

AGENDA



Meeting of Council

To be held at the

Civic Centre

511 Burwood Highway

Wantirna South

On

Monday 23 March 2026 at 7:00 PM

This meeting will be conducted as a hybrid meeting

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Bruce Dobson
Chief Executive Officer

1 Apologies And Requests For Leaves Of Absence

2 Declarations Of Conflict Of Interest

3 Confirmation Of Minutes

Confirmation of Minutes of Meeting of Council held on Monday 23 February and Monday 2 March 2026.

4 Presentations, Petitions And Memorials

5 Reports By Councillors

6 Planning Matters

6.1 Report of Planning Applications Decided Under Delegation 1 February 2026 to 28 February 2026

Final Report Destination:	Council
Paper Type:	For Noting
Author:	Manager City Planning & Building, Paul Dickie
Manager:	Manager City Planning & Building, Paul Dickie
Executive:	Director, City Liveability, Matt Kelleher

SUMMARY

Details of planning applications considered under delegation are referred for information. It is recommended that the items be noted.

RECOMMENDATION

That Council note the planning applications decided under delegation 1 February 2026 to 28 February 2026 as set out in the officers' report.

1. REPORT

Details of planning applications decided under delegation from 1 February 2026 to 28 February 2026 are attached. The applications are summarised as follows:

Application Type	No.
Building & Works: Residential	6
Other	3
Subdivision	8
Units	11
Tree Removal / Pruning	6
Single Dwelling	3
Change of Use	3
Signage	1
TOTAL	41

2. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

Nil

Knox City Council

Report of Planning Applications Decided Under Delegation

1 February 2026 and 28 February 2026

Ward	No/Type	Address	Description	Decision
Baird	2025/6273	73 Dorset Road FERNTREE GULLY VIC 3156	Retrospective approval for the change of use from a convenience shop (milk bar) to a food and drink premises and take away food premises, and the display of a business identification sign and illuminated sign	20/02/2026 Approved
Baird	2025/6294	329 Dorset Road BORONIA VIC 3155	Development of the land for three (3) single storey dwellings to the rear of the existing dwelling	17/02/2026 Approved
Baird	2025/6313	4 Percival Street BAYSWATER VIC 3153	2 Lot Subdivision	17/02/2026 Approved
Baird	2025/6336	83 Scoresby Road BAYSWATER VIC 3153	Construction of three (3) double storey dwellings to the rear of the existing dwelling	11/02/2026 Approved
Baird	2025/6494	8/841 Mountain Highway BAYSWATER VIC 3153	Place of Assembly (Indoor Play Centre), display of internally illuminated business identification signage, reduction in the number of car parking spaces required, and a waiver of bicycle facilities	5/02/2026 Approved
Baird	2025/6517	6 Davey Street BORONIA VIC 3155	Three Lot Subdivision (Approved Unit Development)	4/02/2026 Approved
Baird	2025/6576	70 Rankin Road FERNTREE GULLY VIC 3156	The construction of two (2) double storey dwellings on the land	17/02/2026 Approved
Baird	2025/9124	2 Cadle Court BAYSWATER VIC 3153	Construction of a single storey dwelling to the rear of the existing dwelling	26/02/2026 Approved
Baird	2025/9127	28 Rose Avenue BORONIA VIC 3155	Removal of T1: One (1) Pittosporum eugenioides 'Variegatum' (Variegated Pittosporum) and T2: One (1) Photinia robusta (Photinia)	13/02/2026 Approved

Ward	No/Type	Address	Description	Decision
Chandler	2025/6008	49 Basin-Olinda Road THE BASIN VIC 3154	Two lot subdivision	23/02/2026 Approved
Chandler	2025/6154	75 Arcadia Avenue THE BASIN VIC 3154	Construction of one single storey dwelling to the rear of the existing dwelling and removal of vegetation	27/02/2026 Approved
Chandler	2025/6181	4 Ethel Street BORONIA VIC 3155	Buildings and works (construction of a garage)	6/02/2026 Approved
Chandler	2025/6264	12A Augusta Road THE BASIN VIC 3154	Development of the land for a double storey dwelling, front fence, retaining walls and associated earthworks	20/02/2026 Approved
Chandler	2025/6598	4 Mount View Road BORONIA VIC 3155	Buildings and works (extension to existing dwelling, replacement of existing shed)	20/02/2026 Approved
Chandler	2025/9126	8 Batavia Avenue BORONIA VIC 3155	Front Fence	19/02/2026 Approved
Chandler	2026/6011	37 Baldwin Avenue BORONIA VIC 3155	Removal of T1; one (1) Melaleuca armillaris (Bracelet Honey Myrtle), T2; one (1) Corymbia ficifolia (Flowering Gum), T3; one (1) Eucalyptus sideroxylon (Red Ironbark), T7; one (1) Corymbia citriodora (Lemon Scented Gum) and the Pruning of T4, T5, T6; three (3) Eucalyptus sideroxylon (Red Ironbark)	23/02/2026 Approved
Chandler	2026/9018	32 Arcadia Avenue THE BASIN VIC 3154	Removal of one (1) Eucalyptus bicostata (Southern Blue Gum)	17/02/2026 Approved
Collier	2025/6277	22 Juniper Road WANTIRNA VIC 3152	Development of the land for two (2) double storey dwellings and two (2) lot subdivision	6/02/2026 Approved
Collier	2026/6002	83 Rachele Drive WANTIRNA VIC 3152	Removal of one (1) Eucalyptus radiata (Narrow Leaved Peppermint)	26/02/2026 Approved
Dinsdale	2024/6467	3 Highmoor Avenue BAYSWATER VIC 3153	The construction of six (6) triple storey dwellings on the land	9/02/2026 Approved

Ward	No/Type	Address	Description	Decision
Dinsdale	2024/6539	595 Mountain Highway BAYSWATER VIC 3153	Alter access to a Transport Zone Category 2	13/02/2026 Approved
Dinsdale	2025/6551	9 Suffern Avenue BAYSWATER VIC 3153	Removal of one (1) Corymbia citriodora (Lemon Scented Gum)	2/02/2026 Refused
Dinsdale	2026/6056	5 Bona Vista Road BAYSWATER VIC 3153	Removal of T6: one (1) Pittosporum undulatum (Sweet Pittosporum), T15: one (1) Ligustrum lucidum (Glossy Leaved Privet) and T16: one (1) Melaleuca ericifolia (Swamp Paperbark)	25/02/2026 Approved
Dinsdale	2026/9013	19 Rathmullen Road BORONIA VIC 3155	Two lot Subdivision (approved unit development)	4/02/2026 Approved
Dinsdale	2026/9019	6A & 6B Claude Street BAYSWATER VIC 3153	Two Lot Subdivision (approved unit development)	19/02/2026 Approved
Dobson	2025/6194	1 Waters Avenue UPPER FERNTREE GULLY VIC 3156	Buildings and works - Construction of a dwelling	10/02/2026 Approved
Dobson	2025/6321	43 Doysal Avenue FERNTREE GULLY VIC 3156	Buildings and works associated with the construction of a single dwelling	2/02/2026 Notice of Decision
Dobson	2025/6457	2/23 Kevin Avenue FERNTREE GULLY VIC 3156	Buildings and works for a biogas system (anaerobic digester)	9/02/2026 Approved
Dobson	2025/6503	35 Station Street FERNTREE GULLY VIC 3156	Construction of a single storey dwelling to the rear of the existing dwelling, including vegetation removal	20/02/2026 Approved
Dobson	2026/9017	11 Stringybark Drive FERNTREE GULLY VIC 3156	Buildings and works to construct an outbuilding	6/02/2026 Approved
Friberg	2025/6292	Sh 60/1880 Ferntree Gully Road FERNTREE GULLY VIC 3156	Construction of a deck (buildings and works in a Transport 2 Zone)	26/02/2026 Approved
Friberg	2025/6582	2 Lloyd Street KNOXFIELD VIC 3180	Construction and display of internal and externally illuminated business identification signage	3/02/2026 Approved

Ward	No/Type	Address	Description	Decision
Friberg	2025/6591	25 Bexsarm Crescent ROWVILLE VIC 3178	Construction of two double storey dwellings on the land	13/02/2026 Approved
Friberg	2026/6074	93/175 Kelletts Road ROWVILLE VIC 3178	Construction of Verandah	18/02/2026 Approved
Friberg	2026/9014	1/41 Lynn Drive FERNTREE GULLY VIC 3156	Two Lot Subdivision (Approved Unit Development)	11/02/2026 Approved
Taylor	2025/6371	37 Eildon Parade ROWVILLE VIC 3178	The construction of a double storey dwelling to the rear of the existing dwelling	3/02/2026 Approved
Taylor	2025/6531	2/37 Glen Road LYSTERFIELD VIC 3156	Buildings and works (construction of a shed)	13/02/2026 Approved
Taylor	2026/9011	15 Cardinia Way ROWVILLE VIC 3178	Two lot Subdivision (Approved unit development)	6/02/2026 Approved
Tirhatuan	2025/6150	4 Zarro Street SCORESBY VIC 3179	The construction of a double storey dwelling to the rear of the existing dwelling	6/02/2026 Approved
Tirhatuan	2025/6356	2/6 Hi-Tech Place ROWVILLE VIC 3178	Use of the land for an office and place of assembly (including training), and associated car parking reduction	19/02/2026 Approved
Tirhatuan	2026/6067	25 Mindara Avenue ROWVILLE VIC 3178	2 Lot Subdivision (approved unit development)	13/02/2026 Approved

7 Public Question Time

8 Officer Reports

8.1 Waste Services Engagement Results

Final Report Destination:	Council
Paper Type:	For Decision
Author:	Manager Green Spaces & Environment, Andrew Dodd
Manager:	Manager Green Spaces & Environment, Andrew Dodd
Executive:	Director, Infrastructure, Grant Thorne

SUMMARY

Knox City Council undertook a comprehensive community engagement process in late 2025 to understand resident satisfaction with the current waste services and to test community sentiment regarding potential changes to the kerbside collection system including a potential shift from fortnightly to weekly garbage collection. The engagement included a representative random sample survey of 502 residents and a self-selected online survey of 306 participants through Council's 'Have Your Say' page.

Overall, satisfaction with existing kerbside bin services – including garbage, recycling, and FOGO – remains at excellent levels among the representative random sample, with improvements compared to previous Community Satisfaction Surveys. The self-selected online respondents demonstrated significantly lower satisfaction with fortnightly garbage collection.

When comparing options for garbage collection frequency, a clear majority of representative random sample preferred retaining the current system (73%), with this option being preferred by half (50%) of the self-selected online respondents. Cost, convenience, and environmental impacts were key considerations, with representative random sample respondents placing higher importance on cost and environmental outcomes compared to self-selected online respondents placing higher importance on convenience and cost.

Across other waste services – including bundled green waste and hard waste collection services, participants reported strong satisfaction levels across both samples. Usage patterns, however, indicate opportunities for service optimisation. Declining use of bundled green waste collection since FOGO implementation suggests potential for reduced service frequency, while feedback on hard waste supports further consideration of capacity caps.

Awareness of bin upgrade options and special consideration programs was moderate, with results indicating the need for improved community education on ways to increase bin capacity or access additional services. Similarly, awareness of the environmental and financial benefits achieved through current waste reforms was low, signalling a clear opportunity for enhanced communication.

Financial modelling indicates that returning to weekly garbage collection would significantly increase costs to the community, with an estimated impact of approximately \$57 per household

due to a total service cost increase of up to \$3.41 million. This reinforces the importance of balancing community preferences with environmental and affordability considerations.

The findings collectively support Recommendations focused on:

- Maintaining fortnightly garbage collection
- Improving education on odour reduction and appropriate waste behaviours
- Enhancing promotion of bin upgrade and special consideration options
- Reviewing frequency of bundled green waste services
- Continuing advocacy to the State Government regarding the mandated glass-only service
- Increasing communication on Council's environmental and financial achievements

The engagement process demonstrates a community that is largely satisfied with current waste services but requires ongoing support, education, and clear messaging to ensure sustained satisfaction, environmental performance, and cost effectiveness. The insights gathered will guide Council in shaping future waste service decisions that are responsive to community sentiment while consistent with environmental targets, financial sustainability, and legislative expectations.

RECOMMENDATION

That Council:

1. Receive and note the information within this report.
2. Maintain the current fortnightly schedule for general rubbish collection.
3. Increase community education initiatives aimed at reducing bin odours.
4. Undertake further investigation into reducing or removing the bundled green waste collection from the current fortnightly schedule, with findings to be considered as part of the Hard Waste and Bundled Green Waste contract review.
5. Undertake further investigation into capping hard waste at three cubic metres per collection, with findings to be considered as part of the Hard Waste and Bundled Green Waste contract review.
6. Continue advocacy to the State Government to extend the timeframes for implementing glass only kerbside collection and to reconsider more cost effective glass collection options, including expansion of the Container Deposit Scheme (CDS).
7. Expand promotion of the option for households to increase capacity by upgrading general waste bins.
8. Expand promotion of capacity increase options available through Special Consideration Requests.
9. Increase promotional activities highlighting Council's environmental and financial performance relating to the diversion of waste from landfill.

1. DISCUSSION

This report provides detail on the results of the engagement process undertaken relating to Council's Waste Management Services as endorsed at the Council meeting held on 29 September 2025.

1.1. Background

A report was presented to Council at the Council meeting held on 26 May 2025 – Waste and Recycling Kerbside Reform Update, where Council resolved to;

1. Note the updated progress on the Kerbside Reform project including positive environmental and fiscal outcomes for the community driven by significantly increased diversion of waste from landfill.
2. Note the updated information provided detailing the implications of a potential change from fortnightly to weekly rubbish collection, including anticipated impact on diversion rates, cost and timing.
3. Request officers prepare a proposal for a community-wide engagement process to:
 - a. Seek community sentiment and feedback on our current waste collection services.
 - b. Test community appetite for a weekly rubbish collection service; and
 - c. Present information regarding the environmental and financial implications associated with each option.
4. Requests the proposed methodology, including design, communication, timing and cost of any survey be discussed with Councillors prior to the proposal being referred to Council for consideration no later than September 2025 (unless deferred to a later date in consultation with the Mayor); and
5. Subject to Council's determination in relation to Resolution 4 above, that Council receives a report outlining the results of community engagement for consideration prior to any decision being made on whether to change the existing kerbside rubbish collection frequency.

To assist in the design and implementation of this process, Metropolis Research was engaged through a competitive Request for Quotation (RFQ) process.

As a result, a report was presented at the Council meeting held 29 September 2025, detailing an approach to this engagement process including:

- Survey scope.
- Supporting information within the survey.
- Survey questions.
- Delivery methodology.
- Timeframes for communicating, conducting and completion of the survey.

In response Council resolved to:

1. Endorse the community engagement process for the Waste Services Survey, including:
 - a. The proposed scope and methodology
 - b. The supporting information within the survey
 - c. The timeline as outlined in section 1.2.
2. Approve the survey questions detailed in Attachment 1.3. Note that the engagement results will be presented to Council in early 2026.

NOTE: Attachment 1.3 referenced in the above, refers to information provided within the report at the time of the Council resolution. This attachment does not form part of this report.

1.2. Survey Scope and Methodology

The waste collection services included in the survey were:

- Kerbside rubbish collection
- Kerbside recycling collection
- Kerbside FOGO collection
- Hard waste collection
- Bundled green waste collection
- Kerbside Glass Only Service

Questions within the survey relating to each service were based around levels of satisfaction for each, issues (if any) respondents were currently facing, utilisation of services, knowledge of service delivery and current options to increase capacity and general information on how households were currently managing waste.

There were also direct questions relating to changing the current garbage collection service to weekly. These focused on the importance of convenience over cost and testing community appetite on keeping the current frequency or changing to the alternate, highlighting cost and environmental impacts for each.

Information was provided within the survey to provide context to the questions in various sections including:

- Messaging to explain why the survey is being conducted (considering returning to weekly rubbish collection). This was provided in the statement “Knox City Council regularly reviews its services to ensure they align with the needs of the community. Council is seeking feedback from the community to help inform any future decisions”.
- Costs associated with moving to weekly rubbish collection. This included overall costs and impacts on the waste charge per property.
- Results of the implementation of FOGO on increased diversion rates and being one of the state leaders in this space.
- Special consideration requests currently available to assist households still challenged by the current waste services provided.

Two methods were utilised to deliver the survey, a representative random sample survey and an online survey conducted on Council’s ‘Have Your Say’ web site. The representative random sample methodology is a representative sample of broader community views, with the online survey being a self-selected method.

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

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

The key difference being that the representative random sample survey respondents were approached at random and invited to participate in the survey. They did not need to be aware of the survey prior to being approached, nor did they need to take independent additional steps to participate. This is a critical distinction between the two surveys, which is reflected in the variation in results.

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

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

1.3. Results of Surveys

The results below are summarised from key elements within the broader Waste Services Engagement report (Attachment 1). A comparison has been provided on the responses from the representative random sample survey (which received 502 participants) and self-selected online forum (which received 306 responses).

Kerbside Collection Services

- Satisfaction with the three kerbside bin collection services as recorded by the 502 representative random sample survey respondents remained at “excellent” levels, with satisfaction with all three kerbside bin collection services increasing from the 2025 Annual Community Satisfaction Survey results. This included the fortnightly garbage (8.0 up from 7.9), the fortnightly recycling (8.6 up from 8.3), and the food and garden waste (8.7 up from 8.3).
- The self-selected online survey respondents were measurably and significantly less satisfied with the regular fortnightly garbage collection (4.8 out of 10), with 51% of the 302 online respondents “dissatisfied” with the service.
- This represents a clear majority preference for the current kerbside collection service arrangements, including the fortnightly garbage collection service. There remains, however, a small, but notable proportion of the Knox community who support a change to a weekly garbage collection service.
- The self-selected online survey respondents were somewhat less satisfied with the recycling and FOGO collections than the representative random sample respondents, however, this variation was significantly smaller than in relation to the regular garbage collection service.
- Respondents with a larger 240L garbage bin, as well as respondents who reported that their garbage bin was full each time they put it out for collection were the least satisfied with the regular garbage collection service. This was the case both for the random and self-selected sample respondents.
- Only a relatively small proportion of the representative random sample (12%) and self-selected online survey (18%) respondents reported that they would prefer a smaller 80L FOGO bin.
- The most common issues with the kerbside bin collection services were the frequency of collection (mostly for the self-selected online survey respondents), some concerns around

smell/odour and vermin and similar issues, and a small number of respondents reported other issues, such as missed or messy bin collections, irregular times of collection and a range of other issues.

Alternate Waste Collection Options

- A total of 73% of the representative random sample respondents and 50% of the self-selected online survey respondents reported a preference for Option One (the current fortnightly collection).
- A majority of representative random sample survey respondents from each of the four precincts (Wantirna/Scoresby, Bayswater/Boronia, Ferntree Gully/Knoxfield and Rowville) reported a preference for Option One, and a majority of the self-selected online survey respondents from Ferntree Gully / Knoxfield (58%) and Bayswater / Boronia (53%) preferred Option One.
- The representative random sample respondents ranked in order of importance when designing the kerbside collection services: the cost to individual ratepayers (8.7), followed by the convenience to householders (8.5) and then the environmental impacts of waste going to landfill (8.4).
- The self-selected online survey respondents reported a different ranking, rating the convenience to householders (8.9) as measurably the most important aspect, followed by the cost to individual ratepayers (8.2), and then the environmental impacts of waste going to landfill (7.8) as measurably less important.

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

NOTE: The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented. These precinct boundaries were based on groups of suburbs / localities as presented in Council's Community Profile.

Bundled Green Waste Collection

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

These results indicate that whilst there are high levels of satisfaction with this service, there is low to moderate usage of it and residents indicated a change to the service may not impact their use.

Hard Waste Collection

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

These results indicate that whilst there are high levels of satisfaction with this service, residents indicated a change to the service may not impact their use of it.

Glass Collection Service

- The majority of representative random sample (63%) and self-selected online survey (52%) respondents were unaware that the State Government requires Council to implement a glass only collection service by 2027, at a direct cost to residents.
- Half (50%) of the representative random sample and 38% of the self-selected online survey respondents (possibly or definitely) supported this State Government initiative.
- The overwhelming majority of representative random sample (84%) and self-selected online survey (82%) respondents reported that their household typically generated less than 10 glass containers per week.
- 41% of representative random sample and 61% of the self-selected online survey respondents reported that they had used the Container Deposit Scheme.

These results suggest that the low production of glass containers per household indicated by participants and high usage of the Container Deposit Scheme, supports Council's current advocacy in this space.

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

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

Awareness of alternative / extra bin options and special consideration programs

- The majority of representative random sample (63%) and self-selected online survey (78%) respondents reported that they were aware of the option to upgrade from an 80L to a 120L garbage bin, with 21% of representative random sample and 24% of online survey respondents reporting that they had upgraded their bin size.

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

These results suggest that whilst there is a level of knowledge of some of Council's Special Consideration Requests, this would be considered lower than expected with more required to increase community awareness.

Council's waste management and diversion progress

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

These results clearly indicate a low awareness within the community of the financial and environmental outcomes and benefits relating to waste management, with more required to increase community awareness.

More details on the results of both representative random sample and online surveys, including further breakdown of responses and information on other ancillary questions, can be found in the Waste Services Engagement report (Attachment 1).

2. ENGAGEMENT

Promotion of the engagement process was achieved through a campaign running from early November to early December. The approach to this campaign was to explain to the community that no change or decision is being considered immediately.

The purpose of the engagement was to understand residents' current satisfaction with the household waste service and to understand their sentiment towards change if Council were to consider this in the future. Key messaging included:

- We want to understand how satisfied you are with our household waste services.
- Interviewers will be visiting some homes across Knox to ask questions and get a representative view.
- Don't want to miss the opportunity to share your feedback? Jump online today.

- Your feedback will be considered by Council to help guide any future decisions about waste services.

The consultation period was selected to best align with key communication channels, in particular delivery deadlines to reach every household. Consideration was given to Melbourne Cup week and the entire process being completed prior to the busy Christmas period.

Promotional material was presented through various channels including:

- Have Your Say website project page.
- Email notification to Have Your Say subscribers (1800 subscribers).
- Website news story on three occasions;
 - 30 September 2025 – “Coming Soon to Knox” - Post Council resolution.
 - 10 November 2025 – “What do you think of household waste services?” - Have Your Say launch.
 - 1 December 2025 – “Don't miss the chance to have your say on household waste services” - Reminder message.
- Knox eNews article 12 November and 24 November (9900 subscribers).
- Knox News magazine, back page feature, delivery from 17 November (every household in Knox).
- Updates on waste web pages to direct to Have Your Say from 10 November through to 7 November.
- Community papers – two editions in November: Boronia and The Basin, Rowville Lysterfield. An advert with a link to the Have Your Say webpage, with the option to subscribe to be notified when the engagement opens as available (approximately 25,000 homes and businesses).
- Social media paid campaign from 10 November to 7 December.
- Mayoral Radio segment on Eastern FM 1st Monday in November and December.
- Posters in community facilities with link to Have Your Say webpage from 10 November to 7 December 2025.
- On hold messages from 10 November to 7 December 2025.
- Digital screens at Early Years Hubs, Leisure Works, Libraries and EV Charging Station Screens from 10 November to 7 December 2025.
- Prepared FAQs and key messages for use by staff and Councillors when responding to customer enquiries for consistency in messaging.
- Hard copy surveys made available on request.
- Translation document. Key messages translated in to top 5 languages used in Knox. Link to HYS website included. For use by Metropolis during representative random sample interviews, from 10 November to 7 December 2025.

