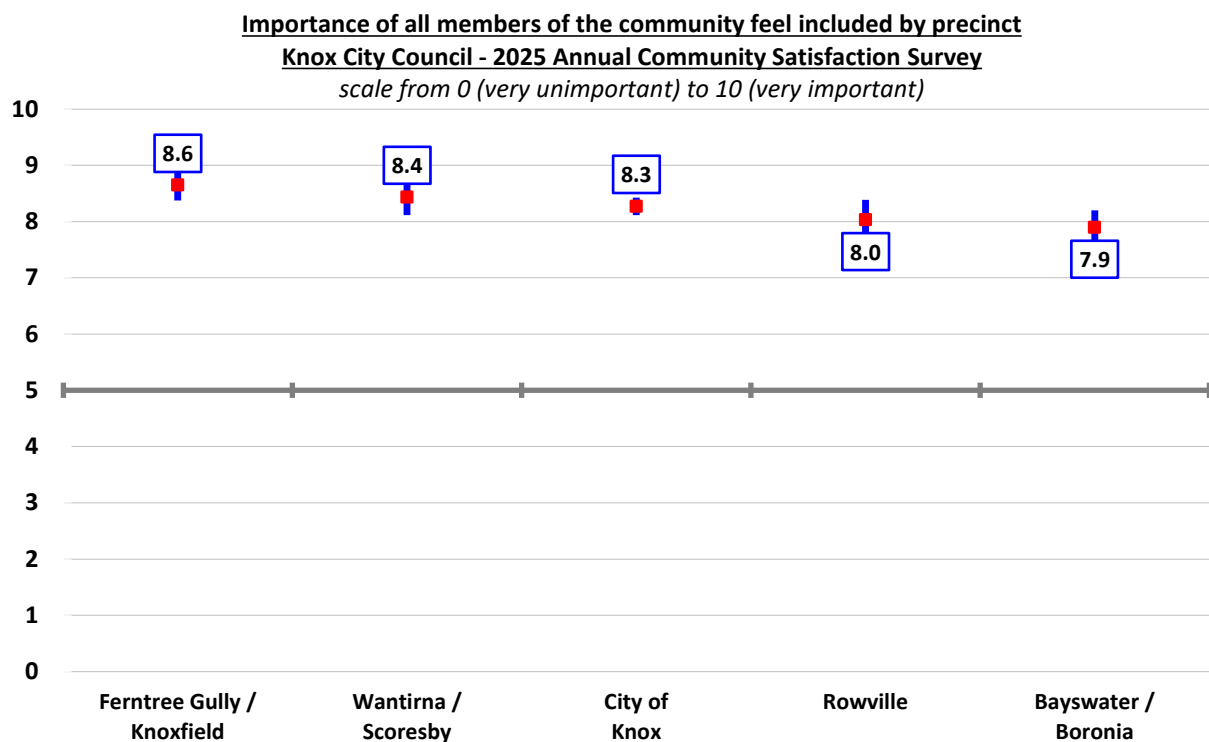
This question relating to how important respondents feel that it is that all members of the community feel included was included in the survey for the first time this year.

The average agreement that respondents feel that it is that all members of the community feel included was 8.3 out of 10, or an extremely strong level of agreement.

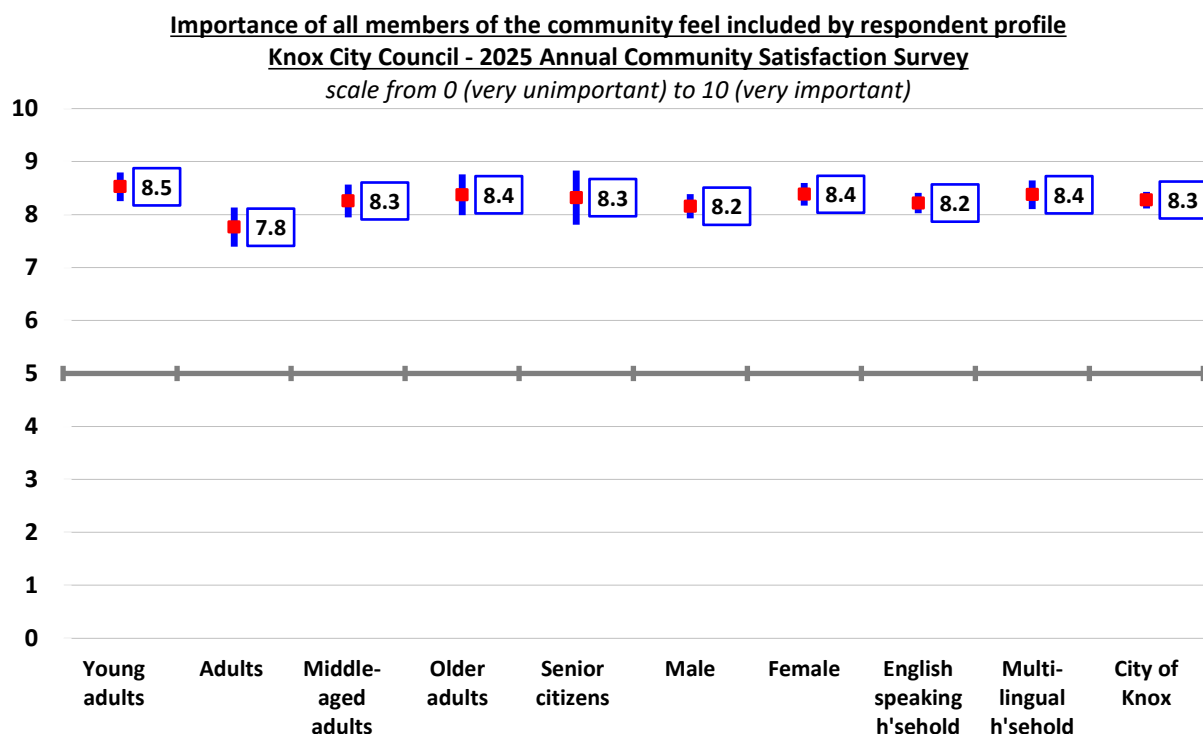
Of the 463 respondents who were willing or able to provide a response to this question, 68% “strongly agreed” (i.e., rated agreement at eight or more out of 10), whilst just two percent “disagreed” (i.e., rated agreement at less than five out of 10).

There was measurable variation in this result observed across the municipality, with respondents from Ferntree Gully / Knoxfield measurably (3%) more in agreement than average.

By contrast, respondents from Bayswater / Boronia were somewhat (3%) less in agreement than average.



There was relatively little variation in the average agreement with this statement observed by respondent profile, although it is noted that adults (aged 35 to 44 years) were measurably (5%) less in agreement than the municipal average.



Council's support and advocacy

Respondents were asked:

"On a scale of 0 (lowest) to 10 (highest), how important is it that Council supports and advocates for?"

