

Knox City Council

2026 Annual Community Satisfaction Survey

April 2026



Metropolis
RESEARCH

© Knox City Council, 2026

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Knox City Council.

© Metropolis Research Pty Ltd, 2026

The survey form utilised in the commission of this project, and the *Governing Melbourne* results are copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

Disclaimer

Any representation, statement, opinion, or advice expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person acting in respect of any representation, statement, or advice referred to above.

Contact Details

This report was prepared by Metropolis Research Pty Ltd on behalf of the Knox City Council. For more information, please contact:

Dale Hubner
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com



Table of contents

| | |
|---|-----------|
| EXECUTIVE SUMMARY | 6 |
| SURVEY AIMS AND METHODOLOGY: | 6 |
| KEY FINDINGS: | 6 |
| SATISFACTION WITH THE PERFORMANCE OF COUNCIL:..... | 8 |
| <i>Overall performance:</i> | 8 |
| <i>Governance and leadership:</i> | 9 |
| <i>Customer service:</i> | 9 |
| <i>Services and facilities:</i> | 10 |
| <i>Planning and development:</i> | 11 |
| <i>Issues to address for the City of Knox:</i> | 12 |
| <i>Perception of safety:</i> | 13 |
| <i>Feel included in the community:</i> | 13 |
| <i>Council support and advocacy:</i> | 13 |
| INTRODUCTION | 14 |
| RATIONALE | 14 |
| METHODOLOGY, RESPONSE RATE AND STATISTICAL SIGNIFICANCE | 15 |
| GOVERNING MELBOURNE | 16 |
| GLOSSARY OF TERMS | 16 |
| PRECINCTS..... | 18 |
| COUNCIL’S OVERALL PERFORMANCE | 19 |
| SATISFACTION BY PRECINCT | 21 |
| SATISFACTION BY RESPONDENT PROFILE..... | 22 |
| SATISFACTION BY TOP ISSUES FOR THE CITY OF KNOX | 26 |
| REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL’S OVERALL PERFORMANCE | 29 |
| GOVERNANCE AND LEADERSHIP..... | 30 |
| COMMUNITY CONSULTATION AND ENGAGEMENT | 33 |
| REPRESENTATION, LOBBYING AND ADVOCACY | 36 |
| RESPONSIVENESS TO LOCAL COMMUNITY NEEDS..... | 38 |
| MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY | 40 |
| MAINTAINING COMMUNITY TRUST AND CONFIDENCE | 42 |
| PROVIDING “VALUE FOR RATES” | 44 |
| COUNCIL HAS A SOUND DIRECTION FOR THE FUTURE | 46 |
| MEETING ENVIRONMENTAL RESPONSIBILITIES | 48 |
| CONTACT WITH COUNCIL..... | 50 |
| CONTACT WITH COUNCIL IN THE PAST 12 MONTHS..... | 50 |
| REASONS FOR CONTACTING COUNCIL..... | 50 |
| FORMS OF CONTACT | 52 |
| PREFERRED METHOD OF CONTACTING COUNCIL | 52 |
| SATISFACTION WITH COUNCIL’S CUSTOMER SERVICE | 53 |
| <i>Overall satisfaction with customer service experience</i> | 56 |
| PLANNING AND HOUSING DEVELOPMENT | 59 |
| SATISFACTION WITH THE APPEARANCE AND QUALITY OF NEW DEVELOPMENTS..... | 59 |
| <i>Reasons for dissatisfaction with new developments:</i> | 62 |
| PLANNING FOR POPULATION GROWTH | 64 |
| <i>Reasons for dissatisfaction with planning for population growth</i> | 68 |
| IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES AND FACILITIES..... | 70 |
| IMPORTANCE OF COUNCIL SERVICES AND FACILITIES | 70 |
| <i>Comparison to the metropolitan average:</i> | 72 |



| | |
|--|-----|
| SATISFACTION WITH COUNCIL SERVICES AND FACILITIES | 72 |
| <i>Comparison to the metropolitan Melbourne average</i> | 75 |
| <i>Change in satisfaction between 2025 and 2026:</i> | 76 |
| <i>Percentage satisfied / dissatisfied with services and facilities:</i> | 77 |
| <i>Satisfaction by respondent profile:</i> | 78 |
| IMPORTANCE AND SATISFACTION CROSS TABULATION | 80 |
| SATISFACTION BY BROAD SERVICE AREAS | 81 |
| SATISFACTION BY COUNCIL DIVISION | 85 |
| PUBLIC SAFETY AND REGULATORY SERVICES | 85 |
| <i>Animal management</i> | 86 |
| <i>Parking enforcement</i> | 88 |
| <i>Enforcement of local laws</i> | 91 |
| LEISURE, CULTURE AND BUSINESS SERVICES | 94 |
| <i>Council’s activities promoting local economic development and tourism</i> | 95 |
| <i>Local library services</i> | 97 |
| <i>Sports ovals and other outdoor sporting facilities</i> | 98 |
| <i>Recreation centres and / or aquatic centres</i> | 101 |
| <i>Provision and maintenance of playgrounds</i> | 103 |
| <i>Provision of public and performing arts centres, programs, and activities</i> | 105 |
| <i>Community and cultural activities, festivals, and events</i> | 107 |
| COMMUNITY AND SOCIAL SERVICES..... | 109 |
| <i>Services for children from birth to 5 years of age</i> | 109 |
| <i>Services for youth</i> | 111 |
| <i>Services for seniors</i> | 113 |
| BUILT AND NATURAL ENVIRONMENT SERVICES (ROADS AND TRANSPORT) | 116 |
| <i>Maintenance and repair of major arterial roads and highways managed by VicRoads</i> | 117 |
| <i>Maintenance and repair of sealed local roads</i> | 121 |
| <i>Local traffic management</i> | 125 |
| <i>Bike paths and shared paths</i> | 127 |
| BUILT AND NATURAL ENVIRONMENT SERVICES (WASTE)..... | 130 |
| <i>Waste management</i> | 130 |
| <i>Regular fortnightly garbage collection</i> | 133 |
| <i>Regular fortnightly recycling</i> | 135 |
| <i>Weekly food and green waste collection</i> | 137 |
| <i>Bookable hard rubbish service</i> | 139 |
| <i>Fortnightly bundled branch collection</i> | 141 |
| BUILT AND NATURAL ENVIRONMENT SERVICES (CLEANING)..... | 143 |
| <i>Maintenance and appearance of public areas</i> | 143 |
| <i>Litter collection in public areas</i> | 147 |
| <i>Maintenance and cleaning of strip shopping areas</i> | 149 |
| <i>Management of illegally dumped rubbish</i> | 151 |
| <i>Street sweeping</i> | 154 |
| BUILT AND NATURAL ENVIRONMENT SERVICES (OTHER) | 156 |
| <i>Drains maintenance and repairs</i> | 157 |
| <i>Footpath maintenance and repairs</i> | 160 |
| <i>The provision and maintenance of street trees</i> | 163 |
| <i>Street lighting</i> | 167 |
| <i>Provision and maintenance of parks and gardens</i> | 169 |
| <i>Environmental events, programs, and activities</i> | 171 |
| <i>Public toilets</i> | 173 |
| ENABLING SERVICES | 175 |
| <i>Council’s monthly newsletter “Knox News”</i> | 176 |
| <i>Council’s website</i> | 178 |



| | |
|--|------------|
| CURRENT ISSUES FOR PEOPLE LIVING IN THE CITY OF KNOX..... | 181 |
| ISSUES BY PRECINCT | 184 |
| ISSUES BY RESPONDENT PROFILE..... | 185 |
| MUNICIPAL COMPARISON..... | 187 |
| <i>Road maintenance and repairs</i> | 187 |
| <i>Rubbish and waste issues</i> | 188 |
| VERBATIM RESPONSES | 189 |
| <i>Rubbish and waste issues</i> | 189 |
| <i>Road maintenance and repairs</i> | 190 |
| PERCEPTION OF SAFETY IN PUBLIC AREAS | 193 |
| PERCEPTION OF SAFETY IN PUBLIC AREAS DURING THE DAY | 196 |
| PERCEPTION OF SAFETY IN PUBLIC AREAS AT NIGHT | 197 |
| PERCEPTION OF SAFETY IN AND AROUND LOCAL ACTIVITY CENTRE | 199 |
| PERCEPTION OF SAFETY IN YOUR OWN HOME..... | 200 |
| REASONS FOR FEELING UNSAFE IN PUBLIC AREAS | 202 |
| LOCATIONS WHERE RESPONDENTS FELT UNSAFE | 204 |
| FEEL INCLUDED IN THE COMMUNITY | 206 |
| COUNCIL’S SUPPORT AND ADVOCACY | 208 |
| RESPONDENT PROFILE | 211 |
| AGE STRUCTURE | 211 |
| GENDER..... | 211 |
| HOUSEHOLD MEMBER WITH DISABILITY | 212 |
| LANGUAGE SPOKEN AT HOME..... | 212 |
| HOUSING SITUATION | 214 |
| HOUSEHOLD STRUCTURE | 214 |
| PERIOD OF RESIDENCE IN THE CITY OF KNOX..... | 215 |
| GENERAL COMMENTS..... | 216 |
| APPENDIX ONE: REASONS FOR LEVEL OF SATISFACTION WITH COUNCIL..... | 221 |
| REASONS FOR RATING SATISFACTION AT “DISSATISFIED” LEVELS..... | 221 |
| REASONS FOR RATING SATISFACTION AT A “NEUTRAL” LEVEL..... | 224 |
| REASONS FOR RATING SATISFACTION AT “SATISFIED” LEVELS..... | 226 |
| APPENDIX TWO: SURVEY FORM | 231 |



Executive summary

This Executive Summary provides an overview of the results from the *2026 Annual Community Satisfaction Survey*.

Survey aims and methodology:

Metropolis Research conducted this, Council's third independent *Annual Community Satisfaction Survey* as a door-to-door, 15-minute interview survey of 501 respondents conducted from the 14th to the 23rd of March 2026.

The survey was conducted of a representative sample of randomly approached households, as a door-to-door, in-person interview style survey.

This in-person method provides a richer interaction with the community, includes a more representative sample of the community, and importantly, recorded a response rate of 28% (down from 39% last year) which still larger than that obtained from the telephone methodology.

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

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

The survey also measured the importance to the community of 36 individual services and facilities provided by Council and one state government provided service and explored the top issues the community feel need to be addressed in the municipality.

Key findings:

The key finding from the survey this year was that satisfaction with the overall performance of Knox City Council increased measurably this year, up four percentage points (6%) to 7.2 out of 10, although it remained at a "good" level.

This was the highest satisfaction with Council's overall performance recorded for the City of Knox since the program commenced back in 2014.

This result was measurably above the long-term average satisfaction since 2014 of 6.6.

Satisfaction with Knox City Council's overall performance was identical to the metropolitan average this year, as recorded in the *2026 Governing Melbourne* research.



Satisfaction with many aspects of Council performance increased strongly this year:

- Average satisfaction with services and facilities 8.0 (up 3pts)
- Overall satisfaction with customer service experience 7.6 (stable)
- Overall satisfaction with Council performance 7.2 (up 4pts)
- Average satisfaction with governance and leadership 7.1 (up 5pts)

Of the 36 services and facilities included in the survey, none recorded a decline in satisfaction this year. The most significant increases recorded for services for seniors (up 10pts), maintenance and repair of sealed local roads (up 7pts), major arterial roads and highways (up 7pts), street sweeping (up 6pts), the Knox News (up 6pts), recreation and aquatic centres (up 5pts), and public toilets (up 4pts).

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

- **Roads** – satisfaction with major arterial roads and highways managed by VicRoads (6.9) and sealed local roads managed by Council (7.5) remain of concern in the City of Knox, which is reinforced by the fact that road maintenance and repairs was the most common issue raised by respondents (15% down from 18%). The results strongly suggest that community concern is greater in relation to VicRoads than Council managed roads, although both state and some council managed roads in Knox were named by respondents.
- **Rubbish and waste issues** – remain elevated in the City of Knox, with 11% (up from 9%) raising this as a top three issue to address. This was higher than the metropolitan average of just three percent. It is important to note, however, that respondents who raised rubbish and waste issues recorded the same overall satisfaction score as the municipal average, and satisfaction with the regular fortnightly garbage collection remained at an “excellent” 8.1 out of 10 (although still 5pts below the metropolitan average).
- **Safety, policing, and crime** – was the third most common issue this year, with nine percent (down from 12%) of respondents raising the issue this year. Despite this, the perception of safety in the public areas of the City of Knox at night increased measurably to 6.9 (up 4pts) and was above the metropolitan average of 6.7. The increase in the perception of safety in the City of Knox was against the metropolitan trend with many councils recording declining perception of safety results.

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

| Satisfaction with: | Metro. Melbourne 2026 | City of Knox 2025 | City of Knox 2026 |
|---|--------------------------------------|----------------------------------|----------------------------------|
| Overall satisfaction with customer service experience | 7.6 | 7.6 | 7.7 |
| Community consultation and engagement | 7.6 | 6.9 | 7.2 |
| Council’s overall performance | 7.2 | 6.8 | 7.2 |
| Responsiveness of Council to local community needs | 7.2 | 6.7 | 7.1 |
| Maintaining trust and confidence of the community | 7.3 | 6.7 | 7.1 |
| Representation, lobbying and advocacy | 7.3 | 6.6 | 7.1 |
| Making decisions in the interests of community | 7.3 | 6.6 | 7.1 |
| Maintenance and repair of sealed local roads | 7.4 | 6.8 | 7.5 |



Satisfaction with the performance of Council:

Overall performance:

Satisfaction with the [overall performance](#) of Knox City Council increased measurably this year, up four percentage points (6%) to 7.2 out of 10, the highest score recorded for the City of Knox.

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

This result was identical to the metropolitan Melbourne average of 7.2 and marginally (1pt down from 4pts) lower than the eastern region councils' (7.3), both as recorded in the 2026 *Governing Melbourne* research.

Overall satisfaction with the City of Knox in 2026 remained at a “good” level.

A little less than half (44% up from 35%) of respondents (who provided a score) were “very satisfied” with Council’s overall performance (rating satisfaction at eight or more out of 10), while five percent (down from 6%) were dissatisfied (rating zero to four).

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

- ***Somewhat to notably MORE satisfied than average*** – included respondents from Ferntree Gully / Knoxfield, senior citizens (aged 75 years and over), respondents from multilingual households, respondents from two-parent families (youngest child aged under 5 years), sole person households, medium term residents (one to less than 10 years in the City of Knox), and respondents from households with a member with disability.
- ***Somewhat to notably LESS satisfied than average*** – included respondents from Rowville, middle-aged and older adults (aged 45 to 74 years), respondents from English speaking households, respondents who contacted Council in the last 12 months, respondents two-parent families with adult children only at home, respondents from one-parent families, and long-term residents (10 years or more in the City of Knox).

The main issue that appeared to exert the most negative influence on overall satisfaction with Knox City Council this year was road maintenance and repair related issues. The 77 respondents who raised these issues were, on average, eight percentage points (11%) less satisfied with Council’s overall performance than the municipal average.

Other issues that also appeared to exert a negative influence on overall satisfaction (for the small number of respondents raising the issues) included communication (18 respondents), cleanliness of the area (17 respondents), Council rates, fees, and charges (29 respondents), street trees (29 respondents), parks and gardens (26 respondents), footpaths (19 respondents), planning and development (10 respondents), and safety and crime (47 respondents).



Governance and leadership:

Satisfaction with the seven of the eight included aspects of [governance and leadership](#) were all rated at “good” levels of satisfaction, with satisfaction with performance of Council meeting its responsibilities towards the environment recorded at a “very good” level.

These governance and leadership aspects included Council meeting its responsibilities towards the environment (7.4 up from 6.9), community consultation and engagement (7.2 up from 6.9), maintaining community trust and confidence (7.1 up from 6.7), that Council has a sound direction for the future (7.1 up from 6.6), responsiveness of Council to local community needs (7.1 up from 6.7), representation, lobbying and advocacy (7.1 up from 6.6), making decisions in the interests of the community (7.1 up from 6.6), and performance providing value for rates (6.7 up from 6.3).

The average satisfaction with the seven core aspects of governance and leadership (excluding environmental responsibilities) increased measurably this year, up five percentage points (8%) to 7.1 out of 10, although it remained at a “good” level.

This result was lower than the metropolitan (7.3) and eastern region councils’ averages (7.5), as recorded in *Governing Melbourne*.

Governance and leadership issues did not appear as substantive issues to address in the municipality, nor were there significant issues raised by more than a handful of respondents who were dissatisfied with Council’s overall performance relating to governance and leadership performance.

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

Customer service:

One-quarter (25% down from 31%) of respondents reported that they had [contacted Knox City Council in the last 12 months](#), with telephone (48%), website (26% up from 20%), email (15%), and visits in person (6% down from 10%) the most common methods.

Almost all (95%) respondents who contacted Council reported that they were able to contact Council via their [preferred method](#).

The most common [reasons for contacting Council](#) this year included rubbish and waste issues (45% up from 21%), parking (11% up from 2%), animal management (8%), and street trees (8%).

Overall satisfaction with the [customer service experience](#) increased marginally this year to 7.7 out of 10, which was a “very good” level.



Overall satisfaction with the customer service experience was marginally (1pt) higher than the metropolitan Melbourne (7.6) average.

Satisfaction with the courtesy and professionalism of staff (7.9), the provision of accurate information (7.7), and the speed and efficiency of service (7.7) were all at or marginally above the metropolitan average.

Services and facilities:

The [average importance of the 35 included Council services and facilities](#) was 8.9 out of 10, or “extremely important”, despite being somewhat (2pts) lower than the metropolitan average importance with a similar basket of services and facilities.

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

- **Measurably HIGHER than average importance** - included the regular fortnightly garbage collection, services for seniors, services for children from birth to five years of age, and regular fortnightly recycling.
- **Measurably LOWER than average importance** – included Council’s regular printed newsletter *Knox News*, and parking enforcement.

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

The [average satisfaction with the 35 Council provided services and facilities](#) included in the survey increased measurably this year, up three percentage points to 8.0 out of 10 this year, which was an “excellent”, up from a “very good” level of satisfaction.

The average satisfaction with these services and facilities in the City of Knox (8.0) was marginally (1pt) higher than the metropolitan Melbourne average of 7.9.

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

- **Measurably HIGHER than average satisfaction** - included the local library services, bookable hard rubbish service, fortnightly bundled branch collection, weekly food and green waste collection, regular fortnightly recycling, and recreation centres and / or aquatic centres.
- **Measurably LOWER than average satisfaction** – included the maintenance and repair of major arterial roads managed by VicRoads, public toilets, management of illegally dumped rubbish, maintenance and repair of sealed local roads, provision and maintenance of street trees, and footpath maintenance and repairs.

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



Attention is drawn to satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads, which recorded a “good” satisfaction of 6.9 (up from 6.2) out of 10, which was measurably (6pts) lower than the satisfaction with the maintenance and repair of sealed local roads managed by Council of 7.5 (up from 6.8) or “very good”.

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

Community concerns around roads was a theme of this report, with 15% of respondents nominating roads as one of the top three issues to address, compared to a metropolitan average of 10%.

Satisfaction with the maintenance and repair of sealed local roads was marginally (1pt) higher than the metropolitan average (7.4), which was a turnaround from last year, when satisfaction with sealed local roads was measurably (4pts) lower than the metropolitan average. Satisfaction with major arterial roads and highways managed by VicRoads was measurably (3pts down from 8pts) lower than the metropolitan average.

The regular garbage collection service remained the most important service provided by Council but was ranked 11th (up from 15th) in terms of satisfaction this year, although still at an “excellent” level of 8.1 (up from 7.9) out of 10.

Despite the improvement, this result was still measurably (5pts) lower than the metropolitan average of 8.6 (up from 8.5).

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

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

The only exceptions to this were public toilets (3pts lower) and the management of illegally dumped rubbish (3pts lower).

Planning and development:

Satisfaction with the [appearance and quality of new developments](#) increased measurably this year to a record high 7.5 out of 10 (up from 7.1), which was a “very good” level.

This result was somewhat lower than the eastern region councils’ (7.6 up from 7.4), but higher than the metropolitan average (7.4 up from 7.3) results.



Planning and development related issues were raised as a top three issue for the City of Knox by just two percent of respondents (down from 3%), reinforcing the “very good” satisfaction score and strongly suggesting that new housing development was not a significant issue for most residents within the Knox community this year.

Satisfaction with [planning for population growth by all levels of government](#) also increased this year, up a measurable five percentage points to 6.8 out of 10, although it remained measurably (4pts down from 8pts) lower than the metropolitan average.

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

Issues to address for the City of Knox:

The main [issues to address for people living in the City of Knox at the moment](#) were roads maintenance and repairs including roadworks (15% down from 18%), rubbish and waste issues including kerbside collections (11% up from 9%), safety, policing, and crime issues (9% down from 12%), and traffic management (9% up from 6%).

Of these issues, only road maintenance and repair related issues appeared to exert a significant negative influence on satisfaction with Council (for the respondents raising the issue).

It is noted that the respondents who raised rubbish and waste issues, on average, rated satisfaction with Council’s overall performance at the municipal average.

This implies that the issue was not continuing to exert a significant negative influence on overall satisfaction, despite the issue remaining at an elevated level in the municipality.

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

These issues include mostly the condition of roads such as potholes, and similar comments.

This result was significantly higher than the metropolitan average of 10%, which reinforces the view that roads remain a significant issue of concern for the Knox community.

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



Perception of safety:

Respondents were asked to rate their [perception of safety in the public areas of the municipality](#) during the day (8.2 up from 7.9), in and around the local shopping district / centre (7.7 up from 7.5), and at night (6.9 up from 6.5).

The average result for all three increased notably to measurably this year, by an average of three percentage points.

The perception of safety 'in your own home' also increased marginally this year, up one percentage point to 8.3 out of 10, with 75% feeling "very safe" and two percent feeling "unsafe".

The perception of safety in public areas of the City of Knox in 2026 was at or marginally above the metropolitan average.

The increase in the perception of safety in the City of Knox was against the metropolitan trend of declining perception of safety, particularly at night.

Feel included in the community

On average, respondents rated how important it is that [all members of the community feel included](#) at 8.6 (up from 8.3) out of 10, or extremely important, with 86% rating it "very important" and just two percent rating it "unimportant" (i.e., less than five out of 10).

Average agreement that respondents feel Knox's community spaces and services are inclusive and welcoming to people from all backgrounds was 8.4 out of 10, with 79% "strongly agreeing" and just one percent "disagreeing".

Council support and advocacy

On average, respondents rated the [importance of Council supports and advocates](#) for food relief services (8.6 up from 8.5), for vulnerable community members (8.7 up from 8.4), and housing and homelessness (8.7 up from 8.3) as extremely important.

It is noted, however, that the average importance of these Council efforts was somewhat lower than the importance of direct service delivery for services for children from birth to five years of age (9.2), services for seniors (9.2), and services for youth (9.1).



Introduction

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

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

The *Knox City Council - 2026 Annual Community Satisfaction Survey* comprises the following:

- Satisfaction with Council's *overall performance*.
- Satisfaction with aspects of Council's *governance and leadership performance*.
- Importance of and satisfaction with 36 *Council services and facilities*.
- Satisfaction with aspects of *planning and development*.
- Satisfaction with *planning for population growth* by all levels of government.
- Satisfaction with aspects of Council's *customer service performance*.
- *Issues of importance* for Council to address in the coming year and relationship with satisfaction with overall performance.
- *Perception of safety* in the public areas of the municipality.
- Sense of *feeling included in the community*, and importance of *Council's support and advocacy*.
- Respondent profile.

Rationale

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

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

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

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



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

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

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

Methodology, response rate and statistical significance

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

The survey was conducted of a representative sample of randomly approached 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 14th till the 23rd of March 2026.

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 4,464 households were approached with a view to inviting them to participate in the research. Of these:

- No answer – 2,655
- Refused – 1,308
- Completed - 501



This provides a response rate of 28%, down from 29% last year, which represents the proportion of households personally invited to participate in the research who participated.

This was a moderate response rate that was somewhat lower than recorded in recent years, and response rates obtained elsewhere across metropolitan Melbourne this year.

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

This is based on a total sample size of 500 respondents, and an underlying population of the City of Knox of approximately 160,000.

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

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

Governing Melbourne

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

Governing Melbourne provides an objective, consistent and reliable basis on which to compare the results of the *Knox City Council – 2026 Annual Community Satisfaction Survey*.

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

This report provides comparisons against the 2026 metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the East region (Boroondara, Knox, Manningham, Maroondah, Monash, Whitehorse, Yarra Ranges).

Glossary of terms

Precinct

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



Measurable and statistically significant

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

Significant result

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

Marginal / somewhat / notable

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

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

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

95% confidence interval

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test (a statistical analysis method) is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.3%.

In other words, if a yes / no question was to obtain a 50% yes result, it is 95% certain that the true value is between 46.7% and 53.3%.

Rounding of results

The data presented in this report is weighted by age and gender and percentages are rounded to the nearest full percent. As a result of this, tables and graphs will not always sum to 100%.



Satisfaction categories

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

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

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

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

Precincts

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

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

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

- **Wantirna / Scoresby (129 surveys)** – including Scoresby (20), Wantirna (45), and Wantirna South (64).
- **Bayswater / Boronia (129 surveys)** – including Bayswater (39), Boronia (77), and The Basin (13).
- **Ferntree Gully / Knoxfield (145 surveys)** – including Ferntree Gully (86), Upper Ferntree Gully (11), Knoxfield (25), and Lysterfield (23).
- **Rowville (98 surveys)** – including Rowville Central (44), Rowville North (24), and Rowville South (30).



Council’s overall performance

Respondents were asked:

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

Satisfaction with the performance of Council ‘across all areas of responsibility’ or “overall performance” increased measurably this year, up four percentage points to 7.2 out of 10, although it remained at a “good” level of satisfaction.

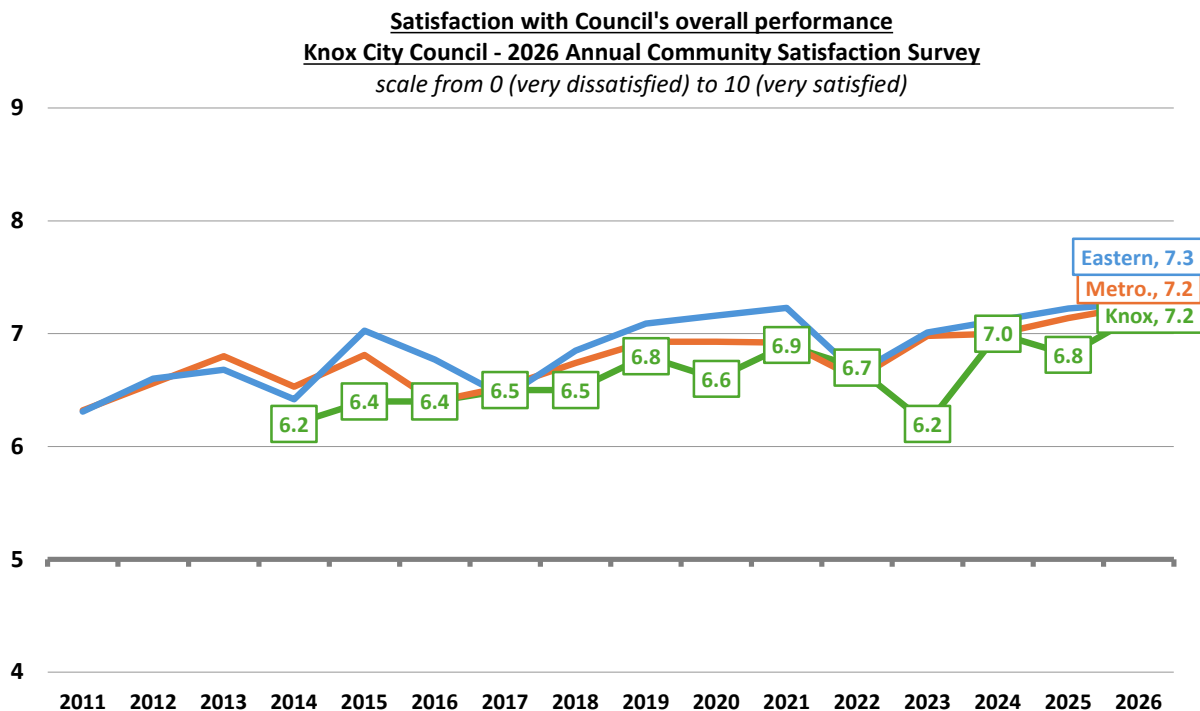
This was a record high satisfaction with the overall performance of Knox City Council.

This 2026 result was also measurably and significantly (6pts or 9%) higher than the long-term average satisfaction from 2014 to 2026 of 6.6 out of 10, or “good”.

By way of comparison, this result was identical to the metropolitan average of 7.2, which was a significant improvement on the 2025 result (3pts lower).

Satisfaction with Knox City Council remained, however, marginally (1pt) lower than the eastern region council’s average of 7.3.

The comparison results were as recorded in the 2026 *Governing Melbourne* research, conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.



The above graph also provides time-series results for this City of Knox 2026 result, against the results recorded prior to 2024 by a different service provider. The past surveys were conducted using a telephone interview methodology, which does report a lower score than is typically obtained with the in-person methodology.

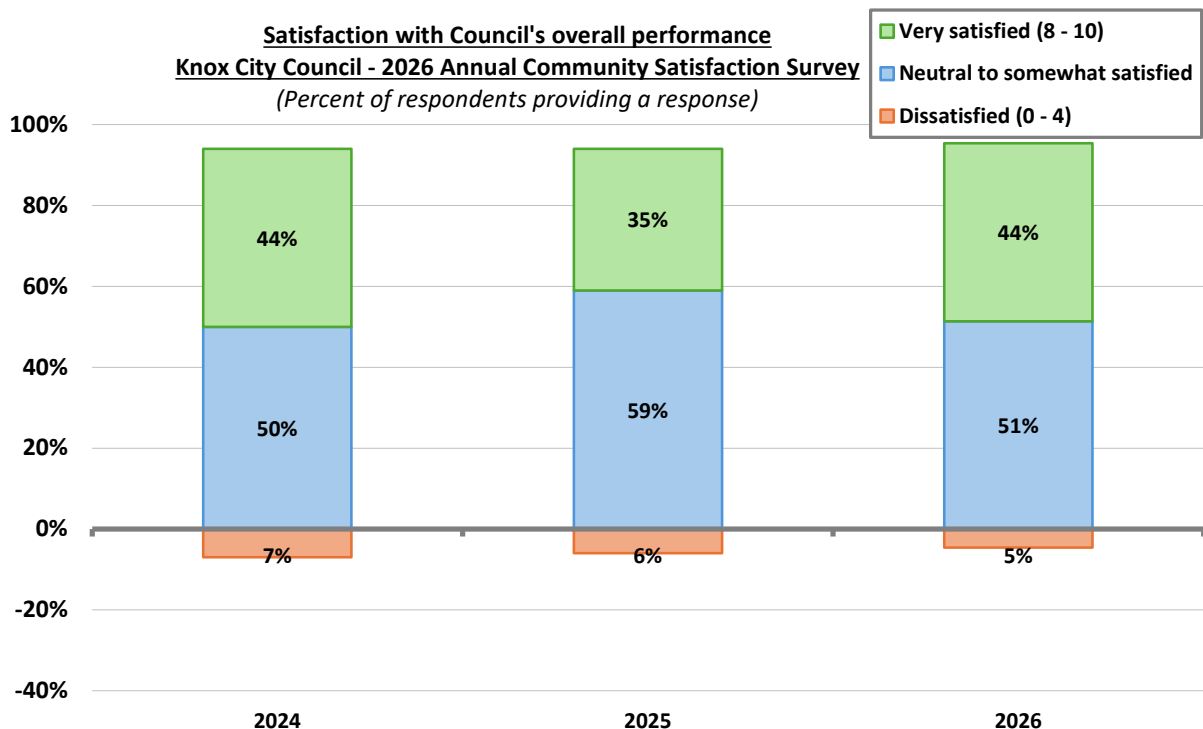
There are a range of reasons for this variation, including most notably, the significantly larger response rate obtained door-to-door than on the telephone. This larger response rate means that more residents, who would otherwise not provide feedback to Council are included in the sample. This means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

Metropolis Research also notes that the survey design for the 2024, 2025, and 2026 surveys were substantially more comprehensive in taking residents through the broad range of services and facilities provided by Council. This more comprehensive approach tends to result in a more considered view of the overall performance of Council, rather than a more limited survey which tends to encourage respondents to focus on specific issues of concern.

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

Consistent with the increase in average satisfaction, there was a notable (9pt) increase in the proportion of respondents (who provided a score) who were “very satisfied”, back to the same 44% recorded in 2024.

The proportion of respondents who were “dissatisfied” with Council’s overall performance declined for the second consecutive year to a new low of just five percent.



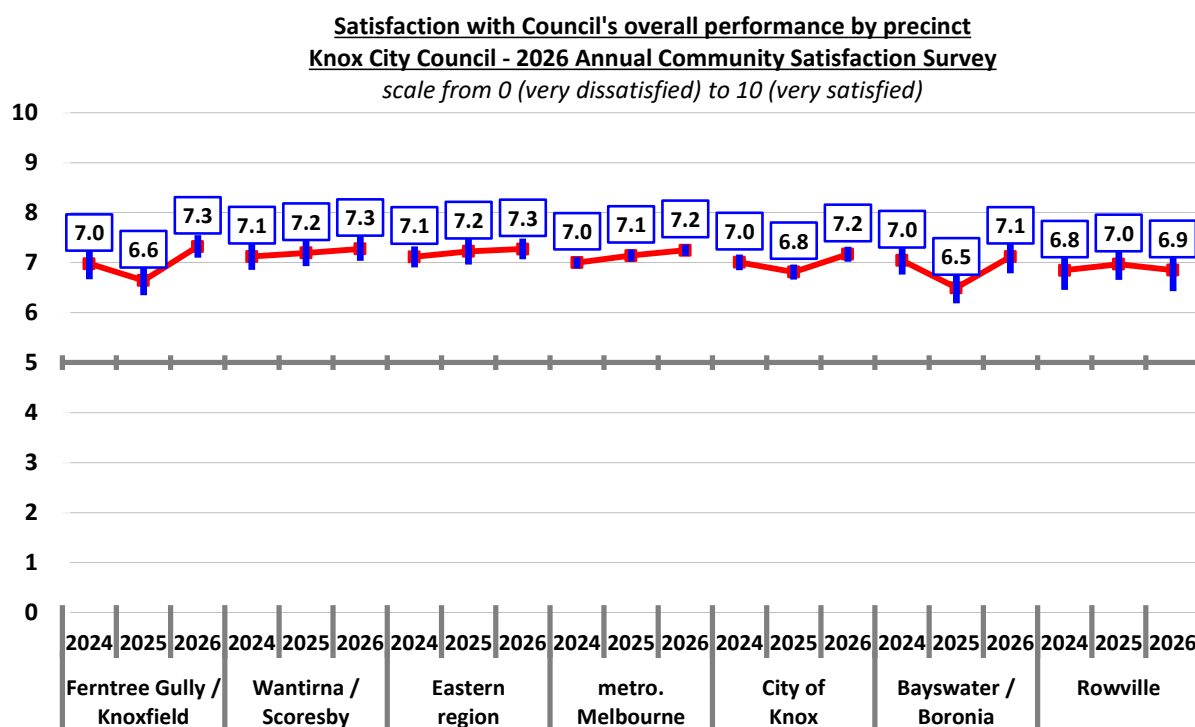
Satisfaction by precinct

There was no measurable (statistically significant) variation in average satisfaction with Knox City Council observed across the municipality, although respondents from Ferntree Gully / Knoxfield and Wantirna / Scoresby rated satisfaction at “very good” rather than “good” levels.

Respondents from Rowville were, however, somewhat (3pts) less satisfied than average, although still at a “good” level, and with 11% “dissatisfied”.

Metropolis Research also notes that satisfaction with overall performance in Bayswater / Boronia (up 6pts) and Ferntree Gully / Knoxfield (up 7pts) both increased notably this year, reversing the declines recorded last year.

It is important to bear in mind the relatively small sample size at the precinct level, which can result in some larger variations in average satisfaction scores from year to year.

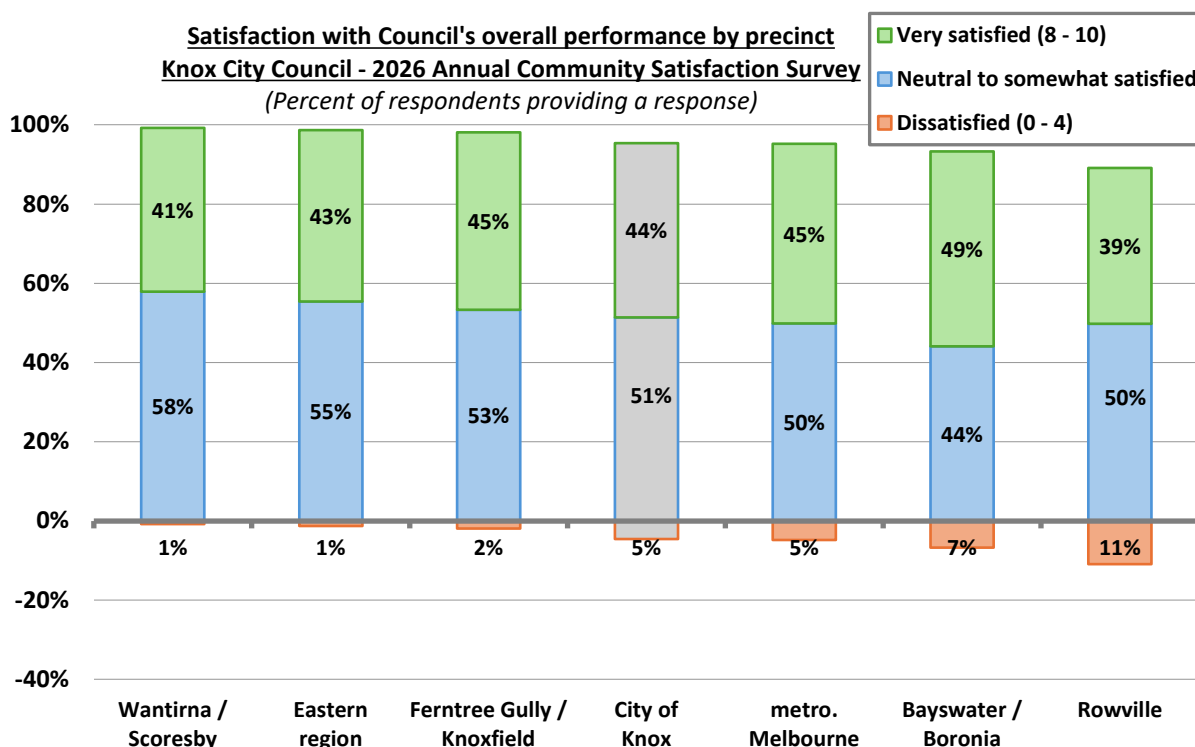


There was relatively little substantial variation in the raw percentage results, as outlined in the following graph.

It is noted, however, that almost half (49%) of the respondents (who provided a score) from Bayswater / Boronia were “very satisfied” with Council’s overall performance.

By contrast, 11% of the respondents from Rowville were “dissatisfied”.





Satisfaction by respondent profile

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

While satisfaction with Council’s overall performance was relatively consistent by respondent profile, the following variations were observed:

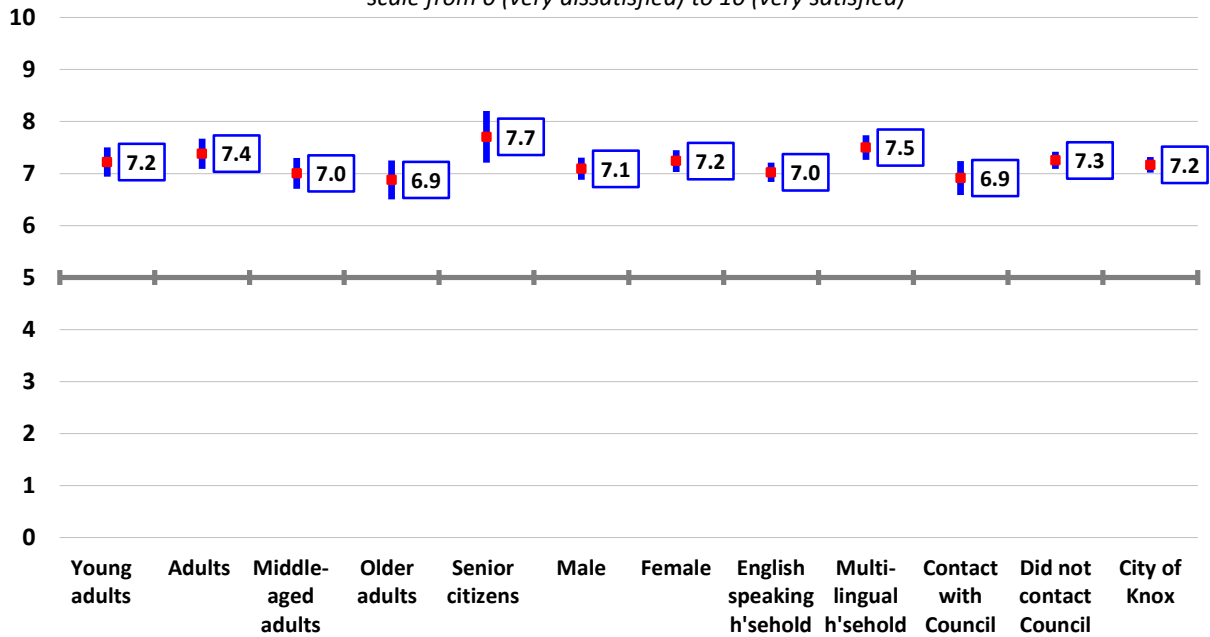
- Somewhat to notably MORE satisfied than average** – included senior citizens (aged 75 years and over), respondents from multilingual households, respondents from two-parent families (youngest child aged under 5 years), sole person households, medium term residents (one to less than 10 years in the City of Knox), and respondents from households with a member with disability.
- Somewhat to notably LESS satisfied than average** – included middle-aged and older adults (aged 45 to 74 years), respondents from English speaking households, respondents who contacted Council in the last 12 months, respondents two-parent families with adult children only at home, respondents from one-parent families, and long-term residents (10 years or more in the City of Knox).

Metropolis Research notes the relatively large confidence intervals around these results, given the relatively small sample sizes.

The key finding from this respondent profile analysis is that satisfaction with Knox City Council’s overall performance was quite consistent by respondent profile, which is a positive result.



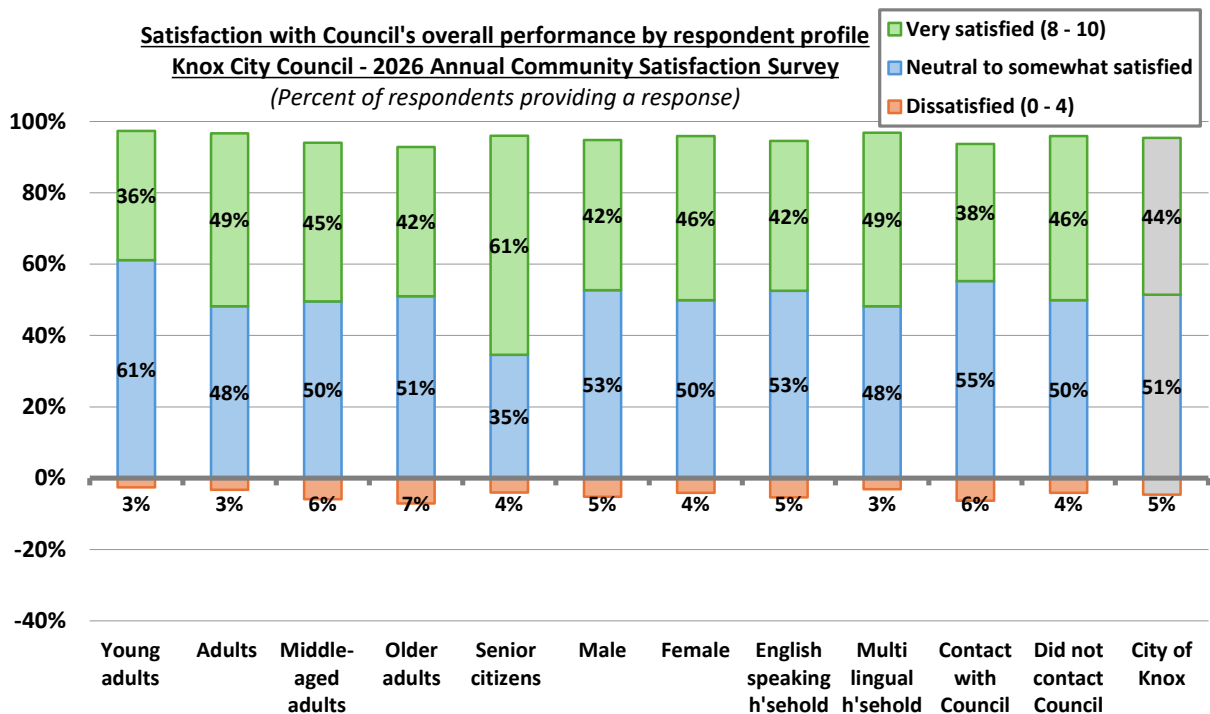
Satisfaction with Council's overall performance by respondent profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

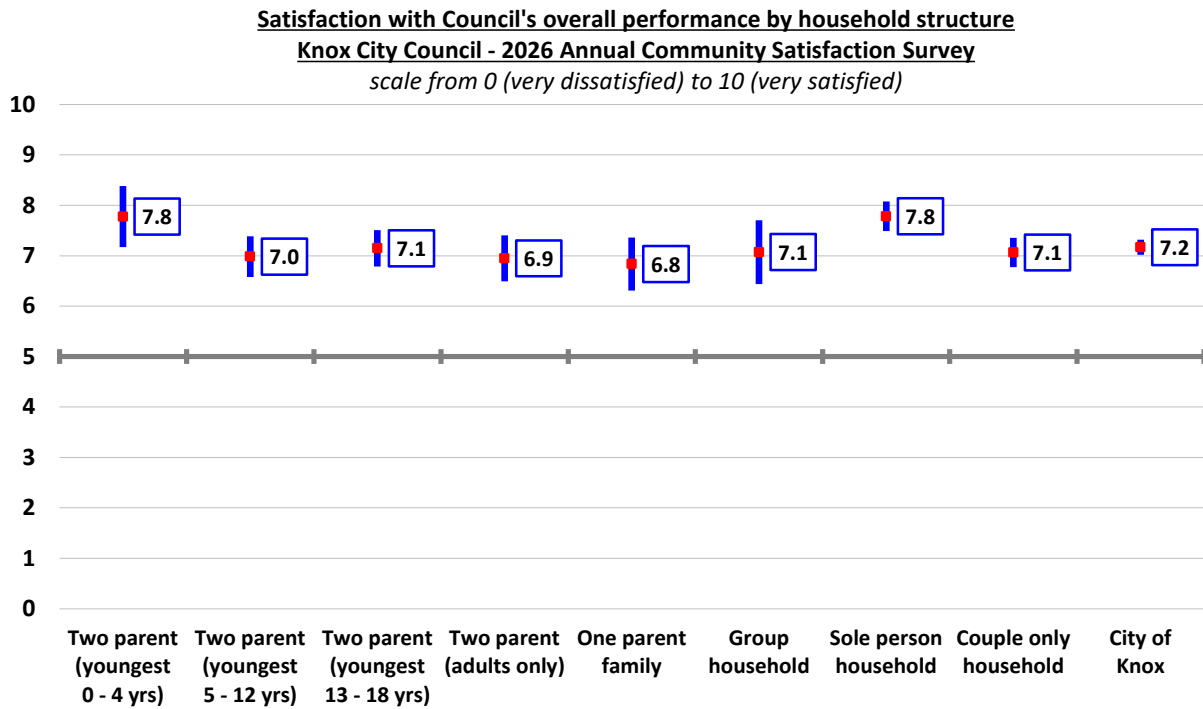


Approximately half or more of the adults (aged 35 to 44 years), senior citizens (aged 75 years and over), and respondents from multilingual households were “very satisfied” with Council’s overall performance.

A particularly positive result for the City of Knox this year, was that no more than seven percent of respondents from any age group, gender, language spoken at home, or whether they had or had not contacted Council in the last 12 months, were “dissatisfied” with Council’s overall performance.

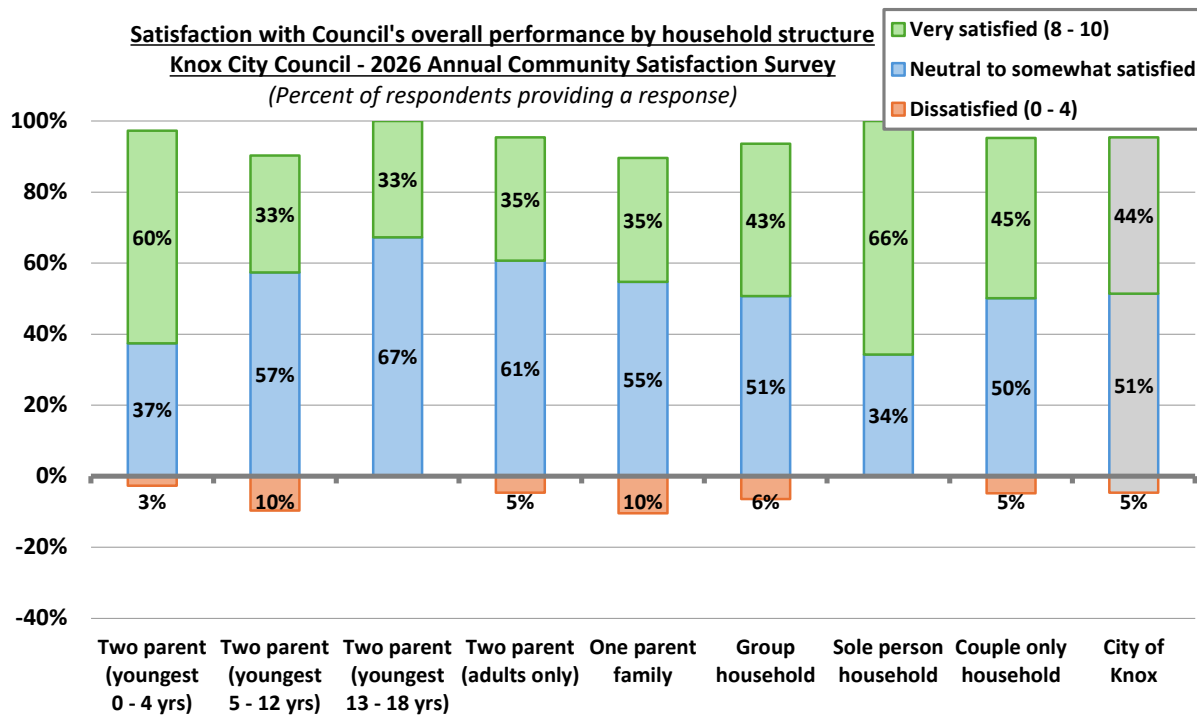
Satisfaction with Council's overall performance by respondent profile
Knox City Council - 2026 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



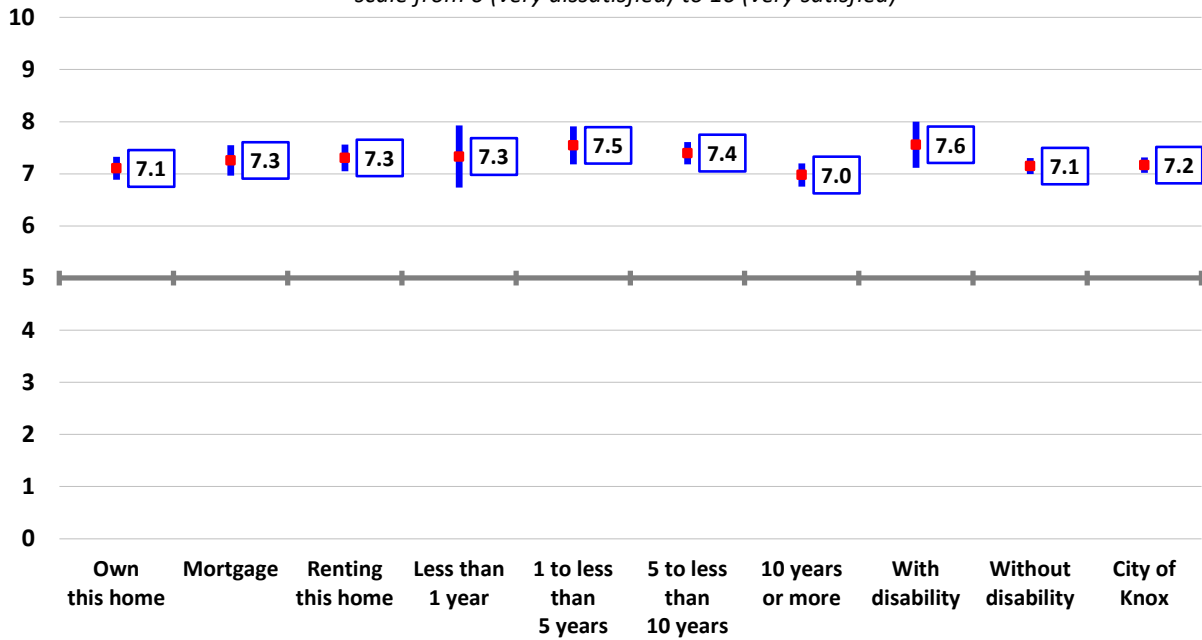


Approximately two-thirds of respondents from two-parent families (with youngest child aged under 5 years) and respondents from sole person households were “very satisfied” with Council’s overall performance.

It is noted, however, that 10% of respondents from two-parent families (youngest child aged 5 to 12 years) and respondents from one-parent families (with children of any age) were “dissatisfied”.

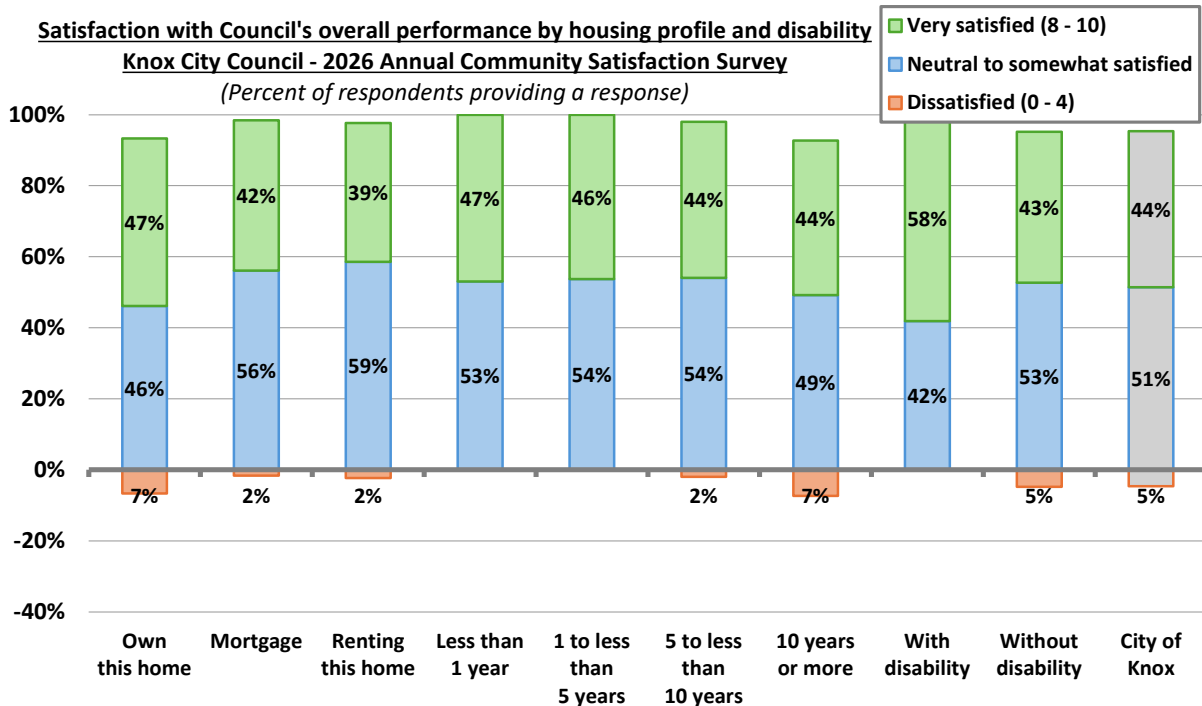


Satisfaction with Council's overall performance by housing profile and disability
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Almost half of the respondents who owned their home outright and new residents (less than one year in the City of Knox), along with 58% of the 31 respondents from households with a member with disability were “very satisfied” with Council’s overall performance.

A particularly positive result for the City of Knox this year, was that no more than seven percent of respondents from any housing situation, period of residence, or household disability status, were “dissatisfied” with Council’s overall performance.



Satisfaction by top issues for the City of Knox

The following graph displays the average overall satisfaction score for respondents nominating each of the top 12 issues to address for people living in the City of Knox ‘at the moment’, with a comparison to the overall satisfaction score of all respondents (7.2), as well as a comparison to the 158 respondents who did not nominate any issues to address (7.6 from 7.1).

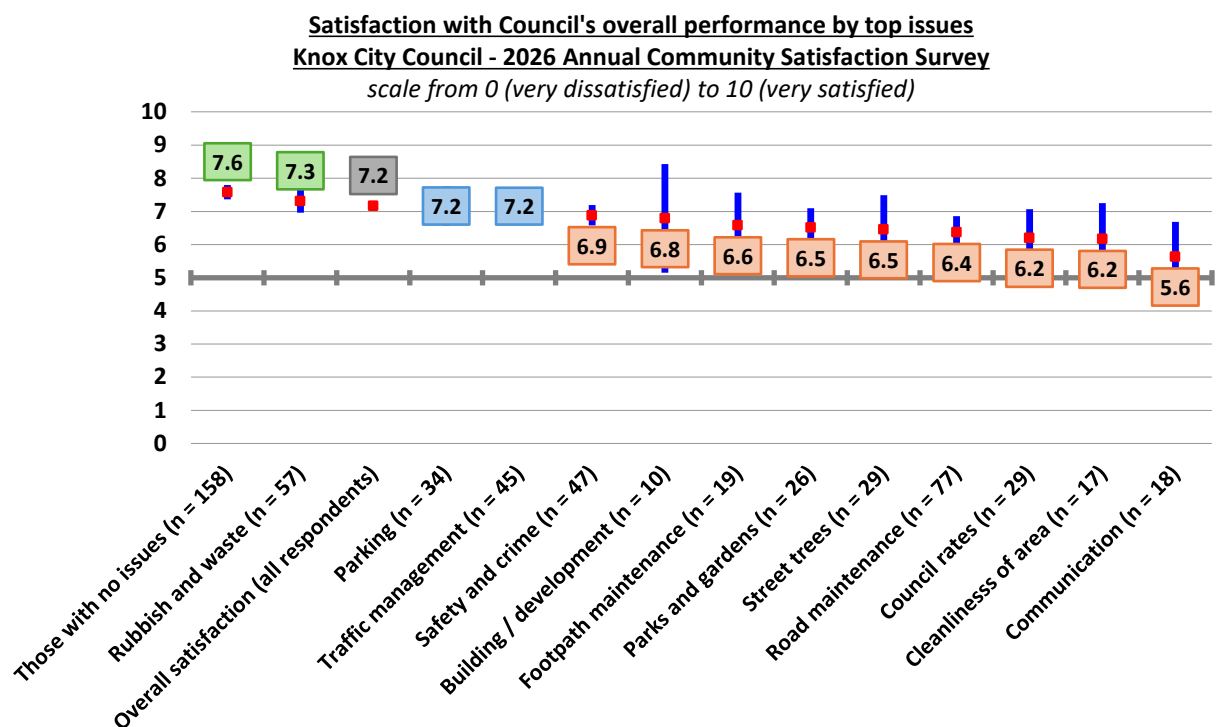
The detailed analysis of the top issues to address is discussed in the [Current Issues for the City of Knox](#) section of this report.

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

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

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

Metropolis Research notes that 158 respondents (32% of the total sample) did not have any issues they felt needed to be addressed. Naturally, these respondents were significantly more satisfied than respondents who did nominate issues to address, and they rated satisfaction with Council’s overall performance measurably (4pts up from 3pts) higher than the municipal average at 7.6 out of 10 (up from 7.1 last year).



The four most nominated issues this year were roads (77 respondents), rubbish and waste issues (57 respondents), safety, policing, and crime issues (47 respondents), and traffic management (45 respondents). These were also prominent in the issues results last year.

The respondents who nominated safety, policing, and crime (3pts lower) and road maintenance and repairs (8pts lower) were, on average, notably to measurably less satisfied with Council's overall performance than the municipal average.

This strongly implies that these issues exerted negative influences on overall satisfaction for the respondents who nominated each of these issues.

Attention is drawn this year to the 57 (up from 47) respondents who raised rubbish and waste issues this year. These respondents rated satisfaction with Council's overall performance at the same level as the municipal average. This is an important result because it shows that while the proportion of respondents who raise rubbish and waste issues has not declined this year, the issue does not appear to be exerting a significant negative influence on these respondents' satisfaction with Council's overall performance.

This was a change from the results last year, that showed that the 47 respondents who raised these rubbish and waste issues last year were, on average, six percentage points (9%) less satisfied with Council's overall performance than the municipal average.

This strongly implies that while rubbish and waste issues remain elevated in the City of Knox (compared to the metropolitan average of three percent), the issue does not appear to be a significant negative influence on overall satisfaction.

By contrast, it is noted this year that the 47 respondents who raised safety, policing, and crime related issues as a top three issue, were, on average, three percentage points less satisfied with Council's overall performance than the municipal average.

This was different to the result observed last year, when the 61 respondents who nominated safety, policing, and crime related issues rated satisfaction with Council's overall performance at the same level as the municipal average (6.8). Metropolis Research notes that this result is in line with results observed elsewhere across metropolitan Melbourne in recent years, whereby those in the community who raise safety, policing, and crime issues tend to be a little less satisfied with Council's overall performance than the municipal average.

This reflects the fact that these respondents tend to feel less safe, which in turn tends to result in a less positive outlook, and therefore somewhat lower satisfaction scores. It does not always imply that these respondents consider Council to be the main level of government responsible for ensuring safety and safety from crime in the community.

The other issues that appeared to exert a negative influence on overall satisfaction (for those who raise the issues) included Council's communication (18 respondents 16pts less satisfied), cleanliness of the area (17 respondents, 10pts less), Council rates, fees, and charges (29 respondents 10pts less), street trees (29 respondents, 7pts less), parks and gardens (26 respondents, 7pts less), footpaths (19 respondents, 6pts less), and planning and development (10 respondents, 4pts less).



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

It is noted that the 18 respondents who nominated communication related issues this year were, on average, 16 percentage points (up from 8pts last year and 17pts in 2024) less satisfied with Council’s overall performance than the municipal average. This tends to reflect the fact that respondents who are dissatisfied with Council often feel that Council is not effectively communicating, engaging, or listening to them.

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

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

This table shows that the small sample of just 24 respondents who were dissatisfied with Council’s overall performance were notably more likely to nominate most of these issues, including roads (41%), communication and consultation (23%), quarry blasting issues (23%), rates (18%), street trees (18%), and traffic management (18%).

Top issues for the City of Knox of respondents' dissatisfied with overall performance
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total respondents who dissatisfied with overall performance)

| Issue | Dissatisfied respondents | | All respondents |
|--|--------------------------|---------|----------------------|
| | Number | Percent | |
| Road maintenance and repairs | 9 | 41% | 15% |
| Communication and consultation | 5 | 23% | 4% |
| Quarry blasting issues | 5 | 23% | 1% |
| Council rates | 4 | 18% | 6% |
| Provision and maintenance of street trees | 4 | 18% | 6% |
| Traffic management | 4 | 18% | 9% |
| Parks, gardens and open space | 2 | 9% | 5% |
| Parking | 2 | 9% | 7% |
| Public toilets | 2 | 9% | 2% |
| Dogs off-leash parks / bins / facilities | 2 | 9% | 1% |
| Education and schools | 1 | 5% | 1% |
| Cleanliness and maintenance of area | 1 | 5% | 3% |
| Building, housing, planning and development | 1 | 5% | 2% |
| All other issues <i>(13 separately identified issues)</i> | 13 | 59% | 59% |
| Total responses | 55 | | 607 |
| <i>Respondents identifying at least one issue (percent of total respondents)</i> | <i>19 (88%)</i> | | <i>342 (68%)</i> |



Reasons for level of satisfaction with Council's overall performance

Respondents were asked:

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

There was a total of 395 comments received from respondents outlining why they rated their satisfaction with Council at the level they did. These open-ended responses have been broadly categorised, as outlined below table, with the verbatim responses included as an [appendix](#) to this report.

The most common responses were generally positive (88 comments), generally neutral (53 comments), and generally negative (44 comments).

In relation to specific issues underpinning the overall satisfaction score, the most common issues raised related to communication and consultation (43 comments), various service and facilities (36 comments), rates and financial management (22 comments), and Council's governance, management, and performance (21 comments).

Reasons for rating of satisfaction with Council's overall performance
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of responses)

| Reason for satisfaction rating | Total comments | | Respondents | | |
|---|----------------|-------------|---------------------|-------------|-----------------------|
| | Number | Percent | Satisfied (6 to 10) | Neutral (5) | Dissatisfied (0 to 4) |
| Generally positive statements | 88 | 22% | 88 | 0 | 0 |
| Generally neutral statements | 53 | 13% | 49 | 2 | 2 |
| Generally negative statements | 44 | 11% | 38 | 3 | 3 |
| Communication, consultation, engagement | 43 | 11% | 29 | 9 | 5 |
| Council services and facilities | 36 | 9% | 30 | 1 | 5 |
| Rates and financial management | 22 | 6% | 13 | 1 | 8 |
| Council governance, management, performance | 21 | 5% | 3 | 5 | 13 |
| Parks, gardens, open spaces and trees | 18 | 5% | 14 | 2 | 2 |
| Traffic / roads | 18 | 5% | 14 | 1 | 3 |
| Safety, policing and crime | 12 | 3% | 10 | 0 | 2 |
| Waste management | 11 | 3% | 10 | 0 | 1 |
| Planning, housing, development | 5 | 1% | 2 | 1 | 2 |
| Footpaths | 5 | 1% | 5 | 0 | 0 |
| Cleanliness and maintenance of the area | 4 | 1% | 2 | 1 | 1 |
| Parking | 2 | 1% | 2 | 0 | 0 |
| Infrastructure | 2 | 1% | 2 | 0 | 0 |
| Environment and climate change | 1 | 0% | 1 | 0 | 0 |
| Public transport | 0 | 0% | 0 | 0 | 0 |
| Support for local business | 0 | 0% | 0 | 0 | 0 |
| Emergency management / support | 0 | 0% | 0 | 0 | 0 |
| Other | 10 | 3% | 5 | 1 | 4 |
| Total responses | 395 | 100% | 317 | 27 | 51 |



Governance and leadership

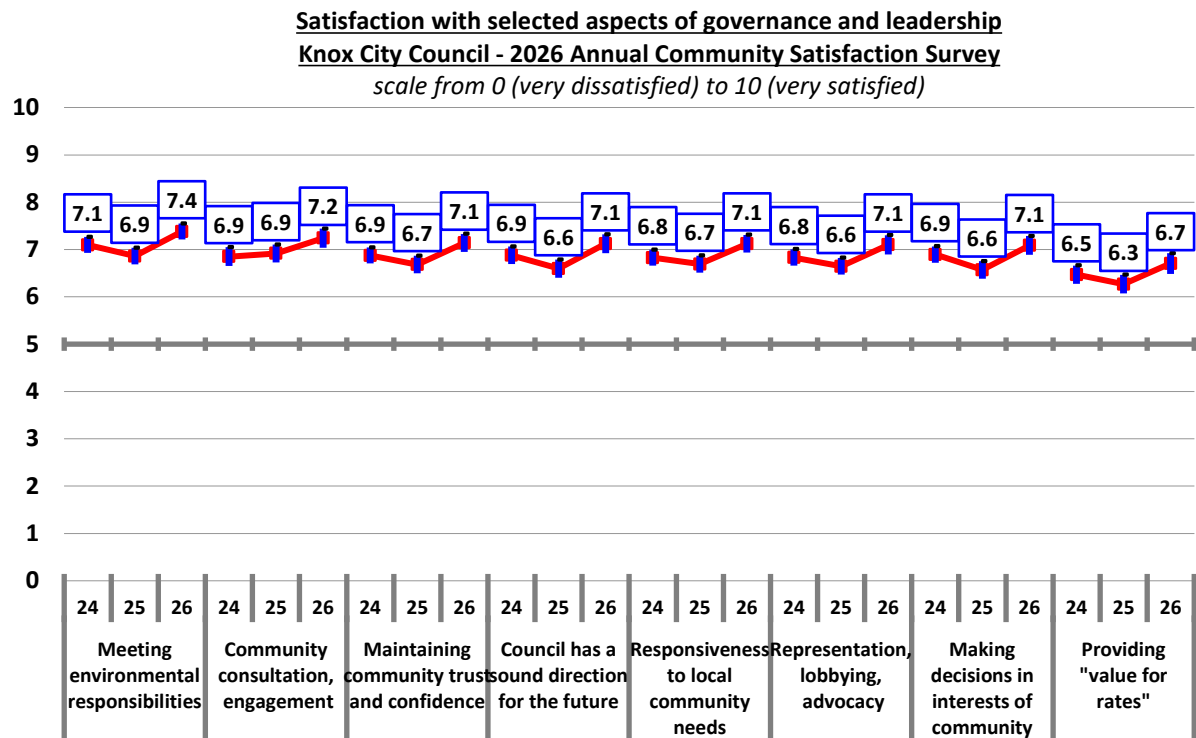
Respondents were asked:

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

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

The average satisfaction with the eight aspects of governance and leadership increased measurably and significantly this year, up four percentage points (6%) to 7.1 out of 10, although it remained at a “good” level.

Satisfaction with seven of these eight aspects was rated at “good” levels of between 6.5 and 7.3 out of 10, with Council meeting its responsibilities towards the environment recorded at a “very good” 7.4 out of 10 (up 5pts).



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

This was the case this year for the City of Knoxville, with overall satisfaction recorded at 7.2 out of 10.

It is noted that satisfaction with Council’s performance providing value for rates was measurably (statistically significantly) lower than satisfaction with the other seven aspects, at 6.7 (up from 6.3), which was a “good”, up from a “solid” level of satisfaction.



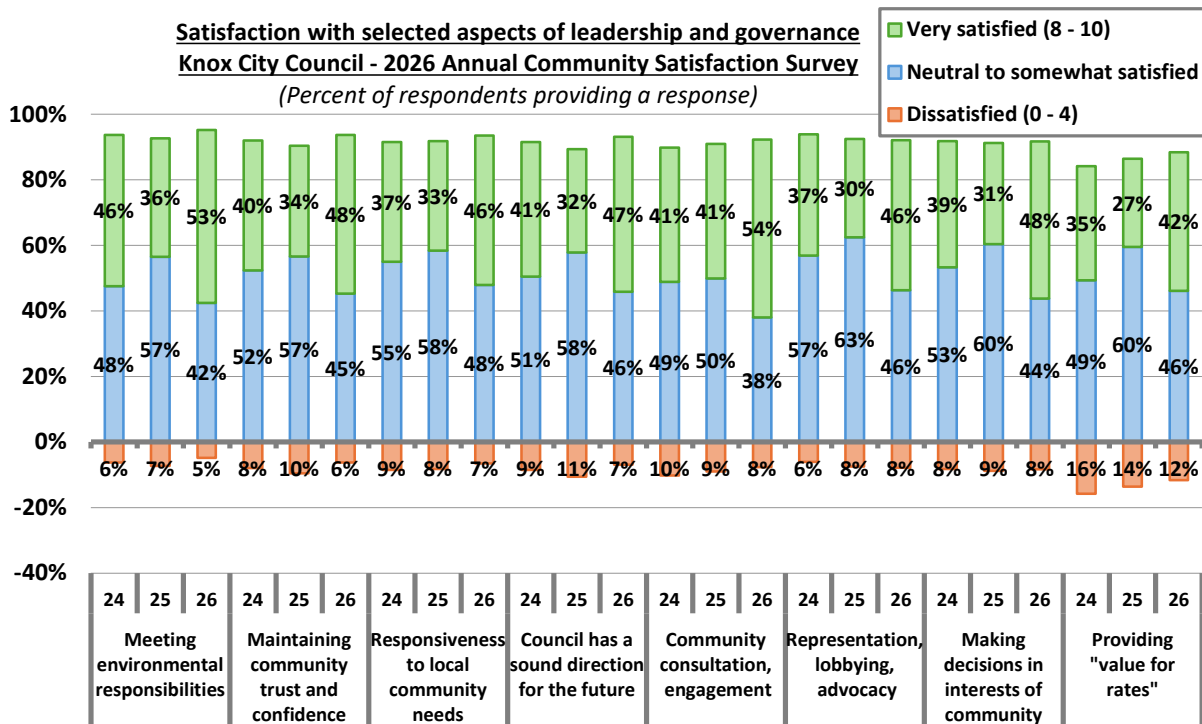
This result was consistent with the fact that six percent (up from 5%) of respondents nominated Council rates, fees, and charges as one of the top three [issues to address](#), which was double the metropolitan average of three percent.

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

Consistent with the measurable (4pt) increase in average satisfaction with aspects of governance and leadership, there was a notable (approximately 15pt) increase in the proportion of respondents “very satisfied” with each of the eight aspects this year.

The largest increase in the proportion of respondents “very satisfied” was recorded for Council performance meeting its responsibilities towards the environment (up 17pts to 53%) and performance making decisions in the interests of the community (up 17pts to 48%).

There was also a small decline in the proportion of respondents “dissatisfied” with many aspects of performance, with the largest decline being for performance maintaining the trust and confidence of the local community (down 4pts to 6%), and that Council has a sound direction for the future (down 4pts to 7%).



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

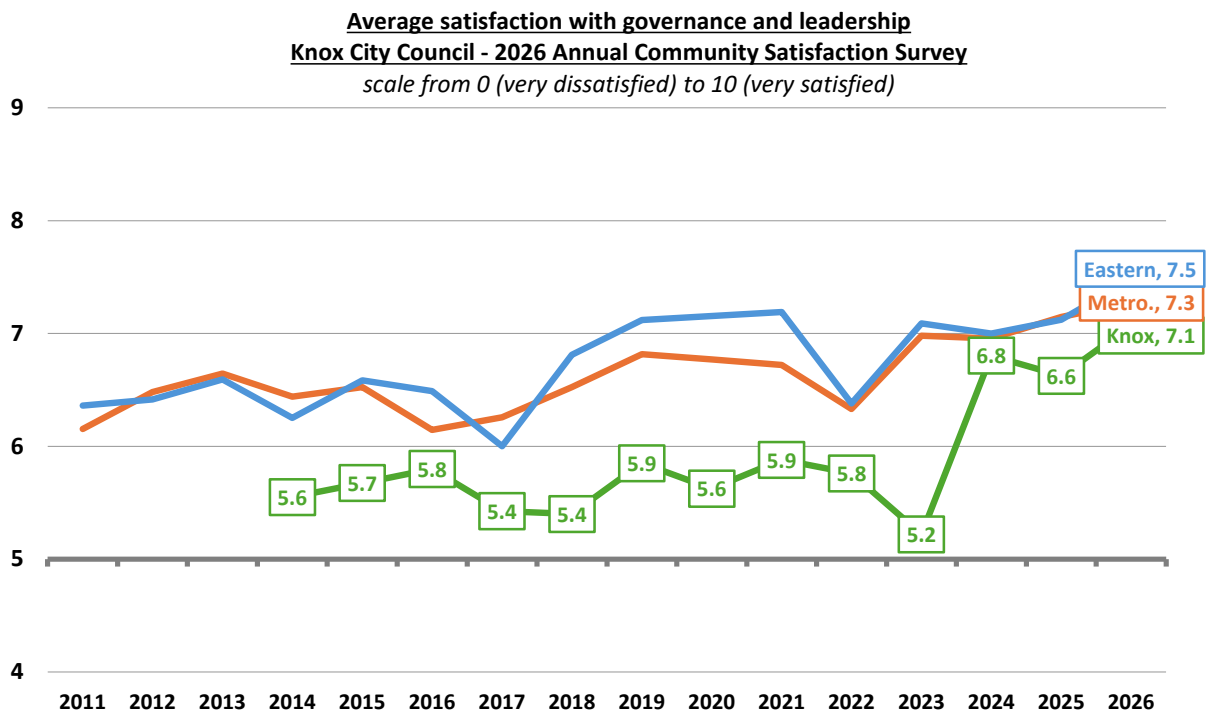


Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

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

Average satisfaction with the seven core aspects of governance and leadership increased measurably and significantly this year, up five percentage points (8%) to 7.1 out of 10, although it remained at a “good” level.