3. SOCIAL IMPLICATIONS

Any increase in residential waste charges resulting from new services, coupled with current increased cost of living will financially impact residents. Council is cognisant that some community members have additional needs and will continue to provide options to alleviate the financial burden where possible. At present, Special Consideration Requests allow eligible families an additional rubbish bin free of charge. A small number of additional bins are also offered free on compassionate grounds.

4. CLIMATE CHANGE CONSIDERATIONS

The collection frequency of kerbside rubbish has a direct correlation with environmental outcomes related to waste management including:

- Positively impact on Council's Net Zero 2030 target and the Community Net Zero 2040 target by ensuring all waste streams are effectively and efficiently collected to allow resource recovery and diversion of waste to landfill (resulting in reduced methane creation and lower greenhouse gas emissions).
- Create opportunities for Council or the community to adapt to climate change through continuous improvement of processes and positive behaviour change associated with waste reduction and resource value. As education and awareness increases in this space, Victoria will shift from a linear waste model to a circular, climate-resilient economy.

5. ENVIRONMENTAL IMPLICATIONS

Increasing the diversion of resources from landfill and thereby reducing the waste required to be managed into the future not only aligns with Federal and State policy settings, but also with the Knox Climate Response Plan, which identifies organic waste as a major contributor of greenhouse gas emissions.

As previously reported Council is one of the state leaders in waste diversion, currently sitting at 72% (complying to state targets by 2025). This has resulted in:

- The diversion of approximately 32,000 tonnes of organic material annually, saving ratepayers approximately \$1.2 million per year (which is passed on to the community reducing the waste charge).
- A reduction of approximately 23,600 tonnes of landfill-based greenhouse gas emissions per year.

Moving to a fortnightly rubbish collection is likely to increase waste going to landfill and increase greenhouse gas emissions (due to lower diversion rates).

Efficient, well planned, and universally available services with strong education programs also improve service utilisation and can improve local amenity through a reduction in dumped rubbish and litter generation.

6. FINANCIAL AND RESOURCE IMPLICATIONS

As previously reported, returning to a weekly rubbish collection frequency will have a cost implication of between \$2,950,000 - \$3,410,877 equating to a direct impact to the household waste charge of approximately \$57 per household.

The cost to deliver the survey was approximately \$35,000 including survey design, delivery and reporting as well as implementation of a communication campaign led by Council.

7. RISKS

As an essential service strongly linked to maintaining local amenity and improving broader environmental outcomes, Council's waste services contain considerable environmental and amenity risks. The current service aims to minimise and mitigate these risks by reducing waste to landfill (reducing greenhouse gas emissions) and utilising safe and efficient collection methods.

Any potential changes to Waste Services due to this survey carry significant financial cost for the community as highlighted in Section 6 – Financial and Resource Implications. This is due to the direct correlation of increasing waste that goes to landfill, has on the cost per property relating to the standard waste charge. It is considered that the current waste service methodology provided by Council provides the best value for money and achieves the best environmental outcomes whilst meeting state legislative requirements and targets.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Caring for and enhancing our environment

Strategy 3.1 - Our environment is healthy and sustainable by considering environmental factors when planning for and making decisions.

Strategy 3.3 - Minimise waste to landfill through access to a suite of waste services and education.

Leading, listening and governing responsibly

Strategy 4.1 - Council demonstrates its accountability through transparent and responsible decision making and working together productively.

Strategy 4.5 - Council is financially sustainable through long-term strategic, financial and asset planning, and the responsible prioritisation, allocation and use of resources.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

1. Attachment 1 - Knox - 2025 Waste Services Survey Report - FINAL [8.1.1 - 74 pages]

Knox City Council

2025 Waste Services Survey

December 2025



Knox City Council – 2025 Waste Services Survey

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Knox City Council – 2025 Waste Services Survey

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Knox City Council – 2025 Waste Services Survey

Introduction

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

The research aimed to explore the following issues:

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

Methodology, response rate and statistical significance

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

Representative sample door-to-door survey

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Self-selected online survey

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

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

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

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

Notes on variation between representative and self-selected sample results

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Key findings

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

Kerbside collection services

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

Alternative waste collection options

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



Knox City Council – 2025 Waste Services Survey

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

Bundled green waste collection

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

Hard waste collection

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

Glass collection service

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



Knox City Council – 2025 Waste Services Survey

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

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

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

Awareness of alternative / extra bin options and special consideration programs

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

Council's waste management and diversion progress

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



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.



Knox City Council – 2025 Waste Services Survey

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

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

Rounding of results

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

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

Satisfaction categories

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Fortnightly garbage (red lid) collection

Satisfaction with the fortnightly garbage collection

Respondents were asked:

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

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

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

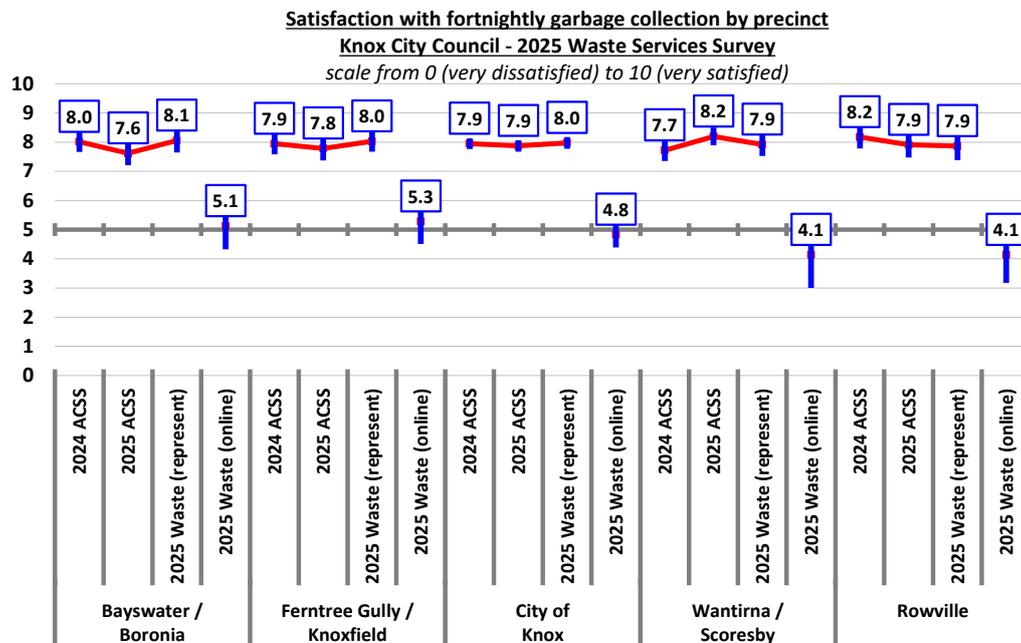
As a consequence of the self-selection approach, the results to the online survey reflect only the views of those who participated in that self-selected online survey.

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

Satisfaction with garbage collection by precinct

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

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

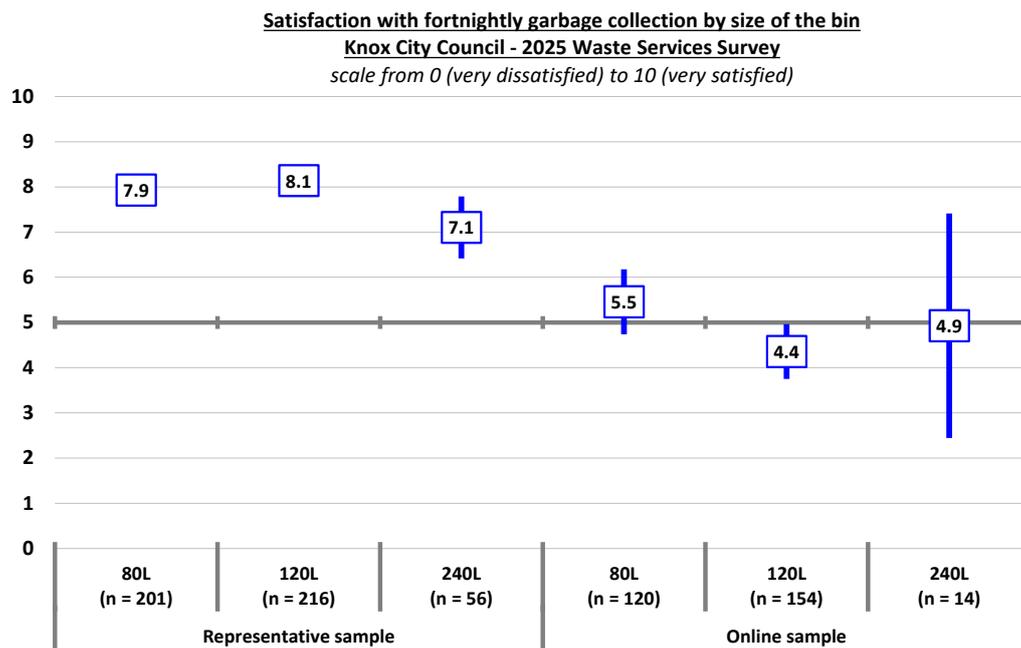


Knox City Council – 2025 Waste Services Survey

Satisfaction with garbage collection by size of bin

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

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



Satisfaction with garbage collection by bin fullness

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

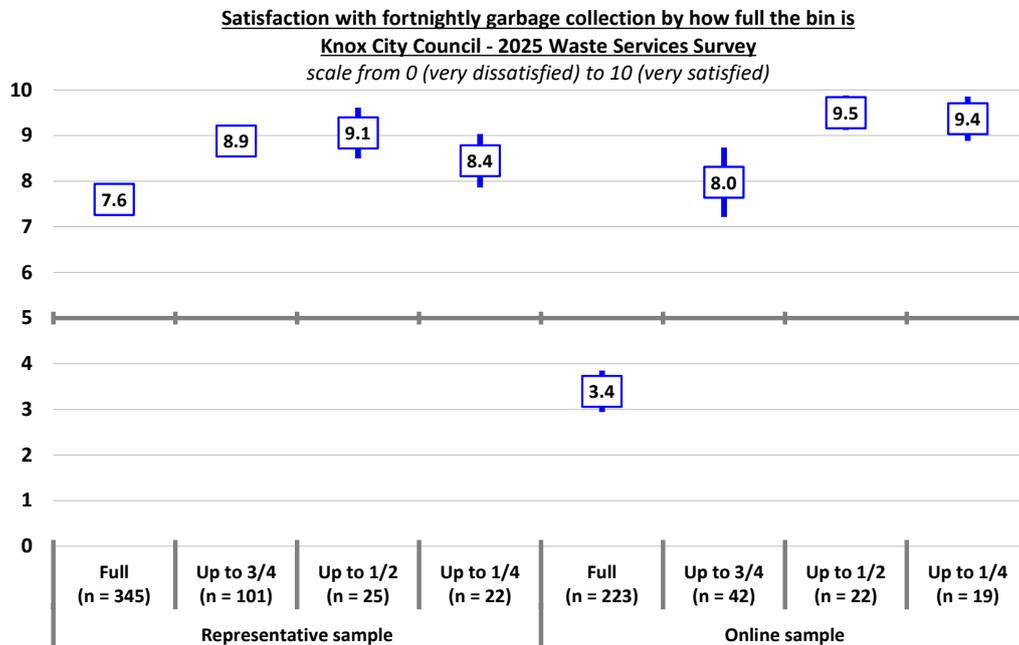
The 223 self-selected online survey respondents who reported that their garbage bin was full each time they put it out for collection were measurably and significantly less satisfied with the garbage collection service than those whose bin was less full.

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



Knox City Council – 2025 Waste Services Survey

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



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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

Reasons for dissatisfaction with fortnightly garbage collection

Knox City Council - 2025 Waste Services Survey (online)

(number of total responses)

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



Knox City Council – 2025 Waste Services Survey

Rubbish bin size

Respondents were asked:

“What size bin does your household currently have?”

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

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

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

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

Respondents were asked:

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

The overwhelming majority (90% / 87%) of respondents to both the representative and self-selected online surveys reported that their bin was ¾ full to full each time they put the bin out for collection.

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

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



Knox City Council – 2025 Waste Services Survey

Issues with the garbage bin collection

Respondents were asked:

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Fortnightly recycling (blue lid) collection

Satisfaction with the recycling collection

Respondents were asked:

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

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

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

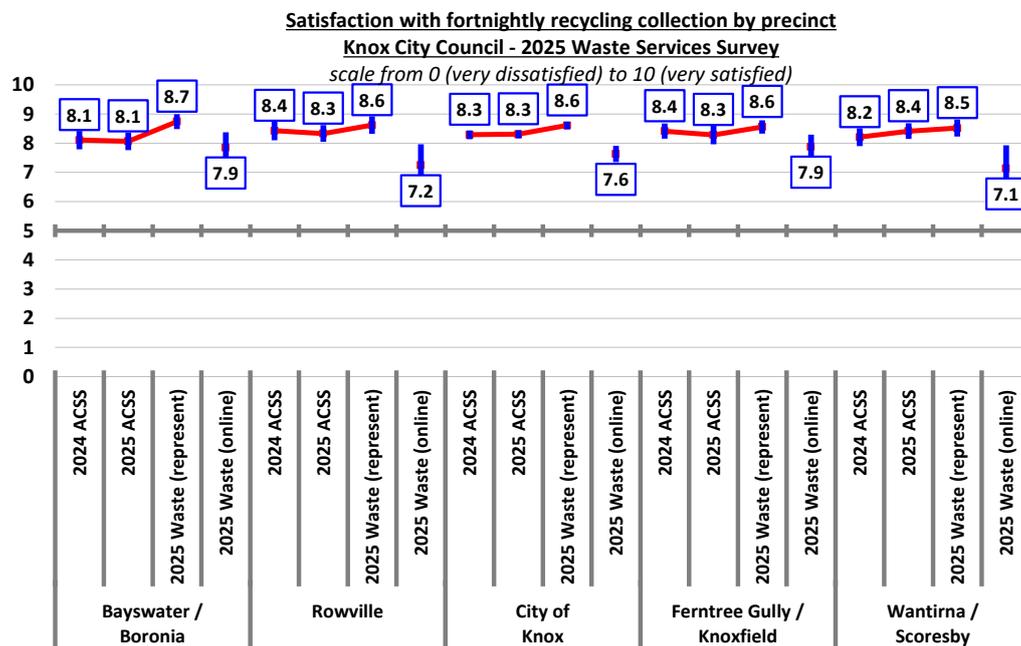
This result is important, as it highlights that the self-selected online survey respondents were significantly more concerned about the garbage collection service (and specifically the frequency of collection and size of bin) than they were about the other kerbside collection services.

Satisfaction with recycling collection by precinct

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

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

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



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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

Respondents were asked:

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

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

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

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

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

Issues with the recycling collection

Respondents were asked:

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Weekly food and garden waste (lime green lid) collection

Satisfaction with the FOGO collection

Respondents were asked:

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

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

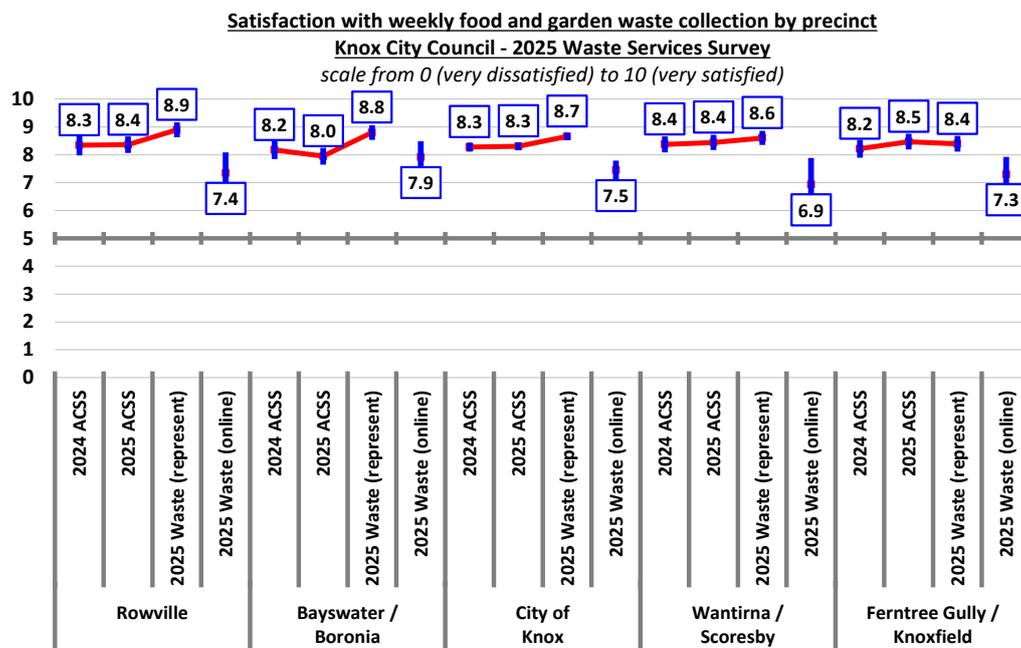
This result is important, as it highlights that the self-selected online survey respondents were significantly more concerned about the garbage collection service (and specifically the frequency of collection and size of bin) than they were about the other kerbside collection services.

Satisfaction with the FOGO collection by precinct

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

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

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



Knox City Council – 2025 Waste Services Survey

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

Reasons for dissatisfaction with weekly food and garden waste collection

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

(number of total responses)

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

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

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

Reasons for dissatisfaction with weekly FOGO collection

Knox City Council - 2025 Waste Services Survey (online)

(number of total responses)

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



Knox City Council – 2025 Waste Services Survey

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

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

Respondents were asked:

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Preference for a smaller FOGO bin

Respondents were asked:

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

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

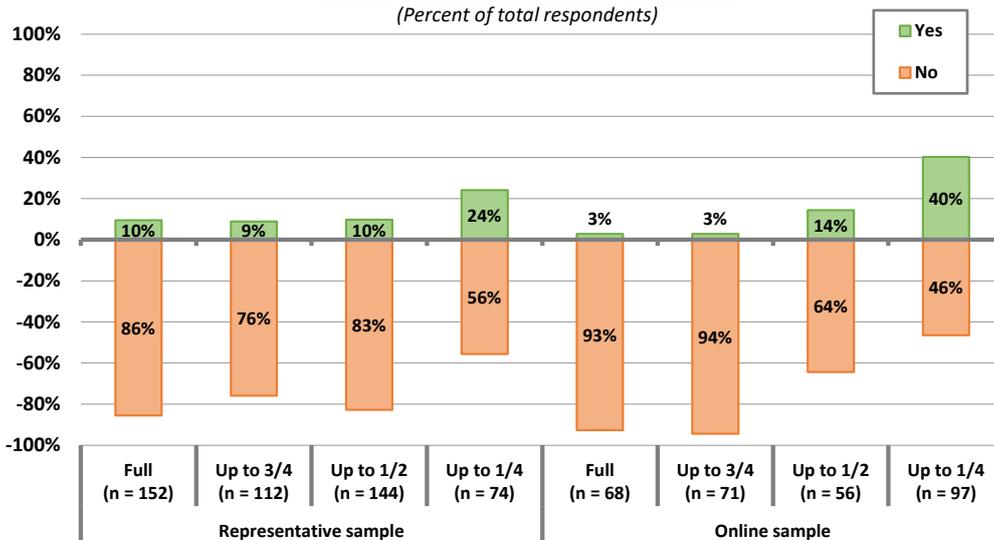
This slight variation in the results between the representative sample and the self-selected survey respondents reflects the somewhat lower utilisation of the FOGO bin by some of the self-selected online survey respondents, when compared to the underlying City of Knox community.

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Issues with the FOGO collection

Respondents were asked:

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

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

Bundled green waste collection

Awareness of the bundled green waste collection service

Respondents were asked:

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

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

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



Knox City Council – 2025 Waste Services Survey

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

Aware of Council's fortnightly bundled green waste collection

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

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

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

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

Knox City Council - 2025 Waste Services Survey

(number of total responses)

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



Knox City Council – 2025 Waste Services Survey

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

Respondents were asked:

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

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

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

Likelihood of using bundled green waste collection service in the next 12 months
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

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

Satisfaction with bundled green waste collection service

Respondents were asked:

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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

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

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

Satisfaction with the bundled green waste collection by precinct

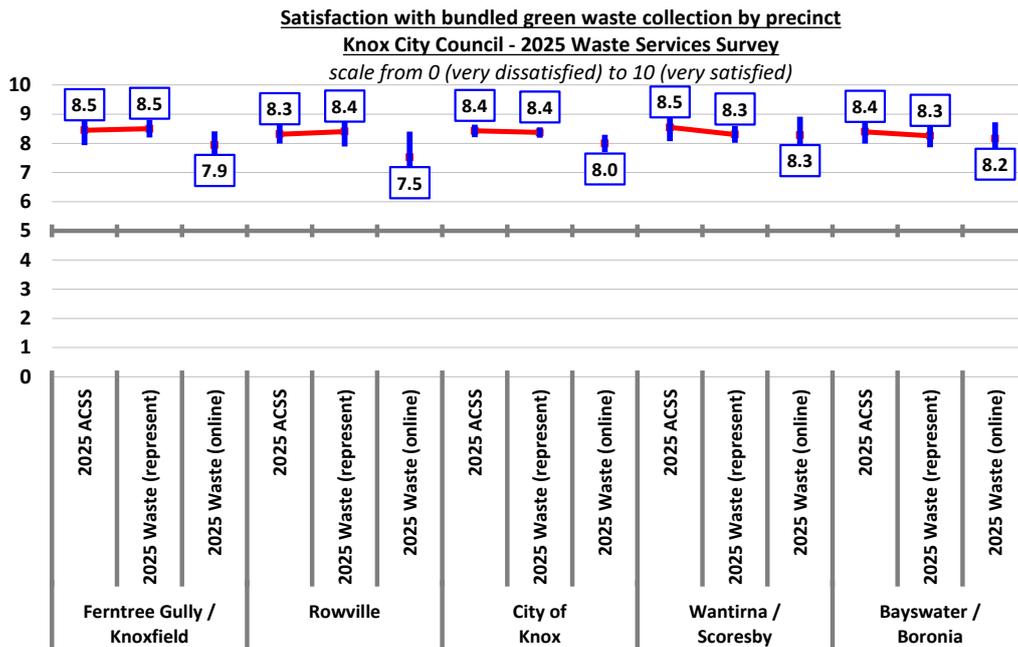
When examined by precinct, it is noted that the representative sample respondents’ satisfaction with the bundled green waste collection was “excellent” in all four precincts, with scores of more than eight out of 10.