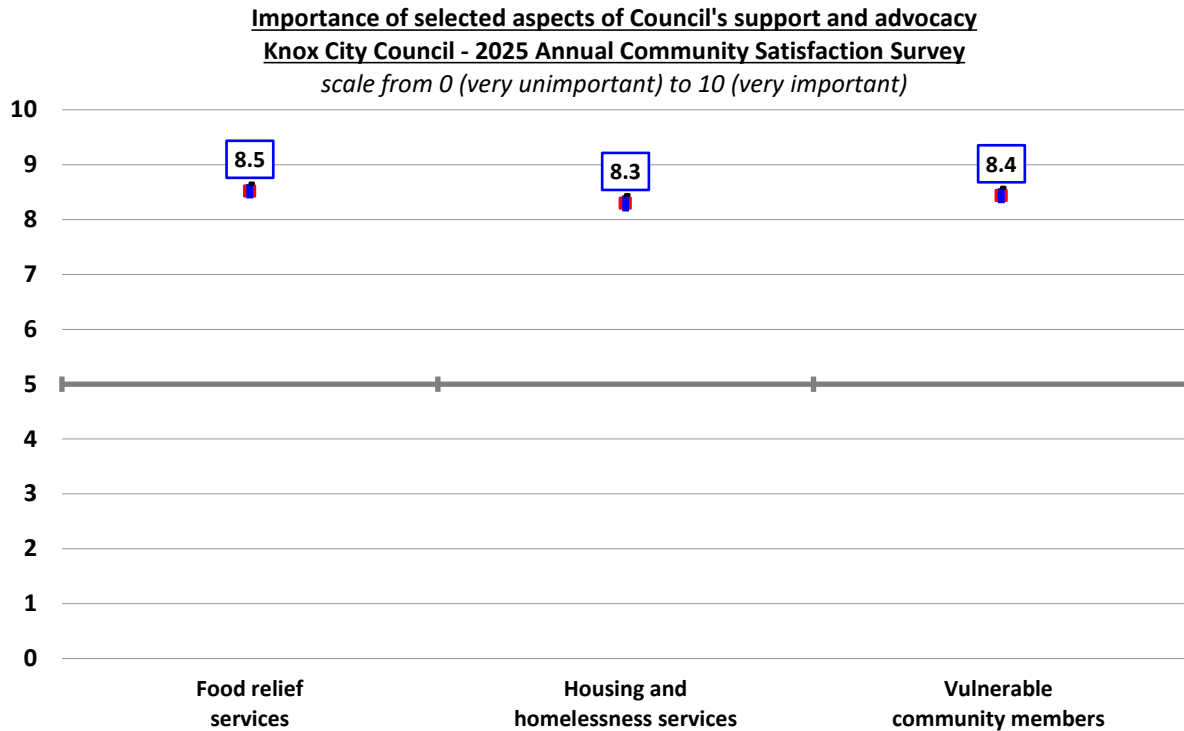
This set of questions regarding how important respondents believe it is that Council supports and advocates for food relief services; housing and homeless services; and for vulnerable community members, was included in the survey for the first time this year.

On average, respondents considered each of these three areas of support and advocacy to be extremely important, with importance scores of between 8.3 and 8.5 out of 10.

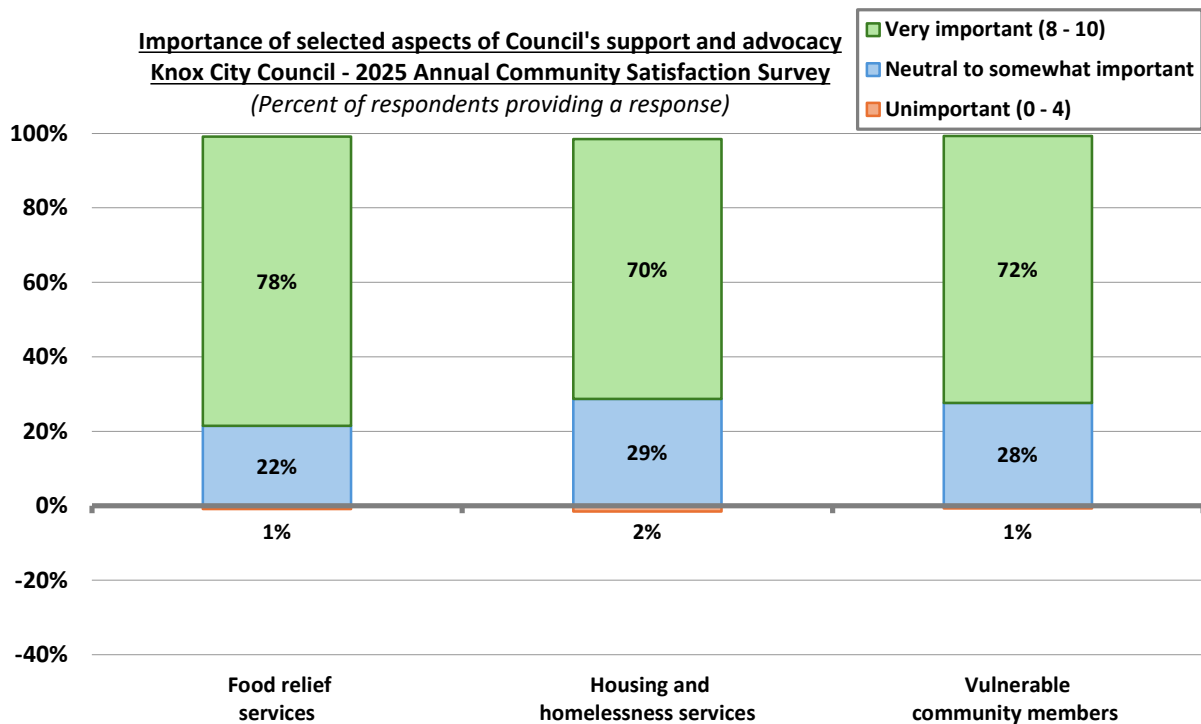
By way of comparison, the [average importance with the 36 included Council services and facilities](#) was 8.6 out of 10, with the most important services being the garbage collection (9.1), services for children from birth to five years of age (9.0), services for seniors (9.0), services for youth (8.9), the regular fortnightly recycling (8.9), and the bookable hard rubbish collection (8.9).

These results reinforce the view that the community clearly considers the provision of direct services to the community (including for children, youth, and seniors) to be of the very highest importance. These direct services were considered measurably more important than advocacy and support as outlined in this section, although these support and advocacy was still considered very important nonetheless.



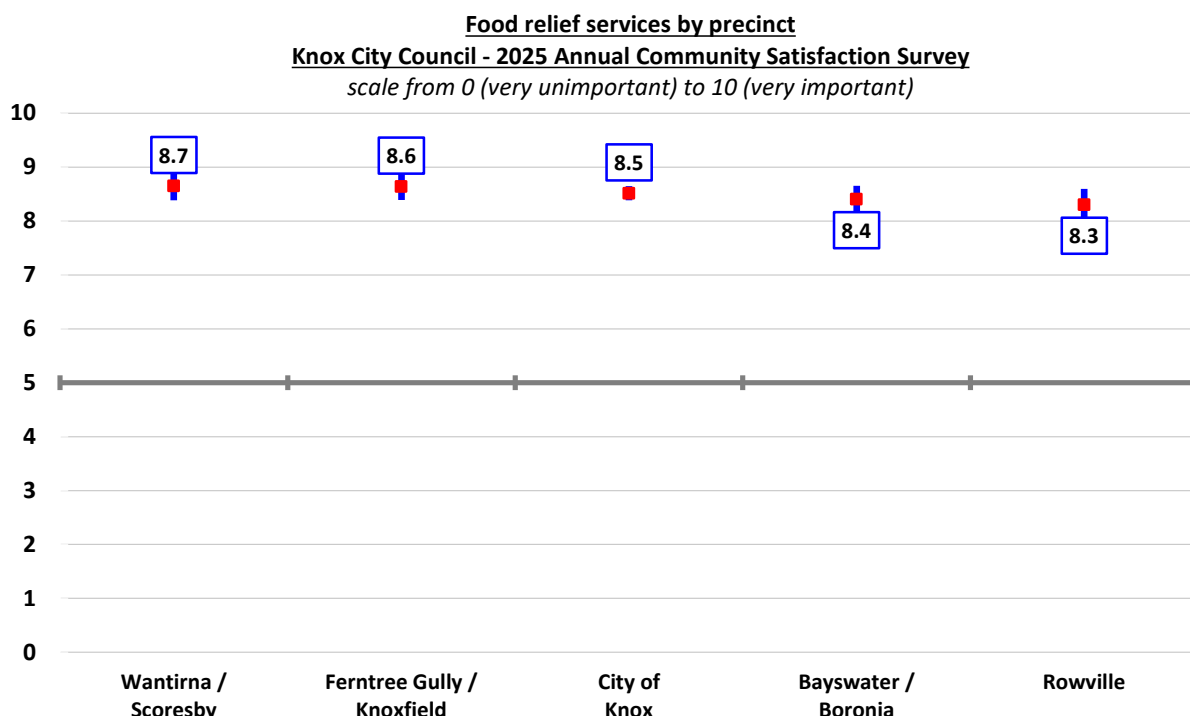


Consistent with the very strong average agreement scores, it is noted that approximately three-quarters of respondents considered Council support and advocacy for food relief, housing and homelessness, and for vulnerable community members to be “very important”, whilst no more than two percent considered any of the three to be “unimportant”.