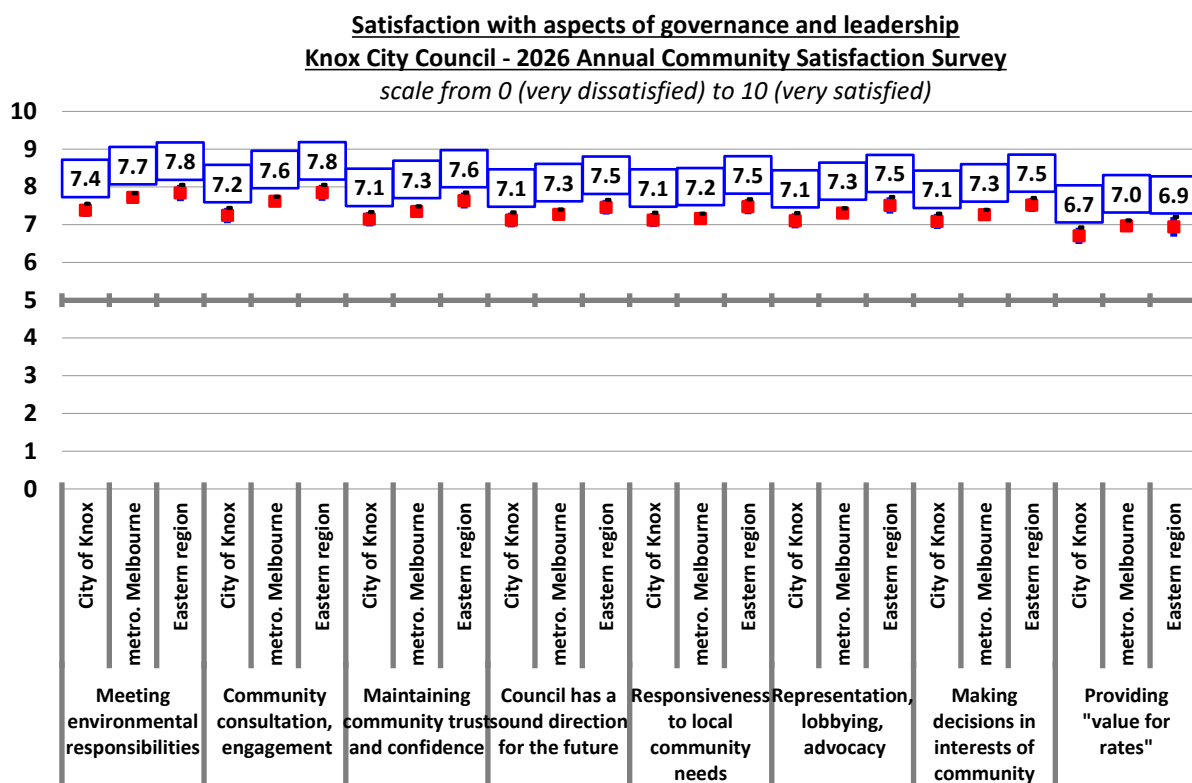
Despite the significant improvement this year, this result remained below the metropolitan average of 7.3 out of 10 or “very good”, and measurably (4pts) below the eastern region councils’ average of 7.5.



Satisfaction with each of the seven core aspects of governance and leadership was lower in the City of Knox than the metropolitan average.

The largest underperformance against the metropolitan average was four percentage points for community consultation and engagement, although Metropolis Research notes that the 2026 metropolitan average from *Governing Melbourne* has increased four percentage points (6%) over the last two years to a record high 7.6 out of 10.





The following section provides a more detailed examination of satisfaction with each aspect of governance and leadership, including full time series results, as well as a comparison by precinct and by respondent. While there was variation in the results for individual aspects of governance and leadership, in general terms, the following was observed:

- **Generally, MORE satisfied than average** – included respondents from Wantirna / Scoresby, young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) and respondents from multilingual households.
- **Generally, LESS satisfied than average** – included respondents from Rowville, older adults, and respondents from English speaking households.

Community consultation and engagement

Satisfaction with Council’s community consultation and engagement performance increased notably this year, up three percentage points to 7.2 out of 10, although it remained at a “good” level.

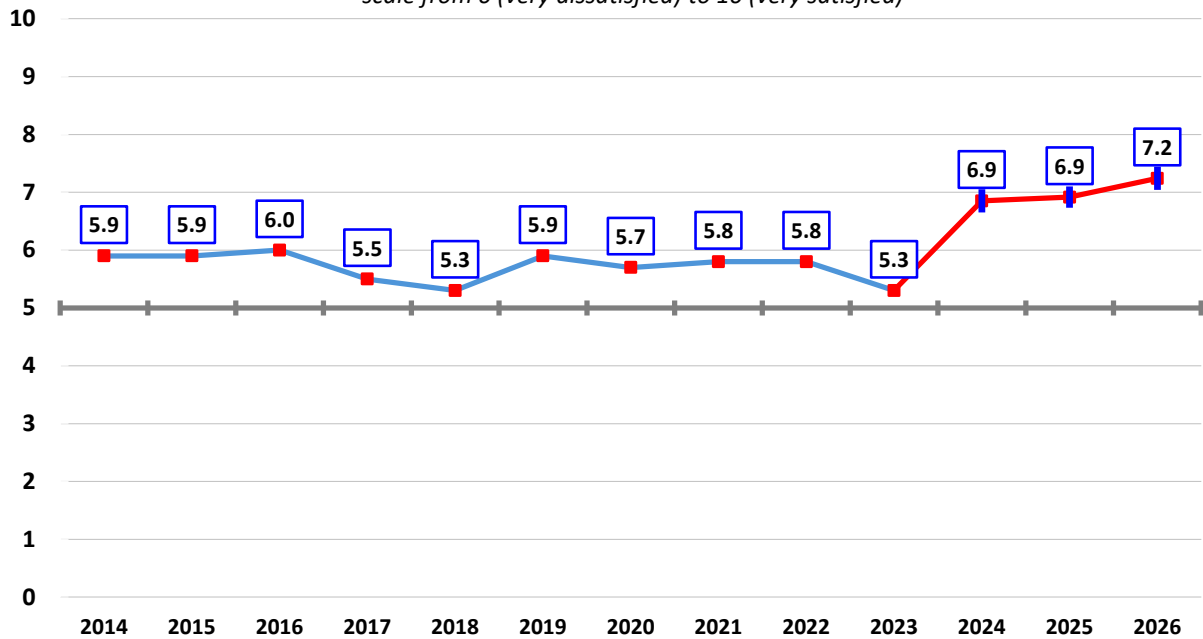
This was the highest satisfaction with community consultation and engagement recorded for the City of Knox and was measurably and significantly above the long-term average satisfaction since 2014 of 6.0 out of 10 or “solid”.

By way of comparison, this result was measurably (4pts) lower than the metropolitan average of 7.6 out of 10 or “very good”.

This result comprised 54% (up from 41%) “very satisfied” and eight percent (down from 9%) “dissatisfied” respondents.



Council's community consultation and engagement
Knox City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)

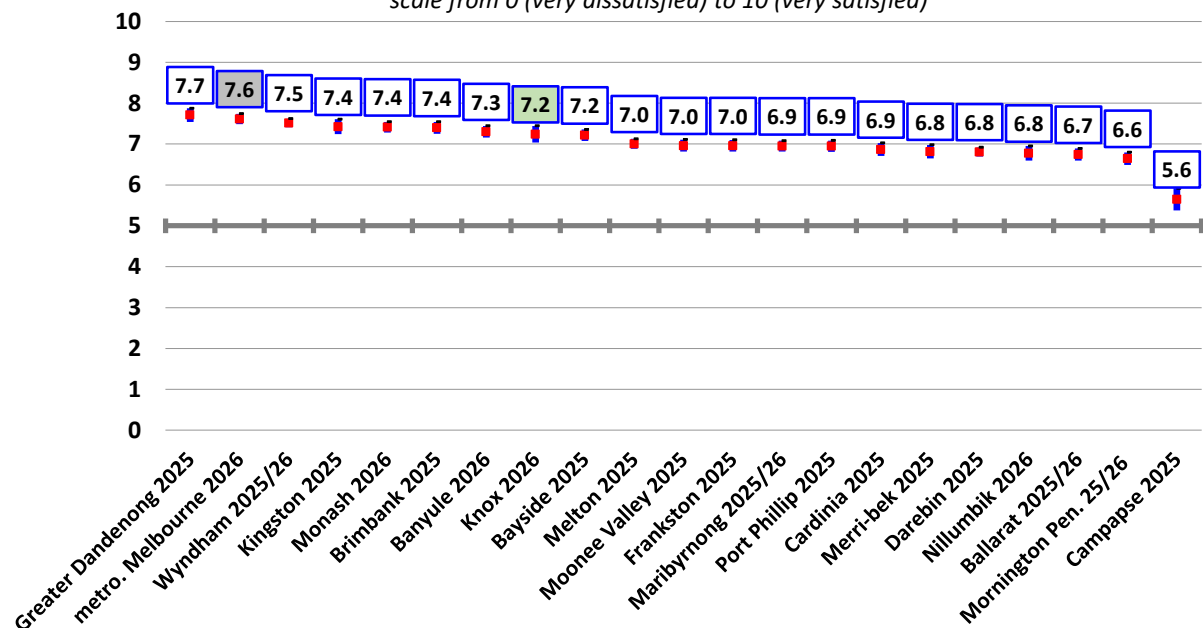


The following graph provides a comparison of satisfaction with community consultation and engagement for all municipalities surveyed by Metropolis Research in 2025 and so far in 2026.

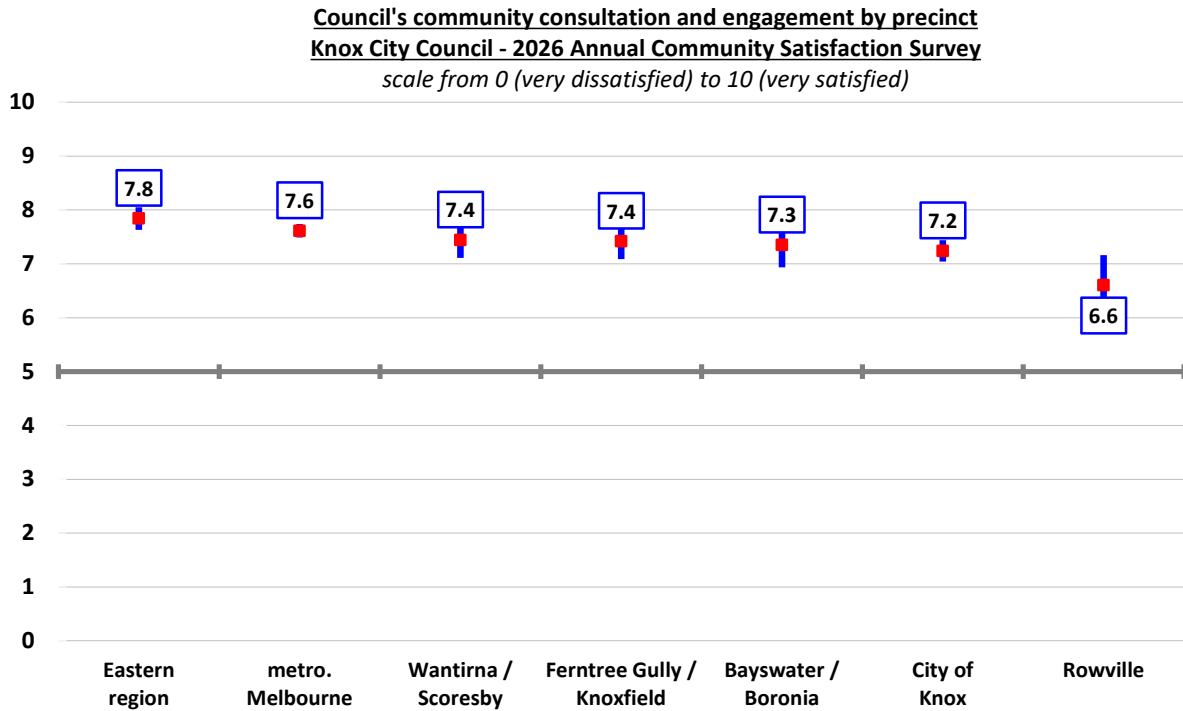
This data is publicly available as it is an LGPRF indicator.

It is noted that the metropolitan average of 7.6 recorded in *Governing Melbourne* was notably higher than recorded for most other municipalities so far in 2026. The City of Knox result was consistent with results recorded in several other neighbouring municipalities in recent years.

Community consultation and engagement
Metropolis Research - Annual Community Satisfaction Surveys
 scale from 0 (very dissatisfied) to 10 (very satisfied)

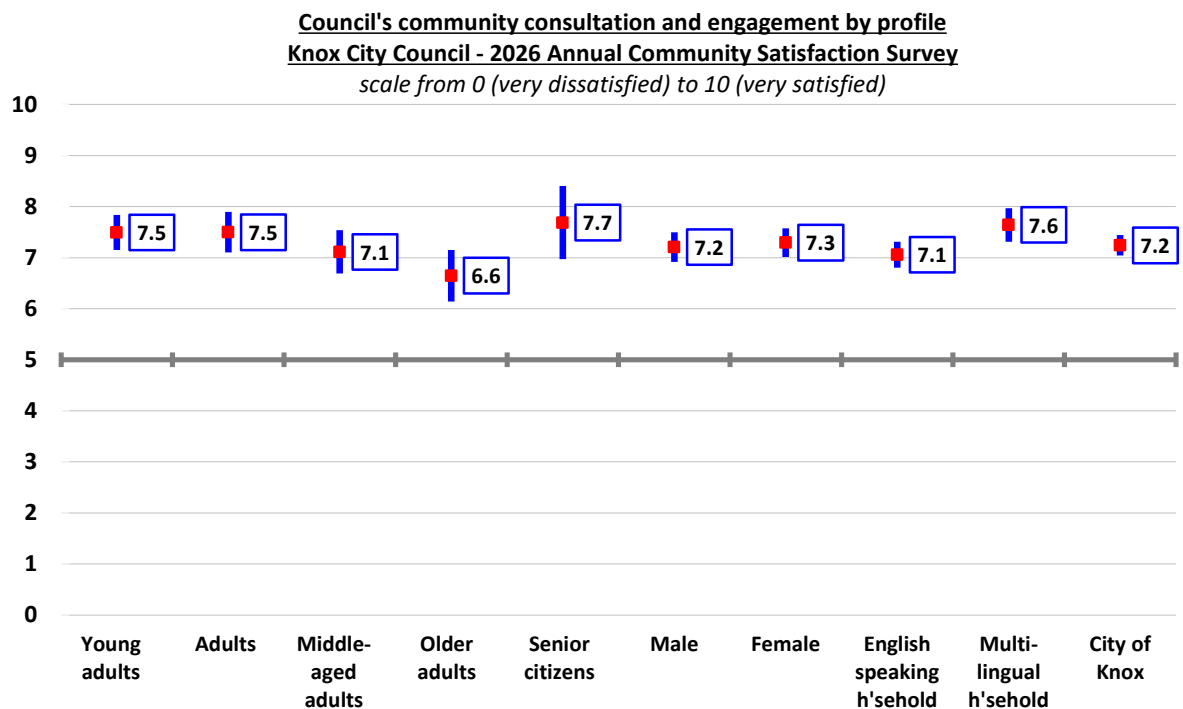


While there was no measurable variation in this result observed across the municipality, respondents from Rowville were notably (6pts) less satisfied than average.



There was measurable variation in this result observed by respondent profile. Young adults and adults (aged 18 to 44 years) were somewhat (3pts) and senior citizens (aged 75 years and over) were notably (5pts) more satisfied than average and at “very good” levels. By contrast, older adults (aged 60 to 74 years) were notably (6pts) less satisfied than average.

Respondents from multilingual households were measurably (5pts) more satisfied than respondents from English speaking households, and at a “very good” level.



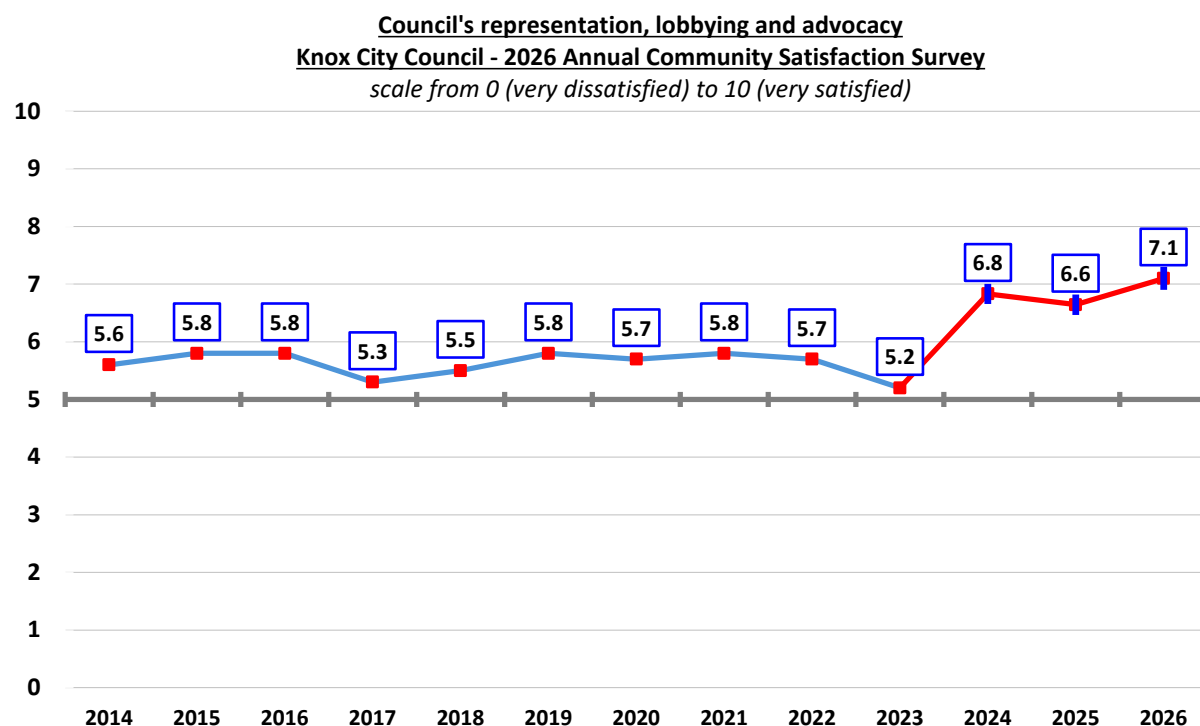
Representation, lobbying and advocacy

Satisfaction with Council’s representation, lobbying, and advocacy performance increased measurably this year, up five percentage points to 7.1 out of 10, although it remained at a “good” level.

This was the highest satisfaction with this aspect of performance recorded for the City of Knox and was measurably (12pts or 20%) higher than the long-term average since 2014 of 5.9 out of 10, or “poor”.

By way of comparison, this result was somewhat (2pts) lower than the metropolitan average of 7.3 out of 10 or “very good”.

This result comprised 46% (up from 30%) “very satisfied” and eight percent “dissatisfied” respondents.

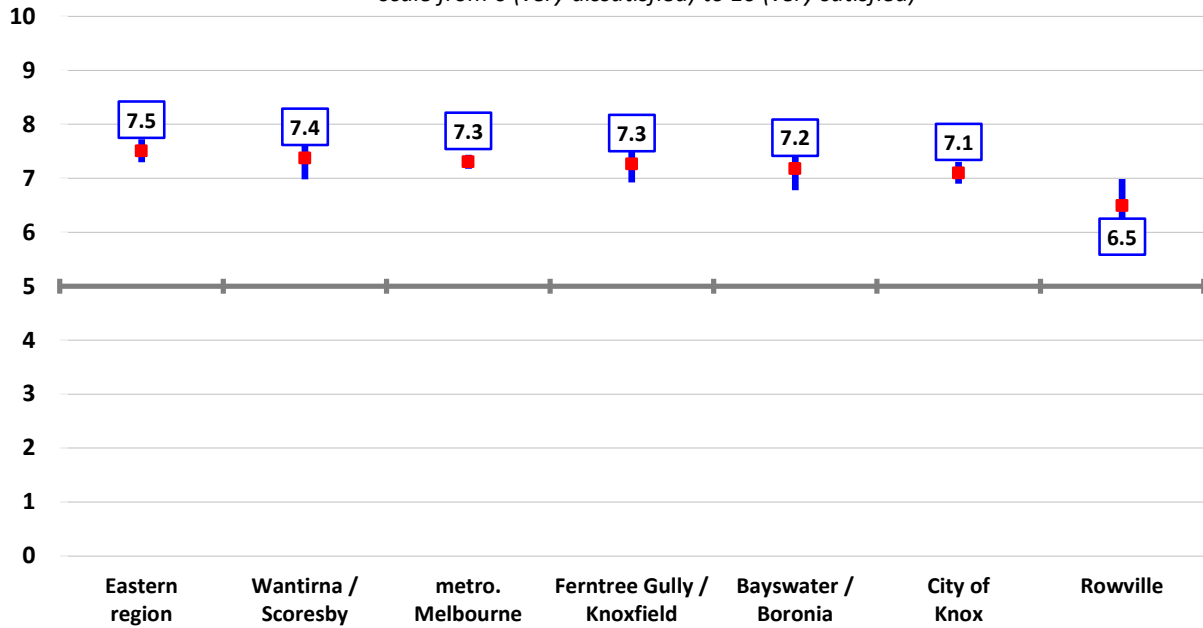


While there was no measurable variation in this result observed across the municipality, respondents from Wantirna / Scoresby were somewhat (3pts) more satisfied than average and at a “very good” level.

By contrast, respondents from Rowville were notably (6pts) less satisfied than average, although still at a “good” level.



Council's representation, lobbying and advocacy by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



While there was no measurable variation in this result observed by respondent profile, young adults (aged 18 to 34 years) were somewhat (3pts) and senior citizens (aged 75 years and over) were notably (4pts) more satisfied than average and at “very good” levels.

By contrast, older adults (aged 60 to 74 years) were notably (4pts) less satisfied than average.

Respondents from multilingual households were notably (4pts) more satisfied than respondents from English speaking households, and at a “very good” level.

Council's representation, lobbying and advocacy by profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



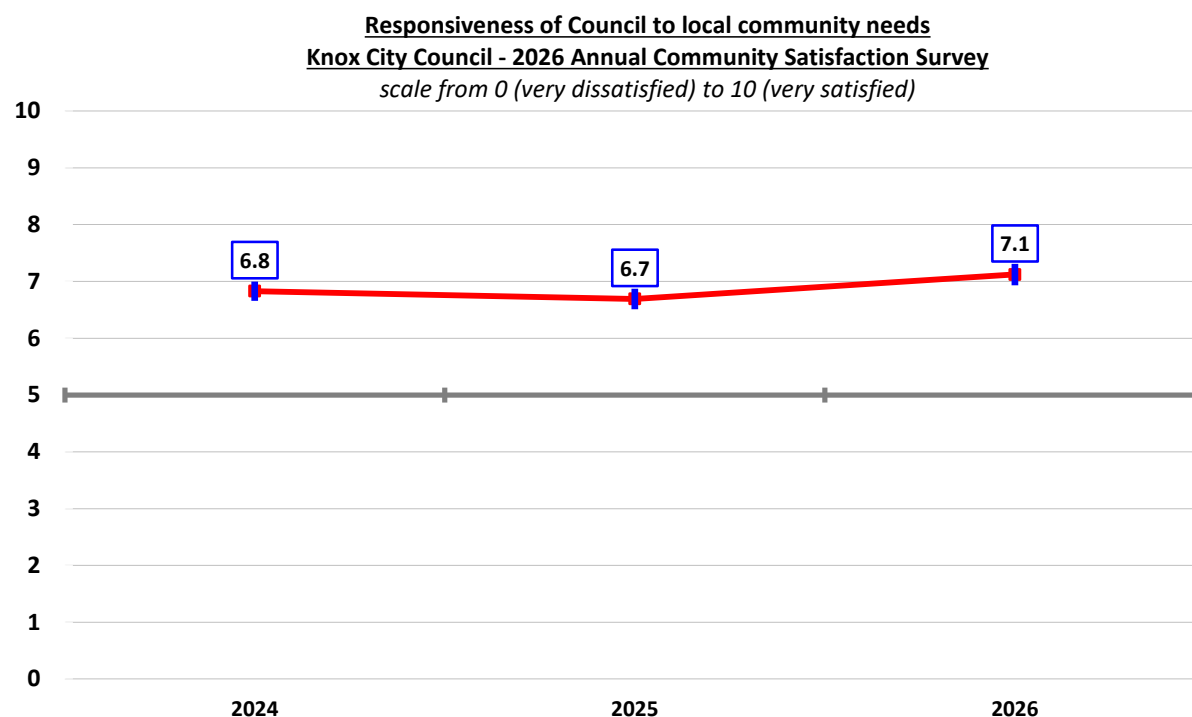
Responsiveness to local community needs

Satisfaction with the responsiveness of Council to local community needs increased measurably this year, up four percentage points to 7.1 out of 10, although it remained at a “good” level.

This was the highest satisfaction score recorded for this aspect of performance for the City of Knox and was somewhat (2pts) higher than the long-term average satisfaction since 2024 of 6.9 out of 10 or “good”.

By way of comparison, this result was marginally (1pt) lower than the metropolitan average of 7.2 out of 10 or “good”.

This result comprised 46% (up from 33%) “very satisfied” and seven percent (down from 8%) “dissatisfied” respondents.



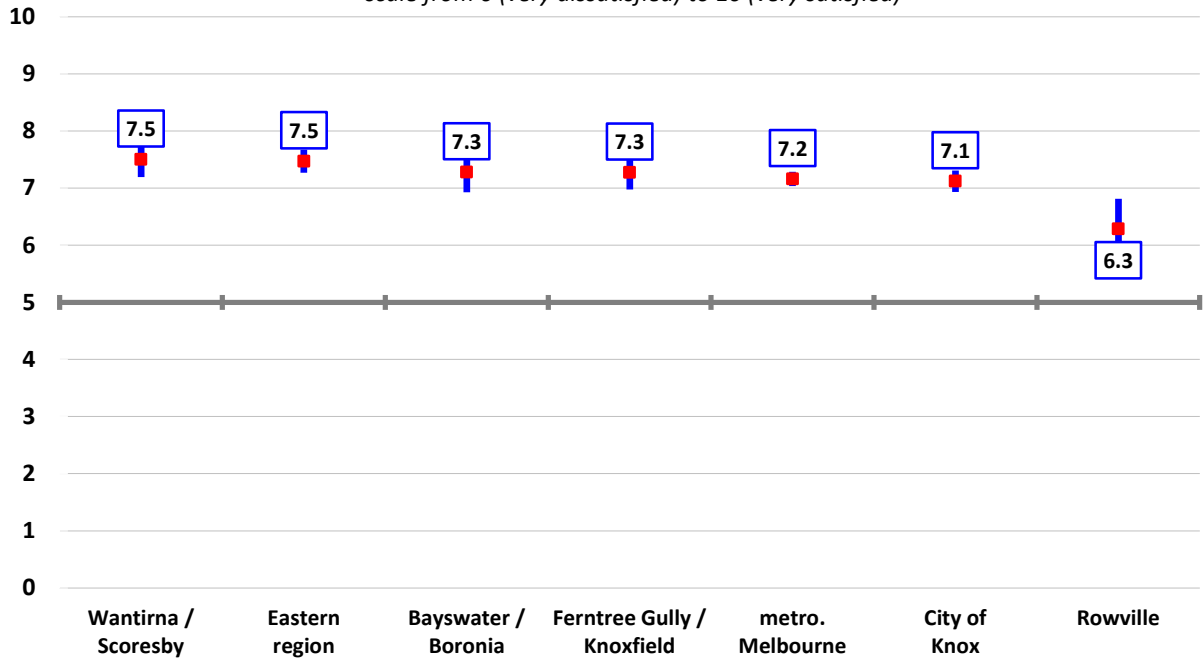
There was measurable variation in this result observed across the municipality.

Respondents from Wantirna / Scoresby were notably (4pts) more satisfied than average, and at a “very good” level.

By contrast, respondents from Rowville were measurably and significantly (8pts or 12%) less satisfied than average, and at a “solid”, rather than a “good” level of satisfaction.



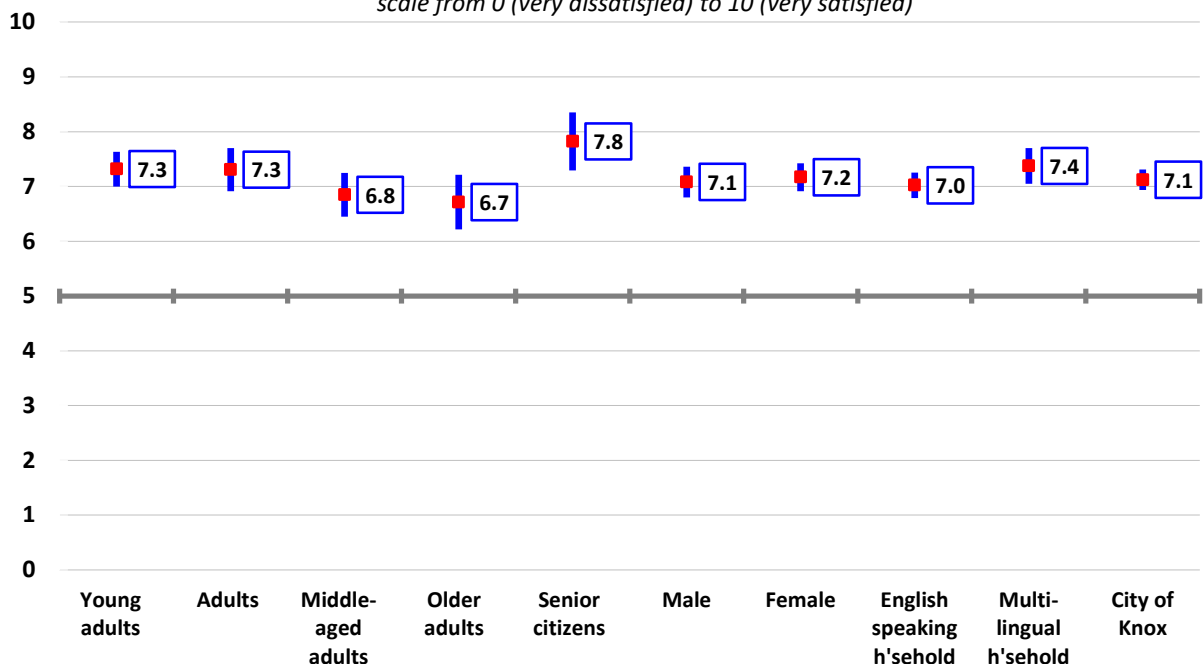
Responsiveness of Council to local community needs by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably (7pts) more satisfied than average and at an “excellent” level. By contrast, older adults (aged 60 to 74 years) were notably (4pts) less satisfied than average.

Respondents from multilingual households were notably (4pts) more satisfied than respondents from English speaking households, and at a “very good” level.

Responsiveness of Council to local community needs by profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



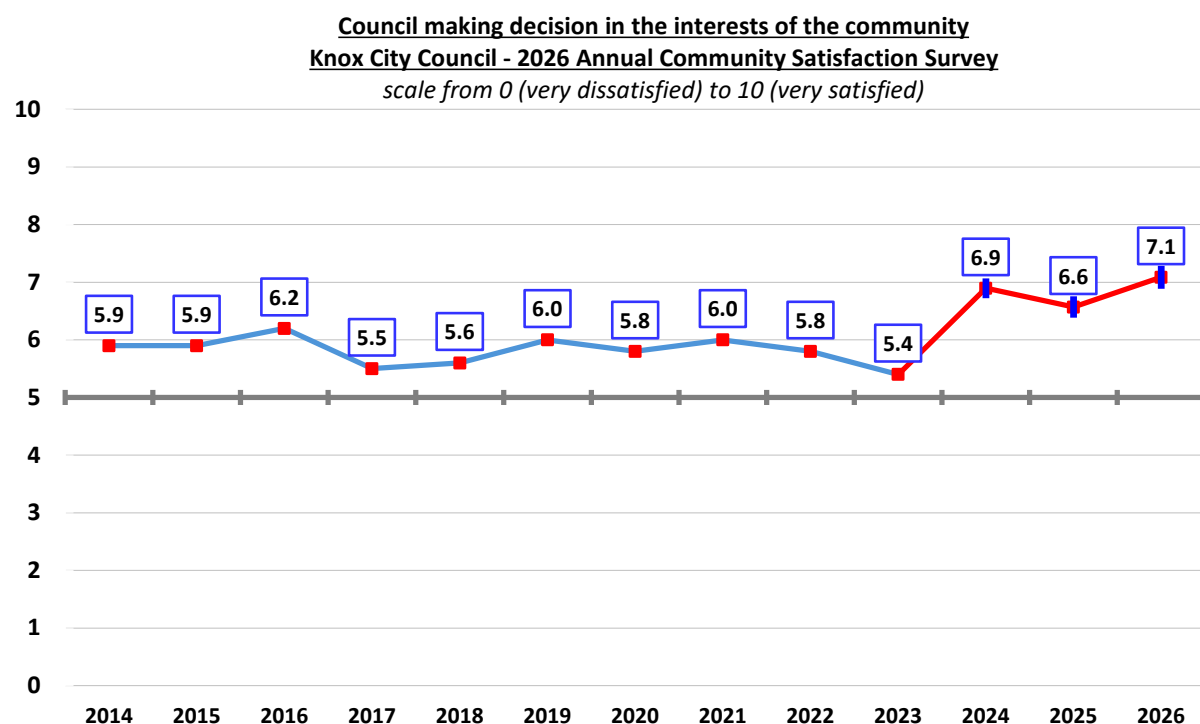
Making decisions in the interests of the community

Satisfaction with Council’s performance making decisions in the interests of the community increased notably this year, up five percentage points to 7.1 out of 10, although it remained at a “good” level.

This was the highest satisfaction with this aspect of performance recorded for the City of Knox and was measurably (10pts or 16%) higher than the long-term average since 2014 of 6.1 out of 10, or “solid”.

By way of comparison, this result was somewhat (2pts) lower than the metropolitan average of 7.3 out of 10 or “very good”.

This result comprised 48% (up from 31%) “very satisfied” and eight percent (down from 9%) “dissatisfied” respondents.

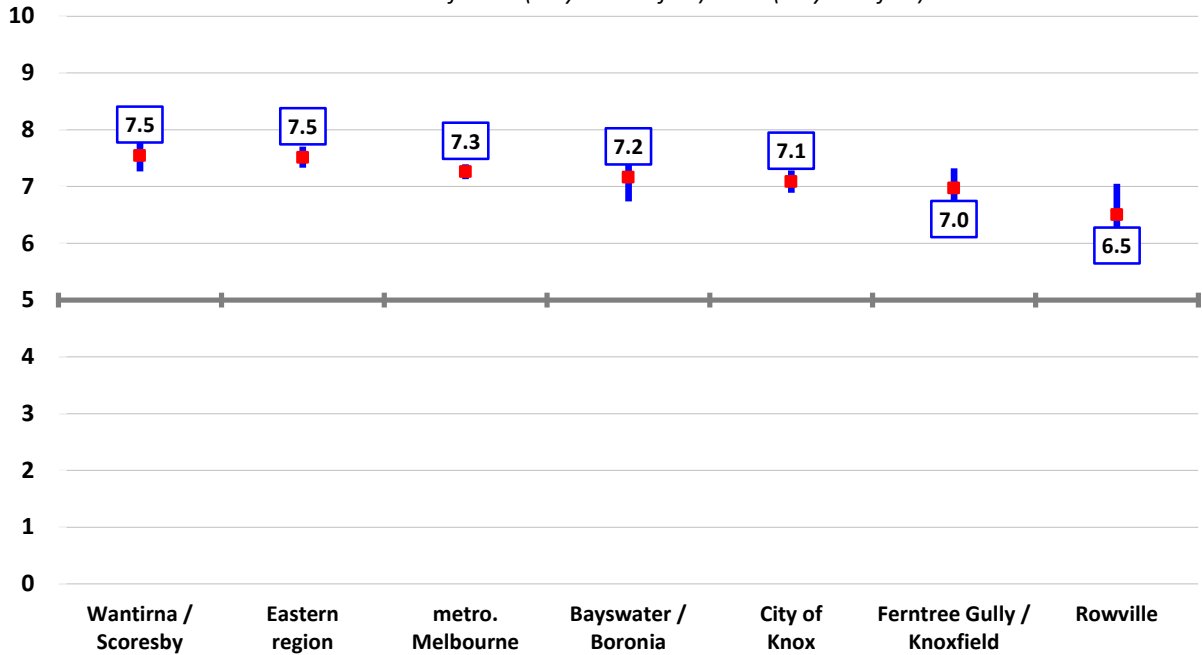


There was measurable variation in this result observed across the municipality, with respondents from Wantirna / Scoresby measurably (4pts) more satisfied than average, and at a “very good” level.

By contrast, respondents from Rowville were notably (6pts) less satisfied than average, although still at a “good” level.



Council making decisions in the interests of the community by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

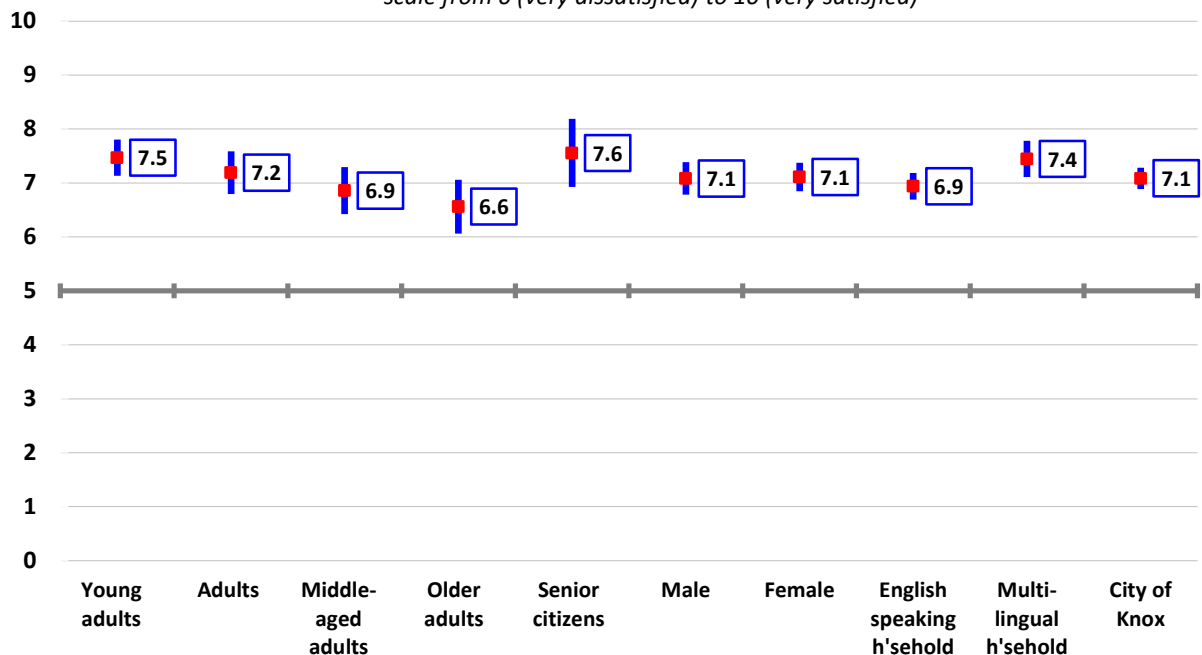


While there was no measurable variation in this result observed by respondent profile, young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were notably (4pts and 6pts respectively) more satisfied than average and at “very good” levels.

By contrast, older adults (aged 60 to 74 years) were notably (5pts) less satisfied than average.

Respondents from multilingual households were notably (5pts) more satisfied than respondents from English speaking households, and at a “very good” level.

Council making decisions in the interests of the community by profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



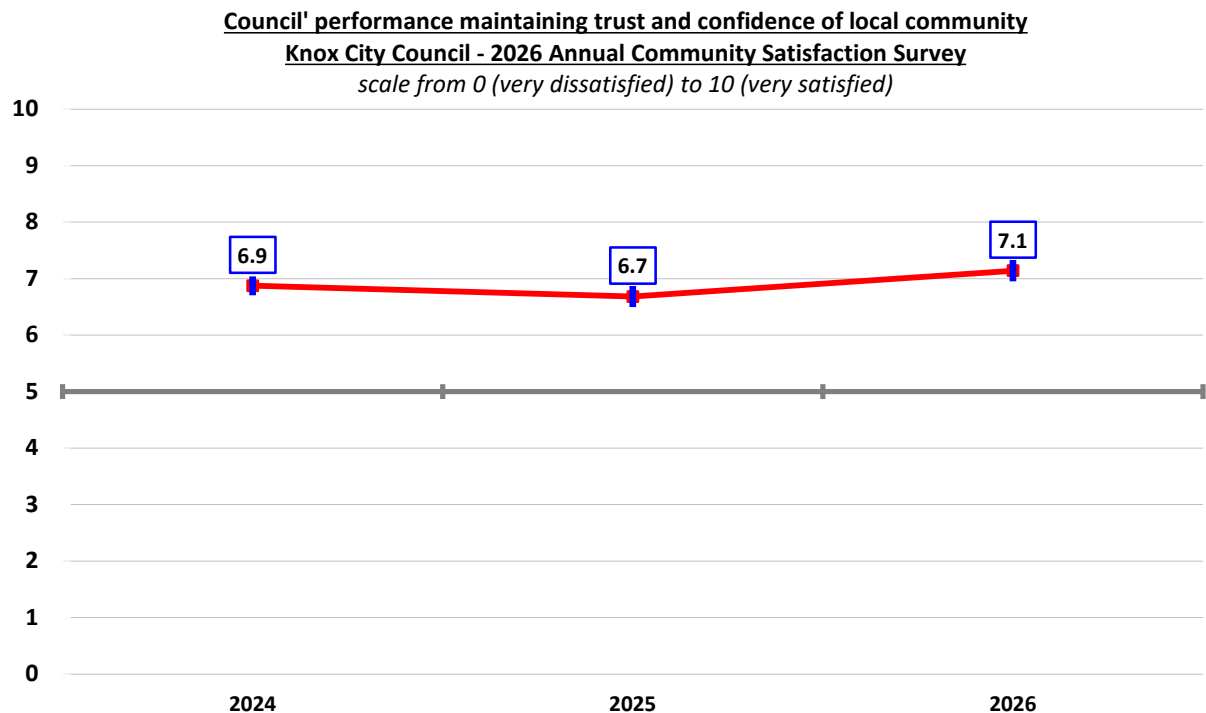
Maintaining community trust and confidence

Satisfaction with the performance of Council maintaining the trust and confidence of the community increased measurably this year, up four percentage points to 7.1 out of 10, although it remained at a “good” level.

This was the highest satisfaction score recorded for this aspect of performance for the City of Knox and was somewhat (2pts) higher than the long-term average satisfaction since 2024 of 6.9 out of 10 or “good”.

By way of comparison, this result was somewhat (2pts) lower than the metropolitan average of 7.3 out of 10 or “very good”.

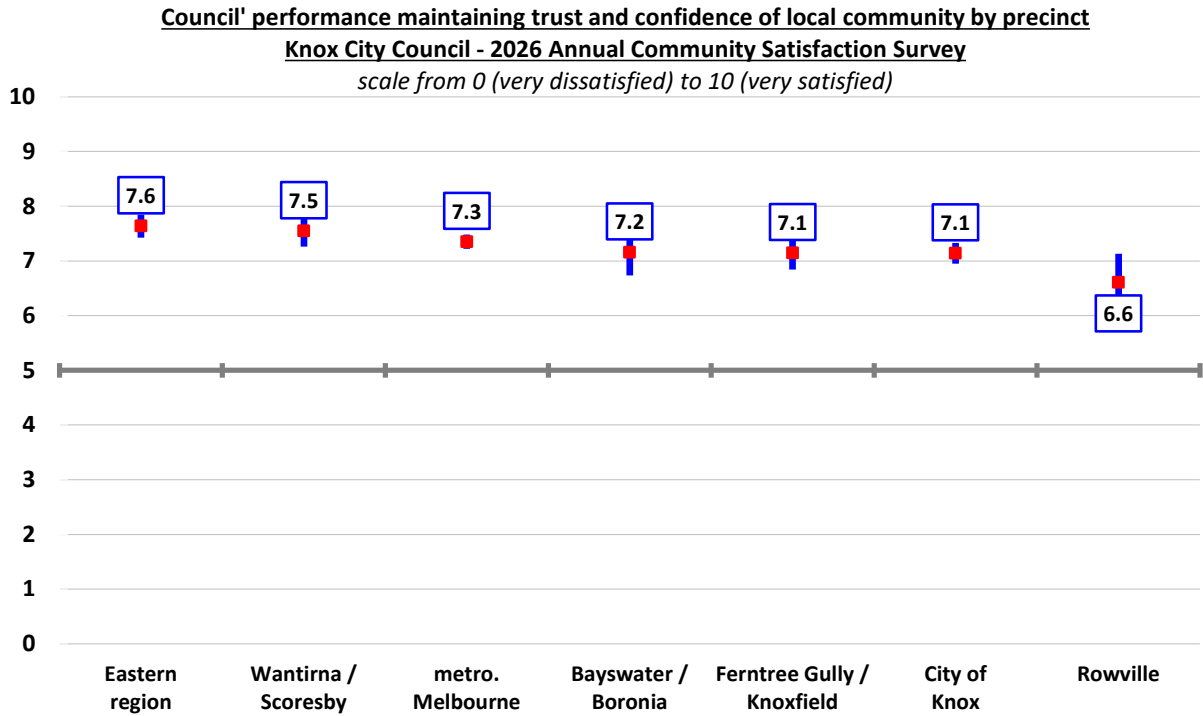
This result comprised 48% (up from 34%) “very satisfied” and six percent (down from 10%) “dissatisfied” respondents.



There was measurable variation in this result observed across the municipality, with respondents from Wantirna / Scoresby measurably (4pts) more satisfied than average, and at a “very good” level.

By contrast, respondents from Rowville were notably (5pts) less satisfied than average, although still at a “good” level.

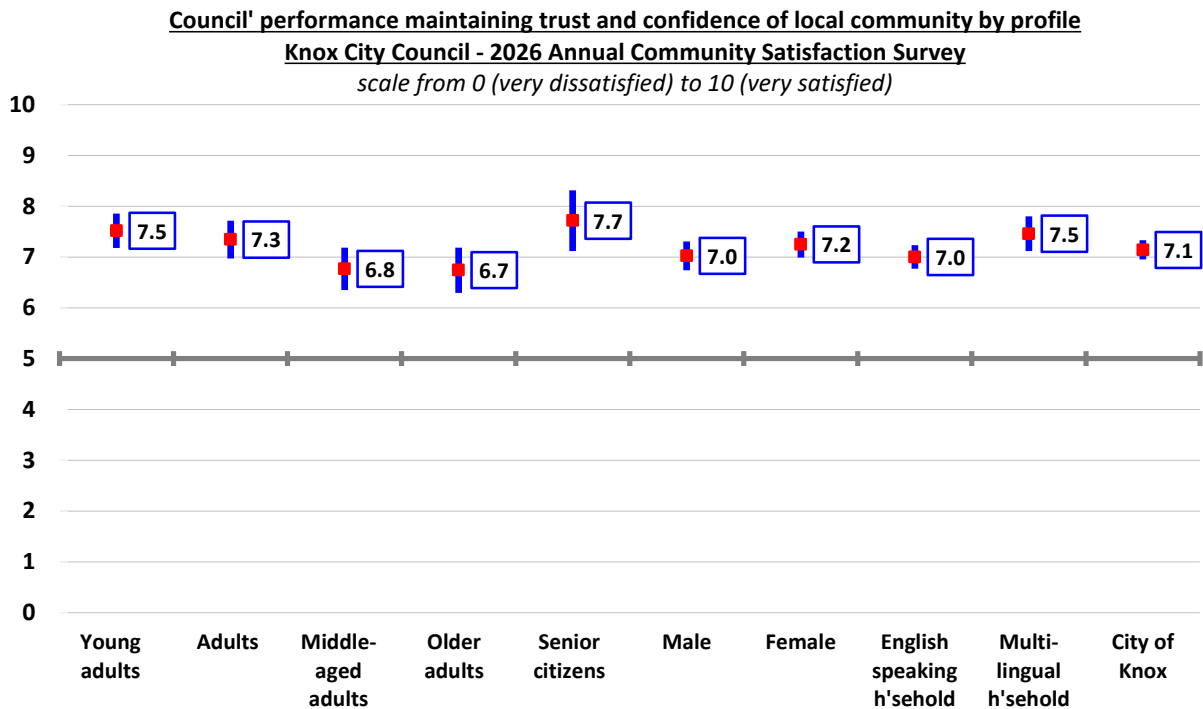




While there was no measurable variation in this result observed by respondent profile, young adults (aged 18 to 34 years) and senior citizens (aged 75 years and over) were notably (4pts and 6pts respectively) more satisfied than average and at “very good” levels.

By contrast, older adults (aged 60 to 74 years) were notably (4pts) less satisfied than average.

Respondents from multilingual households were notably (5pts) more satisfied than respondents from English speaking households, and at a “very good” level.



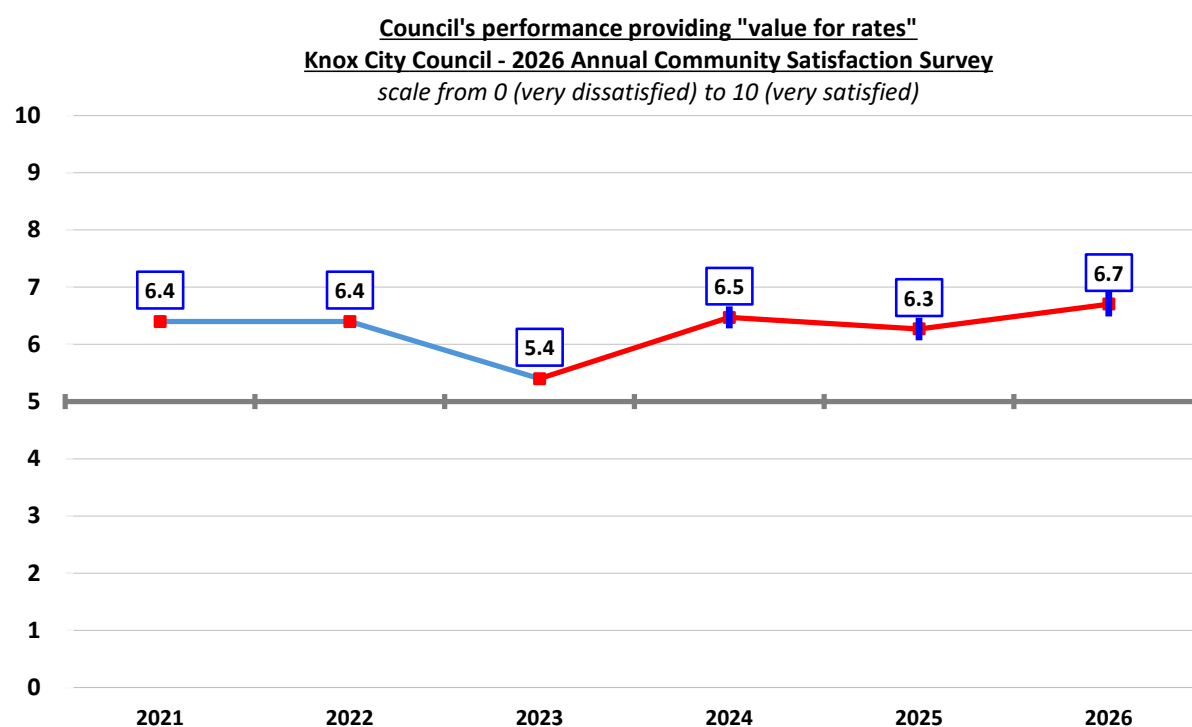
Providing “value for rates”

Satisfaction with the performance of Council providing value for rates increased measurably this year, up four percentage points to 7.1 out of 10, although it remained at a “good” level.

This was the highest satisfaction score recorded for this aspect of performance for the City of Knox and was measurably (4pts) higher than the long-term average satisfaction since 2021 of 6.3 out of 10 or “solid”.

By way of comparison, this result was notably (3pts) lower than the metropolitan average of 7.0 out of 10 or “good”.

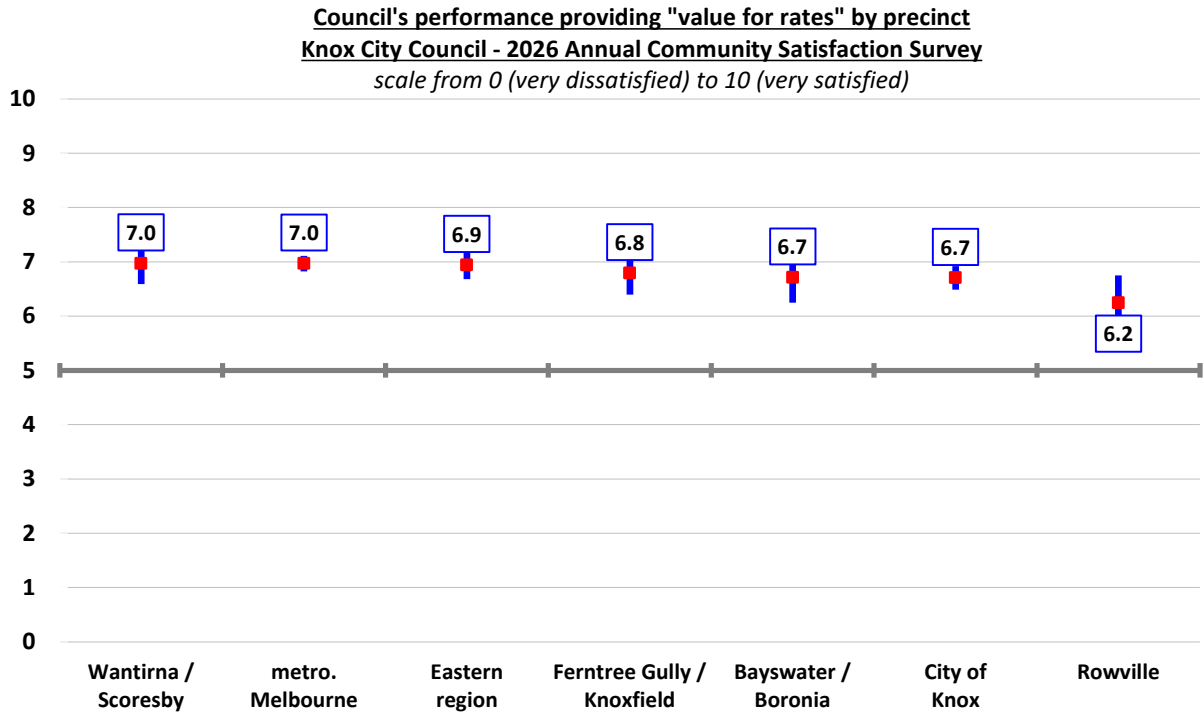
This result comprised 42% (up from 27%) “very satisfied” and 12% (down from 14%) “dissatisfied” respondents.



While there was no measurable variation in this result observed across the municipality, respondents from Wantirna / Scoresby were somewhat (3pts) more satisfied than average, although still at a “good” level.

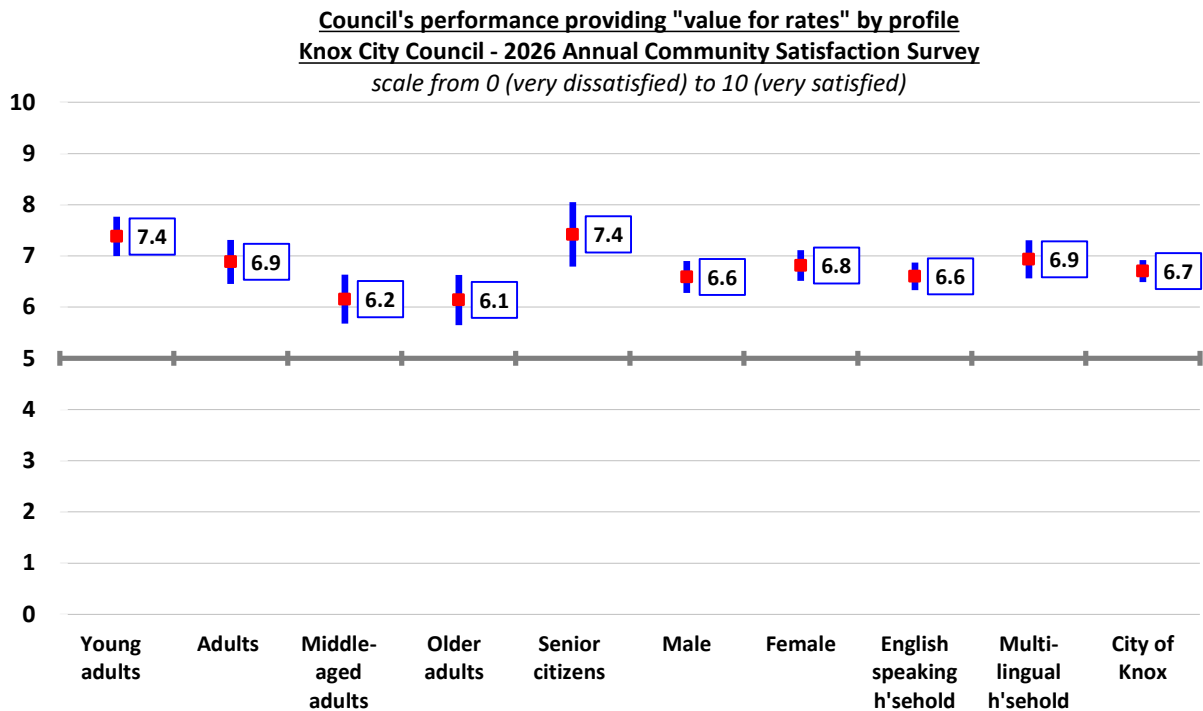
By contrast, respondents from Rowville were notably (5pts) less satisfied than average, and at a “solid” rather than a “good” level.





There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (7pts) and senior citizens (aged 75 years and over) notably (7pts) more satisfied than average and at “very good” levels. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (5pts and 6pts respectively) less satisfied than average, and at “solid” rather than “good” levels.

Respondents from multilingual households were somewhat (3pts) more satisfied than respondents from English speaking households, although still at a “good” level.



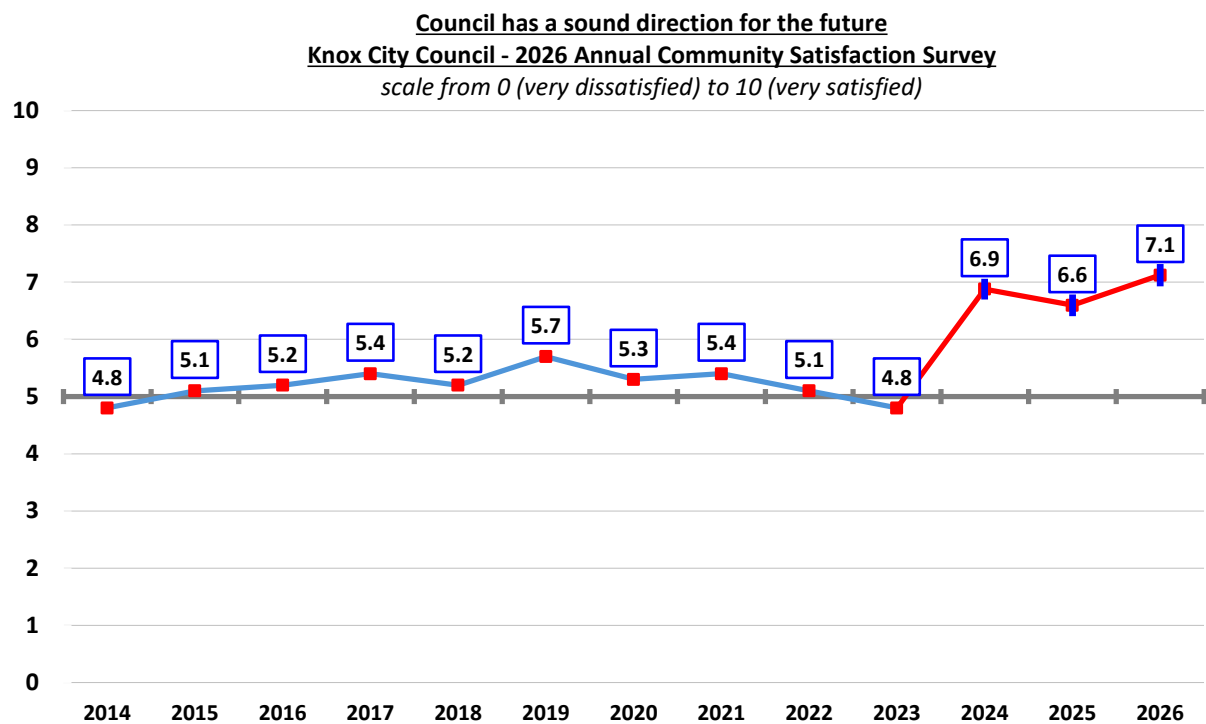
Council has a sound direction for the future

Satisfaction that Council has a sound direction for the future increased measurably this year, up five percentage points to 7.1 out of 10, although it remained at a “good” level.

This was the highest satisfaction with this aspect of performance recorded for the City of Knox and was measurably (15pts or 27%) higher than the long-term average since 2014 of 5.6 out of 10, or “poor”.

By way of comparison, this result was somewhat (2pts) lower than the metropolitan average of 7.3 out of 10 or “very good”.

This result comprised 47% (up from 32%) “very satisfied” and seven percent (down from 11%) “dissatisfied” respondents.

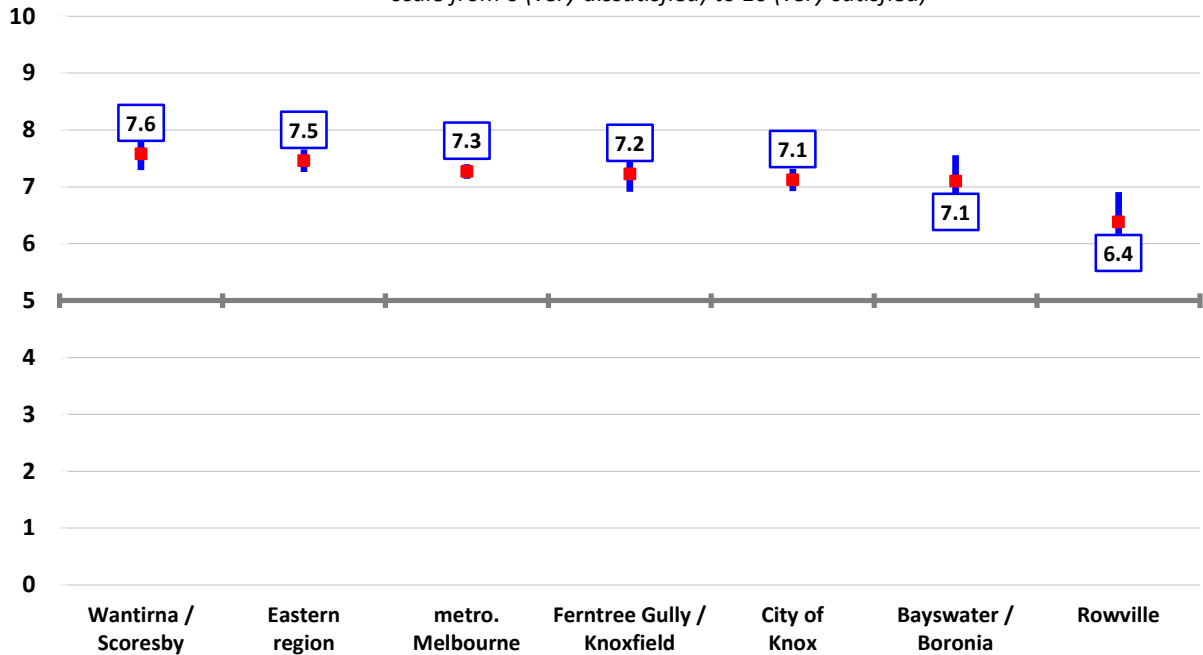


There was measurable variation in this result observed across the municipality, with respondents from Wantirna / Scoresby measurably (5pts) more satisfied than average, and at a “very good” level.

By contrast, respondents from Rowville were measurably (7pts) less satisfied than average, and at a “solid” rather than a “good” level.



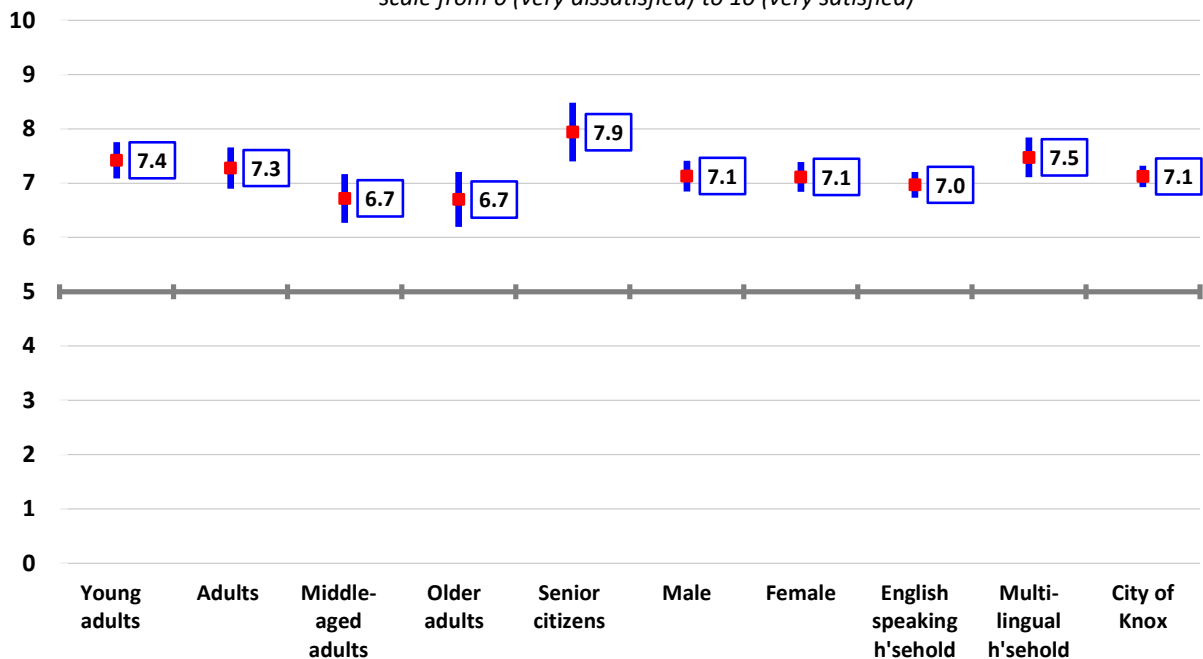
Council has a sound direction for the future by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably (8pts) more satisfied than average and at an “excellent” level. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (4pts) less satisfied than average, although still at “good” levels.

Respondents from multilingual households were notably (5pts) more satisfied than respondents from English speaking households, and at a “very good” level.

Council has a sound direction for the future by profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



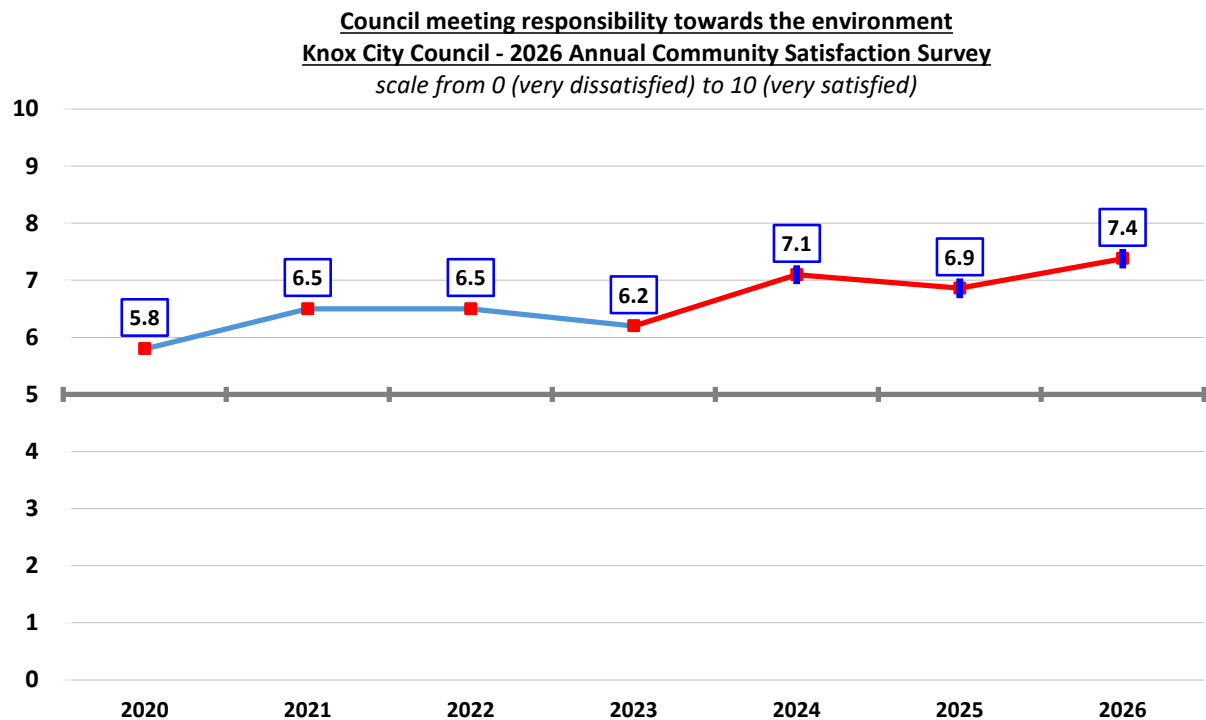
Meeting environmental responsibilities

Satisfaction with Council’s performance meeting its responsibilities towards the environment increased measurably this year, up five percentage points to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This was the highest satisfaction with this aspect of performance recorded for the City of Knox and was measurably (8pts or 12%) higher than the long-term average since 2014 of 6.6 out of 10, or “good”.

By way of comparison, this result was measurably (3pts) lower than the metropolitan average of 7.7 out of 10 or “very good”.

This result comprised 53% (up from 36%) “very satisfied” and five percent (down from 7%) “dissatisfied” respondents.

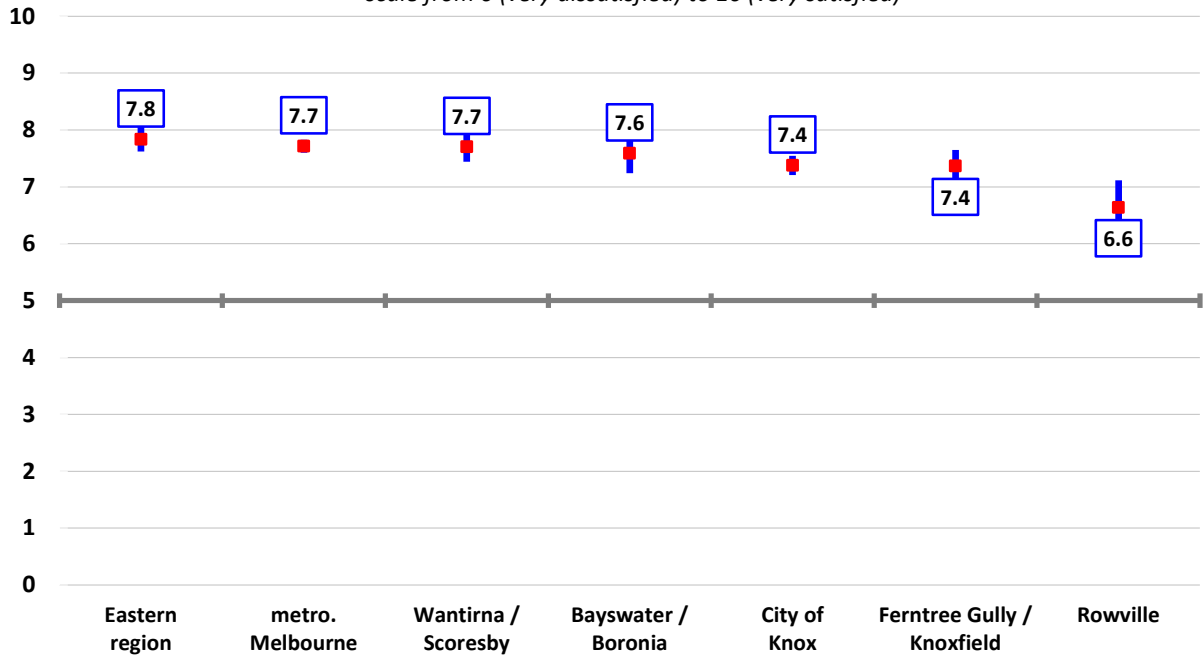


There was measurable variation in this result observed across the municipality, with respondents from Wantirna / Scoresby somewhat (3pts) more satisfied than average, although still at a “very good” level.

By contrast, respondents from Rowville were measurably (8pts) less satisfied than average, and at a “good” down from a “very good” level.



Council meeting its responsibilities towards the environment by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in this result observed by respondent profile, with senior citizens (aged 75 years and over) measurably (7pts) more satisfied than average and at an “excellent” level. By contrast, middle-aged and older adults (aged 45 to 74 years) were notably (4pts) less satisfied than average, and at “good” rather than “very good” levels.

Respondents from multilingual households were notably (4pts) more satisfied than respondents from English speaking households, although still at a “very good” level.

Council meeting its responsibilities towards the environment by profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Contact with Council

Contact with Council in the past 12 months

Respondents were asked:

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

In 2026, one-quarter (25% down from 31%) of respondents who provided a response to this question reported that they had contacted Council in the last 12 months.

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

The metropolitan average proportion of respondents who contacted Council from 2010 to 2026 was 34%, as recorded in *Governing Melbourne*. The post-pandemic (2023 to 2026) average proportion was just 23%.

Contacted Council in the past 12 months
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Response | 2026 | | 2025 | 2024 |
|--------------|------------|-------------|------------|------------|
| | Number | Percent | | |
| Yes | 125 | 25% | 31% | 25% |
| No | 374 | 75% | 69% | 75% |
| Not stated | 2 | | 9 | 1 |
| Total | 501 | 100% | 500 | 500 |

Reasons for contacting Council

Respondents who had contacted Council were asked:

“If Yes, why did you contact Council?”

The 125 respondents who reported that they had contacted Council in the last 12 months were asked the reason why they contacted Council.

This question was not asked to provide a reliable estimate of the reasons for residents contacting Council, as Council will have more information on this available from other sources.

This question was included to allow for some examination of satisfaction with aspects of customer service by the reasons for contacting Council.



This reflects the fact that the reason why an individual needs to contact Council can have a significant influence on their outcome with the customer service experience, particularly, but not limited to the final outcome of the interaction.