Knox City Council – 2025 Waste Services Survey

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

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



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

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

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

Total

8



Knox City Council – 2025 Waste Services Survey

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

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

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

How much bundled green waste typically put out

Respondents were asked:

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

Respondents were asked:

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

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

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

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

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

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

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

Respondents were asked:

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

Reasons for a reduction in the frequency of collection might impact the use of bundled green waste service
Knox City Council - 2025 Waste Services Survey (representative sample)
(number of total responses)

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

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



Knox City Council – 2025 Waste Services Survey

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

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

Knox City Council - 2025 Waste Services Survey (online)

(number of total responses)

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

Hard waste collection

Awareness of the hard waste collection service

Respondents were asked:

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

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



Knox City Council – 2025 Waste Services Survey

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

Aware of Council's kerbside hard waste collection service
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

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

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

Use of Council's kerbside hard waste collection service
Knox City Council - 2025 Waste Services Survey
(number of total responses)

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



Knox City Council – 2025 Waste Services Survey

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

Respondents were asked:

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

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

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

Likelihood of using hard waste collection service in the next 12 months
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

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

Satisfaction with the hard waste collection

Respondents were asked:

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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

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

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

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

Satisfaction with the hard waste collection by precinct

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

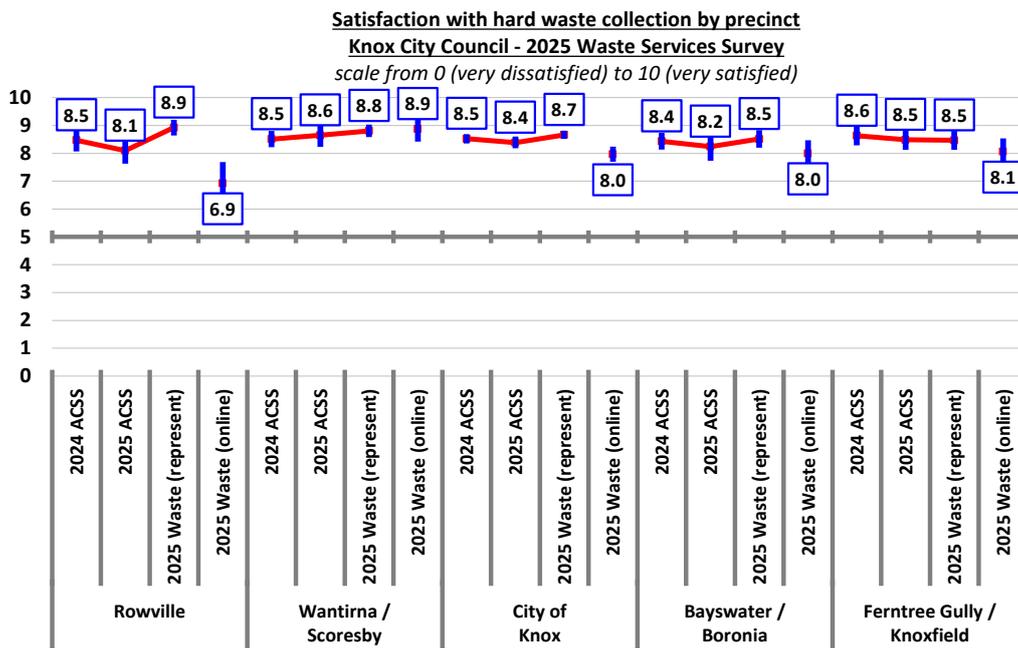


Knox City Council – 2025 Waste Services Survey

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

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

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



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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

How much hard waste typically put out

Respondents were asked:

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

Respondents were asked:

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

(number of total responses)

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

Glass only collection service

Awareness of the glass only collection service

Respondents were asked:

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

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

Level of support for the glass only collection service initiative

Respondents were asked:

“Do you support this State Government initiative?”

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

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

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

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

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



Knox City Council – 2025 Waste Services Survey

Glass containers generated by household in a typical week

Respondents were asked:

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

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

Number of glass containers typically generated by the household in a typical per week
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

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

Awareness of the Container Deposit Scheme

Respondents were asked:

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

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

Aware of the Container Deposit Scheme (10c rebate on return)
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

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



Knox City Council – 2025 Waste Services Survey

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

Actions undertaken to manage rubbish bin capacity

Respondents were asked:

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

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

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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

Respondents were asked:

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

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

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

Respondents were asked:

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

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

Special consideration programs

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

Respondents were asked:

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

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

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

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

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

Knox City Council - 2025 Waste Services Survey

(number and percent of respondents providing a response)

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



Knox City Council – 2025 Waste Services Survey

Awareness of programs to provide free additional bin for disposable nappies

Respondents were asked:

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

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

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

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

Aware of special consideration program to provide a free bin for disposable nappies
Knox City Council - 2025 Waste Services Survey
(number and percent of respondents providing a response)

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

Council’s waste management and diversion progress

Awareness of the financial and environmental benefits to the Knox community resulting from the changes to the kerbside collection services

Respondents were asked:

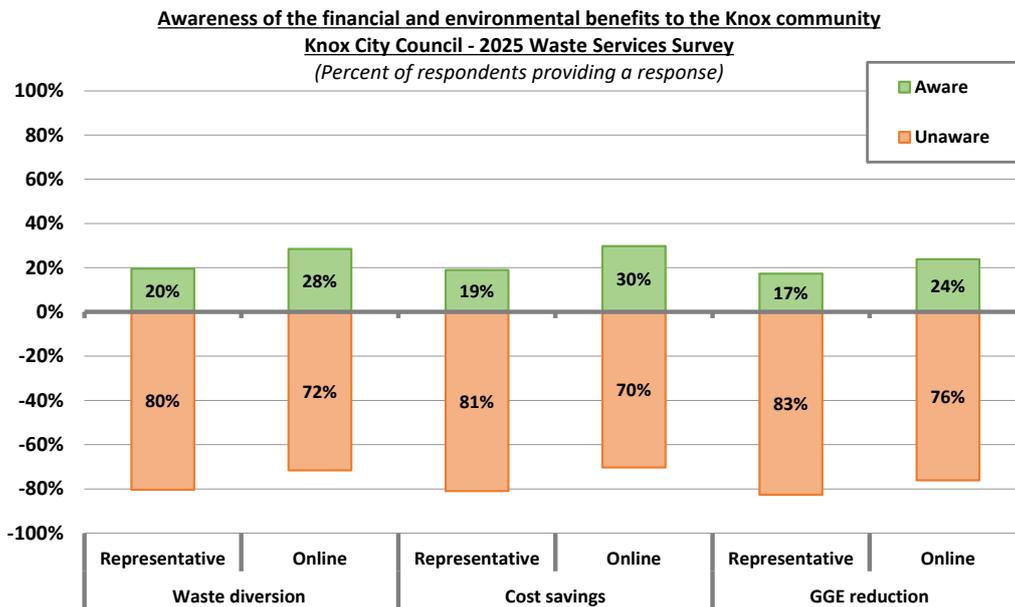
“Before today, were you aware that these changes to the system have led to the following financial and environmental benefits to the Knox community?”

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

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



Knox City Council – 2025 Waste Services Survey



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

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



Alternative waste collection options

Importance of aspects when designing the kerbside collection services

Respondents were asked:

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

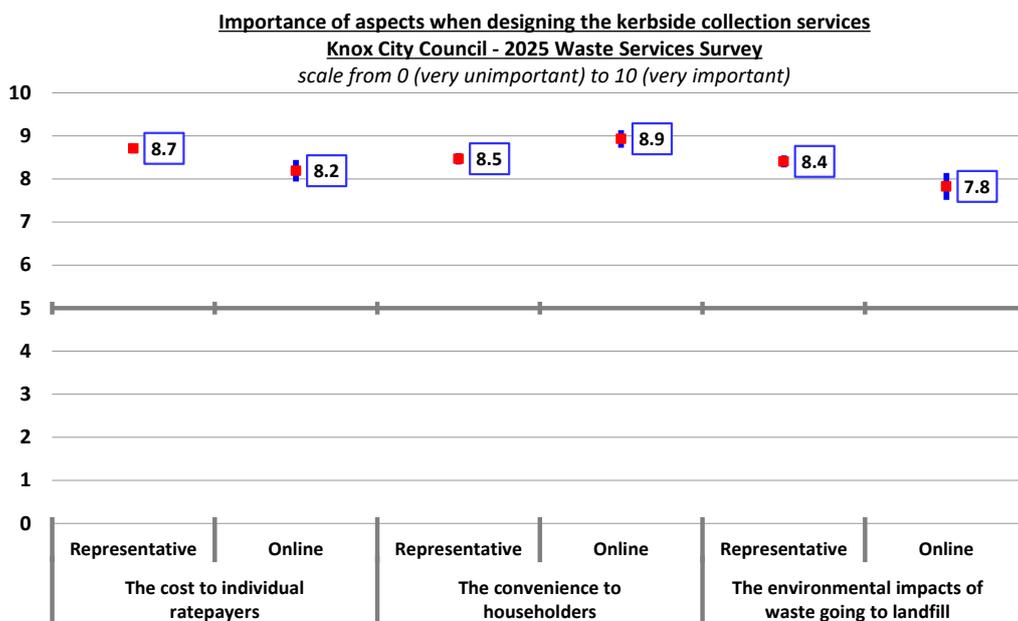
On average, respondents to both the representative sample and the self-selection online surveys considered each of the cost to ratepayers, the convenience to householders, and the environmental impacts of waste going to landfill to be very important considerations.

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

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

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

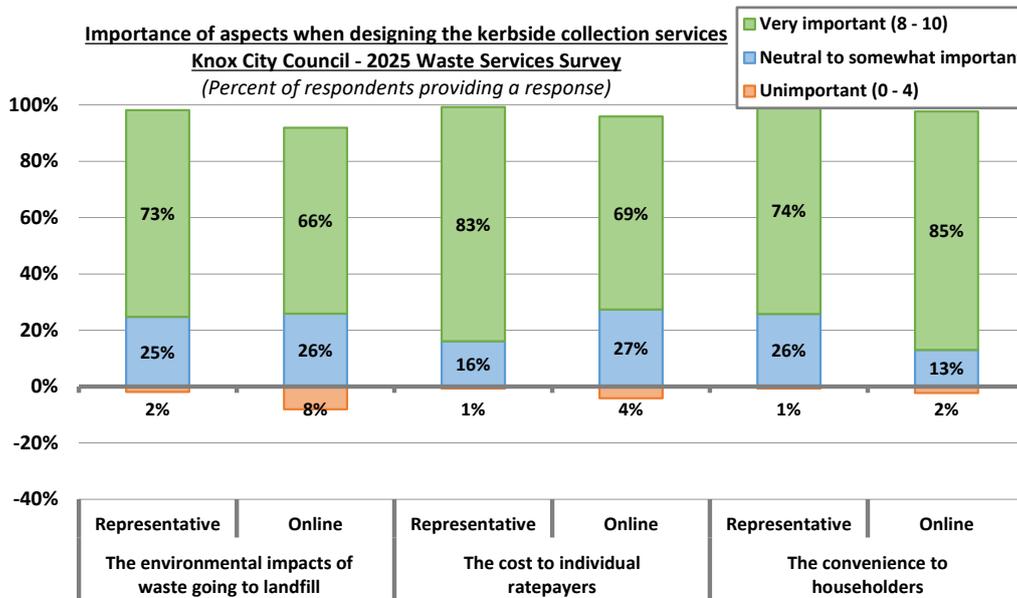
It is noted that the self-selected online survey respondents, on average, rated the importance of the environmental impact of waste going to landfill notably (4pts) less important than the cost to individual ratepayers.



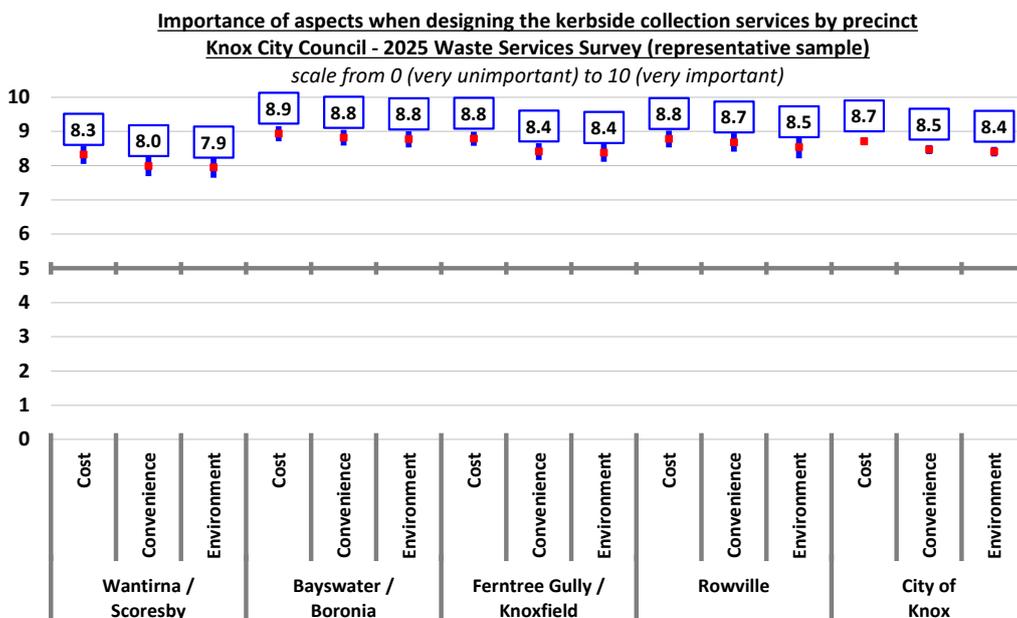
Knox City Council – 2025 Waste Services Survey

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

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



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



Knox City Council – 2025 Waste Services Survey

Preferred kerbside collection option

Respondents were asked:

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

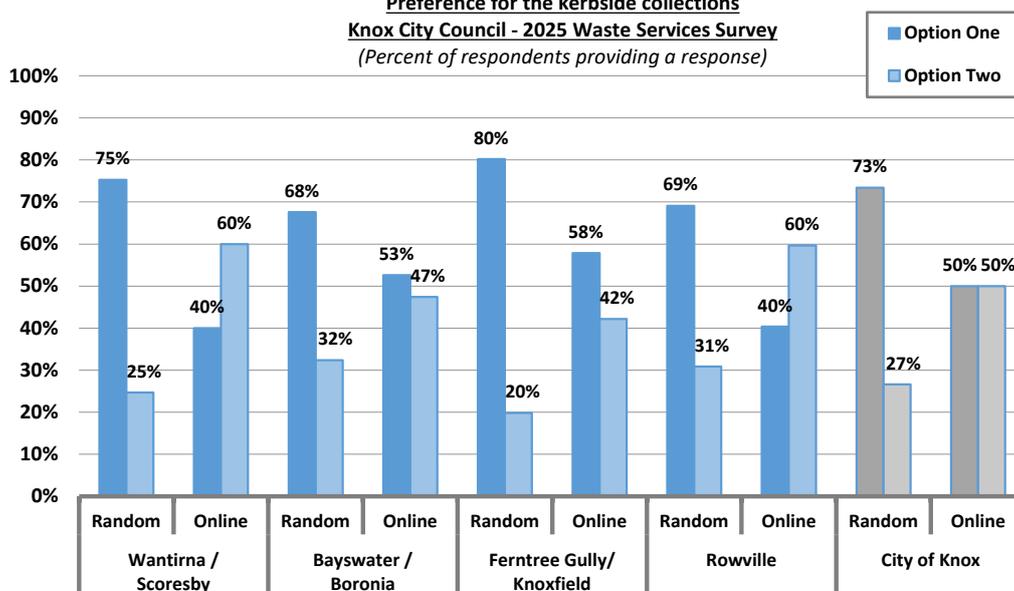
Almost three-quarters (73%) of the 492 representative sample respondents who provided a response to this question reported that they preferred Option One (the current kerbside collection system), while 50% of the 306 self-selected online respondents also preferred Option One. This result represents a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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

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

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

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

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



Knox City Council – 2025 Waste Services Survey

Language spoken at home				
English speaking	75%	25%	8	381
Multi-lingual	69%	31%	1	117
Household member with disability				
With disability	62%	38%	1	47
Without disability	71%	29%	6	382
Dwelling type				
Separate detached home	72%	28%	8	380
Semi-detached, row, or terrace house	88%	12%	1	33
Single storey flat or unit	77%	23%	0	31
Multi-level flat, unit, apartment	83%	17%	0	27
Suburb of residence				
Bayswater	90%	10%	0	47
Boronia	57%	43%	1	73
Ferntree Gully	83%	17%	2	92
Knoxfield	78%	22%	0	23
Lysterfield	80%	20%	0	23
Rowville	69%	31%	3	101
Scoresby	76%	24%	1	21
The Basin	46%	54%	0	14
Upper Ferntree Gully	24%	76%	2	6
Wantirna	83%	18%	0	42
Wantirna South	70%	30%	1	59
Satisfaction with fortnightly rubbish collection				
Very satisfied (8 - 10)	81%	19%	4	344
Neutral to somewhat satisfied (5 - 7)	66%	34%	3	108
Dissatisfied (0 - 4)	33%	67%	2	46
Awareness of the benefit				
Waste diversion (aware)	85%	15%	1	97
Waste diversion (unaware)	71%	29%	7	399
Cost savings (aware)	82%	18%	1	95
Cost savings (unaware)	71%	29%	8	404
GGE reduction (aware)	84%	16%	1	86
GGE reduction (unaware)	72%	29%	7	410
Awareness of bin size upgrade				
Aware of and have upgraded	66%	34%	2	103
Aware of but have not upgraded	81%	19%	2	212
Not aware of this service	68%	32%	5	185
How full the fortnightly rubbish bin is				
Full	69%	31%	6	347
Up to 3/4 full	81%	19%	1	101
Up to 1/2 full	88%	12%	2	49
Representative survey	73%	27%	10	502



Knox City Council – 2025 Waste Services Survey

Respondent profile

Age structure

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

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

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

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

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

Gender

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

Household member with disability

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

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

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

Language spoken at home

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

Knox City Council – 2025 Waste Services Survey

Number of adults and children

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

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

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

Dwelling type

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

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

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



Knox City Council – 2025 Waste Services Survey

Suburb of residence

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

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

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

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

General comments

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

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

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

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



Knox City Council – 2025 Waste Services Survey

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

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

Appendix One: survey form



Knox City Council - 2025 Waste Services Survey

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

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

FORTNIGHTLY rubbish (red lid) collection

1

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

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

2

What size bin does your household currently have?

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

3

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

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

4

Do you have any issues with the regular garbage collection?

(please select as many as appropriate)

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

FORTNIGHTLY recycling (blue lid) collection

5

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

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

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

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

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

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

WEEKLY food and garden waste (lime green lid) collection

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

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

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

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

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

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

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

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

Hard waste collection

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

Aware of and have used the service	1	Aware of but have not used	2
If YES, how many times?	<input type="text"/>	Not aware of the service	3

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

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

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

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

15 If used, how much do you typically put out?

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

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

Yes - definitely	1	No	3
Yes - possibly	2	Don't know / can't say	9
If YES, why do you say that?			

Bundled green waste collection

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

Aware of and have used the service	1	Aware of but have not used	2
If YES, how many times?	<input type="text"/>	Not aware of the service	3

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

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

19

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

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

20

If used, how much do you typically put out?

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

21

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

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

22

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

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

If YES, why do you say that?

--

Glass only collection service

23

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

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

24

Do you support this State Government initiative?

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

25

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

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

26

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

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

Current options to increase bin capacity

27 In the past 12 months, which, if any of the following has your household done to manage your rubbish bin capacity?
(please select as many as appropriate)

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

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

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

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

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

Special consideration programs

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

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

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

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

Council's waste management and diversion progress

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

32

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

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

Alternative waste collection options

33

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

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

34

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

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

Respondent profile

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

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

36 With which gender to you identify?

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

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

English only	1	Other : _____	2
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38 Do any members of the household identify with a permanent or long-term disability?

Yes	1	No	2
-----	---	----	---

39 How many adults and children typically reside in this dwelling?

Number of adults	<input style="width: 30px; height: 20px;" type="text"/>	Number of children	<input style="width: 30px; height: 20px;" type="text"/>
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40 In what type of dwelling do you live?

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

41 In which suburb do you live?

Suburb:

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

THANK YOU FOR TIME AND FEEDBACK

8.2 Glass Only Kerbside Collection Advocacy

Final Report Destination:	Council
Paper Type:	For Decision
Author:	Coordinator Waste Management, Nick Dunstan Project Lead Kerbside Reform, Heather Willison
Manager:	Manager Green Spaces & Environment, Andrew Dodd
Executive:	Director, Infrastructure, Grant Thorne

SUMMARY

The State's draft Household Waste and Recycling Service Standards (the Standards) require Councils to introduce a residential kerbside glass only bin by 1 July 2027. However, the final Standards have not yet been released, and key service details remain undefined, creating substantial uncertainty for planning and implementation. This lack of clarity is further compounded by potential organisational changes within Recycling Victoria (RV) and the Environment Protection Authority (EPA).

In response, Council continues to participate in a coordinated advocacy effort involving 36 Victorian councils seeking flexibility in how glass is managed. These councils are collectively requesting evidence-based decision making and pressing for alternatives to the current mandated model. Council's advocacy is focused on securing service delivery options that better reflect local needs and demonstrable benefits.

The alternatives being proposed include providing councils with flexibility to determine the service model most appropriate for their community, expanding the Container Deposit Scheme (CDS), and improving existing mixed recycling processing infrastructure. These options are widely viewed as more cost effective and environmentally viable than introducing a kerbside glass only bin service.

Industry feedback, including from Knox's recycling processor, indicates that the proposed glass only kerbside service is unlikely to deliver financial, environmental, or operational improvements over current arrangements. Industry stakeholders have expressed concern that the mandated model may increase costs for households without providing meaningful benefits.

Findings from community engagement undertaken in late 2025 further support Council's advocacy position. The results show that many Knox households generate very small quantities of glass, typically fewer than five containers per week, suggesting that the additional bin may have limited use relative to its implementation cost. The engagement also revealed low community awareness of the State Government's requirement to introduce a glass only kerbside service.

Preliminary financial analysis demonstrates that introducing the service would involve significant expenditure, including approximately \$3.7 million in the first year and around \$1.1 million in ongoing annual costs. These financial impacts are of particular concern given current budget pressures and the community's focus on affordability.

Considering the substantial uncertainty surrounding the final Standards, the lack of clear industry support for the mandated model, and the potential costs and risks associated with

implementation, proceeding by the draft deadline would pose considerable financial, operational, and reputational risks to Council. Accordingly, Council intends to defer any decision on service implementation until further information is provided by the State.

RECOMMENDATION

That Council:

1. Notes the progress of the current cross-council advocacy regarding the proposed kerbside glass-only collection service in its current form.
2. Does not support the State Government imposed mandatory glass service in its current form.
3. Notes that the release date of the State Government's draft Service Standards and Business Case remains unknown.
4. Defers a decision on, and implementation of, a kerbside glass-only service until:
 - a. The draft Service Standards have been finalised and endorsed by the Minister, and the Business Case has also been released.
 - b. Council has had sufficient time to consider the requirements, plan and assess alternative measures, and budget accordingly.
5. Calls upon the State Government to permit flexibility and alternative service options, including drop-off points, effective glass recycling through existing recycling processors, and other viable approaches that would meet service objectives without mandating a glass-only kerbside bin.
6. Supports the expansion of the Container Deposit Scheme to include wine and spirit bottles.
7. Continues to support the cross-council advocacy effort, including participation in multi-council media campaigns calling for an expanded Container Deposit Scheme, removal of the requirement to implement a mandatory glass bin collection service, or deferral of the requirement to future years.
8. Notes the risk of non-compliance if deferral of a glass service places Council outside legislated requirements.
9. Writes to the relevant Ministers, Local Members and Mayors to advise of this resolution.

1. DISCUSSION

1.1. Background

The *Recycling Victoria: A New Economy policy (2020)* and the *Circular Economy (Waste Reduction and Recycling) Act (2021)* require that all households have access to glass recycling.

Additional parameters and legislative requirements will be outlined in the *Household Waste and Recycling Service Standards (the Standards)* and *Regulatory Impact Statement (RIS)* currently in draft form. The Standards were released for public consultation in mid-2024; however, there is no indication of when the final Standards will be released or legislated.

At the Council meeting on 26 May 2025, it was noted that advocacy is underway regarding the requirement for a kerbside glass service. Victorian councils are seeking further information, justification, and flexibility from the State Government before committing to the rollout currently required. Council's advocacy position has also been strengthened by including this as an action item within the Council and Health and Wellbeing Plan.