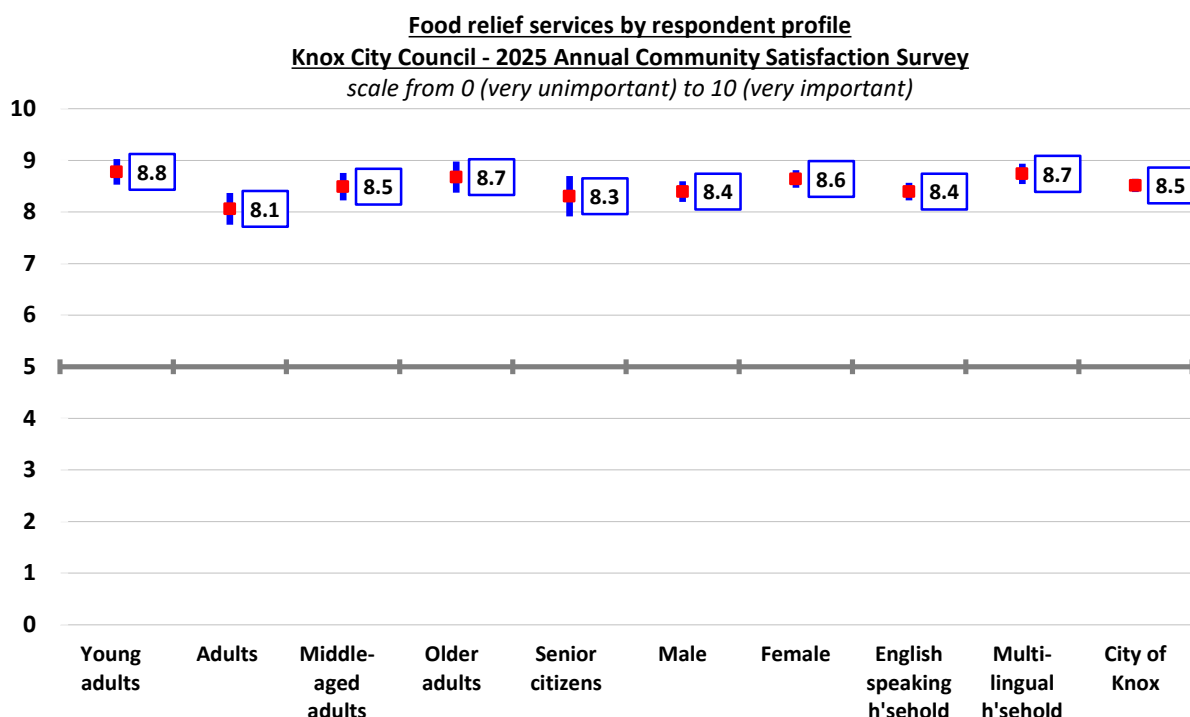


Food relief services

There was no measurable variation in the average importance of Council support and advocacy in relation to food relief services observed by precinct.

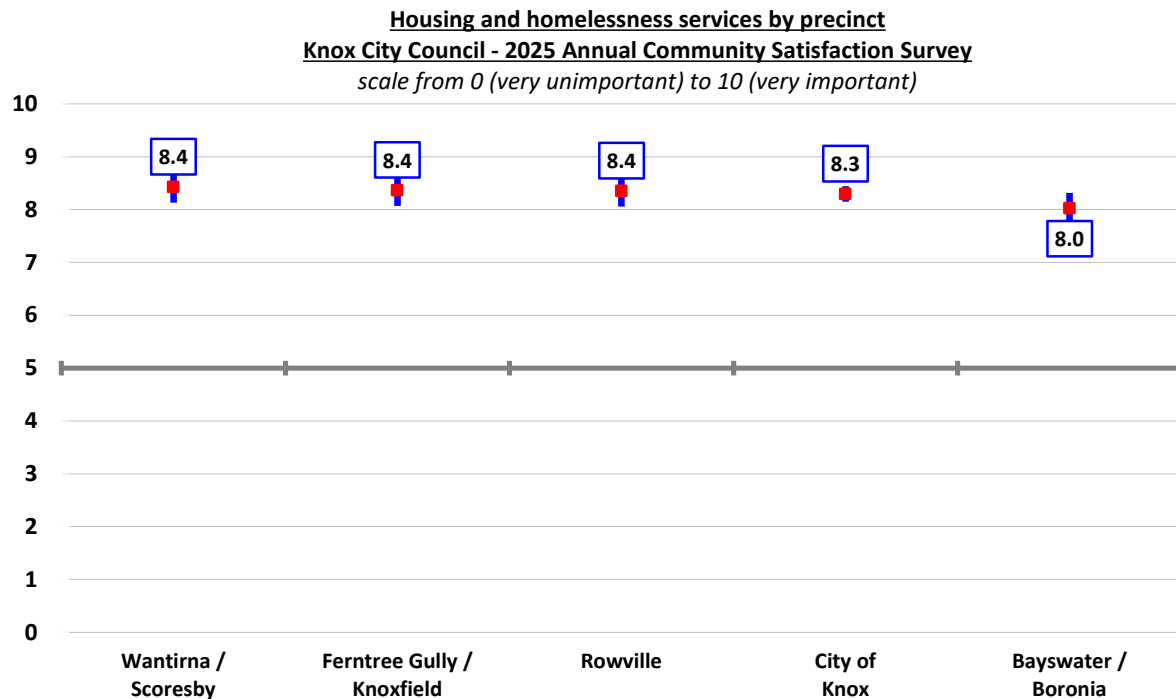


There was, however, variation observed by respondent profile, with young adults (aged 18 to 34 years) considering this somewhat (3%) more important than average, whilst adults (aged 35 to 44 years) considered it measurably (4%) less important, although all age groups, gender, and language spoken at home considered this to be extremely important.

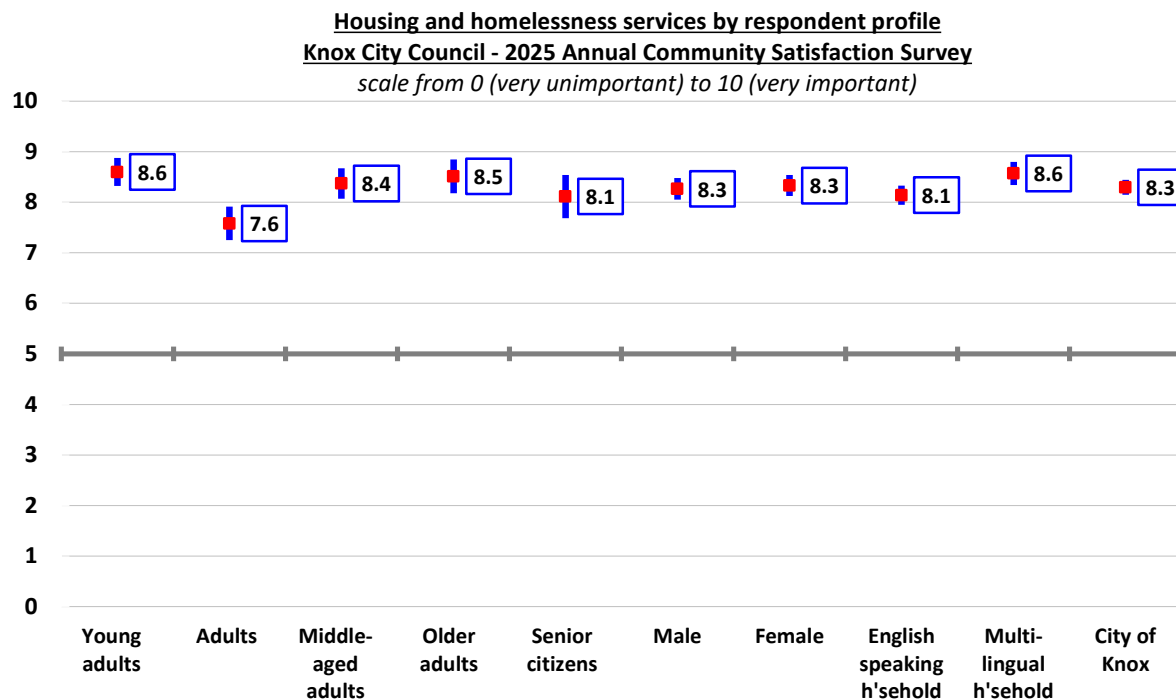


Housing and homelessness services

There was no measurable variation in the average importance of Council support and advocacy in relation to housing and homelessness observed by precinct, although it was somewhat (3%) less important to respondents from Bayswater / Boronia.