These responses have been broadly categorised as outlined in the following table, with the most common reasons being for rubbish and waste issues including recycling and hard rubbish.

Almost half (45% up from 21%) of the respondents who contacted Council in the last 12 months did so for rubbish and waste issues.

Other reasons for contacting Council included parking (11% up from 2%), animal / pest management (8%), and tree maintenance and related issues (8% down from 14%).

Reasons for contacting Council in the past 12 months
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

| Reason | 2026 | | 2025 |
|--|------------|-------------|------------|
| | Number | Percent | |
| Waste incl. rubbish, recycling and hard rubbish | 53 | 45% | 21% |
| Parking | 13 | 11% | 2% |
| Animal / pest management | 10 | 8% | 5% |
| Trees maintenance | 10 | 8% | 14% |
| Rates / fees / charges | 7 | 6% | 3% |
| Planning and development | 5 | 4% | 3% |
| Footpath maintenance and repairs | 4 | 3% | 3% |
| Drains / flooding | 3 | 3% | 3% |
| Parks, gardens and vegetation | 3 | 3% | 2% |
| Neighbour issues | 2 | 2% | 2% |
| Illegally dumped rubbish / cars / trolleys | 1 | 1% | 1% |
| Maintenance and upkeep of facilities and infrastructure | 1 | 1% | 1% |
| Nature strip issues | 1 | 1% | 1% |
| Roads / traffic | 1 | 1% | 2% |
| Safety, policing and crime | 1 | 1% | 1% |
| Services and facilities for elderly / people with disability | 1 | 1% | 3% |
| Registration activities | 0 | 0% | 20% |
| Green waste collection / compost bins | 0 | 0% | 5% |
| Other | 2 | 2% | 10% |
| Reason not stated | 7 | | 6 |
| Total | 125 | 100% | 153 |



Forms of contact

Respondents who had contacted Council were asked:

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

Consistent with the results recorded last year, the most common methods by which respondents last contacted Council were by telephone during office hours (48%), visiting the website (26% up from 20%), and by email (15%).

Metropolis Research notes that the proportion of respondents who reported that they last visited Council in person declined again this year, down from 15% in 2024 to just six percent.

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

Form of last contact with Council
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

| Response | 2026 | | 2025 | 2024 |
|--|------------|-------------|------------|------------|
| | Number | Percent | | |
| Telephone (<i>during office hours</i>) | 60 | 48% | 50% | 49% |
| Website | 32 | 26% | 20% | 19% |
| Email | 19 | 15% | 16% | 17% |
| Visit in person | 8 | 6% | 10% | 15% |
| Mail | 3 | 2% | 1% | 0% |
| Telephone (<i>after hours service</i>) | 1 | 1% | 1% | 0% |
| Social media (<i>e.g. Facebook</i>) | 0 | 0% | 1% | 0% |
| Directly with a Councilor | 0 | 0% | 0% | 0% |
| Live chat | 0 | 0% | 1% | 0% |
| Other | 1 | 1% | 1% | 1% |
| Not stated | 1 | | 0 | 2 |
| Total | 125 | 100% | 153 | 126 |

Preferred method of contacting Council

Respondents who had contacted Council were asked:

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

The overwhelming majority (95%) of respondents who contacted Council in the last 12 months reported that the method by which they made contact was their preferred method.



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

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

Preferred method of contacting Council
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents contacting Council providing a response)

| Response | 2026 | | 2025 |
|-------------------------------------|------------|-------------|------------|
| | Number | Percent | |
| Yes | 118 | 95% | 95% |
| No | 6 | 5% | 5% |
| <i>preferred to telephone</i> | 4 | | 5 |
| <i>preferred to email</i> | 0 | | 2 |
| <i>preferred to use the website</i> | 0 | | 1 |
| <i>preferred method not stated</i> | 2 | | 0 |
| Not stated | 1 | | 1 |
| Total | 125 | 100% | 153 |

Satisfaction with Council’s customer service

Respondents who had contacted Council were asked:

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

The 125 respondents who had contacted Council in the last 12 months were asked to rate their satisfaction with four aspects of customer service (including overall satisfaction with the customer service experience).

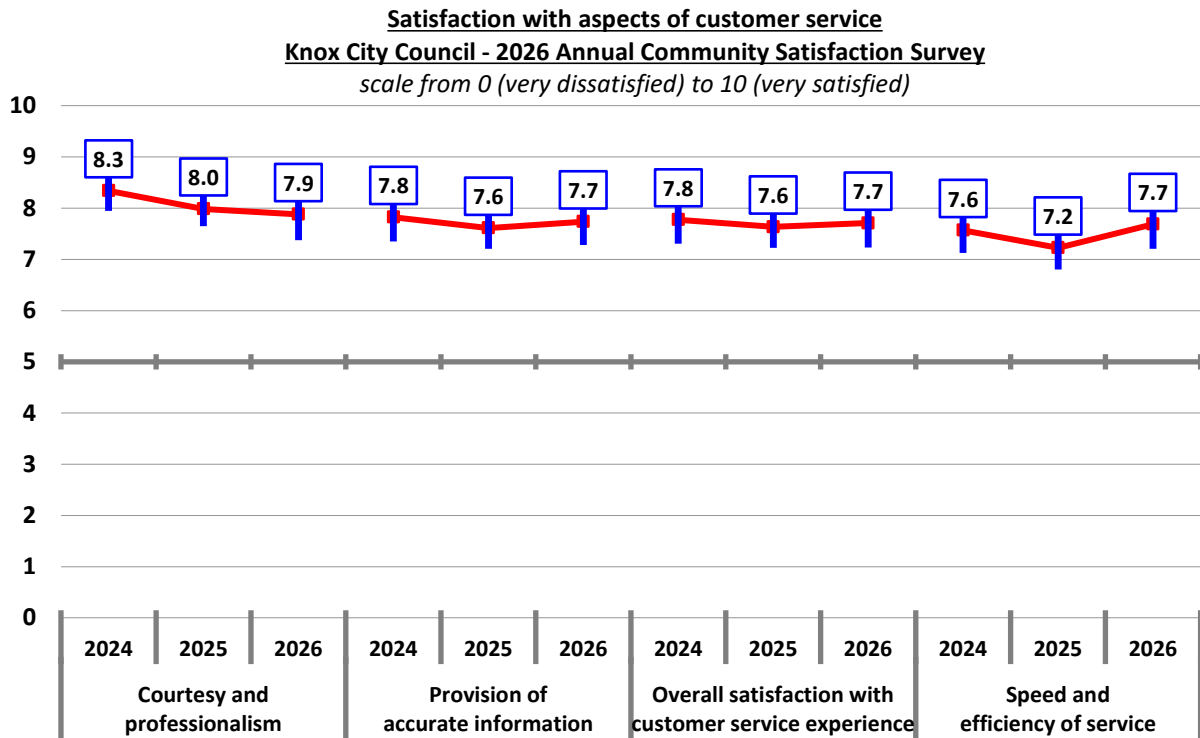
The average satisfaction with customer service increased somewhat this year, up by two percentage points from 7.6 to 7.8 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This included an increase in satisfaction with provision of information, overall experience, and speed and efficiency of service (up 5pts).

There was a marginal (1pt) decline in satisfaction with staff courtesy and professionalism, although satisfaction remained at an “excellent” level of 7.9 out of 10.

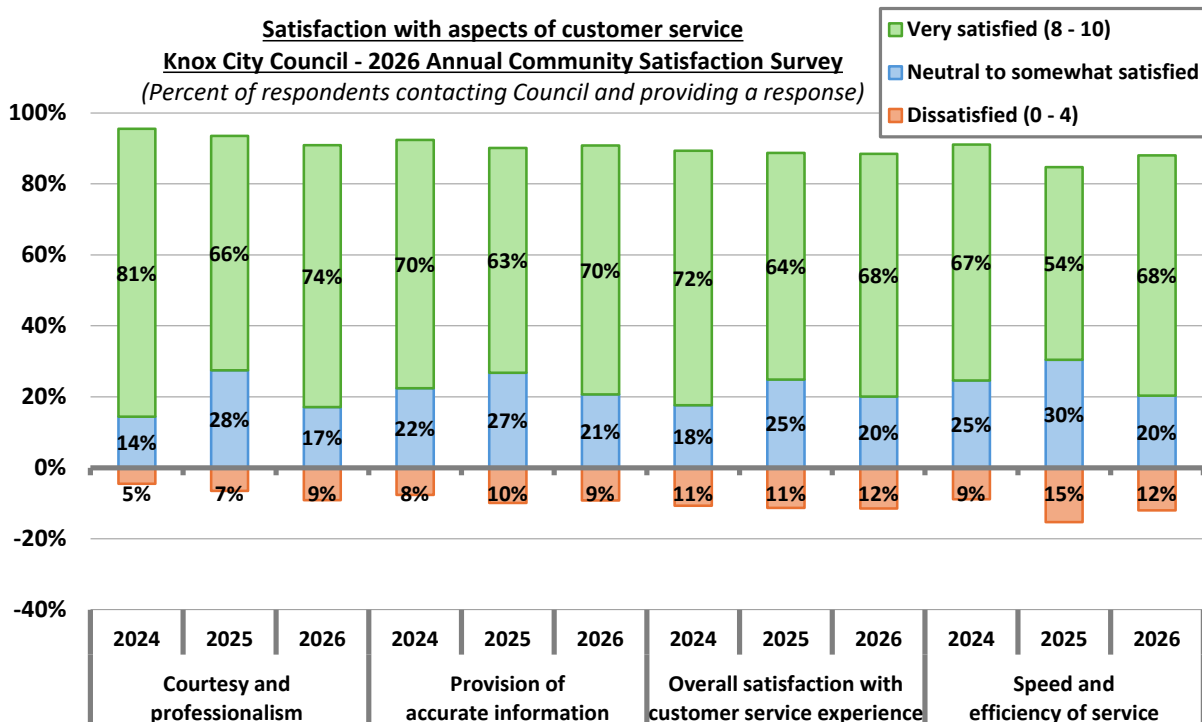
Metropolis Research notes, however, the relatively small sample size of 125 respondents, which will tend to result in larger variations in average satisfaction from year to year.





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

There was an increase in the proportion of respondents “very satisfied” with all four aspects of customer service, with the largest increase recorded for the speed and efficiency of service (up 12pts to 68%).

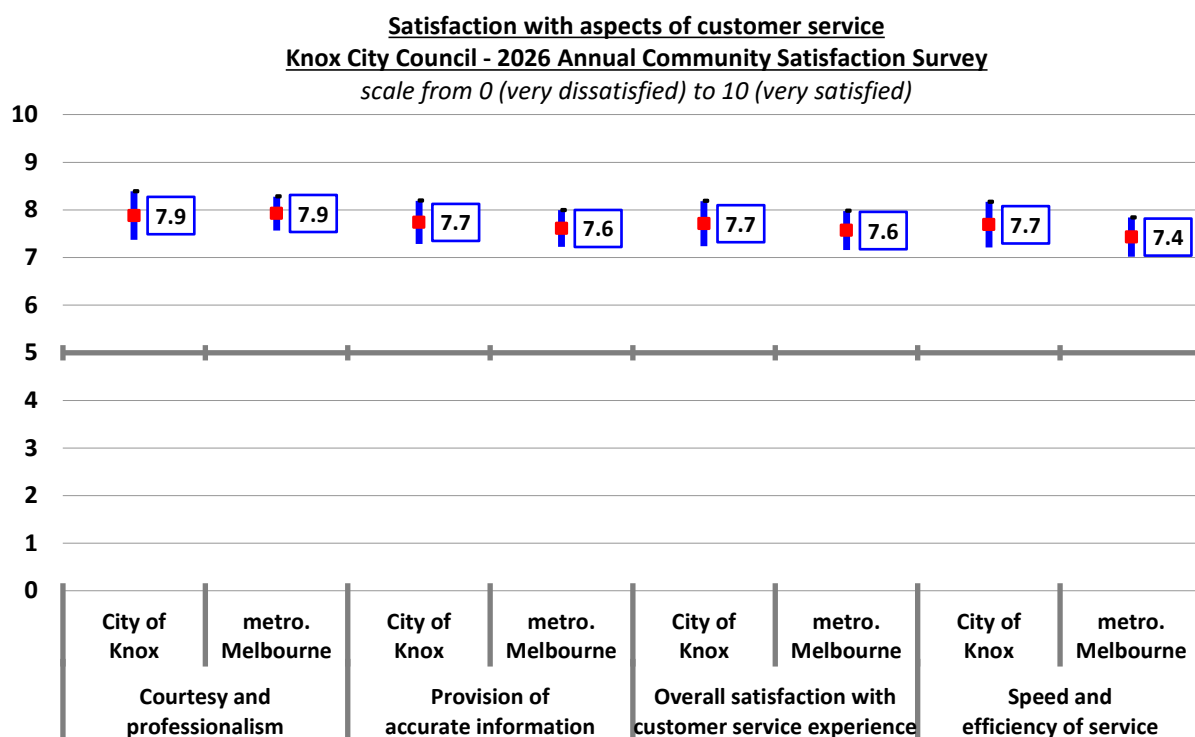


There was a small decline this year in the proportion of respondents “dissatisfied” with speed and efficiency of service, down from 15% last year to 12% this year.

The following graph provides a comparison of satisfaction with these four aspects of customer service against the metropolitan average, as recorded in the 2026 *Governing Melbourne* research. *Governing Melbourne* was conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.

Satisfaction with each of the four aspects of customer service for the City of Knox was at or above the metropolitan average, with the satisfaction with the speed and efficiency of service three percentage points higher at 7.7 out of 10.

It is important to bear in mind the relatively small sample size for these comparison results, including 125 respondents from the City of Knox and 157 respondents from metropolitan Melbourne.



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

It is important to bear in mind the extremely small sample size for some of these methods of contact, including 19 respondents who emailed Council and just eight who visited in person.

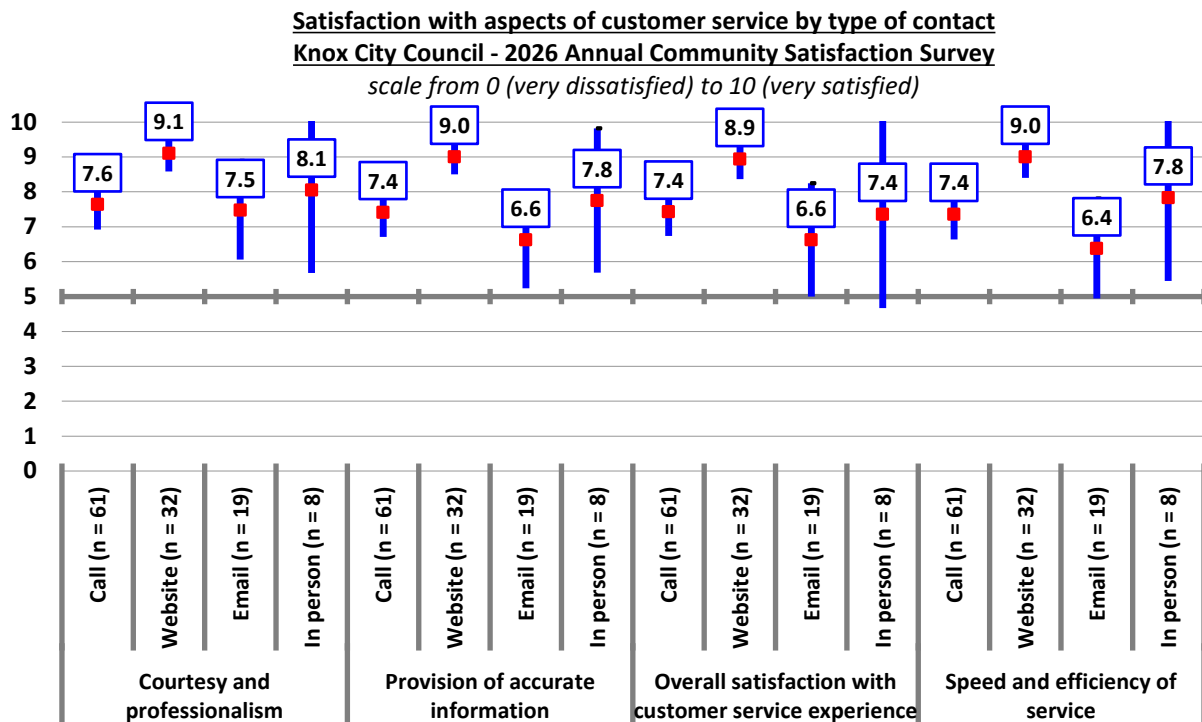
Whilst there was no statistically significant variation in these results observed by method of contact, it is noted that respondents who contacted Council via the website were more satisfied with each aspect than other respondents.



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

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

This appears to be the case for the City of Knox again this year, with the 19 respondents who emailed Council reporting the lowest average satisfaction with all four aspects, including overall satisfaction with the customer service experience.



Overall satisfaction with customer service experience

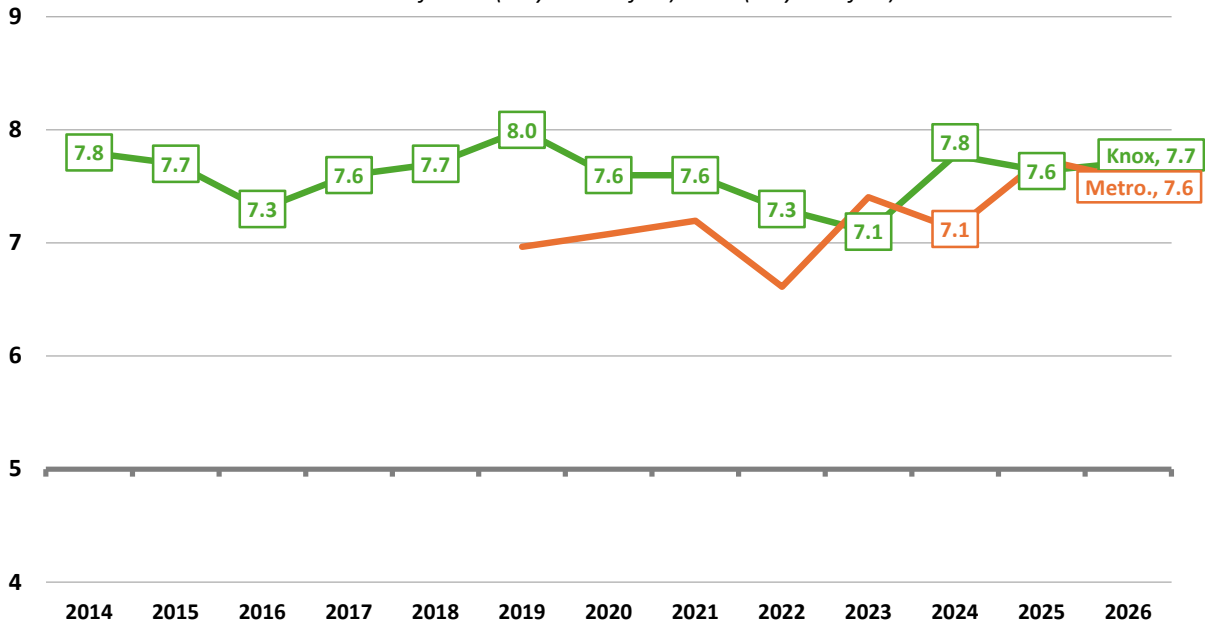
Overall satisfaction with the customer service experience remained essentially stable this year, up one percentage point to 7.7 out of 10.

This was a “very good”, level of satisfaction, and was marginally (1pt) higher than the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.

This result was almost identical (1pt higher) to the long-term average satisfaction since 2014 of 7.6 out of 10 or “very good”.



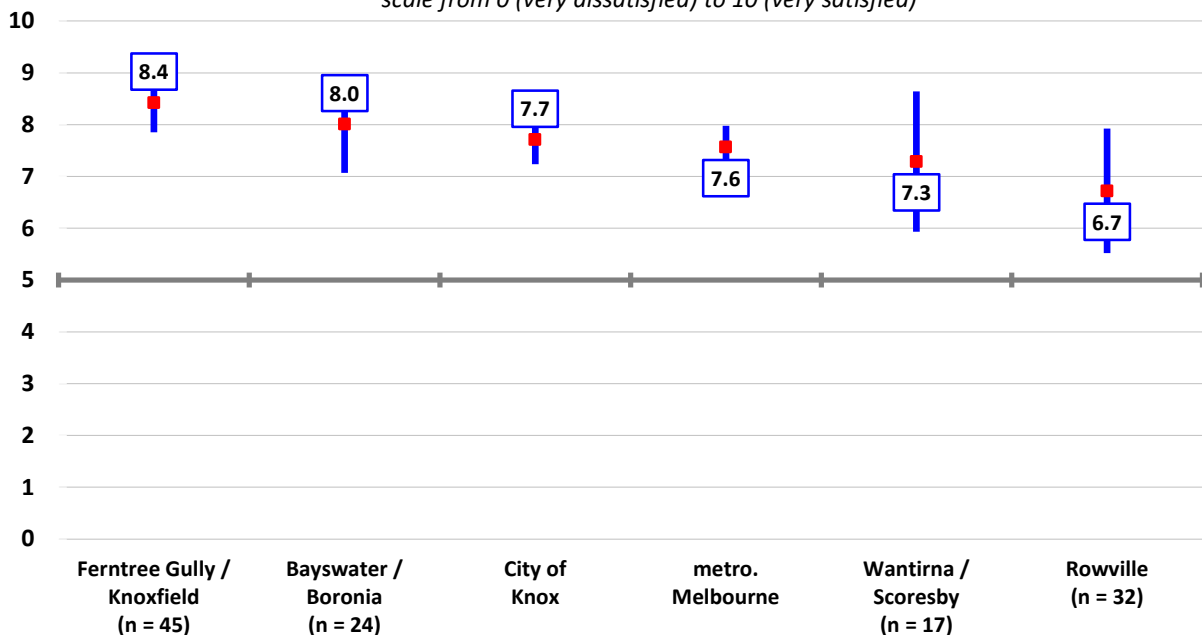
Overall satisfaction with customer service experience
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



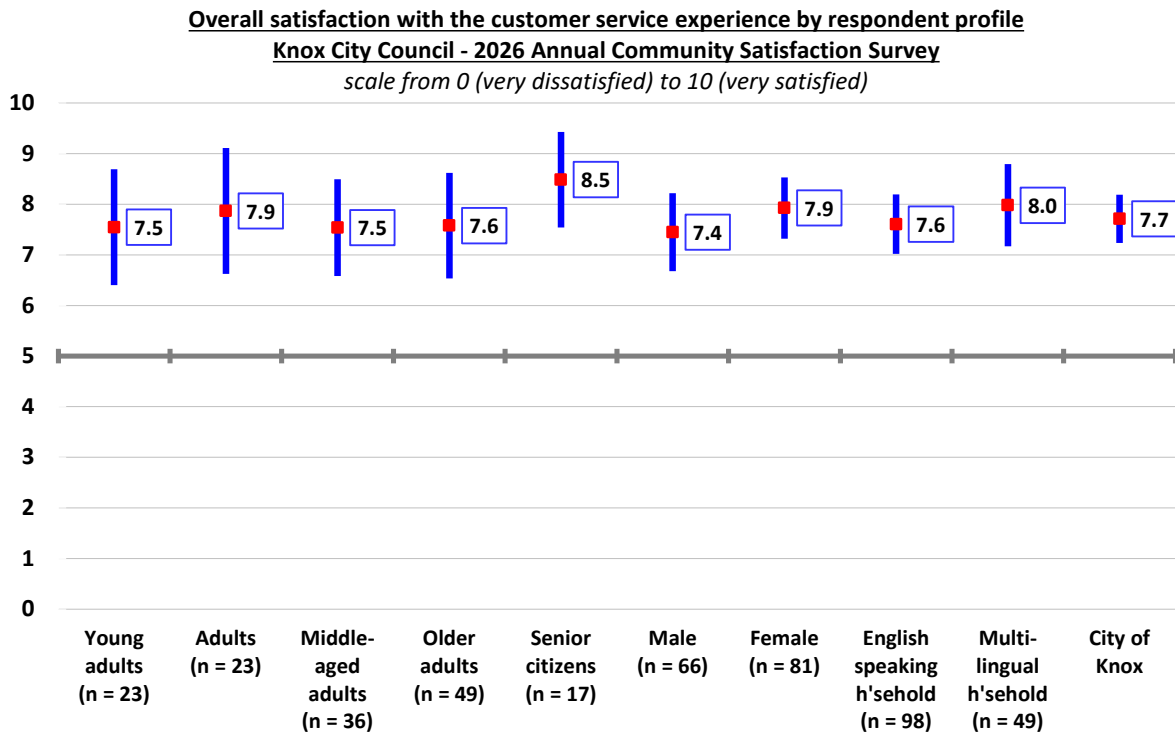
While there was no measurable (statistically significant) variation in overall satisfaction with the customer service experience observed across the municipality, it is noted that 45 respondents from Ferntree Gully / Knoxfield (8.4) and 24 respondents from Bayswater / Boronia (8.0) rated satisfaction at “excellent” levels.

By contrast, the 32 respondents from Rowville who contacted Council in the last 12 months rated satisfaction notably (10pts) lower than the municipal average, and at a “good” rather than a “very good” level. This lower level of satisfaction from respondents from Rowville was consistent with all the aspects of [governance and leadership](#), and [overall performance](#).

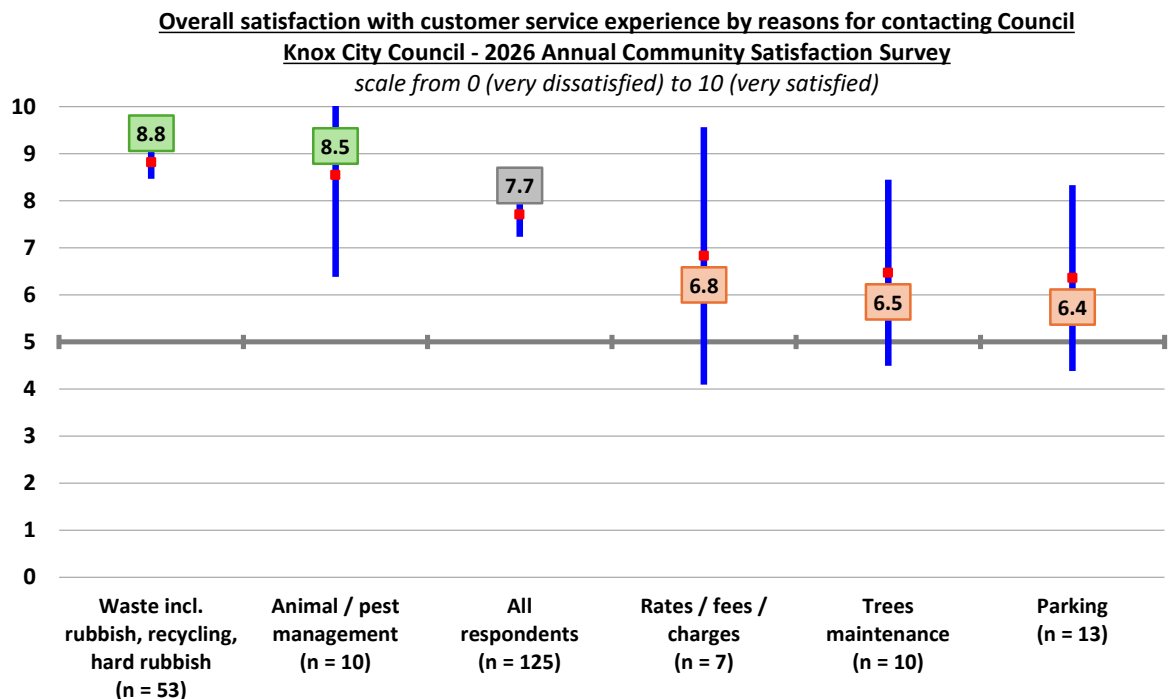
Overall satisfaction with the customer service experience by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



While there was no measurable variation in overall satisfaction with the customer service experience observed by respondent profile, it is noted that senior citizens (aged 75 years and over) were notably (8pts) more satisfied than average, and at an “excellent” level.



While noting the extremely small sample size for this set of results, it is important to note that the 53 respondent who contacted Council in relation to rubbish and waste issues were notably (11pts) more satisfied than the average of all respondents (who contacted Council). Given the prominence of rubbish and waste issues in the City of Knox, this was a very positive result this year.



Planning and housing development

Satisfaction with the appearance and quality of new developments

Respondents were asked:

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

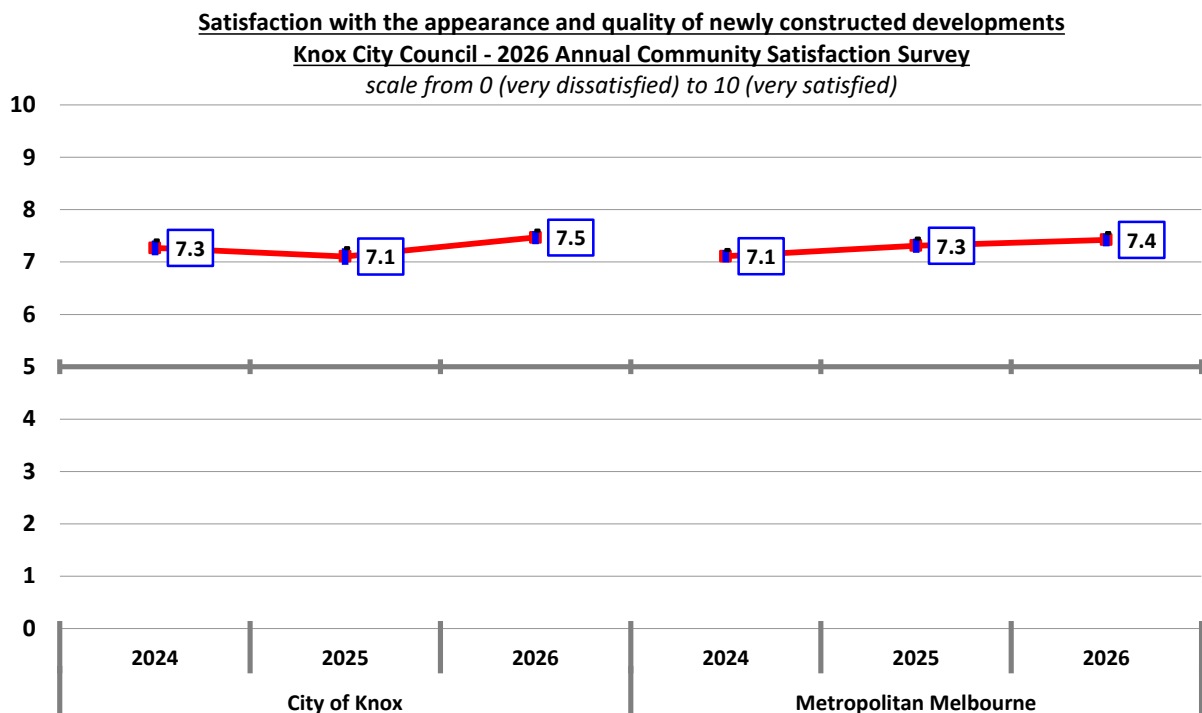
Satisfaction with the appearance and quality of new developments increased measurably this year, up four percentage points (6%) to a record high for the City of Knox of 7.5 out of 10, which was a “very good”, up from a “good” level of satisfaction.

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

By way of comparison, satisfaction with the appearance and quality of new developments was marginally (1pt) higher than the metropolitan average (7.4), but one percentage point lower than the eastern region councils’ average of 7.6, as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026, using the same methodology.

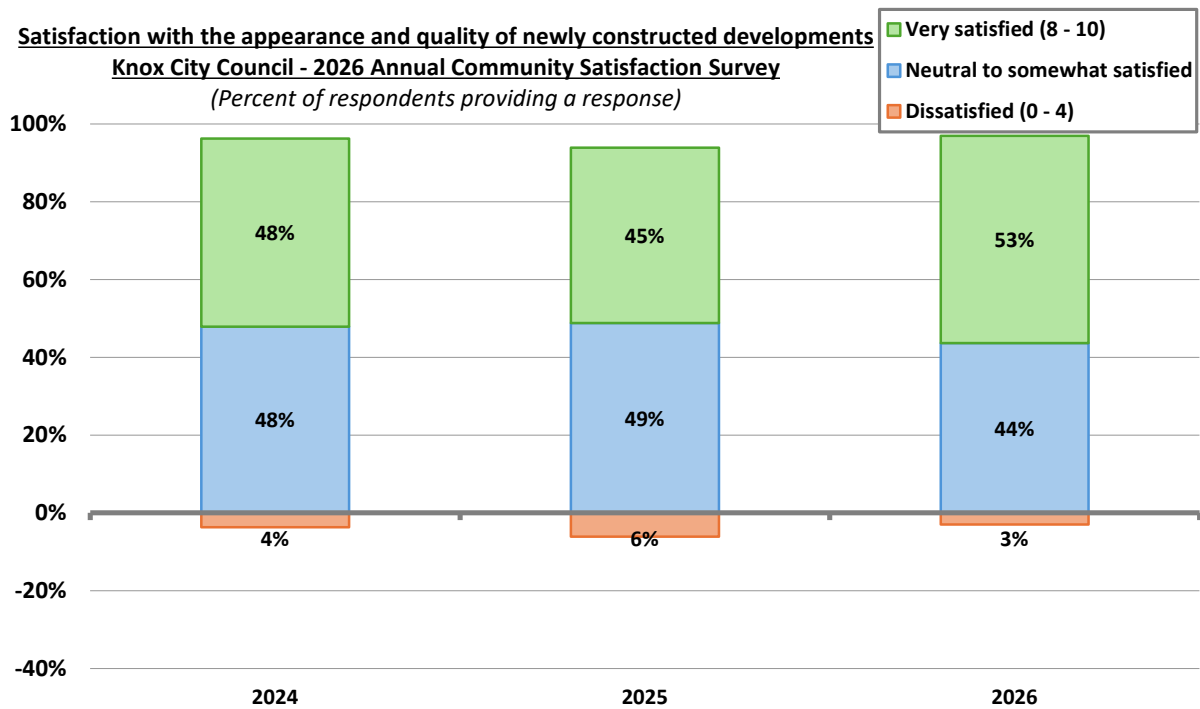
It is noted that just two percent of respondents in the City of Knox nominated building, housing, planning, and development issues as a top three [issue to address](#), which was notably lower than the 2026 metropolitan average of five percent.

These results confirm that the City of Knox community was relatively satisfied with new housing development in the municipality, and that it was not, for most respondents, a significant issue of concern this year.



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

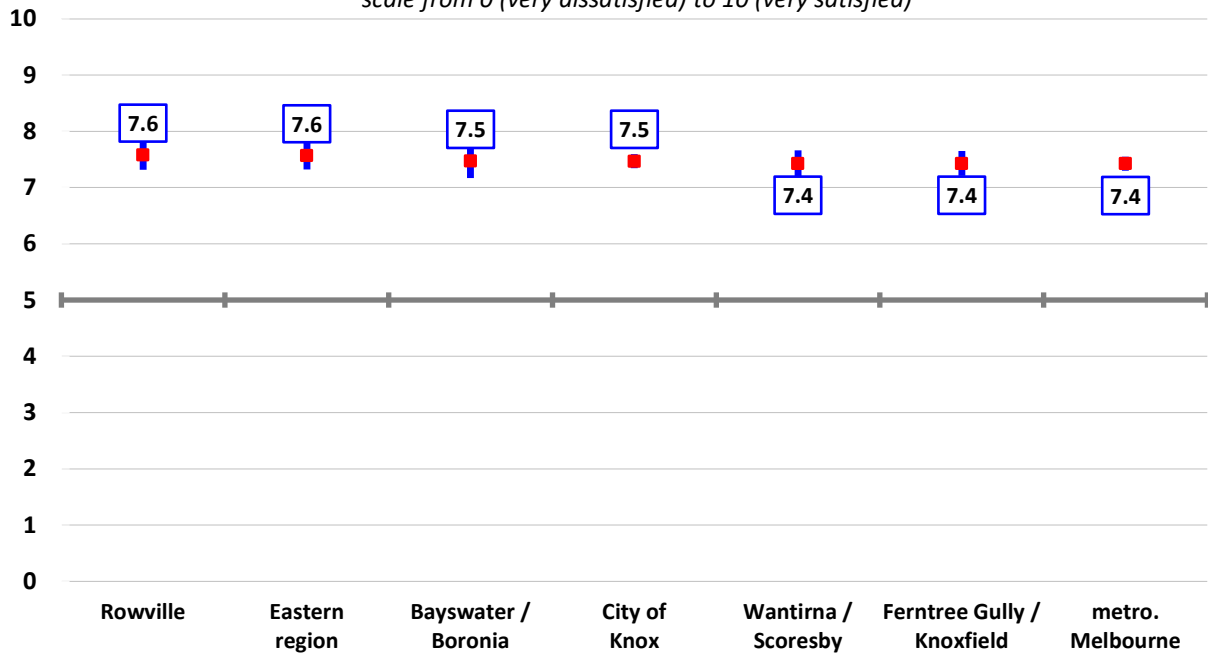
More than half (53% up from 45%) of respondents who provided a score were “very satisfied” with the appearance and quality of new developments, which was a record high for the City of Knox. Just three percent of respondents (down from 6%) were “dissatisfied”.



There was no measurable or notable variation in satisfaction with the appearance and quality of newly constructed developments observed across the municipality, with respondents from all four precincts rating satisfaction at “very good” levels.



Appearance and quality of newly constructed developments by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



There was measurable variation in satisfaction with the appearance and quality of newly constructed developments observed by respondent profile.

Older adults (aged 60 to 74 years) were notably (5pts) less satisfied than average and at a “good” rather than a “very good” level.

Respondents from multilingual households were measurably (3pts) more satisfied than respondents from English speaking households.

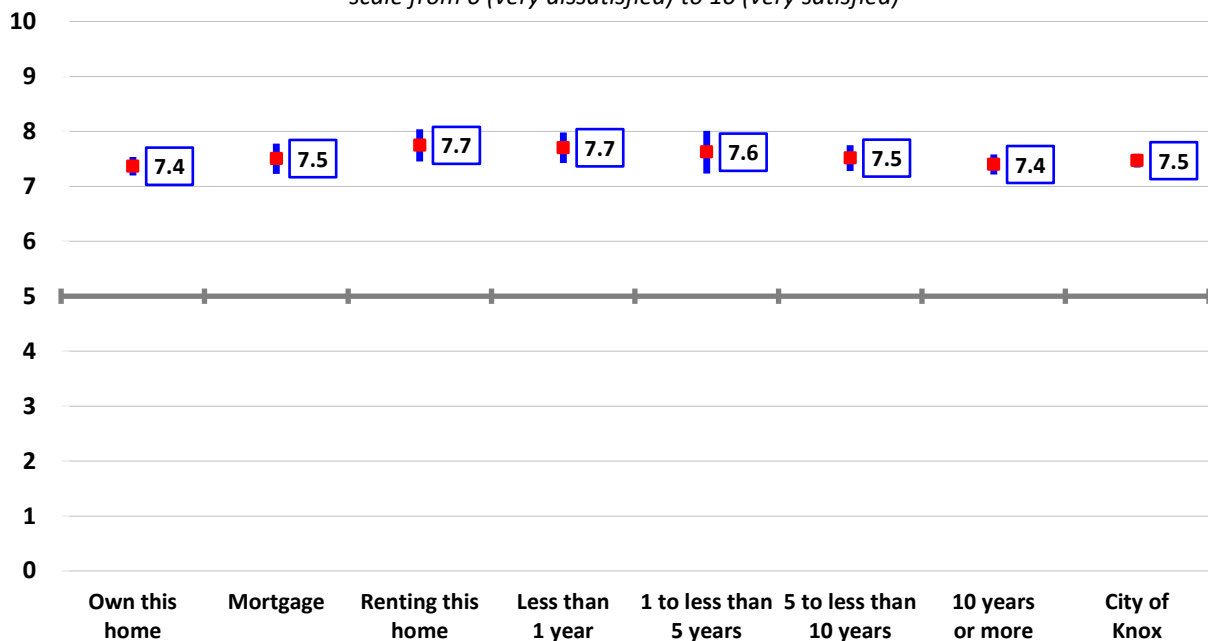
Appearance and quality of newly constructed developments by respondent profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



While there was no measurable variation in this result observed by housing situation or the period of residence in the City of Knoxville, it is noted that respondents from households that owned their home outright were the least satisfied, although still at a “very good” level.

This consistency of satisfaction at “very good” levels by housing situation and period of residence in the municipality is a particularly positive result, reinforcing the lack of significant community concern around housing development in the municipality.

Appearance and quality of newly constructed developments by housing profile
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



Reasons for dissatisfaction with new developments

Reason for dissatisfaction with the appearance and quality of new development
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| It does not look that good | 1 |
| No consistency in design | 1 |
| Poor | 1 |
| Some roads which are redone aren't very good quality of work | 1 |
| There have been developments in the area takes down due to poor quality | 1 |
| There is poor design | 1 |
| They are just not to my taste, don't appeal to me | 1 |
| Ugly buildings | 1 |
| Allowing 2 storied building | 1 |
| I do not want high rise buildings | 1 |



| | |
|---|-----------|
| It is too congested | 1 |
| It is too dense in single spot. This is concerning for safety especially in multi-dwelling sites. | 1 |
| Fires can be more easily spread | 1 |
| No more high-rises | 1 |
| They are too many | 1 |
| Too many houses (too dense) | 1 |
| Too many units. Next door has 12 units on a block that used to have one | 1 |
| Not enough research done before building | 1 |
| The planning system failed the residents | 1 |
| They do not seem to take immediate concerns | 1 |
| They take a long time | 1 |
| No green spaces in new houses nowadays | 1 |
| No yards | 1 |
| Not enough for a garden | 1 |
| Not enough for trees | 1 |
| Not enough gardens | 1 |
| Trees will be a problem | 1 |
| Not big fan of huge unit blocks it creates traffic problems | 1 |
| Parking will be a problem | 1 |
| Not many | 1 |
| Total | 29 |



Planning for population growth

Respondents were read the following preamble:

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

Respondents were then asked:

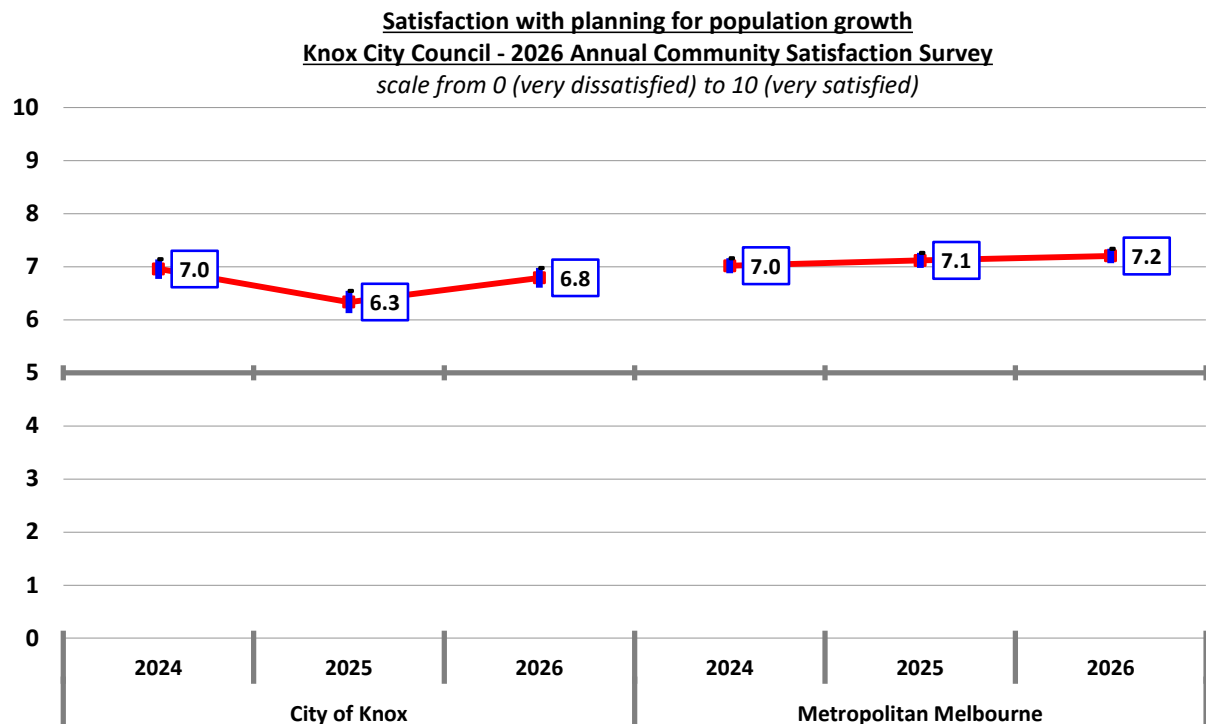
“On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If rated less than 5, what concerns you most about population growth?”

Satisfaction with planning for population growth by all levels of government increased measurably and significantly this year, up five percentage points to 6.6 out of 10.

This was a “good”, up from a “solid” level of satisfaction, although it remained below the high of 7.0 recorded back in 2024.

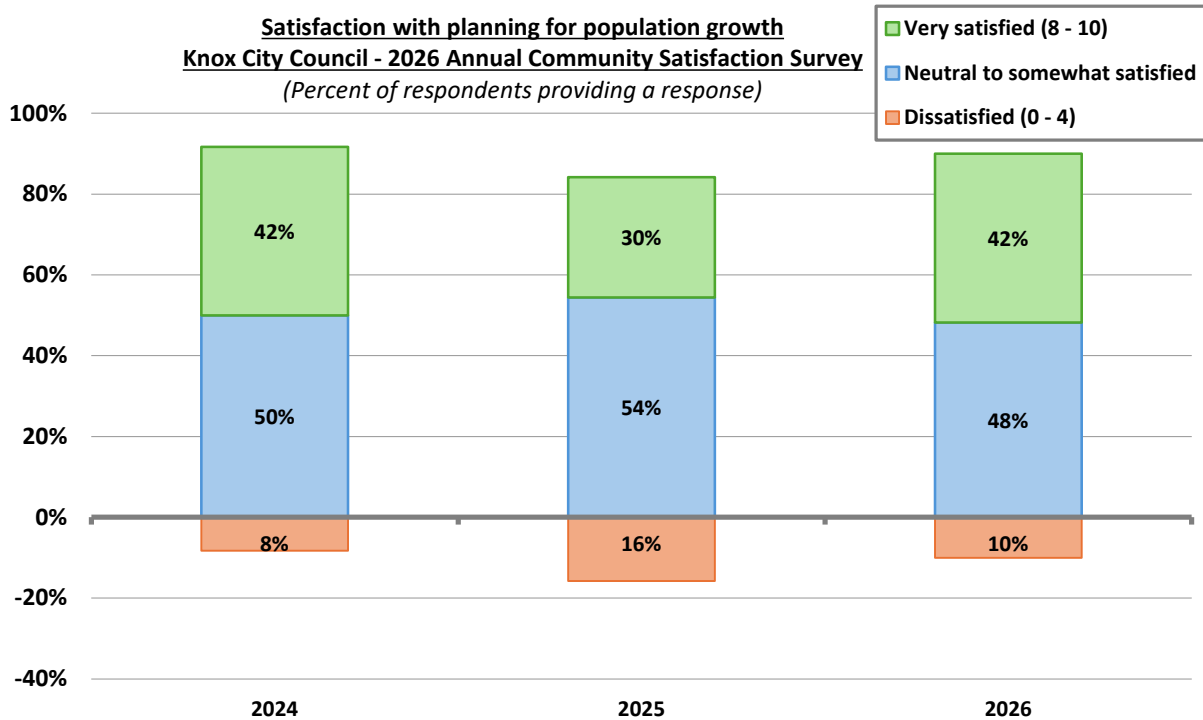
This result was measurably (4pts up from 8pts) lower than the metropolitan average of 7.2 out of 10, or “good”, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same in-person, door-to-door methodology.



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

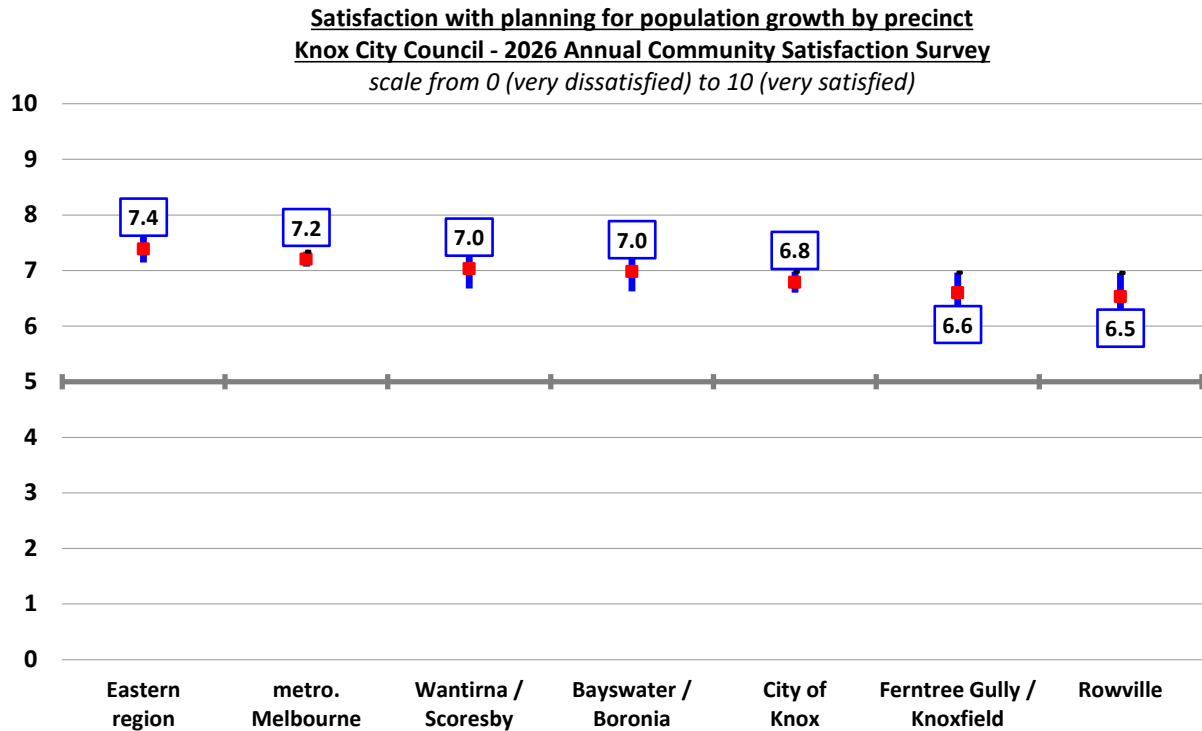
Consistent with the increase in satisfaction, 42% (up from 30%) of respondents were “very satisfied” with planning for population growth, while 10% (down from 16%) were “dissatisfied”.



There was no measurable (statistically significant) variation in satisfaction with planning for population growth by all levels of government observed across the municipality, with respondents from all four precincts rating satisfaction at “good” levels.

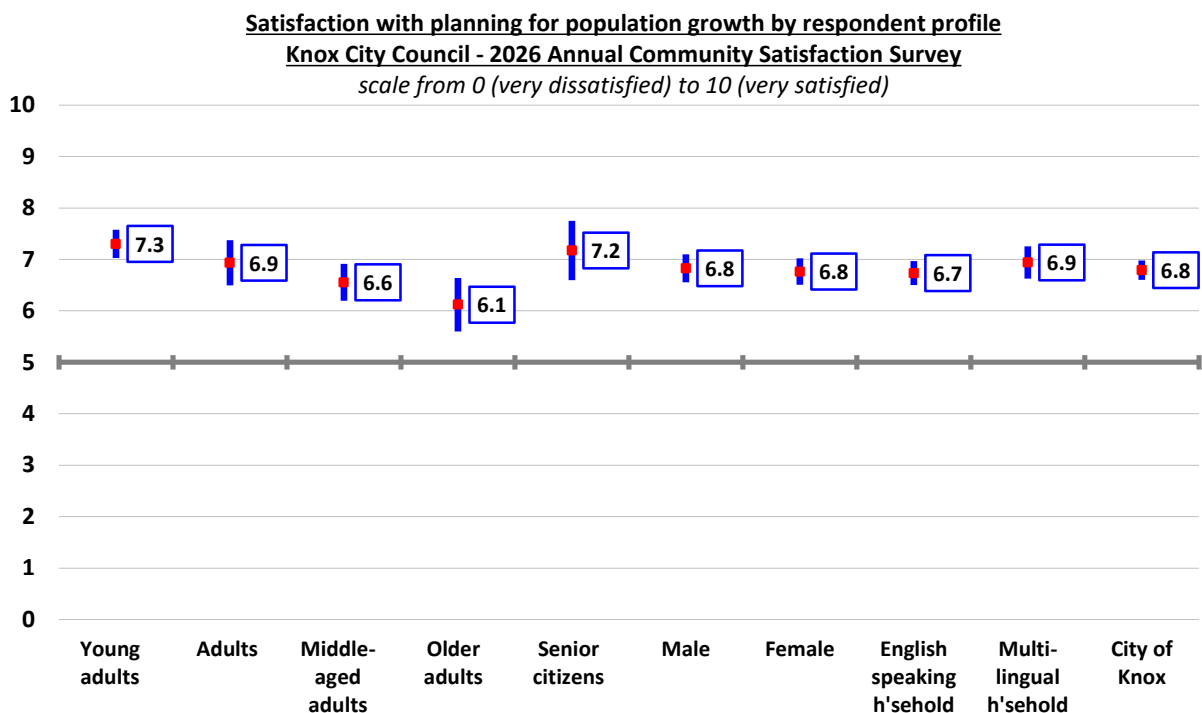
It is noted, however, that consistent with many other measures included in the survey this year, respondents from Rowville were somewhat (3pts) less satisfied than average, although still at a “good” level.



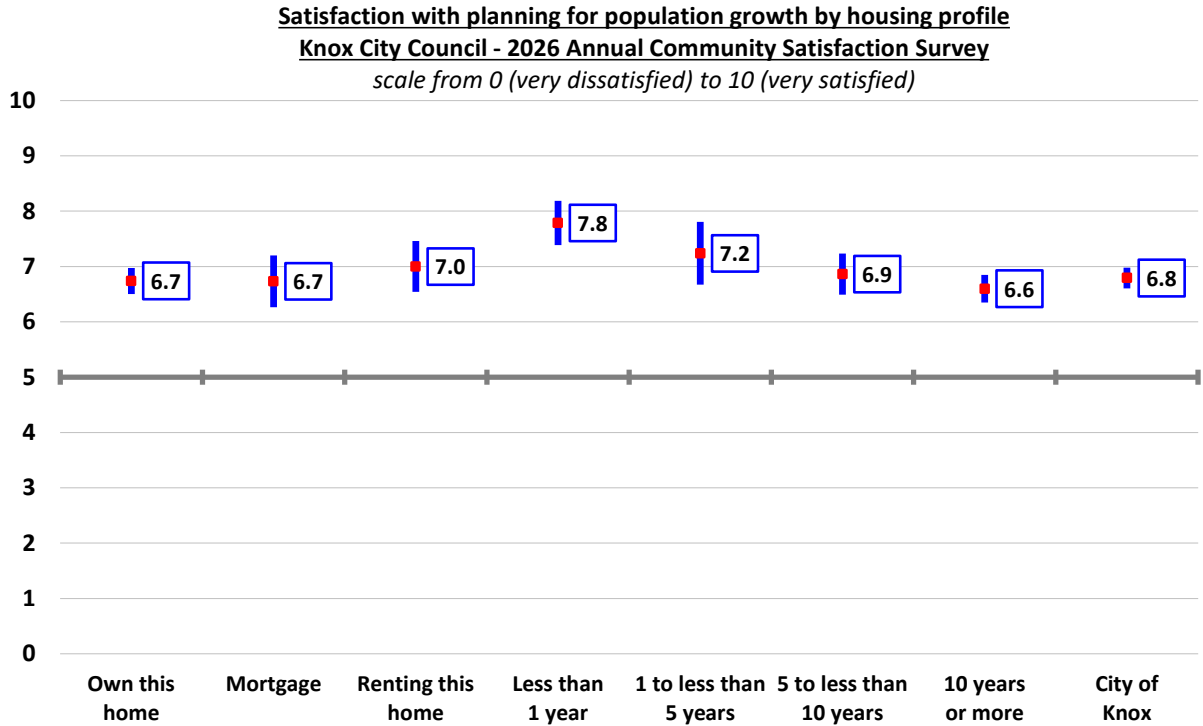


There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (5pts) more satisfied than average and at a “very good” rather than an “excellent” level. Senior citizens (aged 75 years and over) were also notably (4pts) more satisfied than average, although still at a “good” level.

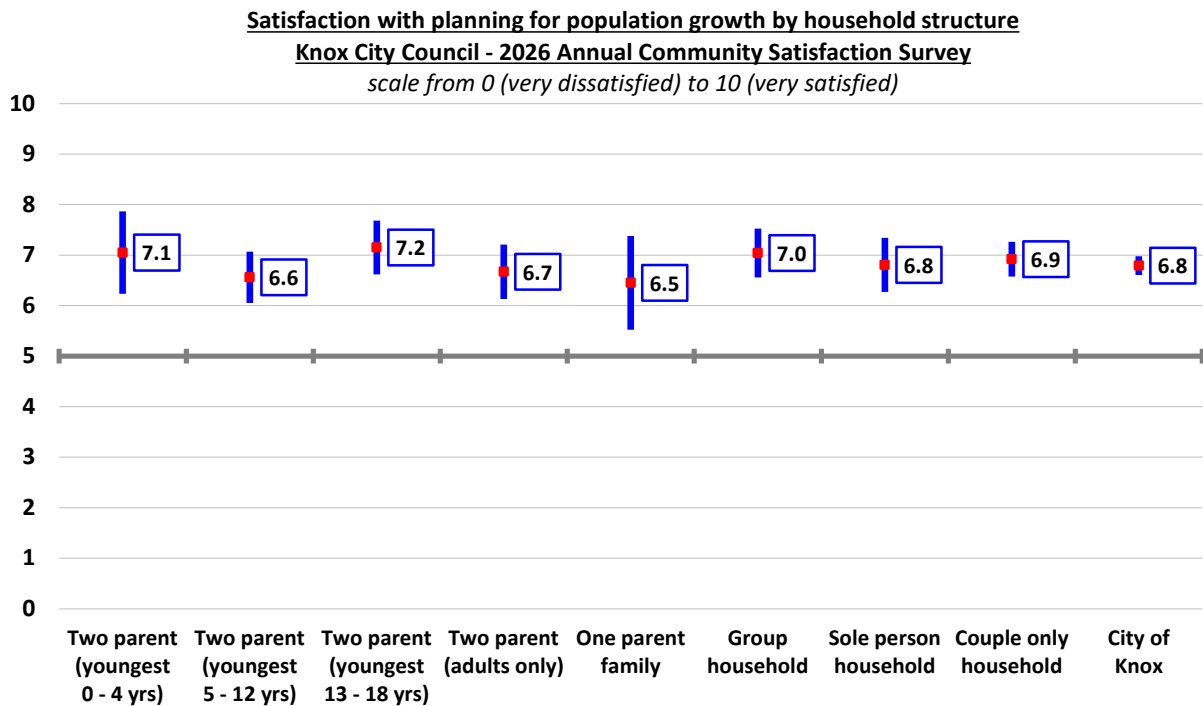
By contrast, older adults (aged 60 to 74 years) were measurably (7pts or 10%) less satisfied than average, and at a “solid” rather than a “good” level.



There was variation in this result observed by housing situation and period of residence in the municipality. New residents (less than one year in the City of Knoxville) were measurably (10pts) more satisfied than average and at an “excellent” level. By contrast, long-term residents (10 years or more in the municipality) were somewhat (2pts) less satisfied.



There was no measurable variation in satisfaction with planning for population growth by all levels of government observed by household structure.



Reasons for dissatisfaction with planning for population growth

Reasons for dissatisfaction with planning for population growth
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Parking, traffic, roads and public transport</i> | |
| Not enough public transport | 3 |
| New developments without upgrading the road infrastructure | 2 |
| Parking issue | 2 |
| Crowded intersections | 1 |
| No railway | 1 |
| Parking zones will be scarce | 1 |
| Roads | 1 |
| There is no long term strategy that I am aware of for railways | 1 |
| There is not enough information in how this is handled in terms of transportation | 1 |
| They put more houses in, but there is no parking so all the cars are on the street | 1 |
| Traffic | 1 |
| Total | 15 |
| <i>Planning and housing development</i> | |
| No planning at all | 4 |
| Multi storey / high rise buildings should not be allowed | 2 |
| Changing the quality of house because they are bad quality houses | 1 |
| Density housing being approved is big issue | 1 |
| Housing crisis | 1 |
| Migrants coming here to live while there is not enough places to live, which is a very big problem about the housing | 1 |
| There is no plan, they just cram houses for money | 1 |
| They are just cramming people without sorting out the housing part | 1 |
| Total | 12 |
| <i>Services and facilities</i> | |
| Information is required to ensure us that services are going to be provided equally with the proportion of population increase | 1 |
| More aged care | 1 |
| More childcare | 1 |
| More support for immigrants | 1 |
| More support for mental health | 1 |
| No facilities going in like schools | 1 |
| There are already too many people and not enough services for them | 1 |
| Utilising services will be difficult | 1 |



| | |
|--|-----------|
| Total | 8 |
| <i>Infrastructure</i> | |
| No infrastructure for anybody | 3 |
| High density housing will stress out the infrastructure | 1 |
| I do not like the infrastructure | 1 |
| Providing additional infrastructure for added people | 1 |
| Total | 6 |
| <i>Population</i> | |
| Overpopulated / overcrowded | 3 |
| It is too busy already. There are too many people | 2 |
| Total | 5 |
| <i>General negative</i> | |
| It is poor | 1 |
| No growth | 1 |
| Only reactive decisions, no proactiveness | 1 |
| Total | 3 |
| <i>Parks, gardens, open spaces and trees</i> | |
| It used to be country with trees everywhere but then once people started selling houses, the new people chopped the trees down | 1 |
| Total | 1 |
| <i>Other</i> | |
| This is not enough information for me to rate my satisfaction. Do better | 1 |
| What they are doing to attract young families | 1 |
| Total | 2 |
| Total responses | 52 |



Importance of and satisfaction with Council services and facilities

Respondents were asked:

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

Respondents were asked to rate the importance to the community of 36 Council provided services and facilities.

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

Importance of Council services and facilities

Respondents were asked to rate how important they considered each of the 36 Council provided services and facilities (along with the maintenance and repair of major arterial roads and highways managed by VicRoads) included in the survey were to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 36 included Council services and facilities increased somewhat this year, up three percentage points to 8.9 out of 10.

This average importance of services and facilities to the Knox community was measurably lower than the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 36 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important than the average of all services and facilities, are indicated on the left-hand side of the table, as follows:

- ***Measurably HIGHER than average importance*** - included the regular fortnightly garbage collection, services for seniors, services for children from birth to five years of age, and regular fortnightly recycling.
- ***Measurably LOWER than average importance*** – included Council’s regular printed newsletter *Knox News*, and parking enforcement.



Importance of selected Council services and facilities
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| | Service/facility | Number | 2026 | | | 2025 | 2024 | 2026 Metro.* | |
|--|---|----------------------------------|------------|------------|------------|------|------|-----------------|-----|
| | | | Lower | Mean | Upper | | | | |
| Higher than average | Regular fortnightly garbage collection | 496 | 9.2 | 9.2 | 9.3 | 9.1 | 9.2 | 9.4 | |
| | Services for seniors | 483 | 9.2 | 9.2 | 9.3 | 9.0 | 8.9 | 9.3 | |
| | Services for children from birth to 5 years of age | 478 | 9.1 | 9.2 | 9.3 | 9.0 | 8.9 | 9.3 | |
| Average importance | Regular fortnightly recycling | 495 | 9.1 | 9.2 | 9.3 | 8.9 | 9.2 | 9.4 | |
| | Weekly food and green waste collection | 493 | 9.0 | 9.1 | 9.2 | 8.8 | 9.1 | 9.1 | |
| | Services for youth | 479 | 9.0 | 9.1 | 9.2 | 8.9 | 8.7 | 9.2 | |
| | Bookable hard rubbish service | 495 | 9.0 | 9.1 | 9.2 | 8.9 | 9.0 | 9.1 | |
| | Maintenance and repairs of sealed local roads | 494 | 9.0 | 9.1 | 9.2 | 8.7 | 9.1 | 9.3 | |
| | Drains maintenance and repairs | 493 | 9.0 | 9.1 | 9.1 | 8.7 | 8.9 | 9.2 | |
| | Provision and maintenance of playgrounds | 490 | 9.0 | 9.1 | 9.1 | 8.7 | 8.7 | 9.1 | |
| | Management of illegally dumped rubbish | 491 | 8.9 | 9.0 | 9.1 | 8.7 | 8.8 | 9.2 | |
| | Public toilets | 497 | 8.9 | 9.0 | 9.1 | 8.8 | 8.7 | 9.1 | |
| | Sports ovals / other outdoor sporting facilities | 494 | 8.9 | 9.0 | 9.1 | 8.7 | 8.7 | 9.1 | |
| | Local traffic management | 486 | 8.9 | 9.0 | 9.1 | 8.7 | 8.8 | 9.3 | |
| | Street lighting | 495 | 8.9 | 9.0 | 9.1 | 8.8 | 8.8 | 9.3 | |
| | Maintenance and repair of major arterial roads | 494 | 8.9 | 9.0 | 9.1 | 8.7 | n.a. | 9.3 | |
| | Footpath maintenance and repairs | 498 | 8.9 | 9.0 | 9.1 | 8.6 | 8.9 | 9.2 | |
| | Local library services | 492 | 8.9 | 9.0 | 9.1 | 8.8 | 8.9 | 9.2 | |
| | Enforcement of local laws | 475 | 8.9 | 9.0 | 9.1 | 8.6 | 8.7 | 9.3 | |
| | Litter collection in public areas | 499 | 8.8 | 8.9 | 9.0 | 8.6 | 8.9 | 9.2 | |
| | Provision and maintenance of parks and gardens | 490 | 8.8 | 8.9 | 9.0 | 8.6 | 8.8 | 9.3 | |
| | Recreation Centres and / or Aquatic Centres | 491 | 8.8 | 8.9 | 9.0 | 8.7 | 8.7 | 9.1 | |
| | Maintenance and appearance of public areas | 496 | 8.8 | 8.9 | 9.0 | 8.5 | 8.7 | 9.2 | |
| | Provision and maintenance of street trees | 494 | 8.7 | 8.8 | 8.9 | 8.6 | 8.6 | 9.2 | |
| | Bike and shared paths | 487 | 8.7 | 8.8 | 8.9 | 8.7 | 8.5 | 9.0 | |
| | Maintenance / cleaning of strip shopping areas | 495 | 8.7 | 8.8 | 8.9 | 8.4 | 8.7 | 9.0 | |
| | Council's activities promoting local eco. develop | 449 | 8.7 | 8.8 | 8.9 | 8.3 | 8.3 | 9.2 | |
| | Street sweeping | 492 | 8.7 | 8.8 | 8.9 | 8.4 | 8.6 | 9.1 | |
| | Council's website | 488 | 8.7 | 8.8 | 8.9 | 8.5 | 8.6 | 9.0 | |
| | Community / cultural activities, festivals, events | 470 | 8.6 | 8.8 | 8.9 | 8.4 | 8.4 | 8.9 | |
| | Provision of public and performing arts centres, programs, and activities | 473 | 8.6 | 8.8 | 8.9 | 8.4 | 8.3 | 8.8 | |
| | Animal management | 476 | 8.6 | 8.7 | 8.9 | 8.3 | 8.6 | 9.1 | |
| | Fortnightly bundled branch collection | 469 | 8.6 | 8.7 | 8.8 | 8.5 | n.a. | n.a. | |
| | Environmental events, programs, and activities | 455 | 8.6 | 8.7 | 8.8 | 8.2 | 8.4 | 9.2 | |
| | Lower | Parking enforcement | 482 | 8.4 | 8.5 | 8.7 | 7.9 | 8.5 | 8.9 |
| | | Council's newsletter "Knox News" | 456 | 8.3 | 8.5 | 8.6 | 7.7 | 8.1 | 8.8 |
| Average importance of Council services | | | 8.8 | 8.9 | 9.0 | 8.6 | 8.7 | 9.1 | |

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Comparison to the metropolitan average:

Of the 36 services and facilities included in both the City of Knox survey and *Governing Melbourne*, none were more important in the City of Knox, five reported identical importance, and 30 were at least marginally less important, with attention drawn to the following:

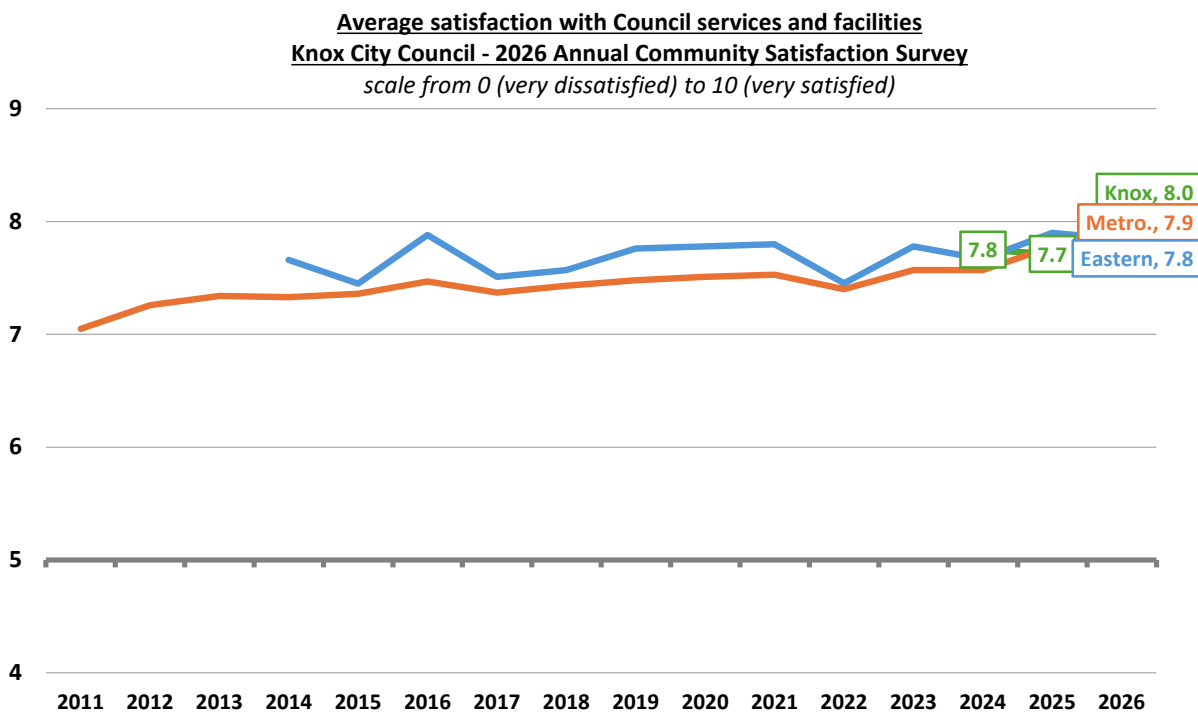
- **Notably LESS important in the City of Knox than metro. average** – included environmental events, programs, and activities (5pts less important in Knox), parking enforcement (4pts), animal management (4pts), Council’s activities promoting local economic development (4pts), the provision and maintenance of street trees (4pts), the provision and maintenance of parks and gardens (4pts), and the enforcement of local laws (4pts).

Satisfaction with Council services and facilities

Respondents were asked to rate their personal level of satisfaction with each of the 22 core services and facilities about which everyone in the community is likely to have a view, and then their satisfaction with each of the 14 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 36 included services and facilities rose somewhat this year, up three percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

This result was the highest satisfaction score recorded since the beginning of the *Annual Community Satisfaction Survey* program managed by Metropolis Research in 2024.



This average satisfaction with services and facilities was broadly consistent with the metropolitan average, and somewhat (2pts) higher than the eastern region councils' average, as recorded in the 2026 *Governing Melbourne* research.

Governing Melbourne was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

The ongoing stability of this average satisfaction with all services and facilities at an “excellent” level indicates a stable and relatively strong level of satisfaction with Council’s service delivery in most areas.

This “excellent” average satisfaction includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 18 percentage points from a high of 8.7 out of 10 or “excellent” for the local library services, to a low of 6.9 or “good” for the maintenance and repair of major arterial roads (managed by VicRoads).

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 40 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- **Measurably HIGHER than average satisfaction** - included the local library services, bookable hard rubbish service, fortnightly bundled branch collection, weekly food and green waste collection, regular fortnightly recycling, and recreation centres and / or aquatic centres.
- **Measurably LOWER than average satisfaction** – included the maintenance and repair of major arterial roads managed by VicRoads, public toilets, management of illegally dumped rubbish, maintenance and repair of sealed local roads, provision and maintenance of street trees, and footpath maintenance and repairs.