The Standards are expected to formalise:

- The deadline for implementing a kerbside glass service (indicatively 1 July 2027 in the draft standards).
- Penalties for non-compliance and the process of enforcement (given the recent merger of State Government departments),
- Service parameters for:
 - Kerbside glass recycling
 - Kerbside food and garden (FOGO) recycling
 - Standardisation of acceptable items across all kerbside waste streams.

The Standards do not currently present adequate information to demonstrate the rationale for the changes, instead focusing on mandating their implementation. Further information is required from the State to support such a significant change to current Council services before Council commits to the implementation of the glass bin. This further information includes;

- Transparent and updated data to support the State Government’s business case that kerbside glass collection will deliver the best financial, environmental, and social outcomes. Specifically, how this option is superior to alternative options such as expansion of the successful CDS and industry driven improvements to the processing of recyclable material.
- Flexibility in service delivery timeframes and additional guidance documents defining what is “reasonably practicable” for councils to deliver regarding a glass service to comply with legislation (referenced in the Standards but not yet available).
- Contingency plans to assist councils in meeting the proposed 1 July 2027 deadline, noting most councils cannot proceed without confirmed Standards. This is likely to result in a bottleneck of engaging contractors aiming to supply many Councils with bin infrastructure over similar time periods.
- Support packages to fund the rollout and reduce cost burden on the community, as well as provisions for rolling back the service if deemed financially unviable in the long term due to low uptake or other factors.

1.2. Current Position

With current legislation and draft documentation, justification for, and flexibility in service delivery relating to kerbside glass collection services, remains unclear and insufficient to meet the varied needs of councils. The Standards note Councils must provide drop-off services where kerbside collection is not “reasonably practicable,” but this definition lacks clarity. For Knox, this could mean additional costs for both kerbside rollout and extra drop-off points, particularly for multi-unit developments (MUDs) and properties with limited frontage or storage space.

With the 1 July 2027 deadline approaching and no finalised Standards or supporting guidance, implementation under current conditions would be impractical for Council and potentially detrimental to the community.

The Container Deposit Scheme (CDS), first implemented in Victoria in November 2023, has seen great success. In a report released by Visy in June 2025, Knox residents had returned 47,678,316 containers at drop off points around the municipality equating to a value of \$4,767,381 in refunds being provided. This ranked second highest amongst Metro Councils at the time.

Officers recommend that Council does not commit to implementation of a kerbside glass service until:

- The State Government provides sufficient supporting data and reviews its business case, including community and environmental impacts.
- Flexibility in service delivery is considered, such as drop-off points, effective glass recycling through current recycling processors, and expansion of the CDS to include wine and spirit bottles.
- The Standards are finalised clarifying service parameters and any financial penalties for non-compliance.

1.3. Advocacy Update

The number of Victorian councils advocating for alternatives to the proposed mandatory kerbside glass service has grown to 36. The group have engaged with the Department of Energy, Environment and Climate Action (DEECA), RV and relevant MPs to request a review of the Standards.

Further Independent Review of the Victorian Public Service (Silver Review) recommended that RV functions be merged into the EPA and that Sustainability Victoria (SV) be abolished and cease functions. Both these recommendations were supported by the State. These changes potentially have an impact on the timeline for the finalisation and release of the Standards and the timeline for service implementation.

A meeting of CEOs and Directors from 30 councils to discuss the glass advocacy work was held on 19 November 2025 with the following outcomes:

- Councils have differing experiences; while rolling out glass may work for some, it does not or will not for others.
- Five councils have adopted a stronger stance and publicly resolved not to commit to the service in its current form. Many others have endorsed an alternative approach calling for an extension of the 2027 timeline for other options to be considered.
- A joint media statement and/or social media campaign is being drafted with a strong position, framed to capture community impact. Knox's participation in this will depend on the specific messaging.
- Councils will consider collective community consultation on whether residents want or can afford the glass bin.

Outside of the above group advocacy, Re.Group (Knox City Council's recycling processor) does not advocate for a glass-only kerbside collection service. They have invested heavily into the existing Dandenong Glass Beneficiation Plant to ensure glass can be recovered from mixed recycling, and state that the proposed service is an unnecessary cost for households. Re.Group have also challenged the State's business case assumptions, arguing the reform will not benefit processors, and that expansion of the CDS to include wine and spirit bottles is a more effective way to increase collection of separated glass containers.

2. ENGAGEMENT

Council conducted a community engagement survey from 10 November - 7 December 2025, comprising:

- A representative random survey (with 502 randomly selected participants) of Knox households including questions around glass only kerbside collection requirements.
- A self-selected online survey (receiving 306 responses) for Knox residents including questions around glass only kerbside collection requirements.

In general, the results of questions surrounding glass only requirements, supported Council's current advocacy position. A majority of respondents were not aware of the State requirements for an additional glass only collection service at cost to ratepayers (Table 1).

Table 1

Aware of the State Government' glass only collection service by 2027				
Knox City Council - 2025 Waste Services Survey				
<i>(number and percent of respondents providing a response)</i>				
<i>Response</i>	<i>Representative</i>		<i>Online</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Yes - I was aware of this	184	37%	147	48%
No - I was unaware of this	312	63%	159	52%
Can't say	6		0	
Total	502	100%	306	100%

The results of both surveys also suggested a low number of eligible glass containers being generated per week, per household (Table 2), indicating that such a service would not be well utilised should it be implemented at the costs indicated in Section 6 – Financial and Resource Implications

Table 2

Number of glass containers typically generated by the household in a typical per week				
Knox City Council - 2025 Waste Services Survey				
<i>(number and percent of respondents providing a response)</i>				
<i>Response</i>	<i>Representative</i>		<i>Online</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Less than five	282	61%	142	49%
Five to less than 10	105	23%	94	33%
10 or more	79	17%	51	18%
Don't know / can't say	36		19	
Total	502	100%	306	100%

3. SOCIAL IMPLICATIONS

Delaying the decision to implement a kerbside glass service prioritises community interests. It allows Council to seek accurate information and flexible options to ensure the best outcome for cost, amenity, and long-term viability. This approach supports transparency and community engagement, building trust and ensuring residents have a voice in the process.

The recent community engagement process, which included questions around glass production, indicated that on average households generate less than five glass containers per week. This would indicate demand on this service should it be introduced would be low, therefore

implementing the service in its current form would impose a financial burden on households during a period of financial strain, with no certainty on the benefits, need, or that the service will continue long-term.

4. CLIMATE CHANGE CONSIDERATIONS

The subject of this report has been considered in the context of climate change and its relevance to the *Knox Climate Response Plan 2021–2031*.

Council’s investigations have found that implementing a glass-only kerbside service would provide no significant improvement to emissions outcomes for the local or broader community. In fact, the proposed service is likely to increase overall emissions due to those generated by the additional collection service and the significant resources required to manufacture and distribute the necessary bin infrastructure. Claims that the proposed service would reduce emissions have not been supported with sufficient data or evidence at this time.

5. ENVIRONMENTAL IMPLICATIONS

Delaying the decision to implement the service in its current form does not mean Council is opposing environmental benefits. Rather, Council is advocating for a service that:

- Is supported by relevant and transparent data.
- Reduces waste and increases resource recovery.
- Promotes the use of recycled materials.
- Does not increase emissions through additional collection vehicles or manufacturing of extra bin infrastructure.
- Meets the needs of the community.

This decision aligns with the goals of *Our Waste and Resource Strategy 2023-2030*:

Goal 1 – Avoid waste: Advocate to national and state governments for a focus on improved waste outcomes for Knox residents.

Goal 2 – Recover more from our waste: Identify opportunities to maximise the recovery of resources.

Goal 3 – Engage and empower our community: Provide our community with easily accessible information and data on waste and resource recovery services.

6. FINANCIAL AND RESOURCE IMPLICATIONS

Funding for the Kerbside Reform project is drawn from operational Waste Management budgets, which are developed annually and considered by Council through the annual budget process.

Current service costs are funded by the residential garbage charge. Financial support from the State Government for implementing a kerbside glass service is unlikely.

The budget allocation for implementing a glass service is approximately \$3.7m year 1 (or \$59 per household) and \$1.1m per year ongoing (or \$16 per household). Costs are likely to increase annually due to CPI increases and potential gate fee increases over time.

If the implementation of the glass service is delayed this will result in the proposed budget allocation for implementation of this service previously allocated within the 26/27 budget being moved to the 27/28 budget.

7. RISKS

Delaying a decision and/or implementation on a glass only kerbside service means Council will not meet the proposed deadline within the draft Standards of 1 July 2027. However, this deadline is not legislated, as the Standards remain in draft form.

Should Council eventually not comply with any mandated Standards, current legal advice indicates that it may be liable for penalties, applied by the relevant state department in the region of \$95,000 - \$250,000.

However, Council currently continues to proactively engage the State Government in good faith, to find a reasonable and effective solution to the current situation. Council will continue to delay implementation to ensure that the best outcome for Council, the community and to pursue the important environmental outcomes promoted by both Council and State Government policy.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Caring for and enhancing our environment

Strategy 3.1 - Our environment is healthy and sustainable by considering environmental factors when planning for and making decisions.

Strategy 3.3 - Minimise waste to landfill through access to a suite of waste services and education.

Leading, listening and governing responsibly

Strategy 4.1 - Council demonstrates its accountability through transparent and responsible decision-making and working together productively.

Strategy 4.2 - Our diverse community is informed and has opportunities to participate and provide feedback through clear and meaningful communication and engagement.

Strategy 4.4 - The changing needs of our community are met through informed policy and strategy that maximises value, collaboration and partnerships with other councils and local organisations.

Strategy 4.5 - Council is financially sustainable through long-term strategic, financial and asset planning, and the responsible prioritisation, allocation and use of resources.

9. CONFLICT OF INTEREST

The Officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

Aside from the state legislation already referenced in this report, no other legislative obligations, including those under the Human Rights Charter, Child Safe Standards or the Gender Equity Act are impacted by the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

Nil

8.3 Environment Advisory Committee Annual Report 2025

Final Report Destination:	Council
Paper Type:	For Noting
Author:	Head of Sustainable Futures, Sam Sampanthar
Manager:	Manager City Futures, Shiranthi Widan
Executive:	Director, City Liveability, Matt Kelleher

SUMMARY

In accordance with the Environment Advisory Committee Terms of Reference, the 2025 Environment Advisory Committee Annual Report is presented for Council's noting.

RECOMMENDATION

That Council note the 2025 Environment Advisory Committee Annual Report as presented in Attachment 1.

1. DISCUSSION

The Environment Advisory Committee (EAC) has been established to:

- monitor and review environmental and sustainability issues in Knox;
- provide input and advice to Council on issues of environmental sustainability (including issues relating to strategic transport and natural resource management);
- provide input to Council on behalf of the community and community organisations;
- actively support Council's consultation with, and advocacy to, the broader community;
- establish working groups and sub-committees on an as required basis;
- within the committee structure, advocate to Council for the benefit of the Knox environment; and
- assist Council in determining priority of activities to be undertaken and annual objectives.

This report provides an Annual Report of the EAC activities for 2025 for Council to note (see **Attachment 1**).

The annual report provides an overview of the topics discussed and outcomes from the meetings of the Committee in 2025. In summary, the following topics were presented for committee feedback and input:

- Electric Vehicle Charging and Infrastructure Policy
- Biodiversity Resilience Strategy
- Domestic Animal Management Plan
- Review of Climate Response Plan and Annual Report
- Waste and Recycling Kerbside Reforms
- The Open Space Strategy.

The Committee also raised a number of local emerging sustainability and environmental issues for Council's attention.

For 2025, the Committee comprised of fourteen community and industry representatives and two Councillors.

2. ENGAGEMENT

In accordance with the Terms of Reference, the Annual Report (Attachment 1) was presented and endorsed by the Advisory Committee at the November 2025 meeting.

3. SOCIAL IMPLICATIONS

There are no specific social implications arising from this report.

4. CLIMATE CHANGE CONSIDERATIONS

The subject of this report has been considered in the context of climate change and its relevance to the Knox Climate Response Plan 2021 – 2031 (CRP). The Environment Advisory Committee continues to play an important role during the implementation of the CRP through their feedback on environmental initiatives and provision of input towards the Community Net Zero by 2040 target.

5. ENVIRONMENTAL IMPLICATIONS

There are no specific environmental implications arising from this report.

6. FINANCIAL AND RESOURCE IMPLICATIONS

The resources required to service the Committee is within the City Futures department's operational budget.

7. RISKS

This report outlines the extent of EAC discussions during 2025 and therefore does not present any risks to the Council. Facilitation of the EAC helps to manage any Council risks associated with the lack of engagement and input from Advisory Committees on relevant and emerging issues. The EAC annual report provides transparency to the community on the topics discussed by the EAC and their outcomes.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Caring for and enhancing our environment

Strategy 3.1 - Our environment is healthy and sustainable by considering environmental factors when planning for and making decisions.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

1. Attachment 1 - Annual Report - Knox Environment Advisory Committee - 2025 [**8.3.1** - 4 pages]

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Knox Environment Advisory Committee Annual Report 2025

The Terms of Reference for the Knox Environment Advisory Committee (EAC) requires an annual report to be developed that is aligned with the Council and Council Plans and in line with the Committee's objectives, which are:

- To provide input and advice to Council on issues of environmental sustainability (including issues relating to strategic transport and natural resource management);
- To provide input to Council on behalf of the community and community organisations;
- To actively support Council's consultation with, and advocacy to the broader community;
- To establish working groups and sub committees on an as required basis;
- To monitor and review environmental and sustainability issues (including issues relating to strategic transport and natural resource management) in Knox;
- Within the committee structure advocate to Council for the benefit of the Knox environment; and
- To assist Council in the determining of priority activities to be undertaken and annual objectives.

Key Issues considered by the Environment Advisory Committee in 2025

Topic	Action	Outcome
Electric Vehicle Charging and Infrastructure Policy (March 2025)	Presentation and discussion on the development of the draft Electric Vehicle Charging Infrastructure Policy	Committee supported the need to introduce user fees for chargers owned and operated by Council to recover the cost of providing EV charging to the community. The committee also supported the identification of a number of sites to expand charging options across Knox through licence agreements with third party charging providers.
Biodiversity Resilience Strategy (April 2025)	Presentation on the Biodiversity Resilience Strategy	Committee helped identify potential sites that would help improve habitat corridors connecting the established east-west corridors with opportunities to enhance north-south alignment across Knox.
Domestic Animal Management Plan (June 2025)	Presentation and discussion on the Draft Domestic Animal Management Plan	Committee provided feedback on the draft plan, which included the need to provide more bags for dogs at key entry/exit points to major reserves and the provision of more bins to prevent bags being thrown into sensitive vegetation areas. Feedback also centred on further efforts to improve cat containment.



Topic	Action	Outcome
Review of Climate Response Plan (Jun 2025)	Presentation and discussion on the midterm review of the Knox Climate Response Plan 2021-2031	Committee provided advice on ways that Council could consider support for community members dealing with power outages and other emergency events. Emissions reporting and how Council could consider scope 3 emissions reporting in the future were also explored as part of the feedback.
Waste & Recycling Kerbside Reform Update (Jul 2025 & Sept 2025)	Presentation on waste management in Knox and progress on Kerbside service reforms, including the impacts of the recent changes to FOGO collection and Bin Lid changes	The Committee's feedback included the importance of continuing to engage the Knox community through education to reduce contamination of waste and recycling. The Committee also supported the retention of the current waste collection cycle – being weekly Food and Garden Organics and fortnightly rubbish collection due to the significant financial and carbon savings as a result of the new service.
Climate Response Plan Annual Report (Sept 2025)	Presentation and discussion on the progress made in 2024/25 of Council's 55 Climate Response Plan actions	Committee provided feedback and advice on what data would be useful to track community emissions (e.g. uptake of batteries), as well as key considerations for Council when developing a carbon offset strategy to meet Council's Net Zero by 2030 target.
Open Space Strategy (Nov 2025)	Presentation and workshop on the Open Space Strategy	Committee provided advice on ways to incorporate more vegetation and improved biodiversity outcomes through wildflower meadows, trees and shrubs, and the use of informal paths and nature play spaces. The important role that open space plays in reducing the heat island effect, improved air quality and mental health benefits through access to nature were also feedback themes.
Emerging Issues (All meetings)	The Advisory Committee members also raised and discussed emerging issues for consideration by the Committee and Council	A number of emerging issues were raised to inform Council and the Advisory Committee. These topics have included: <ul style="list-style-type: none"> • Opportunities to trial and re-introduce soft plastic recycling. • Planning enforcement and protection of canopy trees on private property. • Proposed soil dumping site at Lysterfield Valley and the impacts to local communities including traffic, dust and water quality impacts. • Boral Quarry development. • Feedback on the documents, often very technical and lengthy, that's being provided to



Topic	Action	Outcome
		<p>the community for feedback. Need for easy-to-understand communications material for community engagement.</p> <ul style="list-style-type: none"> • Feeding of ducks and other water birds should be discouraged at places like the Tim Neville Arboretum through better education about the harm it can cause water birds. • Planting large gum trees under power lines, which are then pruned heavily by the power authorities. Consider better plant selections under power lines for street tree planting. • Concern about the potential loss of local species highlighted in the Sites of Biological Significance Study with 80% of plant species noted as locally threatened due to vegetation removal and climate change.

2025 Meeting Schedule and Agenda Items

- Wednesday, 12 March 2025
 - Introduction to Environment Advisory Committee
 - Annual Work Plan 2025
 - Draft Electric Vehicle Charging Infrastructure Policy
- Wednesday, 30 April 2025
 - Biodiversity Resilience Strategy
 - Annual Work Plan 2025
 - Emerging Issues
- Wednesday, 11 June 2025
 - Domestic Animal Management Plan
 - Review of Climate Response Plan
 - Emerging Issues
- Wednesday, 30 July 2025
 - Waste and Recycling Kerbside Reform Update
 - Emerging Issues
- Wednesday, 17 September 2025
 - Annual Report 2024/25 Knox Climate Response Plan
 - Managing Stormwater and Road Infrastructure
 - Emerging Issues



- Wednesday, 19 November 2025
 - Open Space Strategy
 - Emerging Issues

Committee membership

The 2025 Committee consisted of fourteen community members and two Councillors (Cr Peter Lockwood - chair and Cr. Paige Kennett).

8.4 Early Years Advisory Committee (EYAC) Annual Report 2025

Final Report Destination:	Council
Paper Type:	For Noting
Author:	Strategic Planning and Partnership Lead, Robyn Renkema
Manager:	Manager Early Years, Sarah Kleine
Executive:	Director Connected Communities, Judy Chalkley

SUMMARY

The Early Years Advisory Committee's (EYAC) Terms of Reference (TOR) requires an annual report to Council to advise on the topics and key themes discussed by the Committee in the preceding year. This report provides the annual report of EYAC activities and achievements for 2025.

RECOMMENDATION

That Council resolve to note the report on the annual activities undertaken and subsequent feedback and advice for the Early Years Advisory Committee between January and December 2025.

1. DISCUSSION

The function of the Early Years Advisory Committee (EYAC) is to facilitate stakeholder engagement which supports Council's quality decision making and in turn, the achievements of Council goals and strategies under the Council and Health Wellbeing Plan 2025-2029.

The Early Years Advisory Committee provides advice and advocates to Council on early years matters impacting families and children and promotes greater awareness and understanding in the local community of early years services through the lens of the Council and Health and Wellbeing Plan 2025-2029.

The Early Years Advisory Committee (EYAC) acts as a voice for our local early years sector in continuously improving the planning and the delivery of early years services and to provide feedback on strategic directions and projects across the whole organisation from the perspective of children and families in Knox. The Committee's work involves promoting community awareness about the importance of early childhood health, learning, and development, including responding to local community needs. The Committee represents the voice of their community on matters relating to early years to help drive better outcomes for planning, delivery, and service practices for the early years.

Council's Community Vision sets out the opportunity for the Early Years Advisory Committee members to come together to advise and advocate on behalf of our families and children. The Council and Health and Wellbeing Plan 2025-2029 is Council's commitment to the Knox community, setting out what we will do to respond to the changing needs and priorities for the Knox community. Theme 2: "Embracing connection, inclusion and diversity", outlines Council's commitment to building an accessible and inclusive community, where all stages of life can thrive and participate in community life. Theme 4: "Leading, listening and governing responsibly" sets the strategic framework for the ongoing work and discussions with the Committee, focusing on child health, wellbeing and learning and the right to participate in matters that affect them.

The current EYAC Terms of Reference outlines the Committees key focus and objectives, which is to:

- Provide advice and advocate to Council on early years matters impacting families and children and promoting greater awareness and understanding in the local community of early years services through the lens of the Council and Health and Wellbeing Plan 2025-2029.
- Consult with community members (inclusive of children) to share current strengths and issues in the Knox community from the perspective of young children and families.
- Provide a broad lens to all matters impacting children and families and the broader community from a range of community and professional backgrounds to Council for consideration when implementing change in the community.
- To work with Council officers to ensure that all of Councils policies, programs and protocols reflect the needs and rights of children and families as Knox residents.
- To promote awareness of children's voice within Council and wider Knox community.
- As a collective, focus of the child friendly cities principles when advocating for increased awareness and understanding of issues and opportunities, impacting children and families and the broader community in Knox.

1.1 EYAC Topics and Key Themes for 2025

At the first meeting in February 2025, the members were presented with a proposed workplan for the remaining meetings in 2025. After some discussion, the Committee agreed that two further additions be added to the annual plan, to invite our Greenspace and Environment team and Your Library for presentations.

The proposed plan was updated and endorsed for 2025. The EYAC met on six occasions, all formal meetings with the below key themes presented:

- Kindergarten Transition Project and Early Years Department Structure
- Your Libraries sharing current programs for Children and Families
- Have your Say feedback provided on Council Plans including Animal Management Plan, Knox Mobility Plan and the Open Space Strategy.
- Kindergarten Central Registration Scheme
- Playgroups Sessions across Knox
- Allied Health in Knox

1.2 EYAC Committee Insights and Considerations

Through presentations and discussions in 2025, EYAC members identified two key themes for Council to note:

1. **Community Safety** – Ongoing safety concerns are shared with the community as a whole and are reflected in our Council and Health and Wellbeing Plan theme; Being a strong voice for safety. Below is a summary of the issues at hand and some remedies shared.
 - Members are increasingly feeling the flow-on effects of cost-of-living pressures, which is influencing their overall sense of safety in the community. One example shared was the closure of local shops that are no longer considered viable, particularly within their local shopping precincts. Members noted that these

closures have changed the atmosphere of the area and contributed to a growing feeling of being unsafe.

- EYAC members continue to see a rise in incidents in family violence in the local community also highlighted in the 2024 EYAC Annual report. This trend is supported by data from our Knox Safety Family Violence Power Business Intelligence (Power BI) Dashboard, sourced from the Knox Research and Geospatial Analytics team. The members spoke to the importance of finding ways to provide the community with education on diverse types of family violence. Members also noted, the increase of families moving into the area, and a sense of increased isolation factors for young women with children. One of our local Family Violence Service is working on a child centred approach “Safer and Together” model providing support to children who may be victims in their own right experiencing family violence. They are also implementing parent information sessions for gender inclusivity and male care givers.
- The Committee described a growing sense of distrust in the Early Childhood Education sector amongst members, due to child protection issues highlighted across the media in 2025. The child protection issues highlighted, prompted the Victorian Rapid Child Safety Review, with findings including, Worker Registration and screening, systemic safety changes, mandatory child safe training and immediate strengthening of Reportable Conduct Scheme and Working with Children Checks (WWCC). These changes are Governments’ response to rebuilding trust in the sector through stricter regulations.