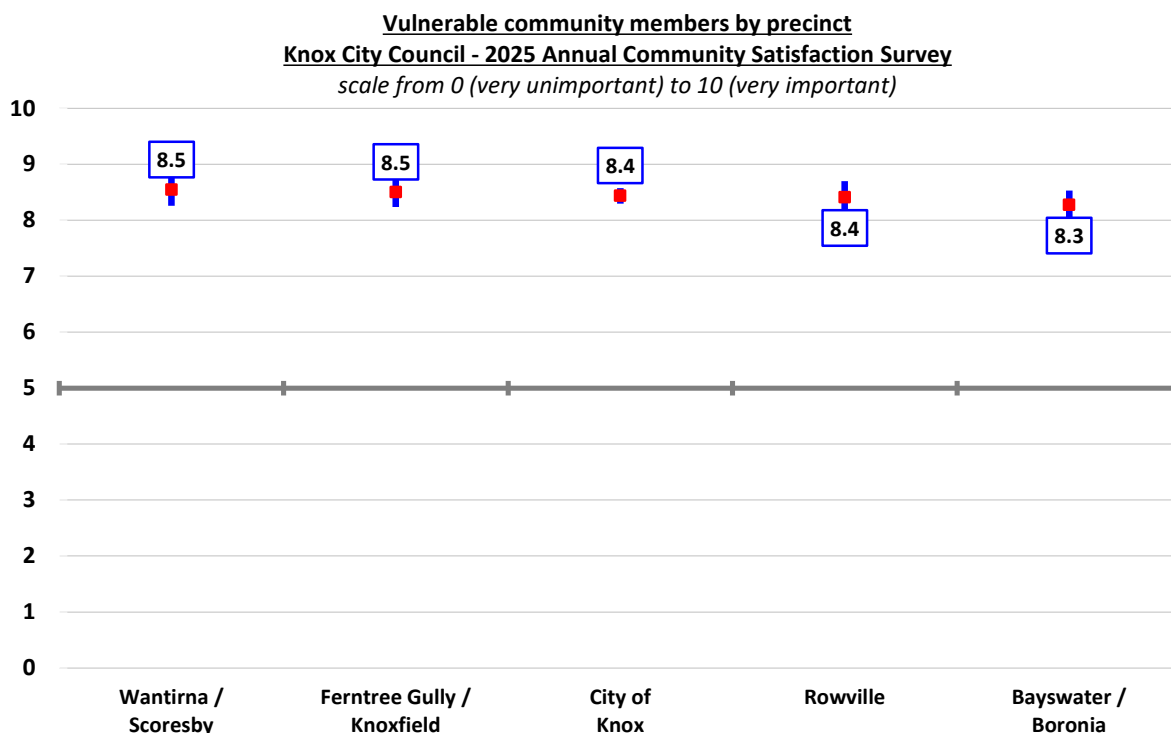


There was variation observed by respondent profile, with young adults (aged 18 to 34 years) rating it somewhat (3%) more important than average, whilst adults (aged 35 to 44 years) considered it measurably (7%) less important. Respondents from multilingual households considered it measurably (5%) more important than those from English speaking households.

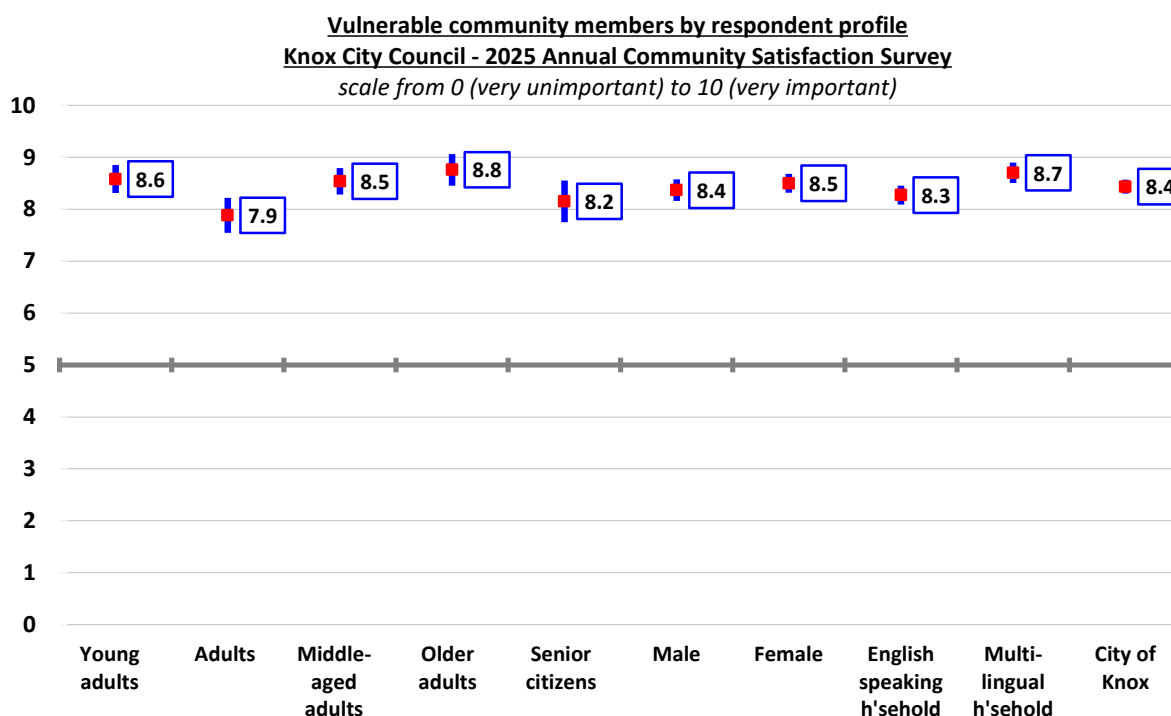


Vulnerable community members

There was no measurable variation in the average importance of Council support and advocacy in relation to vulnerable community members observed by precinct.



There was variation observed by respondent profile, with older adults (aged 60 to 74 years) rating it notably (4%) more important than average, whilst adults (aged 35 to 44 years) considered it notably (5%) less important. Respondents from multilingual households considered it measurably (4%) more important than those from English speaking households.



Respondent profile

The following section provides the demographic profile of respondents to the *Knox City Council – 2025 Annual Community Satisfaction Survey*. These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile. Metropolis Research notes that the underlying sample was a very fair representation of the underlying community, which reflects extremely well on the methodology.

Age structure
Knox City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Age	2025 (unweighted)		2025	2024
	Number	Percent	(weighted)	
Young adults (18 - 34 years)	88	18%	26%	27%
Adults (35 - 44 years)	101	20%	18%	18%
Middle-aged adults (45 - 59 yrs)	133	27%	26%	25%
Older adults (60 - 74 years)	119	24%	20%	20%
Senior citizens (75 yrs and over)	58	12%	10%	10%
Not stated	1		1	1
Total	500	100%	500	500

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 *Census*.

Gender
Knox City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Gender	2025 (unweighted)		2025	2024
	Number	Percent	(weighted)	
Man / Male	256	52%	49%	48%
Women / Female	240	48%	52%	51%
Non-binary	0	0%	0%	2%
Prefer to self describe	0	0%	0%	0%
Prefer not to say / not stated	4		4	0
Total	500	100%	500	500



Language spoken at home

The 2025 survey 37% (up from 27%) respondents from households that spoke a language other than English at home. This compares to the 2021 *Census* results that reported that 30% of residents spoke a language other than English at home.