Satisfaction with selected Council services and facilities
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Number and index score scale 0 - 10)

| | Service/facility | Number | 2026 | | | 2025 | 2024 | 2026 Metro.* | |
|---|---|---|------------|------------|------------|------|------|-----------------|-----|
| | | | Lower | Mean | Upper | | | | |
| Higher than average | Local library services | 171 | 8.5 | 8.7 | 8.9 | 8.5 | 8.5 | 8.7 | |
| | Bookable hard rubbish service | 257 | 8.5 | 8.7 | 8.8 | 8.4 | 8.5 | 8.6 | |
| | Fortnightly bundled branch collection | 140 | 8.4 | 8.6 | 8.8 | 8.4 | n.a. | n.a. | |
| | Weekly food and green waste collection | 485 | 8.4 | 8.5 | 8.7 | 8.3 | 8.3 | 8.6 | |
| | Regular fortnightly recycling | 487 | 8.4 | 8.5 | 8.6 | 8.3 | 8.3 | 8.5 | |
| | Recreation Centres and / or Aquatic Centres | 136 | 8.3 | 8.5 | 8.7 | 8.0 | 8.0 | 8.3 | |
| Average satisfaction | Services for seniors | 50 | 8.1 | 8.5 | 8.9 | 7.5 | 7.8 | 8.1 | |
| | Community / cultural activities, festivals, events | 97 | 8.1 | 8.4 | 8.6 | 8.2 | 7.8 | 8.0 | |
| | Services for children from birth to 5 years of age | 44 | 7.8 | 8.3 | 8.8 | 8.1 | 8.2 | 8.4 | |
| | Sports ovals / other outdoor sporting facilities | 186 | 8.1 | 8.2 | 8.4 | 8.2 | 8.1 | 8.4 | |
| | Regular fortnightly garbage collection | 488 | 8.0 | 8.1 | 8.3 | 7.9 | 7.9 | 8.6 | |
| | Provision of public and performing arts centres, programs, and activities | 59 | 7.8 | 8.1 | 8.5 | 7.9 | 8.0 | 7.4 | |
| | Provision and maintenance of playgrounds | 172 | 7.8 | 8.1 | 8.3 | 8.0 | 8.0 | 8.3 | |
| | Services for youth | 48 | 7.6 | 8.1 | 8.6 | 8.1 | 7.8 | 7.7 | |
| | Provision and maintenance of parks and gardens | 479 | 7.9 | 8.1 | 8.2 | 7.8 | 7.8 | 8.1 | |
| | Council’s newsletter “Knox News” | 396 | 7.9 | 8.0 | 8.2 | 7.4 | 7.7 | 7.7 | |
| | Council's website | 225 | 7.7 | 7.9 | 8.2 | 7.9 | 7.7 | 8.0 | |
| | Animal management | 418 | 7.8 | 7.9 | 8.1 | 7.7 | 7.9 | 8.0 | |
| | Street lighting | 488 | 7.8 | 7.9 | 8.0 | 7.7 | 7.7 | 7.7 | |
| | Bike and shared paths | 167 | 7.6 | 7.9 | 8.2 | 7.9 | 7.9 | 7.9 | |
| | Council’s activities promoting local eco. develop | 379 | 7.7 | 7.9 | 8.0 | 7.6 | 7.5 | 7.6 | |
| | Environmental events, programs, and activities | 382 | 7.7 | 7.8 | 8.0 | 7.7 | 7.5 | 7.7 | |
| | Enforcement of local laws | 441 | 7.7 | 7.8 | 8.0 | 7.6 | 7.8 | 7.9 | |
| | Maintenance / cleaning of strip shopping areas | 470 | 7.7 | 7.8 | 7.9 | 7.6 | 7.7 | 7.8 | |
| | Street sweeping | 467 | 7.6 | 7.7 | 7.9 | 7.1 | 7.7 | 7.8 | |
| | Local traffic management | 462 | 7.6 | 7.7 | 7.9 | 7.4 | 7.6 | 7.6 | |
| | Maintenance and appearance of public areas | 486 | 7.6 | 7.7 | 7.9 | 7.4 | 7.5 | 7.7 | |
| | Drains maintenance and repairs | 469 | 7.5 | 7.7 | 7.8 | 7.5 | 7.7 | 7.7 | |
| | Parking enforcement | 438 | 7.5 | 7.7 | 7.8 | 7.4 | 7.6 | 7.6 | |
| | Litter collection in public areas | 479 | 7.5 | 7.6 | 7.8 | 7.6 | 7.7 | 7.7 | |
| | Lower than average | Footpath maintenance and repairs | 488 | 7.4 | 7.5 | 7.7 | 7.3 | 7.4 | 7.4 |
| | | Provision and maintenance of street trees | 482 | 7.3 | 7.5 | 7.7 | 7.2 | 7.1 | 7.6 |
| Maintenance and repairs of sealed local roads | | 482 | 7.3 | 7.5 | 7.6 | 6.8 | 6.7 | 7.4 | |
| Management of illegally dumped rubbish | | 460 | 7.3 | 7.5 | 7.7 | 7.2 | 7.7 | 7.7 | |
| Public toilets | | 159 | 6.6 | 6.9 | 7.2 | 6.5 | 6.5 | 7.2 | |
| Maintenance and repair of major arterial roads | 480 | 6.7 | 6.9 | 7.1 | 6.2 | n.a. | 7.2 | | |
| <i>Average satisfaction of Council services</i> | | | 7.8 | 8.0 | 8.2 | 7.7 | 7.8 | 7.9 | |

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Comparison to the metropolitan Melbourne average

Of the 36 services and facilities included in the survey, 35 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

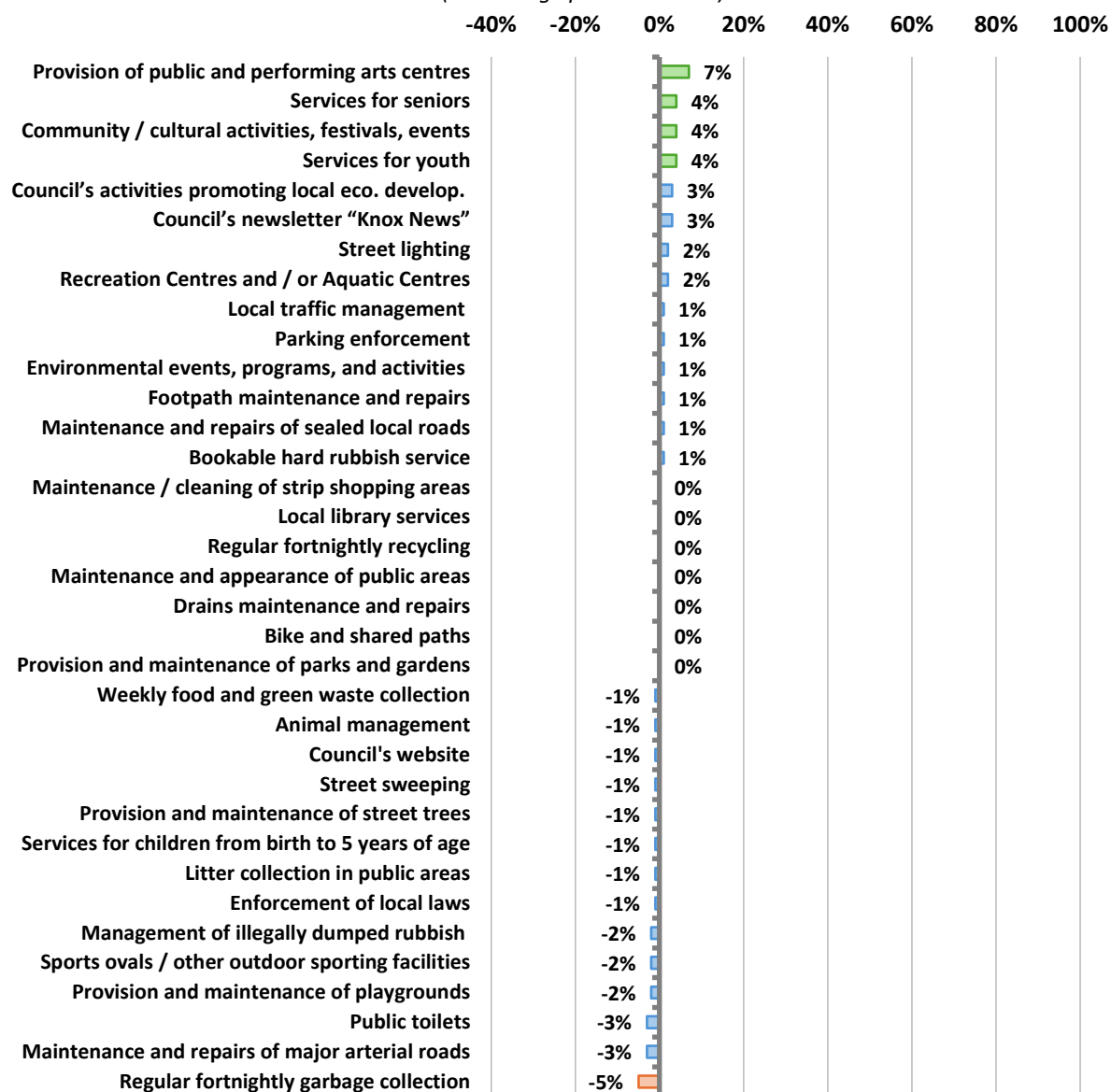
Of these, 14 recorded at least a marginally higher satisfaction than the metropolitan average, seven recorded identical satisfaction, and 14 recorded at least marginally lower satisfaction, with the following results highlighted:

- **Notably HIGHER satisfaction in Knox** – included the provision of public and performing arts centres (7pts higher in Knox), services for seniors (4pts), community and cultural activities, festivals, and events (4pts), and services for youth (4pts).
- **Notably LOWER satisfaction in Knox** – included the regular fortnightly garbage collection (5pts lower in Knox).

Percentage point (absolute) difference between Knox and metropolitan average

Knox City Council - 2026 Annual Community Satisfaction Survey

(Percentage point variation)



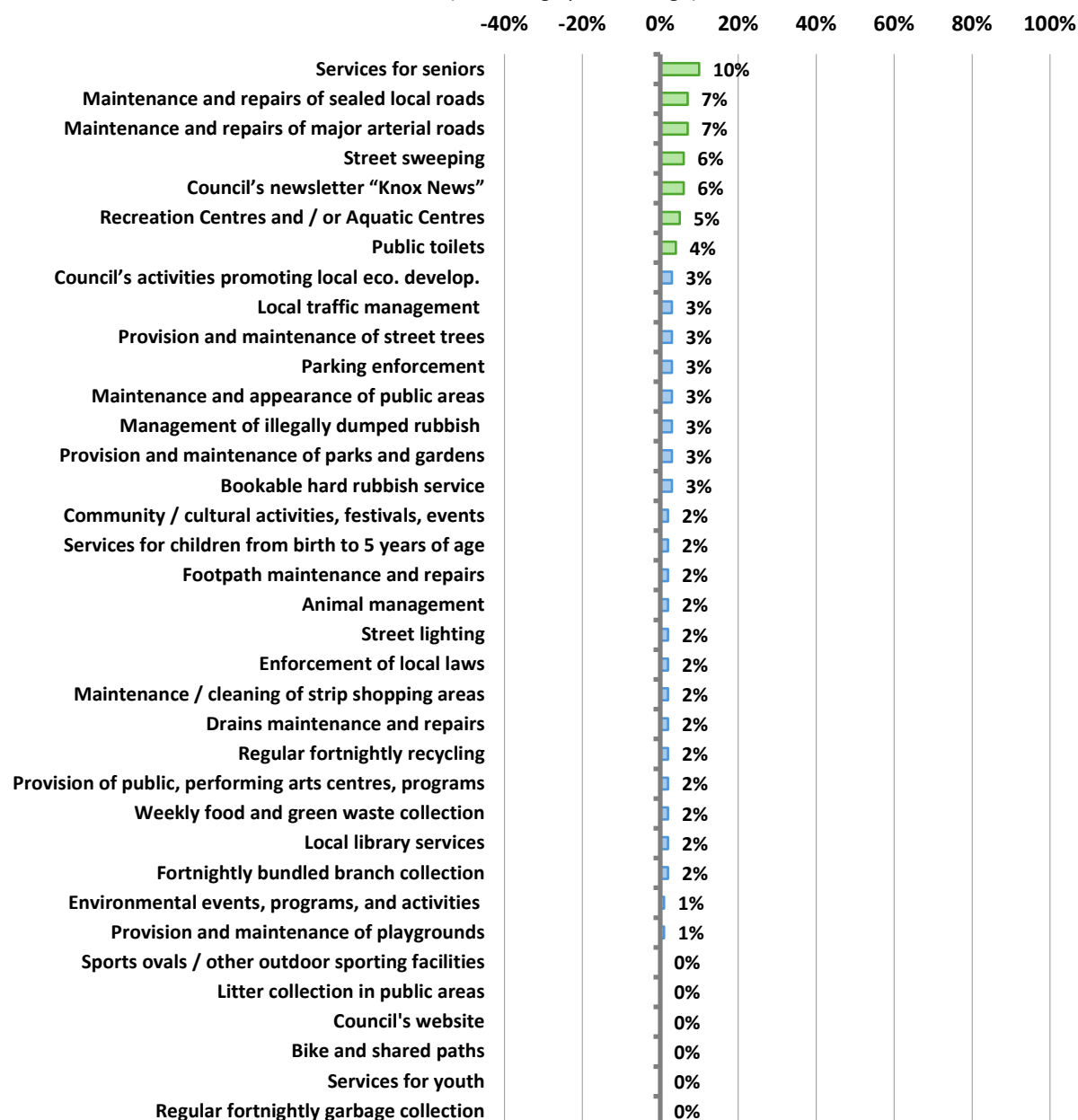
Change in satisfaction between 2025 and 2026:

The average satisfaction with 30 services and facilities increased, at least marginally, between 2025 and 2026, while satisfaction with six remained stable. Satisfaction with no services and facilities declined this year.

Attention is drawn to the following:

- **Notably HIGHER satisfaction in 2026 than in 2025** – included services for seniors (10pts higher in 2026), maintenance and repair of sealed local roads (7pts), maintenance and repair of major arterial roads (managed by VicRoads) (7pts), street sweeping (6pts), Council’s newsletter the *Knox News* (6pts), recreation centres and / or aquatic centres (5pts), and public toilets (4pts).

Percentage point (absolute) change in satisfaction 2025 to 2026
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Percentage point change)



Percentage satisfied / dissatisfied with services and facilities:

The following table provides a breakdown of satisfaction with each service and facility into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the stable “excellent” average satisfaction with services and facilities this year, more than half of the respondents providing a score were “very satisfied” with 34 of the 36 services and facilities.

More than 10% of respondents (who provided a satisfaction score) were “dissatisfied” with the maintenance and repair of major arterial roads and highways managed by VicRoads (14%), and public toilets (14%).

Satisfaction with selected Council services and facilities
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| <i>Service/facility</i> | <i>Dissatisfied</i> | <i>Neutral to somewhat satisfied</i> | <i>Very satisfied</i> | <i>Can't say</i> | <i>Total</i> |
|--|---------------------|--------------------------------------|-----------------------|------------------|--------------|
| Local library services | 2% | 13% | 86% | 4 | 175 |
| Bookable hard rubbish service | 2% | 13% | 85% | 5 | 262 |
| Weekly food and green waste collection | 2% | 14% | 84% | 16 | 501 |
| Fortnightly bundled branch collection | 1% | 16% | 83% | 3 | 143 |
| Regular fortnightly recycling | 1% | 16% | 82% | 14 | 501 |
| Services for seniors | 2% | 17% | 82% | 1 | 51 |
| Recreation Centres and / or Aquatic Centres | 0% | 21% | 79% | 0 | 136 |
| Regular fortnightly garbage collection | 5% | 18% | 77% | 13 | 501 |
| Sports ovals and other outdoor sporting facilities | 1% | 22% | 77% | 2 | 188 |
| Services for children from birth to 5 years of age | 2% | 22% | 77% | 4 | 49 |
| Provision and maintenance of parks and gardens | 4% | 22% | 74% | 22 | 501 |
| Provision and maintenance of playgrounds | 3% | 23% | 74% | 2 | 174 |
| Animal management | 4% | 23% | 73% | 83 | 501 |
| Bike and shared paths | 4% | 24% | 72% | 6 | 173 |
| Community and cultural activities, festivals, events | 0% | 29% | 71% | 3 | 100 |
| Council’s newsletter “Knox News” | 3% | 27% | 71% | 105 | 501 |
| Street lighting | 4% | 26% | 70% | 13 | 501 |
| Council’s activities promoting economic development | 2% | 28% | 70% | 122 | 501 |
| Services for youth | 4% | 28% | 68% | 3 | 51 |
| Provision of public, performing arts centres, programs, and activities | 0% | 32% | 68% | 3 | 62 |
| Environmental events, programs, and activities | 3% | 29% | 68% | 119 | 501 |
| Street sweeping | 5% | 28% | 67% | 34 | 501 |
| Council's website | 4% | 31% | 65% | 1 | 226 |
| Local traffic management | 3% | 34% | 63% | 39 | 501 |
| Enforcement of local laws | 1% | 36% | 63% | 60 | 501 |
| Maintenance and cleaning of strip shopping areas | 2% | 36% | 62% | 31 | 501 |



| | | | | | |
|--|-----|-----|-----|----|------------|
| Maintenance and appearance of public areas | 3% | 35% | 62% | 15 | 501 |
| Drains maintenance and repairs | 5% | 33% | 62% | 32 | 501 |
| Provision and maintenance of street trees | 7% | 32% | 61% | 19 | 501 |
| Parking enforcement | 5% | 35% | 61% | 63 | 501 |
| Management of illegally dumped rubbish | 7% | 32% | 60% | 41 | 501 |
| Footpath maintenance and repairs | 6% | 34% | 60% | 13 | 501 |
| Litter collection in public areas | 4% | 36% | 60% | 22 | 501 |
| Maintenance and repairs of sealed local roads | 6% | 36% | 58% | 19 | 501 |
| Maintenance and repair of major arterial roads | 14% | 38% | 48% | 21 | 501 |
| Public toilets | 14% | 41% | 45% | 6 | 165 |

Satisfaction by respondent profile:

The following table provides a comparison of satisfaction with all 36 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- **Generally, MORE satisfied than average** – included young adults (aged 18 to 34 years), adults (aged 35 to 44 years), senior citizens (aged 75 years or older), and respondents from multilingual households.
- **Generally, LESS satisfied than average** – included middle-aged adults (aged 45 to 59 years), older adults (aged 60 to 74 years), and respondents from English speaking households.

Average satisfaction with selected Council services and facilities Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

| Service/facility | Young adults | Adults | Middle-aged | Older adults | Senior citizens | Male | Female | English speaking | Multi-lingual |
|--|--------------|--------|-------------|--------------|-----------------|------|--------|------------------|---------------|
| Maintenance and repair of major arterial roads | 7.2 | 7.3 | 6.5 | 6.4 | 7.0 | 7.0 | 6.7 | 6.7 | 7.2 |
| Maintenance and repairs of sealed local roads | 7.6 | 7.8 | 7.2 | 7.3 | 7.8 | 7.4 | 7.5 | 7.4 | 7.8 |
| Drains maintenance and repairs | 8.0 | 8.0 | 7.6 | 7.2 | 7.5 | 7.8 | 7.6 | 7.6 | 7.9 |
| Footpath maintenance and repairs | 7.8 | 7.8 | 7.3 | 7.1 | 7.6 | 7.7 | 7.4 | 7.4 | 7.7 |
| Maintenance and appearance of public areas | 8.1 | 7.9 | 7.6 | 7.2 | 7.9 | 7.8 | 7.6 | 7.6 | 8.0 |
| Litter collection in public areas | 7.9 | 7.7 | 7.5 | 7.3 | 7.9 | 7.8 | 7.5 | 7.5 | 8.0 |
| Maintenance and cleaning of strip shopping areas | 8.1 | 7.9 | 7.7 | 7.5 | 7.9 | 7.9 | 7.7 | 7.8 | 7.9 |
| Management of illegally dumped rubbish | 7.7 | 7.6 | 7.3 | 7.1 | 7.9 | 7.6 | 7.4 | 7.4 | 7.6 |



| | | | | | | | | | |
|---|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Provision and maintenance of street trees | 7.9 | 8.0 | 6.8 | 7.3 | 7.8 | 7.5 | 7.5 | 7.4 | 7.8 |
| Street lighting | 7.8 | 8.0 | 7.8 | 7.8 | 8.4 | 7.9 | 7.9 | 8.0 | 7.6 |
| Street sweeping | 8.3 | 8.0 | 7.5 | 7.1 | 7.8 | 7.7 | 7.8 | 7.7 | 7.9 |
| Regular fortnightly garbage collection | 8.3 | 8.1 | 7.6 | 8.4 | 8.7 | 8.2 | 8.1 | 8.1 | 8.1 |
| Regular fortnightly recycling | 8.8 | 8.4 | 8.3 | 8.5 | 8.9 | 8.4 | 8.7 | 8.5 | 8.6 |
| Weekly food and green waste collection | 8.7 | 8.6 | 8.2 | 8.7 | 8.6 | 8.5 | 8.6 | 8.5 | 8.5 |
| Provision and maintenance of parks and gardens | 8.2 | 8.0 | 8.0 | 7.9 | 8.3 | 7.9 | 8.2 | 8.0 | 8.2 |
| Animal management | 8.2 | 7.9 | 7.6 | 7.8 | 8.3 | 7.8 | 8.0 | 7.9 | 8.0 |
| Local traffic management | 8.0 | 7.9 | 7.5 | 7.5 | 7.8 | 7.6 | 7.8 | 7.7 | 7.8 |
| Parking enforcement | 7.8 | 8.0 | 7.2 | 7.6 | 7.9 | 7.6 | 7.7 | 7.7 | 7.7 |
| Enforcement of local laws | 8.0 | 8.0 | 7.6 | 7.6 | 8.3 | 7.8 | 7.9 | 7.8 | 7.9 |
| Council's newsletter "Knox News" | 8.3 | 8.2 | 7.8 | 7.8 | 8.3 | 8.0 | 8.1 | 8.0 | 8.0 |
| Council's activities promoting local economic development | 8.0 | 7.9 | 7.6 | 7.8 | 8.2 | 7.8 | 7.9 | 7.8 | 8.0 |
| Environmental events, programs, and activities | 8.1 | 8.0 | 7.6 | 7.5 | 8.3 | 7.9 | 7.8 | 7.8 | 8.0 |
| Bookable hard rubbish service | 8.5 | 8.7 | 8.5 | 8.9 | 8.9 | 8.6 | 8.7 | 8.7 | 8.6 |
| Fortnightly bundled branch collection | 8.5 | 8.7 | 8.5 | 8.9 | 8.9 | 8.7 | 8.5 | 8.6 | 8.5 |
| Local library services | 8.3 | 8.9 | 8.8 | 8.8 | 8.9 | 8.8 | 8.7 | 8.7 | 8.8 |
| Council's website | 8.2 | 8.0 | 7.8 | 7.7 | 8.8 | 7.8 | 8.0 | 8.0 | 7.9 |
| Public toilets | 6.6 | 7.2 | 6.7 | 6.9 | 7.4 | 7.1 | 6.7 | 6.7 | 7.2 |
| Sports ovals and other outdoor sporting facilities | 8.5 | 8.2 | 7.8 | 8.4 | 8.9 | 8.1 | 8.4 | 8.2 | 8.4 |
| Recreation Centres and / or Aquatic Centres | 8.8 | 8.5 | 8.0 | 8.8 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 |
| Bike and shared paths | 7.8 | 8.0 | 7.8 | 7.8 | 8.1 | 8.0 | 7.8 | 7.8 | 8.2 |
| Provision and maintenance of playgrounds | 8.6 | 8.2 | 7.8 | 7.9 | 8.0 | 8.2 | 8.0 | 8.1 | 8.0 |
| Services for children from birth to 5 years of age | 9.2 | 8.0 | 8.0 | 8.2 | 10.0 | 8.1 | 8.6 | 8.2 | 8.4 |
| Services for youth | 8.8 | 7.9 | 7.3 | 8.5 | 8.6 | 8.3 | 7.9 | 8.2 | 8.0 |
| Services for seniors | 7.9 | 8.4 | 8.1 | 9.0 | 8.8 | 8.5 | 8.5 | 8.3 | 8.7 |
| Provision of public and performing arts centres, programs, and activities | 8.2 | 8.3 | 7.6 | 8.4 | 9.0 | 8.1 | 8.1 | 8.1 | 8.2 |
| Community, cultural activities, festivals, events | 8.5 | 8.1 | 8.2 | 8.5 | 9.1 | 8.2 | 8.5 | 8.3 | 8.5 |
| <i>Average satisfaction</i> | <i>8.1</i> | <i>8.1</i> | <i>7.7</i> | <i>7.9</i> | <i>8.3</i> | <i>8.0</i> | <i>8.0</i> | <i>7.9</i> | <i>8.1</i> |
| Total respondents | 133 | 88 | 127 | 103 | 50 | 240 | 259 | 340 | 155 |



Importance and satisfaction cross tabulation

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

The grey crosshairs represent the metropolitan Melbourne average importance (9.1) and satisfaction (7.9) with Council services and facilities as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research.

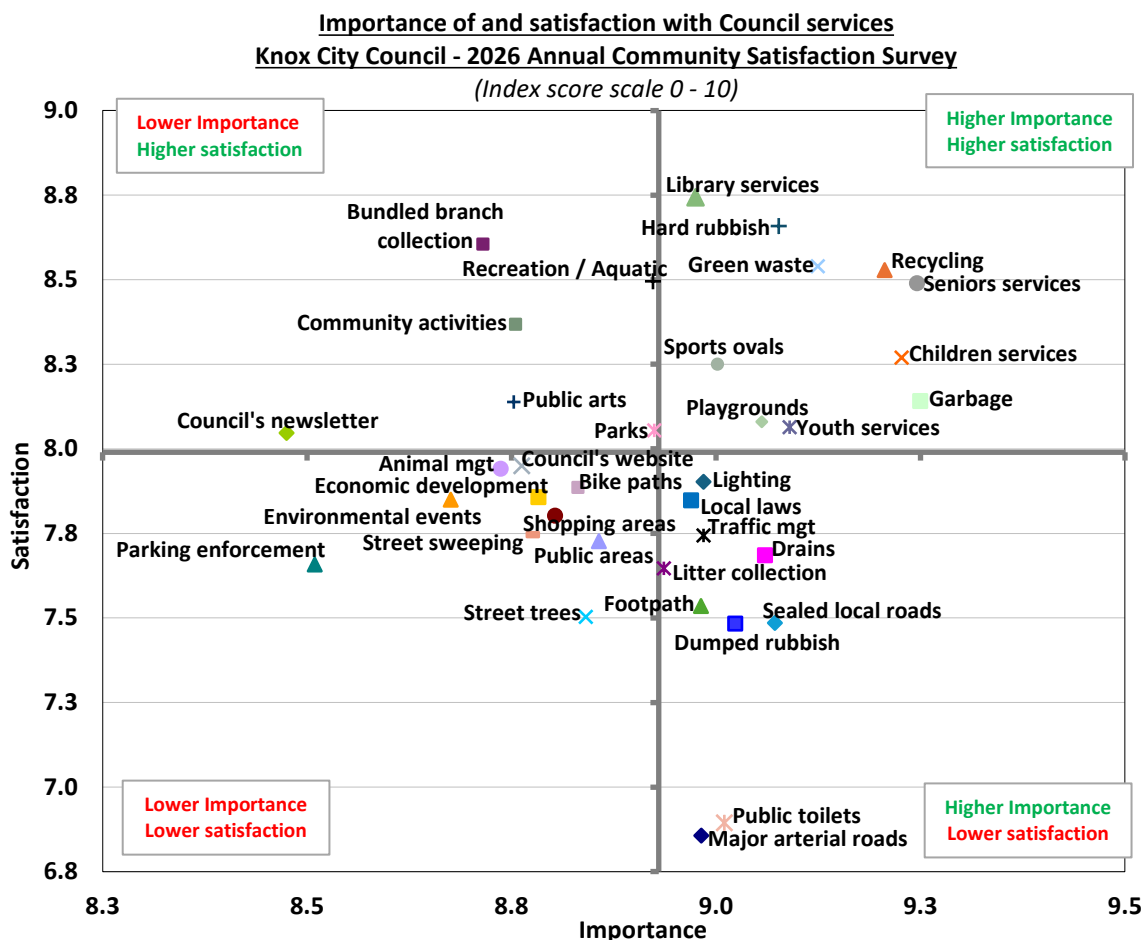
Services and facilities located in the top right-hand quadrant were therefore more important than average and received higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant were those of most concern as they were of higher-than-average importance but received lower than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

Results of note include the following:

- ***Kerbside collection services*** – all four kerbside collection services recorded higher-than-average satisfaction scores, and all four were more important than average. However, while the bundled branch collection also recorded higher-than-average satisfaction, it was less important than average.
- ***Community services*** – the three community services, namely services for children, services for youth, and services for seniors, recorded higher-than-average satisfaction scores, with all three also being more important than average.
- ***Arts, culture, and recreation services*** – satisfaction with services related to arts and culture (the provision of public and performing arts centres, programs, and activities, and community and cultural activities, festivals, and events) was higher-than-average, as was satisfaction with recreation related services (including recreation and aquatic centres, parks, playgrounds, and sports ovals). However, bike paths were an exception to this, recording a lower-than-average satisfaction score. These services were all less important than average, except for playgrounds and sports ovals, which were among the services and facilities which respondents considered most important.
- ***Communication services*** – Council’s website and newsletter the *Knox News* both recorded satisfaction scores which were average or marginally below average. However, both services were also less important than average.
- ***Infrastructure services*** – services and facilities related to infrastructure (including street lighting, footpaths, drains, and public toilets) were all lower-than-average satisfaction, but were more important than average, which placed them in the quadrant of most concern.
- ***Transport related infrastructure services*** – services and facilities related to transport infrastructure, including sealed local roads, major arterial roads (managed by VicRoads), and traffic management, were among those with which respondents were least satisfied. In addition, all three fell into the quadrant of most concern, being also of higher-than-average importance.



- **Services and facilities of most concern** – the services and facilities of most concern in 2026 were the maintenance and repair of major arterial roads (managed by VicRoads), public toilets, the management of illegally dumped rubbish, the maintenance and repair of sealed local roads, the provision and maintenance of street trees, and footpath maintenance and repairs.



Satisfaction by broad service areas

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

- **Infrastructure** – included drains maintenance and repairs, provision and maintenance of street trees, street lighting, and public toilets.
- **Waste and recycling services** – included regular fortnightly garbage collection, regular fortnightly recycling, weekly food and green waste collection service, bookable hard rubbish, and fortnightly bundled branch collection.
- **Recreation and culture** – included local library services, sports ovals and other outdoor sporting facilities, recreation centres and / or aquatic centres, provision and maintenance of playgrounds, provision of public and performing arts centres, programs and activities, and community and cultural activities, festivals, events.



- **Community services** – included services for children from birth to 5 years of age, services for youth, and services for seniors.
- **Enforcement** – included animal management, parking enforcement, and enforcement of local laws.
- **Communication** – included Council’s monthly newsletter “Knox News”, and Council’s website.
- **Cleaning** – included maintenance and appearance of public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, and street sweeping.
- **Transport infrastructure** – included the maintenance and repair of sealed local roads, footpath maintenance and repairs, local traffic management, and bike and shared paths.
- **Parks and gardens** – included the provision and maintenance of parks and gardens.
- **Economic development** – included Council’s activities promoting local economic development.
- **Environmental sustainability** – included environmental events, programs, and activities.

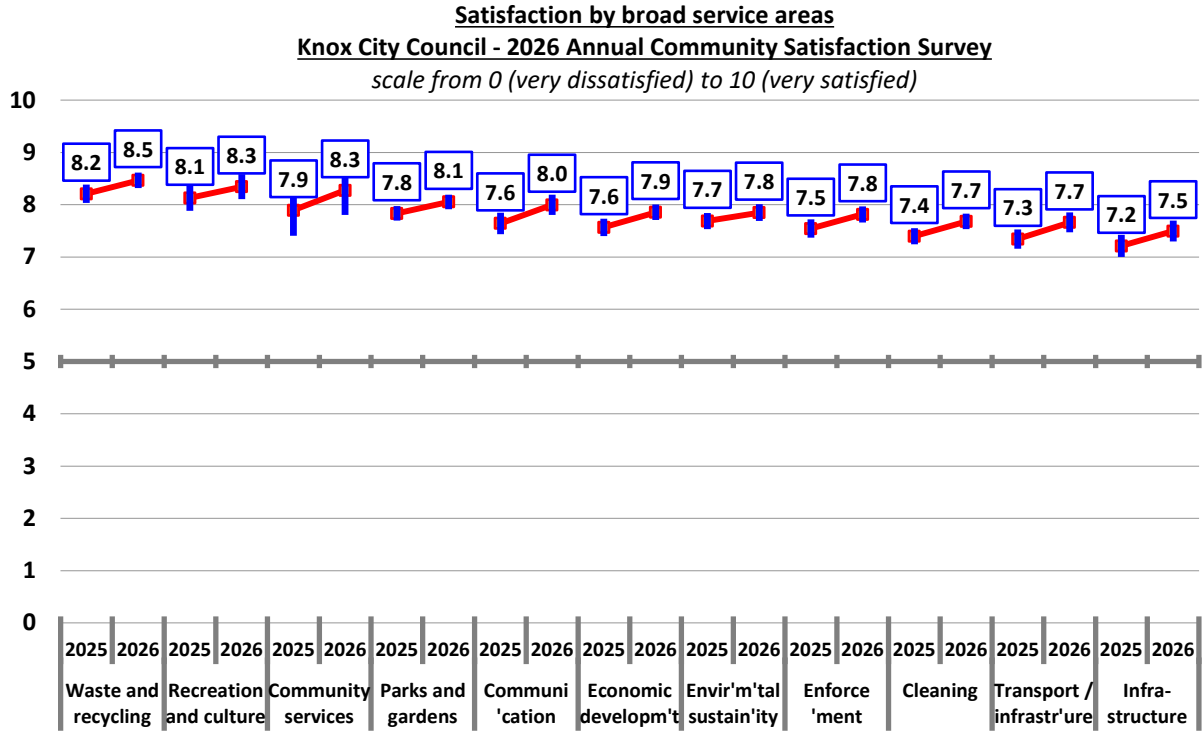
Increases in satisfaction were recorded for all 11 broad service areas, including community services (4pts higher), communication (4pts), transport infrastructure (4pts), waste and recycling (3pts), parks and gardens (3pts), economic development (3pts), enforcement (3pts), cleaning (3pts), infrastructure (3pts), recreation and culture (2pts), and environmental sustainability (1 point).

Of these increases, transport infrastructure, enforcement, economic development, and communication were measurable.

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

- **Excellent** – for recreation and culture, waste and recycling, community services, parks and gardens, communication (up from “very good”), economic development (up from “very good”), environmental sustainability (up from “very good”), and enforcement (up from “very good”).
- **Very Good** – for cleaning, transport infrastructure, and infrastructure (up from “good”).





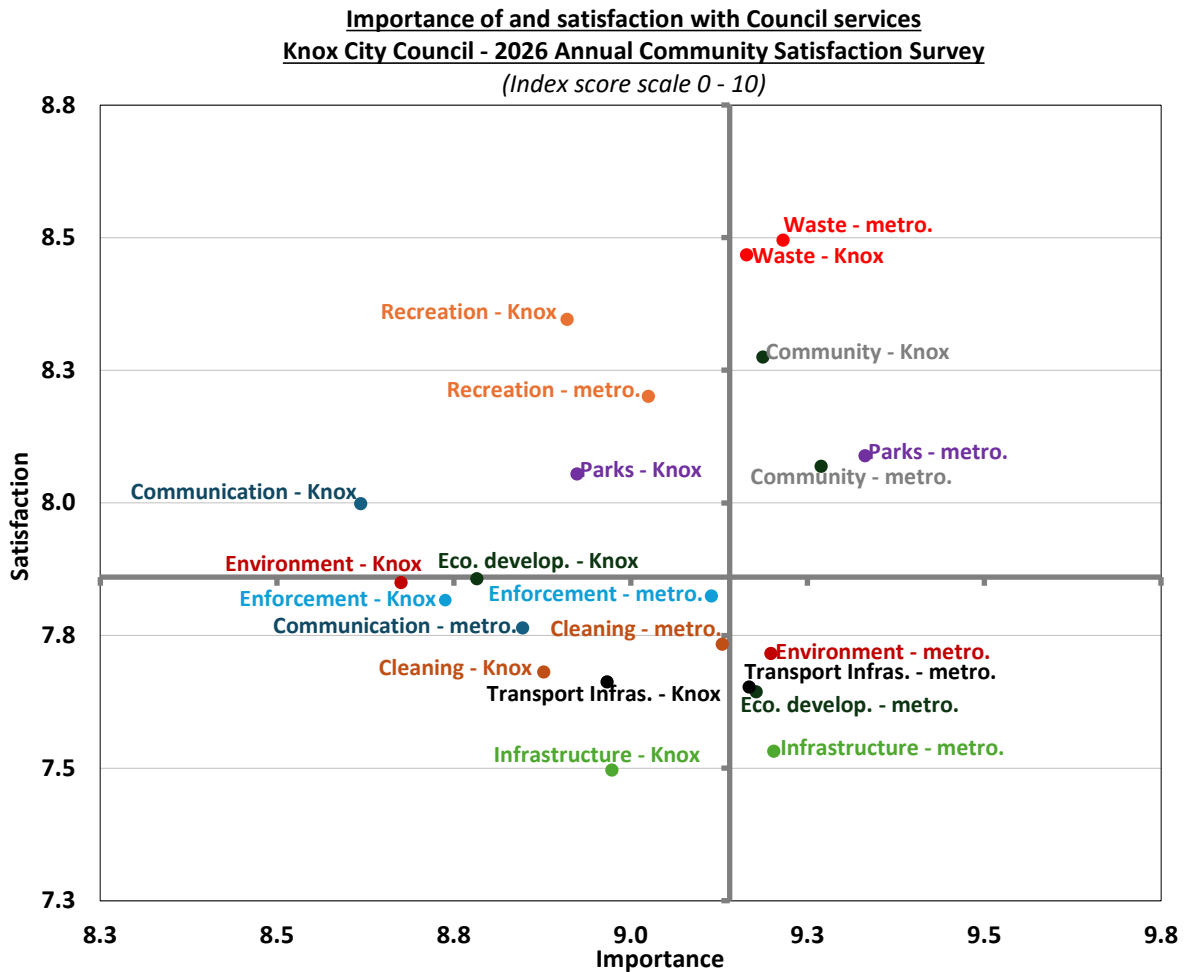
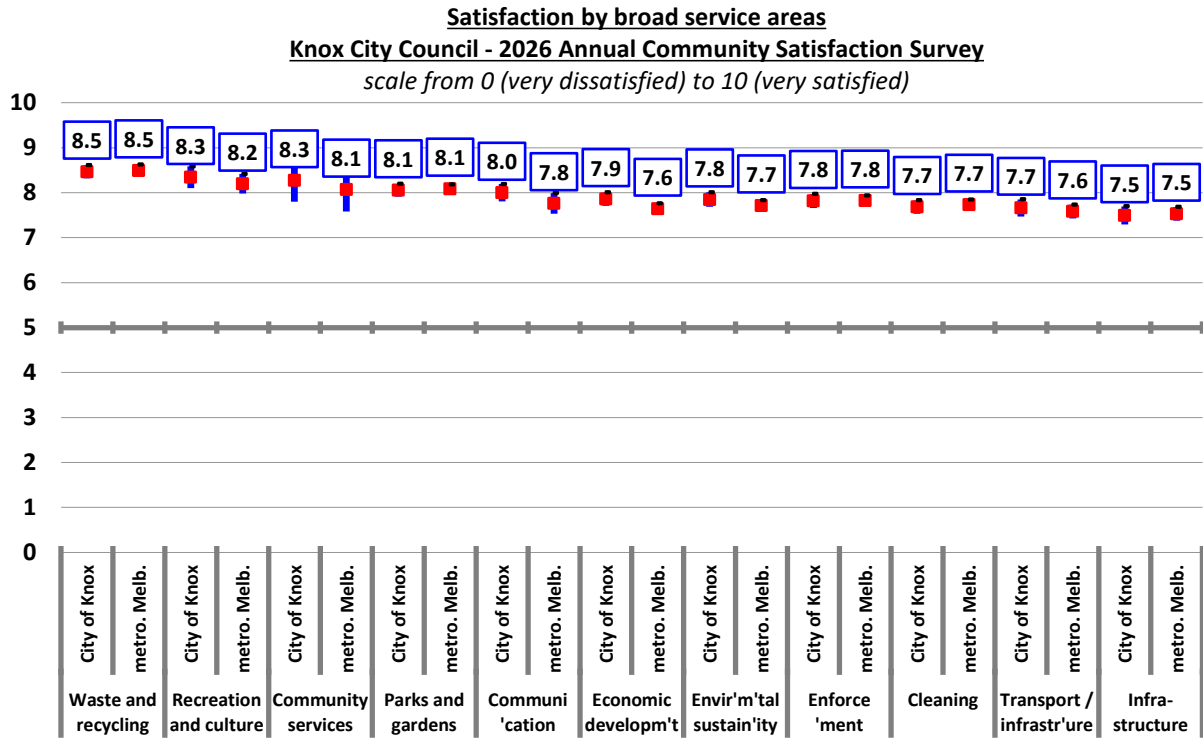
The following graphs provide a comparison of satisfaction with these 11 broad service areas against the metropolitan average, as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026.

When compared to the metropolitan average satisfaction with these broad service areas, it is noted that satisfaction with none of the broad service areas was lower in the City of Knox than the metropolitan average, with five areas recording satisfaction consistent with the metropolitan average, and the rest of the areas recording higher satisfaction.

Satisfaction with economic development (3pts higher), communication (2pts), community services (2pts), recreation and culture (1 point), environmental sustainability (1 point), and transport infrastructure (1 point) was higher than the metropolitan average.

However, none of these variations was statistically significant.





Satisfaction by Council division

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

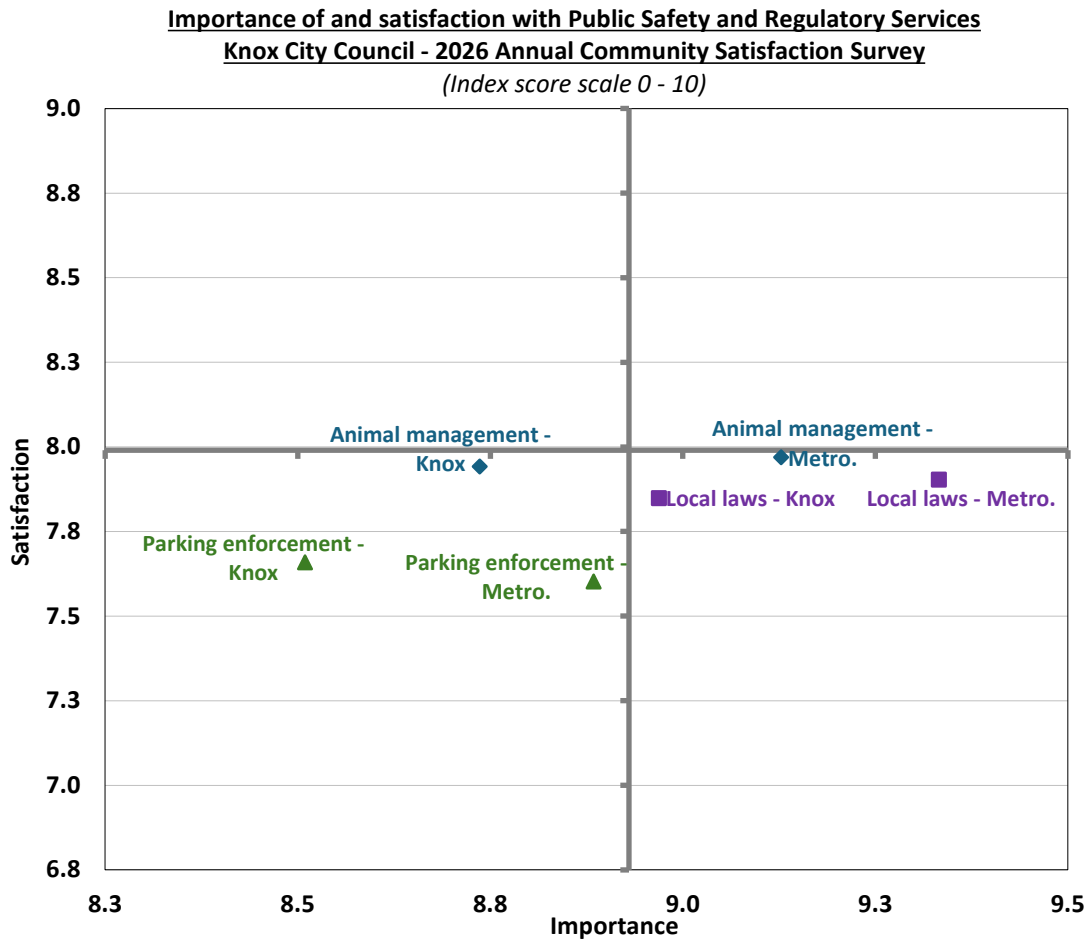
- **Public Safety and Regulatory Services** – includes animal management, parking enforcement, and enforcement of local laws.
- **Leisure, Culture and Business Services** – includes Council’s activities promoting local economic development, local library services, sports ovals and other outdoor sporting facilities, recreation centres and / or aquatic centres, provision and maintenance of playgrounds, provision of public and performing arts centres, programs and activities, and community and cultural activities, festivals, events.
- **Community and Social Services** – includes services for children from birth to 5 years of age, services for youth, and services for seniors.
- **Built and Natural Environment Services (roads and transport)** – includes maintenance and repair of major arterial roads and highways, maintenance and repair of sealed local roads, local traffic management, and bike and shared paths.
- **Built and Natural Environment Services (waste)** – includes regular fortnightly garbage collection, regular fortnightly recycling, weekly food and green waste collection service, bookable hard rubbish, and fortnightly bundled branch collection.
- **Built and Natural Environment Services (cleaning)** – includes maintenance and appearance of public areas, litter collection in public areas, maintenance and cleaning of strip shopping areas, management of illegally dumped rubbish, and street sweeping.
- **Built and Natural Environment Services (other)** – includes drains maintenance and repairs, footpath maintenance and repairs, provision and maintenance of street trees, street lighting, provision and maintenance of parks and gardens, environmental events, programs, and activities, and public toilets.
- **Enabling Services** – includes Council’s monthly newsletter “Knox News”, and Council’s website.

Public Safety and Regulatory Services

Three services and facilities from the Public Safety and Regulatory Services division were included in the survey this year. These were animal management, parking enforcement, and the enforcement of local laws.

All three of these services and facilities recorded satisfaction scores which were lower than the average of all 36 services and facilities. While animal management and parking enforcement were less important than the average, the enforcement of local laws fell into the quadrant of most concern, being of higher-than-average importance, but lower than average satisfaction.





Animal management

Animal management was the 32nd most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

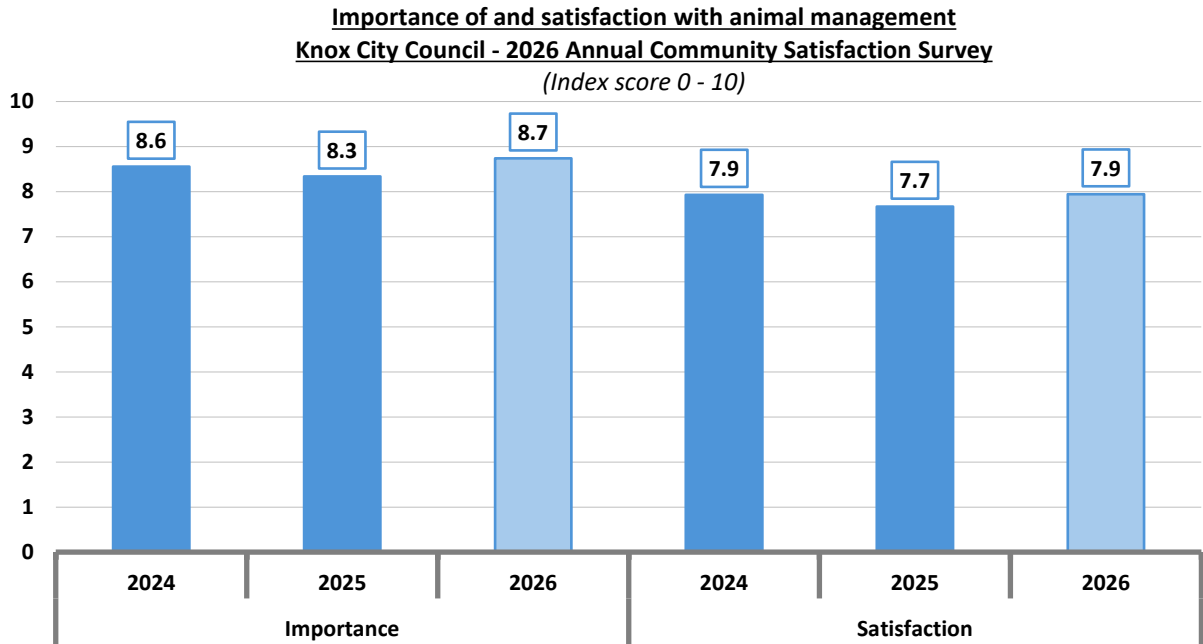
Satisfaction with animal management increased somewhat this year, up two percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good” level of satisfaction.

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

This result comprised 73% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 418 of the 513 respondents who provided a score this year.

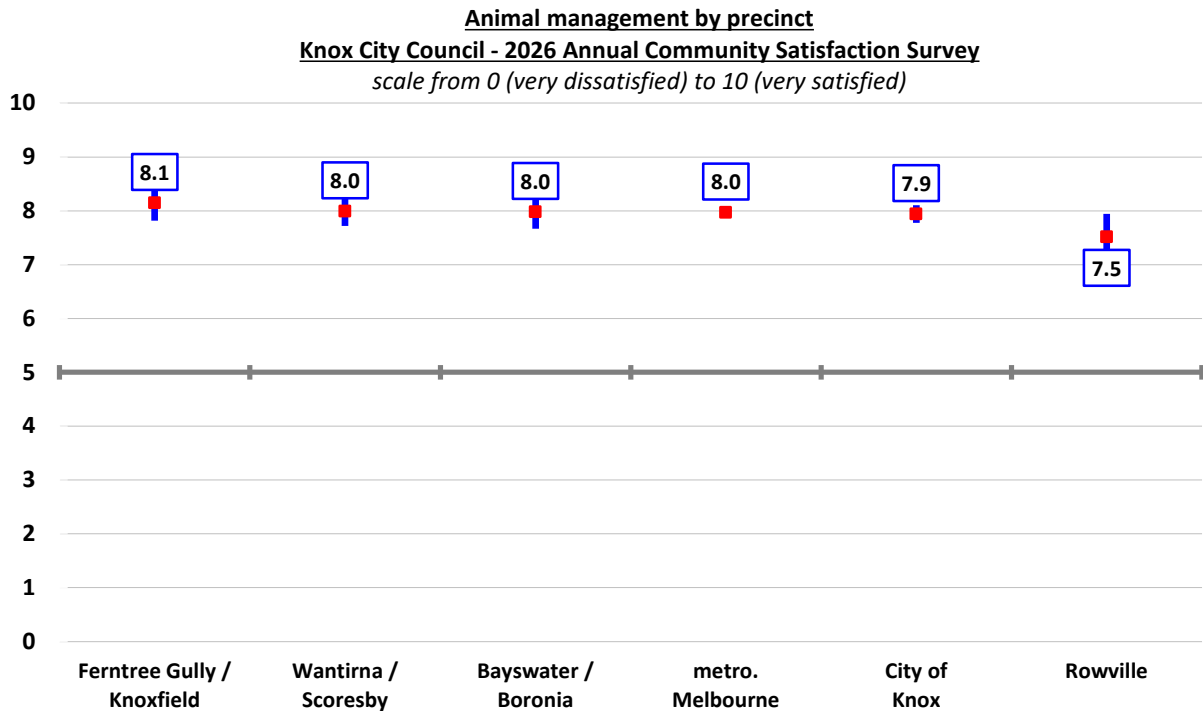
There was some substantial variation in satisfaction with animal management observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.





By way of comparison, satisfaction with animal management was broadly consistent with the metropolitan average satisfaction with the “animal management” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with animal management observed across the municipality, respondents from Rowville were notably (4pts) less satisfied than average, and at a “very good”, rather than an “excellent” level of satisfaction.



The following table outlines the 27 comments received from respondents in relation to animal management.



Reasons for dissatisfaction with animal management
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|-----------|
| Possums being noisy / littering | 4 |
| No one following cat curfew | 3 |
| Not picking up the poo | 3 |
| Dog barking and nothings being done | 2 |
| Nothing ever done | 2 |
| Stray / feral cats | 2 |
| As I said we understand not letting the cat out, but I do not get why we still have to register them | 1 |
| Cats need more freedom | 1 |
| Dog laws are not enforced | 1 |
| Local government too much interest | 1 |
| More protection to people from magpies | 1 |
| Needs more public education | 1 |
| No help when dog went missing | 1 |
| Only care about dogs | 1 |
| Rates for dogs is too much | 1 |
| There are sometimes possums and rats along the creek | 1 |
| Too expensive | 1 |
| Total | 27 |

Parking enforcement

Parking enforcement was the 35th most important of the 36 included services and facilities, with an average importance of 8.5 out of 10, and one of two services and facilities to be measurably less important than the average of all 36 (8.9).

Average satisfaction with parking enforcement rose measurably this year, up three percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

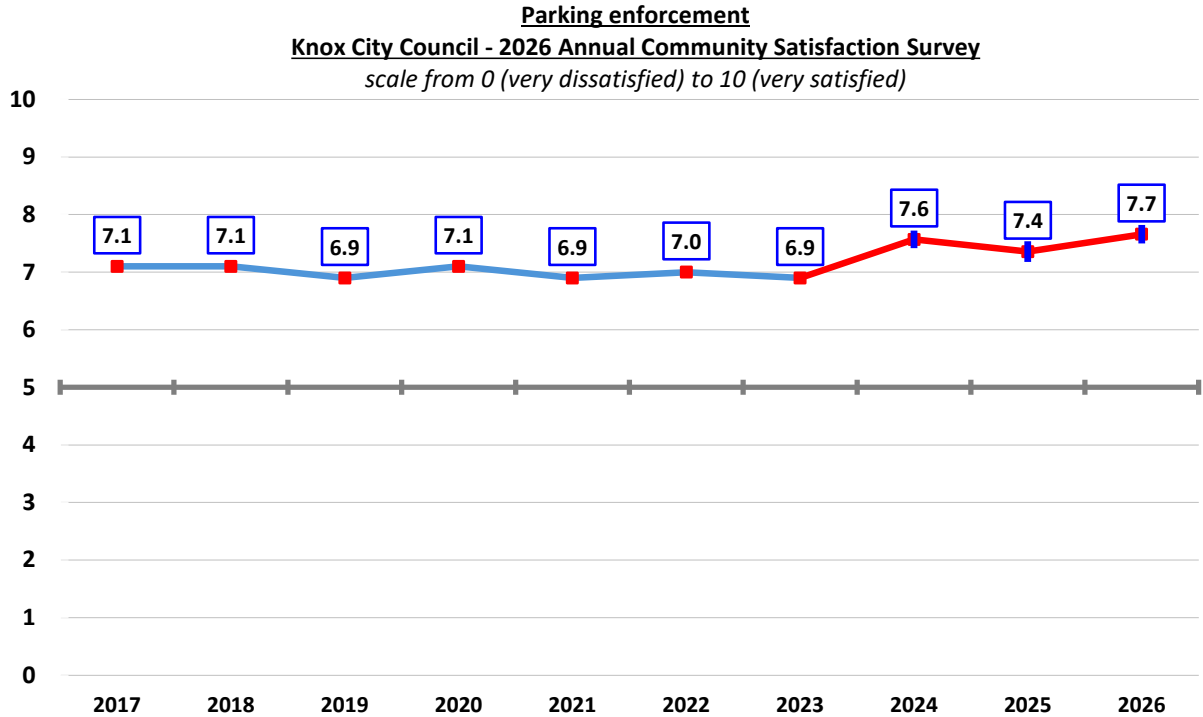
This was the highest satisfaction with parking enforcement recorded for the City of Knox.

This result was notably higher than the long-term average satisfaction since 2017 of 7.2 out of 10, or “good”.

It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2023.

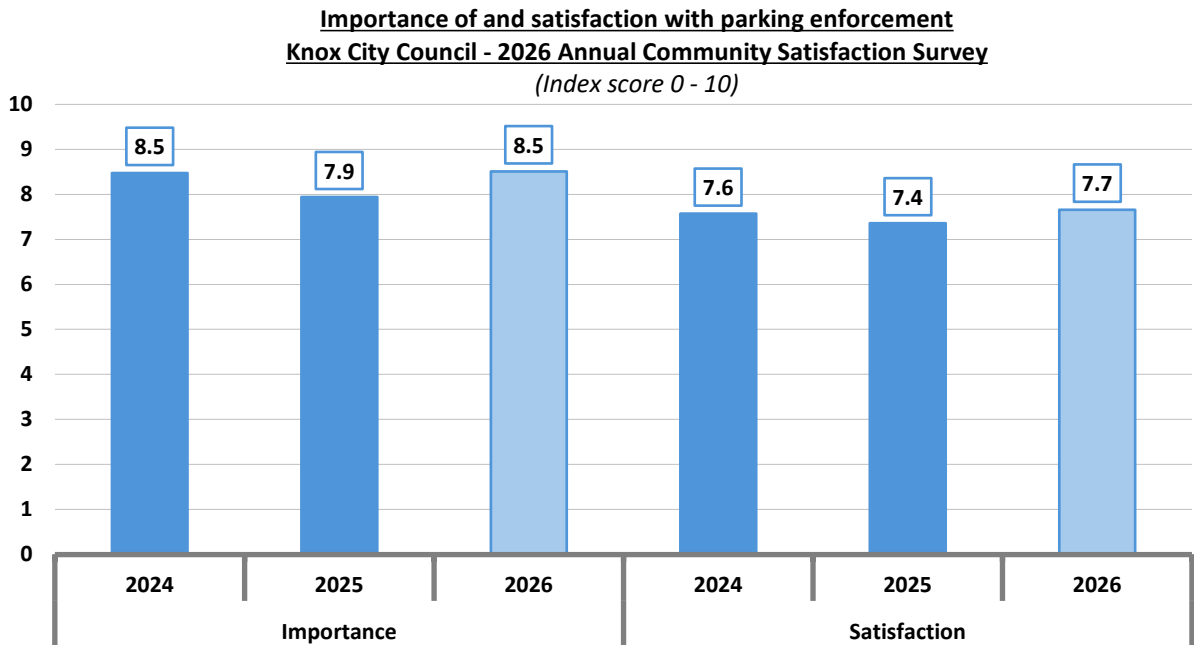
This result ranks these services 29th in terms of satisfaction this year.





This result comprised 61% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 438 of the 501 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with parking enforcement observed by respondent profile, with middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

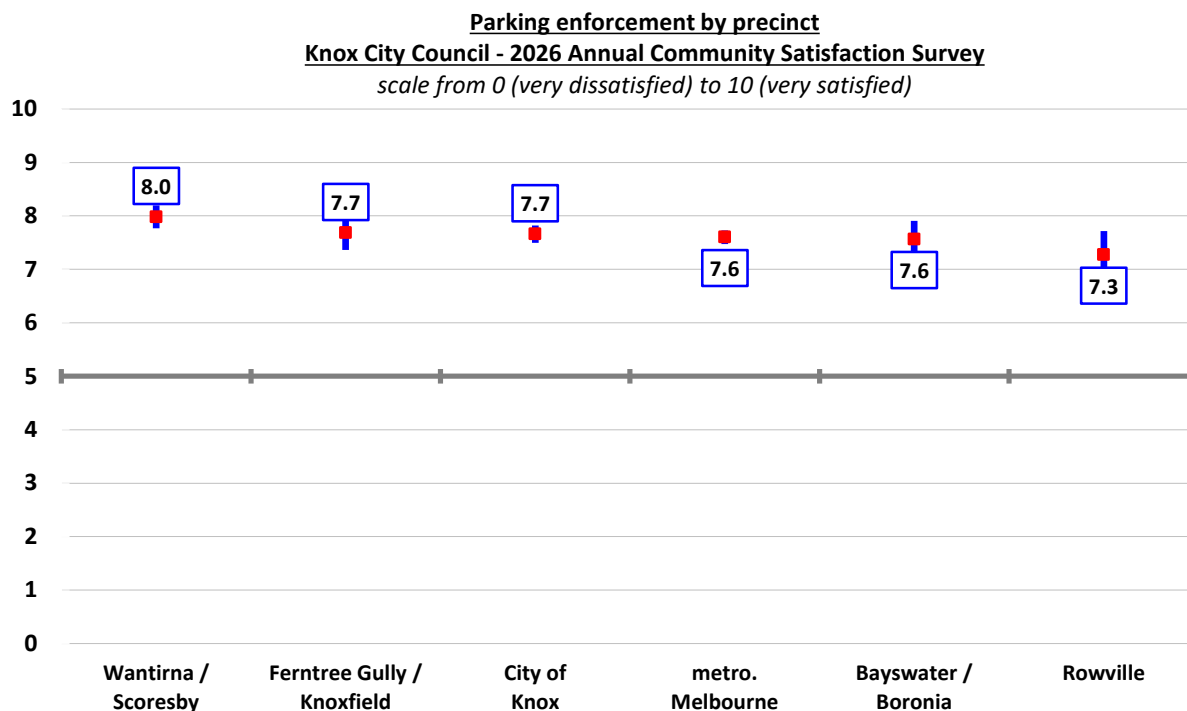


By way of comparison, satisfaction with parking enforcement was broadly consistent with the metropolitan average satisfaction with “parking enforcement” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.



There was some measurable variation in satisfaction with parking enforcement observed across the municipality, with respondents from Wantirna / Scoresby measurably (3pts) more satisfied than the municipal average, and at an “excellent”, rather than a “very good”, level of satisfaction.

By contrast, respondents from Rowville were notably (4pts) less satisfied, although still at a “very good” level.



The following table outlines the 22 comments and seven locations of concern received in relation to parking enforcement.

Reasons for dissatisfaction with parking enforcement
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| A lot of cars are parked illegally; people do not obey the rule about parking | 1 |
| Better monitoring | 1 |
| Compared to what we have as a parking space, we got many fines | 1 |
| Could be improved | 1 |
| I do not think it is a priority of the Council | 1 |
| I think it is a waste of Council time | 1 |
| It is a joke | 1 |
| It is not applicable | 1 |
| It is unfair to fine on nature strips that we maintain | 1 |
| Just to raise money | 1 |



| | |
|--|-----------|
| Need to be stricter | 1 |
| Need to have more parking | 1 |
| No action | 1 |
| No consideration or planning | 1 |
| Outsiders often park where only residents can park | 1 |
| Streets that have lots of units should have parking on one side only | 1 |
| The enforcement is just a way to raise money | 1 |
| There is a car in front of property for years and nothing has been done | 1 |
| They do not fringe them | 1 |
| They do not monitor it in front of houses blocking the bins, and accessibility | 1 |
| Ticket in my own house | 1 |
| Uphill roads are dangerous | 1 |
| Total | 22 |

Specific locations identified by respondents

| | |
|--|-----------|
| Illegal parking on Army Rd | 1 |
| Need more parking and better parking at Sundew | 1 |
| Not giving tickets to illegal parking of Stud Rd | 1 |
| On Hazelwood Rd, cars always parked | 1 |
| On Hazelwood Rd, narrow road | 1 |
| Phyllis Ave parking pretty bad | 1 |
| They park in the wrong places around Narcissus Ave | 1 |
| Total | 7 |
| Total responses | 29 |

Enforcement of local laws

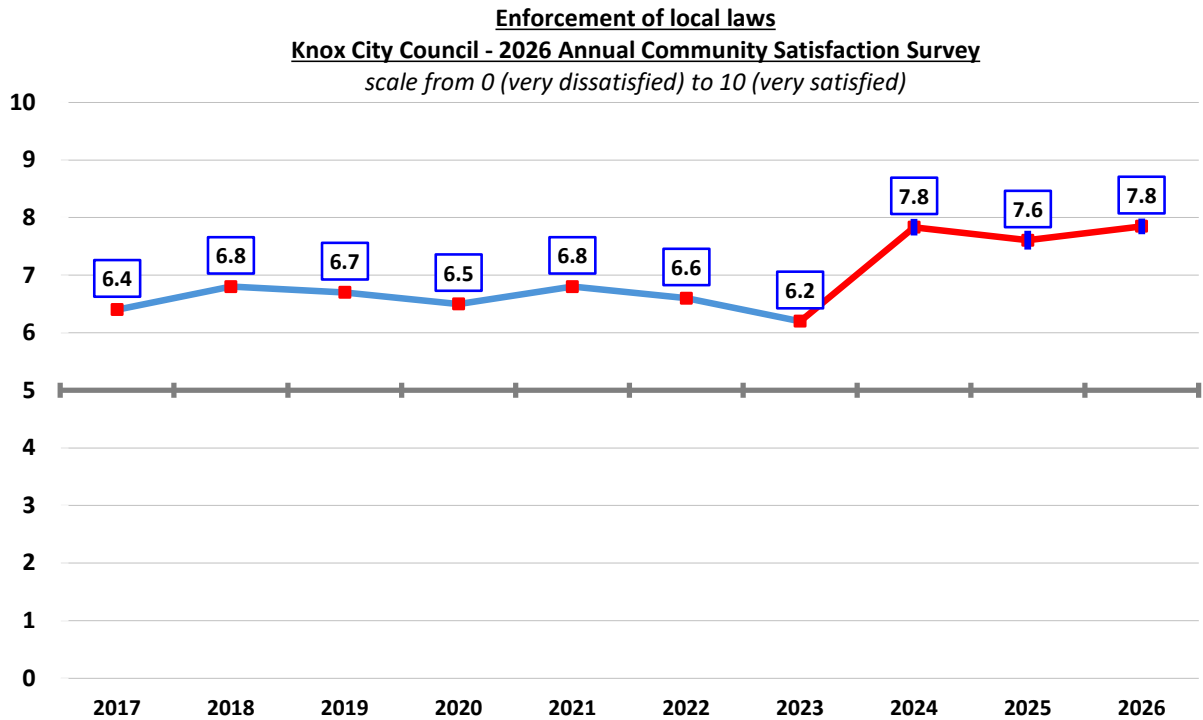
The enforcement of local laws was the 19th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Average satisfaction with the enforcement of local laws increased somewhat this year, rising two percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2017 of 6.9 out of 10, or “good”. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2023.

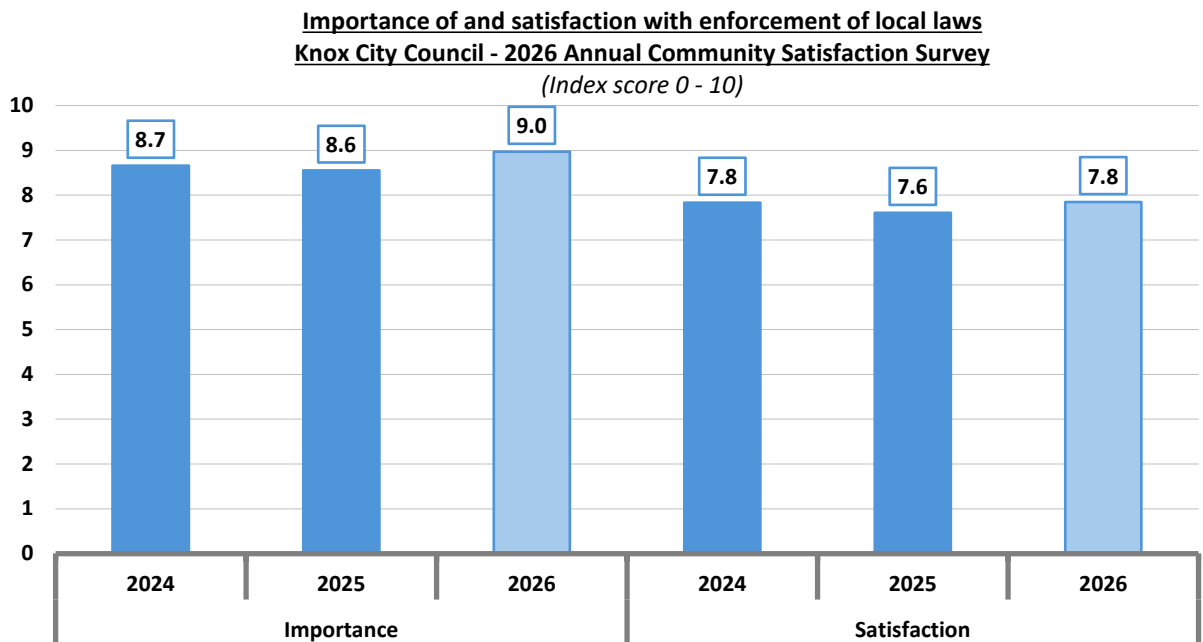
This result ranks local laws 23rd in terms of satisfaction this year.





This result comprised 63% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 441 of the 501 respondents who provided a satisfaction score this year.

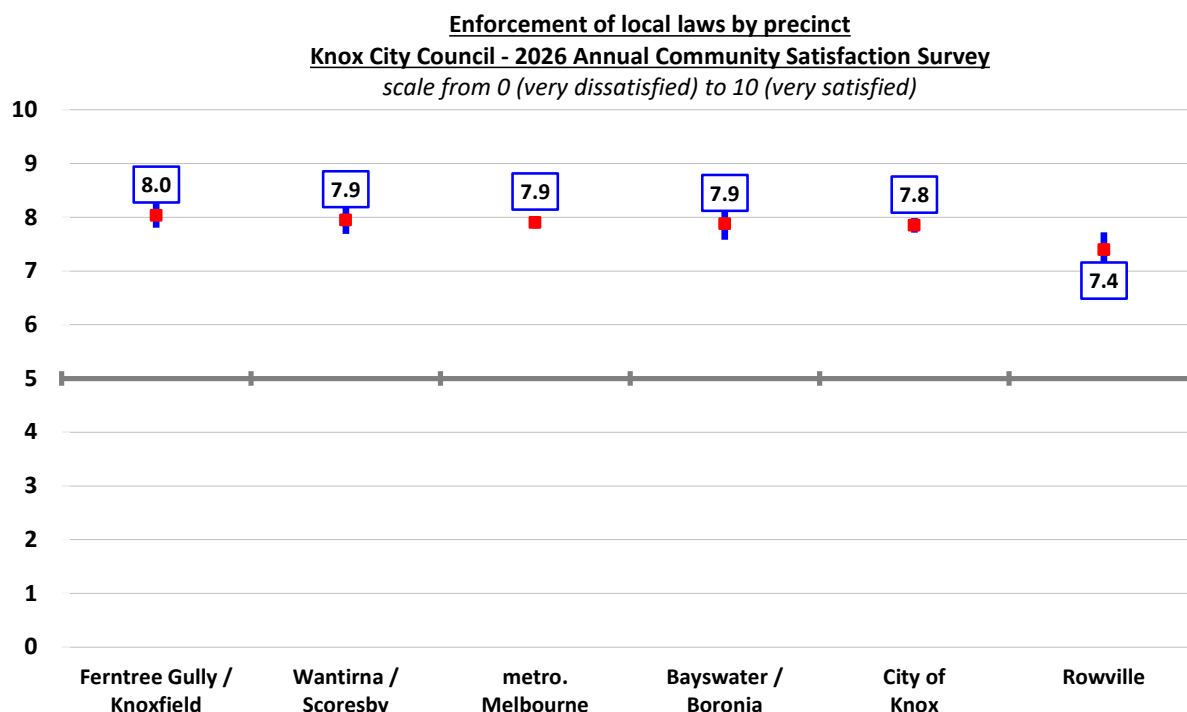
There was no substantive variation in satisfaction with local laws observed by respondent profile.



By way of comparison, satisfaction with local laws was broadly consistent with the metropolitan average satisfaction with the “enforcement of local laws” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.



There was some measurable variation in satisfaction with the enforcement of local laws observed across the municipality, with respondents from Rowville measurably (4pts) less satisfied than the municipal average, and at a “very good”, rather than an “excellent” level of satisfaction.



The following table outlines the 13 comments and one location of concern received in relation to the enforcement of local laws.

Reasons for dissatisfaction with enforcement of local laws
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|-----------|
| Local laws seem to be insufficient in protecting residents from hazards such as the Hanson quarry operations | 2 |
| Areas that are not safe / healthy are not being shut down | 1 |
| I think there should be more enforcement of noise regulations on weekend and trades starting earlier than allowed to | 1 |
| Kids breaking in people homes with machetes | 1 |
| People put rubbish in public areas | 1 |
| Robberies occurred to my neighbours | 1 |
| Some laws are terrible | 1 |
| Targeted crime has gotten lower only because residents had to spend money on security, not the Council | 1 |
| The bikes are really fast on the paths | 1 |
| Think about why you have certain things in place but have nothing going on | 1 |
| Too much local government involved | 1 |
| Trades starting earlier than allowed to | 1 |
| Total | 13 |



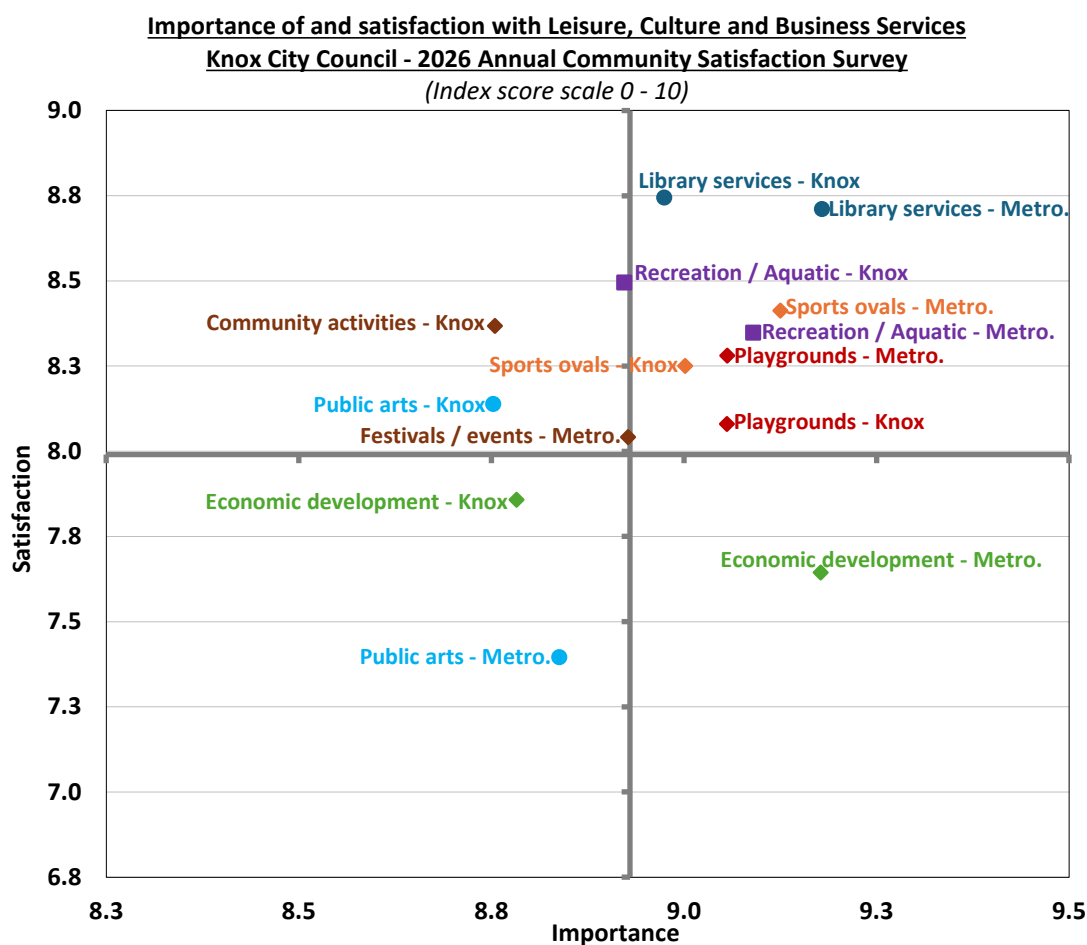
Specific locations identified by respondents

| | |
|--|-----------|
| I heard residents down Barmah Dr West have been robbed in daytime and at night | 1 |
| Total | 1 |
| Total responses | 14 |

Leisure, Culture and Business Services

Seven services and facilities from the Leisure, Culture and Business Services division were included in the survey this year.

These were library services, recreation and / or aquatic centres, playgrounds, the provision of public arts centres, programs, and activities, Council’s activities promoting local economic development, sports ovals and other outdoor sporting facilities, and community and cultural activities, festivals, and events.



Of these seven services and facilities, only Council activities promoting economic development recorded a lower-than-average satisfaction score.



These services, along with community and cultural activities, festivals, and events, and public arts centres, programs, and activities, were less important than average.

Library services, recreation and aquatic centres, sports ovals, and playgrounds, were all more important than average, and recorded higher-than-average satisfaction scores.

Council’s activities promoting local economic development and tourism

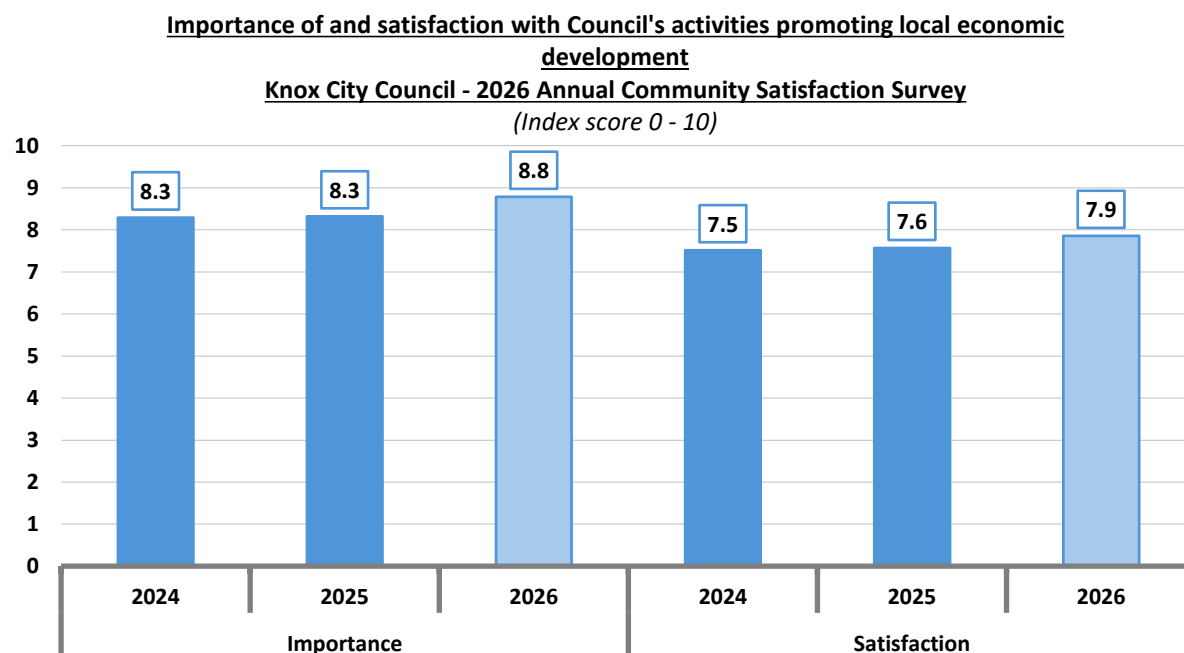
Council activities promoting local economic development and tourism were the 27th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with these services increased somewhat this year, up three percentage points to 7.9 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result ranks these services 21st in terms of satisfaction this year.