Members acknowledge that we all have a responsibility through the work we do with our external partners and regulators to keep our community safe.

2. **Early Years Service System** – the Committee described opportunities and challenges experienced in our local Knox early years sector:

- There is a growing shift from traditional schooling to homeschooling within Knox, with a local community group now comprising approximately 50 families. A range of contributing factors were identified, including pressures on the school system, challenges with teacher retention, and faith-based or religious considerations.
- Changes to the NDIS system that affect children with mild or moderate global developmental delays and Autism; raising concerns of disruption to the core benefits of early intervention.
- Concerns were raised on the discrepancy between fees charged to NDIS participants. This discussion highlights the need for Government oversight to ensure service delivery remains appropriate, and that NDIS pricing structures are fair, regulated, and aligned with community expectations.
- Funding changes for Inclusion Support Services at Primary Schools are also changing, mirroring challenges already experienced in the kindergarten sector, with times for new applications and process times increasing, many applications being denied and having to reapply multiple times before being approved for support services.

2. ENGAGEMENT

Members of EYAC bring a diverse range of viewpoints and advice to each meeting for debate and discussion. Through the agreed work plan and considerations on various Council projects for 2025, EYAC members have had the opportunity to consider and discuss several key issues impacting the lives of children and their families in the Knox community.

3. SOCIAL IMPLICATIONS

Direct engagement with community members through the EYAC that advocates and represents diversity enables Council to identify issues that relate to a wider range of young children and their families in Knox.

The establishment and continuation of the EYAC is a positive example of connection with the local community that builds a supportive network to provide community involvement in helping young children living in Knox to thrive.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL IMPLICATIONS

The EYAC continues to play a key role in considering issues and advising Council in terms of children's friendly spaces, which promote the health and wellbeing of Knox children and families into the future.

6. FINANCIAL AND RESOURCE IMPLICATIONS

The Early Years Department supports the administration of Council's EYAC. Officer time of approximately ten hours each month is absorbed within the Department Budget along with an annual catering and supplies allowance of \$2,600.

7. RISKS

Advice and recommendations provided by EYAC contribute to mitigate Council's risk in meeting its obligation in relation to the Child Safe Standards, particularly Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously and Standard 4 – Families and communities are informed and involved in promoting child safety and wellbeing.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Embracing connection, inclusion and diversity

Strategy 2.3 - Our community is supported to thrive during all stages of life through the promotion and provision of services, advocacy and partnerships with local service providers.

Leading, listening and governing responsibly

Strategy 4.2 - Our diverse community is informed and has opportunities to participate and provide feedback through clear and meaningful communication and engagement.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

Nil

8.5 Proposed Motions to MAV State Council

Final Report Destination:	Council
Paper Type:	For Decision
Author:	Policy and Integrity Advisor, Renee Russell
Manager:	Manager Governance and Risk, Andrew Dowling
Executive:	Interim Director Customer and Performance, Liesl Westberry

SUMMARY

This report seeks Council's endorsement of three Motions for submission and consideration at the Municipal Association of Victoria (MAV) State Council Meeting in May 2026.

RECOMMENDATION

That Council resolve to:

1. Endorse the following Motions and supporting rationales (as set out in this report) for submission to the MAV State Council Meeting on 29 May 2026:
 - a. Motion 1 – Increased Resources for Agencies Supporting Homelessness
 - b. Motion 2 – Local Government Victoria engagement
 - c. Motion 3 - Rooming Houses
2. Authorise the Chief Executive Officer (or such person nominated by the Chief Executive Officer) to submit the endorsed draft Motions to the Municipal Association of Victoria.
3. Authorise the Chief Executive Officer to amend the endorsed draft Motions prior to submission, by making minor changes to improve the wording of the motion and/or supporting rationale, or to reflect changes to the issue that may come to light prior to the 6 April 2026 MAV deadline for amendments.

1. DISCUSSION

The Municipal Association of Victoria (MAV) is a membership association and the legislated peak body for local government in Victoria. Knox City Council is a member of the MAV and is represented at State Council Meetings by its appointed delegate, Councillor Peter Lockwood.

The MAV State Council brings together delegates from Victoria's 79 councils to help shape the future of local government through evidence-based advocacy. As the sector's peak decision-making forum, it enables councils to influence the strategic priorities of the MAV's Intergovernmental Relations and Advocacy Framework and to advocate collectively on matters requiring Federal and State Government action.

Meeting twice each year, State Council provides a platform for informed debate, collaboration and democratic decision-making. It enables councils to raise emerging issues, propose solutions and contribute to sector-wide positions, ensuring the voices of communities across Victoria are represented. Through this collective approach, State Council plays a central role in strengthening local government and supporting resilient, sustainable and thriving local communities.

State Council convenes twice annually, with additional meetings held if required. The next Municipal Association of Victoria (MAV) State Council Meeting will be held on Friday, 29 May

2026. Members may submit items of business for consideration in accordance with the MAV Rules. Matters brought before State Council are determined by a vote of appointed delegates.

For items to be considered by State Council, proposed Motions must be endorsed by Council at a Council Meeting and be submitted by midnight on 30 March 2026. The proposed Motions as set out in the report have been submitted as drafts to the MAV in line with MAV processes, noting they may be amended pending Council's consideration at its meeting on 23 March 2026. Motions submitted as drafts may be amended until 6 April 2026.

Motions must also:

- Be submitted on issues of strategic relevance to the MAV or significance to the Local Government Sector, and are encouraged to align with the ten enabling priorities in the MAV Strategy 2024-2027:
 1. Active Local Democracy
 2. Connected Places
 3. Health and Wellbeing
 4. Sustainable Economy
 5. Future Gen
 6. First People's Local Government Relations
 7. Climate and Regenerative Design
 8. Diversity, Equity and Inclusion
 9. Resilience and Recovery
 10. Intergenerational Infrastructure
- Not be repetitive in form or substance, of a motion or item considered at the most recently held meeting of the State Council. Officers are proposing two motions be put forward to the MAV as set out below:

Proposed Motion 1 – Increased Resources for Agencies Supporting Homelessness

Motion 1 is seeking to increase the current resource thresholds provided to agencies supporting homelessness. With homelessness escalating at a pace that exceeds the capacity of local support agencies; and housing supply cannot absorb the demand to remedy this predicament; the State Government needs to adequately resource this widening gap. Victorian Local Governments are at the forefront of these impacts with local agencies unable to accommodate the demand with growing community concern.

Motion:	Request the MAV to advocate to the Victorian Government to increase the current funding provided to agencies supporting homelessness across Victoria.
Rationale:	Homelessness is escalating at a pace that exceeds the capacity of local support agencies, and housing supply cannot absorb the demand to remedy this predicament. Local Government is at the forefront of such impacts, with impacts affecting residents and communities, increasing demands on resources to support rough sleepers including referrals to agencies, site clean-up and collaboration with other services including Victoria Police when behaviours are anti-social. Local Government plays a pivotal role in community education recognising those experiencing homelessness also have rights and need empathy,

	<p>balancing this with local amenity and in some instances perception of community safety. Community awareness of housing demand, and lack of available supply remains an important focus for communication.</p> <p>Daily, Knox City Council works with local agencies and networks, to connect those experiencing homelessness with services and supplies, with a widening cohort of people visibly rough sleeping.</p> <p>While ultimately long-term housing solutions are an outcome for Government focus, the ability to triage and facilitate support for people experiencing homelessness now is compromised due to the widening gap between demand and agency service availability.</p> <p>Recognising the support for homelessness has increased, demand outpacing current levels of funding and all agencies report being overstretched. Delays to offer outreach can be weeks rather than days – often meaning the rough sleeper has relocated during this timeframe.</p> <p>In Knox alone, the rough sleeping numbers have significantly increased – from 64 in 2023, to 125 in 2024 and 215 in 2025. Predictions for 2026 appear to be following a similar trend.</p> <p>Increased resources for supporting agencies are an important measure to assist those in crisis situations. Increasing funding for support agencies, can assist in reducing pressures on other services areas including hospitals, mental health agencies and Victoria Police, and seek not to prolong rough sleeping.</p> <p>Outreach services are a critical element for supporting those experiencing homelessness. With faster access to support services, better outcomes can be achieved for rough sleepers across our communities.</p>
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Proposed Motion 2 – Local Government Victoria engagement

Motion 2 calls for greater transparency, forward planning, and accountability in State Government engagement with the local government sector. It seeks to ensure that Local Government Victoria provides a clear, regularly updated workplan and monthly sector circulars outlining reform timelines and engagement milestones.

The motion also calls for engagement practices to align with the Victorian Government’s Public Engagement Framework 2021–2025, particularly the principles of meaningful participation and accountability. By improving visibility of upcoming reforms and reporting on planned versus actual engagement activities, the motion aims to enable councils to adequately plan, allocate resources and genuinely participate in consultation processes on behalf of their communities.

Motion:	<p>Request the MAV to advocate to the Victorian Government to:</p> <ol style="list-style-type: none"> 1. Build on its submissions to the Legislative Council Inquiry into Community Consultation Practices and advocate to the State Government for Local Government Victoria to circulate a transparent,
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	<p>sector-facing workplan, updated on at least a quarterly basis, to ensure the local government sector can plan for and allocate resources to allow Councils to meaningfully participate in State Government consultation on behalf of the communities they represent.</p> <ol style="list-style-type: none"> 2. Call on Local Government Victoria to provide monthly circulars to the sector to ensure transparency regarding: <ul style="list-style-type: none"> • Statutory reform activities including timelines for parliamentary or ministerial consideration of bills and other regulatory instruments (and any changes to those timelines). • Timelines, milestone dates (and any changes to them) for planned engagement activities with the sector (and any changes to those timelines). 3. Call on the State Government, and particularly Local Government Victoria (LGV) to provide genuine engagement opportunities for all reforms in which Local Government is a stakeholder, consistent with the Victorian Government’s Public Engagement Framework 2021–2025; including: <ul style="list-style-type: none"> • Principle 1 (Meaningful)— by ensuring for all engagements the local government sector has “...adequate time, resources and opportunities to provide feedback before decision-making” with an emphasis on transparent forward planning and promotion to ensure the sector and the Victorian community has opportunities to meaningfully participate in engagement activities. • Principle 5 (Accountable)- by issuing quarterly reports comparing planned vs actual engagement activities and timelines and explanations for any variances • Principle 5 (Accountable)- by ensuring the Engage Victoria platform transparently explains to participants whether and how and why their input did or didn’t affect reforms / decisions.
Rationale:	<p>The State Government’s own <i>Public Engagement Framework 2021–2025</i> sets the standard for how the State Government should conduct engagement.</p> <p>Principle 1 (Meaningful) requires that the public has “...adequate time, resources and opportunities to provide feedback before decision-making,” and the Framework stresses planning and promoting engagement so participants have the knowledge and time needed to provide informed contributions.</p> <p>For the local government sector to meet this standard, councils must be given adequate lead-time and visibility of the LGV workplan to participate in genuine and meaningful engagement - including time to consult with communities, council and staff. A monthly circular, reporting against the LGV workplan would provide a suitable forward schedule; enabling councils to plan for, allocate resources to, and effectively participate in engagement on reforms.</p>

	<p>The Framework also expects engagement to be transparent and informed—clear about the process and influence, and supported by timely, accessible information. Publishing a regular, sector-facing circular advances these principles by signalling what is in the pipeline, the current status of reforms and projects, and where input is most valuable.</p> <p>Finally, Principle 5 (Accountable) requires that engagement be “measured and reported on” and that participants are advised how input affected (or did not affect) the decision. Regular reporting on planned-vs-actual engagement timelines gives the sector a consistent, practical feedback loop aligned with the Framework’s evaluation approach and outcomes for increased transparency and reporting of engagement activities and decisions. Together, an LGV workplan and monthly circular will translate the Framework’s principles into predictable, sector-ready practice - lifting trust, participation quality, and the effectiveness of council contributions to State reforms impacting upon local governments and the communities they represent.</p>
<p>Short Media/ Publication Comment:</p>	<p>Like the broader Victorian community, the local government sector needs adequate time and timely information to genuinely and meaningfully participate in engagement activities run by the State Government. A transparent workplan and quarterly circulars with meaningful reporting will bring the State’s own Public Engagement Framework to life, while supporting sector readiness and meaningful participation in State Government engagement and reforms that impact Local Government operations and the communities they represent.</p>

The above motion is considered to align with Priority 1 in the MAV Strategy 2024–27 by strengthening Active Local Democracy through improved transparency, sector readiness, and collaboration between State and local government.

Proposed Motion 3 – Rooming Houses

Motion 3 follows the recently adopted NOM 192 from the January 2026 Council Meeting, advocating to the Victorian Government for improvements in the design, funding and operation of Rooming Houses, along with improved Local Government and community input as part of planning processes for Rooming Houses. While Council has already written to relevant Ministers and MPs, there is an opportunity to highlight these areas for improvement at a State level via MAV State Council. Brimbank City Council has also highlighted concerns via a previous MAV motion.

<p>Motion:</p>	<p>Request the MAV to advocate to the Victorian Government to:</p> <ol style="list-style-type: none"> 1. Strengthen minimum standards and resident protections for Rooming Houses, including: <ol style="list-style-type: none"> a) Improved safety, amenity, and liveability standards for tenants; b) Stronger enforcement mechanisms and penalties for non-compliance by operators; c) Enhanced protections for residents relating to privacy, security of tenure, rent setting and eviction processes; and d) More proactive and regular compliance inspections, rather than reliance on complaints-based enforcement.
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	<ol style="list-style-type: none"> 2. Improve local government input into existing planning controls, including reforms to clause 52.23 of the Victorian Planning Provisions to require planning permits for all Rooming Houses; not just those above a defined scale or impact threshold, along with stronger community consultation (notice) and appeal rights in relation to new or expanded Rooming House developments. 3. Funding and/or increased funding and support for Rooming House regulation, including: <ol style="list-style-type: none"> a) State funded regional managers, employed by the State Government, to monitor privately owned rooming houses across the state at no cost to tenants, to ensure improved management and tenant welfare; b) Training and workforce support for local government compliance officers; c) Improved State–local coordination to address unregistered and/or unsafe rooming houses; d) Improved funding for wrap-around support services for rooming house residents; and e) Work with well managed rooming houses to promote broader affordable housing and homelessness strategies.
Rationale:	<p>Rooming Houses play an important role in Victoria’s housing system, often accommodating vulnerable residents. They are provided by both government, not for profit and private operators and are primarily regulated under a complex state regulatory framework involving multiple agencies.</p> <p>Council believes there is more that the Victorian Government can do to improve the experience of tenants within Rooming Houses, particularly the standard of accommodation, operational compliance, Rooming House management, and the protections and rights tenants receive.</p> <p>One opportunity identified by Council for consideration are state funded regional managers, playing a role to ensure that private Rooming Houses are effectively to ensure they are not just profit driven enterprises and that consistent quality across all Rooming Houses regardless of their ownership to ensure tenant wellbeing and welfare. Another is the role that exemplary Rooming House managers can play in promoting the role of Rooming Houses as part of broader homelessness and affordable housing strategies, while reinforcing expectations around effective Rooming House management.</p> <p>Further, acknowledging that Rooming Houses are an important entry to secure housing for many tenants, ensuring wrap around services are adequately provided is essential. Therefore Council is seeking greater levels of funding in this space.</p> <p>Like many services managed across local government that interface with the State, Council believes increasing pressure is being experienced by local government to manage the impacts of Rooming Houses through registration,</p>

	<p>inspections, compliance and community response. Council believes there is more that can be done to support councils in its role alongside State Government, including training, workforce support and greater coordination.</p> <p>Finally, the review of the planning provisions for Rooming Houses would be timely, to ensure they are contemporary and continue to operate effectively. As part of such review, councils need to be given a meaningful opportunity for input as they are often at the front-line managing applications within existing neighbourhoods, looking to achieve the best outcome for existing communities and future tenants. Further, a meaningful opportunity for communities to participate in these applications is essential. Current provisions no longer appear fit for purpose – they don't sufficiently guide locational factors, such as reasonable access to public transport, wrap around services, employment and retail services. Further, the provisions give no consideration for cumulative impacts of clustered Rooming Houses, whether the floor area or bedroom number thresholds remain relevant or whether the exemptions remain warranted. A contemporary review of the Clause 52.23 Rooming House provisions are more than warranted.</p>
Short Media/ Publication Comment:	<p>Rooming Houses play an important role in Victoria's housing system, often accommodating vulnerable residents. They are provided by both government, not for profit and private operators and are primarily regulated under a complex state regulatory framework involving multiple agencies. Council is advocating to the Victorian Government for improvements in the design, funding and operation of Rooming Houses, along with improved Local Government and community input as part of planning processes for Rooming Houses.</p>

2. ENGAGEMENT

Motions were developed in consultation with relevant staff.

3. SOCIAL IMPLICATIONS

Motion one highlights escalating social vulnerability, with rising homelessness outpacing support services and placing increasing pressure on communities, councils and emergency systems. If advocacy is successful, increased agency resources would improve timely outreach, reduce the social and safety impacts of prolonged rough sleeping, and ease flow-on pressure on hospitals, mental health services and police.

Motion two seeks to strengthen transparency and predictability in State–local government engagement so councils can plan, allocate resources and meaningfully represent their communities in reforms that affect local wellbeing.

Motion 3 seeks improvements in the design, funding and operation of Rooming Houses, along with improved Local Government and community input as part of planning processes for Rooming Houses.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL IMPLICATIONS

There are no direct environmental or amenity implications for this report.

6. FINANCIAL AND RESOURCE IMPLICATIONS

There are no direct financial or economic implications arising from submitting proposed Motions to the NGA.

7. RISKS

Successful advocacy for increased homelessness support would help mitigate strategic risks related to service demand, workforce strain and managing stakeholder expectations by reducing pressure on Council resources and improving the capacity of partner agencies to respond.

Successful advocacy for strengthened State–local engagement processes would help mitigate strategic risks arising from poorly planned reforms, unclear legislative reform timelines and inadequate consultation.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Being a strong voice for safety

Strategy 5.3 - Our community is more secure, connected and feel less isolated through planning, partnerships, advocacy and targeted support for our most vulnerable.

Planning our future city

Strategy 6.1 - There is improved access to a diverse range of housing options through effective planning, advocacy, and identifying opportunities for social and affordable housing supply.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information in the Local Government Act 2020.

ATTACHMENTS

Nil

8.6 Councillor Gift, Benefits and Hospitality Policy Review

Final Report Destination:	Council Meeting
Paper Type:	For Decision
Author:	Policy and Integrity Advisor, Renee Russell
Manager:	Manager Governance and Risk, Andrew Dowling
Executive:	Interim Director Customer and Performance, Liesl Westberry

SUMMARY

From time to time, Councillors may be offered gifts or hospitality in recognition of service, to build relationships, or for civic engagement. However, it is essential that such gestures are not perceived as, nor result in, unethical conduct or actual or perceived conflicts of interest in Council matters.

Under Section 138 of the Local Government Act 2020, Council is required to adopt a Councillor Gift Policy which must include procedures for the maintenance of a gift register and any other matters prescribed by the regulations.

The Councillor Gifts, Benefits and Hospitality Policy were last reviewed in 2021 (Attachment 2) and is now due for review. This report outlines the findings of the review, with the proposed amendments aimed at strengthening governance, enhancing clarity, and ensuring compliance with legislative requirements.

RECOMMENDATION

That Council adopt the revised draft Councillor Gifts, Benefits and Hospitality Policy as set out in Attachment 1 of the officer's report.

1. DISCUSSION

Officers have conducted a comprehensive review of the Councillor Gifts, Benefits and Hospitality Policy. This review was informed by the findings of the IBAC Operation Sandon Special Report, guidance from the Local Government Inspectorate, and benchmarking across comparable councils.

The Councillor Gifts, Benefits and Hospitality Policy was last reviewed in 2021 and as the underlying policy was considered sound, the intent of the review was not to make material alterations, but to strengthen clarity, readability and operational effectiveness.

The revised Policy is considered to provide a measured but robust update, consistent with Council's responsibilities.

Track changes have not been used in order to maintain a clear and readable document. A summary of the changes is provided below. Attachment 1 to this report contains the revised draft Policy, and Attachment 2 contains Council's current Policy.

Summary of Amendments

Summary of Amendment	Description of Changes
Policy Framing and Intent	The revised purpose now explicitly emphasises the importance of maintaining public trust and the proactive avoidance of conflicts of interest. This reframing reinforces the Policy's role in safeguarding the integrity of Council decision-making.
Contextual Alignment	References to the <i>Local Government Act 2020</i> and <i>Local Government (Governance and Integrity) Regulations 2020</i> have been incorporated to ensure the Policy remains legislatively compliant and reflects current statutory obligations.
Introduction of Principles	<p>Four high-level principles have been introduced to guide the application of the Policy being:</p> <ul style="list-style-type: none"> • Impartiality • Integrity • Accountability • Risk-Based Approach <p>These principles serve as a foundational framework to support Councillors in interpreting and applying the Policy consistently, and to reaffirm the expectations of ethical conduct in public office.</p>
Expansion of Sections	<p>Several sections have been expanded to provide greater clarity and operational guidance including:</p> <ul style="list-style-type: none"> • Anonymous Gifts: Clearer rules now require all anonymous gifts under \$500 to be treated as reportable. These must be declared within 30 days and disposed of via the Manager Governance and Risk, ensuring traceability and accountability. • Types of Gifts: This section now includes additional guidance around gifts of gratitude and gifts of influence. • Conflict of Interest: The section now includes detailed thresholds for material conflicts of interest which align with the Local Government Act 2020. Notably, gifts totaling \$500 or more over five years from the same source are considered material, regardless of whether they are accepted or declined. Even where a gift is declined, it must be declared as the offer itself can signal attempted influence, even if the Councillor declines it. This approach aligns with the Policy's intention to promote public trust, transparency and proactive avoidance of conflicts of interest. • Risk Considerations: The risk section has been revised to outline potential consequences for both individual Councillors and the Council as a whole, reinforcing the importance of compliance and ethical decision-making.

Summary of Amendment	Description of Changes
	<ul style="list-style-type: none"> Responding to offers of Gift, Benefits or Hospitality This section has been revised to better reflect that the Chief Executive Officer cannot “direct” Councillors to accept or refuse gifts, or how those gifts shall be treated; but does have a role to promote and monitor compliance and provide advice on the acceptance, refusal, recording, management and treatment of gifts.
New Breaches Section	A dedicated section has been added to address breach reporting and investigation procedures. It mandates that all breaches be reported to the CEO and investigated through the Protected Interest Disclosure Coordinator, ensuring a transparent and accountable process.
Template Update and Organisation	<p>The Policy has been migrated to the new organisational policy template in accordance with the Policy Framework Policy, ensuring consistency across Council documentation.</p> <p>Structural re-organisation has been undertaken to improve readability, accessibility, and alignment with current governance standards.</p>

2. ENGAGEMENT

Benchmarking was conducted with Boroondara, Dandenong, Casey, Mornington, Melbourne, Bendigo and Frankston Councils.

As this Policy is required under the Local Government Act 2020 and the proposed amendments are minor in nature, aimed at aligning the Policy with contemporary best practice, it is proposed that community engagement not be undertaken. The scope of the changes is limited and largely administrative, and therefore the opportunity for substantive community input to influence the content of the Policy is minimal.

Transparency will continue to be supported through the requirement for declarations to be made as soon as practicable and the publication of the adopted Policy, and the Gift Register, on Council’s website.