This was a very strong result, which reinforces the strength of the door-to-door, in-person methodology at obtaining feedback from the diverse community.

Language spoken at home
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Language	2025		2024
	Number	Percent	
English	311	63%	73%
Mandarin	42	8%	7%
Cantonese	13	3%	1%
Sinhalese	13	3%	1%
Chinese, n.f.d	12	2%	2%
Greek	9	2%	1%
Vietnamese	9	2%	2%
Hindi	7	1%	2%
German	5	1%	0%
Gujarati	5	1%	0%
Italian	5	1%	1%
Spanish	5	1%	1%
Arabic	4	1%	1%
French	4	1%	1%
Tagalog (Filipino)	4	1%	1%
Tamil	4	1%	0%
Thai	4	1%	0%
Dutch	3	1%	0%
Nepali	3	1%	0%
Persian	3	1%	0%
Polish	3	1%	1%
Punjabi	3	1%	0%
Teluga	3	1%	0%
Indonesian	2	0%	0%
Japanese	2	0%	0%
Macedonian	2	0%	0%
Maltese	2	0%	0%
Marathi	2	0%	0%
Portuguese	2	0%	0%
Serbian	2	0%	0%
Urdu	2	0%	0%
All languages (8 separately identified)	7	1%	1%
Not stated	3		4
Total	500	100%	500



Household member with disability

In 2025, nine percent (down from 11%) of respondents were from households with a member with disability.

Household member with disability
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Response	2025		2024
	Number	Percent	
Yes	46	9%	11%
No	444	91%	89%
Not stated	10		21
Total	500	100%	500

Housing situation

The majority of respondents were from households that either owned their home outright or were mortgagor households.

The variation in the proportion of owners and mortgagor households from the *Census* results often reflects respondent error in responding as homeowners when in fact they are mortgage holders.

In 2025, 18% (up from 14%) of respondents were from rental households.

Housing situation
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

Situation	2025		2024
	Number	Percent	
Own this home	303	61%	61%
Mortgage (<i>paying-off this home</i>)	89	18%	21%
Renting this home	91	18%	14%
Other arrangement	10	2%	4%
Not stated	7		6
Total	500	100%	500



Household structure

The sample included a good cross section of household structures, with a little less than half from two-parent families, 27% couple households without children, six percent (down from 14%) group households, 10% sole person households, and seven percent one-parent families.

The sample continued to under-represent sole person households.

Household structure
Knox City Council - 2025 Annual Community Satisfaction Survey
 (Number and percent of respondents providing a response)

Structure	2025		2024
	Number	Percent	
Two parent family total	241	49%	43%
youngest child 0 - 4 years	29	6%	8%
youngest child 5 - 12 years	54	11%	12%
youngest child 13 - 18 years	65	13%	9%
adult children only	93	19%	14%
One parent family	36	7%	4%
youngest child 0 - 4 years	5	1%	0%
youngest child 5 - 12 years	4	1%	1%
youngest child 13 - 18 years	8	2%	1%
adult children only	19	4%	2%
Group household	28	6%	14%
Sole person household	47	10%	9%
Couple only household	134	27%	29%
Extended or multiple families	4	1%	1%
Not stated	10		4
Total	500	100%	500

Period of residence in the City of Knox

The majority of respondents reported that they had lived in the municipality for 10 years or more (63% up from 54%), with 18% (up from 17%) new and newer residents (less than five years in the municipality).



Period of residence in the City of Knox**Knox City Council - 2025 Annual Community Satisfaction Survey***(Number and percent of respondents providing a response)*

Period	2025		2024
	Number	Percent	
Less than one year	30	6%	7%
One to less than five years	58	12%	10%
Five to less than ten years	97	19%	29%
Ten years or more	314	63%	54%
Not stated	1		11
Total	500	100%	500

The most common previous council of residence of new and newer residents (less than five years in the municipality) was from the neighbouring municipalities of Monash (28%) and Whitehorse (19%), and Maroondah (11%). It is noted that just a small proportion of respondents reported moving to Knox directly from overseas (3%) or interstate (4%).

Previous Council**Knox City Council - 2025 Annual Community Satisfaction Survey***(Number and percent of respondents who lived in the City of Knox less than 5 years and providing a response)*

Council	2025	
	Number	Percent
Monash	20	28%
Whitehorse	14	19%
Maroondah	8	11%
Yarra Ranges	6	8%
Glen Eira	3	4%
Greater Dandenong	3	4%
Interstate	3	4%
Boroondara	2	3%
Casey	2	3%
International	2	3%
Yarra	2	3%
Bayside	1	1%
Cardinia	1	1%
Frankston	1	1%
Manningham	1	1%
Colac Otway	1	1%
Greater Bendigo	1	1%
Melbourne	1	1%
Not stated	16	
Total	88	100%



General comments

There was a total of 78 general comments received this year, a little more than twice as many as last year (33 comments).

Metropolis Research notes that the issues raised in the general comments were in line with the issues discussed throughout this report.

This includes concerns around safety including concerns around crime and drugs (9 comments), a range of specific Council services and facilities (8 comments), traffic and public transport (8 comments), and comments on waste management including kerbside collections (8 comments).

General comments
Knox City Council - 2025 Annual Community Satisfaction Survey
(Number and percent of total responses)

Comment	2025		2024
	Number	Percent	
Drugs, crime and safety	9	12%	6%
General positive comments	9	12%	6%
Council facilities / services / activities	8	10%	12%
Traffic and public transport management	8	10%	3%
Waste management	8	10%	3%
Parks, gardens, open spaces and tree maintenances	7	9%	15%
Council governance and management	4	5%	6%
Rates / financial management	4	5%	9%
Cleanliness and aesthetics of area	3	4%	3%
General negative comments	3	4%	3%
Cost of living	3	4%	0%
Communication, consultation and engagement	2	3%	3%
Planning and development issues	2	3%	6%
Roads and footpaths	2	3%	9%
Comments relating to this survey	0	0%	12%
Environment, climate change and bio-diversity	0	0%	3%
Other	6	8%	0%
Total	78	100%	33

The following table outlines the verbatim comments discussed above.



General comments**Knox City Council - 2025 Annual Community Satisfaction Survey***(Number of responses)*

<i>Comment</i>	<i>Number</i>
<i>Drugs, crime and safety</i>	
I feel sorry for the police because they are short staffed and don't have the manpower	1
I want to see what government have to do on the youth crime	1
Increase nighttime police patrols in Rowville to enhance security and ensure the safety of residents	1
It's a safe place to live	1
Just to make ensure security of the area	1
Noise	1
Occasional partying of younger generations at night	1
Public areas can have cameras	1
We need safer more police to patrol	1
Total	9
<i>General positive comments</i>	
Keep it up	2
Continue the services as same	1
Good community, Knox is quite big but here it is quite safe and don't have a lot of homeless people in this area and that's a good thing	1
I think they do a good job	1
In general, this area is nice	1
It's a pleasant community to live in. Very happy to move to this area	1
Pretty happy with what the Council is doing. Good service	1
We have good neighbours	1
Total	9
<i>Council facilities / services / activities</i>	
Home help with tree were excellent	1
I think the local school are doing a good job as well	1
I would also like to see more community activities where we can all meet together	1
Improve training on pet registration	1
It would nice if they have separate dog park other than sport oval	1
The community needs to have the infrastructure for the population growth	1
The Council used to provide very good disability services for pre-school and adult services now there's nothing anymore it would be good if those services are available and mention them in the survey	1
The help for gutter cleaning was restricted by regulations and there were areas of the gutters that are not done coz he is not allowed to climb ladders. I'm 83 and had to do it myself. What is the point?	1
Total	8