This result comprised 70% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 379 of the 501 respondents who provided a satisfaction score this year.

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

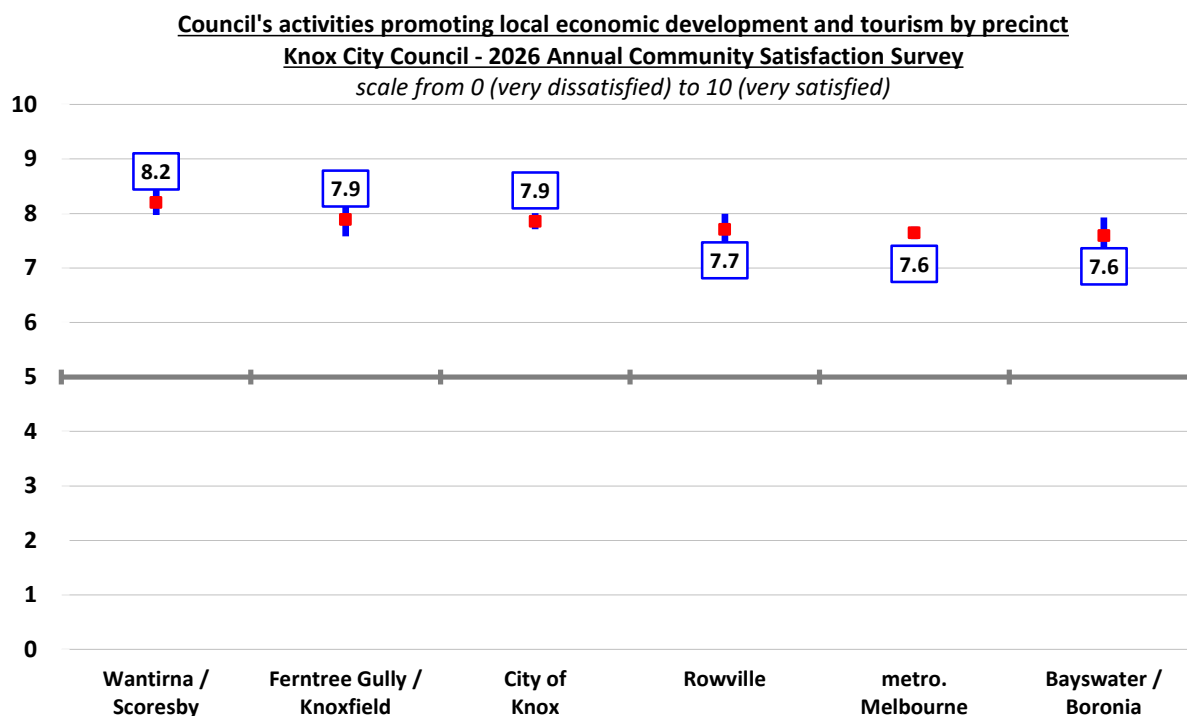


By way of comparison, satisfaction with these services was somewhat (3pts) higher than the metropolitan average satisfaction with the “Council activities promoting local economic development” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.



There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Wantirna / Scoresby measurably (3pts) more satisfied than the municipal average.

By contrast, respondents from Bayswater / Boronia were notably (3pts) less satisfied than average, and at a “very good” level.



The following table outlines the 13 comments received from respondents in relation to activities promoting local economic development.

Reasons for dissatisfaction with Council’s activities promoting local economic development
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|--------|
| I have never heard of it | 2 |
| Not as much, need more | 2 |
| Everywhere in the world it is not good | 1 |
| Focus on priority development like we dont have a running track here | 1 |
| Just email | 1 |
| Local government should not be involved | 1 |
| More poster and awareness of businesses | 1 |
| The Council comes out and talks to people only during election time | 1 |
| There is nothing there | 1 |
| They do not do anything, they only do grants for LGBTQIA+ or sporting, and community, how about local business | 1 |
| They have spent too much money on Boronia station | 1 |

Total

13



Local library services

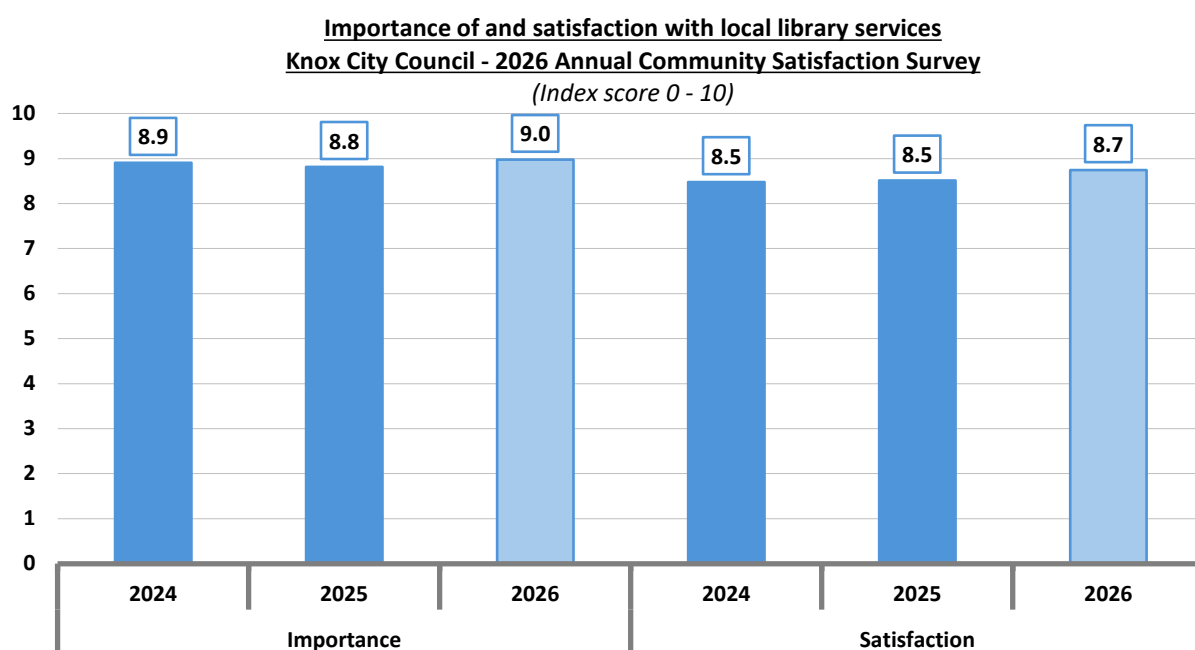
Local library services were the 18th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with library services increased somewhat this year, rising two percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 1st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (8.0).

This result comprised 86% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 171 of the 174 respondents (35%) from households who had used these facilities in the last 12 months.

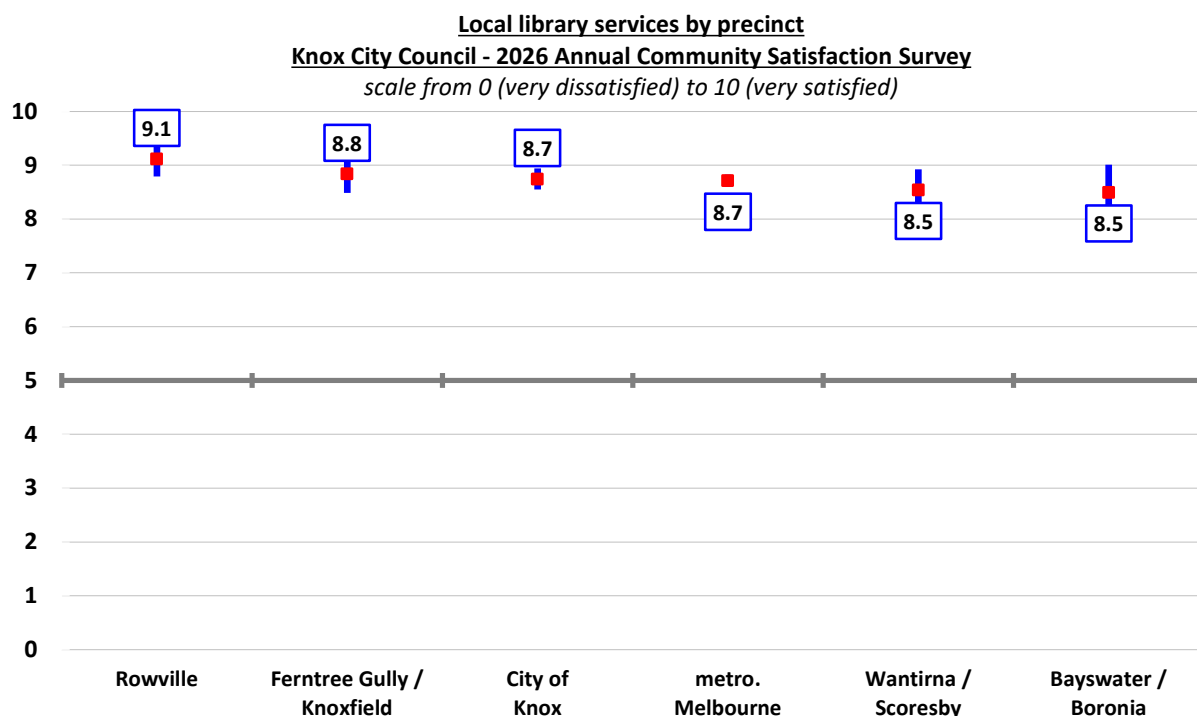
There was some substantive variation in satisfaction with library services observed by respondent profile, with young adults (aged 18 to 34 years) notably less satisfied than average.



By way of comparison, satisfaction with local library services was identical to the metropolitan average satisfaction with the “local library” of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the shire, with respondents from all four precincts rating satisfaction at “excellent” levels.





The following table outlines the six comments received from respondents in relation to local library services.

Reasons for dissatisfaction with local library services
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Cannot get to one | 1 |
| Hard to find books | 1 |
| Not updated | 1 |
| Result was unsatisfactory | 1 |
| Some of them really small | 1 |
| They did not get back to me on time and result was unsatisfactory | 1 |
| Total | 6 |

Sports ovals and other outdoor sporting facilities

Sports ovals and other outdoor sporting facilities were the 13th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

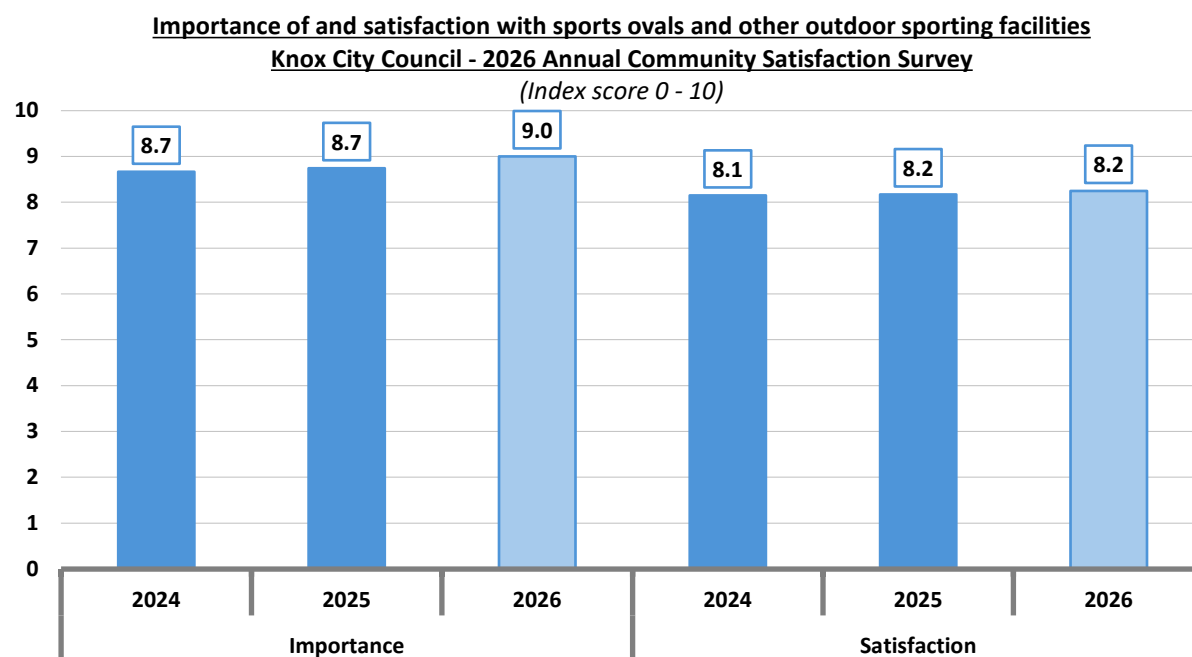
Satisfaction with these facilities remained stable this year at 8.2 out of 10, which remains an “excellent” level of satisfaction.



This result ranks sports ovals and other outdoor sporting facilities 10th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 186 of the 188 respondents (38%) from households who had used these facilities in the last 12 months.

There was some substantial variation in satisfaction with sports ovals and other local sporting facilities observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.

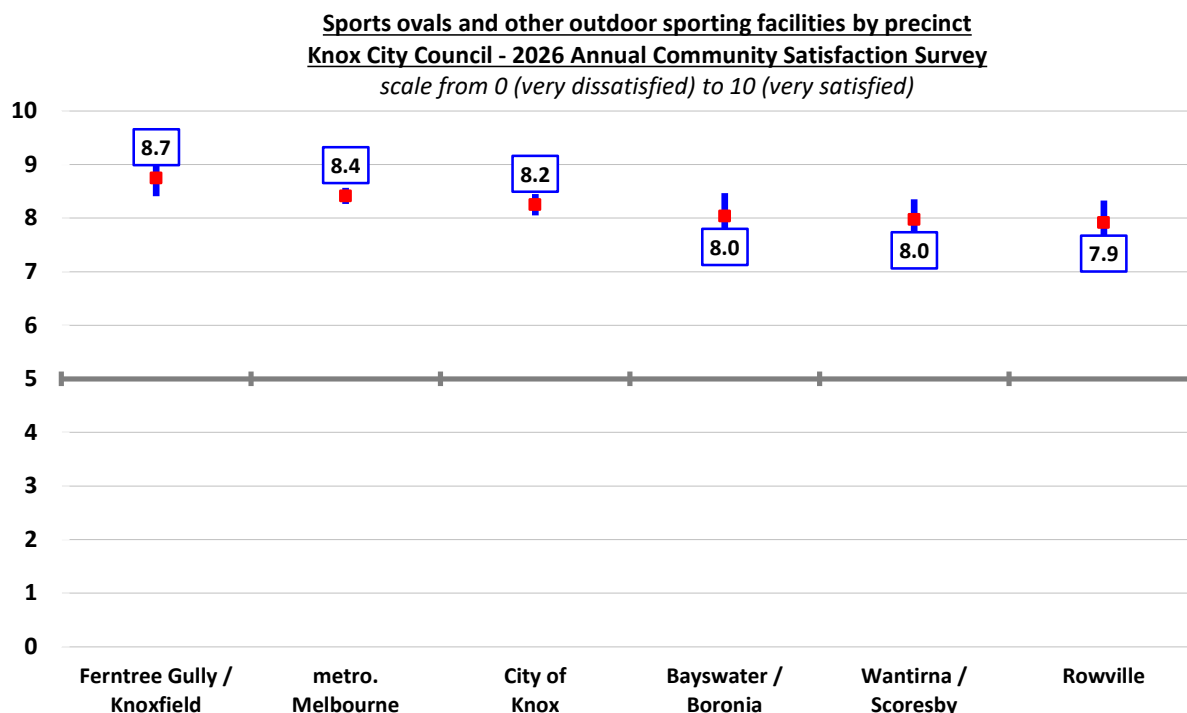


By way of comparison, satisfaction with these facilities was somewhat (2pts) lower than the metropolitan average satisfaction with the “sports ovals and other outdoor sporting facilities” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these facilities observed across the municipality, with respondents from Ferntree Gully / Knoxfield measurably (5pts) more satisfied than the municipal average.

Respondents from all four precincts rated satisfaction with these facilities at “excellent” levels.





The following table outlines the 10 comments and two locations of concern in relation to sports ovals and other local sporting facilities.

Reasons for dissatisfaction with sport ovals and other local sporting facilities
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Co-ed facilities are urgent | 1 |
| I am aware of development plans for this facility, but it should be fast-tracked | 1 |
| More gym equipment | 1 |
| More resources. Not enough | 1 |
| More running tracks with lighting | 1 |
| No facilities near | 1 |
| Not enough around the area | 1 |
| Spend way too much | 1 |
| Tennis court not maintained | 1 |
| We need more facilities | 1 |
| Total | 10 |
| <i>Specific locations</i> | |
| Provision of water and refill stations at places like the Knox soccer | 1 |
| Provision of water and refill stations at places like the BMX tracks | 1 |
| Total | 2 |
| Total responses | 12 |



Recreation centres and / or aquatic centres

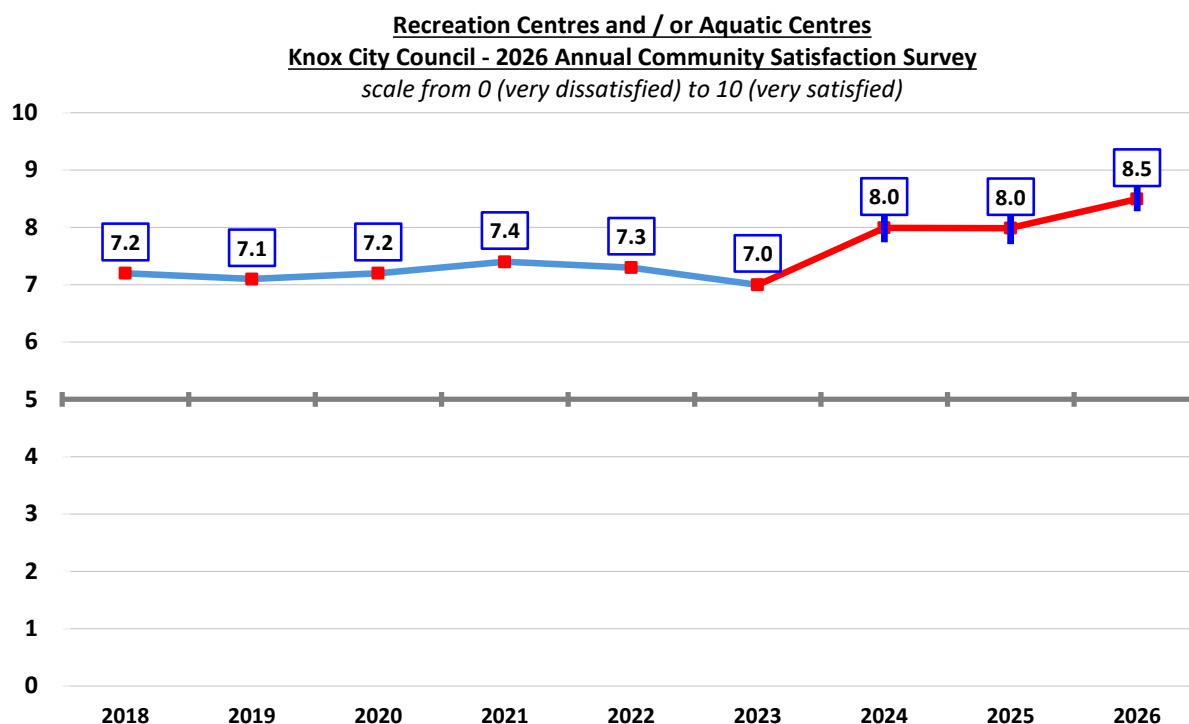
Recreation and / or aquatic centres were the 22nd most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with recreation centres and / or aquatic centres increased measurably this year, rising five percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This was measurably higher than the long-term average satisfaction since 2018 of 7.5 out of 10, or “very good”.

It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2018 and 2023.

This result ranks recreation and aquatic centres 6th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 36 services and facilities (8.0).

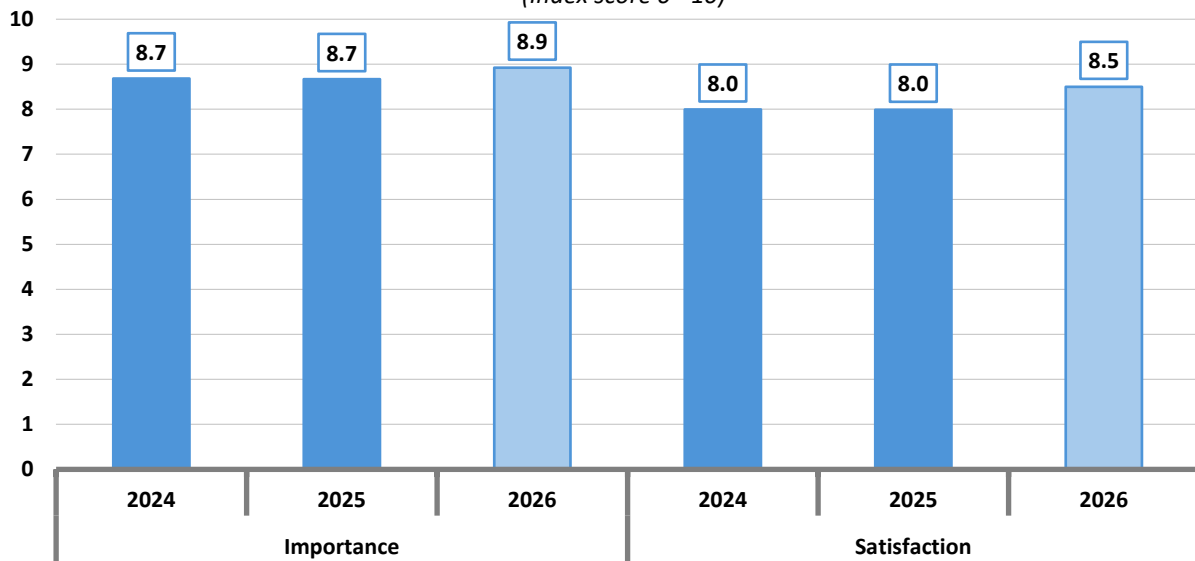


This result comprised 79% “very satisfied” and no dissatisfied respondents, based on a total sample of 136 of the 136 respondents (27%) from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction with these services observed by respondent profile, with middle-aged adults (aged 45 to 60 years) notably less satisfied than average.



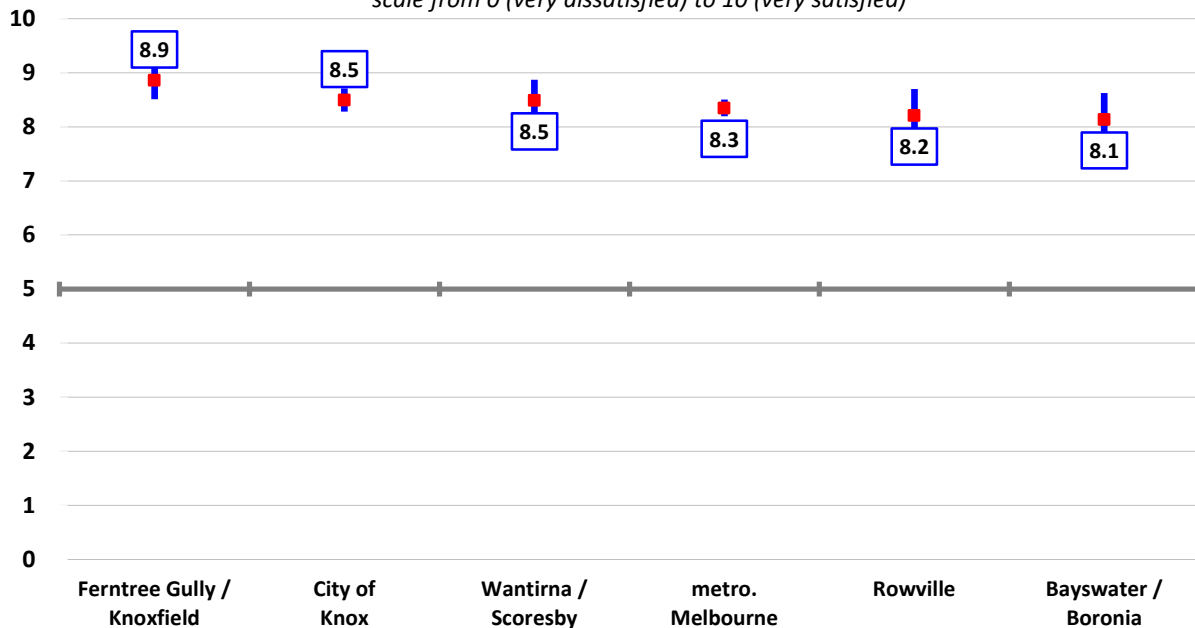
Importance of and satisfaction with recreation centres and / or aquatic centres
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, satisfaction with these facilities was somewhat (2pts) higher than the metropolitan average satisfaction with “recreation and / or aquatic centres” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these facilities observed across the municipality, with respondents from all four precincts rating satisfaction at “excellent” levels.

Recreation Centres and / or Aquatic Centres by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 13 comments received from respondents in relation to recreation and / or aquatic centres.



Reasons for dissatisfaction with recreation centres and / or aquatic centres

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Upgrade of facilities | 2 |
| Upgrade the community centre | 2 |
| Booking is not available via desktop PC | 1 |
| Chlorine is very high | 1 |
| I am not a fan of the public pools | 1 |
| Need windows | 1 |
| Nothing here | 1 |
| There should be more | 1 |
| Upgrade change rooms | 1 |
| Upgrade hot water | 1 |
| We have only one centre, we need more | 1 |
| Total | 13 |

Provision and maintenance of playgrounds

The provision and maintenance of playgrounds was the 10th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with playgrounds remained essentially stable this year, up one percentage point to 8.1 out of 10, which remains an “excellent” level of satisfaction.

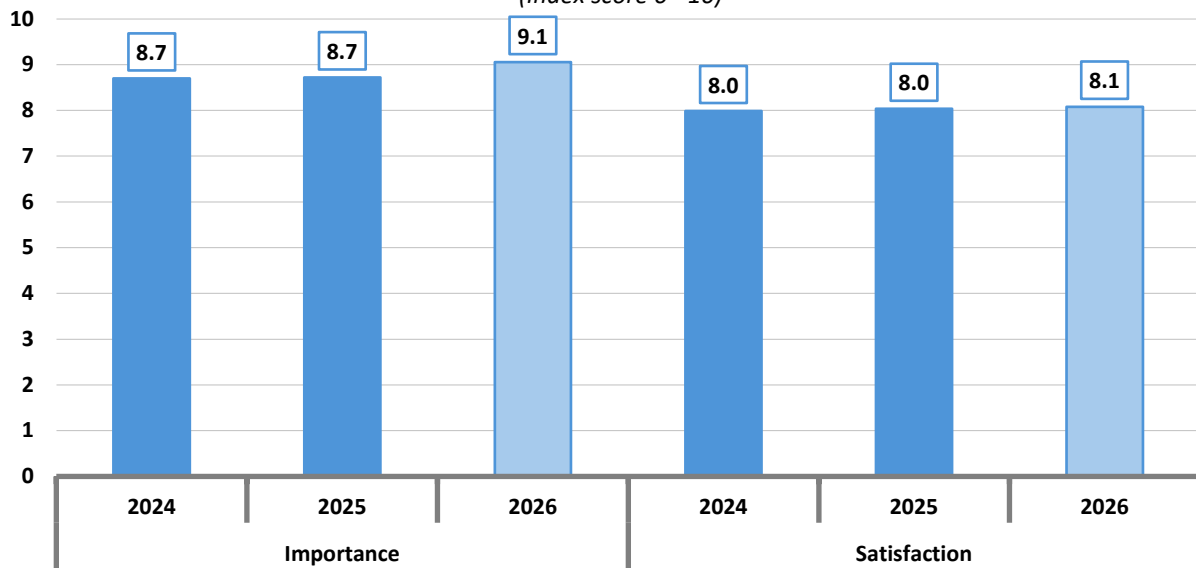
This result ranks playgrounds 13th in terms of satisfaction this year.

This result comprised 74% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 172 of the 174 respondents (35%) from households who had used these facilities in the past 12 months.

There was some substantive variation in satisfaction with playgrounds observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.



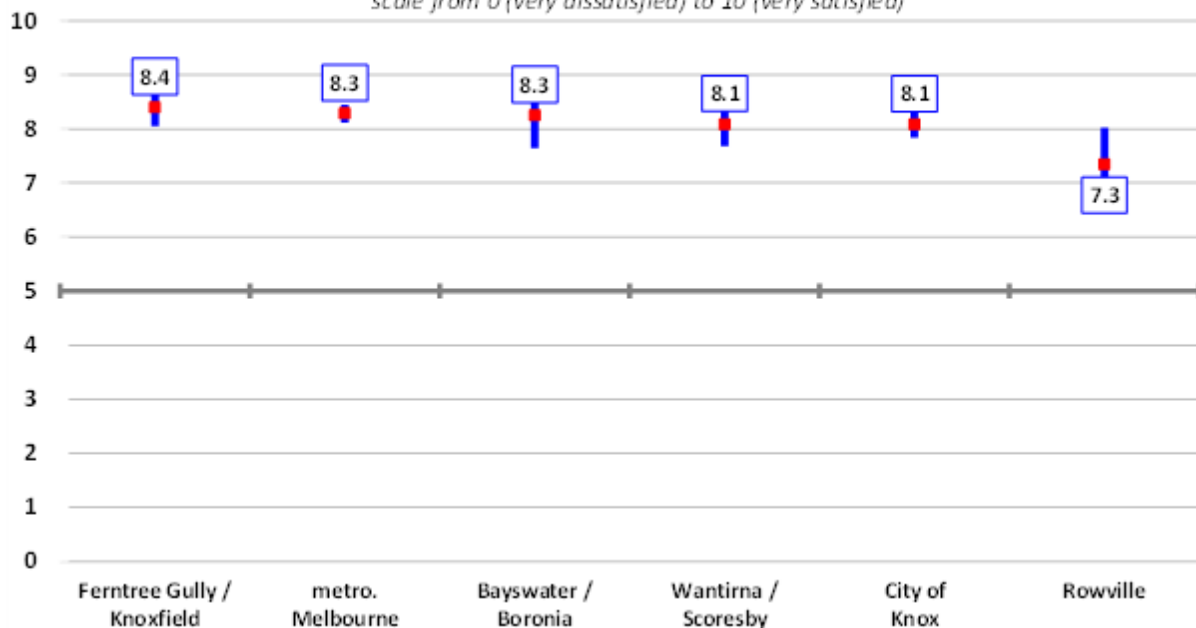
Importance of and satisfaction with provision and maintenance of playgrounds
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, satisfaction with playgrounds was somewhat (2pts) lower than the metropolitan average satisfaction with the “the provision and maintenance of playgrounds” of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with playgrounds observed across the municipality, respondents from Rowville were notably (8pts) less satisfied than the municipal average, and at a “very good”, rather than an “excellent”, level of satisfaction.

Provision and maintenance of playgrounds by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 10 comments and one location of concern received in relation to the provision and maintenance of playgrounds.



Reasons for dissatisfaction with provision and maintenance of playgrounds

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| All places need upgrades | 1 |
| Bins are full frequently | 1 |
| Graffiti | 1 |
| It is inconsistent | 1 |
| Need to fix it | 1 |
| Needs upgrading | 1 |
| Nothing here | 1 |
| Put exercise equipment | 1 |
| The smaller ones are not maintained | 1 |
| Unsafe for my grandchildren's health due to dusts from quarry | 1 |
| Total | 10 |
| <i>Specific locations identified by respondents</i> | |
| The community parks need to be updated (Katandra Reserve) | 1 |
| Total | 1 |
| Total responses | 11 |

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

The provision of public and performing arts centres, programs, and activities was the 31st most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

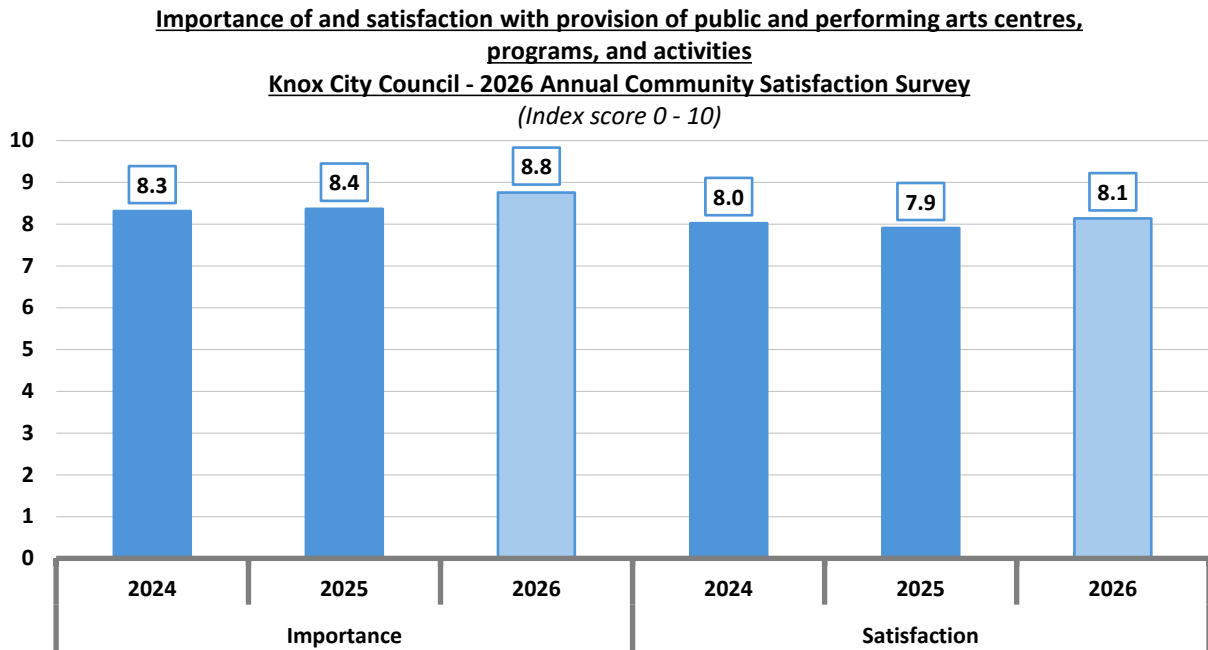
Satisfaction with these facilities increased somewhat this year, up two percentage points to 8.1 out of 10, which remains an “excellent” level of satisfaction.

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

This result comprised 68% “very satisfied” and no “dissatisfied” respondents, based on a total sample of 59 of the 62 respondents (12%) from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction with these facilities observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied, and middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

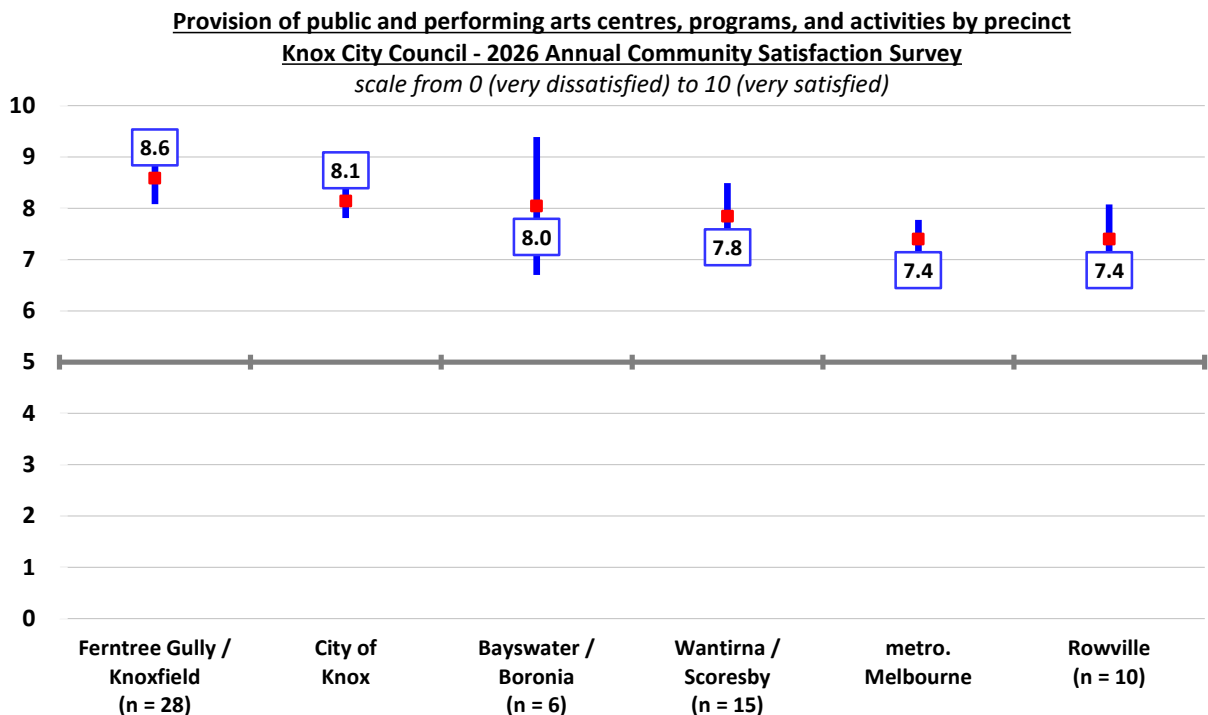




By way of comparison, satisfaction with these facilities was measurably (7pts) higher than the metropolitan average satisfaction with the “provision of public art” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these facilities observed across the municipality, although 28 respondents from Ferntree Gully / Knoxfield were notably (5pts) more satisfied than the municipal average.

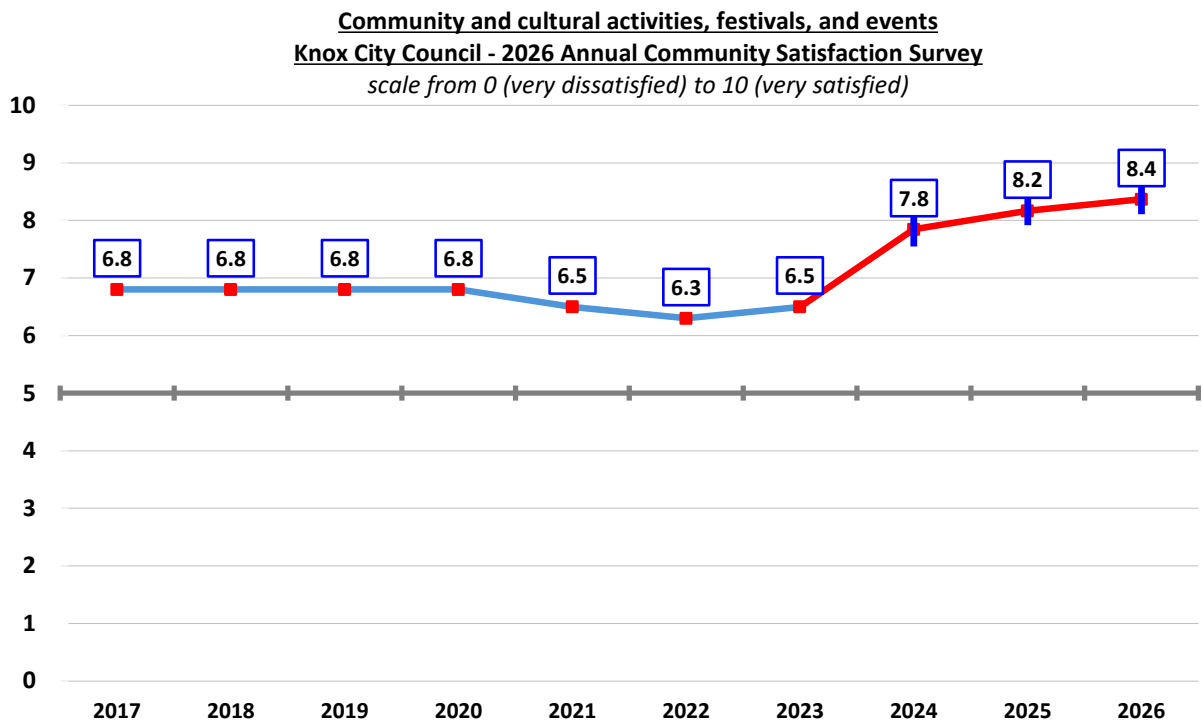
By contrast, 10 respondents from Rowville were notably (7pts) less satisfied, and at a “very good”, rather than an “excellent”, level.



Community and cultural activities, festivals, and events

Community and cultural activities, festivals, and events were the 30th most important of the 36 included services and facilities.

Satisfaction with community and cultural activities, festivals, and event increased somewhat this year, up two percentage points to 8.4 out of 10, which remains an “excellent” level.



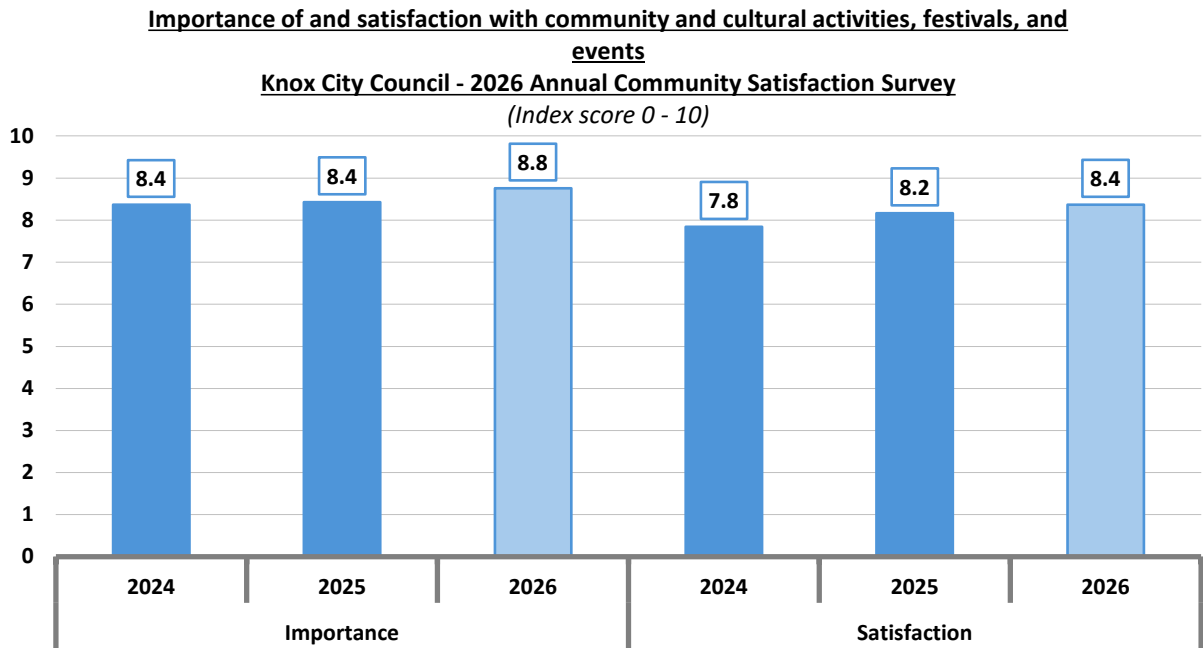
This result ranks community and cultural activities 8th in terms of satisfaction this year.

This was measurably higher than the long-term average satisfaction since 2017 of 7.1 out of 10, or “good”. It is important to note that the survey was conducted by a different provider, using a different survey form and methodology, between 2017 and 2023.

This result comprised 71% “very satisfied” and no dissatisfied respondents, based on a total sample of 97 of the 100 respondents (20%) from households who had used these services in the last 12 months.

There was some variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

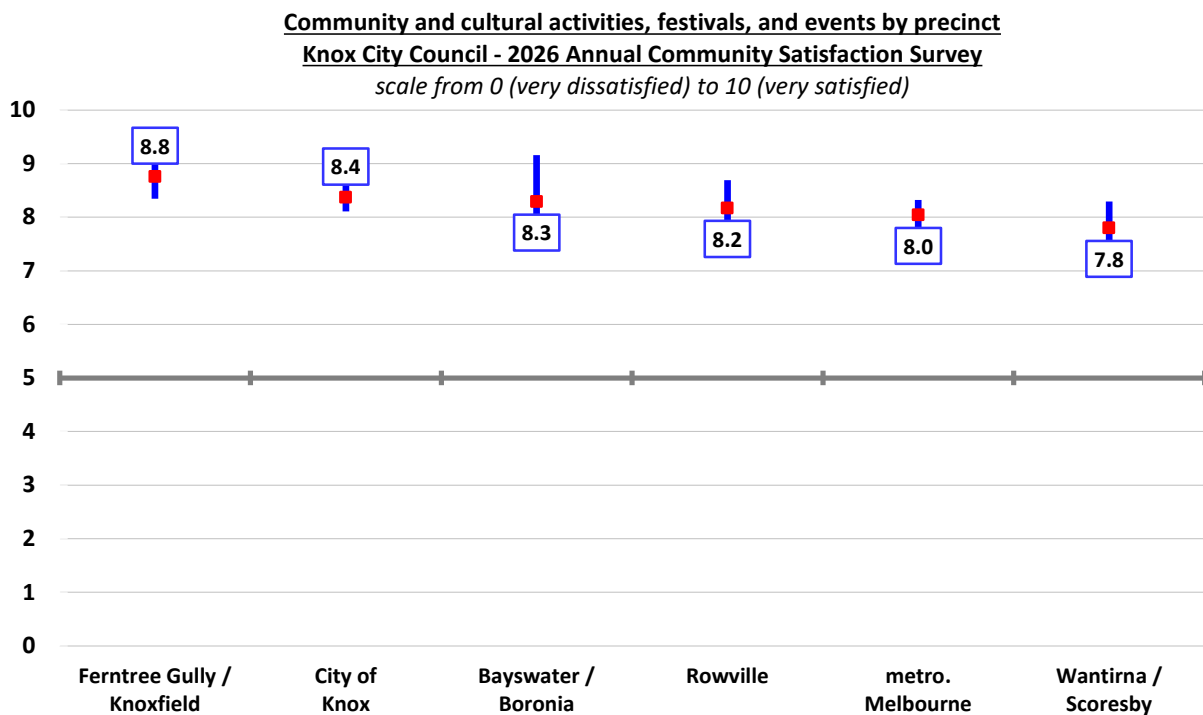




By way of comparison, satisfaction with these facilities was notably (4pts) higher than the metropolitan average satisfaction with “Council’s festivals and events” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these facilities observed across the municipality, with respondents from all four precincts rating satisfaction at “excellent” levels.

It is noted, however, that respondents from Wantirna / Scoresby were notably (6pts) less satisfied than average, although still at an “excellent” level.

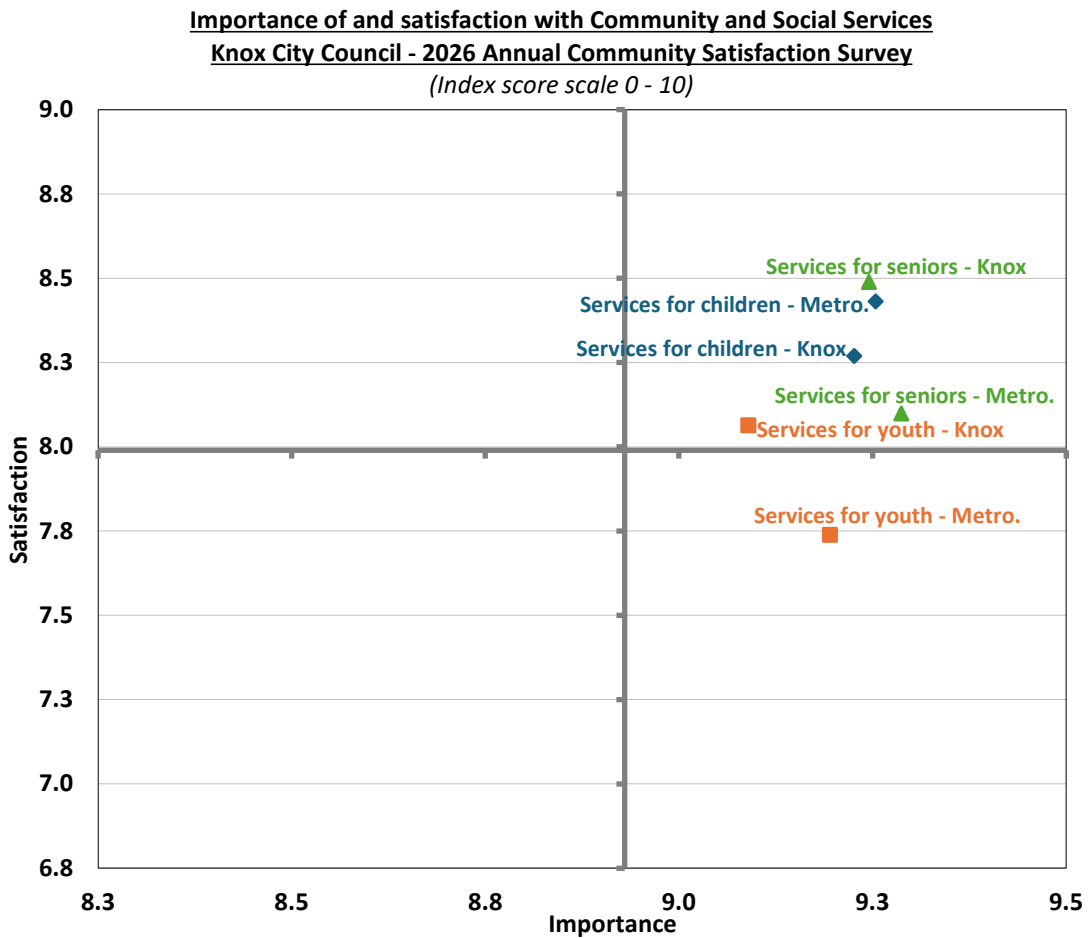


Community and Social Services

Three services from the Community and Social Services division were included in the survey this year.

These were services for seniors, services for children, and services for youth.

All three of these services were among those which respondents considered most important, and with which they were most satisfied.



Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 3rd most important of the 36 included services and facilities, with an average importance of 9.2 out of 10, and one of four services and facilities to be measurably more important than the average of all 36 services and facilities (8.9).

Satisfaction with these services increased somewhat this year, rising two percentage points to 8.3 out of 10, which remains an “excellent” level of satisfaction.



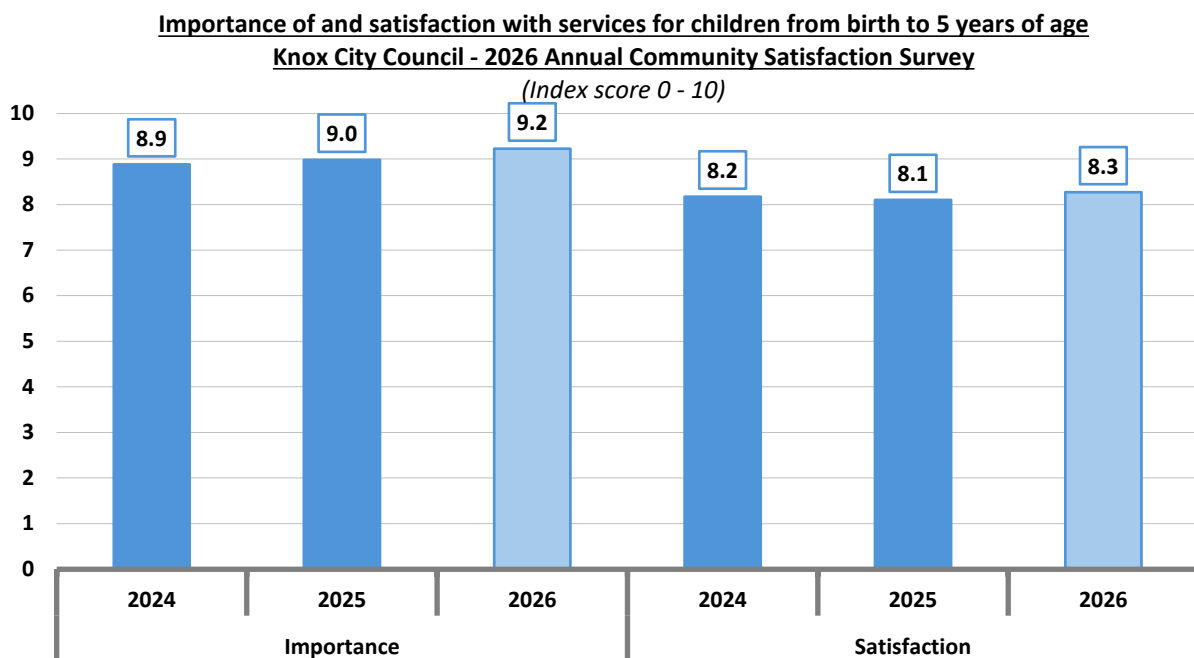
This result ranks these services 9th in terms of satisfaction this year.

This result comprised 77% “very satisfied” and two percent “dissatisfied” respondents, based on a total sample of 45 of the 49 respondents (10%) from households who had used these facilities in the last 12 months.

Given the relatively small sample size, there was no substantive variation in satisfaction with these services observed by respondent profile.

The 14 respondents from two-parent families with youngest child aged 0 to 4 years rated satisfaction at 8.5 out of 10, while the 11 respondents from two-parent families with youngest child aged 5 to 12 years rated it at 8.3.

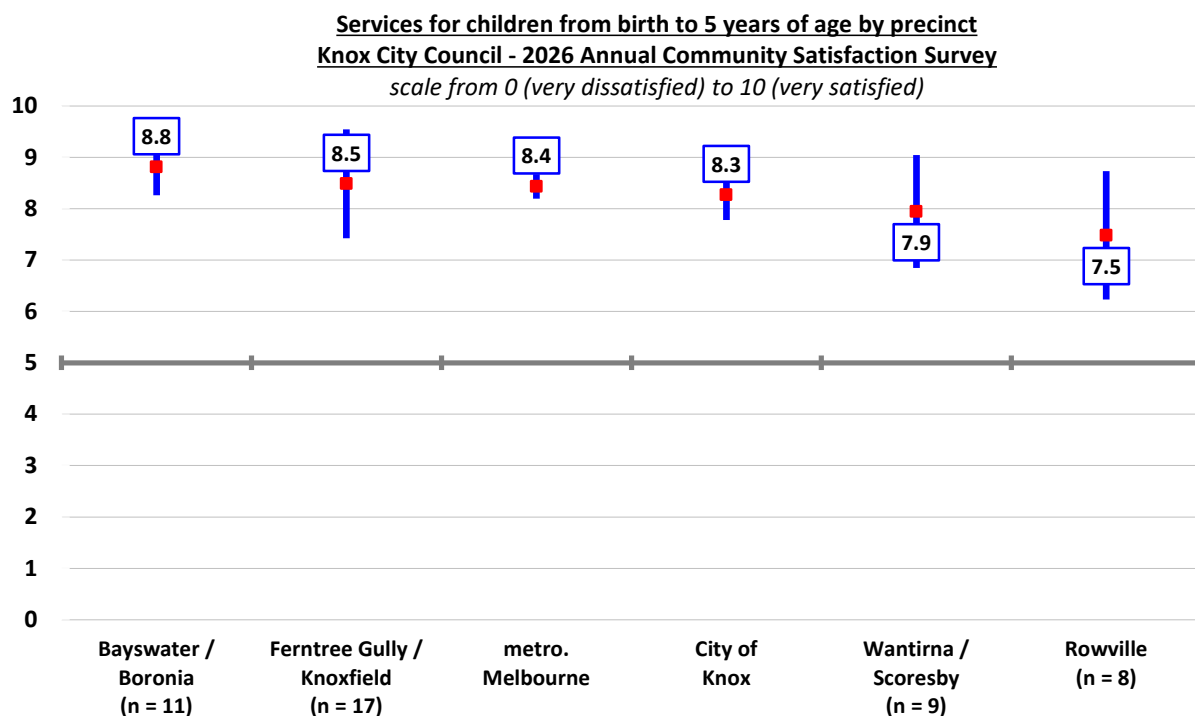
The three one parent families with children aged under 18 years rated satisfaction at 7.3 out of 10.



By way of comparison, satisfaction with these services was broadly consistent with the metropolitan average satisfaction with the “services for children from birth to five years of age” of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with these services observed across the municipality, attention is drawn to the eight respondents from Rowville were notably (8pts) less satisfied, and at a “very good”, rather than an “excellent”, level.





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

Reasons for dissatisfaction with services for children from birth to 5 years of age
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Removed all the local Council run kinder | 1 |
| Total | 1 |

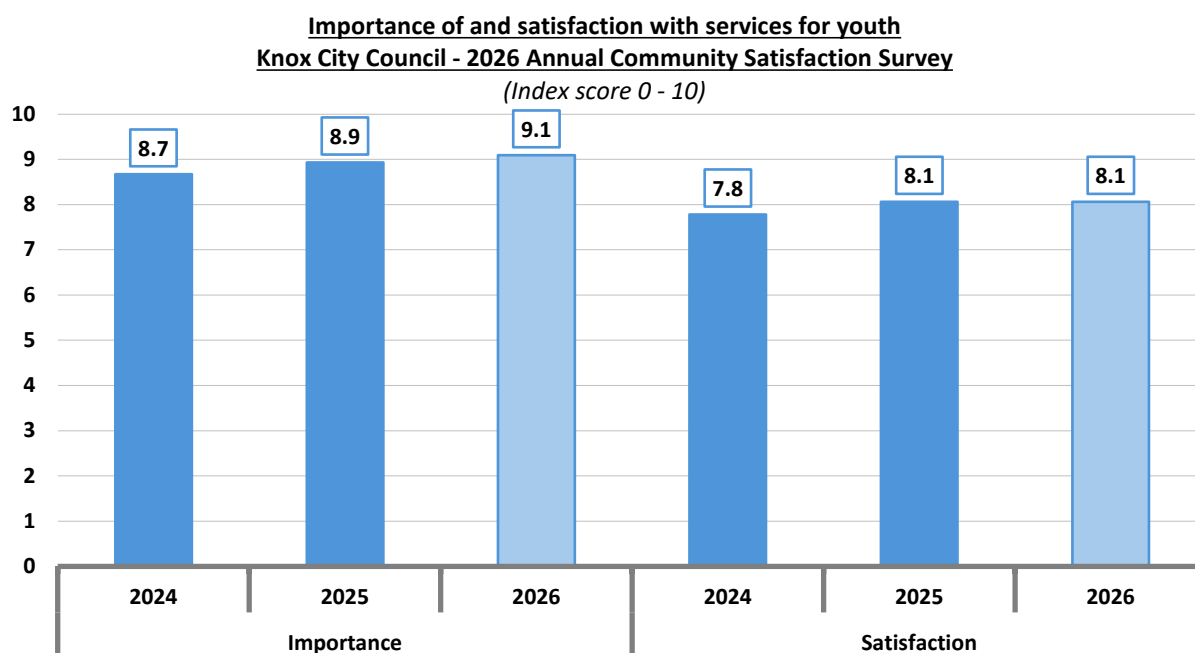
Services for youth

Support services for youth were the 6th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with these services remained stable this year at 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 14th in terms of satisfaction this year.





This result comprised 68% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 48 of the 51 respondents (10%) from households who had used these facilities in the last 12 months.

Bearing in mind the relatively small sample size, there was no substantive variation in satisfaction with these services observed by respondent profile.

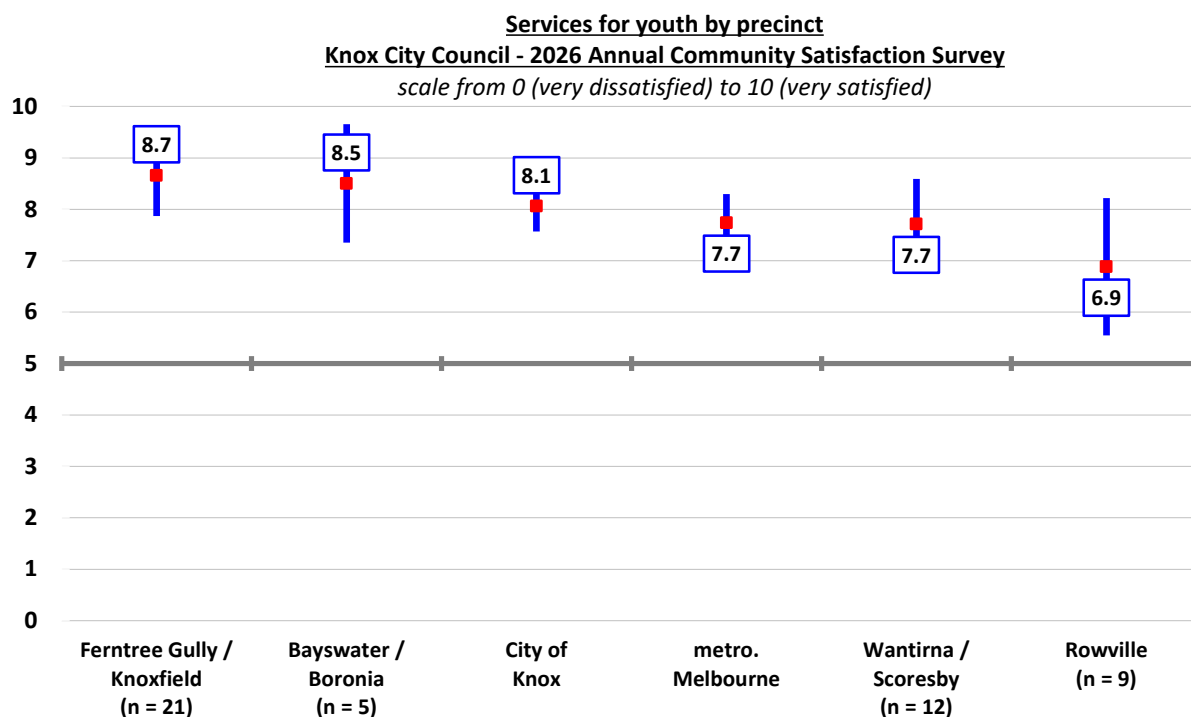
The four respondents from two-parent families with youngest child aged between 13 and 18 years rated satisfaction at 7.8 out of 10, while the four one-parent families with children aged under 18 years rated satisfaction at 8.0 out of 10.

By way of comparison, satisfaction with these services was notably (4pts) higher than the metropolitan average satisfaction with the “services for youth” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with youth services observed across the shire.

However, the 21 respondents from Ferntree Gully / Knoxfield were notably (6pts) more satisfied than the shire average, while the nine respondents from Rowville were notably (12pts) less satisfied, and at a “good”, rather than an “excellent”, level.





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

Reasons for dissatisfaction with services for youth
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|------------------------------------|----------|
| Need more awareness in those areas | 1 |
| Not enough | 1 |
| Total | 2 |

Services for seniors

Services for seniors were the 2nd most important of the 36 included services and facilities, with an average importance of 9.2 out of 10, and one of four services and facilities to be measurably more important than the average of all 36 (8.9).

Satisfaction with services for seniors increased measurably this year, up 10 percentage points to 8.5 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

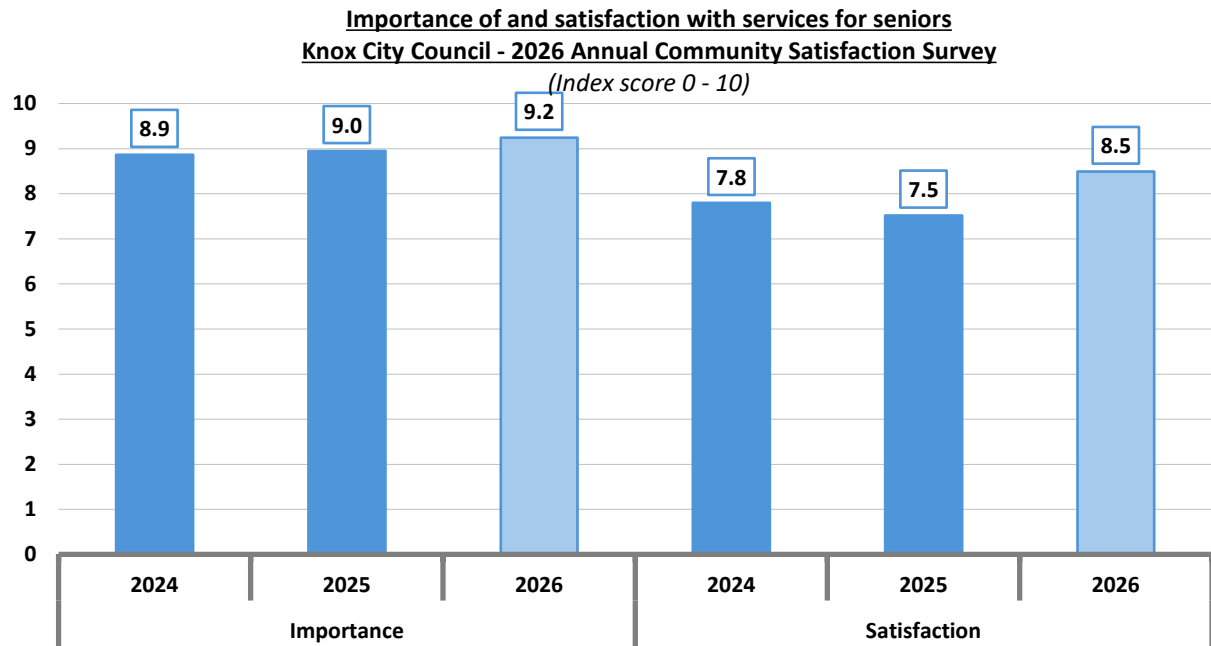
This result ranks these services 7th in terms of satisfaction this year.



This result comprised 82% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 50 of the 51 respondents (10%) from households who had used these facilities in the last 12 months.

Considering the relatively small sample size, there was no statistically significant variation in satisfaction with these services observed by respondent profile.

The five respondents from older sole person households rated satisfaction at 8.4 out of 10, and the seven older couple-household respondents rated satisfaction at 8.8 out of 10.

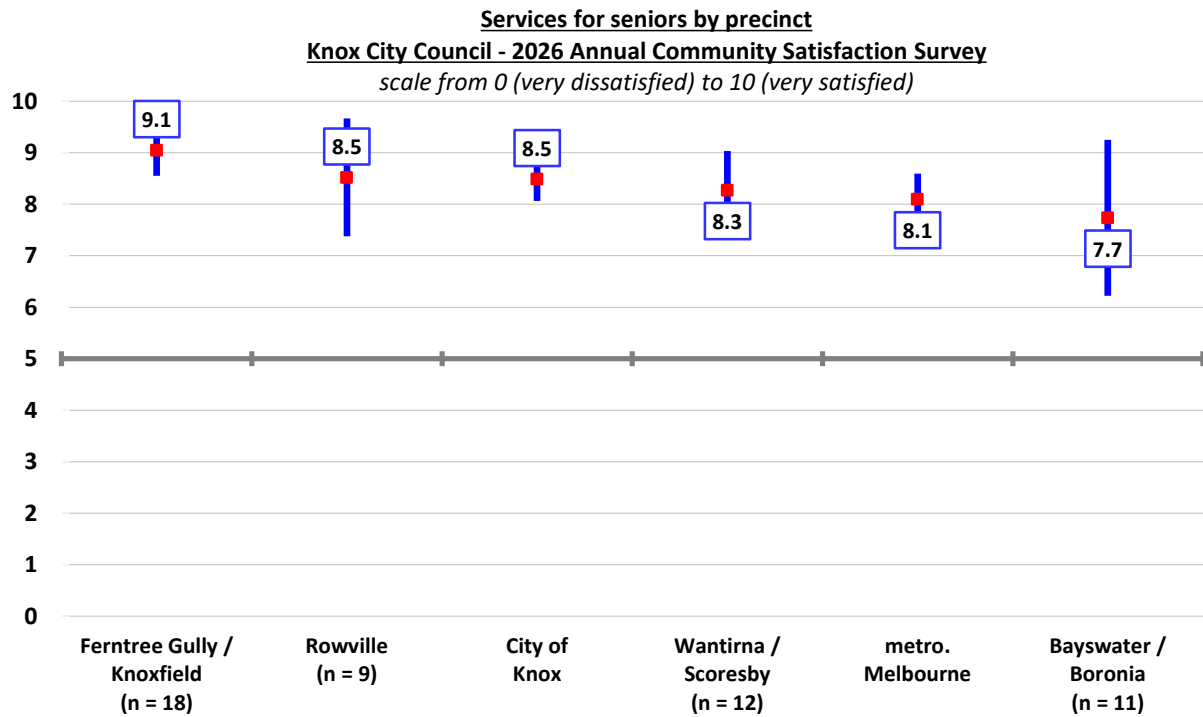


By way of comparison, satisfaction with these services was notably (4pts) higher than the metropolitan average satisfaction with “services for seniors” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.

The 18 respondents from Ferntree Gully / Knoxfield were, however, notably (6pts) more satisfied than the municipal average, while the 11 respondents from Bayswater / Boronia were notably (8pts) less satisfied.





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

Reasons for dissatisfaction with support services for seniors
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Do more for elderly | 1 |
| Gym for old people | 1 |
| Not aware of any support services for seniors | 1 |
| Other than public transport no other things for seniors | 1 |
| Total | 4 |



Built and Natural Environment Services (roads and transport)

Four services and facilities related to roads and transport were included in the survey from the Built and Natural Environment Services division this year.

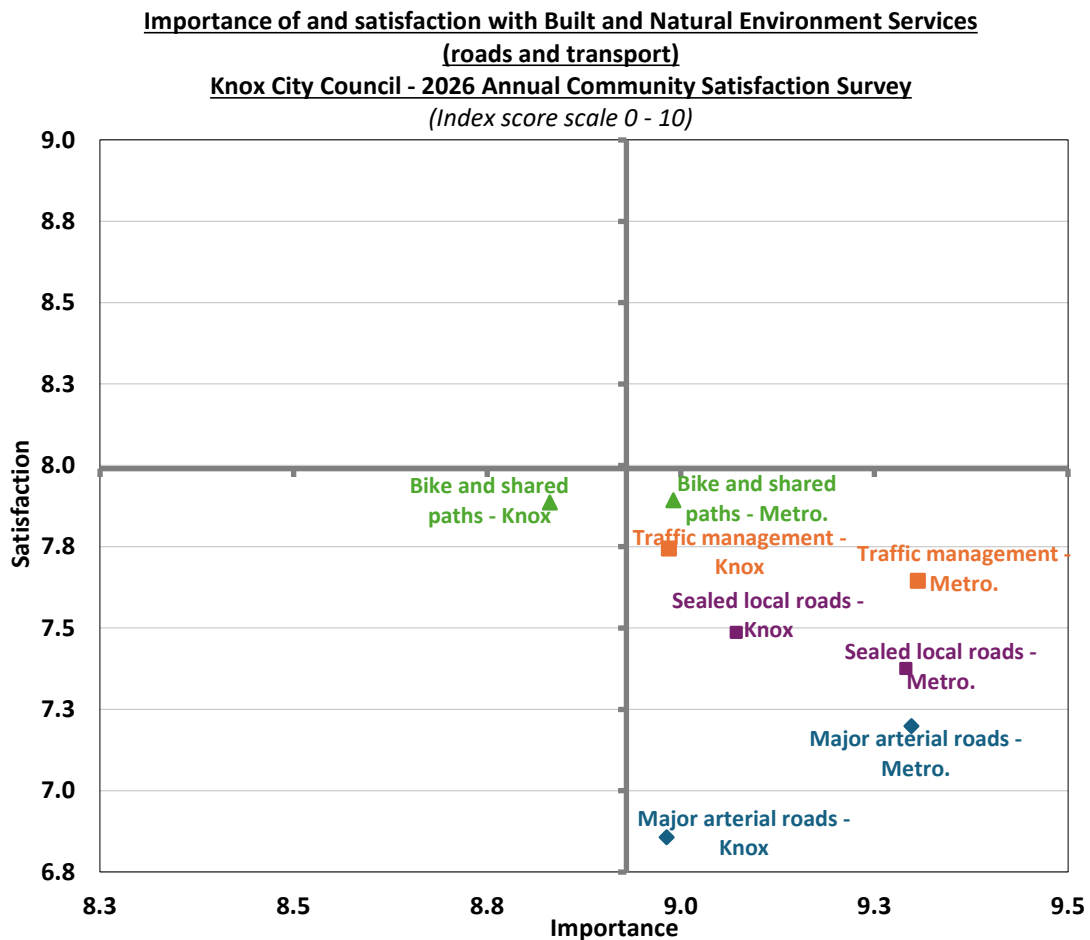
These were the provision of bike and shared paths, traffic management, the maintenance and repair of sealed local roads, and the maintenance and repair of major arterial roads (managed by VicRoads).

Both Council and VicRoads managed roads, along with traffic management were of higher-than-average importance but received lower than average satisfaction scores.

This was consistent with previous surveys, as well as results observed elsewhere.

Bicycle and shared paths, by contrast, were of somewhat lower than average importance, but received an average satisfaction score.

Metropolis Research notes that satisfaction with the maintenance and repair of sealed local roads managed by Council was measurably (6pts or 9%) higher than satisfaction with the maintenance and repair of major arterial roads and highways managed by VicRoads.



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

The maintenance and repair of major arterial roads and highways managed by VicRoads was the 16th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

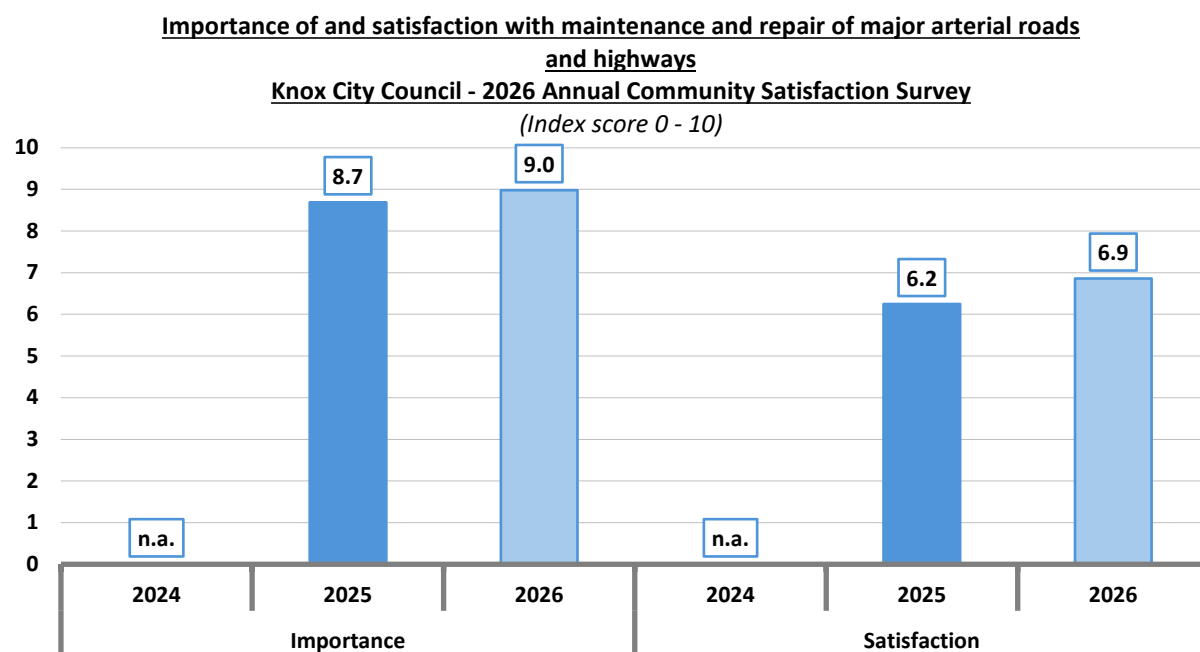
Satisfaction with major arterial roads managed by VicRoads increased measurably this year, rising seven percentage points to 6.9 out of 10, which was a “good”, up from a “solid”, level of satisfaction.