3. SOCIAL IMPLICATIONS

Reviewing and updating the Councillor Gifts, Benefits and Hospitality Policy helps strengthen community trust by ensuring Council has clear and contemporary expectations for ethical conduct and reducing perceptions of undue influence. Maintaining and re-adopting the Policy reinforces Council’s commitment to transparency and accountability in decision-making, and supporting fair and impartial governance. Incorporating clearer guidance for Councillors also helps Councillors achieve compliance with the policy and contributes to greater confidence in Council’s integrity.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council’s Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL IMPLICATIONS

Nil.

6. FINANCIAL AND RESOURCE IMPLICATIONS

Nil.

7. RISKS

The absence of controls for the management of gifts, benefits and hospitality presents significant risks to Council, including impacts on reputation, integrity, public trust and operational efficiency.

Without controls, there is a heightened vulnerability to bribery and corruption risks, and unethical decision-making – whether actual or perceived. The Councillor Gifts, Benefits and Hospitality Policy contains strong policy controls essential to supporting Councillors and ensuring transparency, accountability, and good governance.

The Councillor Gifts, Benefits and Hospitality Policy sits as part of Council's broader control framework and is a documented control for the operational risk of "*Fraudulent / corrupt behaviour by staff and councillors*".

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Leading, listening and governing responsibly

Strategy 4.4 - The changing needs of our community are met through informed policy and strategy that maximises value, collaboration and partnerships with other councils and local organisations.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

1. Attachment 1 - Draft Councillor Gifts Benefits and Hospitality Policy [8.6.1 - 16 pages]
2. Attachment 2 - Current Councillor Gifts Benefits and Hospitality Policy [8.6.2 - 11 pages]

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Councillor Gifts, Benefits and Hospitality Policy

Policy Number:	2004/27	Directorate:	Customer and Performance
Approval by:	Council	Responsible Officer:	Manager Governance and Risk
Approval Date:	Meeting Date	Version Number:	6
Review Date:	Within 12 months of each general election		

1. Purpose

The purpose of the Councillor Gift, Benefits and Hospitality Policy is to:

- provide a transparent and consistent framework regarding offers of gifts, benefits and/or hospitality made to Councillors.
- support Councillors and subsequently Council to avoid conflicts of interest.
- minimise offers of gifts, benefits and hospitality made to and accepted by Councillors to maintain, protect and promote public confidence in the integrity of the Council.

2. Context

Section 138 of the Local Government Act 2020 requires Council to adopt a Councillor Gift Policy that includes procedures for the maintenance of a gift register.

Schedule 1, section 3 of the Local Government (Governance and Integrity) Regulations 2020 highlights that the Councillor Gift Policy is “required for delivering good governance for the benefit and wellbeing of the municipal community.”

This policy has been developed to support Council in complying with their responsibilities outlined in the legislation and regulations.



3. Scope

This Policy applies to all Knox City Council Councillors.

This Policy does not cover donations made to candidates during election campaigns which are subject to Part 8 Division 10 of the Local Government Act 2020 (LGA 2020).

4. Council Policy

Policy Principles

4.1. Councillors will uphold the following principles in applying this Policy:

4.1.1. Impartiality

Councillors have a duty to place the public interest above their private interests when carrying out their duties as a Councillor

4.1.2. Integrity

Councillors strive to earn and sustain public trust through providing or responding to offers of Gifts, Benefits and Hospitality in a manner that is consistent with community expectations.

4.1.3. Accountability

Councillors ensure they and their fellow Councillors are accountable in accordance with this policy.

4.1.4. Risk-based approach

Councillors must ensure they consider the reputational and legal risks inherent with Gifts, Benefits and Hospitality when dealing with offers.

Risks of Accepting Gifts, Benefits and Hospitality

4.2. Council considers that the proper management of Gifts, Benefits and Hospitality is a practical demonstration of Councillors' integrity, impartiality and accountability and contributes to community confidence in the Council's decision making.

4.3. Although this Policy permits the acceptance of gifts valued over \$30, Council's preferred position is that such gifts be declined where practicable. All monetary gifts, regardless of the value of the gift, must be declined and declared as soon as practicable.

4.4. The impact of accepting Gifts, Benefits and Hospitality are not always immediately clear or apparent. Councillors may be offered Gifts, Benefits and Hospitality for many reasons. While these offers may be genuine gestures of appreciation or goodwill, accepting them carries risks, such as:

- The giver expecting favourable treatment.
- The recipient feeling a sense of obligation to the giver.
- The public perceiving the Gifts, Benefits and Hospitality has influenced the Council's decision-making.



4.5. The consequences of failing to recognise the risks associated with accepting Gifts, Benefits and Hospitality may be:

For Councillors	For Council
<ul style="list-style-type: none"> • reputation • internal or external inquiry • disqualification • criminal prosecution 	<ul style="list-style-type: none"> • reputation • external inquiry • legal action • loss of public trust

Conflict of Interest

4.6. There may be occasions when Councillors, in their official capacity, may be offered gifts, benefits or other hospitality. Whether accepted or declined, the offering of gifts by a resident, external party or business to a Councillor may lead to an actual or perceived conflict of interest.

4.7. Under section 128 of the Act, a material conflict of interest exists if a Councillor has received \$500 or more in Gift, Benefits or Hospitality (in total) from the same person or organisation within the previous 5 years and:

- Is making a decision involving that person or organisation; and
- The giver would gain a benefit or suffer a loss depending on the outcome of a matter.

A material conflict will also arise if the Gift, Benefits or Hospitality were or will be required to be disclosed in an election campaign donation.

Note: Generally, reasonable hospitality provided in the course of official duties (such as light refreshments at events) is not typically regarded as giving rise to a conflict of interest, though each offer should be carefully considered and advice sought where required.

Disclosable Gifts

4.8. Section 9(k) of the Local Government (Governance and Integrity) Regulations 2020 requires disclosable gifts to be declared as soon as practicable.

A disclosable gift means one or more gifts with a total value of \$500 or more, received from a person in the 5 years preceding the decision on the matter if:

- the relevant person held the office of Councillor, or was a member of Council staff, or was a member of a delegated committee at the time of receiving the gift;
- if the gift or gifts were or will be required to be disclosed as an election campaign donation.

Note: Reasonable hospitality during official duties (like food or drinks at events) is not included.



- 4.9. Disclosable gifts must be declared on the gift declaration form and also via a Councillor's Personal Interest Return Form.

Anonymous Gifts

- 4.10. Section 137 of the Act states that Councillors must not accept, directly or indirectly, a gift that benefits a Councillor if the value of the gift is equal to or exceeds \$500 unless:
- a) the name and address of the person/s giving the gift is known at the time the gift was made;
 - b) the Councillor is given the name and address of the person making the gift; and
 - c) the Councillor reasonably believes that the name and address given are the true name and address of the person making the gift.
- 4.11. Although the LG Act 2020 does not ban anonymous gifts under \$500, they must be declined and treated as Reportable Gifts under this Policy to uphold transparency, protect the integrity of decision-making, and avoid any perception of undue influence or reputational risk to Council.
- 4.12. If the Councillor is unaware of the name and address of the gift giver, they can avoid breaking the law if they, within 30 days of the offer:
- lodge a gift declaration through the Governance and Risk Department; and
 - provide the gift to the Governance and Risk Department for disposal under this Policy and the Act.

A Councillor who is found guilty of a breach of the Act must pay to the Council the amount or value of the gift accepted. Penalty units can be applied for any contravention of the Act.

Limited circumstances in which a gift may be accepted

- 4.13. There are limited circumstances in which a gift may be accepted. For instance, if a gift is determined to be tokenistic and symbolic in value (less than \$30) or would cause cultural offence or offence to the gift giver by a Councillor not accepting.

While the Local Government Act 2020 and integrity agencies do not prescribe a specific dollar amount for what constitutes a token gift, setting a \$30 threshold provides a practical guide to assist Councillors in assessing whether a gift is of low value or symbolic in nature.

This benchmark supports good governance and aligns with integrity agency expectations that all offers, regardless of value, should still be considered in terms of risk, community perception and the potential for a real or perceived conflict of interest.



- 4.14. If Councillors are considering accepting a gift, Councillors are encouraged to consult the GIFT test below, developed by the Victorian State Services Commission and consider the impact of accepting a gift, benefit or other hospitality:

G	Giver	<p>Who is providing the gift, benefit or hospitality and what is their relationship to me?</p> <p>Does my role require me to select contractors, award grants, regulate industries or determine government policies?</p> <p>Could the person or organisation benefit from a decision I make?</p>
I	Influence	<p>Are they seeking to gain an advantage, or to influence my decisions or actions?</p> <p>Has the gift, benefit or hospitality been offered to me publicly or privately? Is there a clear distinction between public and private roles in this case?</p> <p>Is it a courtesy or a token of appreciation; or valuable non-token offer?</p> <p>Does its timing coincide with a decision I am about to make or my endorsement of a product or service?</p> <p>Is the hospitality proportionate to the occasion, or is it lavish or extravagant so as to be influential? (Consider particularly how the availability and quantity of alcoholic beverages might be perceived.)</p> <p>Is free entry to an event of token value to enable engagement, or a valuable benefit intended to influence?</p>
F	Favour	<p>Are they seeking a favour in return for the gift, benefit or hospitality?</p> <p>Has the gift, benefit or hospitality been offered honestly?</p> <p>Has the person or organisation made several offers over the last 12 months?</p> <p>Would accepting it create an obligation to return a favour?</p>
T	Trust	<p>Would accepting the gift, benefit or hospitality diminish public trust?</p> <p>How would the public view acceptance of this gift or benefit?</p> <p>Would accepting free entry/ hospitality uphold the reputation of the sector?</p> <p>What would my colleagues, family, friends or associates think?</p>



Value of the gift, benefit or hospitality

- 4.15. In addition to the above, Councillors must consider the value and nature of any gift, benefit or hospitality offered.

As a general guide, gifts, benefits or hospitality valued at \$30 or less and that are token in nature, being offered in a business or official setting, having a practical purpose or representing a small gesture such as a souvenir or memento, are generally low risk.

Gifts, benefits or hospitality valued above \$30, or that are other than token in nature, should be regarded cautiously and a default position of refusal should apply, unless there is a clear and defensible justification for acceptance (for example, a ceremonial or protocol-based gift offered to Council).

The fact that a gift, benefit or hospitality is valued under \$30 does not of itself mean it can automatically be accepted. All offers must be assessed having regard to the circumstances, the relationship between the parties, and the potential for a real or perceived conflict of interest.

Gift types and purposes

Gifts can take many forms:

- 4.16. Gift of gratitude

A gift offered to an individual Councillor or the organisation in appreciation of the performance of specific tasks or for exemplary performance of duties.

Example of a gift of gratitude:

A gift to thank a Councillor who speaks at a conference.

Gifts of gratitude should be regarded cautiously, particularly where they are offered by a person or organisation that has, or may reasonably be perceived to have, an interest in Council decisions or outcomes. Councillors should have particular regard to the circumstances of the offer, the nature of the relationship between the parties, and the potential for a real or perceived conflict of interest. Unless there is a clear, defensible and low-risk justification for acceptance, such gifts should generally be declined.



4.17. Token Gift

Councillors may generally accept token gifts without declaring the offer on the Council's Gift Register, if the offer is not over \$30, does not create a conflict of interest or lead to reputational damage or as otherwise prohibited under this Policy.

Example of a token gift:

- Inexpensive stationery items such as pens or pads inscribed with a company logo handed out at a conference or training session.
- Consumables, such as food or beverages at a conference or training session
- Free entry to an event hosted by a community group, where a Councillor is invited to attend in their official role. For example, season launches, building openings or community celebrations.

Note: Where tickets are of considerable value; are limited in availability to a select group, or where there is limited engagement opportunity of benefit to Council; a complimentary ticket may not be perceived as a token benefit, but as a gift of influence and therefore a Reportable Gift. Complimentary event tickets must be assessed on a case-by-case basis.

4.18. Gift of influence

A gift of influence is:

- intended to generally ingratiate the giver with the recipient for favourable treatment in the future; and/or
- is likely to affect, or be reasonably perceived to affect, the independent and impartial performance of the Councillor's duties.

Example of a gift of influence:

Tickets to a social, cultural or sporting event offered by a contractor or supplier. These could be seen as reward for engaging them on past contracts, and or an inducement to engage them again in the future.

Gifts of influence are inherently high risk and should not be accepted. Any offer of a gift that may reasonably be perceived to influence, or be an attempt to influence, a Councillor's independent and impartial performance of their duties must be declined and declared in accordance with this Policy.

4.19. Ceremonial gifts

Ceremonial and Official gifts may be provided as part of the culture and practices of communities and government, within Australia or internationally. These gifts are the property of Council, irrespective of value.



Any gift received by the Mayor or Councillor on behalf of the Council must be declared and added to the Council Gifts register as soon as practicable. Gifts may be displayed in the Office of Mayor or Councillor's suite for the duration of the relevant Mayoral or Council term, after which they may be archived and viewable as a digital record (such as a photograph).

In some circumstances, including where the item may not be suitable for public display or the gift is of a personal nature to the recipient, the Governance and Risk Department will provide the Chief Executive Officer advice as to the appropriate use or disposal of the ceremonial or official gift.

Example of a ceremonial gift:

A gift given to Council by a visiting delegation such as Council paraphernalia.

4.20. Internal gift

Gifts made to Councillors by the Council (with the Chief Executive Officer's approval) are not covered by this policy and do not need to be declared.

Example of an internal gift:

- A gift at the end of a Mayoral term
- A gift for Councillor recognition at the end of their term.

(In accordance and as provided for by the Councillor Recognition Policy).

4.21. Bribe and/or monetary gifts

Bribes and/or monetary gifts refer to a gift that is offered to a Councillor as a corrupt inducement for a particular action or decision.

Example of a bribe/ monetary gift:

Anything else that could be easily converted to cash including but not limited to:

- | | |
|--|--|
| • Cash | • Cheques |
| • Gift cards | • Debit cards with credit on them |
| • Reward points in any scheme | • Prepayments such as phone or internal credit |
| • Memberships or entitlements to discounts | • Vouchers |
| • Shares | |

Offering or accepting a bribe is a serious criminal offence. If a Councillor is offered money or a gift they believe is a bribe, they must immediately notify the Chief Executive Officer and Mayor. The Chief Executive Officer must also be advised, as any offer of money is a reportable gift under this policy. Victoria Police may be notified where appropriate.



4.22. Soliciting Gift, Benefits or Hospitality

Councillors must not solicit or use their position to obtain Gift, Benefits or Hospitality. Receiving a Gift, Benefits or Hospitality obtained through deception or coercion may constitute an offence under both common law and the Act.

5. Procedure

Responding to offers of Gift, Benefits or Hospitality

Element	Requirement
Considering offers	<p>Before accepting any Gift, Benefits or Hospitality the Councillor should consider the ‘GIFT’ test (section 4.14), which was created by the Victorian State Services Commission.</p> <p>Even small or repeated offers from the same person or organisation can create a perception of undue influence. Under the LG Act, if gift, benefit or hospitality from one source totals \$500 or more over 5-years, it creates a material conflict of interest (section 128(h)).</p>
Accepting gifts	<p>There are limited circumstances in which a reportable gift, benefit or hospitality should be accepted and only after careful assessment, including where practicable and appropriate, consultation with the Chief Executive Officer and/or Mayor. If the recipient is the Mayor, then consultation should include the Deputy Mayor.</p> <p>Councillors must declare any Reportable Gift they accept but in the interests of transparency, should declare any gift that is accepted as soon as practicable.</p> <p>It is good practice to inform the donor that the gift will be declared, and this will include their identity as the donor.</p>
Declining gifts	<p>When declining a gift, Councillors should take care to avoid causing offence or embarrassment to the giver.</p> <p>Councillors must declare any Reportable Gift (including monetary gifts), even if declined.</p> <p>In the interests of transparency, Councillors should also declare any other gift they decline.</p> <p>It is good practice to inform the donor that the offer will be declared, and this will include their identity as the donor.</p>



Element	Requirement
Considerations for Gift, Benefits or Hospitality management	<p>Once declared, the Chief Executive Officer (CEO), in consultation with the Mayor, (or Deputy Mayor) may provide guidance on whether the gift is:</p> <ul style="list-style-type: none"> • Shared, • Retained by Council, or • Otherwise managed. <p>The following factors are considered when determining how to treat or retain a gift:</p> <ul style="list-style-type: none"> • Whether the gift was intended for the Councillor or for Council. • Whether donating the gift or its proceeds to charity is appropriate. • Whether returning the gift is appropriate or possible.
Ownership of Gift, Benefits or Hospitality	<p>All reportable Gift, Benefits or Hospitality received by a Councillor is considered Council property until:</p> <ul style="list-style-type: none"> • A Gift Declaration Form is completed and submitted, and • A decision is made on how the gift will be managed. <p>Any gift of gratitude, ceremonial gift or gift of influence that is reportable and accepted by a Councillor is automatically deemed Council property.</p>
Display or disposal of Gift, Benefits or Hospitality	<p>The Chief Executive Officer may action or recommend disposal of gifts through any of the following methods:</p> <ul style="list-style-type: none"> • Return to the original recipient; • Return to the giver; • Disposal by Council resolution; • Transfer to another public agency or authority; • Donation to a recognised charitable, aid or non-profit organisation; • Archival by the Victorian Museum or State Library; • Reduction to scrap; • Destruction; or • Or such other course of action as deemed appropriate in consultation with the Mayor (or Deputy Mayor as required).



Element	Requirement
Declaring offers	<p>Whether accepted or declined, Reportable Gifts must be declared on a Gifts and Benefits Declaration Form as soon as practicable.</p> <p>The form is available in hardcopy or online. It is strongly encouraged that all non-material and token gifts are also declared using the Form.</p> <p>It is the individual Councillor's responsibility to complete the appropriate form and forward it to the Manager Governance and Risk.</p> <p>All declared gifts and benefits will be recorded in the Gifts and Benefits Register. However, this does not remove the responsibility of Councillors to also report these gifts in their Personal Interest Returns, or to disclose them as part of any conflict of interest disclosure.</p> <p>In accordance with the Knox Public Transparency Policy, the Gifts Register will be available on Council's website.</p> <p>Consideration will be given to maintaining reasonable confidentiality in situations where public disclosure will prejudice a proposed development or business venture, legal advice or legal proceedings.</p>

Gift Register

5.1. The details of any reportable gift offered, received and/ or declined by a Councillor must be recorded on the Councillor gifts register by completion of a Gift Declaration Form, and submission of the form to the Governance and Risk Department.

The Councillor gifts register will be maintained by the Governance and Risk Department and published on Council's website on a quarterly basis. The public register will include an extract of the information provided as follows:

- The name of the Councillor whom the gift was offered
- A description of the gift
- The reason the gift was offered (if known)
- The date of the offer
- Estimated value of the offer
- The decision regarding the gift (declined, retained by Councillor, donated, other)
- A generic description of the person, company or body who offered the gift (e.g. resident, customer, a member of the public, local business, sports organisation, developer etc).



Responsibilities and Reporting

5.2. The below describes the roles and responsibilities for this policy and procedure.

Role	Responsibility
Councillors	<ul style="list-style-type: none"> Understand and comply with this policy. Complete training and seek advice when needed. Track the value of the Gift, Benefits or Hospitality they receive over time to avoid the creation of a conflict of interest. Declare Gift, Benefits or Hospitality and potential conflicts of interest.
Chief Executive Officer	<ul style="list-style-type: none"> Promote and monitor compliance with this policy. Provide advice regarding the acceptance, refusal, recording, management and appropriate treatment of gifts, benefits and hospitality, in consultation with the Mayor (or Deputy Mayor) as appropriate or required.
Manager Governance and Risk	<ul style="list-style-type: none"> Oversee the implementation, monitoring and maintenance of this policy. Maintain the Gifts and Benefits Register. Report quarterly to the Executive Leadership Team on any identified systematic pattern of gifts offered and accepted to ensure that unacceptable cultures do not develop within sections of the Council.

Breaches

- 5.3. Alleged breaches must be reported in writing to the CEO as soon as the breach is discovered and will be investigated by the Protected Interest Disclosure Coordinator.
- 5.4. Actions inconsistent with this policy may constitute misconduct under the Councillor Code of Conduct or relevant legislation.

6. References

5.1 Knox Council and Health and Wellbeing Plan 2025-2029

Theme 4: Leading, listening and governing responsibly

Strategy 4.1: Council demonstrates its accountability through transparent and responsible decision making and working together productively.

5.2 Relevant Legislation

- Local Government Act 2020
- Local Government (Governance and Integrity) Regulations 2020
- Privacy and Data Protection Act 2014

5.3 Charter of Human Rights

- This policy has been assessed against and complies with the charter of Human Rights.



5.4 Related Council Policies and Procedures

- Governance Rules
- Councillor Code of Conduct
- Public Transparency Policy
- Councillor Recognition Policy

7. Definitions

Term	Definition
Benefit	<p>means preferential treatment, privileged access, favours or other advantage offered to a Councillor.</p> <p>The value of benefits may be difficult to define in dollars, but as they are valued by the Councillor, they may be used to influence the Councillor's behaviour and decision-making.</p> <p>Examples may include:</p> <ul style="list-style-type: none"> • Access to sporting events • Access to discounted or loyalty programs • Cultural or social events • Preferential treatment • Promises of a job • Access to confidential information • Accommodation and/ or pleasure holiday trips • Personal services <p>The definition of benefits does not include:</p> <ul style="list-style-type: none"> • Discounted products or services that are reasonable and generally available or capable of being negotiated by others not connected with Council • A gift or gifts received in relation to personal membership of any industrial or professional organisation, club or other association or body • A Gift, Benefits or Hospitality received by a relative • A gift, award or prize received from Council
Bribe	<p>means money, reward, service or other consideration offered to a Councillor to persuade them not to exercise their common law or statutory powers or to bestow some privilege or favour. It might be offered to procure an action, decision or preferential treatment.</p>



Term	Definition
Conflict of Interest	<p>means a situation where a person’s private interests interfere with, or appear to interfere with, their public duties (refer to “the Act” for a comprehensive definition). A conflict exists whether it is real, potential or perceived.</p> <p>Conflicts may be:</p> <ol style="list-style-type: none"> 1. Actual: There is a real conflict between an employee’s public duties and private interests. 2. Potential: An employee has private interests that could conflict with their public duties. This refers to circumstances where it is foreseeable that a conflict may arise in future and steps should be taken now to mitigate that future risk. 3. Perceived: The public or a third party could reasonably form the view that an employee’s private interests could improperly influence their decisions or actions, now or in the future.
Council	means Knox City Council, whether constituted before or after the commencement of this Policy.
Councillor	means an individual who holds the office of member of Knox City Council.
Currency	means money, vouchers, or anything that is readily convertible to money.
Disclosable Gift	<p>has the same meaning as The Act being:</p> <p>one or more gifts with a total value of, or more than, \$500 or if an amount is prescribed for the purposes of this subsection, the prescribed amount, received from a person in the 5 years preceding the decision on the matter –</p> <ol style="list-style-type: none"> a) if the relevant person held the office of Councillor, was a member of Council staff or was a member of a delegated committee at the time the gift was received; or b) if the gift was, or gifts were, or will be, required to be disclosed as an election campaign donation – <p>but does not include the value of any reasonable hospitality received by the relevant person at an event or function that the relevant person attended in an official capacity as a Councillor, member of Council staff or member of a delegated committee.</p>



Term	Definition
Family member	<p>means a:</p> <ul style="list-style-type: none"> • Spouse or domestic partner of the relevant person; • Parent, grandparent, sibling, child, grandchild, step-parent, step-sibling or step-child of the relevant person or their spouse; or • Any other relative that regularly resides with the relevant person.
Gifts	<p>has the same meaning as The Act being:</p> <p>any disposition of property otherwise than by will made by a person to another person without consideration in money or money's worth or with inadequate consideration, including –</p> <ul style="list-style-type: none"> • the provision of a service (other than volunteer labour); and • the payment of an amount in respect of a guarantee; and the making of a payment or contribution at a fundraising function. <p>Gifts is not limited to, but may include:</p> <ul style="list-style-type: none"> • items of high value (eg, artwork, jewellery, or expensive pens) • items of low value (eg, small bunch of flowers) • consumables (eg, chocolates) <p>They may be:</p> <ul style="list-style-type: none"> • Offered or given to a Councillor • Offered or given to a family member of the Councillor • Purchased, home-grown or home-made
Gift Declaration Form	means the form a Councillor uses to declare gifts.
Gift Disclosure Threshold	means \$500 or a higher amount or value prescribed by the regulations.
Gift Register	means the file containing all Councillor gift declaration forms. The register is maintained by the Governance and Risk Department in an electronic format to facilitate reporting and analysis.
Hospitality	<ul style="list-style-type: none"> • means the friendly reception and entertainment of guests • hospitality may range from light refreshments at a business meeting to expensive restaurant meals and sponsored travel and accommodation.
Immediate Family Member	means a Councillor spouse or domestic partner, son, daughter, mother, father, brother or sister.