<i>Traffic and public transport management</i>	
Better public transport options	1
Focus on traffic on Renou Rd	1
Need a tram line from Knox to Vermont South	1
Rash driving	1
The bus services should be frequent	1
The other end where the school is 50 but not here on Karoo Rd and Grosvenor Rd. Like a racing track for young people	1
The quarry trucks fly on the streets	1
We have better good bus services	1
Total	8
<i>Waste management</i>	
3rd party company to green bin liner, it took 2 months to arrive. Could have been done right easily	1
Bins should be weekly, or size should be bigger for big family and with nappies etc,	1
Clarification on garbage bin collection	1
Compostable kitchen liners for free as given earlier	1
Dropping bins	1
Please revise rubbish collection	1
Reintroduction of stickers for hard rubbish	1
Some of the household does not understand the rule of hard rubbish collection	1
Total	8
<i>Parks, gardens, open spaces and tree maintenance</i>	
Before cutting down trees, they should think of the environment	1
Get rid of all trees...making mess road and houses.	1
I hope the Council looks after lake Knox, at the back of the Knox shopping centre. The lake could suffer if they sell it for residential	1
Lakewood Reserve need dog bags and bins	1
Please plant safer trees not Gum trees, cherry blossom or oak anything else	1
The trees and branches of trees that were cut for electricity lines in the reserve in 35 Old Forest Rd needs to be collected. It's been here for three weeks now	1
Trees are lovely but when in hot weather they could pay more attention to the branches could ignite	1
Total	7
<i>Council governance and management</i>	
Act on feedback instead of virtue signalling	1
Concentrate on your own things like roads, rubbish	1
Stick to community needs	1
They are not doing what the community wants, too busy worried about their pronouns, don't like the comments we made	1
Total	4



<i>Rates / financial management</i>	
Council rates too much over the years	1
I think that we pay very high rates, but we don't feel like we get anything for it	1
They are wasting money too much	1
Wasting money on trivial things like changing bin libs and putting banners to state the obvious	1
Total	4
<i>Cleanliness and aesthetics of area</i>	
Ensure cleanliness of the area	2
Local Council needs to be showing that they are working on liveability improvement around the local area	1
Total	3
<i>Cost of living</i>	
Cheaper rent	1
Cost of living	1
Renting is expensive	1
Total	3
<i>General negative comments</i>	
Drop the work cr**p	1
There is room for improvement	1
They should put their finger out cause people are not happy	1
Total	3
<i>Communication, consultation, engagement and responsiveness</i>	
Be more concerned with grassroots and listen to what people want	1
I have complained an issue to Council and there has been no response at all for over 2 months. Very disappointed	1
Total	2
<i>Planning and development issues</i>	
If it is harder for developers to buy out rentals from underneath that would be great	1
It is very specific to this area. They should remove development overlay in Boronia Heights. They should be allowed to subdivide	1
Total	2
<i>Roads and footpaths</i>	
Maintenance of roads	1
The corner of Napoleon Rd and Wellington Rd is slippery when it rains	1
Total	2



<i>Other</i>	
I hope that the Council can make more progress in this area	1
It is good idea to check up the Council	1
Need a job, it's hard to find a job	1
Non-minority gets the bigger say, more for people being included	1
The industry starting the music early in the morning on weekends is quite loud and is causing a nuisance near Valley View Dr	1
Just sort the parking issue on Short St	1
Total	6
Total responses	78

Appendix One: Reasons for level of satisfaction with Council

The following table outlines the verbatim comments received in relation to the reasons for rating satisfaction with Council's overall performance at that level.

These comments have been broadly categorised, and split based on the level of satisfaction.

Reasons for rating satisfaction at "dissatisfied" levels

The following table outlines the verbatim comments received from respondents who rated satisfaction with Council's overall performance at "dissatisfied" levels of less than five out of 10.

Reasons for rating satisfaction with Council's overall performance at "dissatisfied" levels

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Generally negative statements</i>	
Do not like everything about the Council	2
I do not see them	1
I have been here for 54 years; the Council should be better	1
Room for improvement	1
They are lazy	1
They do not care	1
They have not done anything for us	1
Total	8



<i>Parks, gardens, open spaces and trees</i>	
Do not plant gum trees in residential areas	1
Gum tree branches fall on houses and cars, it is disgraceful	1
Gum trees make so much mess	1
Gumtrees are dangerous	1
So many other trees, not gumtrees, can be planted that do not cause damage to people's property	1
We are not allowed to cut down dangerous trees	1
Total	6
<i>Communication, consultation, engagement</i>	
Never respond to residents' needs / not responsive enough	2
Do not like their communication	1
Need to understand the needs of the local people	1
They just do whatever they want to do without consulting	1
Total	5
<i>Rates and financial management</i>	
High rates	2
Cause they give money to sporting clubs that I am a part of	1
High pay for what they do	1
They just get money	1
Total	5
<i>Waste management</i>	
Bins should be weekly	2
Litter collection needs to be better	1
More sharps bins needed for needle disposal	1
Not acting on the illegally dumped rubbish	1
Total	5
<i>Council governance, management, performance</i>	
Lake Knox incident	1
Nothing done regarding issues raised	1
They are doing things that do not need to be done, like the bike paths	1
Total	3
<i>Traffic / roads</i>	
Roads	1
Roads are not maintained well	1
Total	2



<i>Generally neutral statements</i>	
I am not aware of their performance	1
Total	1
<i>Cleanliness and maintenance of the area</i>	
Cleanliness	1
Total	1
<i>Council services and facilities</i>	
Not enough services provided	1
Total	1
<i>Infrastructure</i>	
Better infrastructure needed	1
Total	1
<i>Parking</i>	
Illegally parked cars around the streets	1
Total	1
<i>Other</i>	
They only care about pronouns	1
Total	1
Total dissatisfied comments	40

Reasons for rating satisfaction at a “neutral” level

The following table outlines the verbatim comments received from respondents who rated satisfaction with Council’s overall performance at a neutral level of five out of 10.



Reasons for rating satisfaction with Council's overall performance at "neutral" levels**Knox City Council - 2025 Annual Community Satisfaction Survey***(Number of responses)*

<i>Reason</i>	<i>Number</i>
<i>Communication, consultation, engagement</i>	
Lack of communication / poor communication	5
Council needs to listen to the community / people more	2
No community engagement	2
Slow to respond	2
Council is not responding to rubbish collection complaints	1
Council response is bad	1
Not enough consultation with residents	1
There is no consultation	1
They are not helpful when complaints are made	1
They do not communicate what they are doing	1
Total	17
<i>Council governance, management, performance</i>	
Lots of issues yet to be addressed / actioned	3
Contacted the Council regarding the blocked drain but no action has been taken	1
I do not like the way they do things	1
Inefficient	1
Lack of awareness of current issues	1
Misguided focus of the Council	1
Not happy with the way Council is performing, not concentrating on Knox and trying to be political	1
They are not proactive with issues raised	1
They made decisions that impact residential owners without understanding the full impact like the trees leaves blocking our gutters	1
Total	11
<i>Generally neutral statements</i>	
Not good, not bad	3
They could do more / better	3
Always room for improvement	1
I choose to	1
I do not know what is happening	1
I just gave the average point	1
There are some things they do decently, but a lot they do not do well so it is a very mixed bag	1
Total	11



<i>Council services and facilities</i>	
Existing services' maintenance is inadequate	1
I am not satisfied with the services	1
I do not use a lot of services	1
The services are seldom	1
There is no community	1
They sold the kindergartens	1
Total	6
<i>Generally negative statements</i>	
Council does not provide a lot	1
I do not see them do anything	1
I have no idea what they are doing	1
It does not meet my satisfaction	1
Slack with everything	1
They blame other people for their services	1
This area has too many issues to get a better score	1
Total	7
<i>Rates and financial management</i>	
High rates / they should lower the rates	2
Do not be frivolous with money	1
Spend money on things that are important	1
Waste of money	1
Total	5
<i>Traffic / roads</i>	
Roads	1
Size of streets	1
Total	2
<i>Waste management</i>	
Need more dog poop disposal bins	1
Rubbish bin collection	1
Total	2
<i>Parks, gardens, open spaces and trees</i>	
Nature strips	1
The trees need to be cut	1
Total	2



<i>Parking</i>	
No parking	1
Total	1
<i>Other</i>	
I have not been here long enough	1
If I need something, I go directly in person	1
Total	2
Total neutral comments	66

Reasons for rating satisfaction at “satisfied” levels

The following table outlines the verbatim comments received from respondents who rated satisfaction with Council’s overall performance at “satisfied” levels of more than five out of 10.