This result ranks major arterial roads managed by VicRoads last (36th) in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (8.0).

This result comprised 48% “very satisfied” and 14% dissatisfied respondents, based on a total sample of 480 of the 501 respondents who provided a score this year.

There was some substantive variation in satisfaction with major arterial roads observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied than average, and middle-aged adults and older adults (aged 45 to 59 years) notably less satisfied.

Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

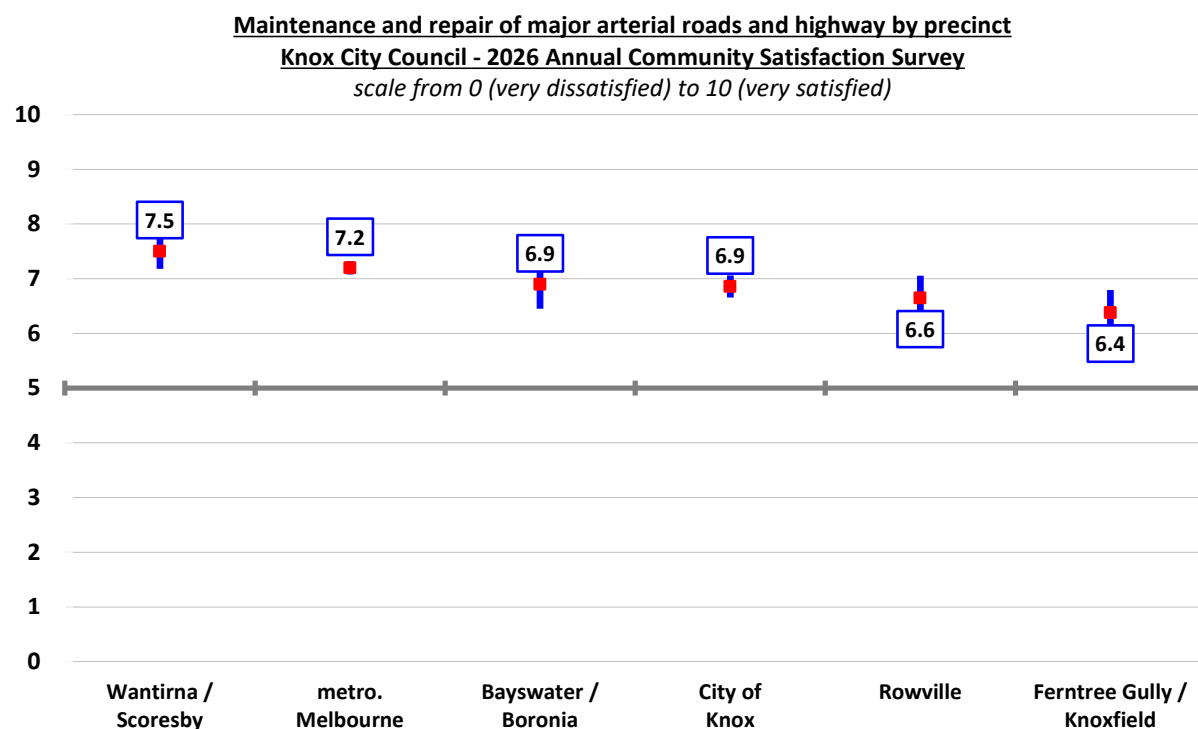


By way of comparison, satisfaction with major arterial roads managed by VicRoads was measurably (3pts) lower than the metropolitan average satisfaction with “the maintenance and repair of major arterial roads and highways” of 7.2 out of 10, or “good”, as recorded in the 2026 *Governing Melbourne* research.



There was measurable variation in satisfaction with major roads observed across the municipality, with respondents from Wantirna / Scoresby measurably (6pts) more satisfied than the municipal average, and at a “very good”, rather than a “good”, level.

Conversely, respondents from Ferntree Gully / Knoxfield were notably (5pts) less satisfied, and at a “solid”, rather than a “good”, level.



The following table outlines the 58 comments and 75 locations or roads of concern received from respondents in relation to major arterial roads and highways managed by VicRoads.

These comments have been broadly categorised as follows:

- Potholes 27 comments
- Road maintenance and condition 13 comments
- General negative 8 comments
- Grass / vegetation 3 comments
- Other issues 7 comments
- Specific locations of concern 75 locations.



Reasons for dissatisfaction with maintenance and repair of major arterial roads and highways

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Potholes</i> | |
| Potholes | 21 |
| All the main roads have potholes | 2 |
| Mediocre due to potholes on every road | 1 |
| Potholes are everywhere on VicRoads | 1 |
| Potholes around all the highways | 1 |
| Potholes which they never fix | 1 |
| Total | 27 |
| <i>Road maintenance and condition</i> | |
| Not well maintained | 6 |
| Intersections are shocking | 1 |
| Maintenance times like fixing potholes takes too long | 1 |
| Roads are very poor | 1 |
| They destroyed roads rather than fixing by removing markings | 1 |
| They use cheap materials for repairs | 1 |
| Unfinished roads almost everywhere | 1 |
| VicRoads roads service can improve | 1 |
| Total | 13 |
| <i>General negative</i> | |
| Roads are good but there is always room for improvement | 3 |
| Quality in general | 2 |
| People say the roads are terrible | 1 |
| Roads around here | 1 |
| We find a lot of problems | 1 |
| Total | 8 |
| <i>Grass and vegetation</i> | |
| Median grass is overgrown everywhere | 2 |
| Nature strips | 1 |
| Total | 3 |



| <i>Other</i> | |
|---|----------|
| Rubbish on roads / everywhere | 2 |
| Nighttime traffic is bad | 1 |
| No money being put into the system | 1 |
| No proper crossing | 1 |
| Slow and poor response | 1 |
| They are allowing bikes a lot more freedom which impacts car rides. It is unfair and annoying | 1 |
| Total | 7 |

| <i>Specific locations identified by respondents</i> | |
|---|---|
| Ferntree Gully Rd has potholes | 5 |
| Ferntree Gully Rd | 4 |
| Scoresby Rd | 4 |
| Potholes on Mountain Hwy | 3 |
| Stud Rd | 3 |
| Stud Rd has potholes | 3 |
| Wellington Rd | 3 |
| Boronia Rd has potholes | 2 |
| Burwood Hwy has potholes | 2 |
| Dorset Rd is terrible | 2 |
| Napoleon Rd has potholes | 2 |
| Scoresby Rd has potholes everywhere | 2 |
| Wellington Rd has potholes | 2 |
| Absolute fail since the road work was not done properly on Boronia Rd | 1 |
| Absolute fail since the road work was not done properly on Dorset Rd | 1 |
| Around the highway | 1 |
| Boronia Rd | 1 |
| Burwood Hwy | 1 |
| Burwood Hwy is not maintained well | 1 |
| Cambden Park Pde | 1 |
| Dandenong Rd junction areas have potholes around | 1 |
| Dangerous potholes on Napoleon Rd | 1 |
| Dangerous potholes on Stud Rd | 1 |
| Dawson St has potholes | 1 |
| Dawson St is very poor | 1 |
| Dorset Rd has potholes | 1 |
| Every VicRoad road around Knox has tons of potholes | 1 |
| Ferntree Gully Rd is not maintained | 1 |
| In Melbourne, main roads are very bad | 1 |
| Kelletts Rd | 1 |
| Maintenance of street bush on Wellington Rd | 1 |
| Maintenance of tall grass blocks near turning that blocks views on Burwood Hwy | 1 |
| Maintenance of tall grass blocks near turning that blocks views on Mountain Hwy | 1 |
| Maintenance of tall grass blocks near turning that blocks views on Templeton St | 1 |
| Mountain Hwy | 1 |
| Mountain Hwy not maintained properly | 1 |



| | |
|--|------------|
| Napoleon Rd | 1 |
| Park Rd | 1 |
| Potholes need to be repaired on Stud Rd / Wellington Rd intersection | 1 |
| Potholes on Stud Rd | 1 |
| Power Rd has potholes around | 1 |
| Roads in Boronia are very poor | 1 |
| Scoresby Rd is terrible | 1 |
| State route 22 | 1 |
| Stud Rd needs to be looked after | 1 |
| Stud Rd potholes are not fixed up as quick as it should be | 1 |
| Sydney Rd is not maintained properly | 1 |
| Turramurra Dr | 1 |
| Un-mowed grass and weed on Boronia Rd | 1 |
| Un-mowed grass and weed on Dorset Rd | 1 |
| Unrepaired damages on Mountain Hwy | 1 |
| Total | 75 |
| Total responses | 133 |

Maintenance and repair of sealed local roads

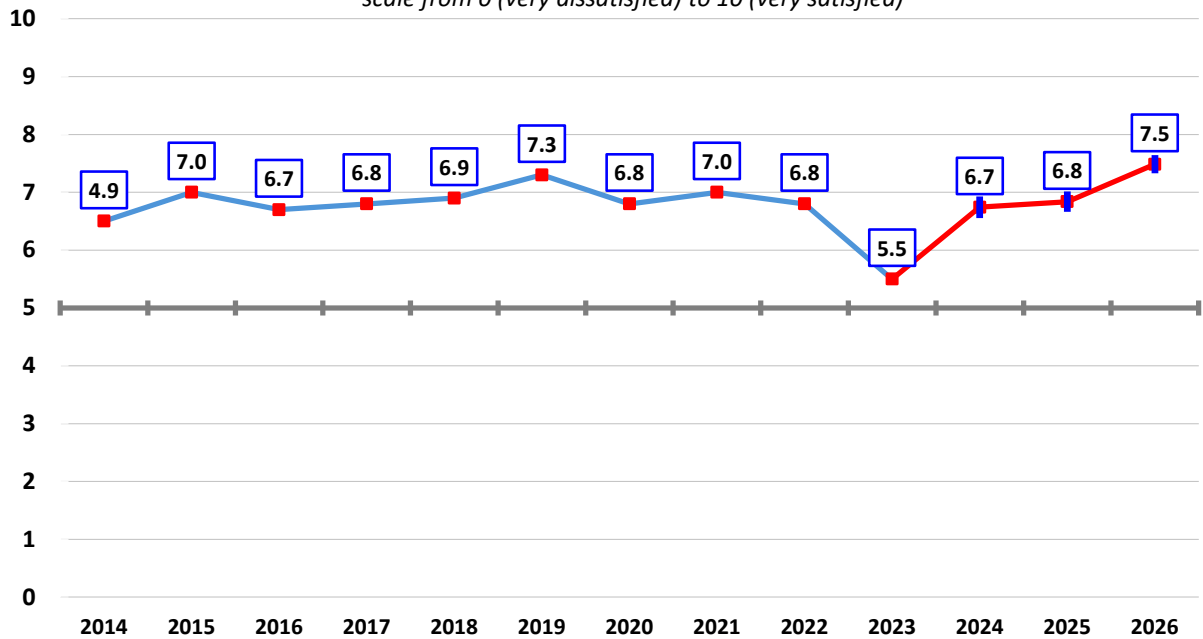
The maintenance and repair of sealed local roads was the 8th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance and repair of sealed local roads rose measurably this year, up seven points to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2014 of 6.8 out of 10, or “good”. It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2014 and 2023.



Maintenance and repairs of sealed local roads
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)

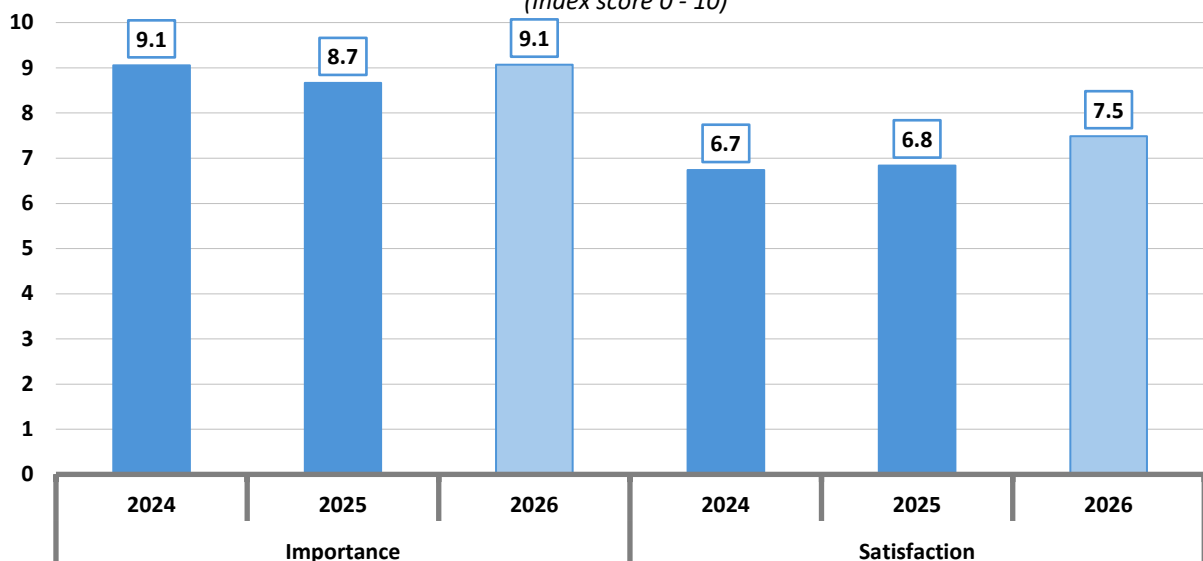


This ranks the maintenance and repair of sealed local roads 33rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (8.0).

This result comprised 58% “very satisfied” and six percent “dissatisfied” respondents, based on a total sample of 482 of the 501 respondents who provided a satisfaction score this year.

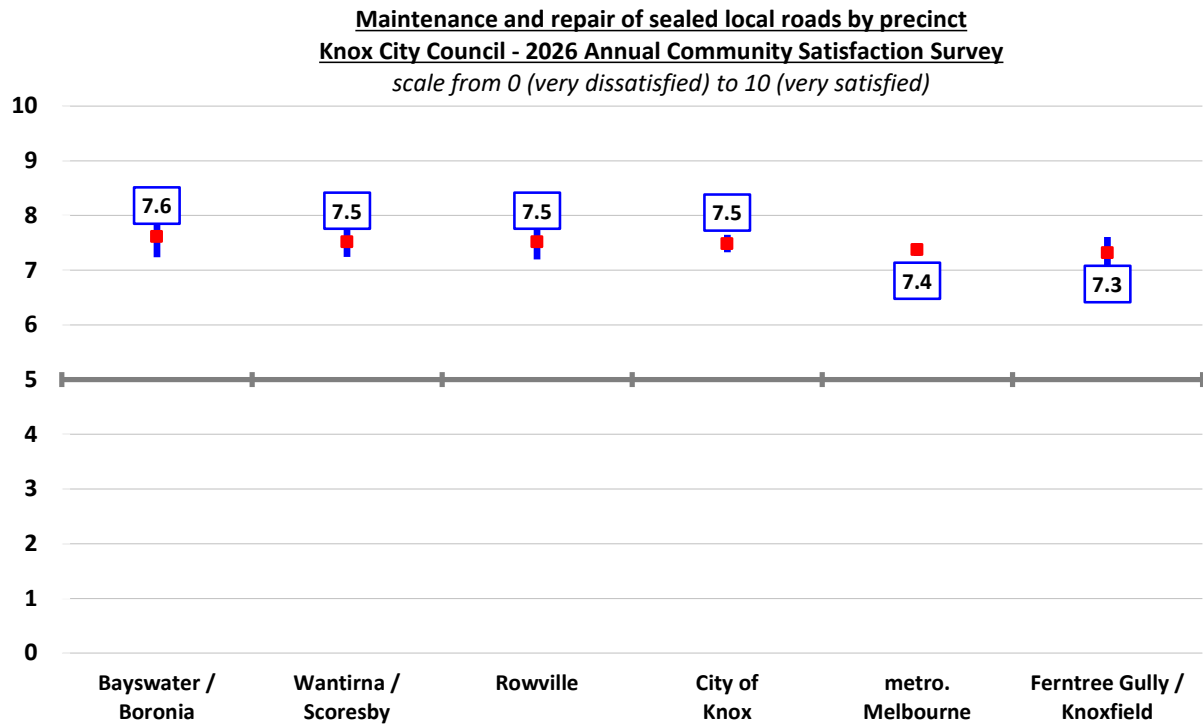
There was some variation in satisfaction with local roads observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

Importance of and satisfaction with maintenance and repair of sealed local roads
Knox City Council - 2026 Annual Community Satisfaction Survey
(Index score 0 - 10)



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the “maintenance and repair of sealed local roads” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with local roads observed across the municipality, with respondents from all four precincts rating satisfaction at “very good” levels.



The following table outlines the 27 comments and 26 locations or roads of concern received from respondents in relation to the maintenance and repair of sealed local roads managed by Council.

These comments have been broadly categorised as follows:

- Road condition / maintenance 17 comments
- Potholes 7 comments
- Cleanliness 3 comments
- Specific locations of concern 26 locations.



Reasons for dissatisfaction with maintenance and repair of sealed local roads

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Road condition / maintenance</i> | |
| It is bad | 3 |
| Not maintained properly | 2 |
| Roads seems too narrow | 2 |
| Average | 1 |
| General maintenance takes a lot of times. No particular road in concern, just the process is concerning | 1 |
| It takes a really long time. I reported the path damage and still no response. They mark it but they have not fixed it yet | 1 |
| Patch work not proper | 1 |
| Poor job of maintaining curbs. Need more protection for pedestrians | 1 |
| There is always room of improvement | 1 |
| They need to check the road condition before fixing it | 1 |
| Uneven roads | 1 |
| Unrepaired damages | 1 |
| When we have new road, they get destroyed after few months | 1 |
| Total | 17 |
| <i>Potholes</i> | |
| Potholes | 7 |
| Total | 7 |
| <i>Cleanliness</i> | |
| Dirty roads | 1 |
| Not sufficient cleaning | 1 |
| Not sweeping | 1 |
| Total | 3 |
| <i>Specific locations</i> | |
| Chandler Rd | 2 |
| Stud Rd | 2 |
| Barry St has had potholes for over an year now | 1 |
| Between Stud Rd and shopping centre is not maintained | 1 |
| Cambden Park Pde | 1 |
| Dawson St in Boronia has potholes | 1 |
| Dawson St in Boronia is very poor | 1 |
| Democrat Dr | 1 |



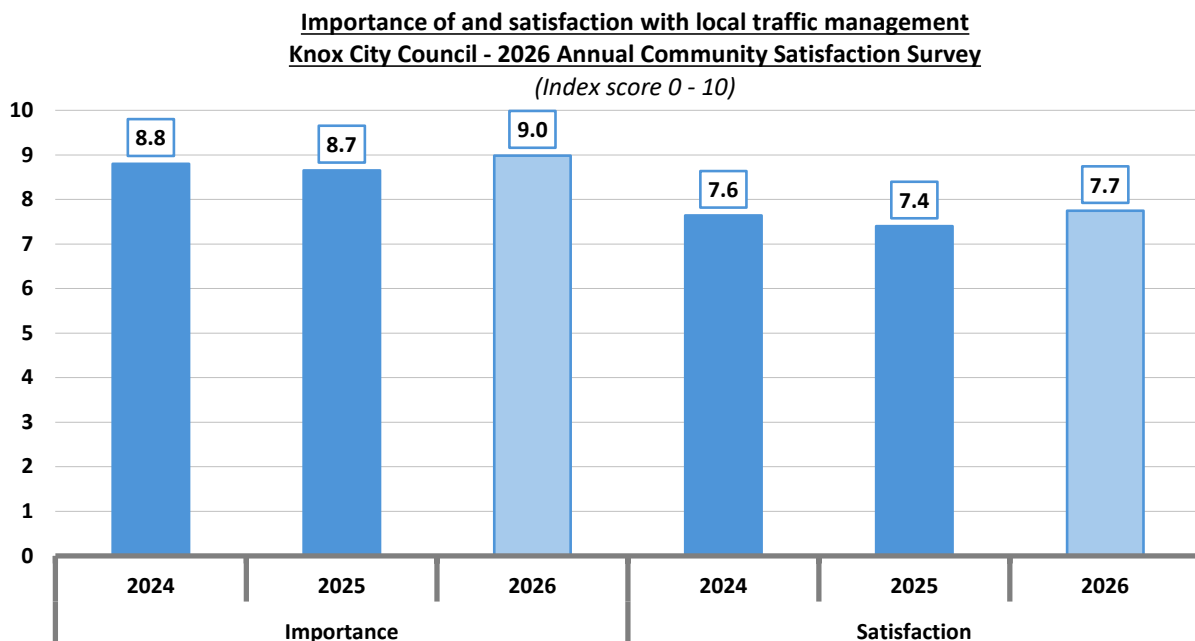
| | |
|---|-----------|
| Dorset Rd | 1 |
| Edina Rd | 1 |
| Ferntree Gully Rd | 1 |
| Forest Rd has potholes | 1 |
| Henderson Rd completion | 1 |
| Jersey Rd have had potholes for over a year now | 1 |
| Maidstone Pl | 1 |
| Mountain Hwy has potholes | 1 |
| Napoleon Rd has lot of potholes | 1 |
| Napoleon Rd has poor repairs | 1 |
| Paringa Dr | 1 |
| Park Rd very narrow | 1 |
| Rangeview Rd | 1 |
| They resurfaced Norman St for no reason | 1 |
| They resurfaced Stuart St for no reason | 1 |
| Wellington Rd | 1 |
| Total | 26 |
| Total responses | 53 |

Local traffic management

Local traffic management was the 14th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with local traffic management increased somewhat this year, rising three percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks local traffic management 26th in terms of satisfaction this year.

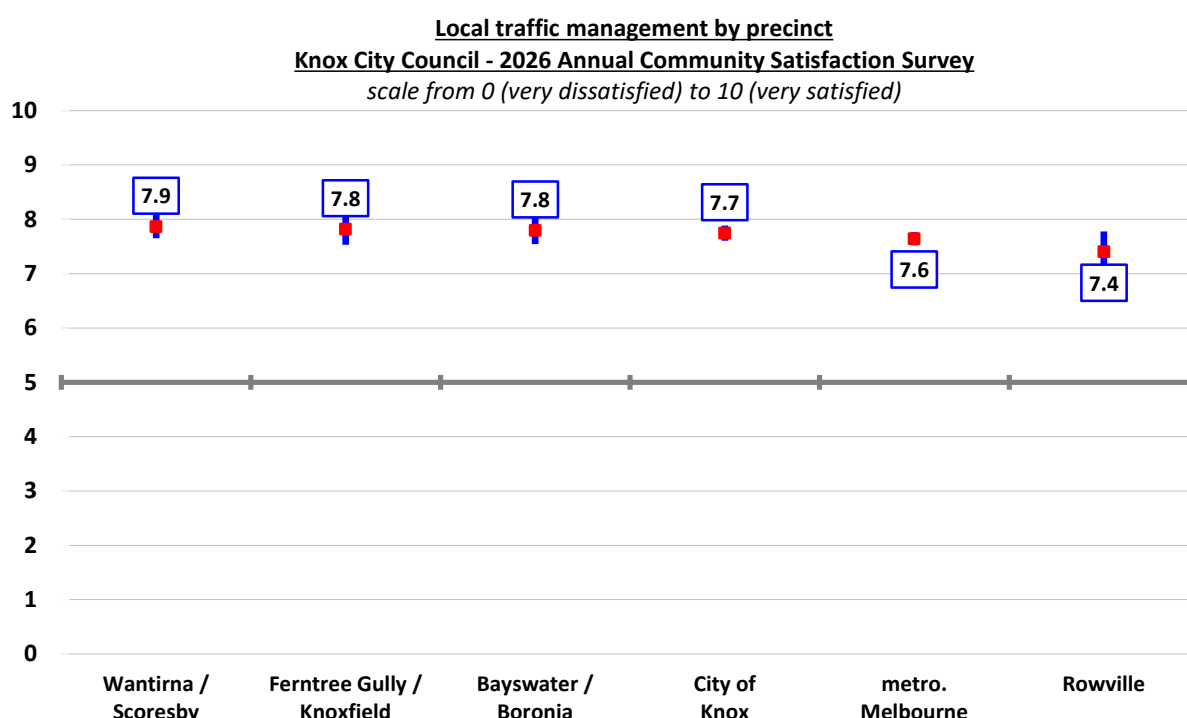


This result comprised 63% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 462 of the 501 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with local traffic management observed by respondent profile.

By way of comparison, satisfaction with local traffic management was broadly consistent with the metropolitan average satisfaction with “local traffic management” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with local traffic management observed across the municipality, although respondents from Wantirna / Scoresby, Ferntree Gully / Knoxfield, and Bayswater / Boronia rated satisfaction at “excellent” levels.



The following table outlines the 16 comments and 16 locations of concern received from respondents in relation to local traffic management.

Reasons for dissatisfaction with local traffic management
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| We asked Council to put speedbumps and they denied it | 1 |
| Dropping the speed limit, making it too slow | 1 |
| Everyone parks at the side of the road where they are building new houses | 1 |
| I do not like speed bumps | 1 |



| | |
|--|-----------|
| Illegal parking happening | 1 |
| Lots of rogue cars | 1 |
| Lots of speeding around here, lots of kids around here too | 1 |
| Needs to be more lanes around the basketball centre | 1 |
| People park on the small roads and block the visibility | 1 |
| Road design and driveway | 1 |
| Some roads get busy | 1 |
| Speed limits | 1 |
| Streets blocked but not informed | 1 |
| The tradies don't park properly. The Council should come and check that they are parking in the safe space | 1 |
| There is too many parked cars on the roads due to insufficient off-street parking | 1 |
| They block off so many streets and it's really annoying | 1 |
| Total | 16 |

Specific locations identified by respondents

| | |
|---|-----------|
| Allister Ave has heavy traffic | 1 |
| Allister Ave is noisy | 1 |
| Allister Avenue is treated as freeway | 1 |
| Deanswood Close corner not very clear | 1 |
| Gateshead Dr and Stud Rd corner, hard to turn right | 1 |
| Glenfern Rd and Burwood Hwy intersection | 1 |
| Intersection between Wallace Rd and High Street Rd need to be managed. Dangerous and accidents has happened | 1 |
| Intersection of Scoresby Rd | 1 |
| Lot of commercial buses on the road it is not appropriate (Landsborough Ave) | 1 |
| No parking, lots of cars, not a lot of parking Boronia Rd lots of traffic | 1 |
| Stud Rd situation is very bad. Traffic is congested everyday | 1 |
| The haven has traffic due to construction | 1 |
| There is a lot of traffic and speeding on Edinburgh Rd from 3 till 5 | 1 |
| To get to route 900 bus stops. Entry into KFC, McDonalds and shops there is no traffic light | 1 |
| Too many accidents on Stud Rd, Napoleon Rd. No traffic lights | 1 |
| Visitors to R.D. Egan Lee Reserve Park along Allister Ave, causing congestion. Need no parking sign or allowing parking only one side | 1 |
| Total | 16 |
| Total responses | 32 |

Bike paths and shared paths

Bike paths and shared paths were the 25th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

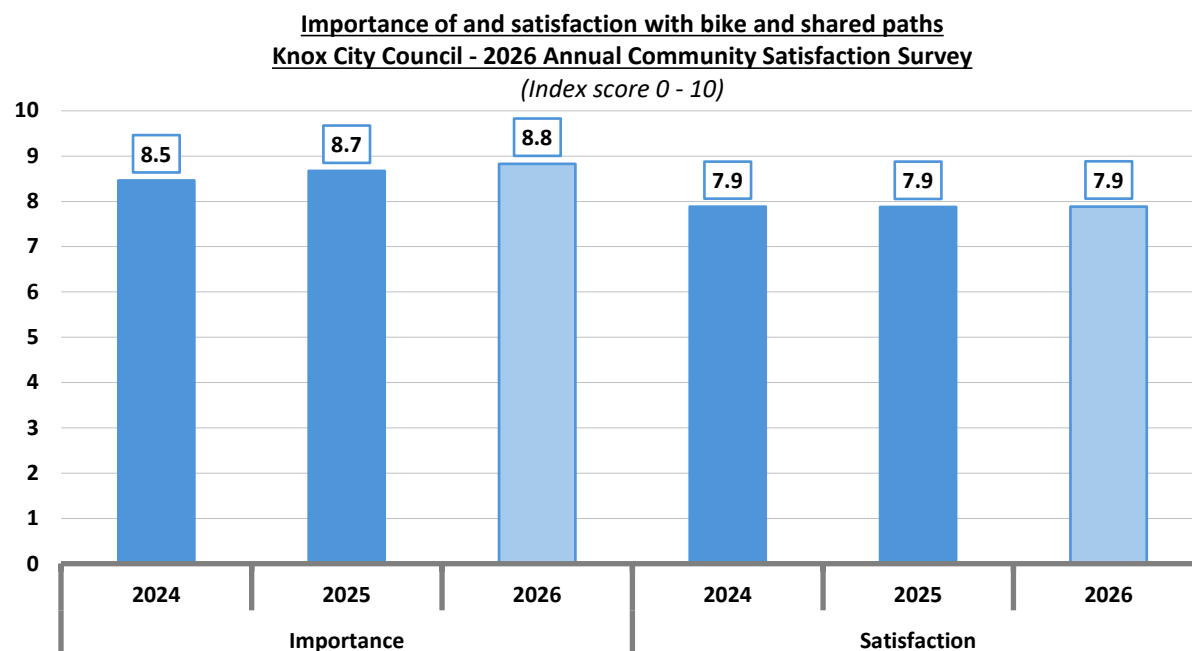
Satisfaction with bike paths and shared paths remained stable this year at 7.9 out of 10, which remains an “excellent” level of satisfaction.



This result ranks bike paths and shared paths 20th in terms of satisfaction this year.

This result comprised 72% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 167 of the 173 respondents (35%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.

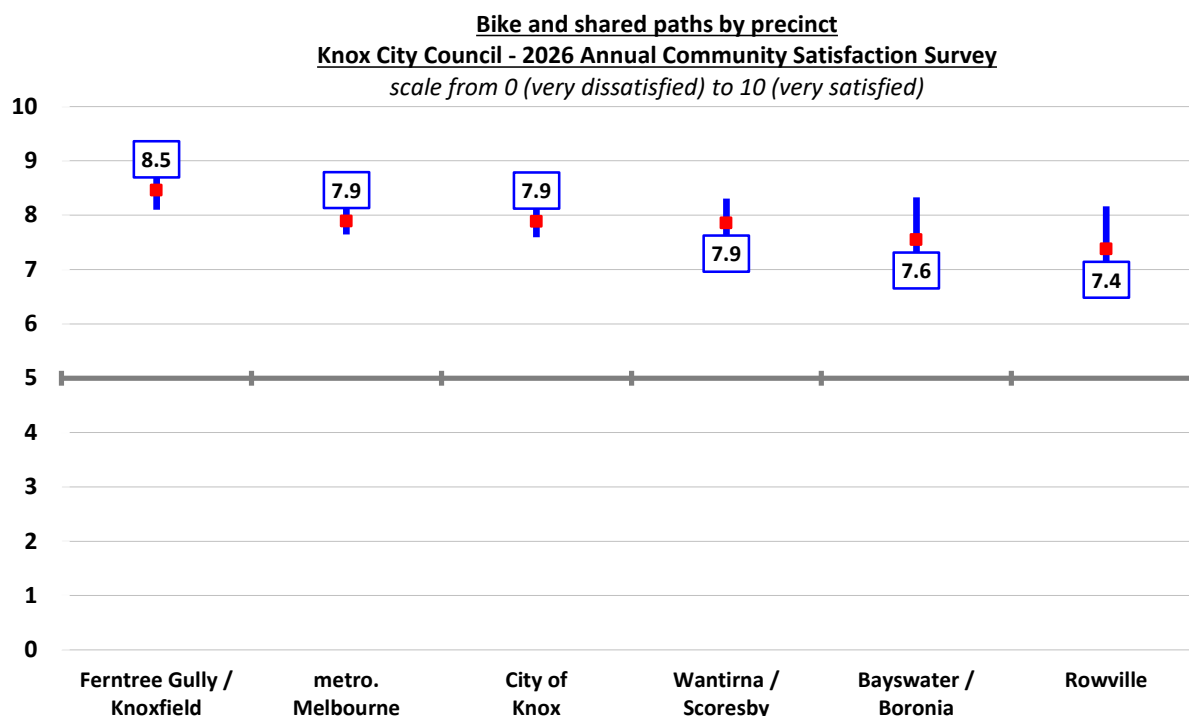


By way of comparison, satisfaction with bike paths and shared paths was identical to the metropolitan average satisfaction with “bike paths and shared pathways” of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with bike and shared paths observed across the municipality, attention is drawn to respondents from Ferntree Gully / Knoxfield, who were notably (6pts) more satisfied than the municipal average.

By contrast, respondents from Rowville were notably (5pts) less satisfied, and at a “very good”, rather than an “excellent”, level.





The following table outlines the 12 comments received from respondents in relation to bike and shared paths.

Reasons for dissatisfaction with bike and shared paths
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Trees are hazards due to improper management | 2 |
| Bike and walkers on the same path | 1 |
| Confusion around the coloured paths | 1 |
| Cycle in footpaths | 1 |
| Hazardous due to pollution | 1 |
| Not enough | 1 |
| So close to roads with high-speed cars. I'm scared when walking | 1 |
| There is not really a shared area | 1 |
| They are not good | 1 |
| They have cracks | 1 |
| This impacts safety | 1 |
| Total | 12 |



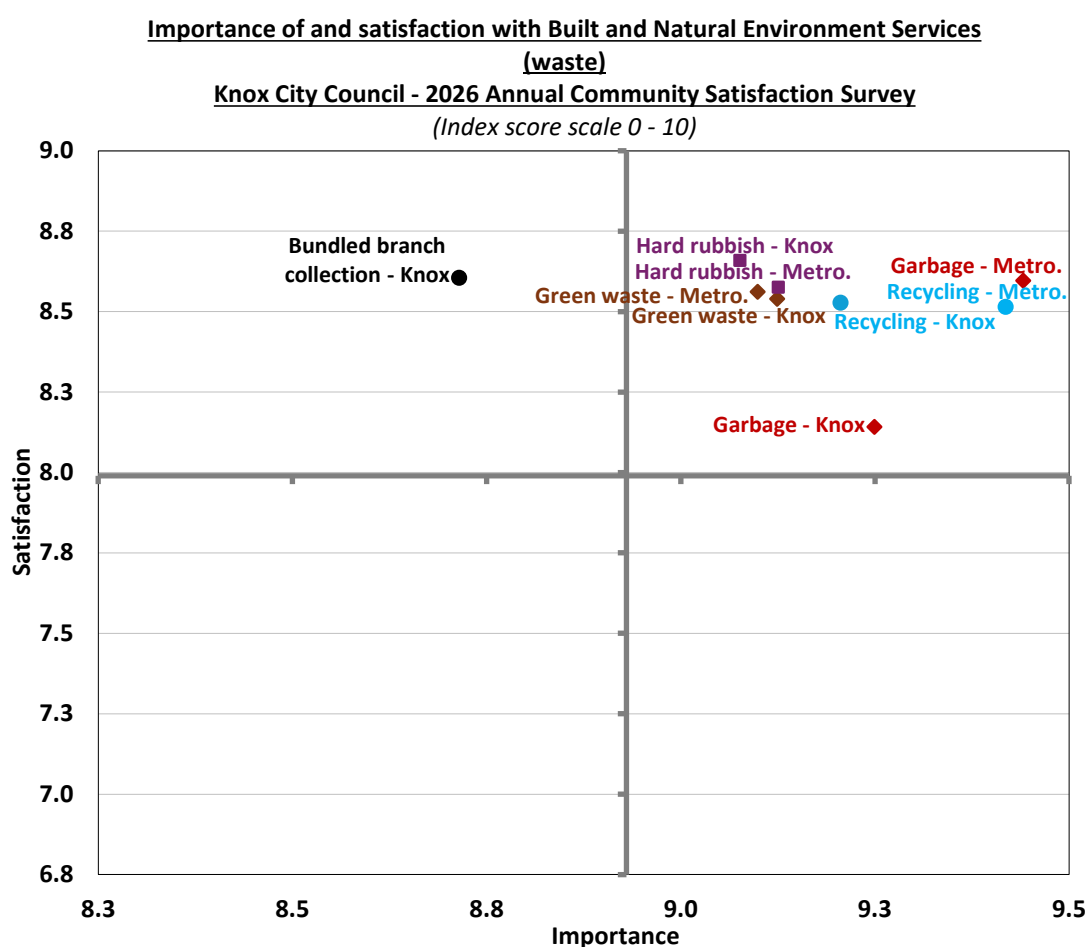
Built and Natural Environment Services (waste)

Five waste management related services and facilities from the Built and Natural Environment Services division were included in the survey this year.

These were the four kerbside collection services (garbage, recycling, food and green waste, and hard rubbish), and the fortnightly bundled branch collection.

The four kerbside collection services were among the services and facilities which respondents considered most important, and with which they were most satisfied.

However, the fortnightly bundled branch collection, while recording a higher-than-average satisfaction score, was less important.



Waste management

The average satisfaction with waste management services increased somewhat this year, up three percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This was measurably higher than the long-term average satisfaction since 2018 of 7.7 out of 10, or “very good”.

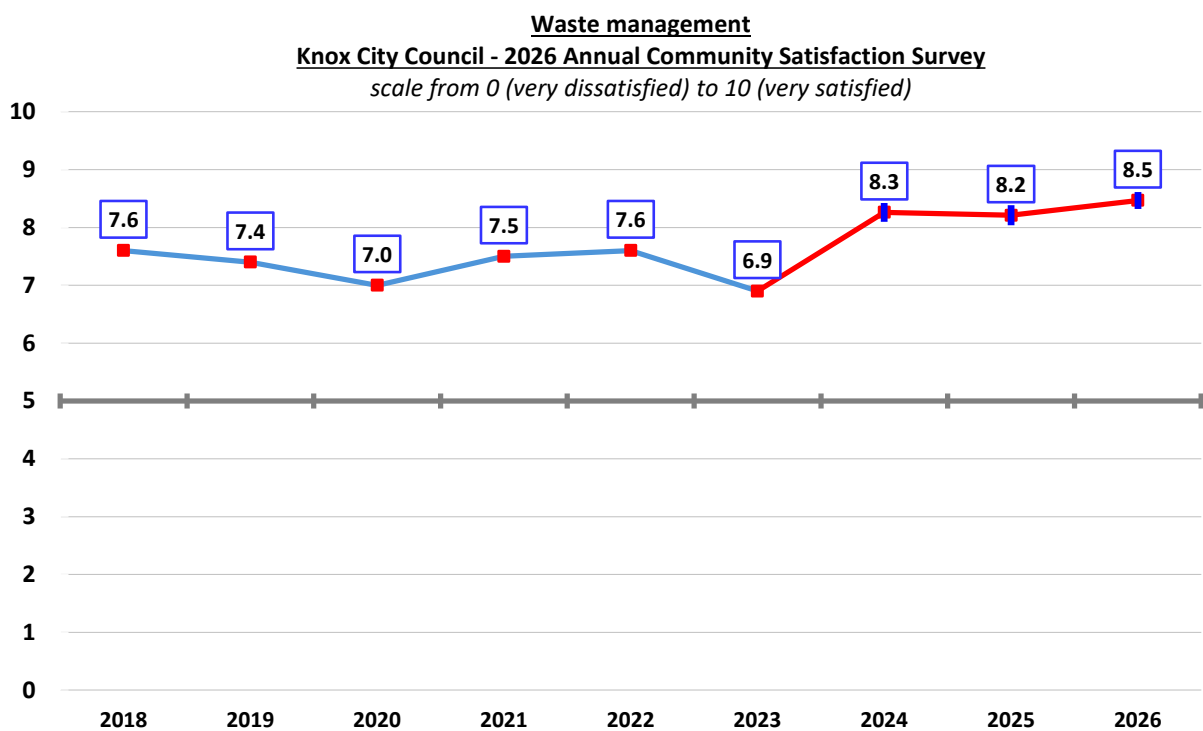


It should be noted that the survey was conducted by a different provider, using a different survey form and methodology, between 2018 and 2023.

The survey from 2018 to 2023 included a general question asking satisfaction with “the performance of Council managing waste”,

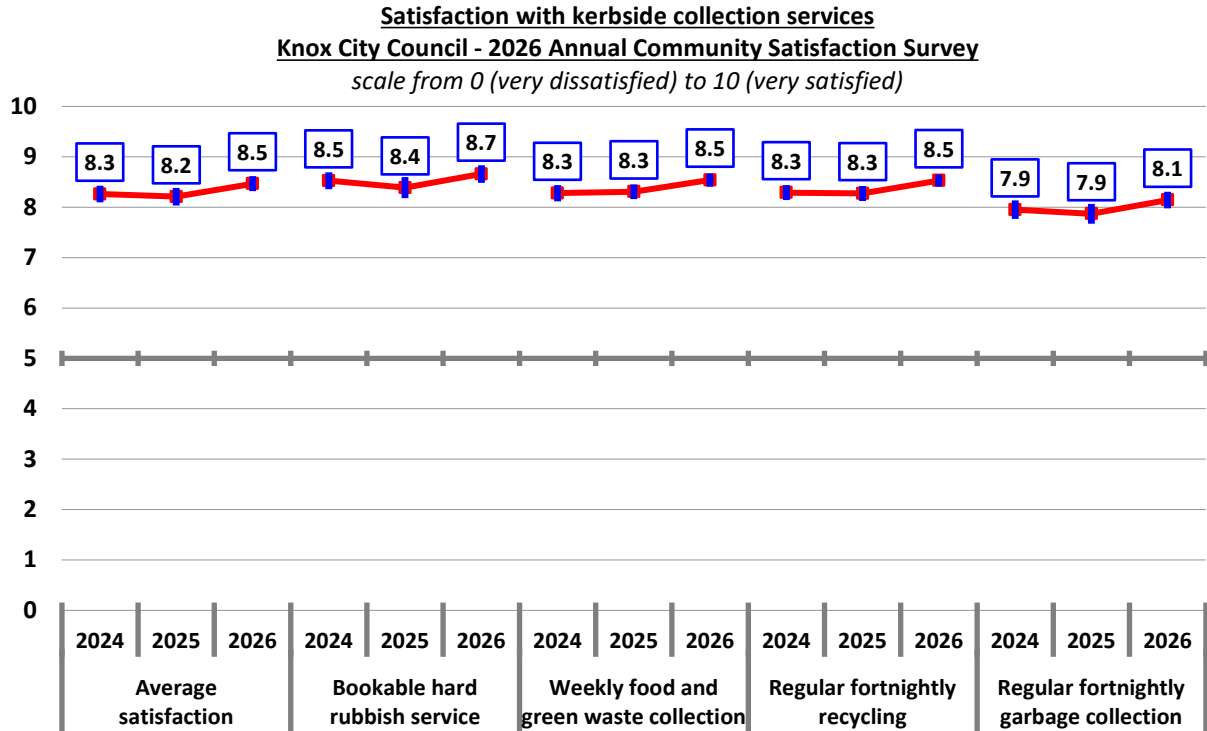
In the experience of Metropolis Research, generally worded questions such as this will tend to report scores based largely on the aspect with the lowest satisfaction, as this will tend to dominate respondents’ thinking.

The results from 2024 to 2026 were the average satisfaction with the four kerbside collection services.

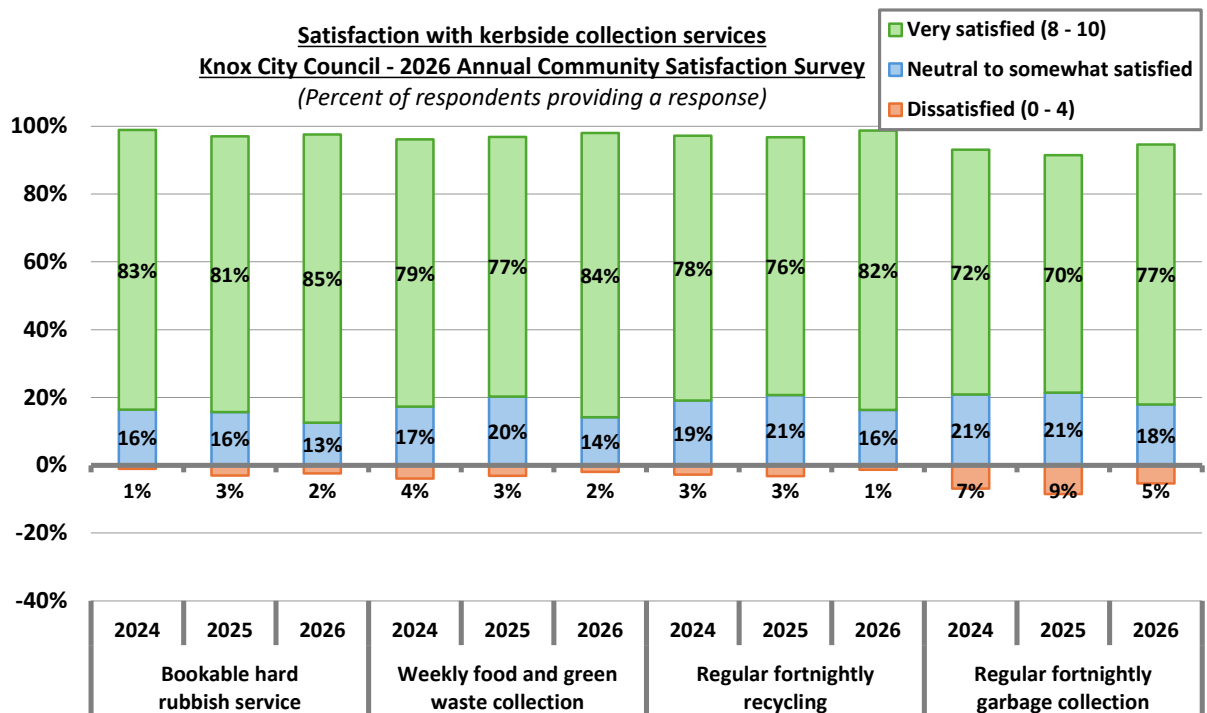


Satisfaction increased somewhat for all four of the waste management services this year.





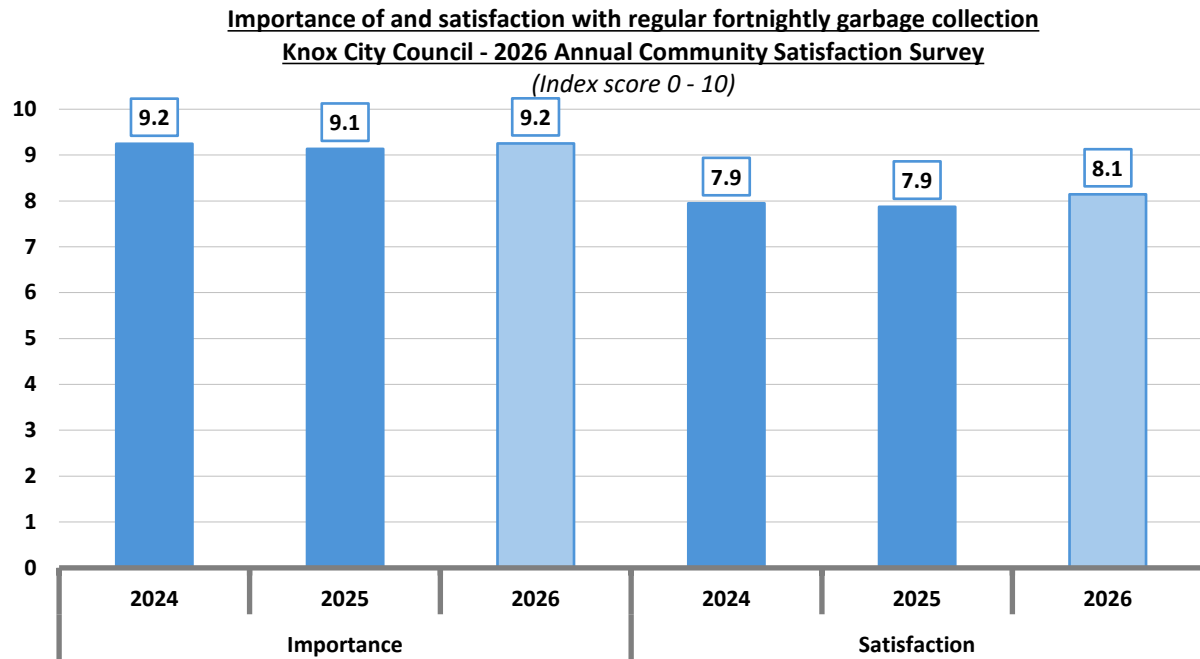
The general increase in satisfaction with each waste management service was driven by increases in the proportion of “very satisfied” respondents, with the largest of these increases recorded for the regular fortnightly garbage collection (70% to 77% “very satisfied” respondents).



Regular fortnightly garbage collection

The regular fortnightly garbage collection service was the most important of the 36 included services and facilities, with an average importance of 9.2 out of 10, and one of four that were measurably more important than the average of all 36 services and facilities (8.9).

Satisfaction with the regular garbage collection increased somewhat this year, up two percentage points to 8.1 out of 10, which remains an “excellent” level of satisfaction.



This result ranks the regular garbage collection 11th in terms of satisfaction this year.

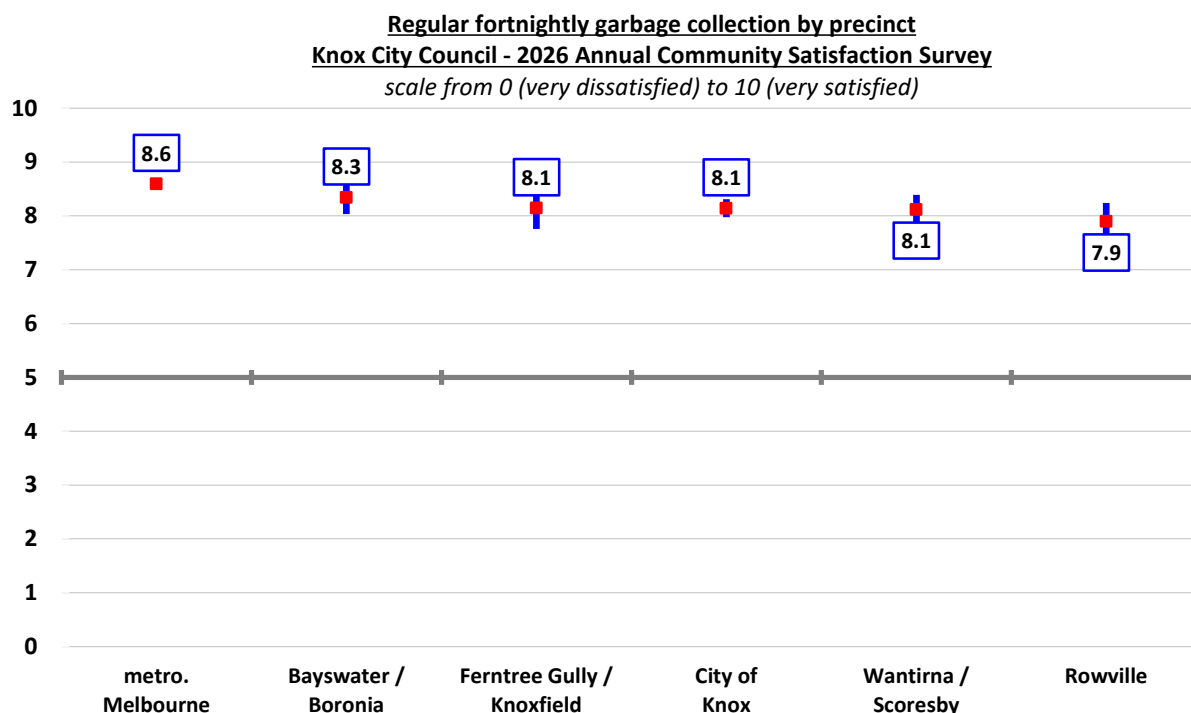
This result comprised 77% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 488 of the 501 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with the regular garbage collection observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average, and middle-aged adults (aged 45 to 59 years) notably less satisfied.

By way of comparison, satisfaction with the regular garbage collection was measurably (5pts) higher than the metropolitan average satisfaction with the “regular garbage collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with regular garbage collection observed across the municipality, with respondents from all four precincts rating satisfaction at “excellent” levels.





The following table outlines the 47 comments received from respondents in relation to the regular fortnightly garbage collection service.

It is noted that consistent with the top [issues to address](#) results, there remains some in the community with concerns around the frequency of collection.

Reasons for dissatisfaction with regular fortnightly garbage collection
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|-----------|
| It should be weekly | 27 |
| The bin is too small / not enough space | 8 |
| General waste needs to be more frequent | 3 |
| Cause of parking, sometimes misses the bins | 2 |
| Drivers improperly dispose of the bins in the trucks leaving scraps on the streets | 1 |
| Need more flexibility | 1 |
| New bins needed | 1 |
| Red bin should be the same size as the other bins (it should be 240L) | 1 |
| Somehow missed my bins few days back | 1 |
| The red bin not enough space | 1 |
| Three separate garbage is not balanced enough | 1 |
| Total | 47 |



Regular fortnightly recycling

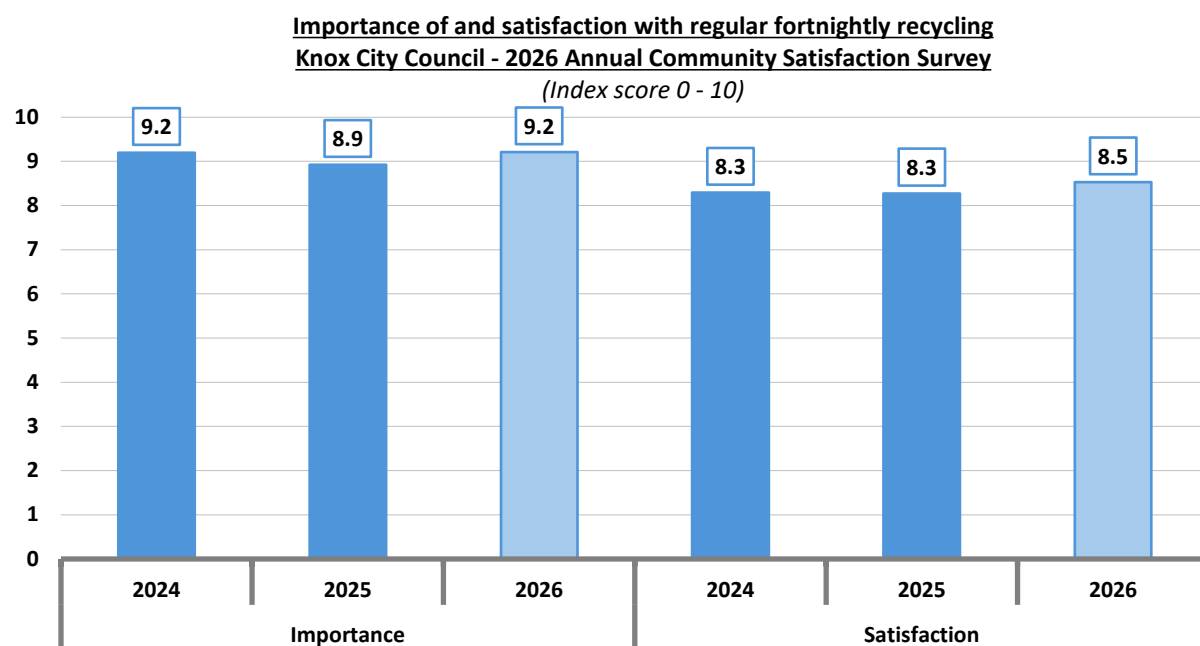
The regular fortnightly recycling service was the 4th most important of the 36 included services and facilities, with an average importance of 9.2 out of 10, and one of four that were measurably more important than the average of all 36 services and facilities (8.9).

Satisfaction with the regular recycling service increased somewhat this year, up two percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction.

This result ranks the regular recycling service 5th in terms of satisfaction this year, and one of six to record a satisfaction score which was measurably higher than the average of all 36 services and facilities (8.0).

This result comprised 82% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 487 of the 501 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with regular recycling observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

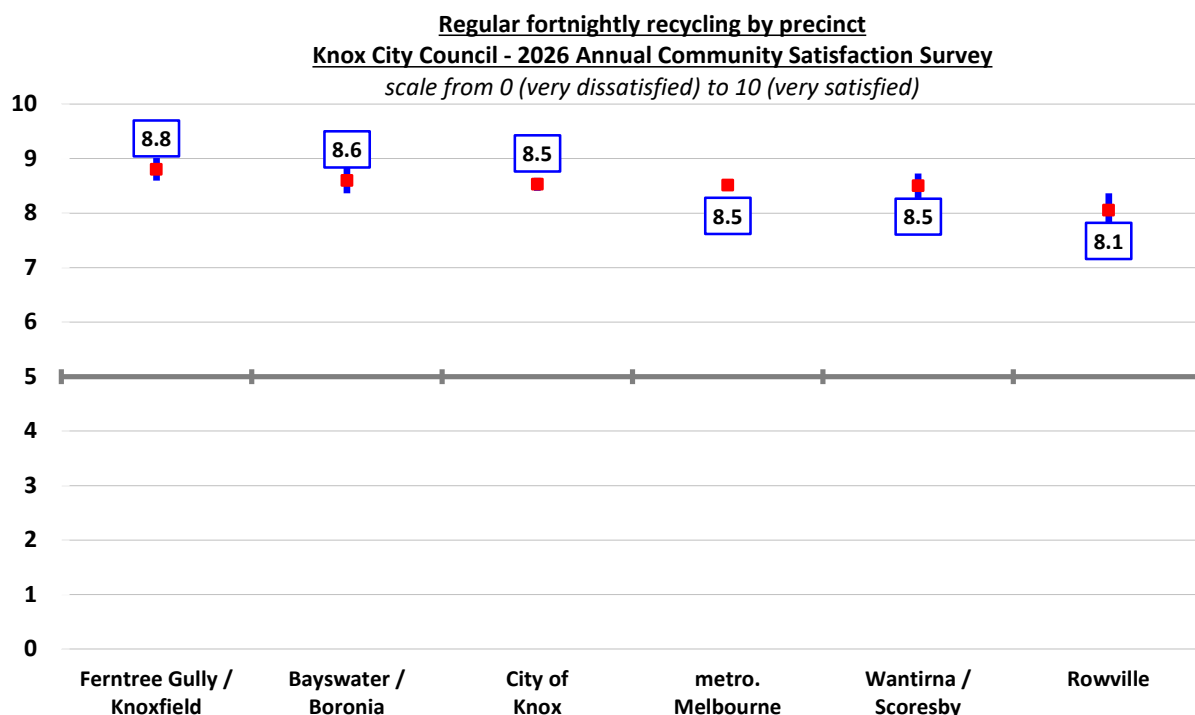


By way of comparison, satisfaction with the regular recycling service was identical to the metropolitan average satisfaction with the “regular recycling” of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with regular recycling observed across the municipality, with respondents from Ferntree Gully / Knoxfield measurably (3pts) more satisfied than the municipal average, and respondents from Rowville measurably (4pts) less satisfied, although still at an “excellent” level.



It is important to note, however, that respondents from all precincts rated satisfaction at “excellent” levels.



The following table outlines the 17 comments received from respondents in relation to the regular fortnightly recycling service.

Reasons for dissatisfaction with regular fortnightly recycling
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

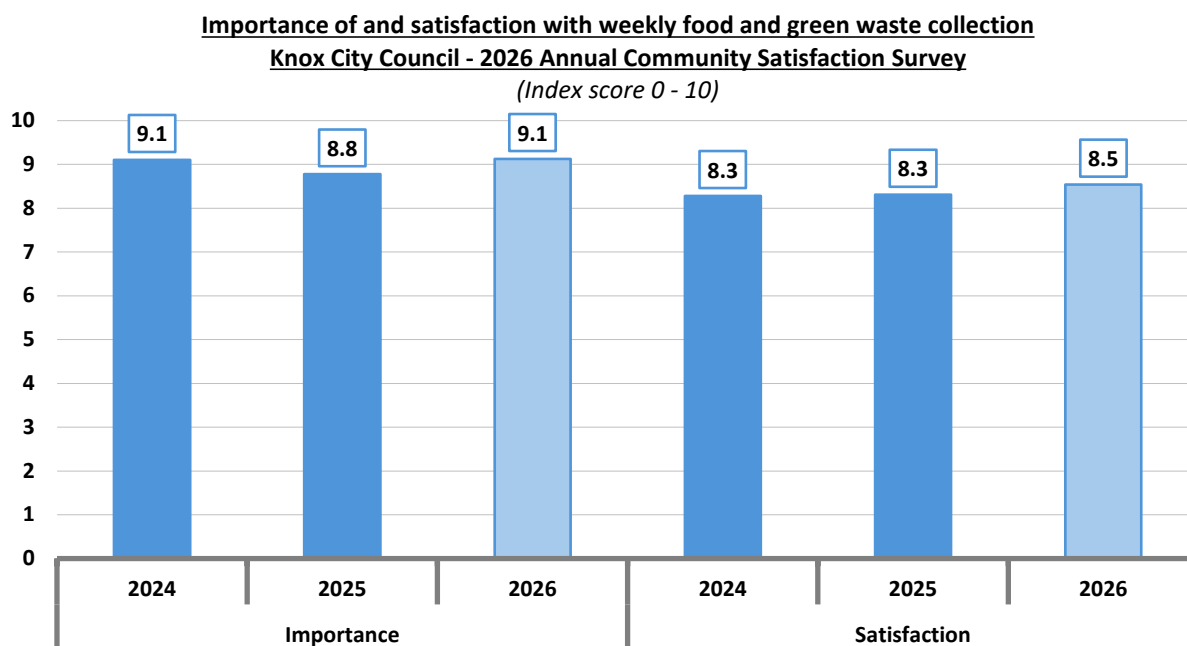
| Reason | Number |
|---|-----------|
| Prefer weekly | 5 |
| Too infrequent | 2 |
| Changed the colour of the bins and charged extra for changing the colour | 1 |
| I want it to be weekly instead of fortnightly. It is difficult for large family residents to keep recycling rubbish for two weeks | 1 |
| Not happy to change to bins | 1 |
| Quite often left on the road | 1 |
| Same reason | 1 |
| They go through the recycling bins to cash out the stuff we have there like bottles and cans it should be controlled | 1 |
| Three separate garbage is not balanced enough | 1 |
| Total | 14 |



Weekly food and green waste collection

The weekly food and green waste collection service was the 5th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the weekly food and green waste collection service rose somewhat this year, up two percentage points to 8.5 out of 10, which remains an “excellent” level of satisfaction.



This result ranks the food and green waste collection service 4th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (8.0).

This result comprised 84% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 485 of the 501 respondents who gave a satisfaction score this year.

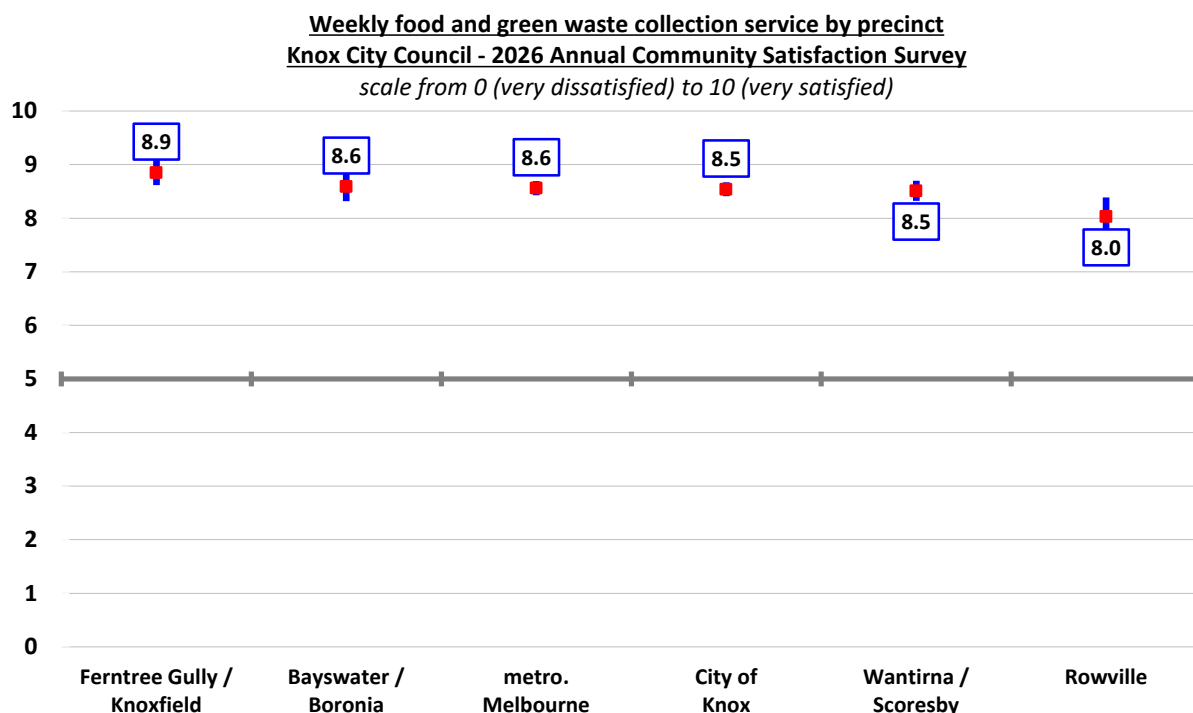
There was no substantive variation in satisfaction with food and green waste collection observed by respondent profile.

By way of comparison, satisfaction with the weekly food and green waste collection was broadly consistent with the metropolitan average satisfaction with the “green waste collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with food and green waste collection observed across the municipality, with respondents from Rowville measurably (5pts) less satisfied than the municipal average, although still at an “excellent” level.

It is important to bear in mind that respondents from all four precincts rated satisfaction at “excellent” levels.





The following table outlines the 11 comments received from respondents in relation to the weekly food and green waste collection service.

Reasons for dissatisfaction with weekly food and green waste collection
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Better quality green bags that are biodegradable | 2 |
| I would rather them collect it every week instead of 2 weeks because it brings pests if it is not collected | 1 |
| Do not need 5 bins. 2 for the whole block. We don't need these many green waste bins | 1 |
| It is ridiculous and *** | 1 |
| It is too much focus on that and not on the bigger picture of rubbish | 1 |
| It stinks and they do not provide any more bags | 1 |
| Maintain weekly collection | 1 |
| More flexible to empty the bin | 1 |
| No bags available | 1 |
| Not enough | 1 |
| Stupid 10 cent machine | 1 |
| The size of the bin is again the worst I have ever seen | 1 |
| Total | 11 |



Bookable hard rubbish service

The bookable hard rubbish service was the 7th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the hard rubbish service rose somewhat this year, up three percentage points to 8.7 out of 10, which remains an “excellent” level of satisfaction.

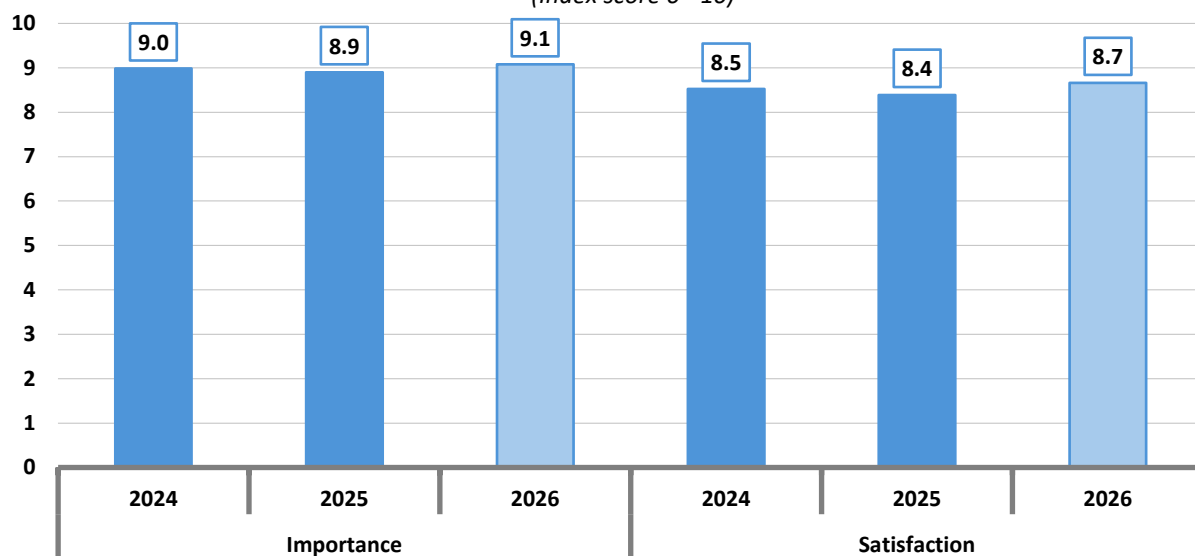
This result ranks the hard rubbish service 2nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (8.0).

This result comprised 85% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 257 of the 262 respondents (52%) from households who had used this service in the last 12 months.

There was no substantive variation in satisfaction with the hard rubbish service observed by respondent profile.

Importance of and satisfaction with bookable hard rubbish service
Knox City Council - 2026 Annual Community Satisfaction Survey

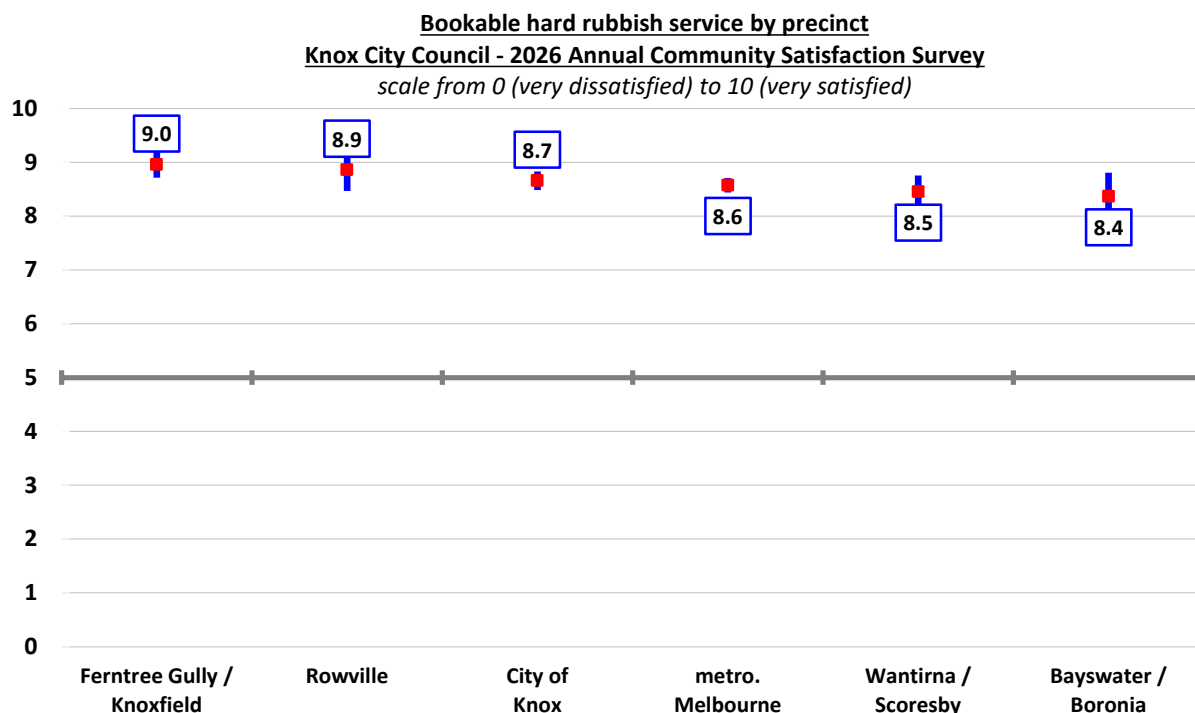
(Index score 0 - 10)



By way of comparison, satisfaction with the hard rubbish collection was broadly consistent with the metropolitan average satisfaction with the “hard rubbish collection” of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with bookable hard rubbish observed across the municipality, with respondents from all four precincts rating satisfaction at “excellent” levels.





The following table outlines the nine comments received from respondents in relation to the bookable hard rubbish service.

Reasons for dissatisfaction with bookable hard rubbish service
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Limited numbers | 2 |
| Give us more. Only 2 a year and 2m by 1m is not enough | 1 |
| More frequent | 1 |
| No cost | 1 |
| No proper communication | 1 |
| The people from other houses dump their rubbish in our hard garbage curb space | 1 |
| They do not pick up the fridge properly | 1 |
| They should pick it up very fast | 1 |
| Total | 9 |



Fortnightly bundled branch collection

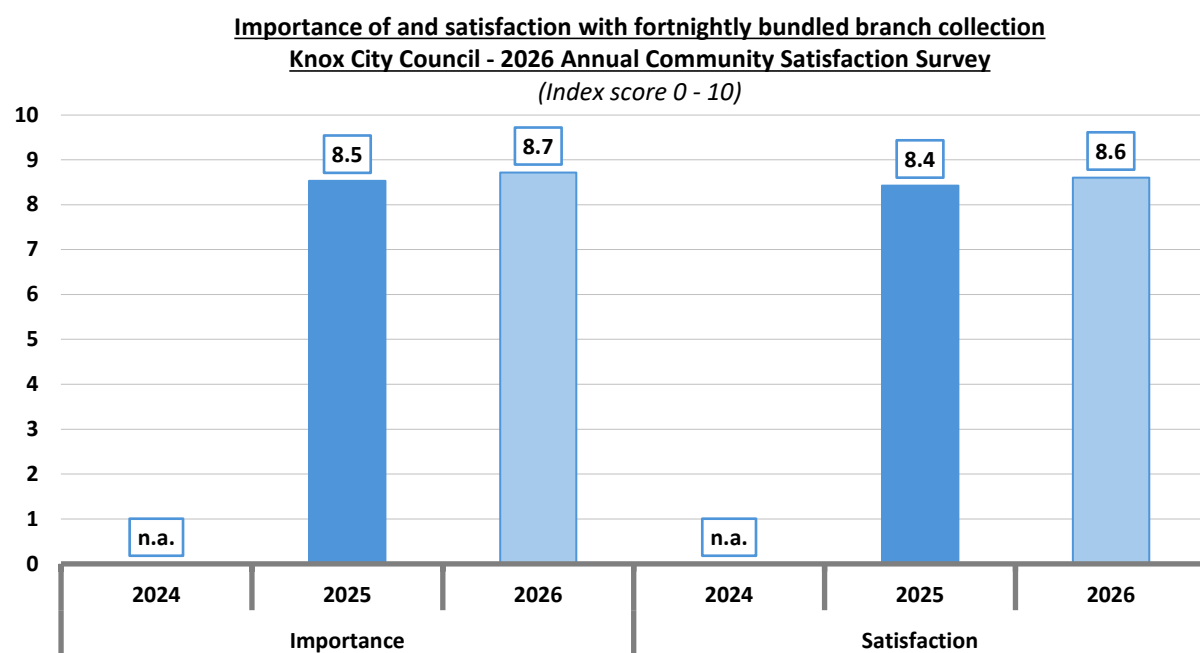
The fortnightly bundled branch collection service was the 33rd most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with the bundled branch collection increased somewhat this year, up two percentage points to 8.6 out of 10, which remains an “excellent” level of satisfaction.

This result ranks these services 3rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 36 (8.0).

This result comprised 83% “very satisfied” and one percent dissatisfied respondents, based on a total sample of 140 of the 143 (28%) respondents from households who had used these services in the past 12 months.