Term	Definition
Material Value	means reasonably valued at more than \$30.
Money or monetary	means any form of cash, credit or cash-like item regardless of the amount or value.
Officer	means an individual employed by Knox City Council, including the Chief Executive Officer, Directors, Managers and any person engaged as a short-term employee or a contractor undertaking duties on behalf of Council.
Reportable gift	means a Gift, Benefits or Hospitality, whether accepted or declined including: <ul style="list-style-type: none"> • of material value (i.e. valued at more than \$30); and/or • any offer of money; and/or • Gift, Benefits or Hospitality from anonymous sources.
Token gift	means a gift, benefit or hospitality that is: <ul style="list-style-type: none"> • of inconsequential or trivial value to both the person making the offer and the recipient. They will be infrequently offered and not of material value. • Complimentary entry to an event hosted by a community group where a Councillor has been invited for the purposes of engaging with the community group and the value is within the reasonable expectations of the community.
Value	means the face value or current estimated retail value.

8. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this policy. Where an update does not materially alter this policy, such a change may be made administratively on approval of the Chief Executive Officer. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments, minor amendment to legislation or other change that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.



Councillor Gifts, Benefits and Hospitality

Policy Number:	2004/27	Directorate:	City Development – Finance and Governance
Approval by:	Council	Responsible Officer:	Manager Governance
Approval Date:	24 April 2021	Version Number:	5
Review Date:	April 2024		

1. Purpose

The purpose of this policy is to:

- identify the overriding responsibility of Councillors to act honestly and not to make improper use of their position;
- clearly define the behaviour required of Councillors in relation to gifts and benefits;
- provide a transparent and accountable process with regard to declaring gifts and benefits that promotes public confidence in Knox City Council (Council) and its elected representatives.

2. Context

Councillors will, on occasion, be offered gifts, benefits or hospitality from members of the public or other organisations. It is critical that Councillors do not accept gifts, benefits or hospitality that could raise an actual, or perceived, bias, preferential treatment or conflict of interest.

It is a basic principle that individuals who are elected or appointed to public office are entrusted with a range of powers in order to serve the public interest. These powers must not be used to further their own personal interests or the interests of people with whom they are closely associated.

Where a Councillor does have a personal or private interest, in relation to the receipt of a gift or hospitality, this may compromise their ability to act in the public interest. A failure to resolve an interest of this nature can create an appearance of impropriety that may undermine confidence in the individual and in the Council.

This policy provides guidance and direction to ensure Councillors maintain high levels of integrity, avoid conflicts of interest and are perceived as responsible, honest and applying sound judgement when dealing with gifts, benefits or hospitality.

3. Scope

This Policy relates to Knox City Council Councillors

This Policy does not cover donations made to candidates during election campaigns which are subject to Part 8 Division 10 of the Local Government Act 2020 (LGA 2020).

This policy does not cover the requirement upon Councillors to declare gifts on their Register of Interests pursuant to Section 81 of the Local Government Act 1989.



4. References

- 4.1 Community & Council Plan 2017-2021
 - Goal 8 – We have confidence in decision making
- 4.2 Relevant Legislation
 - Local Government Act 1989
 - Local Government Act 2020
- 4.3 Charter of Human Rights
 - This policy has been assessed against and complies with the charter of Human Rights.
- 4.4 Related Council Policies
 - Councillor Code of Conduct
- 4.5 Related Council Procedures
 - Nil

5. Definitions

Benefit (See also gift)	<p>means preferential treatment, privilege access, favours or other advantage offered to an individual. May include, but not limited to:</p> <ul style="list-style-type: none"> • access to events or clubs • preferential treatment (e.g. priority service, access to benefits or services not usually available) • upgrades • discounts • a new job or promotion • access to confidential information • offers of secondary employment or contracts <p>Benefits do not include:</p> <ul style="list-style-type: none"> • discounted products or services that are reasonable and generally available or capable of being negotiated by others not connected with Council; • benefits received in relation to personal membership of any industrial or professional organisation, club or other association or body; • benefits received by a relative or associate of a Councillor had no knowledge of; and • benefits received as a gift, award or prize from the Council, or under a Council policy.
Bribe	means money, or some other form of consideration, offered to a Councillor so as to persuade them not to exercise their common law or statutory powers or to bestow some privilege or favour.
Council	means Knox City Council, whether constituted before or after the commencement of this Policy.
Councillor	means an individual who holds the office of member of Knox City Council.



Gift (See also benefit)	means free or discounted items and any item that would generally be perceived by the public as a gift. May include, but not limited to: <ul style="list-style-type: none"> • Free or heavily discounted items • Tickets or passes to events, shows etc. • Enduring items, such as works of art • Consumables, such as food or stationery • Less tangible benefits such as hospitality or services, memberships etc. • Hospitality that exceeds common courtesy
Gift and Benefits Register	means a register of gifts offered to Councillor, whether accepted or declined. It records the date a gift was offered, information about the donor and recipient, the nature of the gift, its estimated value and how it was handled. The register is maintained by the Governance Department in an electronic format to facilitate reporting and analysis.
Gift Declaration Form	means the form a Councillor uses to declare gifts.
Gift Disclosure Threshold	means \$500 or a higher amount or value prescribed by the regulations.
Immediate Family Member	means a Councillor spouse or domestic partner, son, daughter, mother, father, brother or sister.
Material Value	means reasonably valued at more than \$30.
Money or monetary	means any form of cash, credit or cash-like item regardless of the amount or value, including but not limited to: <ul style="list-style-type: none"> • cheques; • debit cards with credit on them; • prepayments such as phone or internal credit; • memberships or entitlements to discounts; or • points in any reward scheme.
Officer	means an individual employed by Knox City Council, including the Chief Executive Officer, Directors, Managers and any person engaged as a short term employee or a contractor undertaking duties on behalf of Council.
Reportable Gift	means a gift or benefit within the meanings defined in Section 5, whether accepted or declined, that is: <ul style="list-style-type: none"> • of material value (i.e. valued at more than \$30); and/or • a gift of influence (refer to section 6.2); and/or • a bribe or monetary gift (refer to section 6.2) but is not modest hospitality offered in conjunction with an official meeting, function or other event (refer to section 6.2)
Token offer	means a gift, benefit or hospitality that is: <ul style="list-style-type: none"> • of inconsequential or trivial value to both the person making the offer and the recipient. They will be infrequently offered and not of material value. • Complimentary entry to an event hosted by a community group where a Councillor has been invited for the purposes of engaging with the community group and the value is within the reasonable expectations of the community.
Value	means the face value or current estimated retail value.



6. Council Policy

Councillors may be offered gifts, benefits or hospitality for a variety of reasons, and while they may be offered as a genuine expression of appreciation or as a gesture of goodwill, the acceptance of any gift carries risks, for example:

- that the giver will expect favourable treatment.
- that the recipient will feel a sense of obligation to the giver.
- that the recipient will be perceived as having been influenced by the gift.

Perceptions of undue influence are difficult to combat, and can be affected by many factors, including:

- The relationship between the donor and the Councillor. If the Councillor makes decisions which could affect the interests of the donor, gifts are more likely to be perceived as inappropriate.
- Transparency and openness. If a gift is given in a public forum it is less likely to be perceived as a gift of influence than if it were offered outside the public eye.
- The value of the gift. Expensive gifts are more likely to be perceived as gifts to win favours. The regularity of gifts, or the cumulative value of gifts received over time, is also likely to influence perceptions.

The consequences of failing to recognise the risks associated with accepting gifts may be:

For Councillors

- embarrassment
- internal or external inquiry
- disqualification
- criminal prosecution

For Council

- embarrassment
- external inquiry
- legal action
- loss of public trust

All reportable gifts received by a Councillor are considered the property of Council, until such time as the Gift Declaration Form has been completed and an assessment made as to the treatment of the gift.

Where a gift or benefit is retained by Council, it may, at the discretion of the Chief Executive Officer, in consultation with the Mayor, be shared with all Councillors and/or any relevant Council officers.

Councillors must not solicit, demand or request gifts or any personal benefits for themselves or another person by virtue of their position.

Notwithstanding the nature of the gift or hospitality, it is the obligation of the Councillor to be attentive to its cumulative value to avoid the likely creation of a conflict of interest. A statutory arises when one or more gifts with a value of, or more than \$500 is received in the five (5) years preceding the decision or exercise of the power, duty or function (but does not include the exemptions listed in Sec 78C of the Local Government Act 1989).



6.1. Responsibilities

Councillors are responsible for:

- refusing:
 - any monetary gift or items easily converted to money.
 - gifts, benefits or hospitality from people or organisations about whom they are likely to make decisions.
 - gifts, benefits or hospitality that may result in them having an actual or perceived conflict of interest.
 - gifts, benefits or hospitality that could be reasonably perceived as undermining the integrity and impartiality of Council or themselves.
 - bribes. All bribery attempts must be reported to the Mayor, Chief Executive Officer and/or Victoria Police.
- declaring reportable gifts whether accepted or declined.
- taking reasonable steps to ensure immediate family members do not receive gifts, benefits or hospitality that may be intended to influence the Councillor.
- taking care not to offer gifts, benefits or hospitality to others, where they would not be acceptable under this Policy.
- being aware of this policy and available for appropriate training as required.

The **Manager Governance** is responsible for:

- implementing this policy, including monitoring its effectiveness;
- maintaining the Gifts and Benefits Register; and
- providing the Executive Management Team with a quarterly report on all gifts, either accepted or refused, registered in Council's Gifts and Benefits Register.

The **Chief Executive Officer**, in consultation with the Mayor (or Deputy Mayor as applicable) is responsible for:

- reviewing, determining and approving the actions to be taken in respect of each declaration of a reportable gift, benefit or hospitality

6.2. Gift types and purposes

Councillors may be offered gifts or benefits for a variety of reasons which can be categorised into the following:

Token gifts or benefits

A gift that is offered in a business situation to an organisation or Councillor for a practical purpose, or as a token or memento of an occasion. The gift must be of a non-material value (under \$30). An example would be inexpensive stationery items such as pens or pads inscribed with a company logo handed out at a conference or training session.

A token benefit may include complimentary entry to a function or event hosted by a community group to which a Councillor has been invited in their capacity as Councillor. This is because the invitation is offered in order to facilitate engagement with Councillors / Council (and may include a request that the Councillor speak at the event). Typical events include season or building openings, and social or commemorative events.

Complimentary event tickets must however, be assessed on a case-by-case basis.

Where tickets are of considerable value; are limited in availability to a select group, or where there is limited engagement opportunity of benefit to Council; a complimentary ticket may not be perceived as a token benefit, but as a gift of influence and therefore a Reportable Gift.



Gift of influence

A gift that is:

- intended to generally ingratiate the giver with the recipient for favourable treatment in the future; and/or
- is likely to affect, or be reasonably perceived to affect, the independent and impartial performance of the Councillor's duties.

An example would be tickets to a social, cultural or sporting event offered by a contractor or supplier. These could be seen as reward for engaging them on past contracts, and or an inducement to engage them again in the future.

Gift of gratitude

A gift offered to an individual Councillor or the organisation in appreciation of the performance of specific tasks or for exemplary performance of duties. For example a gift to a Councillor who speaks at a conference.

Ceremonial gifts

A gift usually given from one organisation to another organisation, marking a special occasion or at a special event. The gift is generally meaningful to the organisations. An example would be a gift given to a host organisation by a visiting delegation such as Council paraphernalia.

Hospitality

Free or subsidised meals, beverages or refreshments provided in conjunction with the official business, or work related events: such as:

- Council events such as training sessions, seminars and conferences, workshops and other Council events, Council Meetings and briefings.
- Events and functions attended as either a ward councillor or Council's representative, hosted by community and sporting groups, individuals and corporations.

Modest hospitality that is proportionate to the occasion will typically not be considered a reportable gift or benefit. However, where hospitality is extravagant, or beyond what would be considered reasonable in terms of community expectations, it should be considered a gift of influence and therefore a Reportable Gift.

Bribe and/or cash gift

A gift that is offered to a Councillor as a corrupt inducement for a particular action or decision. Offering or accepting a bribe has particularly serious criminal consequences. If a Councillor is offered a gift of money, or other gift or benefit, which they believe is meant to be a bribe they must immediately notify the Chief Executive Officer and the Mayor. Where relevant, Victoria Police may also be notified.



6.3. Prohibited gifts

Monetary gifts of any value, including cash, gift cards and/or vouchers, must never be accepted by Councillors.

Any offer of money, is a reportable gift as defined in this policy. Consequently, the Chief Executive Officer must be notified immediately.

Anonymous Gifts

Section 137 of the Local Government Act 2020 (the Act) prohibits a Councillor accepting, directly or indirectly, a gift for the benefit of the Councillor the amount or value of which is equal to or exceeds the gift disclosure threshold unless:

- a) The name and address of the person making the gift are known to the Councillor; or
- b) At the time the gift is made the Councillor
 - i. Is given the name and address of the person making the gift; and
 - ii. Reasonably believes that the name and address so given are the true name and address of the person making the gift.

Failure to comply with this section of the Act may result in the Councillor being penalised 60 penalty units. In addition to this penalty a Councillor who is found guilty of receiving an anonymous gift must pay to the Council the amount or value of the anonymous gift accepted.

If for any reason a Councillor finds themselves in possession of a gift when they don't know the name and address of the person who gave the gift, the Councillor can give the gift to the Council within 30 days to avoid committing an offence.

Gifts under \$500 from anonymous sources are not prohibited under the Act, but should be declined and treated as Reportable Gifts for the purposes of this policy.



6.4. Assessing gifts

When deciding whether to accept a gift, benefit or offered hospitality the Councillor, Mayor or Chief Executive Officer should first consider if the offer could be perceived as influencing them in the performance of their duties or lead to reputational damage for Council.

The GIFT test (developed by the Victorian State Services Commission) provides general guidance on the assessment of gifts and benefits.

G	Giver	<p>Who is providing the gift, benefit or hospitality and what is their relationship to me? To Council?</p> <p>Does my role require me to select contractors, award grants, regulate industries or determine government policies?</p> <p>Could the person or organisation benefit from a decision I make?</p>
I	Influence	<p>Are they seeking to gain an advantage or influence my decisions or actions?</p> <p>Has the gift, benefit or hospitality been offered to me publicly or privately? Is there a clear distinction between public and private roles in this case?</p> <p>Is it a courtesy or a token of appreciation or valuable non-token offer?</p> <p>Does its timing coincide with a decision I am about to make or my endorsement of a product or service?</p> <p>Is the hospitality proportionate to the occasion, or is it lavish or extravagant so as to be influential? (Consider particularly how the availability and quantity of alcoholic beverages might be perceived.)</p> <p>Is free entry to an event of token value to enable engagement, or a valuable benefit intended to influence?</p>
F	Favour	<p>Are they seeking a favour in return for the gift, benefit or hospitality?</p> <p>Has the gift, benefit or hospitality been offered honestly?</p> <p>Has the person or organisation made several offers over the last 12 months?</p> <p>Would accepting it create an obligation to return a favour?</p>
T	Trust	<p>Would accepting the gift, benefit or hospitality diminish public trust?</p> <p>How would the public view acceptance of this gift, benefit?</p> <p>Would accepting free entry / hospitality uphold the reputation of the sector?</p> <p>What would my colleagues, family, friends or associates think?</p>

Receiving multiple offers (token or non-token) from the same person or organisation can generate a stronger perception that the person or organisation could influence you. Further, any gifts, benefits or hospitality accumulated to \$500, from a single source, over a 5 year period will give rise to the Councillor having a conflict of interest in accordance with section 78C of the *Local Government Act 1989* (the Act).



6.5. Accepting gifts

There are limited circumstances in which a reportable gift, benefit or hospitality should be accepted and only after an assessment has been completed by the Chief Executive Officer in consultation with the Mayor. (If the recipient is the Mayor then the Chief Executive Officer shall consult with the Deputy Mayor.)

Councillors must declare any Reportable Gift they accept but in the interests of transparency, are encouraged to declare any gift that is accepted.

It is good practice to inform the donor that the gift will be declared, and this will include their identity as the donor.

6.6. Declining gifts

When declining a gift, care should be taken to avoid causing offence or embarrassment to the giver. Councillors must declare any Reportable Gift, even if it is declined but in the interests of transparency, are encouraged to declare any gift that is declined.

It is good practice to inform the donor that the offer will be declared, and this will include their identity as the donor.

6.7. Declaring gifts

Reportable gifts or benefits, whether accepted or declined, must be declared on a Gifts and Benefits Declaration Form available in hardcopy or online. It is strongly encouraged that all non-material and token gifts are also declared using the Gifts and Benefits Declaration Form available in hardcopy or online.

It is the individual Councillor's responsibility to complete the appropriate form and forward it to the Manager Governance.

The details of all declarations will be maintained in the Gifts and Benefits Register; however this does not relieve Councillors (as required) from their obligations under the Act to disclose gifts in their registrable Primary or Ordinary Return(s) or as part of a conflict of interest disclosure.

In accordance with the Knox Public Transparency Policy, the Gifts Register will be available on Council's website.

Consideration will be given to maintaining reasonable confidentiality in situations where public disclosure will prejudice a proposed development or business venture, legal advice or legal proceedings.

The Manager Governance will monitor the Gifts and Benefits Register and report 6 monthly to the Executive Team on any identified systematic pattern of gifts offered and accepted to ensure that unacceptable cultures do not develop within sections of the Council.

6.8. After a gift has been accepted

Any gift of gratitude, ceremonial gift or gift of influence offered to and accepted by a Councillor that is a reportable gift, is deemed to be the property of Council.

Where the item is not suitable for public display or the gift is of a personal nature to the Councillor, the Chief Executive Officer (in consultation with the Mayor) will use their discretion as to the appropriate action.

The Chief Executive Officer may determine to return the gift, allow the Councillor to retain the gift or dispose of the gift.

The following matters are considered relevant to the treatment and retention of gifts once they have been accepted:

- Whether the gift was given to the Council or a Councillor.
- Whether multiple gifts or benefits have been offered by the giver in the past.



- Whether the donor intended to recognise an individual, a team or Council.
- Whether Council has an appropriate use for the gift.
- Whether a gift is of cultural or historical significance.
- Whether the gift or benefit received was as a consequence of the expenditure or dedication of Council funds, resources or labour.
- Whether it may be appropriate to donate the gift, or the proceeds from the gift, to charity.
- Whether it is possible or appropriate to return the gift.

6.9. Disposal of Gifts

The Chief Executive Officer may dispose of gifts by any of the following methods:

- Return to the original recipient;
- Return to the giver;
- Disposal by resolution of Council;
- Transfer to other public agencies or authorities;
- Transfer as a gift to a recognised charitable, aid or non-profit organisation;
- Archival action by the Victorian Museum or State Library;
- Reduction to scrap; or
- Destruction.

7. Breach of policy

Each Councillor is obliged to comply with this Policy. If this Policy has been breached, Council may take such action as prescribed in legislation and detailed in the Councillor Code of Conduct.

Any person may report an alleged breach of this policy to the Chief Executive Officer in writing. An alleged breach by Councillor may be reported to Council's Protected Disclosure Coordinator for investigation.

8. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this policy. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation (or updates consequential to the commencement of the Local Government Act 2020) that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by the Chief Executive Officer.



Gift, Benefit and Hospitality Declaration Form

Recipient Name		
Donor's Name		
Details of Gift, Benefit or Hospitality		
Description of Gift, Benefit or Hospitality	<input type="checkbox"/> Accepted on _____ <input type="checkbox"/> Declined on _____ <small style="display: inline-block; width: 100px; text-align: center;">Date</small>	
	<input type="checkbox"/> Token Gift / Benefit <input type="checkbox"/> Ceremonial Gift <input type="checkbox"/> Gift of Influence <input type="checkbox"/> Hospitality <input type="checkbox"/> Gifts of Gratitude <input type="checkbox"/> Bribe / Cash gift	
Estimated value and description of how value was determined	\$	
Description of business benefits / reasons for accepting the gift		
Suggested utilisation / disposal		
Signature	Date of Declaration	

REVIEW BY CHIEF EXECUTIVE OFFICER (For gifts and benefits above \$30)

Disposal of Gift		
Comments		
Signature	Date	

The personal information on this form is collected in accordance with Council's adopted Gifts Benefits and Hospitality Policy. The information may be disclosed publically on a gift register maintained in accordance with Council's policy and relevant legislation (ie the Local Government Act 2020).

8.7 Carrington Park Pavilion Redevelopment - Contract 3619

Final Report Destination:	Council
Paper Type:	For Decision
Author:	Project Manager, Yaros Smalkov
Manager:	Manager, Major Projects & Facilities, Monica Micheli
Executive:	Director, Infrastructure, Grant Thorne

SUMMARY

This report considers and recommends the appointment of a contractor to redevelop the Carrington Park Pavilion as per Contract 3619 – Carrington Park Pavilion Redevelopment.

The Carrington Park Pavilion in Knoxfield is proposed for redevelopment to address significant functional and accessibility shortcomings in the existing facility, which was constructed in 1975. The current pavilion no longer meets the needs of the growing sporting community and is not aligned with the Knox Pavilion Strategy. Key deficiencies include the absence of dedicated female change rooms and amenities, as well as the lack of compliant accessible (DDA) facilities.

The project involves partial demolition of the existing structure, construction of a new ground floor extension, and comprehensive refurbishment throughout the building. The upgraded pavilion will include improved and expanded facilities such as a social and multipurpose room, player and umpire change rooms and amenities, timekeeping and first aid offices, meeting rooms, storage areas, a kitchen and kiosk, and a bar. The redevelopment also incorporates sustainability features consistent with Council's Sustainable Buildings and Infrastructure Policy, including a battery storage room and the installation of solar panels.

The renewed facility will fully meet the Knox Pavilion Strategy requirements for room provision, size, and functionality, and will deliver a modern, inclusive, and environmentally sustainable community asset. Once complete, the pavilion will support the ongoing needs of local soccer and cricket clubs that use Carrington Park Reserve.

Council has applied for a Federal Government funding grant of \$1.8 million to support delivery of the project.