Reasons for rating satisfaction with Council's overall performance at "satisfied" levels

Knox City Council - 2025 Annual Community Satisfaction Survey

(Number of responses)

<i>Reason</i>	<i>Number</i>
<i>Generally positive statements</i>	
Council seems good / doing well	33
Generally happy / satisfied	10
Everything is good / fine	3
I think Knox Council has performed well / great	3
I think they try really hard / doing their best	3
Council seems to be doing ok / alright	2
Some areas their work is good / doing well	2
We just moved in; they've done a pretty good job	2
Better than the other Councils	1
Comparing it with Bayswater, the Council member there is fantastic. We should learn from him	1
Everything seems to run pretty smoothly	1
I think Knox City Council is good, provides all the need I want. Good choice to move in Knox	1
No problems happening, so they are doing their job	1
Proud to be living in the area	1
Taken care of lot of people with different interests	1
They are doing great but not perfect	1
They do a lot	1
They try to the best of their abilities	1



They manage things well	1
They're doing the best they can, but we expect more from them	1
What they do well, they do really well	1

Total **71**

Communication, consultation, engagement and responsiveness

They are slow to respond	6
They are pretty responsiveness	5
Bad / insufficient information and communication to the public	3
I am not aware of what the Council is doing	3
Council needs to be more in contact with the people / local community groups	2
Need to listen and understand the needs of the people	2
Hard to reach out for help	1
I can check the info that I need from the website	1
I do not get a lot of information from Council	1
I have raised some issues before, but they ignored them	1
I like the effort into doing this survey. It is good for communities	1
I only get Council information from the booklets	1
I realise that they need multi-language development, easy and quick way to use website	1
Incidents have happened and I now know	1
Involve public more	1
It's probably to do with community engagement, consultation and meetings	1
Lack of internal communication	1
Need more communication from Council	1
No one can help over the phone	1
Not able to see from residents' point of view	1
Nothing done against complaints on dogs	1
Suggestions made are not carried through	1
The reception from the City Council I got was cold	1
They are pretty bad at advocating	1
They are there if you want them	1
They can send out video and notifications regarding any changes and questions, put these changes with explanation	1
They engage well	1
They need to put their mindset in the person they are serving	1
We don't have the time to contact them every time	1

Total **44**



Generally negative statements

Room for improvement / can do better	23
Need to improve in specific areas	4
They are not good with certain areas	3
Do not really keep up with things	1
I believe they have potential to do more for the community	1
I have a few complaints	1
Not any major improvements done, besides adding the traffic lights	1
Personally, not happy. I believe they can do better	1
Running a poor show compared to Dandenong	1
Severely lacking in some respects	1
Sometimes there are issues that they don't really do enough	1
The expected quality has not been met	1
Things seem not to get done properly like grass on Keilor Rd and Stud Rd	1
We expect more from them	1
Total	41

Generally neutral statements

No major problems / complaints / issues	13
They are okay / not too bad / average	12
No issues with service	3
Not much changed in last 5 years	3
They are fine but not amazing	2
Do not have much to do with them	1
Do not know Council activities	1
It's not over the top but it is okay	1
Mix of things	1
They do their job	1
Total	38

Council services and facilities

Council gives good service	6
Good / happy with the services	4
Services not on par with the rates / not satisfied	2
Community events are good	1
Flooding issues	1
Good feeling of sense of community within the suburb	1
I think the Council's services and facilities are quite well	1
I think they do more things for community	1
Knox Council is much better than other Councils in services	1
No nearby swimming pools	1
Public toilets	1
Some filings make accessing services hard to deal with	1
Some of the services are not needed	1
Still waiting for the drains to be done and unimpressed by their response	1
The lights	1
The services are good, bin, green waste etc.	1



There is improvement in recreation centres	1
There were few services listed above which weren't 10	1
They have programs for everyone	1
They need to provide more facilities before the population increases	1
Want more cultural events for families	1
Want more outdoor facilities for kids	1
We do not use their services that much	1
We have some good services, it's not easy to do it equitably, their hands are tied	1
We need greater support from the Council to meet the needs of the elderly in our community	1
We need more aged care services	1
Total	35

Waste management

I do not feel satisfied with the bins	2
Changes made to the garbage have a bad impact	1
Do not like the fact that I am forced to have 2 small bins instead of a large standard 240ml one	1
Even though Knox is clean, we need more rubbish pickups	1
Garbage bin size is small for a family of 5	1
General garbage should be more consistent	1
Hard rubbish efficiency	1
I have no complains other than the wanting a bigger yellow bin	1
I think that they could do more for flexibility in hard rubbish collecting	1
Rubbish collection takes time	1
The bins need to be collected weekly	1
The rubbish collection is excellent	1
There is still room for improvement. I'd say rubbish removal process	1
Total	14

Council governance, management, performance

They're performing good	3
No much work / performance noted from Knox City Council	2
Councils are getting too woke	1
Due to performance	1
I do not trust them; they never do things that they say they will	1
Past Council was out of touch and not delivering value	1
Promised actions during the election are not followed through with	1
The consistency level with the work they do	1
There is still room to get better in term of efficiency	1
They do take action eventually	1
Total	13

Parks, gardens, open spaces and trees

My main issue is the trees	2
Trees are not maintained well	2
A lot of scrubs on main roads	1
Concerned about trees at the front of the house causing damage to the gas and water lines	1



Do not clear the trees often	1
Need to keep the park maintained	1
There is improvement in public spaces	1
They are not replacing trees enough and there is less shade	1
They maintain parks and facilities	1
We need more open spaces	1
Total	12

Rates and financial planning

Rates are high and could be reduced	2
We get value for rates; other areas are steeper	2
I do not feel satisfied with the rates	1
Increasing prices should be reduced	1
Ongoing resource management	1
Overcharged for rates for some of the services we get	1
Rates grew a lot / need to reduce	1
Spending money on stuff which are not relevant	1
They keep raising rates but won't pay for my fence	1
They won't reduce the rates	1
Total	12

Traffic / roads

Road maintenance is very poor otherwise they are good	1
Could maintain the roads more thoroughly	1
Do not know what they do with roads	1
Does not have traffic management when storms hit	1
I do not feel satisfied with the roads	1
I just think there are a combination of things that they can improve on, such as maintenance of roads	1
I think road maintenance is still needed	1
Potholes	1
Some roads have potholes but if you ask me which one, I am not quite sure.	1
The road maintenance detracts it	1
The roads are ridiculous	1
The roads and traffic are bad	1
Total	12

Cleanliness and maintenance of the area

I think that they could do more. For example, just general maintenance in the area	1
Just some areas need improvement like maintaining public areas	1
Nothing is being picked up and maintained	1
Only concern is the street sweeping	1
Public areas are clean	1
There could be more funding in general upkeep of the rea	1
They keep the local area good	1
They keep the place in order	1



They keep the place nice and tidy	1
They maintained the area	1
Total	10

Safety, policing and crime

Security is not fine / needs to improve	2
They need to improve overall safety / not very safe	2
I think they are appearing to keep the community safe for people to live in and with new community Council I think it is good chance to improve on what the last one has done	1
Sometimes there is no police, I can say they are not doing enough	1
The train station sometimes there is a lot of druggies around	1
Total	7

Environment and climate change

Generally, a good record for the environment	2
Council is not doing enough towards the environment	1
I do not think they are concerned about the environment as much as they used to be	1
There is room for improvement in environmental perspective	1
They are city centric, but more environmental focus required	1
Total	6

Planning, housing, development

Confusing future plan in my point of view	1
Council needs to balance commercial housing and parks in the area	1
More around the developments	1
They keep building units here, I don't like it	1
Too much development happening, so much congestion	1
Total	5

Footpaths

Footpaths need attention	1
They are repairing the footpaths, but they might as well do the full footpath so that it lasts longer and does not need to be constantly repaired	1
Total	2

Public transport

Public transport services are terrible. We have to change multiple buses to get to Knox Shopping Centre	1
They never built a train station like they promised	1
Total	2



<i>Infrastructure</i>	
Do not know what they do with infrastructure	1
Total	1
<i>Other</i>	
I do not think they have enough assistance	1
Not happy with getting fines for not voting	1
Total	2
Total satisfied comments	327

Appendix Two: survey form



Knox City Council - 2025 Annual Community Satisfaction Survey



Hi my name is _____ from Metropolis Research and I am here on behalf of Knox City Council.