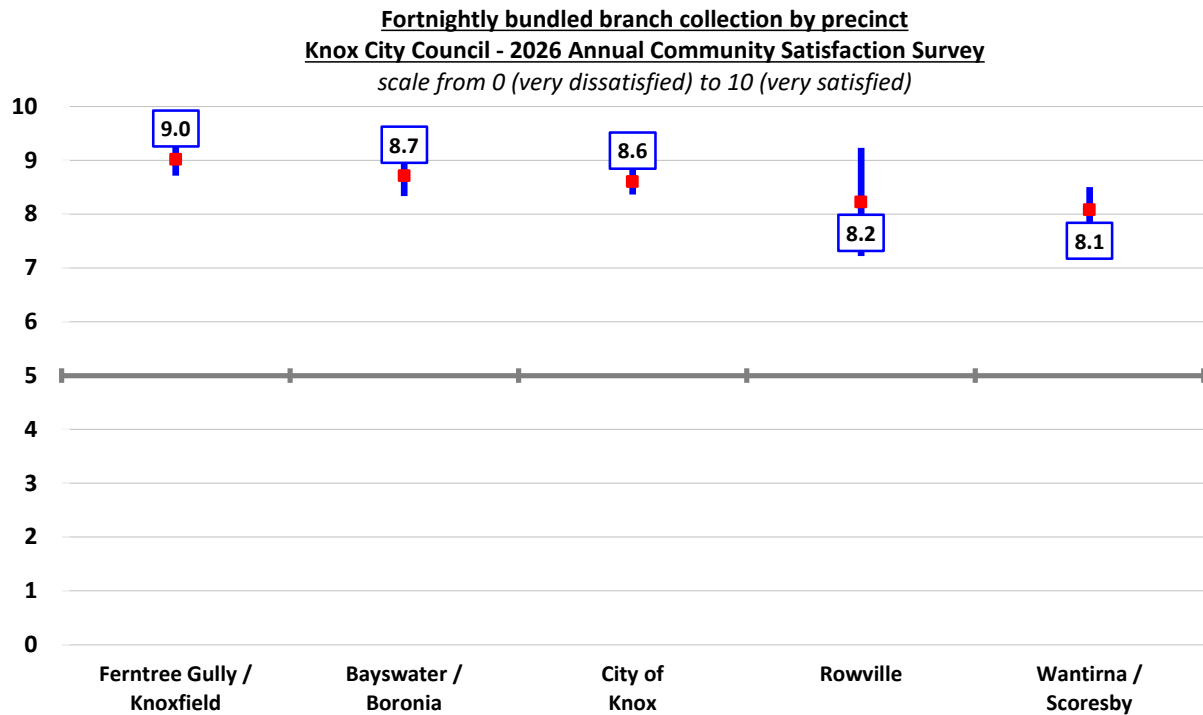
There was no substantive variation in satisfaction with these services observed by respondent profile.



These services were not included in the 2026 *Governing Melbourne* research, and so no comparisons have been provided.

There was no measurable variation in satisfaction with these services observed across the municipality, with respondents from all four precincts rating satisfaction at “excellent” levels.





The following table outlines the one comment received from respondents in relation to the fortnightly bundled branch collection.

Reasons for dissatisfaction with fortnightly bundled branch collection
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|------------------|---------------|
| Improper conduct | 1 |
| Total | 1 |



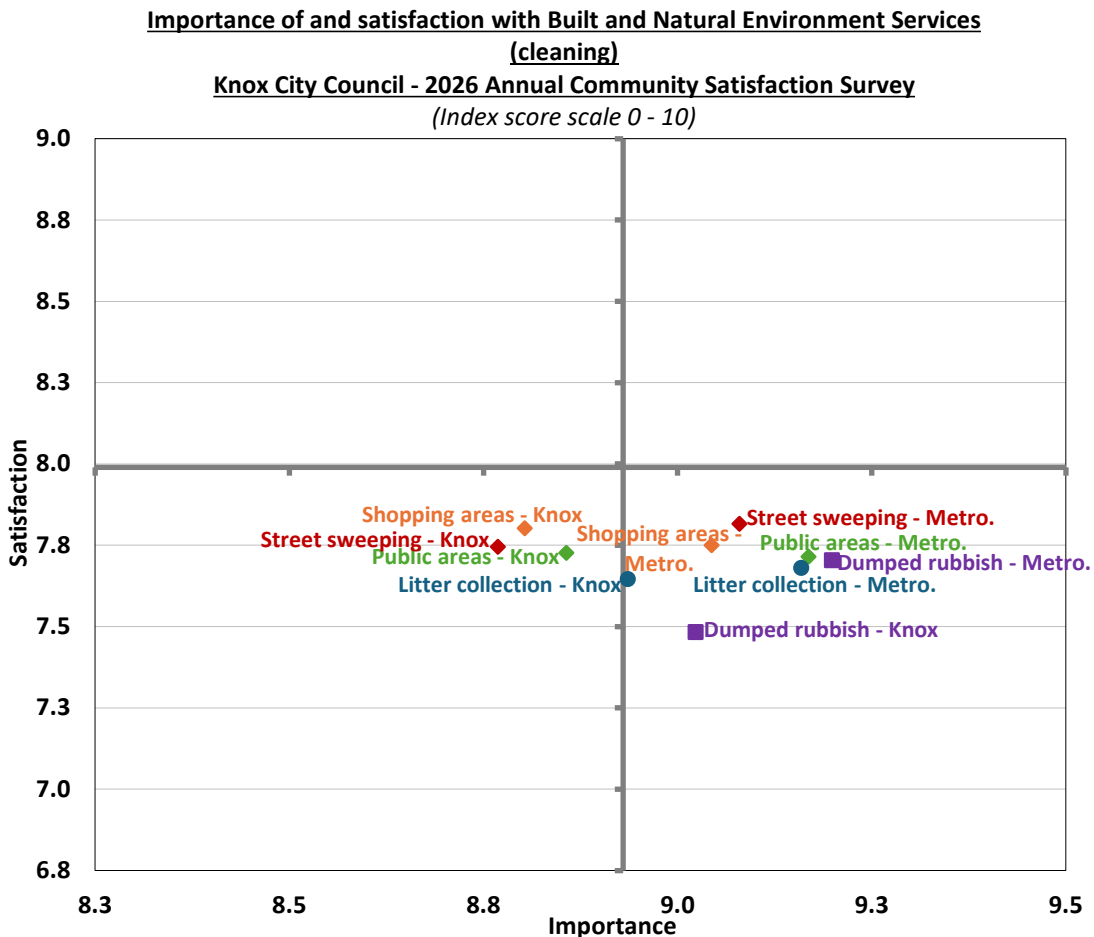
Built and Natural Environment Services (cleaning)

Five cleaning-related services and facilities from the Built and Natural Environment Services division were included in the survey this year.

These were street sweeping, the maintenance and cleaning of strip shopping areas, the maintenance and cleaning of public areas, litter collection in public areas, and the management of illegally dumped rubbish.

All five of these services and facilities recorded satisfaction scores which were lower than the average of all 36 services and facilities, however they were less important than average.

The exception to this was the management of illegally dumped rubbish, which fell into the quadrant of most concern, being more important than average but lower satisfaction.



Maintenance and appearance of public areas

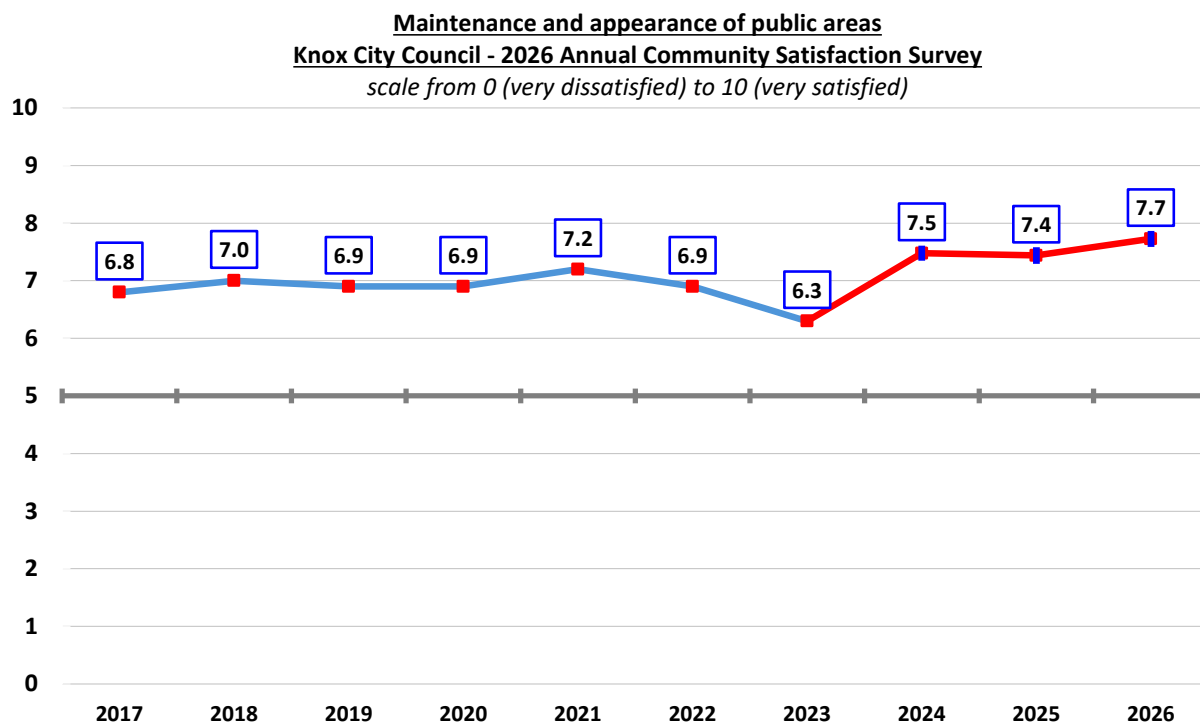
The maintenance and cleaning of public areas was the 23rd most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.



Satisfaction with the maintenance and cleaning of public areas increased notably this year, up three percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2017 of 7.1 out of 10, or “good”.

It should be kept in mind that the survey was conducted by a different provider, using a different methodology, between 2017 and 2023.



This result ranks the maintenance and cleaning of public areas 23rd in terms of satisfaction this year.

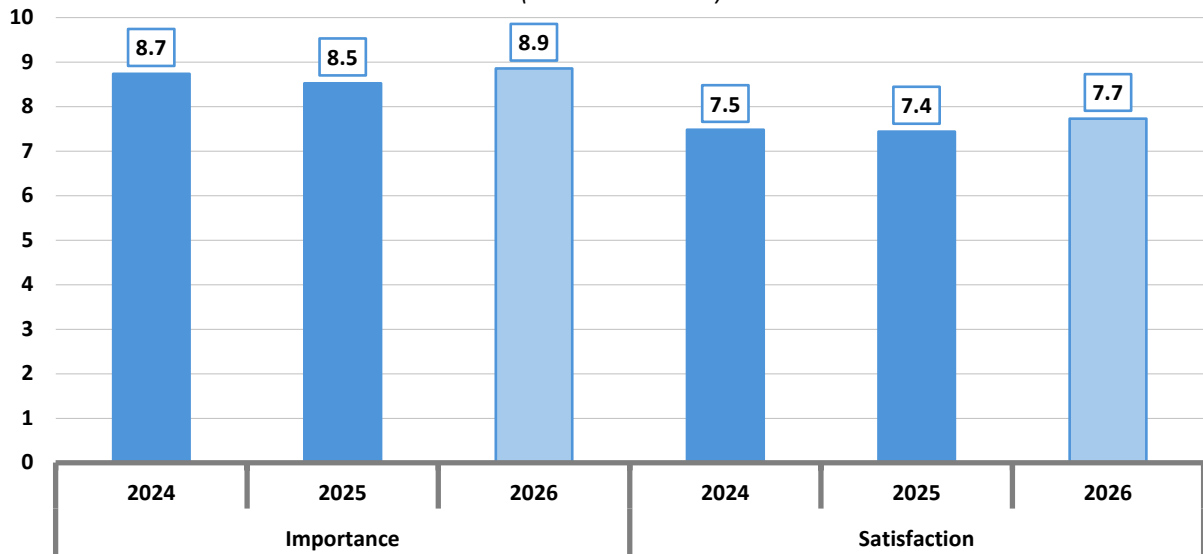
This result comprised 62% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 486 of the 501 respondents who provided a score this year.

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

Respondents from multilingual households were notably more satisfied than respondents from English speaking households.



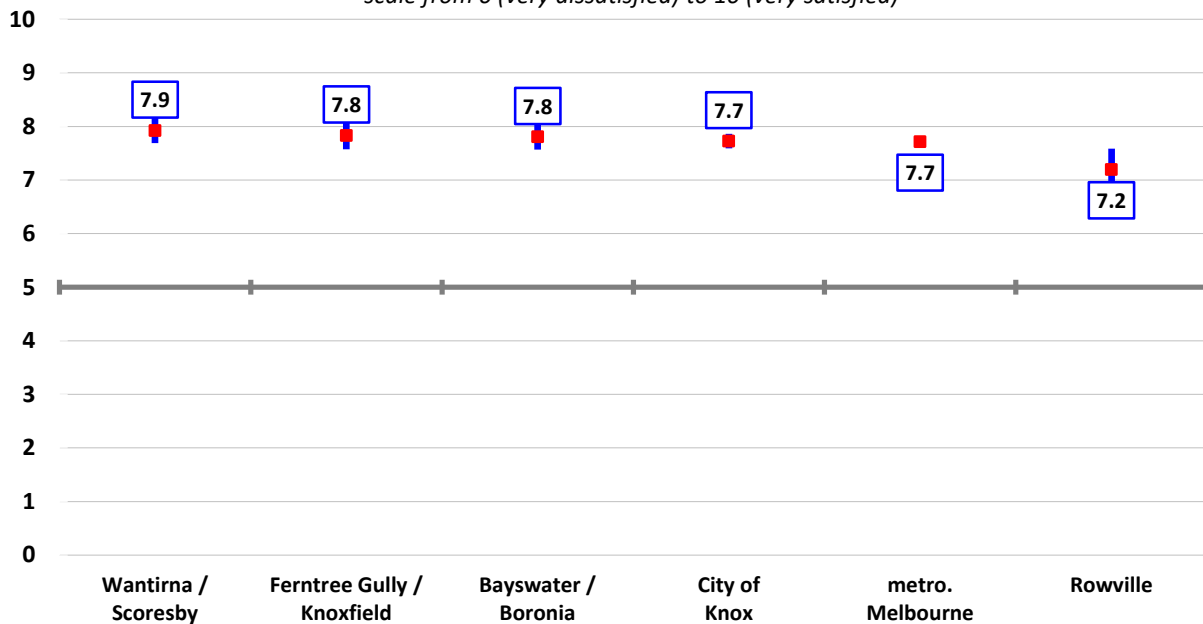
Importance of and satisfaction with maintenance and appearance of public areas
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, satisfaction with the maintenance and cleaning of public areas was identical to the metropolitan average satisfaction with the “the maintenance and cleaning of public areas” of 7.7 out of 10, or “very good”, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Rowville measurably (5pts) less satisfied than the municipal average, and at a “good”, rather than a “very good”, level of satisfaction.

Maintenance and appearance of public areas by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 23 comments and seven locations of concern received from respondents in relation to the maintenance and appearance of public areas.

Reasons for dissatisfaction with maintenance and appearance of public areas

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Bike tracks are not properly maintained | 1 |
| Broken bus stops | 1 |
| Dust from quarry operations have polluted and I am concerned for my grandchildren's health and mine | 1 |
| Graffiti | 1 |
| Graffiti | 1 |
| Just does not seem like they get a lot of love around here | 1 |
| Just the facilities are dated, our Council is not getting the park grants | 1 |
| Little kids near and the aren't good parks | 1 |
| Lot of branches, leaves and bags in parks | 1 |
| Not good or maintained | 1 |
| Not keeping them clean | 1 |
| Overgrown nature strips | 1 |
| Public areas have been neglected | 1 |
| Quarry is permitted to operate despite residents' complaints on their property impacts on public properties | 1 |
| Swings wrapped up on the top | 1 |
| The area can be disgusting especially near stations | 1 |
| The median strips are poor in local area | 1 |
| They don't do them often enough | 1 |
| They take forever to come and do it | 1 |
| Too many big trees | 1 |
| Too many people dumping their stuffs on the footpaths | 1 |
| Too much rubbish dumped there, and hard rubbish like mattress | 1 |
| Trees and plants on nature strips that are a hazard, cannot see the cars coming from the roads, tree branches are bothering me, cannot street signs | 1 |
| Total | 23 |

Specific locations identified by respondents

| | |
|--|----------|
| Bayswater area has a lot of graffiti | 1 |
| Golding Ave playground has overflowing bins | 1 |
| Graffiti down Mountain Hwy, took a long time to fix | 1 |
| Grass overgrown, not well maintained. Egan Lee Reserve | 1 |
| Rowville Lakes the trees are not maintained | 1 |
| Weekly collection preferred rather than fortnightly | 1 |
| Where Coles is at, the car park is very disgusting and dirty. It has gotten a bit better, but it is still shocking | 1 |
| Total | 7 |

Total responses

30



Litter collection in public areas

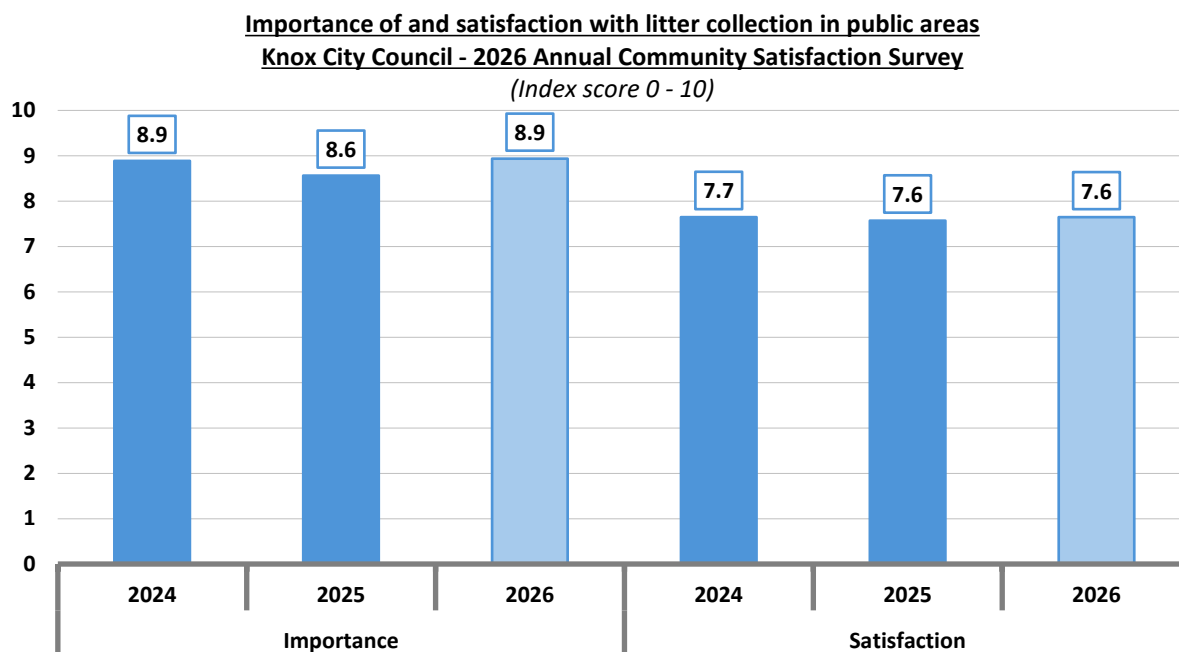
Litter collection in public areas was the 20th most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

Satisfaction with litter collection remained stable this year at 7.6 out of 10, which remains a “very good” level of satisfaction.

This result ranks litter collection 30th in terms of satisfaction this year.

This result comprised 60% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 479 of the 501 respondents who provided a satisfaction score this year.

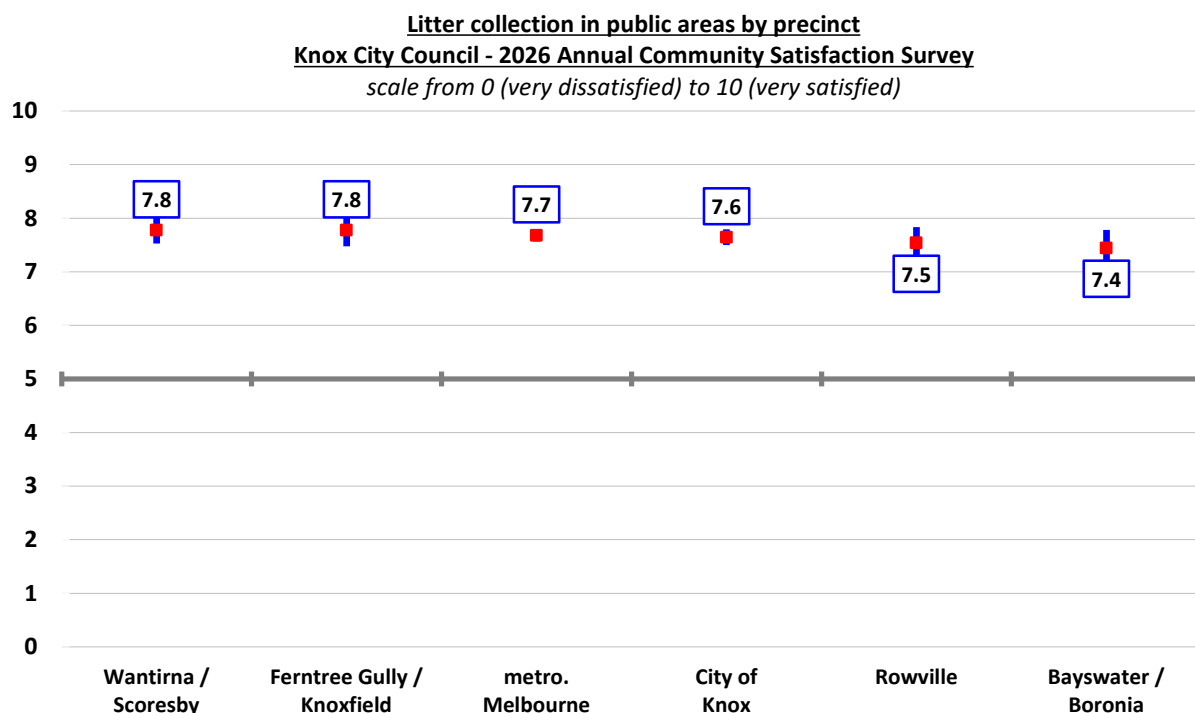
There was some substantive variation in satisfaction with litter collection observed by respondent profile, with respondents from multilingual households notably more satisfied than respondents from English speaking households.



By way of comparison, satisfaction with litter collection was broadly consistent with the metropolitan average satisfaction with “litter collection” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with litter collection observed across the municipality, although respondents from Wantirna / Scoresby and Ferntree Gully / Knoxfield rated satisfaction at “excellent” rather than “very good” levels.





The following table outlines the 36 comments and five locations of concern received from respondents in relation to litter collection in public areas.

Reasons for dissatisfaction with litter collection in public areas
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| Always litter around | 4 |
| Mainly on main roads | 2 |
| Not maintained | 2 |
| The collection is not done too often | 2 |
| Area is important for wildlife and is not maintained properly | 1 |
| Bad in creeks | 1 |
| Bins drop down and scattered | 1 |
| Bins overflow near the park with dog droppings | 1 |
| Broken glass | 1 |
| Could be better | 1 |
| Dog poo | 1 |
| Dust particles from quarry make litters dirtier | 1 |
| Everyone dumps rubbish everywhere | 1 |
| Issues with bins | 1 |
| It is pretty poor | 1 |
| Junkies everywhere and needless on the ground | 1 |
| Lack of bins cause dog walkers to leave dog litter in the streets | 1 |
| No litter collection in parks | 1 |



| | |
|--|-----------|
| Overflowing rubbish in bins | 1 |
| Sometimes okay sometimes not okay | 1 |
| Streets could be cleaner | 1 |
| Stuff on road for 2 weeks | 1 |
| The bin is overflowing in some areas, the park near the library | 1 |
| The Council is not taking responsibility for hard rubbish dumped on roads | 1 |
| There is a lot of rubbish around, just general rubbish not including hard rubbish | 1 |
| There is constantly hard rubbish on the street | 1 |
| They mark it but it is not actually picked up | 1 |
| They should not be taking things out of our recycling bins; it is a big problem. For cashing in the bottles and the cans | 1 |
| We need to pay a private contractor for litter | 1 |
| Weeds everywhere | 1 |
| Total | 36 |

Specific locations identified by respondents

| | |
|---|-----------|
| Bayswater is shocking. Overflowing rubbish in bins and bins drop down and scattered | 1 |
| Bins are always full of household rubbish R.D. Egan Lee Reserve | 1 |
| Shopping centre | 1 |
| Sydney Rd litter | 1 |
| Train station | 1 |
| Total | 5 |
| Total responses | 41 |

Maintenance and cleaning of strip shopping areas

The maintenance and cleaning of strip shopping areas was the 26th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with the maintenance and cleaning of strip shopping areas increased somewhat this year, up two percentage points to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result ranks the maintenance and cleaning of strip shopping areas 24th in terms of satisfaction this year.

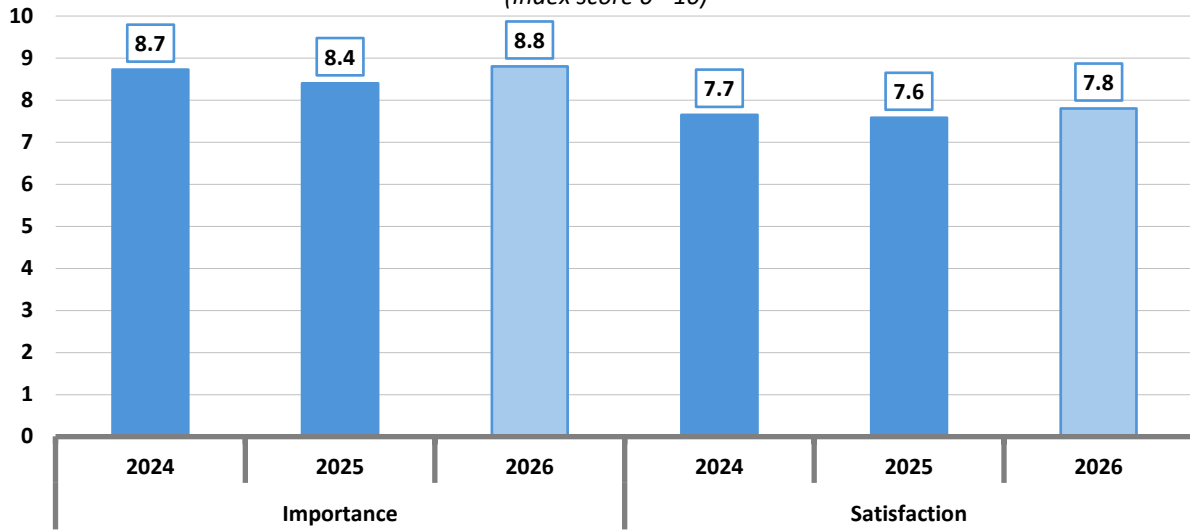
This result comprised 62% “very satisfied” and two percent dissatisfied respondents, based on a total sample of 470 of the 501 respondents who provided a satisfaction score this year.

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



Importance of and satisfaction with maintenance and cleaning of strip shopping areas

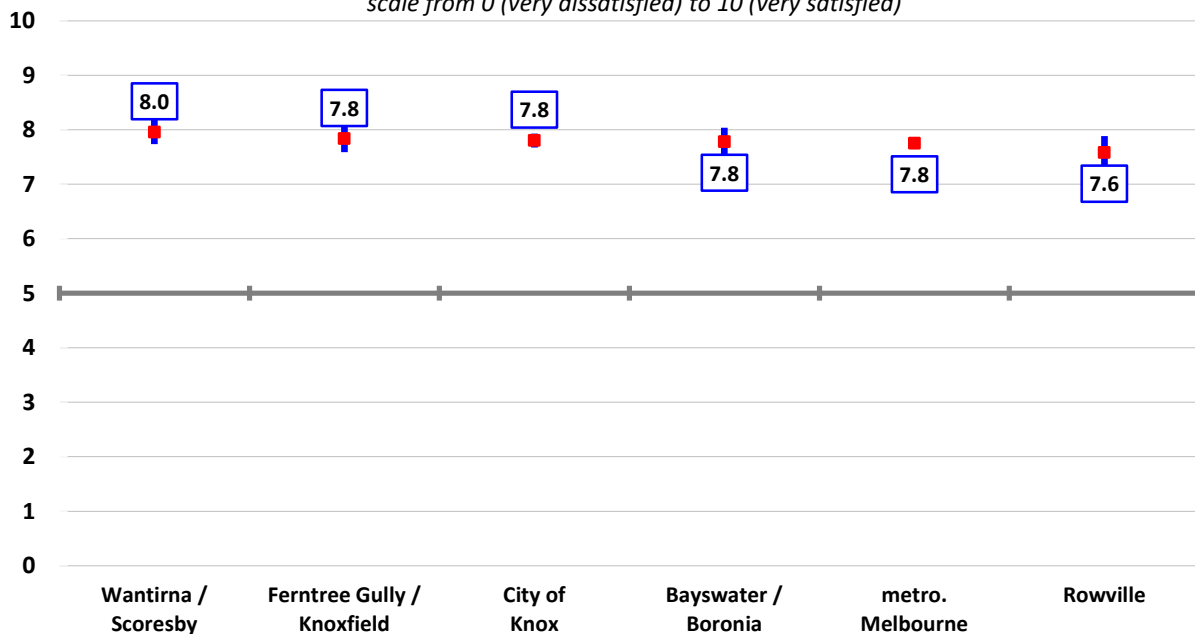
Knox City Council - 2026 Annual Community Satisfaction Survey
(Index score 0 - 10)



By way of comparison, satisfaction with the maintenance and cleaning of strip shopping areas was identical to the metropolitan average satisfaction with “the maintenance and cleaning of strip shopping areas” of 7.8 out of 10, or “excellent”, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, although respondents from Wantirna / Scoresby and Ferntree Gully / Knoxfield rated satisfaction at “excellent” rather than “very good” levels.

Maintenance and cleaning of strip shopping areas by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 13 comments and two locations of concern received from respondents in relation to the maintenance and cleaning of strip shopping centres.



Reasons for dissatisfaction with maintenance and cleaning of strip shopping areas

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Always covered in rubbish | 3 |
| Around bus stops it is terrible | 1 |
| Lots of graffiti | 1 |
| Many vacant shops | 1 |
| Not good enough | 1 |
| Not much change | 1 |
| Public toilets need cleaning in some of the public areas | 1 |
| There is a lot of charity bins that have a lot of rubbish, and it is not collected | 1 |
| They do not sweep the streets on the Mountain Gate Shopping Centre | 1 |
| They left it for days | 1 |
| You see low maintenance everywhere which we never see before. I assume that maintenance services have been stretched out | 1 |
| Total | 13 |
| <i>Specific locations identified by respondents</i> | |
| Mountain Gate Shopping Centres very messy littered and toilets are poor | 1 |
| People keeping trolley all around abruptly (Knox Shopping Centre) | 1 |
| Total | 2 |
| Total responses | 15 |

Management of illegally dumped rubbish

The management of illegally dumped rubbish was the 11th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

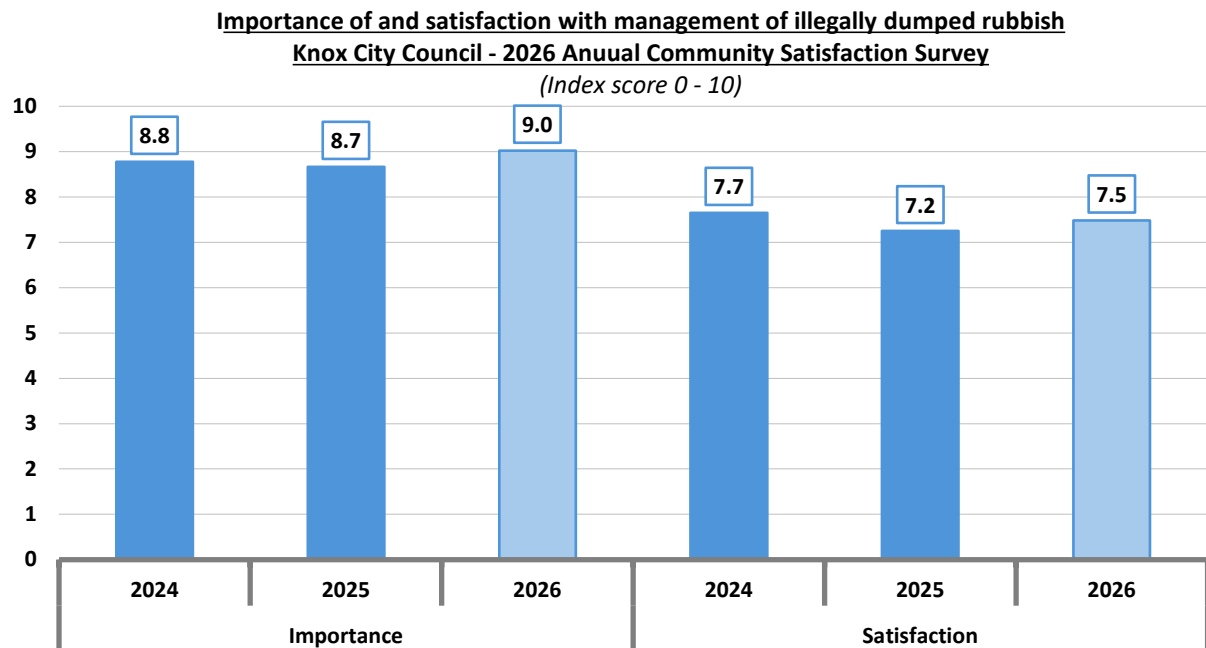
Satisfaction with the management of illegally dumped rubbish increased notably this year, up three percentage points to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks the management of illegally dumped rubbish 34th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (8.0).

This result comprised 60% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 460 of the 501 respondents who provided a satisfaction score this year.

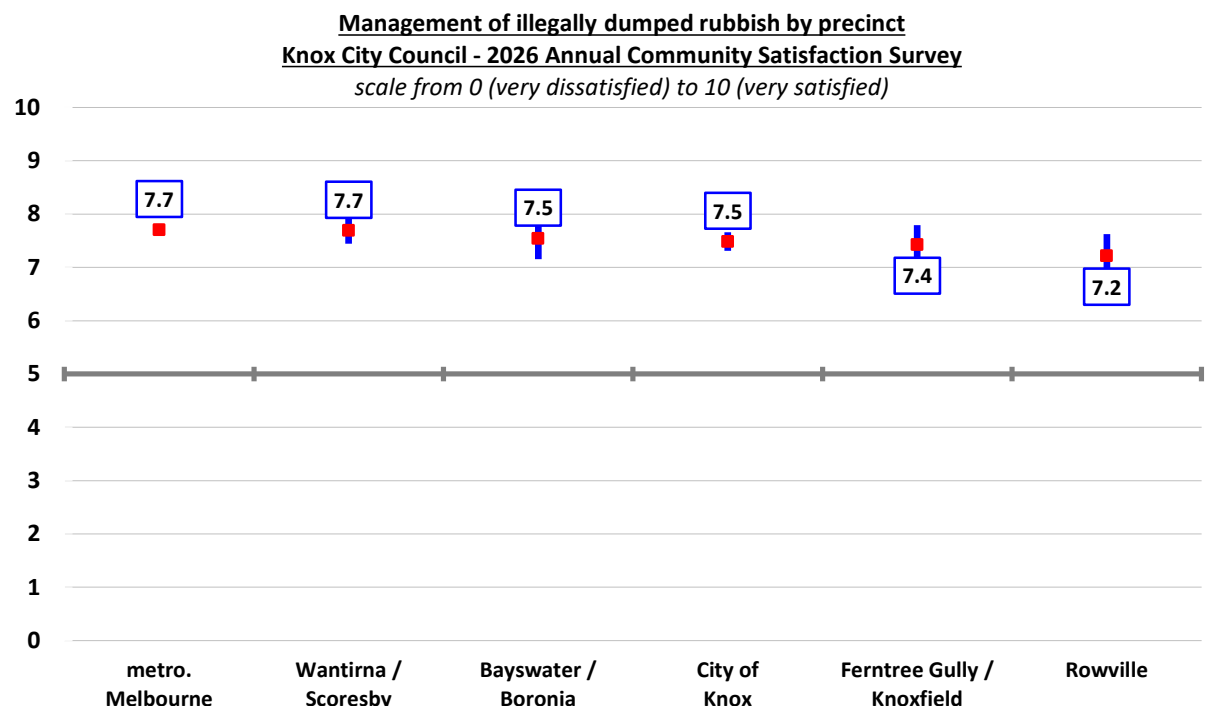


There was some substantive variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.



By way of comparison, satisfaction with the management of illegally dumped rubbish was somewhat (2pts) lower than the metropolitan average satisfaction with “illegally dumped rubbish” of 7.7 out of 10, or “very good”, as recorded in the 2026 *Governing Melbourne*.

There was no measurable variation in satisfaction with the management of illegally dumped rubbish observed across the municipality, although respondents from Rowville rated satisfaction at a “good” rather than a “very good” level.



The following table outlines the 34 comments and five locations of concern received from respondents in relation to the management of illegally dumped rubbish.

Reasons for dissatisfaction with management of illegally dumped rubbish

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Rubbish dumped everywhere | 11 |
| It takes a while to be removed / cleaned up | 10 |
| Always call the Council | 1 |
| Areas important for wildlife is not maintain properly | 1 |
| Big glasses are thrown out in the lawn | 1 |
| Disposal of vapes | 1 |
| I do not know, it is very annoying to see all the rubbish out in the side especially on the footpaths where it becomes a hazard | 1 |
| I see a lot of dumped rubbish, I rang before regarding dumped rubbish. It was dumped on my property, a big cupboard and a clock | 1 |
| Just where I drive there is a lot of rubbish on the road, they mark it but it is not actually picked up | 1 |
| Needs to be done more often or stopped | 1 |
| People dump too much rubbish on the curb | 1 |
| Still stuff on the road, not collected | 1 |
| The area near the creek is filthy with trash | 1 |
| There is constantly hard rubbish on the street | 1 |
| They used to have two rubbish collections | 1 |
| Total | 34 |

Specific locations identified by respondents

| | |
|--|-----------|
| Bergins Rd | 1 |
| I take the dog around and see a lot of dumped rubbish Brady Rd and other roads around that | 1 |
| It is a major problem, where the tennis courts are next to Blind Creek people dump rubbish illegally | 1 |
| On Boronia Rd in a park rubbish not collected | 1 |
| Stud Rd, there is litter all over the place there | 1 |
| Total | 5 |
| Total responses | 40 |



Street sweeping

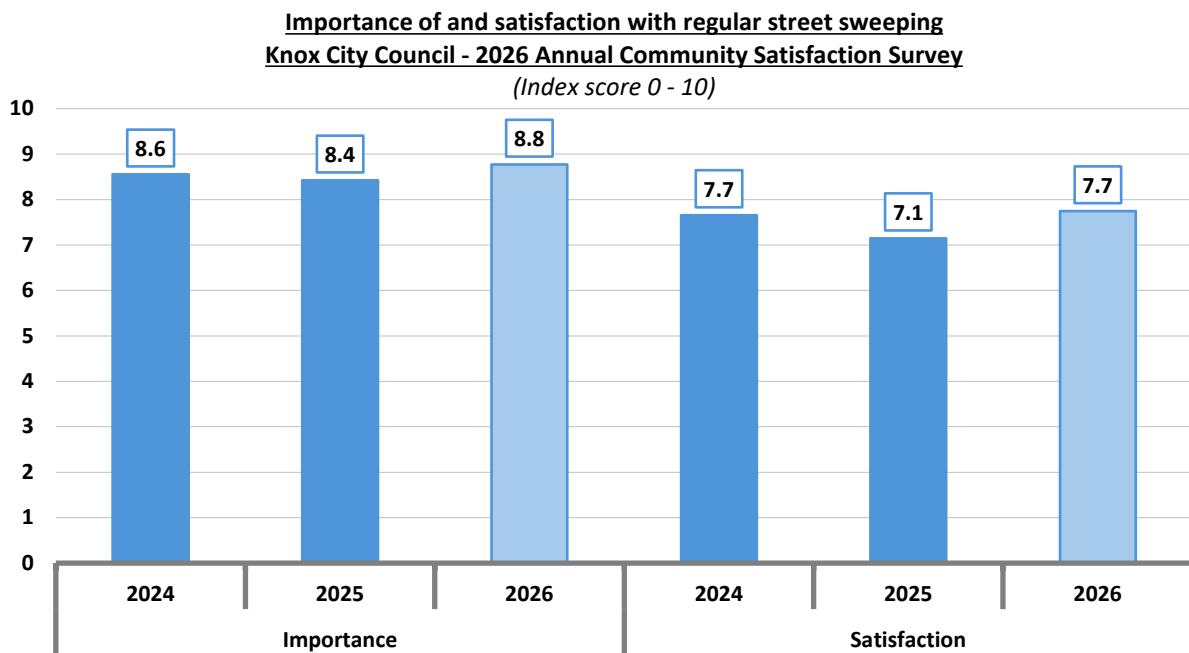
Street sweeping was the 28th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street sweeping increased measurably this year, up six percentage points to 7.7 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks street sweeping 25th in terms of satisfaction this year.

This result comprised 67% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 467 of the 501 respondents who provided a satisfaction score this year.

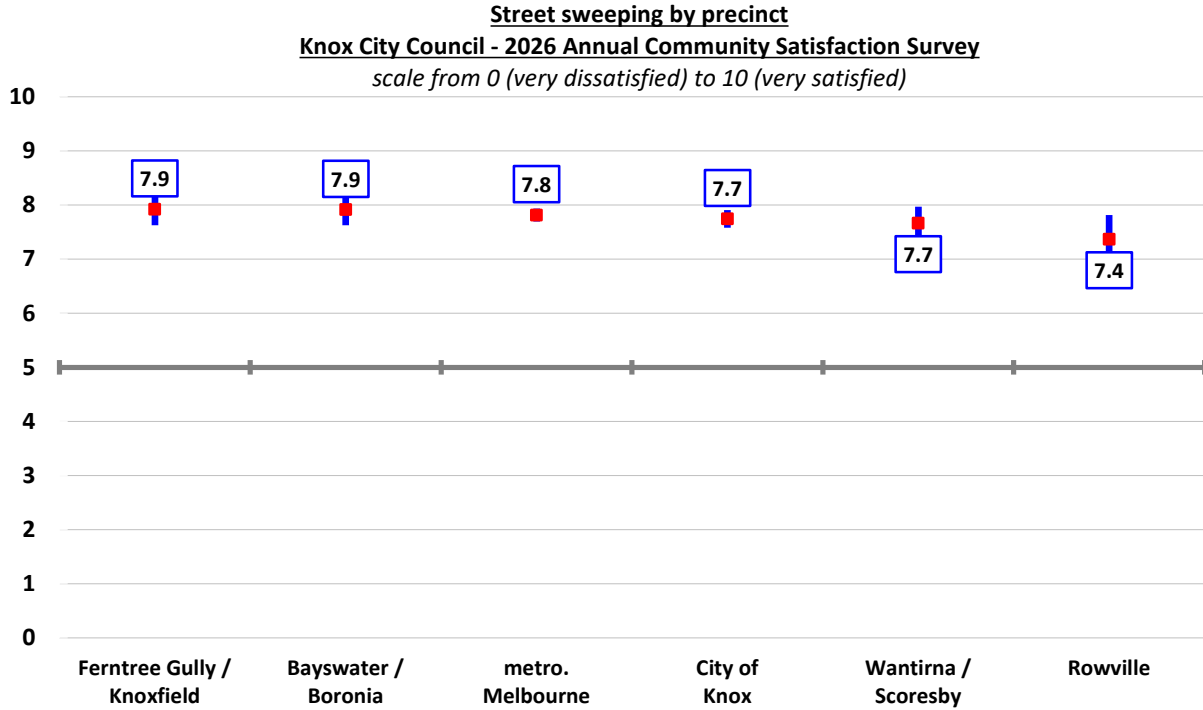
There was some substantive variation in satisfaction with street sweeping observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average, and older adults (aged 60 to 74 years) notably less satisfied.



By way of comparison, satisfaction with street sweeping was broadly consistent with the metropolitan average satisfaction with “street sweeping” of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, although respondents from Ferntree Gully / Knoxfield and Bayswater / Boronia rated satisfaction at “excellent” rather than “very good” levels.





The following table outlines the 34 comments received from respondents in relation to street sweeping.

Reasons for dissatisfaction with street sweeping
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|--|--------|
| Not enough / not frequent | 8 |
| No sweeping | 4 |
| Not done regularly | 4 |
| Clogging the drains | 2 |
| More / frequent sweeping | 2 |
| Not cleaning properly, leaves are still there | 2 |
| Not done properly | 2 |
| Do not really see maintenance happening | 1 |
| Doing it too fast | 1 |
| I do not see them often enough, especially in autumn | 1 |
| I sweep myself because Council does not | 1 |
| Leaves drop so much when seasons change and I have to sweep it myself. It gets stuck in drains | 1 |
| More information on when and where | 1 |
| Not done in the residential side | 1 |
| Rarely | 1 |
| They do not do it enough, it is **** | 1 |
| Too many leaves on the lawn and footpaths and bothering us | 1 |

Total

34



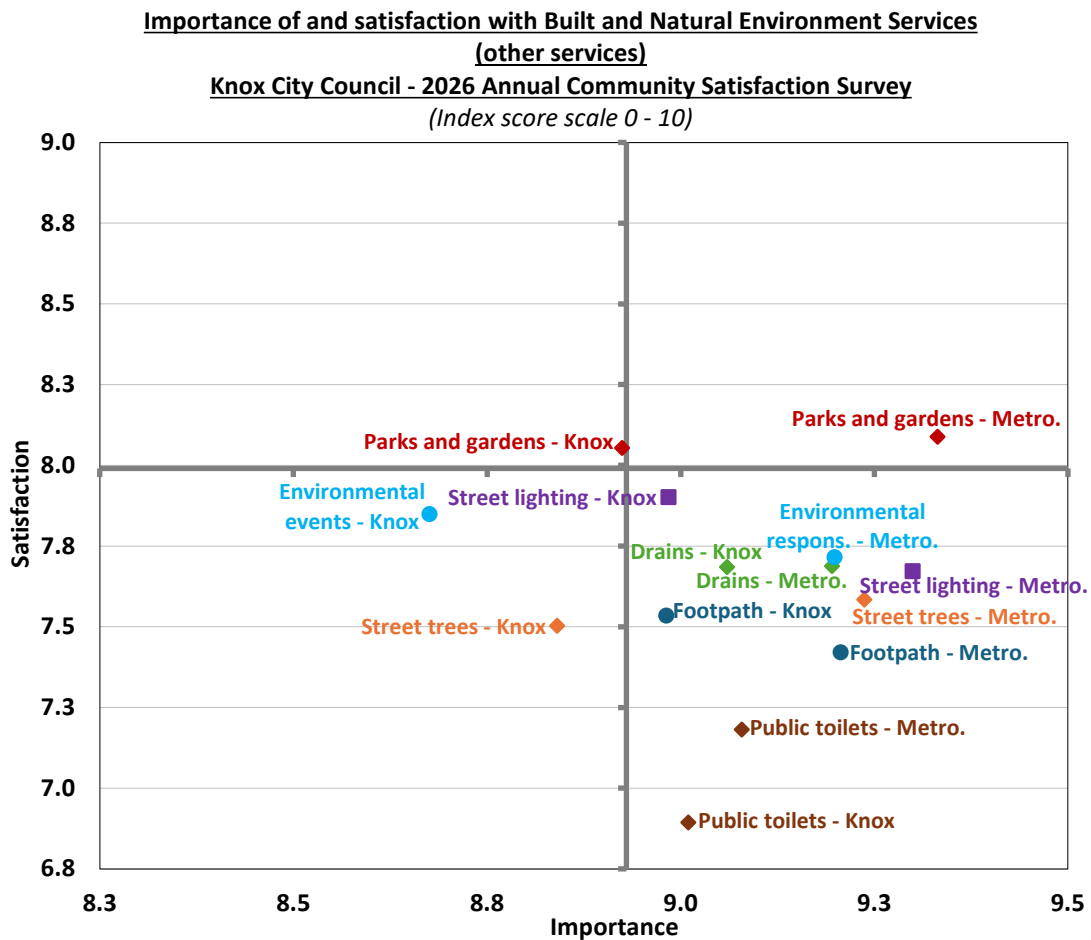
Built and Natural Environment Services (other)

Seven other services and facilities from the Built and Natural Environment Services division were included in the survey this year.

These were the provision and maintenance of parks and gardens, street lighting, drains maintenance and repairs, the provision and maintenance of street trees, footpath maintenance and repairs, environmental events, programs, and activities, and public toilets.

Of these seven services and facilities, parks and gardens were the only one to record a satisfaction score which was above the average of all 36 services and facilities.

Five services and facilities, namely drains, footpaths, public toilets, environmental events, and street lighting, fell into the quadrant of most concern, being of higher-than-average importance, but lower than average satisfaction.



Drains maintenance and repairs

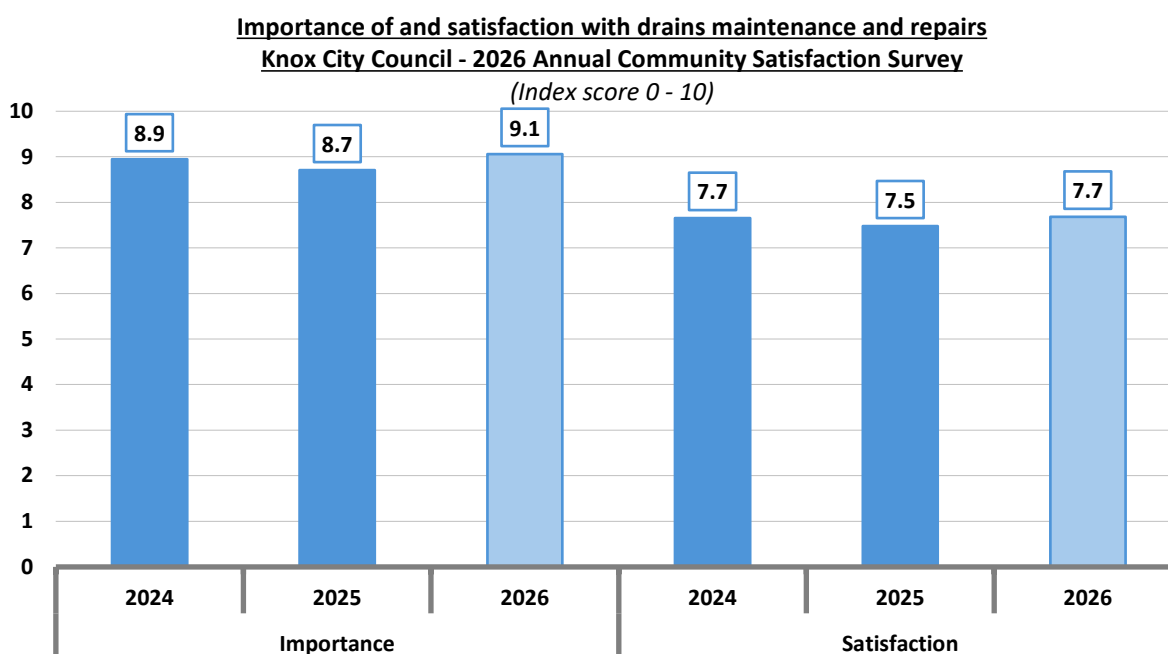
Drains maintenance and repairs were the 9th most important of the 36 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with drains maintenance increased somewhat this year, up two percentage points to 7.7 out of 10, which remains a “very good” level of satisfaction.

This result ranks drains 28th in terms of satisfaction this year.

This result comprised 62% “very satisfied” and five percent dissatisfied respondents, based on a total sample of 468 of the 501 respondents who provided a satisfaction score this year.

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



By way of comparison, satisfaction with drains was identical to the metropolitan average satisfaction with “drains maintenance and repairs” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with drains observed across the municipality, although respondents from Bayswater / Boronia and Wantirna / Scoresby rated satisfaction at “excellent” rather than “very good” levels.





The following table outlines the 32 comments and six locations of concern received from respondents in relation to drains maintenance and repairs.

These comments have been broadly categorised as follows:

- Blocked drains 8 comments
- Cleaning / sweeping 7 comments
- Maintenance and repairs 6 comments
- Overflow / flooding 4 comments
- Other issues 7 comments
- Specific locations of concern 6 locations.

Reasons for dissatisfaction with drains maintenance and repairs
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|----------|
| <i>Blocked drains</i> | |
| Drains clogged / blocked | 4 |
| Blocked with leaves | 3 |
| It is a hilly area and most of the times our drains are just clogged up when it rains | 1 |
| Total | 8 |



| <i>Cleaning / sweeping</i> | |
|--|-----------|
| Drains because of not cleaning | 2 |
| They are kept unclean | 2 |
| Frequency is not enough | 1 |
| More sweeping | 1 |
| There is a big pile of leaves when it rains | 1 |
| Total | 7 |
| <i>Maintenance and repairs</i> | |
| Dissatisfied during extreme weather | 1 |
| Have not seen any repairs | 1 |
| Infrastructure is very cheap and not long lasting | 1 |
| Need more attention | 1 |
| Roof clogging | 1 |
| They have not fixed the drains we have called about | 1 |
| Total | 6 |
| <i>Overflow / flooding</i> | |
| Clogs the street | 1 |
| Flooding on the roads, water over the roads in the local area of Boronia | 1 |
| Train station flooding | 1 |
| When we have a lot of rain, it causes issues | 1 |
| Total | 4 |
| <i>Other</i> | |
| Council ignores issues raised by residents | 1 |
| Design of the roads are useless | 1 |
| Gum trees | 1 |
| Not much worse than any other area but there is always room for improvement | 1 |
| The creek access nearby could be dangerous to children | 1 |
| They destroyed what they built | 1 |
| Waste of money | 1 |
| Total | 7 |
| <i>Specific locations</i> | |
| Christopher Ave has blocked drains | 1 |
| Do not sweep the shopping centre in local areas often enough | 1 |
| Had some issues with drainage near Gateshead Reserve but its fixed now | 1 |
| Norman St drains are blocked at most times | 1 |
| Not maintained in Nepal Ct | 1 |
| The one down there on Wattletree Rd, which floods every single time it rains | 1 |
| Total | 6 |
| Total responses | 38 |



Footpath maintenance and repairs

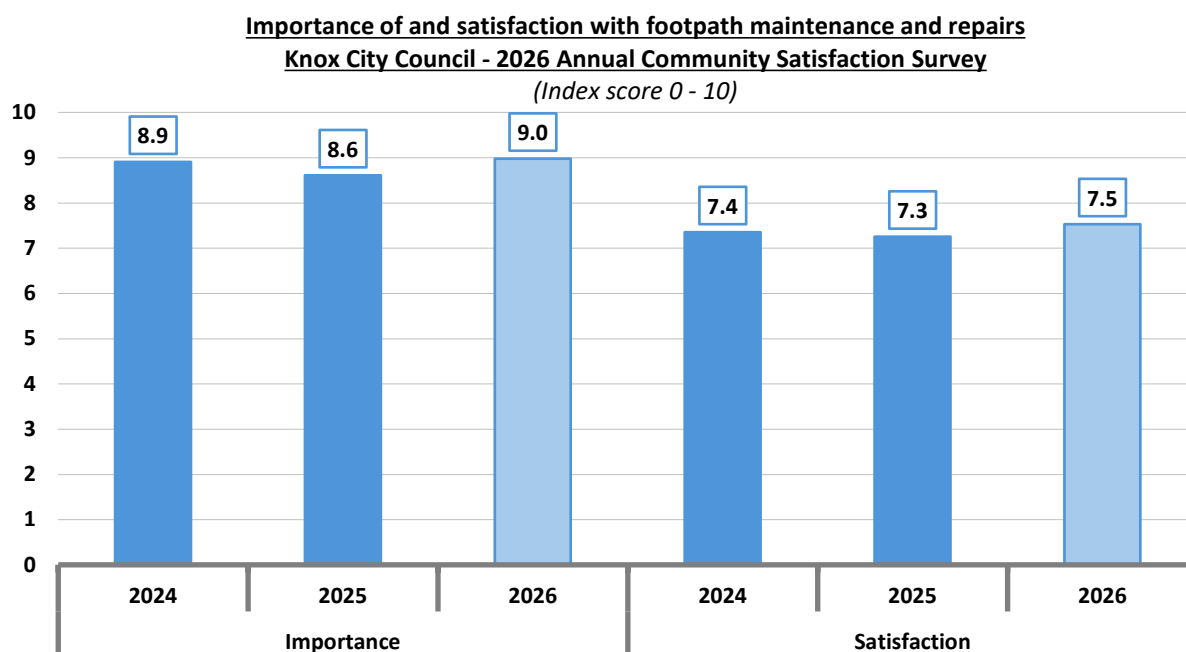
Footpath maintenance and repairs was the 17th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with footpaths increased somewhat this year, up two percentage points to 7.5 out of 10 this year, which remains a “very good” level of satisfaction.

This result ranks footpaths 31st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (8.0).

This result comprised 60% “very satisfied” and six percent dissatisfied respondents, based on a total sample of 488 of the 501 respondents who provided a satisfaction score this year.

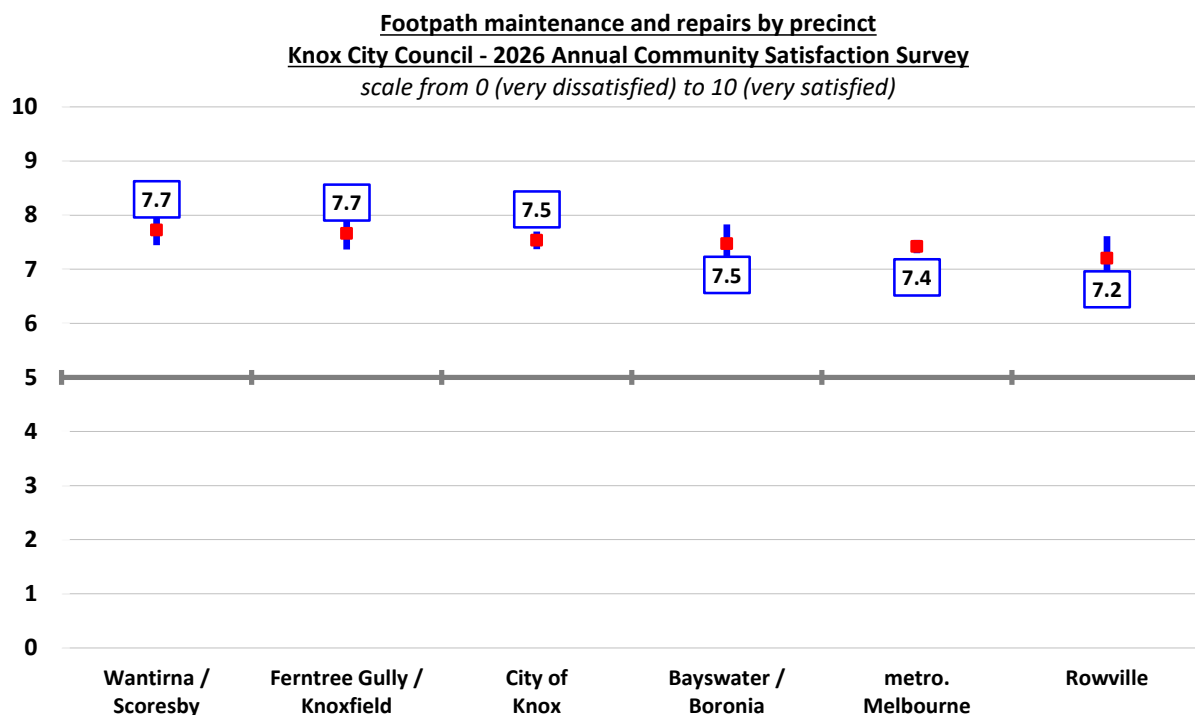
There was some variation in satisfaction with footpaths observed by respondent profile, with older adults (aged 60 to 74 years) notably less satisfied than average.



By way of comparison, satisfaction with footpaths was broadly consistent with the metropolitan average satisfaction with the “footpath maintenance and repairs” of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with footpaths observed across the municipality, although respondents from Rowville rated satisfaction at a “good” rather than a “very good” level.





The following table outlines the 41 comments and 11 locations of concern received from respondents in relation to footpath maintenance and repairs.

The comments have been broadly categorised as follows:

- Uneven / cracked footpaths 14 comments
- Trip hazards 9 comments
- Repairs and maintenance 7 comments
- Trees roots 4 comments
- Other issues 7 comments
- Specific locations of concern 11 locations

Reasons for dissatisfaction with footpath maintenance and repairs
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| <i>Uneven / cracked footpaths</i> | |
| Cracked / uneven / bumpy | 9 |
| Because they are cracked and has been lifting | 1 |
| Broken footpaths | 1 |
| Cracked and not replaced | 1 |
| The cracks formed by trees | 1 |
| Uneven due to large gum trees | 1 |
| Total | 14 |



| <i>Trip hazards</i> | |
|--|----------|
| Footpaths are full of trip hazards | 2 |
| It is very dangerous in some areas especially for children and elderly | 2 |
| Not feasible with disability | 1 |
| People fall as there are cracks and lifted | 1 |
| Sometimes scooter does not ride well in the footpaths | 1 |
| Street trees make footpaths dangerous | 1 |
| There are lumps to trip over | 1 |
| Total | 9 |

| <i>Repairs and maintenance</i> | |
|---|----------|
| Do not repair properly | 1 |
| Fixed unnecessarily | 1 |
| Footpaths do not have good grade cement | 1 |
| It is taking too long to repair | 1 |
| Need more maintenance | 1 |
| There is a lot of work and they always close them | 1 |
| They didn't come to fix them where the cracks are | 1 |
| Total | 7 |

| <i>Tree roots</i> | |
|---|----------|
| The overgrown roots | 1 |
| Trees' roots are disturbing the footpaths | 1 |
| Trees jack up the concrete | 1 |
| Trees' roots | 1 |
| Total | 4 |

| <i>Other</i> | |
|--|----------|
| A lot of trees | 1 |
| Always room for the improvement | 1 |
| Because I reported it long time ago and they still have not fixed it | 1 |
| Can be wider | 1 |
| I do not think they have the right laws | 1 |
| Street trees are neglected | 1 |
| Unnecessary | 1 |
| Total | 7 |

| <i>Specific locations identified by respondents</i> | |
|---|---|
| Fell on Blind Creek Trail in Gateshead Reserve | 1 |
| Footpaths dirty behind Knox Shopping Mall | 1 |
| Footpaths have not been fixed up on Wondalea Cres | 1 |
| Hazardous for community on Allister Ave | 1 |



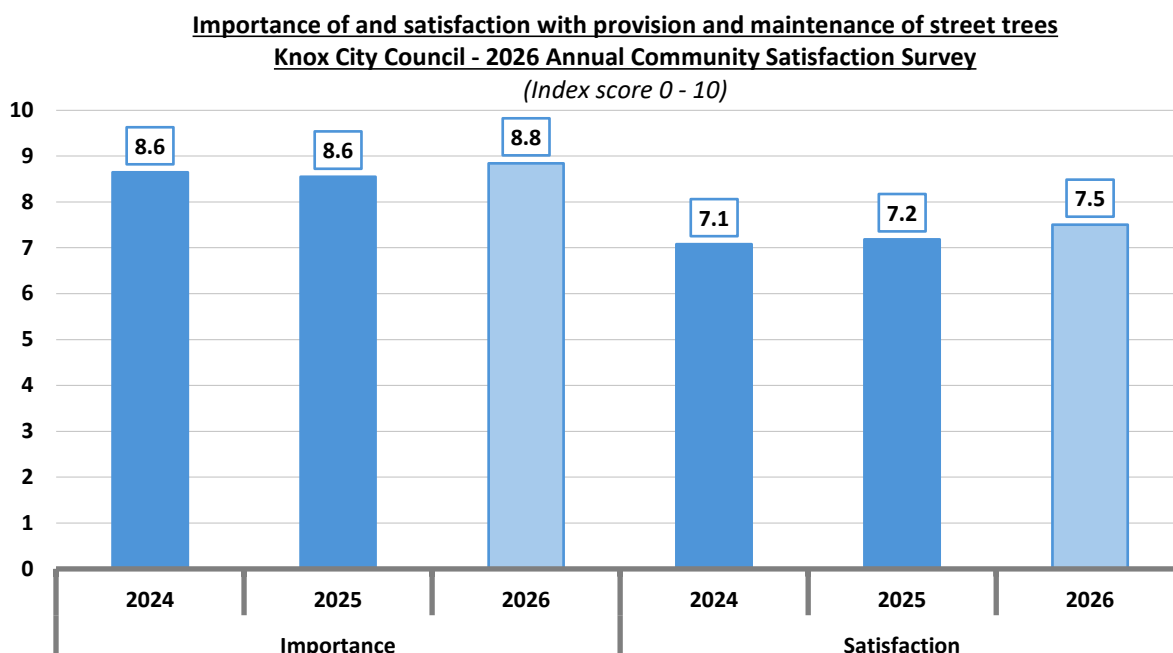
| | |
|---|-----------|
| On main roads, they do good job not small ones like Sunrise Ct | 1 |
| Poor job of maintenance e.g. gaps are covered by asphalt but not levelled - Heany Park Rd footpaths | 1 |
| Sydney Rd footpaths are not well maintained | 1 |
| There are uneven surfaces on Underwood Rd | 1 |
| Trees lifted the footpath Macgregor Ct | 1 |
| Uneven along Gateshead Dr | 1 |
| Uneven footpath, got tripped near Metcalf Cres | 1 |
| Total | 11 |
| Total responses | 52 |

The provision and maintenance of street trees

The provision and maintenance of street trees was the 24th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with street trees increased notably this year, up three percentage points to 7.5 out of 10, which was a “very good”, up from a “good”, level of satisfaction.

This result ranks street trees 32nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (8.0).



This result comprised 61% “very satisfied” and seven percent dissatisfied respondents, based on a total sample of 482 of the 501 respondents who provided a satisfaction score this year.

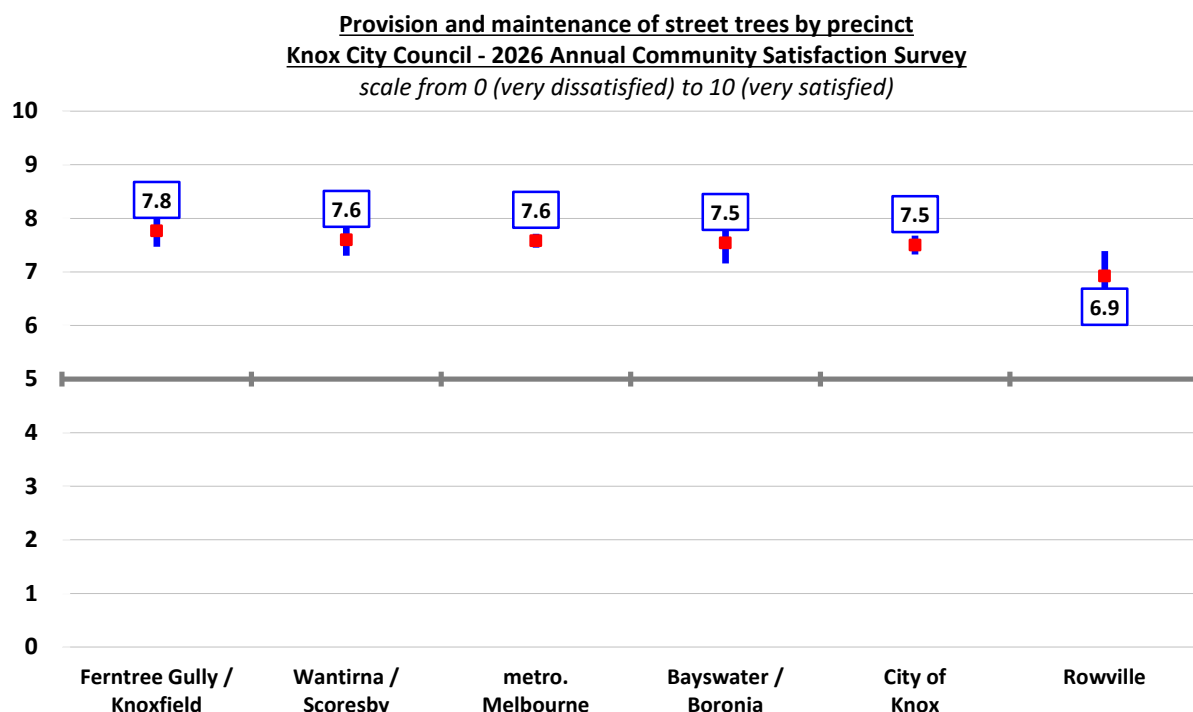


There was some variation in satisfaction observed by respondent profile, with young adults and adults (aged 18 to 44 years) notably more satisfied, and middle-aged adults (aged 45 to 59 years) notably less satisfied than average.

Respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with street trees was broadly consistent with the metropolitan average satisfaction with the “provision and maintenance of street trees” of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with street trees observed across the municipality, respondents from Rowville were notably (6pts) less satisfied than the municipal average, and at a “good”, rather than a “very good”, level of satisfaction.



The following table outlines the 59 comments and four locations of concern received from respondents in relation to the provision and maintenance of street trees. These comments have been broadly categorised as follows:

- Tree maintenance / pruning / cutting 17 comments
- Gum trees 11 comments
- Branches and leaves 10 comments
- Tree condition / dangerous trees 8 comments
- Lack of trees / choice of trees 6 comments
- Tree roots 3 comments
- Trees and powerlines 1 comment
- Other issues 3 comments
- Specific locations of concern 4 locations.



Reasons for dissatisfaction with provision and maintenance of street trees

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Tree maintenance / pruning / cutting</i> | |
| Overgrown | 2 |
| Trees are not trimmed around here | 2 |
| A lot of chopping | 1 |
| Because a lot of trees on nature trip are very big, they do not do the trimming very regularly | 1 |
| Concerns on improperly managed street trees have not been addressed or resolved | 1 |
| I maintain my trees, but I have to get permits to trim them | 1 |
| Infrequent maintenance of big trees | 1 |
| Maintained better | 1 |
| There are too many trees and too big | 1 |
| They are chopping too many trees | 1 |
| They are not kept well. They never allow is too cut it | 1 |
| They chopped down trees there is no consulting about it, it would be good to at least suggest what to be removed | 1 |
| They do not water them | 1 |
| They only look after what they want. Not all of them | 1 |
| You have to call them for them to react | 1 |
| Total | 17 |
| <i>Gum trees</i> | |
| Gum trees | 2 |
| Gum trees they lift the footpaths | 2 |
| It is gum tree and if left longer would be hazardous for street users | 1 |
| Gum trees not maintained | 1 |
| Gum trees throw and drop branches and other rubbish | 1 |
| Gum trees too big | 1 |
| It is gum tree hanging over the streets | 1 |
| The gum trees drop things, and they refuse to solve the issue | 1 |
| They get rid of gum tree | 1 |
| Total | 11 |
| <i>Branches and leaves</i> | |
| Fallen branches | 3 |
| It makes a lot of litter | 3 |
| Pine trees in the backyard have big branches | 1 |
| Rubbish in garden | 1 |
| The small nuts that drop | 1 |
| Trees drop branches on top of properties | 1 |
| Total | 10 |



| <i>Tree condition / dangerous trees</i> | |
|---|-----------|
| Car was destroyed by branch | 2 |
| Dangerous / not safe trees | 2 |
| Concerned that it might become dangerous | 1 |
| I am scared they are going to fall on the house | 1 |
| Safety issue. Physical risk to resident | 1 |
| The tree outside my house has been dead for 9 months, they should drive around and check them | 1 |
| Total | 8 |
| <i>Lack of trees / choice of trees</i> | |
| Not too good | 1 |
| Not very beautiful | 1 |
| Plant proper council trees | 1 |
| The trees are too big | 1 |
| They are planting a lot of big trees in suburban areas | 1 |
| They could plant better trees | 1 |
| Total | 6 |
| <i>Tree roots</i> | |
| Big roots causing footpaths to crack | 1 |
| The roots block drains | 1 |
| They are coming up through footpaths | 1 |
| Total | 3 |
| <i>Trees and powerlines</i> | |
| Close to power line | 1 |
| They are overgrown and pull your wires down | 1 |
| Total | 2 |
| <i>Other</i> | |
| Because of high pollen trees in house areas | 1 |
| Streets trees should be removed | 1 |
| Total | 2 |
| <i>Specific locations identified by respondents</i> | |
| Burwood Hwy tree maintenance | 1 |
| Lane Rd trees are in danger | 1 |
| Totally ignored. No maintenance in Georgia Mae Ct | 1 |
| Trees at Wondalea Cres has been hanging over the streets for years and years | 1 |
| Total | 4 |
| Total responses | 63 |



Street lighting

The provision and maintenance of street lighting was the 15th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

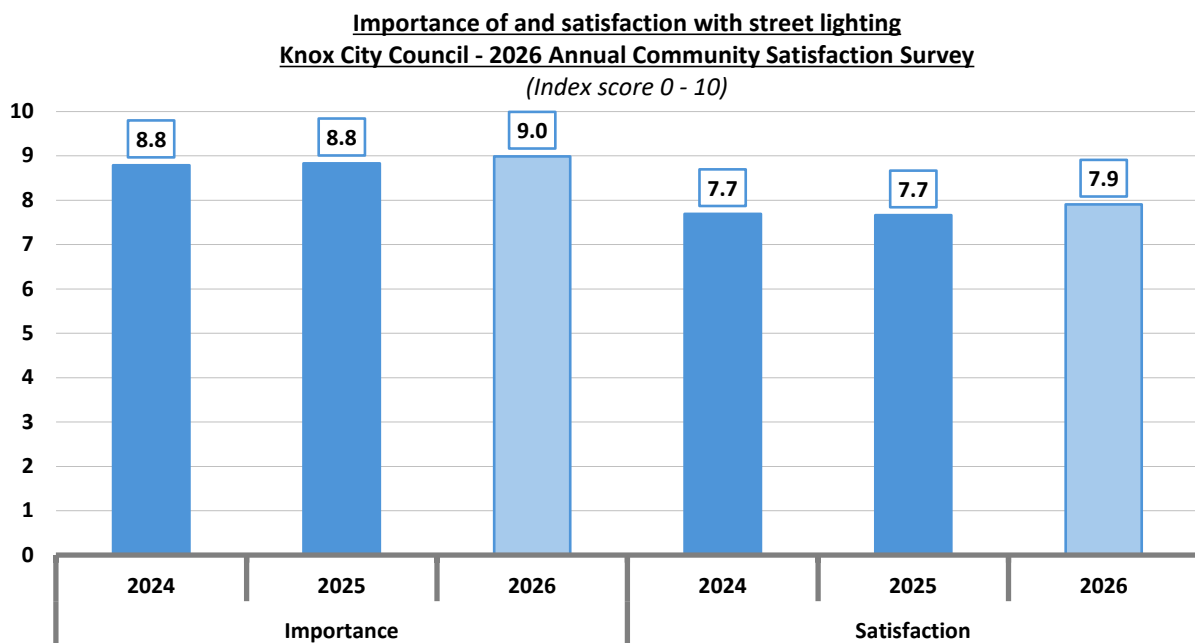
Satisfaction with street lighting rose somewhat this year, up two percentage points to 7.9 out of 10, which was an “excellent”, rather than a “very good”, level of satisfaction.