RECOMMENDATION

That Council resolve to:

1. Accept the tender submitted by IZZA Group Pty Ltd for the lump sum price of \$3,169,034 excl. GST (\$3,485,937 incl. GST) for Contract 3619 – Carrington Park Pavilion Redevelopment.
2. Allocate a contingency for this project as detailed in the confidential attachment and authorise the Chief Executive Officer (or delegate) to expend this contingency at their discretion.
3. Authorise the Chief Executive Officer (or delegate) to execute contract documentation for Contract 3619 – Carrington Park Pavilion Redevelopment.
4. Advise all tenderers accordingly.

1. DISCUSSION

The contract relates to the redevelopment of the Carrington Park Pavilion in Knoxfield. The existing pavilion services local soccer and cricket clubs but is outdated and no longer meets the requirements of the growing sporting community.

The works include partial demolition of the existing pavilion, construction of a ground floor extension and refurbishment of the existing building throughout.

The scope of works includes:

- Social room
- Timekeeping office
- Social store
- Kiosk
- Storage areas
- Bar area
- Male and female amenities
- DDA compliant WC
- Cleaner's store
- Entry lobby
- First aid office
- Player change rooms and amenities, with dividing walls enabling the rooms and amenities to be separated into 4 areas to support women players and younger age groups
- Trainer's office
- Umpire change rooms and amenities
- Battery storage room and installation of solar panels

The existing pavilion was built in 1975 and is now considered no longer fit for purpose nor aligned with the Knox Pavilion Strategy. It does not have dedicated female change rooms and amenities, as well as not providing accessible compliant DDA facilities.

The new facility will comprise of two (2) change rooms and amenities, umpire change rooms, first aid rooms, a social/multipurpose room, meeting rooms, offices, storage space, a kitchen and cafeteria, and a bar. The new facility will meet the Knox Pavilion Strategy for room provision and sizes and all relevant building and usage (best practice) standards, as well as delivering significant environmental benefits consistent with Council's Sustainable Buildings and Infrastructure Policy.

Council has applied for a \$1.8M funding grant from the Federal Government to deliver the refurbishment at Carrington Park. The new facility is intended to serve the Soccer and Cricket clubs associated with this reserve.

In accordance with Council's Procurement Policy, after considering the complexity, value and risk associated with this contract, it was determined to utilise a public tender process commensurate with the approved Procurement Plan.

2. ENGAGEMENT

The tenant clubs have been consulted and the scope of works and timelines confirmed.

A public tender was advertised in The Age newspaper on 15 November 2025 and closed on 11 December 2025. Two mandatory site briefings were held on 25 and 27 November 2025.

Twelve submissions were received from the following contractors:

- Ausbuild Construction Pty Ltd
- AWS Services Vic Pty Ltd
- Boongalla Group Pty Ltd
- Circon Constructions Pty Ltd
- Constructive Group Pty Ltd
- Formula Interiors Pty Ltd
- Harris HMC Interiors (Vic) Pty Ltd
- Hum Projects Pty Ltd
- IZZA Group Pty Ltd
- Kendall Construction Group
- O'Neill's Design & Construction Pty Ltd
- Trend Building Group Pty Ltd

In accordance with the Procurement Plan, the evaluation panel and evaluation criteria weightings were nominated and approved prior to opening the Tender.

The Tender Evaluation Panel consisted of suitably qualified panel members experienced in the evaluation and award of major capital works projects. An independent probity advisor from Council's Procurement team was also engaged to ensure that good governance protocols were utilised by the evaluation panel throughout the assessment.

All tender submissions were assessed for their compliance in accordance with the evaluation criteria as per the Procurement Plan and tender documentation.

Mandatory Evaluation Criteria	
Commercial Compliance	
<ol style="list-style-type: none"> 1. Quality Management (specify systems or process requirements) 2. Occupational health and safety (specify systems or process requirements) 3. Risk and insurance 4. Compliance and conditions of contract 5. No conflict of interest 	
Other Mandatory Criteria	
<ol style="list-style-type: none"> 1. Attendance at Mandatory Site Briefings (25th and 27th November 2025) 	
Comparative Criteria	Weighting
Capacity & Capability	20%
Methodology	20%
Project Timelines or Other Criteria	10%
Internal Processes	10%
Sustainability and Social Considerations	10%
Pricing	30%
TOTAL	100%

The evaluation of the tenderers was undertaken as detailed in the Tender Evaluation Report (Confidential Attachment 1).

IZZA Group Pty Ltd with the highest overall evaluation score is the preferred tenderer. It is anticipated that IZZA Group Pty Ltd will successfully deliver this project to Council's satisfaction and requirements.

3. SOCIAL IMPLICATIONS

This project delivers a number of social benefits to the community including:

- Maximum usage of community and Council facilities.
- Improved accessibility for all.
- Engagement opportunities within community based projects; and
- Capacity building for local organisations to deliver activities and programs to the community.

4. CLIMATE CHANGE CONSIDERATIONS

The chosen contractor is committed to ensuring that considerations to climate change are undertaken as part of their ongoing works. Methods of recycling, reduction of waste, specification of environmentally friendly materials, solar panels and the omission of gas in favour of electrification have all contributed to climate change considerations.

5. ENVIRONMENTAL IMPLICATIONS

The new facility will meet all relevant building and usage (best practice) standards, as well as delivering significant environmental benefits consistent with Council's Sustainable Buildings and Infrastructure Policy.

6. FINANCIAL AND RESOURCE IMPLICATIONS

The total available project budget is \$4,625,325 excl. GST (\$5,087,858 incl. GST), including \$1,800,000 anticipated Federal grant funding. The total anticipated cost of construction, including contingencies, design fees and all project allowances as detailed in the attached Procurement Report (Confidential Attachment 1).

An application has been issued for grant funding with the Federal Government for the value \$1,800,000 which is currently under review and pending receipt of a signed agreement.

7. RISKS

Risk	Impact (high / low)	Likelihood	Plan to reduce risk
Delivery of the project outside of the contract timeframes and budget	Medium	Low	Demonstrated capacity to deliver has been included in the key evaluation criteria.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Embracing connection, inclusion and diversity

Strategy 2.3 - Our community is supported to thrive during all stages of life through the promotion and provision of services, advocacy and partnerships with local service providers.

Strategy 2.4 - There are opportunities for social connection and active living through planning, provision of facilities, program delivery and support for local groups.

Caring for and enhancing our environment

Strategy 3.1 - Our environment is healthy and sustainable by considering environmental factors when planning for and making decisions.

Strategy 3.2 - Green spaces and waterways are protected, enhanced and enjoyed through planning, promotion and maintenance of our built and natural environment.

Leading, listening and governing responsibly

Strategy 4.1 - Council demonstrates its accountability through transparent and responsible decision-making and working together productively.

Strategy 4.5 - Council is financially sustainable through long-term strategic, financial and asset planning, and the responsible prioritisation, allocation and use of resources.

Planning our future city

Strategy 6.2 - High quality, integrated community services and facilities are available through the planning, design and maintenance of multifunctional places that promote connection and utilisation.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

Attachment 1 is included in the confidential agenda, as it contains confidential information pursuant to Council's Governance Rules and Section 66 of the Local Government Act 2020, as it relates to:

- private commercial information, that if released, would unreasonably expose the proposed panel of Contractors to disadvantage because it would release financial information about the business that is not generally available to their competitors.

ATTACHMENTS

Nil

8.8 Biannual Report of the Audit and Risk Committee

Final Report Destination:	Council
Paper Type:	For Noting
Author:	Governance Officer, Damian Watson
Manager:	Manager Governance & Risk, Andrew Dowling
Executive:	Interim Director, Customer & Performance, Liesl Westberry

SUMMARY

This report presents to Council, the Audit and Risk Committee Biannual Report – March 2026 in accordance with the requirements of the Local Government Act 2020, and the Audit and Risk Committee Charter.

RECOMMENDATION

That Council resolve to receive and note the Audit and Risk Committee Biannual Report - March 2026, as set out in Attachment 1 to the report.

1. DISCUSSION

The Audit and Risk Committee (the Committee) is a Committee established in accordance with section 53 of the Local Government Act 2020 (LGA 2020).

Under the LGA 2020 and the Audit and Risk Committee Charter (the Charter), the Committee is required to formally report on its activities twice annually to Council.

The Committee's Biannual Report to March 2026 is set out in Attachment 1 and provides Council with a summary of the matters the Committee has addressed in discharging its responsibilities under its Charter.

2. ENGAGEMENT

The Audit and Risk Committee Biannual Report is prepared in consultation with the Audit and Risk Committee. The Biannual Report was presented to the Committee at its March 2026 meeting.

3. SOCIAL IMPLICATIONS

Nil.

4. CLIMATE CHANGE CONSIDERATIONS

Implementation of the recommendation is considered to have no direct implications or has no direct impacts upon Council's Net Zero 2030 target, the Community Net Zero 2040, exposure to climate risks or climate change adaptation.

5. ENVIRONMENTAL IMPLICATIONS

Nil.

6. FINANCIAL AND RESOURCE IMPLICATIONS

Nil.

7. RISKS

The Audit and Risk Committee (ARC) is established to strengthen Council's governance, risk management, financial management; and to drive continuous improvement. Presentation of the ARC's biannual report provides assurance to Council that the Committee is effectively overseeing these areas and ensuring that robust controls and risk management practices are in place.

8. COUNCIL AND HEALTH AND WELLBEING PLAN 2025-2029

Leading, listening and governing responsibly

Strategy 4.5 - Council is financially sustainable through long-term strategic, financial and asset planning, and the responsible prioritisation, allocation and use of resources.

9. CONFLICT OF INTEREST

The officers contributing to and responsible for this report have no conflicts of interest requiring disclosure under Chapter 5 of the Governance Rules of Knox City Council.

10. STATEMENT OF COMPATIBILITY

There are no legislative obligations under the Human Rights Charter, Child Safe Standards or the Gender Equity Act that are incompatible with the recommendation in this report.

11. CONFIDENTIALITY

There is no content in this report that meets the definition of confidential information from the Local Government Act 2020.

ATTACHMENTS

1. Attachment 1 - Biannual ARC Report March 2026 [**8.8.1** - 10 pages]



Knox City Council

Audit and Risk Committee

Biannual Report
March 2026



1. Background and Purpose of this Report

The Audit and Risk Committee (the Committee) is a committee established in accordance with section 53 and 54 of the Local Government Act 2020 (LGA). Under the Charter, the Committee is to formally report on its operations to the Council twice annually.

This report meets the reporting requirements to Council as mandated by section 54(5) OF the Local Government Act 2020 and importantly provides Council with a summary of the matters that the Committee has addressed in the reporting period in discharging its responsibilities under its Charter.

The Committee's Charter is set by the Council and a review of the Charter is currently underway in line with the Committee's Annual Work Plan. Once finalised a revised Charter will be endorsed by the Committee for consideration by Council.

2. Period of Reporting

This report covers the Audit and Risk Committee Meetings on 11 December 2025 and 5 March 2026.

3. Committee Membership and Meetings

The composition of the Committee in accordance with its Charter is three independent members and two Council representatives. Councillor members are appointed by Council annually, for a 12-month term, which may be renewed subject to Council resolution. Independent members are appointed by Council for a three-year term following an external selection process.

The Chief Executive Officer and Senior Management representatives attended meetings of the Committee, by invitation, to assist in meeting discussions and procedures. Representatives from the internal and external auditors also attend to present on matters related to internal and external audit activities.

The Mayor, Councillor Paige Kennett, and Councillor Lisa Cooper were appointed to the Audit and Risk Committee at the Council Meeting on 20 November 2025.

The Interim Chairperson of the Audit and Risk Committee, Mick Jaensch was elected as Interim Chair of the Committee at the Audit and Risk Committee Meeting held on 11 December 2025.



Following a recruitment process, Suzie Thoraval was selected as a new Independent member of the Audit and Risk Committee to replace the outgoing Independent member Homi Burjorjee. Also, Jonathan Kyvelidis was selected as a new Independent Member of the Audit and Risk Committee following the departure of the Independent Member, Mr Geoff Harry.

At the end of the Audit and Risk Committee Meeting held on 5 March 2026, Independent Member Suzie Thoraval was appointed as the Chairperson of the Audit and Risk Committee.

The following table provides details of the Committee members and meeting attendance during the reporting period.

Attendee	Role	11/12/2025 Meeting	05/03/2026 Meeting
Mr. Mick Jaensch	Interim Independent Chair	Yes	Yes
Mr. Jonathan Kyvelidis	Independent Member	Yes	Yes
Ms Suzie Thoraval	Independent Member	Yes	Yes
Cr Paige Kennett (Mayor)	Councillor Member	Yes	Yes
Cr Lisa Cooper	Councillor Member	Yes	Yes

4. Committee Responsibilities

The Committee's Charter is used to develop an Annual Work Plan which guides the agenda and activities at each meeting during the year and on Behalf of the Committee.

Relevant obligations under the Charter were addressed during the reporting period.

4.1 Chief Executive Officer Report

The Committee received quarterly updates from the Chief Executive Officer Bruce Dobson on matters including:

- Employee and Councillor Code of Conduct matters
- Election of the Mayor and Deputy Mayor, and Councillor Appointments
- Director Changes
- Privacy Breach Summaries
- Mandatory Reporting Matters
- Planning Reforms
- Finalisation of the 2024–25 Financial Statements and Annual Report
- The Annual Planning and Budget Process Updates

- Enterprise Agreement Update
- Transformation Governance Committee Update
- Changes to the Essential Services Commissions role in rate cap setting
- Advocacy through the ALGA National General Assembly, Municipal Association of Victoria, and local elected Members of Parliament.
- Core Business System Program Contract
- Occupational Health and Safety Psychological Health Regulations



4.2 Internal Audit

The Interim Strategic Internal Audit Plan (SIAP) was reviewed and endorsed at the 6 March 2025 Committee meeting. Progress against the adopted SIAP is monitored at each meeting. Council's internal audit service provider (HLB) continued the practice of preparing and completing internal audit reports which provides recommended actions for the organisation.

The following Internal Audit reports have been presented to the Committee:

December 2025	March 2026
<ul style="list-style-type: none"> • Transformation Program (Focus on Governance Arrangements) • Review of Building Maintenance 	<ul style="list-style-type: none"> • Leasing and Licencing • Waste Management • Assurance Mapping

Recommendations contained within all reports were accepted by Management for implementation.

The Committee also received a report regarding an Assurance Mapping exercise conducted across Council.

Actions from Completed Internal Audits

Addressing outstanding Internal Audit Actions from previous Internal Audit Reviews remains a prime focus of the Committee, with a revised reporting format providing the Committee with greater oversight on the progress of these actions.



The summary below reflects the half year to the March 2026 Audit and Risk Committee Meetings. At the August 2025 meeting, there were 47 open Internal Audit actions with 9 of those actions classified as overdue. As at the March 2026 meeting, there are 48 open Internal Audit actions with 7 of those actions classified as overdue.

Table One: Summary of Movements Since August 2025

	Priority			
	High	Medium	Low	Total
Open Actions at 28 August 2025	3	35	9	47
Add New Agreed Actions Reported in the Period	0	26	9	35
Sub Total	3	61	18	82
Less Actions Closed in the Period	1	28	5	34
Less Rejected Actions	0	0	0	0
Open Actions at 5 March 2026	2	33	13	48

4.3 External Audit

The External Audit Closing Report for the 2024-2025 external audit was presented to the March 2026 Audit and Risk Committee Meeting. There was a response to the VAGO Report into Financial Management in Local Government by our External Auditors on 11 December 2025. The External Audit Strategy Memorandum for the Financial Year ending 30 June 2026 was noted by the Audit and Risk Committee at the Meeting held on 5 March 2026.

4.4 Risk Management

The Committee received Quarterly Risk Management updates, inclusive of a report summarising significant operational risks (residual rating of high or above), and the Strategic and Operational Risk profile. The committee also received detailed reports into selected Strategic Risks. Updates were also provided in relation to management of Council's insurance portfolio and claims management.

4.5 Governance and Compliance Reports

Informing areas of focus by the Committee were various reports including:

- Quarterly Compliance Report detailing management of council's register of delegations and ongoing compliance with relevant legislation detailing any compliance breaches and engagement with various oversight bodies including the Office of the Victorian Information Commissions, Ombudsman, Local Government Inspectorate and IBAC

- Councillor Expenses Reports as required by the Local Government Act 2020
- Audit and Risk Committee Self-Assessment Report

The Committee also received reporting which monitors reports released by State based integrity agencies (VAGO, IBAC, Ombudsman Victoria) that may be relevant to Council via HLB's Recent Reports and Publications circular.

4.6 Financial and ICT Reporting

During the period, the Committee received and considered:

- Quarterly Financial Report Statements
- Transformation Governance Committee Updates
- Cyber Security Updates
- Annual Financial Report and Performance Statement 2024/25

4.7 Fraud Prevention systems and controls

There were no material matters of fraud and corruption reported to the Committee during the reporting period.

4.8 Reporting to Council

Minutes of Committee meetings are provided to all Councillors as soon as practical after each meeting via Council's online portal and via email.

The Committee reports formally to the Council at least twice per annum. The Committee Chairperson is invited to present to the Council annually.

The Committee's August 2025 Report was presented to the Council Meeting held on 29 September 2025 and this report is scheduled to be presented to the 23 March 2026 Council meeting.





4.9 Summary of Reports Presented

Date	Report Title & Description	Outcome
December Meeting		
11/12/2025	Actions from Previous Audit and Risk Committee Meetings <ul style="list-style-type: none"> Provides comments against the status of all actions arising from previous meeting 	Noted
11/12/2025	Annual Work Plan 2025 <ul style="list-style-type: none"> Tracks delivery of the Committee's Annual Work Plan 	Noted
11/12/2025	Chief Executive Officer Report <ul style="list-style-type: none"> A quarterly presentation of issues of note 	Noted
11/12/2025	Risk Management Update – December 2025 An overview of Council's risk registers and summary of key risk management activities, including an update on Council's insurance renewal and claims experience over the previous year	Noted
11/12/2025	Cyber Security Update <ul style="list-style-type: none"> Outlines key cyber security risks and governance challenges facing Knox City Council in 2025. The report highlights a few recent cyber incidents across Australia, the emerging risks of AI adoption without proper oversight, and the council's progress against the Australian Cyber Security Centre's (ACSC) Essential Eight framework. 	Noted
11/12/2025	Strategic Risk Review – People and Culture <ul style="list-style-type: none"> Regular "deep dives" provide an opportunity for in-depth analysis of Council's key strategic risks 	Noted
11/12/2025	Transformation Governance Committee Annual Report <ul style="list-style-type: none"> Fulfils Council's governance requirements to the adopted Terms of Reference; section 11 requires the TGC to prepare an annual report Provides the Audit and Risk Committee with an update on the second year of development of the TGC, including a summary of matters arising and critical business risks associated with the transformation program. 	Noted
11/12/2025	Strategic Internal Audit Plan Update	Noted
11/12/2025	Actions from Internal Audits <ul style="list-style-type: none"> A progress report on outstanding actions from Internal Audits previously presented to the Committee. 	Noted



Date	Report Title & Description	Outcome
11/12/2025	Local Government – Recent Reports and Publications <ul style="list-style-type: none"> A summary of recent reports and publications regarding audits throughout the Local Government sector. 	Noted
11/12/2025	Audit and Risk Committee Self-Assessment Report <ul style="list-style-type: none"> This report presents the outcomes of the Audit and Risk Committee 2025 annual self-assessment review completed independently by the Committees Independent Members, Councillors and relevant staff. 	Noted
11/12/2025	Transformation Program (Focus on Governance Arrangements) <ul style="list-style-type: none"> Presentation of the Internal Audit report 	Noted
11/12/2025	Review of Building Maintenance <ul style="list-style-type: none"> Presentation of the Internal Audit report 	Noted
11/12/2025	Internal Audit Status Report	Noted
11/12/2025	Councillor Expenses – Q1 2025/26 <ul style="list-style-type: none"> A quarterly report in line with the Councillor Expenses and Support Policy & Procedure 	Noted
11/12/2025	Quarterly Compliance Report- December 2025 <ul style="list-style-type: none"> A report summarising activities in key compliance area including areas such as privacy and human rights, Freedom of Information, and Ombudsman enquiries 	Noted
11/12/2025	Council Delegations Report <ul style="list-style-type: none"> The Committee is to receive an annual report regarding delegations. The most recent update in accordance with the Maddocks model occurred in July 2025. 	Noted
11/12/2025	Quarterly Performance Report – December 2025 <ul style="list-style-type: none"> The purpose of this report is to provide the Audit and Risk Committee with an overview of the financial performance of Knox city Council for the past quarter. 	Noted
March Meeting		
5/3/2026	Actions from Previous Audit and Risk Committee Meetings <ul style="list-style-type: none"> Provides comments against the status of all actions arising from previous meetings 	Noted

Date	Report Title & Description	Outcome
5/3/2026	Annual Work Plan Update <ul style="list-style-type: none"> Tracks delivery of the Committee's Annual Work Plan 	Noted
5/3/2026	Chief Executive Officer Report <ul style="list-style-type: none"> A quarterly presentation of issues of note 	Noted
5/3/2026	Risk Management Update – March 2026 <ul style="list-style-type: none"> An overview of Council's risk registers and summary of key risk management activities, including an update on Council's insurance renewal and claims experience over the previous year 	Noted
5/3/2026	Cyber Security Update <ul style="list-style-type: none"> Outlines key cyber security risks and emerging cyber risks, and Artificial Intelligence (AI) challenges facing Knox City Council in 2026. 	Noted
5/3/2026	Strategic Internal Audit Program Update <ul style="list-style-type: none"> An update from Council's contracted internal auditor on the status of internal audits. 	Noted
5/3/2026	Actions from Internal Audits <ul style="list-style-type: none"> A progress report on outstanding actions from Internal Audits previously presented to the Committee. 	Noted
5/3/2026	Local Government – Recent Reports and Publications <ul style="list-style-type: none"> A summary of recent reports and publications regarding audits throughout the Local Government sector 	Noted
5/3/2026	Assurance Mapping Report <ul style="list-style-type: none"> A report on the development of an Assurance Map by Council's Internal Auditors 	Noted
5/3/2026	Leasing and Licencing Internal Audit <ul style="list-style-type: none"> Presentation of the Internal Audit report 	Noted
5/3/2026	Waste Management Internal Audit <ul style="list-style-type: none"> Presentation of the Internal Audit report 	Noted
5/3/2026	External Audit Strategy Review <ul style="list-style-type: none"> A review of the existing strategy set out by our external auditors 	Noted
5/3/2026	Councillor Expenses – Q2 2025/26 <ul style="list-style-type: none"> A quarterly report in line with the Councillor Expenses and Support Policy & Procedure 	Noted
5/3/2026	Quarterly Compliance Report – March 2026 <ul style="list-style-type: none"> A report summarising activities in key compliance area including areas such as privacy and human rights, Freedom of Information, and Ombudsman enquiries 	Noted





Date	Report Title & Description	Outcome
5/3/2026	Biannual Report of the Audit and Risk Committee – March 2026 <ul style="list-style-type: none"> To consider and endorse the Committee’s biannual audit and risk report in line with its Charter and the Local Government Act 2020. 	Endorsed
5/3/2026	Quarterly Performance Report – 31 December 2025 <ul style="list-style-type: none"> The purpose of this report is to provide the Audit and Risk Committee with an overview of the financial performance of Knox city Council for the past quarter. 	Noted

5. Conclusion

The Committee benefits from the combined knowledge of Councillor and independent members during meetings. The Committee acknowledges the contribution of all members who perform their responsibilities with diligence and professionalism. The Committee also acknowledges the contribution of audit representatives from Council's internal and external auditors, and Council staff supporting the Committee.

9 Supplementary Items

10 Notices Of Motion

11 Urgent Business

12 Questions Through the Chair

13 Confidential Items