Council is currently doing its annual Community Satisfaction Survey. This is an opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 10 to 15 mins to complete, is completely confidential and voluntary.

1

Have you contacted Knox City Council in the past 12 months?

Yes (*continue*)

1

No (*go to Q.4*)

2

If Yes, why did you contact Council?

2

When you last contacted the Council, was it?

(*Please circle one only*)

Visit in person

1

Website

6

Telephone (*during office hours*)

2

Social media (*e.g. Facebook*)

7

Telephone (*after hours service*)

3

Directly with a Councillor

8

Mail

4

Live chat

9

Email

5

Other (specify) _____

10

3

Was this your preferred method of contacting Council?

Yes

1

No

2

If No, how would you have preferred to contact Council? _____

4

On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Knox City Council?

1. The provision of accurate information or referral to a relevant officer	0	1	2	3	4	5	6	7	8	9	10	99
2. The speed and efficiency of service	0	1	2	3	4	5	6	7	8	9	10	99
3. Courtesy and professionalism of staff	0	1	2	3	4	5	6	7	8	9	10	99
4. Overall satisfaction with the customer service experience	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.

1. Maintenance and repair of major arterial roads and highways (managed by VicRoads)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If satisfaction rated less than 6, are there any roads of concern?</i>													
2. Maintenance and repair of sealed local roads (managed by Council)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
<i>If satisfaction rated less than 6, are there any roads of concern?</i>													
3. Drains maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Footpath maintenance and repairs	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
5. Maintenance and appearance of public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Litter collection in public areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Maintenance and cleaning of strip shopping areas	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Management of illegally dumped rubbish	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of street trees	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Street lighting	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Street sweeping	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Regular fortnightly garbage collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Regular fortnightly recycling	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

14. Weekly food and green waste collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
15. Provision and maintenance of parks and gardens	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
16. Animal management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
17. Local traffic management	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
18. Parking enforcement	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
19. Enforcement of local laws	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
20. Council's newsletter "Knox News"	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
21. Council's activities promoting local economic development	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
22. Environmental events, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction only if you or a family member has used that service in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

1. Bookable hard rubbish service	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
2. Fortnightly bundled branch collection	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
3. Local library services	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
4. Council's website	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

5. Public toilets	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
6. Sports ovals and other outdoor sporting facilities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
7. Recreation centres and / or aquatic centres (including swimming pools)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
8. Bike and shared paths (both on-road and off-road and including shared paths)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
9. Provision and maintenance of playgrounds	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
10. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, playgroups)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
11. Services for youth (e.g. School holiday programs, Council recreation events)	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
12. Services for seniors	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
13. Provision of public and performing arts centres, programs, and activities	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99
14. Community and cultural activities, festivals, and events	Importance	0	1	2	3	4	5	6	7	8	9	10	99
	Used	Yes						No					
	Satisfaction	0	1	2	3	4	5	6	7	8	9	10	99

What are the reasons why you were dissatisfied with any of the above services and facilities?

Service: _____	
Service: _____	
Service: _____	

5/6a

What are the reasons why you were dissatisfied with any of the above services and facilities?

Service: _____	
Service: _____	

7

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

1. Council's community consultation and engagement	0	1	2	3	4	5	6	7	8	9	10	99
2. Council's representation, lobbying, and	0	1	2	3	4	5	6	7	8	9	10	99
3. The responsiveness of Council to local community needs	0	1	2	3	4	5	6	7	8	9	10	99
4. Council making decisions in the interests of the community	0	1	2	3	4	5	6	7	8	9	10	99
5. Council's performance maintaining the trust and confidence of the local community	0	1	2	3	4	5	6	7	8	9	10	99
6. Council's performance providing "value for rates"	0	1	2	3	4	5	6	7	8	9	10	99
7. That Council has a sound direction for the future	0	1	2	3	4	5	6	7	8	9	10	99
8. Council meeting its responsibilities towards the environment	0	1	2	3	4	5	6	7	8	9	10	99

8

And on the same scale, please rate your satisfaction with the performance of Knox City Council across all areas of responsibility.

1. Overall performance	0	1	2	3	4	5	6	7	8	9	10	99
Why did you rate satisfaction at that level?												

9

Can you please list what you consider to be the top three issues to address for the City of Knox at the moment?

Issue One:	
Issue Two:	
Issue Three:	

10

On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning and development in your local area?

1. The appearance and quality of newly constructed developments in your area	0	1	2	3	4	5	6	7	8	9	10	99
--	---	---	---	---	---	---	---	---	---	---	----	----

If rated less than 6, please identify your concerns or examples of developments:

The State Government has planned for the population of the City of Knox to increase by approximately 16,400 more people by 2036, reaching approximately 177,500.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

11

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

1. Planning for population growth	0	1	2	3	4	5	6	7	8	9	10	99
-----------------------------------	---	---	---	---	---	---	---	---	---	---	----	----

If satisfaction less than 5, what concerns you most about population growth?

12

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the City of Knox?

1. In public areas during the day	0	1	2	3	4	5	6	7	8	9	10	99
2. In public areas at night	0	1	2	3	4	5	6	7	8	9	10	99
3. In and around your local activity centre	0	1	2	3	4	5	6	7	8	9	10	99
4. In your own home	0	1	2	3	4	5	6	7	8	9	10	99

If any rated less than 5, where do you feel unsafe?

Why do you feel unsafe?

13

On a scale of 0 (lowest) to 10 (highest), how important is it that all members of the community feel included?

1. Feel included in community	0	1	2	3	4	5	6	7	8	9	10	99
-------------------------------	---	---	---	---	---	---	---	---	---	---	----	----

14

On a scale of 0 (lowest) to 10 (highest), how important is it that Council supports and advocates for?

1. Food relief services	0	1	2	3	4	5	6	7	8	9	10	99
2. Housing and homelessness services	0	1	2	3	4	5	6	7	8	9	10	99
3. Vulnerable community members	0	1	2	3	4	5	6	7	8	9	10	99

15

Please indicate which of the following best describes you.

18 to 24 Years	1	60 to 74 Years	5
25 to 34 Years	2	75 Years or Over	6
35 to 44 Years	3	Prefer not to say	9
45 to 59 Years	4		

16

With which gender do you identify?

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

17

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

English only	1	Other _____	2
--------------	---	-------------	---

18

Do any members of this household have a permanent or long-term disability?

Yes	1	Prefer not to say	9
No	2		

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What is the structure of this household?

Two parent family (<i>youngest 0 - 4 yrs</i>)	1	One parent family (<i>youngest 13-18</i>)	7
Two parent family (<i>youngest 5 – 12 yrs</i>)	2	One parent family (<i>adult child only</i>)	8
Two parent family (<i>youngest 13 - 18 yrs</i>)	3	Group household	9
Two parent family (<i>adult child only</i>)	4	Sole person household	10
One parent family (<i>youngest 0 - 4 yrs</i>)	5	Couple only household	11
One parent family (<i>youngest 5 – 12 yrs</i>)	6	Other (<i>specify</i>): _____	12

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Which of the following best describes the current housing situation of this household?

Own this home	1	Renting this home	3
Mortgage (paying-off this home)	2	Other arrangement	4

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How long have you lived in the City of Knox?

Less than 1 year	1	5 to less than 10 years	3
1 to less than 5 years	2	10 years or more	4

If less than 5 years, what was your previous Council

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Do you have any further comments you would like to make?

Thank you for your time

Your feedback is most appreciated

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.