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

This result comprised 70% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 488 of the 501 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with street lighting observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

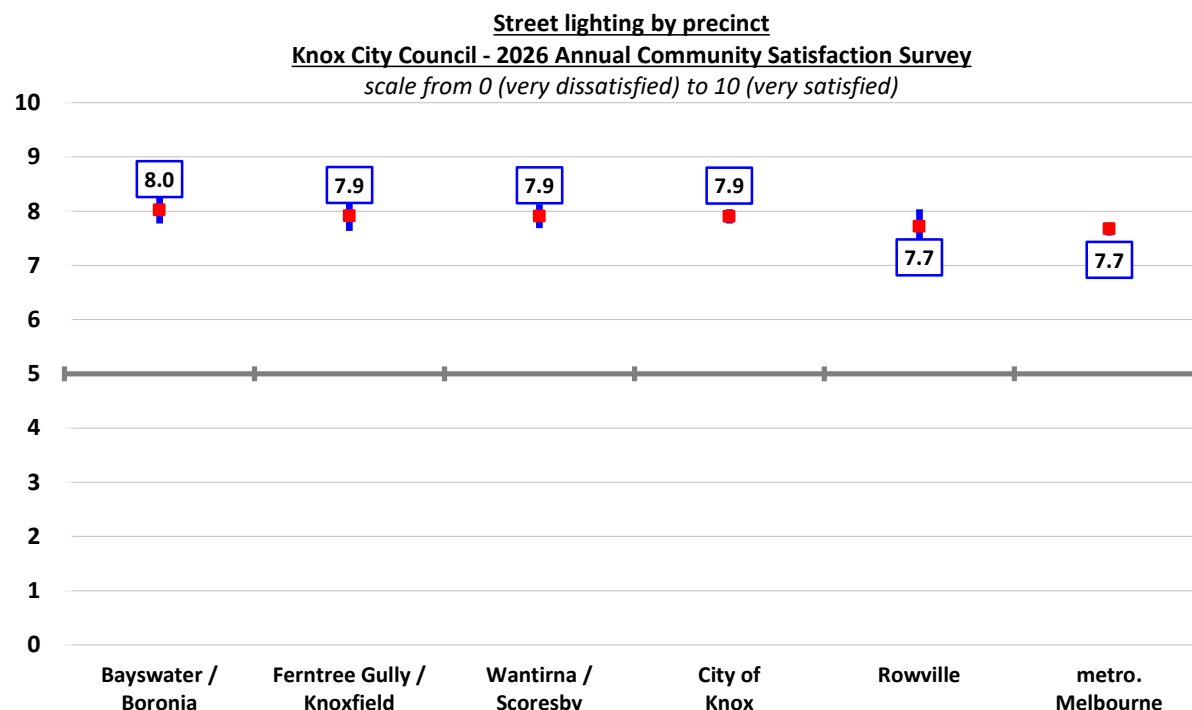
Respondents from English speaking households were notably more satisfied than respondents from multilingual households.



By way of comparison, satisfaction with street lighting was measurably (2pts) higher than the metropolitan average satisfaction with the “provision and maintenance of street lighting” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with street lighting observed across the municipality, although respondents from Rowville rated satisfaction at a “good”, rather than a “very good” level.





The following table outlines the 15 comments and 15 locations of concern received from respondents in relation to street lighting.

Reasons for dissatisfaction with street lighting
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Need more / no streetlights | 8 |
| I want someone to come out to have a look, but I do not know if Council workers come out after hours | 1 |
| It takes a long time for the lights to be replaced | 1 |
| Malfunction in street lighting | 1 |
| Many streets are poorly lit | 1 |
| The trees are blocking the lights and there is not enough | 1 |
| Too bright at night | 1 |
| Too dark | 1 |
| Total | 15 |

Specific locations identified by respondents

| | |
|---|---|
| It is quite dark on the Agora Blvd | 2 |
| Not much lighting in some areas near Eildon Park | 2 |
| Could be better near Hazelwood Rd | 1 |
| Fern Tree Gully Rd feels dark | 1 |
| It is quite dark street not enough lights on Karoo Rd | 1 |
| Lack of light in the backside of Jamieson Ave | 1 |



| | |
|--|-----------|
| Lane Rd is dark at night | 1 |
| More lighting (Rosella Ave) | 1 |
| Not enough light over the Gateshead Reserve | 1 |
| Streets are dark on Elliot St | 1 |
| There can be more lights on David St | 1 |
| There is no streetlight on this side of the road on the Agora Blvd | 1 |
| It is really dark at night on Dandelion Dr | 1 |
| Total | 15 |
| Total Responses | 30 |

Provision and maintenance of parks and gardens

The provision and maintenance of parks and gardens was the 21st most important of the 36 included services and facilities, with an average importance of 8.9 out of 10.

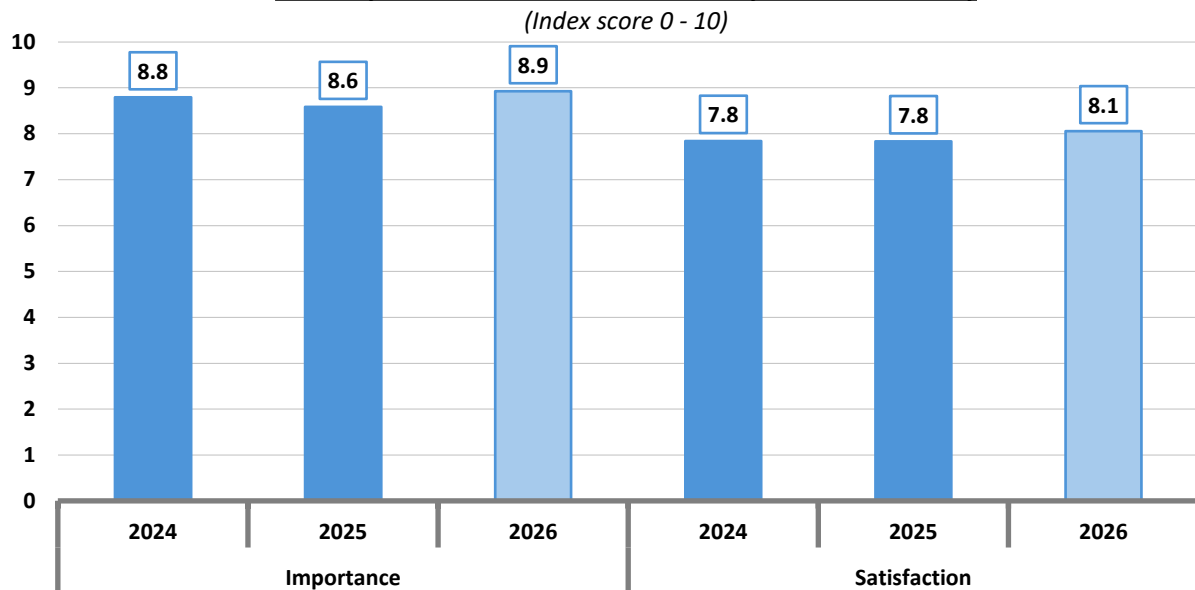
Satisfaction with parks and gardens rose somewhat this year, up three percentage points to 8.1 out of 10, which remains an “excellent” level of satisfaction.

This result ranks parks and gardens 15th in terms of satisfaction this year.

This result comprised 74% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 479 of the 501 respondents who provided a score this year.

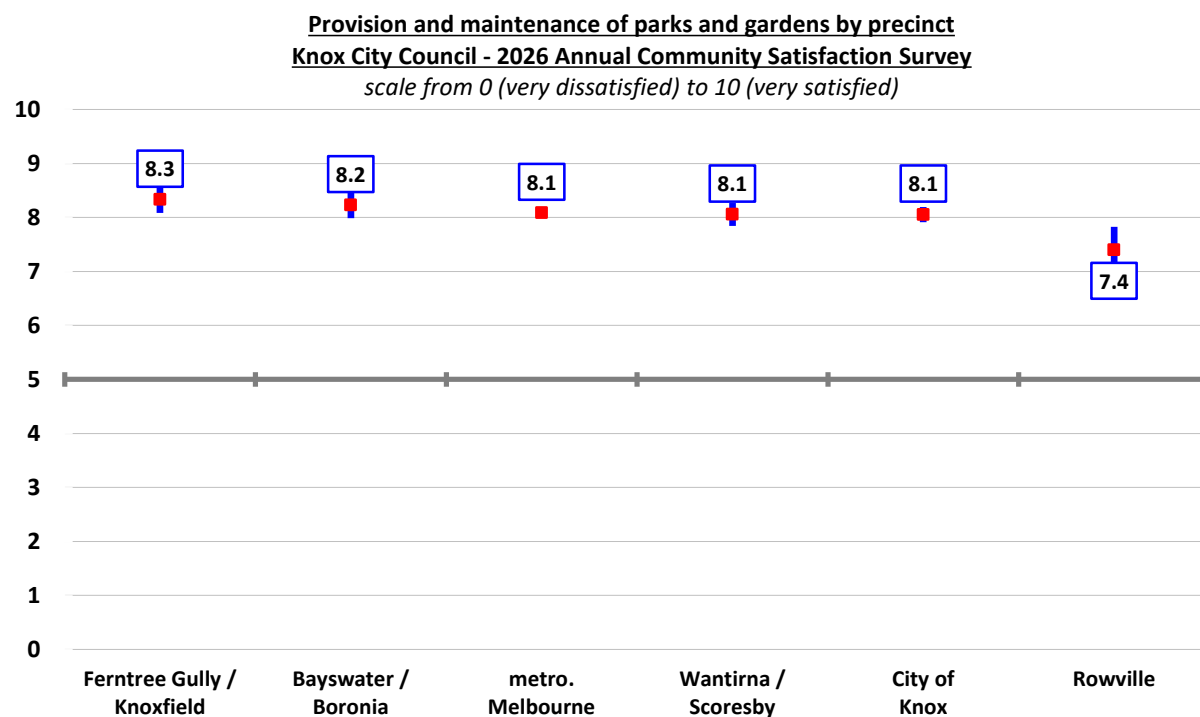
There was no substantive variation in satisfaction with parks and gardens observed by respondent profile.

Importance of and satisfaction with provision and maintenance of parks and gardens
Knox City Council - 2026 Annual Community Satisfaction Survey



By way of comparison, satisfaction with parks and gardens was identical to the metropolitan average satisfaction with the “the provision and maintenance of parks, gardens, and open spaces” of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with parks and gardens observed across the municipality, with respondents from Rowville measurably (7pts) lower than the municipal average, and at a “very good”, rather than an “excellent”, level of satisfaction.



The following table outlines the 17 comments and seven locations of concern received from respondents in relation to the provision and maintenance of parks and gardens.

Reasons for dissatisfaction with provision and maintenance of parks and gardens
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Reason | Number |
|---|--------|
| No maintenance | 4 |
| Dirty, in winter it gets slippery | 2 |
| Because it was all overgrown | 1 |
| Drinking water arrangements needed | 1 |
| Drunk people hovering around | 1 |
| Lighting issues | 1 |
| Locals mow the parks here | 1 |
| Lots of people taking dogs out | 1 |
| More gym equipment in parks | 1 |
| Need more information and infrastructure | 1 |
| Quarry operations really pollute park areas | 1 |
| Seating arrangements needed | 1 |



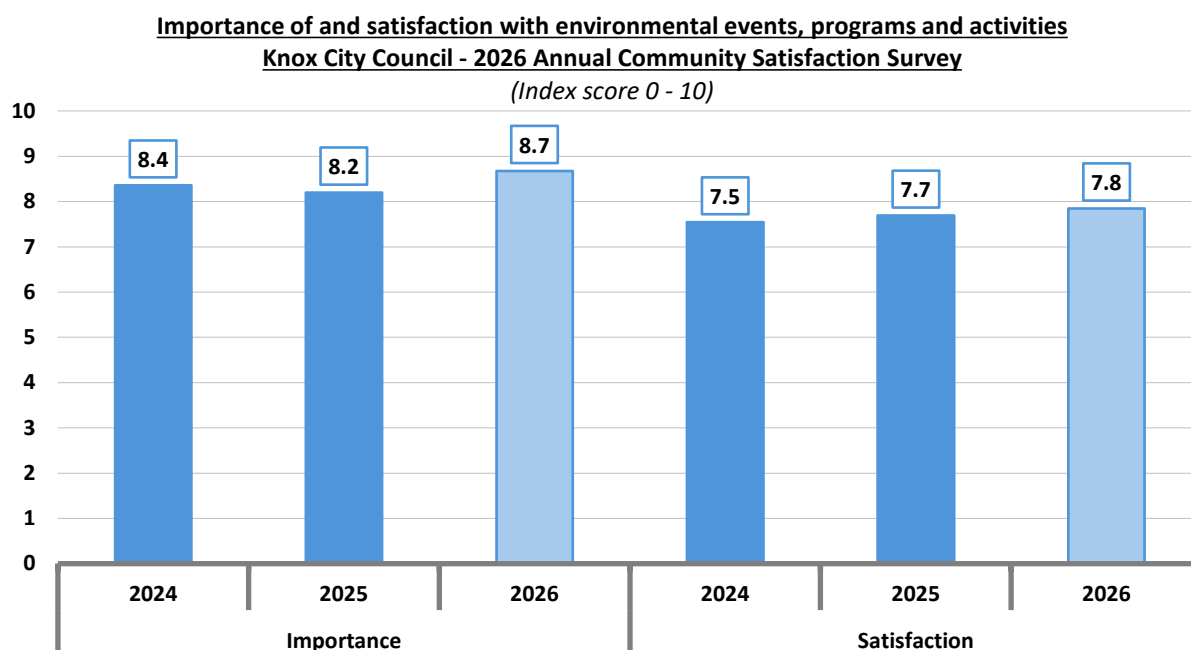
| | |
|--|-----------|
| Should have a shaded area | 1 |
| Total | 17 |
| <i>Specific locations identified by respondents</i> | |
| Aggressive biking in Collier Reserve | 1 |
| Blind Creek bush should be maintained | 1 |
| Got chased by uncontrolled dog which was not on leash near Eildon Park | 1 |
| Green zones have been used for quarry operations that cost residents because of its close proximity to residential areas (Hanson Quarry) | 1 |
| Needs seating benches in Gateshead Reserve | 1 |
| R.D. Egan Lee Reserve maintenance is poor | 1 |
| Reserve backing on to Darnley Ct | 1 |
| Smokers and drug addicts in Blind Creek | 1 |
| They mowed it but not enough (Karoo Reserve) | 1 |
| Total | 7 |
| Total responses | 25 |

Environmental events, programs, and activities

Environmental events, programs, and activities were the 34th most important of the 36 included services and facilities, with an average importance of 8.7 out of 10.

Satisfaction with these services remained essentially stable this year, up one percentage point to 7.8 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

This result ranks these services 22nd in terms of satisfaction this year.

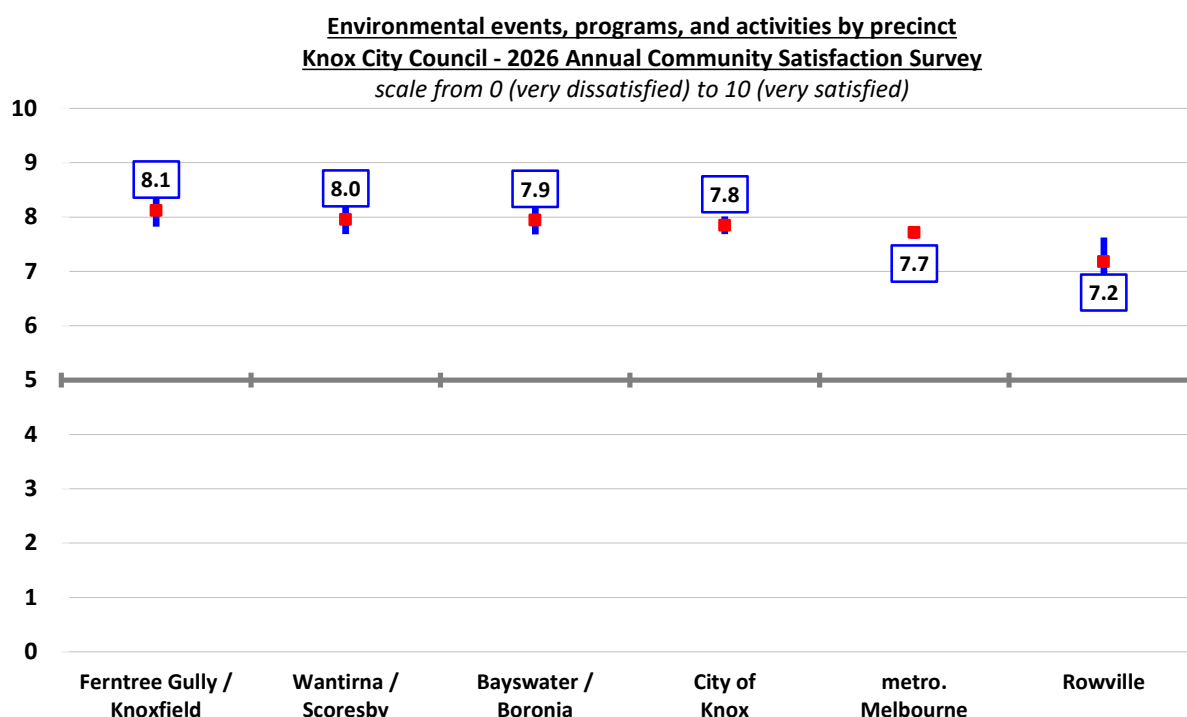


This result comprised 68% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 382 of the 501 respondents who provided a satisfaction score this year.

There was some substantive variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

By way of comparison, satisfaction with these services was broadly consistent with the metropolitan average satisfaction with the “Council meeting its responsibilities towards the environment” of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with these services observed across the municipality, with respondents from Rowville measurably (6pts) less satisfied than the municipal average, and at a “good”, rather than an “excellent”, level of satisfaction.



The following table outlines the 12 comments and one location of concern received from respondents in relation to environmental events, programs, and activities.

Reasons for dissatisfaction with environmental events, programs, and activities
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Do not know enough | 1 |
| Do not see anything | 1 |
| Environmental concerns have been disregarded and ignored about Hanson quarry operations | 1 |
| I think they do not plant the right plants; you need tall trees with good colour | 1 |



| | |
|---|-----------|
| It is all just for show | 1 |
| Local government should not be involved | 1 |
| More environmental events | 1 |
| No events occur as I know of | 1 |
| Not interested | 1 |
| Pollution from quarry in all shapes and forms have never been resolved. I am disappointed | 1 |
| The wildlife is going missing | 1 |
| We do not have the information | 1 |
| Total | 12 |

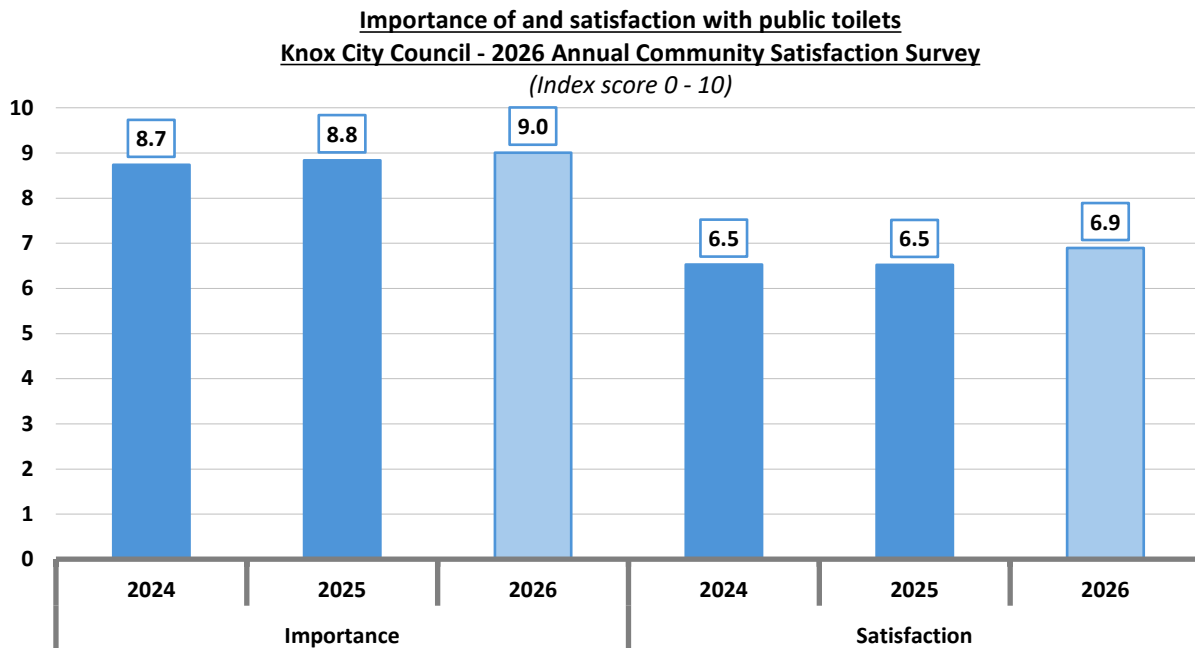
Specific locations identified by respondents

| | |
|---|-----------|
| On hot day you cannot walk on the Agora Blvd, tall trees next to powerlines and short where there are not any powerlines, this is poor planning | 1 |
| Total | 1 |
| Total responses | 13 |

Public toilets

Public toilets were the 12th most important of the 36 included services and facilities, with an average importance of 9.0 out of 10.

Satisfaction with public toilets rose notably this year, up four percentage points to 6.9 out of 10, which remains a “good” level of satisfaction.



This result ranks public toilets 35th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 36 (8.0).

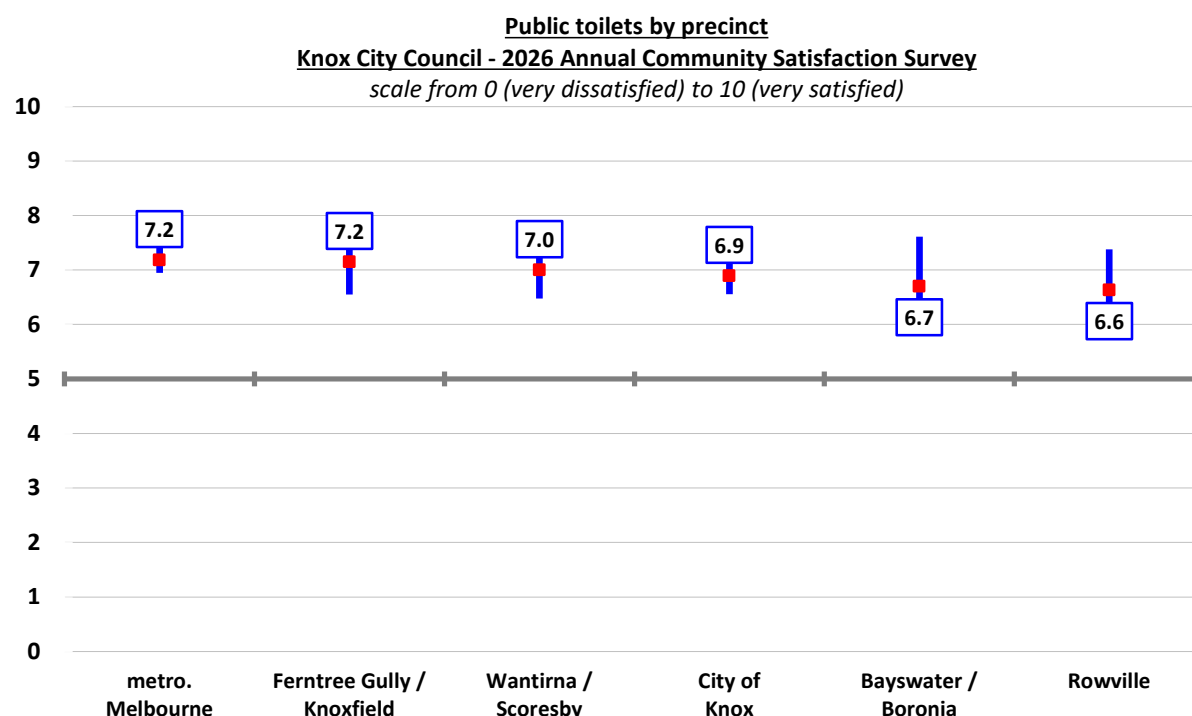
This result comprised 45% “very satisfied” and 14% dissatisfied respondents, based on a total sample of 159 of the 165 respondents (33%) from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with public toilets observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

Male respondents were notably more satisfied than female respondents, and respondents from multilingual households were notably more satisfied than respondents from English speaking households.

By way of comparison, satisfaction with public toilets was measurably (7pts) lower than the metropolitan average satisfaction with the “public toilets” of 7.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with public toilets observed across the municipality, with respondents from all four precincts rating satisfaction at “good” levels.



The following table outlines the 34 comments and 10 locations of concern received from respondents in relation to public toilets.



Reasons for dissatisfaction with public toilets
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| Dirty / disgusting | 10 |
| No / not enough public toilets | 9 |
| No toilet papers | 3 |
| Junkies keep it unclean sometimes | 2 |
| Maintenance needs to be better | 2 |
| Cleanliness standard need to improve | 1 |
| I think the main issue is it is really damaged | 1 |
| No toilets around barbecue areas | 1 |
| Not always clean generally | 1 |
| The ones in the parks are dirty | 1 |
| They are ok | 1 |
| They do not have seats on it | 1 |
| Toilets need cleaning | 1 |
| Total | 34 |

Specific locations identified by respondents

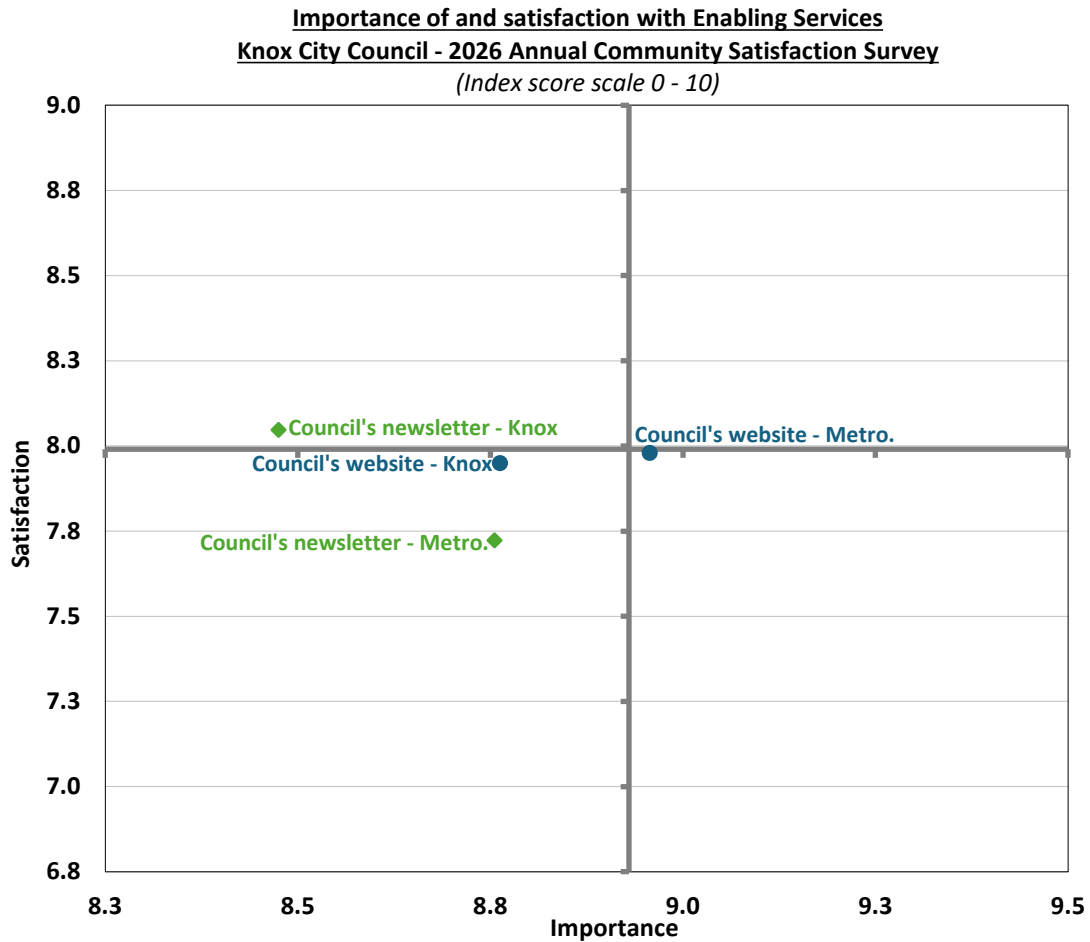
| | |
|---|-----------|
| Club floors were wet at Knox Cricket Club | 1 |
| Doors are not locking at Mountain Gate Shopping Centre | 1 |
| Lack of cleanliness at Stud Park Shopping Centre | 1 |
| Lack of cleanliness at Wellington Village Shopping Centre | 1 |
| Mountain Gate Shopping Centre is very dirty | 1 |
| No toilet paper at Knox Cricket Club | 1 |
| Ones at Wantirna Mall are old and never been updated | 1 |
| Ones at Wantirna Mall are revolting | 1 |
| They are always filthy at Knoxfield shops | 1 |
| Toilets are blocked at Knox Cricket Club | 1 |
| Total | 10 |
| Total responses | 44 |

Enabling Services

Two services and facilities from the Enabling Services division were included in the survey this year. These were Council’s newsletter the *Knox News*, and Council’s website.

While both services and facilities recorded satisfaction scores which were broadly consistent with the average of all 36 services and facilities, they were less important than average.





Council’s monthly newsletter “Knox News”

Council’s regular printed newsletter *Knox News* was the least important (36th) of the 36 included services and facilities, with an average importance of 8.5 out of 10, and one of two services and facilities to be measurably less important than the average of all 36 (8.9).

Satisfaction with *Knox News* rose measurably this year, up six percentage points to 8.0 out of 10, which was an “excellent”, up from a “very good”, level of satisfaction.

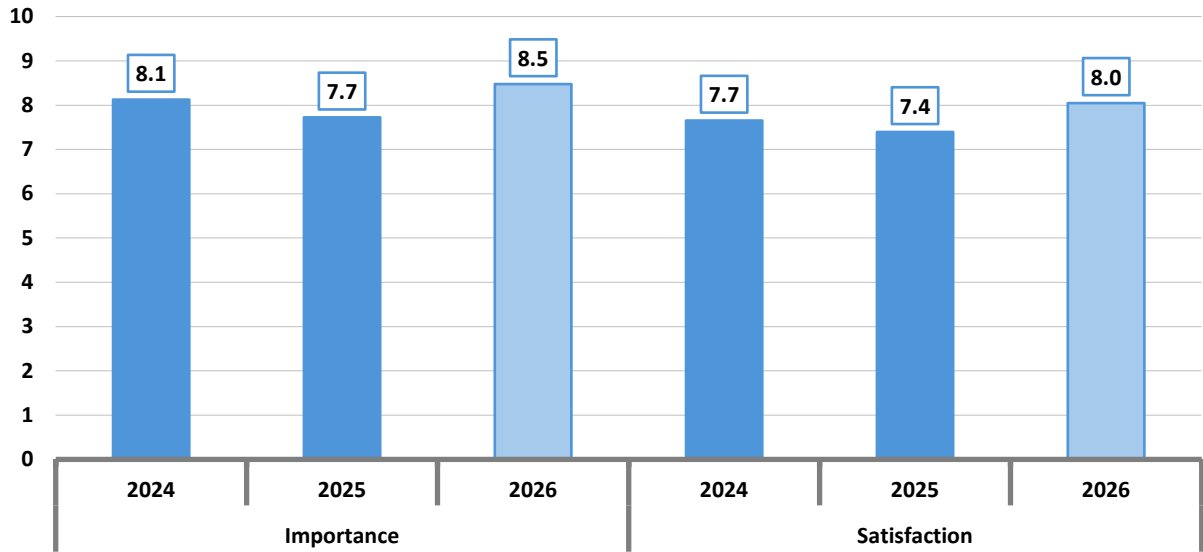
This result ranks the publication 16th in terms of satisfaction this year.

This result comprised 71% “very satisfied” and three percent dissatisfied respondents, based on a total sample of 396 of the 501 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with *Knox News* observed by respondent profile.



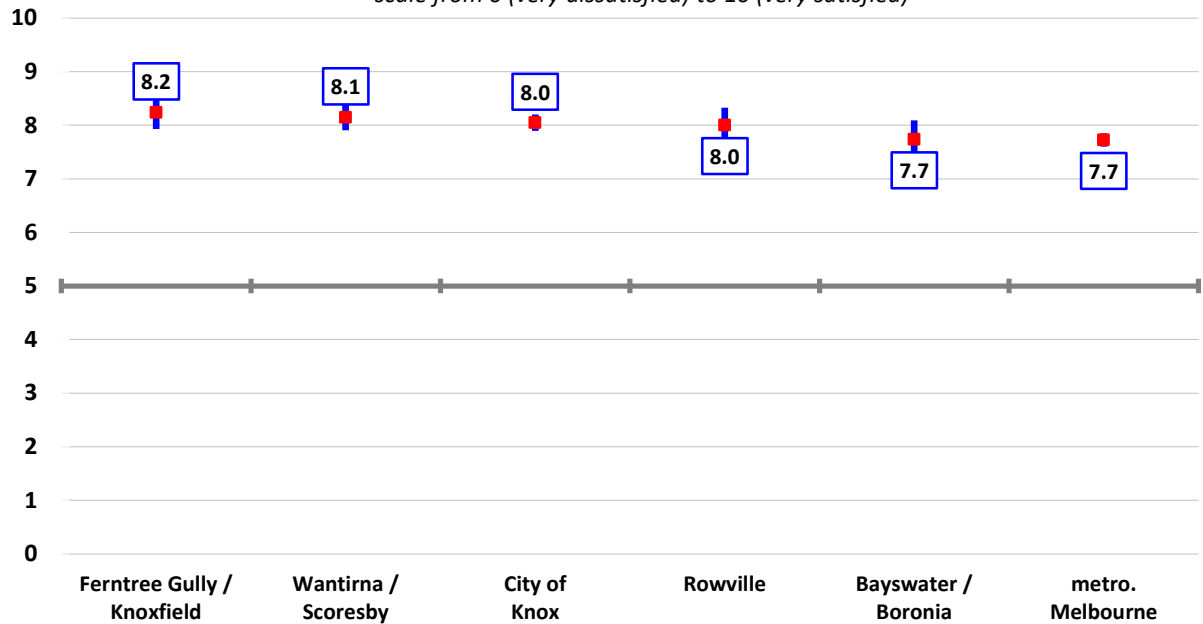
Importance of and satisfaction with Council's newsletter "Knox News"
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



By way of comparison, satisfaction with *Knox News* was measurably (3pts) higher than the metropolitan average satisfaction with "Council's regular printed newsletter" of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with *Knox News* observed across the municipality.

Council's newsletter "Knox News" by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
 scale from 0 (very dissatisfied) to 10 (very satisfied)



The following table outlines the 19 comments received from respondents in relation to the *Knox News*.



Reasons for dissatisfaction with Council's monthly newsletter "Knox News"

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

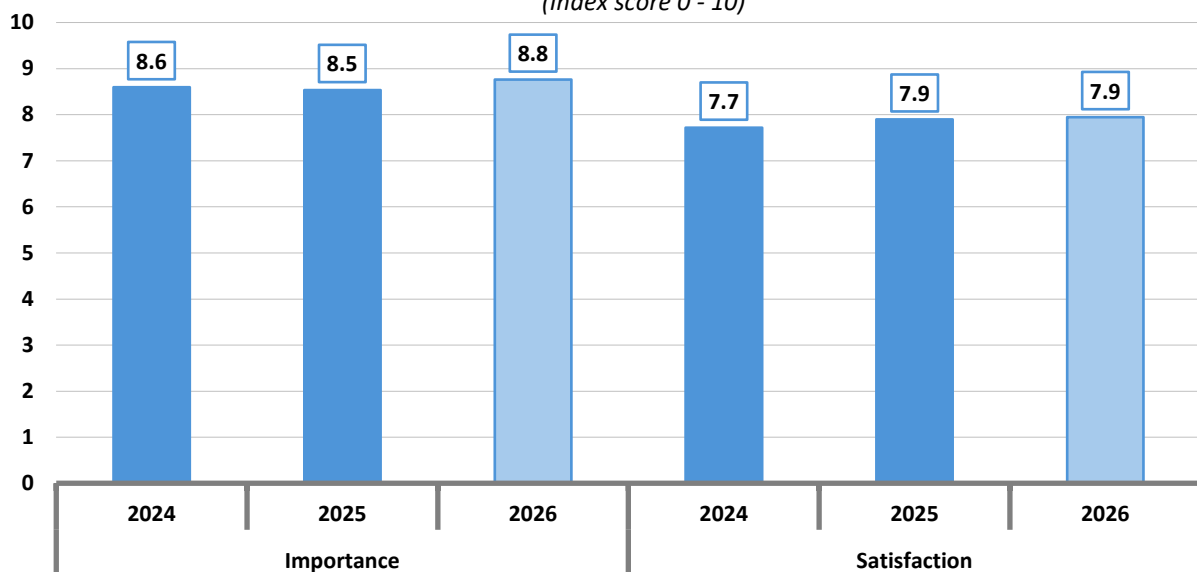
| Reason | Number |
|---|-----------|
| Not good / not much information | 4 |
| I do not receive them | 3 |
| Not consistent | 3 |
| Waste of money | 2 |
| Did not get one in the last 7 months | 1 |
| Generally, about sports, that is boring | 1 |
| I only see it sometimes on Facebook | 1 |
| It should all be online | 1 |
| No one reads | 1 |
| Tells me nothing about Knox | 1 |
| Why is there a lot of advertisements | 1 |
| Total | 19 |

Council's website

Council's website was the 29th most important of the 36 included services and facilities, with an average importance of 8.8 out of 10.

Satisfaction with Council's website remained stable this year at 7.9 out of 10, which remains an "excellent" level of satisfaction.

Importance of and satisfaction with Council's website
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Index score 0 - 10)



This result ranks these facilities 17th in terms of satisfaction this year.



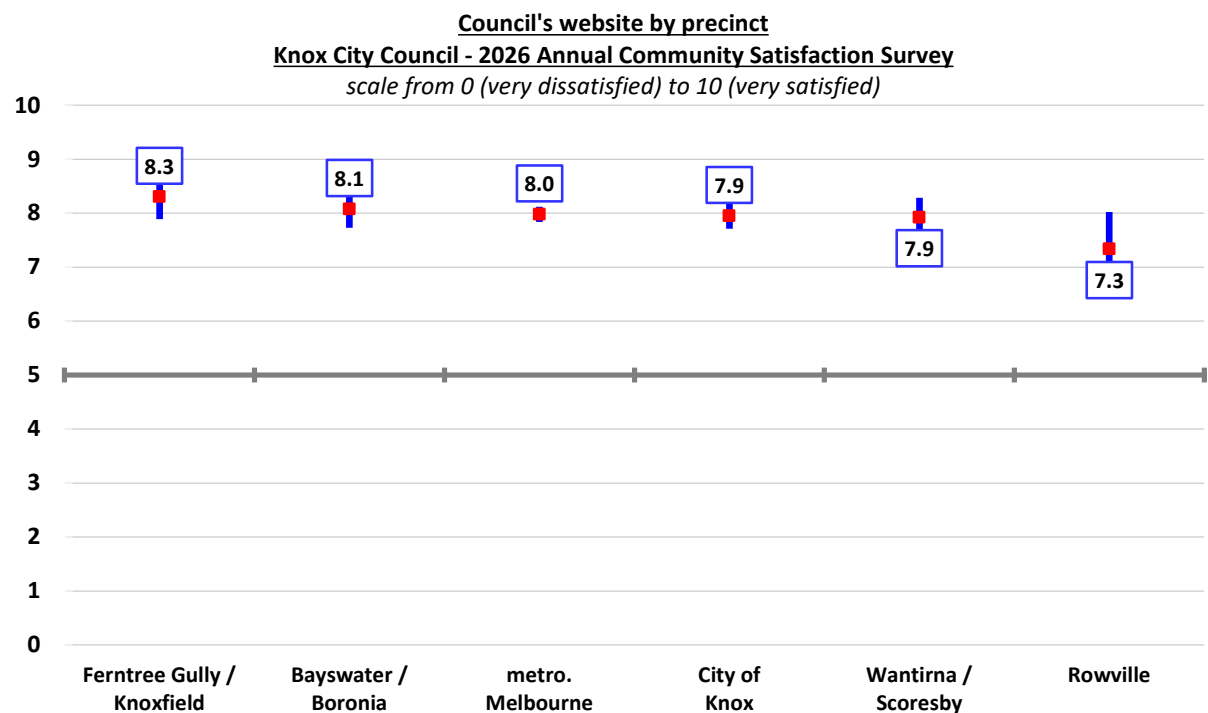
This result comprised 65% “very satisfied” and four percent dissatisfied respondents, based on a total sample of 225 of the 226 respondents (45%) from households who had used these facilities in the last 12 months.

There was some substantive variation in satisfaction with Council’s website observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.

By way of comparison, satisfaction with Council’s website was broadly consistent with the metropolitan average satisfaction with “Council’s website” of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with these facilities observed across the municipality, respondents from Ferntree Gully / Knoxfield were notably (4pts) more satisfied than the municipal average.

By contrast, respondents from Rowville were notably (6pts) less satisfied, and at a “very good”, rather than an “excellent”, level.



The following table outlines the 20 comments received from respondents in relation to Council’s website.



Reasons for dissatisfaction with Council's website
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| Hard to navigate | 3 |
| A little bit confusing | 2 |
| Hard to find what you are looking for | 2 |
| It is too old | 2 |
| The links do not work too | 2 |
| Unhelpful | 2 |
| Can be a little annoying to use | 1 |
| Could be better | 1 |
| Does not work | 1 |
| It is difficult to get to the person you wanted to speak to | 1 |
| Not convenient | 1 |
| Not easy to navigate | 1 |
| Using it from laptop is good, but phone version is bad | 1 |
| Total | 20 |



Current issues for people living in the City of Knox

Respondents were asked:

“Can you please list what you consider to be the top three issues to address for the City of Knox at the moment?”

Respondents were again in 2026 asked to identify what they considered to be the top three issues to address for the City of Knox “at the moment”.

Approximately two-thirds (68% up from 64%) of the 501 respondents provided a total of 607 responses, at an average approximately two issues per respondent.

The open-ended responses received from respondents have been broadly categorised into a set of approximately 70 categories to facilitate analysis and examination of change over time.



This is a critical component of the *Annual Community Survey* program, as it provides meaningful insight into the range of issues currently of importance to the community and insight into how these issues may be impacting on community satisfaction with Council.

These can include a wide range of issues, some relating to the activities of Council, and some relating to other areas. They all, however, have the capacity to impact on the local community’s satisfaction with, and expectations of their local council.



It is important to bear in mind that these responses were not necessarily all complaints about the performance of Council, nor do they only reflect services, facilities, and issues within the specific remit of the Knox City Council.

Many of the issues that respondents nominate as significant are generally within the remit of other levels of government.

There were some notable changes in the issues results observed between 2025 and 2026, as follows:

- ***Somewhat MORE common this year*** – included traffic management (9% up from 6%).
- ***Somewhat LESS common this year*** – included road maintenance and repairs (15% down from 18%) and safety, policing, and crime (9% down from 12%).

There was some variation observed in the top issues to address between the City of Knox and metropolitan Melbourne, as recorded in the 2026 *Governing Melbourne* research, as follows:

- ***Somewhat to notably MORE commonly nominated in the City of Knox*** – included road maintenance and repairs including roadworks (15% compared to 10%), rubbish and waste issues (11% compared to 3%), Council rates, fees, and charges (6% compared to 3%), and communication and consultation (4% compared to 1%).
- ***Somewhat to notably LESS commonly nominated in the City of Knox*** – included parking (7% compared to 12%), planning and development (2% compared to 5%), and lighting issues (2% compared to 10%).

Attention is drawn to the issues of road maintenance and repairs, along with rubbish and waste issues. Both these issues were notably more common in the City of Knox than the metropolitan average.

The significance of road maintenance and repair issue in the City of Knox was reinforced by the lower than metropolitan average satisfaction with [major arterial roads and highways managed by VicRoads](#) (6.9 compared to 7.2). It is noted, however, that satisfaction with [sealed local roads managed by Council](#) was marginally (1pt) higher in the City of Knox than the metropolitan average.

The elevated level of community concern around rubbish and waste issues in the City of Knox was consistent with the measurably (5pts) lower satisfaction with the [regular garbage collection](#) in the City of Knox compared to the metropolitan average.

Metropolis Research notes this critically important point, that the respondents who raised rubbish and waste issues this year, reported the same satisfaction with Council's overall performance than the municipal average.

This was a significant improvement on the result last year, when the respondents who raised rubbish and waste issues were, on average, six percentage points (6%) less satisfied with Council's overall performance than the municipal average.



Top issues for the City of Knox at the moment
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| Response | 2026 | | 2025 | 2024 | 2026 Metro.* |
|--|--------------|---------|--------------|--------------|-----------------|
| | Number | Percent | | | |
| Road maintenance and repairs | 77 | 15% | 18% | 18% | 10% |
| Rubbish and waste issues inc. garbage | 57 | 11% | 9% | 6% | 3% |
| Safety, policing and crime | 47 | 9% | 12% | 7% | 9% |
| Traffic management | 45 | 9% | 6% | 10% | 11% |
| Parking | 34 | 7% | 5% | 4% | 12% |
| Council rates | 29 | 6% | 5% | 8% | 3% |
| Provision and maintenance of street trees | 29 | 6% | 8% | 8% | 7% |
| Parks, gardens and open spaces | 26 | 5% | 5% | 5% | 3% |
| Footpath maintenance and repairs | 19 | 4% | 3% | 4% | 3% |
| Communication and consultation | 18 | 4% | 3% | 4% | 1% |
| Cleanliness and maintenance of area | 17 | 3% | 2% | 3% | 3% |
| Building, housing, planning and development | 10 | 2% | 3% | 3% | 5% |
| Lighting | 10 | 2% | 2% | 3% | 10% |
| Street cleaning and maintenance | 10 | 2% | 2% | 2% | 3% |
| Drains maintenance and repairs | 9 | 2% | 1% | 1% | 3% |
| Public toilets | 9 | 2% | 1% | 2% | 2% |
| Public transport | 9 | 2% | 2% | 4% | 2% |
| Children activities and facilities | 8 | 2% | 1% | 1% | 1% |
| Hard rubbish collection | 8 | 2% | 1% | 0% | 1% |
| Nature strip issues | 7 | 1% | 1% | 1% | 1% |
| Youth activities, services and facilities | 7 | 1% | 1% | 1% | 1% |
| Bikes, cycling / walking tracks | 6 | 1% | 1% | 1% | 1% |
| Drugs and alcohol issues | 6 | 1% | 0% | 1% | 0% |
| Graffiti and vandalism | 6 | 1% | 0% | 0% | 1% |
| Green waste collection / organic waste | 6 | 1% | 0% | 1% | 1% |
| Illegally dumped rubbish | 6 | 1% | 0% | 0% | 1% |
| Animal / pest management | 5 | 1% | 1% | 3% | 1% |
| Council governance, performance, accountability | 5 | 1% | 1% | 1% | 1% |
| Dogs off-leash parks / bins / facilities | 5 | 1% | 1% | 0% | 1% |
| Education and schools | 5 | 1% | 1% | 1% | 0% |
| Quarry blasting issues | 5 | 1% | 0% | 0% | n.a. |
| Sports, leisure and recreation facilities | 5 | 1% | 1% | 0% | 2% |
| Homelessness | 4 | 1% | 1% | 1% | 0% |
| Housing availability / affordability | 4 | 1% | 1% | 1% | 1% |
| Noise | 4 | 1% | 0% | 0% | 1% |
| All other issues (27 separately identified issues) | 50 | 10% | 10% | 15% | 14% |
| Total responses | 607 | | 609 | 638 | 924 |
| <i>Respondents identifying at least one issue</i> | 342 (68%) | | 321 (64%) | 314 (63%) | 496 (62%) |

(*) 2026 metropolitan Melbourne average from Governing Melbourne



Issues by precinct

There was some variation in the top issues to address for the City of Knox observed across the four precincts comprising the municipality, as follows:

- **Bayswater / Boronia** – respondents were notably more likely than average to nominate rubbish and waste issues, safety, policing and crime issues, parking, and drug and alcohol related issues.
- **Ferntree Gully / Knoxfield** – respondents were notably more likely than average to nominate safety, policing, and crime related issues.
- **Rowville** – respondents were notably more likely than average to nominate road maintenance and repairs, traffic management, public transport, and quarry blasting issues.

It is noted that the two respondents from Rowville who raised quarry blasting issues both rated satisfaction with Council’s overall performance at zero out of 10.

Top issues for the City of Knox at the moment by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total respondents)

| Wantirna / Scoresby | | Bayswater / Boronia | |
|---|-------------|---|-------------|
| Road maintenance and repairs | 9% | Road maintenance and repairs | 14% |
| Provision and maintenance of street trees | 7% | Rubbish and waste issues inc. garbage | 14% |
| Rubbish and waste issues inc. garbage | 6% | Safety, policing and crime | 12% |
| Traffic management | 6% | Parking | 10% |
| Parks, gardens and open space | 5% | Traffic management | 7% |
| Parking | 5% | Provision and maintenance of street trees | 6% |
| Drains maintenance and repairs | 5% | Communication and consultation | 4% |
| Cleanliness and maintenance of area | 5% | Council rates | 4% |
| Council rates | 5% | Drugs and alcohol issues | 4% |
| Safety, policing and crime | 4% | Parks, gardens and open space | 3% |
| All other issues | 47% | All other issues | 40% |
| Respondents identifying an issue | 81 (63%) | Respondents identifying an issue | 86 (67%) |

| Ferntree Gully / Knoxfield | | Rowville | |
|---|--------------|---|-------------|
| Road maintenance and repairs | 18% | Road maintenance and repairs | 21% |
| Safety, policing and crime | 16% | Traffic management | 14% |
| Rubbish and waste issues inc. garbage | 13% | Rubbish and waste issues inc. garbage | 11% |
| Traffic management | 10% | Council rates | 7% |
| Council rates | 7% | Parks, gardens and open space | 6% |
| Parks, gardens and open space | 6% | Parking | 6% |
| Parking | 6% | Public transport | 5% |
| Provision and maintenance of street trees | 5% | Footpath maintenance and repairs | 5% |
| Footpath maintenance and repairs | 4% | Provision and maintenance of street trees | 5% |
| Communication and consultation | 3% | Quarry blasting issues | 5% |
| All other issues | 42% | All other issues | 50% |
| Respondents identifying an issue | 105 (72%) | Respondents identifying an issue | 70 (72%) |



Issues by respondent profile

There was some variation in the top issues to address for the City of Knoxville observed by respondent profile, as follows:

- ***Adults (aged 35 to 44 years)*** – respondents were notably more likely than average to nominate rubbish and waste, along with drains maintenance and repairs related issues.
- ***Middle-aged adults (aged 45 to 59 years)*** – respondents were notably more likely than average to nominate road maintenance and repairs, rubbish and waste, traffic management, parking, and cleanliness and maintenance related issues.
- ***Older adults (aged 60 to 74 years)*** – respondents were notably more likely than average to nominate street trees, and parks, gardens, and open spaces related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were notably more likely than average to nominate parking and graffiti / vandalism related issues.
- ***Male*** – respondents were notably more likely than female respondents to nominate traffic management related issues.
- ***Female*** – respondents were notably more likely than male respondents to nominate safety, policing, and crime issues, and parking related issues.
- ***English speaking household*** – respondents were notably more likely than respondents from multilingual households to nominate road maintenance and repairs, and Council rates, fees and charges.
- ***Multilingual household*** – respondents were notably more likely than respondents from English speaking households to nominate traffic management, communication and consultation, and public transport related issues.



Top issues for the City of Knox at the moment by respondent profile

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Young adults (18 to 34 years) | |
|---------------------------------------|-------------|
| Road maintenance and repairs | 14% |
| Rubbish and waste issues inc. garbage | 13% |
| Safety, policing and crime | 11% |
| Parking | 6% |
| Cleanliness and maintenance of area | 4% |
| Communication and consultation | 4% |
| Council rates | 4% |
| Traffic management | 4% |
| Parks, gardens and open space | 3% |
| Footpath maintenance and repairs | 3% |
| All other issues | 25% |
| Respondents identifying an issue | 81 (61%) |

| Adults (35 to 44 years) | |
|---|-------------|
| Rubbish and waste issues inc. garbage | 17% |
| Traffic management | 11% |
| Road maintenance and repairs | 8% |
| Safety, policing and crime | 7% |
| Parks, gardens and open space | 5% |
| Drains maintenance and repairs | 5% |
| Council rates | 5% |
| Footpath maintenance and repairs | 5% |
| Provision and maintenance of street trees | 5% |
| Education and schools | 3% |
| All other issues | 47% |
| Respondents identifying an issue | 58 (66%) |

| Middle aged adults (45 to 59 years) | |
|--|-------------|
| Road maintenance and repairs | 22% |
| Rubbish and waste issues inc. garbage | 14% |
| Traffic management | 13% |
| Parking | 10% |
| Safety, policing and crime | 9% |
| Council rates | 8% |
| Provision and maintenance of street trees | 8% |
| Parks, gardens and open space | 6% |
| Cleanliness and maintenance of area | 6% |
| Street cleaning and maintenance | 4% |
| All other issues | 45% |
| Respondents identifying an issue | 96 (76%) |

| Older adults (60 to 74 years) | |
|---|-------------|
| Road maintenance and repairs | 16% |
| Safety, policing and crime | 11% |
| Traffic management | 10% |
| Provision and maintenance of street trees | 9% |
| Parks, gardens and open space | 8% |
| Council rates | 8% |
| Rubbish and waste issues inc. garbage | 6% |
| Footpath maintenance and repairs | 5% |
| Cleanliness and maintenance of area | 4% |
| Communication and consultation | 4% |
| All other issues | 59% |
| Respondents identifying an issue | 74 (72%) |

| Senior citizens (75 years and over) | |
|--|-------------|
| Road maintenance and repairs | 18% |
| Parking | 16% |
| Parks, gardens and open space | 6% |
| Footpath maintenance and repairs | 6% |
| Provision and maintenance of street trees | 6% |
| Traffic management | 6% |
| Graffiti and vandalism | 6% |
| Communication and consultation | 4% |
| Council rates | 4% |
| Safety, policing and crime | 4% |
| All other issues | 46% |
| Respondents identifying an issue | 34 (67%) |

| City of Knox | |
|---|--------------|
| Road maintenance and repairs | 15% |
| Rubbish and waste issues inc. garbage | 11% |
| Safety, policing and crime | 9% |
| Traffic management | 9% |
| Parking | 7% |
| Council rates | 6% |
| Provision and maintenance of street trees | 6% |
| Parks, gardens and open spaces | 5% |
| Footpath maintenance and repairs | 4% |
| Communication and consultation | 4% |
| All other issues | 45% |
| Respondents identifying an issue | 342 (68%) |



Top issues for the City of Knox at the moment by respondent profile

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of total respondents)

| Male | |
|---|----------------------|
| Road maintenance and repairs | 15% |
| Traffic management | 11% |
| Rubbish and waste issues inc. garbage | 10% |
| Safety, policing and crime | 7% |
| Provision and maintenance of street trees | 6% |
| Parks, gardens and open space | 5% |
| Council rates | 5% |
| Parking | 4% |
| Cleanliness and maintenance of area | 4% |
| Communication and consultation | 4% |
| All other issues | 5% |
| <i>Respondents identifying an issue</i> | <i>163 (68%)</i> |

| Female | |
|---|----------------------|
| Road maintenance and repairs | 17% |
| Rubbish and waste issues inc. garbage | 12% |
| Safety, policing and crime | 12% |
| Parking | 9% |
| Traffic management | 7% |
| Council rates | 6% |
| Parks, gardens and open space | 5% |
| Provision and maintenance of street trees | 5% |
| Footpath maintenance and repairs | 4% |
| Cleanliness and maintenance of area | 3% |
| All other issues | 41% |
| <i>Respondents identifying an issue</i> | <i>177 (69%)</i> |

| English speaking | |
|---|----------------------|
| Road maintenance and repairs | 17% |
| Rubbish and waste issues inc. garbage | 12% |
| Safety, policing and crime | 9% |
| Traffic management | 7% |
| Council rates | 7% |
| Provision and maintenance of street trees | 6% |
| Parking | 6% |
| Parks, gardens and open space | 6% |
| Cleanliness and maintenance of area | 4% |
| Footpath maintenance and repairs | 3% |
| All other issues | 46% |
| <i>Respondents identifying an issue</i> | <i>231 (68%)</i> |

| Multi-lingual | |
|---|----------------------|
| Road maintenance and repairs | 13% |
| Traffic management | 13% |
| Rubbish and waste issues inc. garbage | 10% |
| Safety, policing and crime | 10% |
| Parking | 8% |
| Communication and consultation | 6% |
| Public transport | 5% |
| Footpath maintenance and repairs | 5% |
| Provision and maintenance of street trees | 5% |
| Parks, gardens and open space | 4% |
| All other issues | 43% |
| <i>Respondents identifying an issue</i> | <i>109 (70%)</i> |

Municipal comparison

The following section provides a comparison of the proportion of respondents who nominated the top two issues for the City of Knox against the other municipalities surveyed by Metropolis Research in 2025 and so far in 2026.

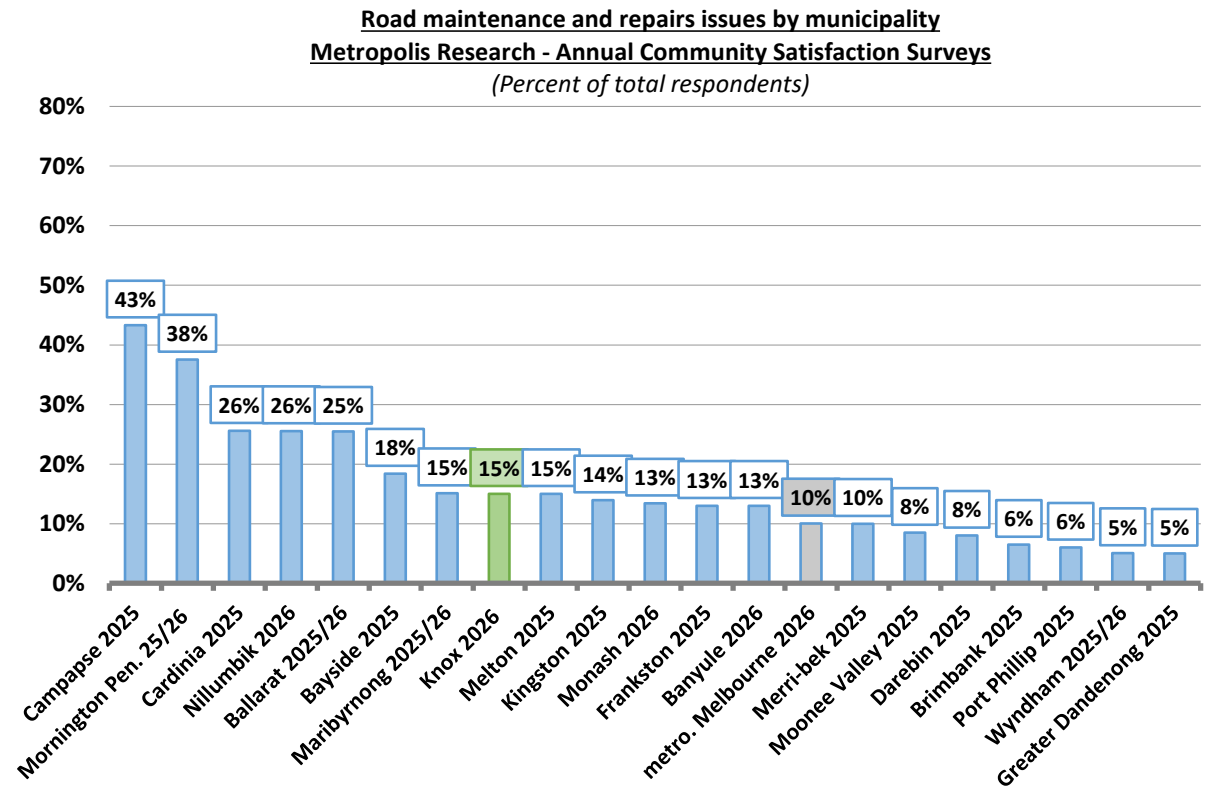
Road maintenance and repairs

Road maintenance and repair related issues were the most common issues nominated by respondents in the City of Knox this year with 15% (down from 18%) nominating road related issues this year.



This result was measurably (5pts) higher than the metropolitan average, and higher than has been recorded so far in 2025 and 2026 in many other similar middle-ring municipalities.

This result was, however, significantly lower than observed in outer urban and regional municipalities, including outer eastern and southeastern municipalities such as Cardinia (26%) and Mornington Peninsula (38%) shires.



Rubbish and waste issues

In 2026, 11% of respondents in the City of Knox nominated rubbish and waste issues as a top three issue to address for the City of Knox ‘at the moment’.

This was, at the time of publication, the highest proportion recorded by Metropolis Research in 2025 and so far in 2026.

This result was marginally above the City of Monash (10%) and the City of Banyule (9%).

This result clearly indicates that community interest in rubbish and waste issues remained elevated in the City of Knox, at notably higher than the metropolitan average level of just three percent.

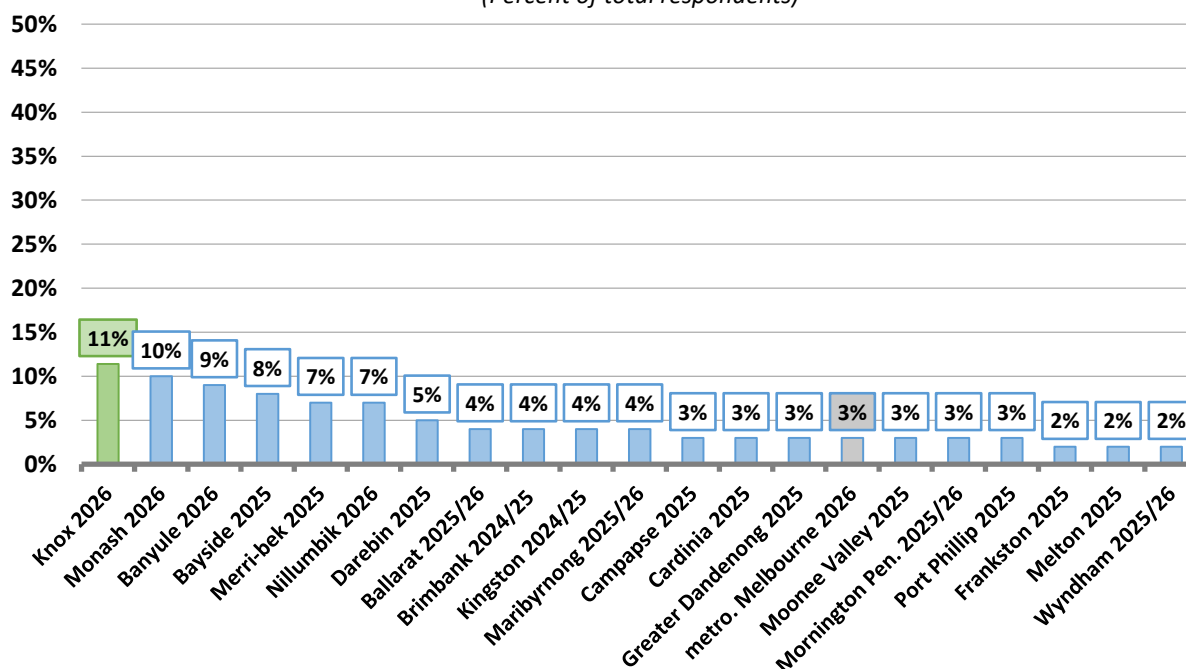
As discussed in several other sections of this report, it is important to note that the respondents who raised these issues this year were, on average, equally satisfied with Council’s overall performance than the average of all respondents (7.2 out of 10).



This was a significant improvement over the results observed last year, when the respondents who raised rubbish and waste issues were, on average, six percentage points (6%) less satisfied with Council’s overall performance than the municipal average (6.2 compared to 6.6).

Taken together, these results suggest that rubbish and waste related issues remain of concern to an elevated proportion of the community, however, the issues do not appear to exert the same negative influence on overall satisfaction than it did in 2024 and 2025.

Rubbish and waste related issues by municipality
Metropolis Research - Annual Community Satisfaction Surveys
(Percent of total respondents)



Verbatim responses

Rubbish and waste issues

Issues regarding "rubbish and waste issues including garbage collection"
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Response | Number |
|--|--------|
| Bin collection needs to be weekly not fortnightly | 20 |
| Garbage collection can be more frequent / often | 9 |
| We need a bigger general rubbish bin | 5 |
| Council should change the size of the bins or do weekly collection | 3 |
| General waste management | 3 |



| | |
|---|-----------|
| Rubbish | 2 |
| Rubbish bins are too small | 2 |
| Rubbish collection / removal | 2 |
| Rubbish collection. Not enough space sometimes | 2 |
| Number of rubbish bins. Too much. Not enough room for all bins | 1 |
| Balance of garbage bin collection | 1 |
| Bin collection schedule | 1 |
| Bins | 1 |
| Bins for people with dogs and picking up after them | 1 |
| Dumping rubbish | 1 |
| Garbage collection can be more regular | 1 |
| I left my rubbish outside the house for the truck to pick, and I have seen people going through my rubbish and taking stuff from it | 1 |
| I registered my business and then didn't get a bin | 1 |
| Illegal dumping | 1 |
| Rubbish collection should be more flexible, should allow to pick up twice | 1 |
| The red bin picks up; my waste being picked up on time | 1 |
| They miss bins often | 1 |
| When garbage collection becomes fortnightly, it was a problem | 1 |
| Total | 62 |

Specific locations identified by respondents

| | |
|--|-----------|
| Rubbish collection is bi-weekly but the bin at Townsville Dr is too small and fills up before two weeks are finished | 1 |
| There are some trashes and a shopping cart left by someone in Chandler Park | 1 |
| Total | 2 |
| Total responses | 64 |

Road maintenance and repairs

Issues regarding "road maintenance and repair"
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Response</i> | <i>Number</i> |
|--|---------------|
| <i>Road maintenance and condition</i> | |
| Road / street maintenance and repairs | 21 |
| Fixing / managing potholes on Vic roads | 4 |
| Better road maintenance needed everywhere | 3 |
| Poor road maintenance | 3 |
| Maintenance of local roads can be improved | 2 |
| Improvement of roads needed | 1 |



| | |
|---|-----------|
| Road conditions are horrible | 1 |
| Road maintenance is done unnecessarily | 1 |
| Road maintenance. Needs to continue to be maintained well | 1 |
| Road's maintenance should be improved on Council roads | 1 |
| Roads need to be well maintained and up to date | 1 |
| Total | 39 |

General negative

| | |
|-------------------|-----------|
| Roads | 12 |
| Address the roads | 1 |
| Highways | 1 |
| Total | 14 |

Potholes

| | |
|---|-----------|
| Potholes | 8 |
| Potholes are bad in the local area | 2 |
| Potholes need to get fixed | 2 |
| Potholes are too much and caused damage to tyre | 1 |
| Vic roads, there are a lot of potholes | 1 |
| Total | 14 |

Road management

| | |
|---|----------|
| Management and maintenance of Vic roads can be improved | 5 |
| Management and maintenance of local roads | 1 |
| Management of local roads can be improved | 1 |
| Roads managed can be better | 1 |
| Total | 8 |

Traffic management

| | |
|--|----------|
| Building new houses and will increase traffic by a lot | 1 |
| Roads speed | 1 |
| Total | 2 |

Grass / vegetation

| | |
|--------------|----------|
| Trees | 1 |
| Total | 1 |

Need more roads

| | |
|---------------------------------|---|
| Provision of more Council roads | 1 |
|---------------------------------|---|



| | |
|--|-----------|
| Total | 1 |
| <i>Other</i> | |
| Appropriate use of local roads. (Not use it for public transport) | 1 |
| Crossing the arterial roads | 1 |
| They close the road during office hours | 1 |
| Roads not wide enough | 1 |
| Total | 4 |
| <i>Specific locations identified by respondents</i> | |
| Wellington Rd | 2 |
| Ferntree Gully Rd | 1 |
| Forest Rd needs more pedestrian crossings | 1 |
| Potholes around Allora Ave | 1 |
| Road repairs - power Rd / Dandenong Rd | 1 |
| The roads near Wellington Rd | 1 |
| The Stud Rd needs to be maintained as well | 1 |
| Wellington Rd there are a lot of dark spots the streets light over there can be improved | 1 |
| Total | 9 |
| Total responses | 92 |



Perception of safety in public areas

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of the City of Knox?”

Respondents were again in 2026, asked to rate how safe they felt in the public areas of the City of Knox during the day, at night, and in and around the local activity centre.

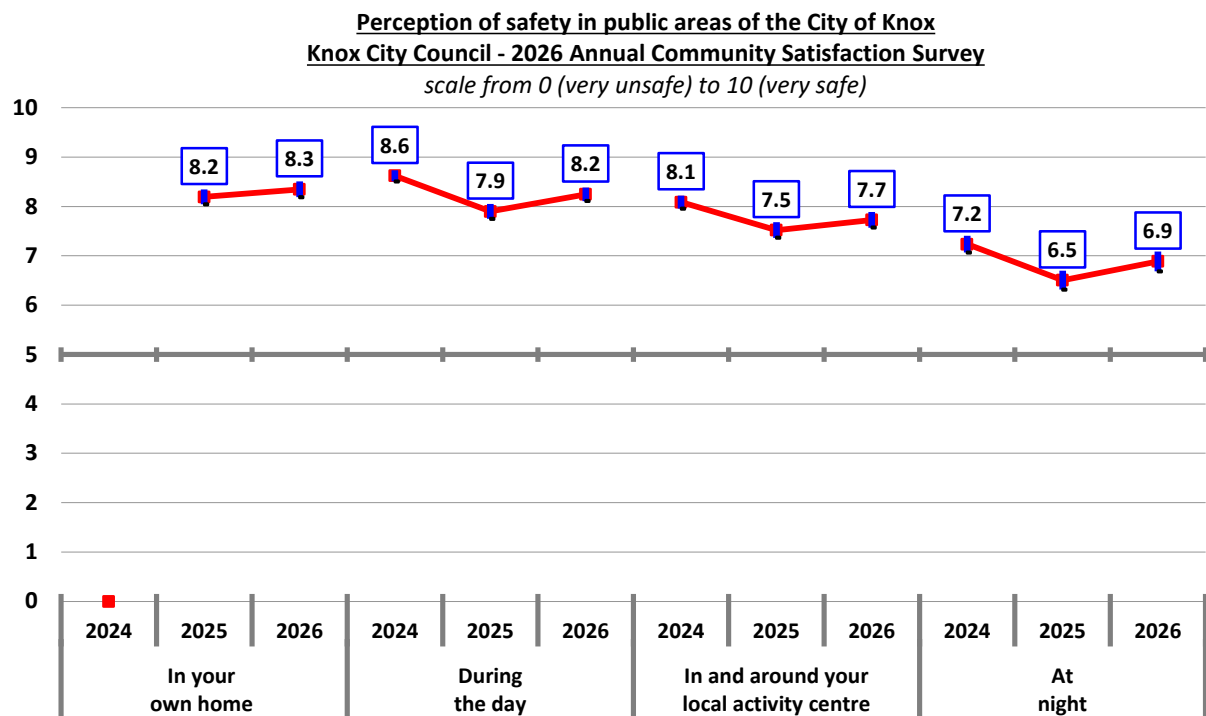
A new variable was included in the survey last year, relating to how safe respondents felt in their own home.

The perception of safety in the public areas of the City of Knox during the day (up 3pts), at night (up 4pts), in and around the local activity centre (up 2pts), and in the respondents’ home at night (up 1pt) all increased this year.

This improvement in the perception of safety recovered some, but not all, of the ground last year, with the perception of safety in the City of Knox still lower than was recorded in 2024.

The increase in the perception of safety were consistent with the decline in the proportion of respondents who nominated safety, policing, and crime related issues as a top three [issues to address](#), down from 12% last year to nine percent this year. This result of nine percent of consistent with the 2026 metropolitan average as recorded in *Governing Melbourne*.

Metropolis Research notes that the perception of safety in public areas has declined in many municipalities surveyed so far in 2026, and that this increase in the perception of safety in the public areas of the City of Knox was against the metropolitan trend.

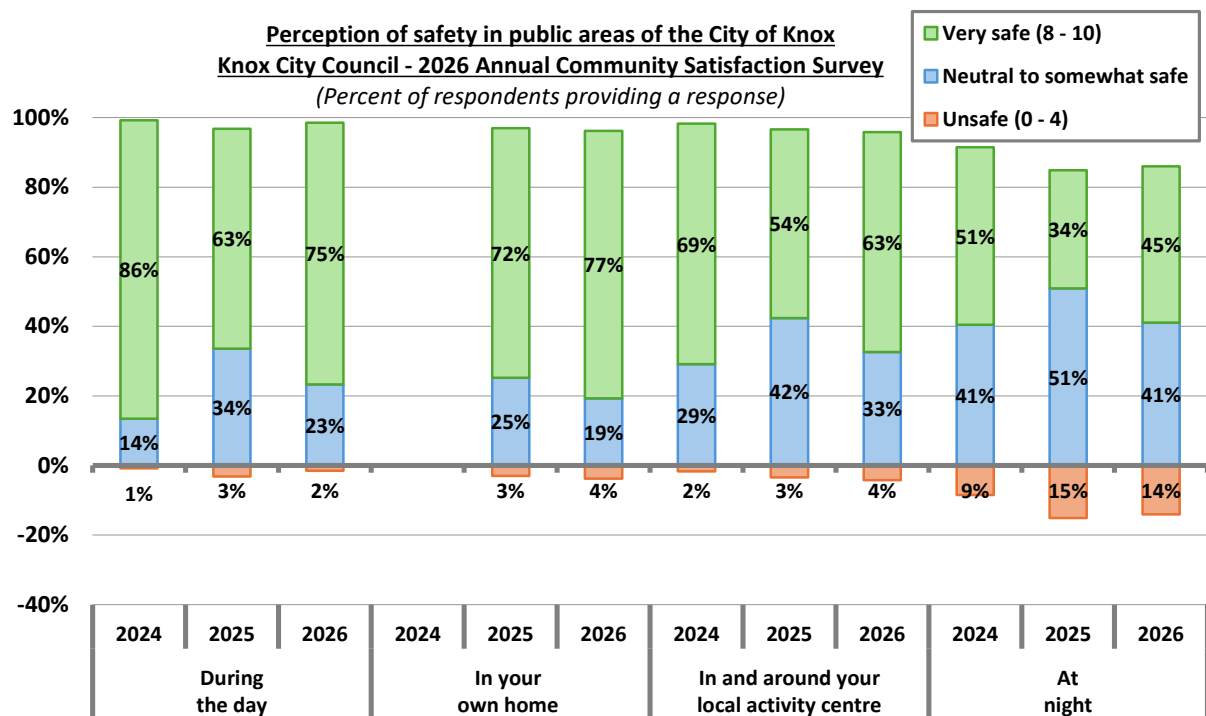


The following graph provides a breakdown of these results into the proportion of respondents (who provided a score) who felt “very safe” (i.e., rated safety at eight or more), those who felt “neutral to somewhat safe” (i.e., rated safety at five to seven), and those who felt “unsafe” (i.e., rated safety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

Consistent with the notable increase in the average perception of safety, there was a significant increase in the proportion of respondents who felt “very safe”, with the stand-out result being the 12 percentage point increase in the proportion of respondents who felt “very safe” in public areas during the day (75% up from 63%), and the 11 point increase in safety at night (45% up from 34%).

Both results remain lower than the 2024 results, suggesting that the perception of safety remains modest in the City of Knox.

It is noted that 14% of respondents (who provided a score) felt “unsafe” in the public areas of the City of Knox, which was almost identical to the metropolitan average of 13%.



The following graph provides a comparison of the perception of safety results against the metropolitan and eastern region councils’ averages, as recorded in the 2026 *Governing Melbourne* research.

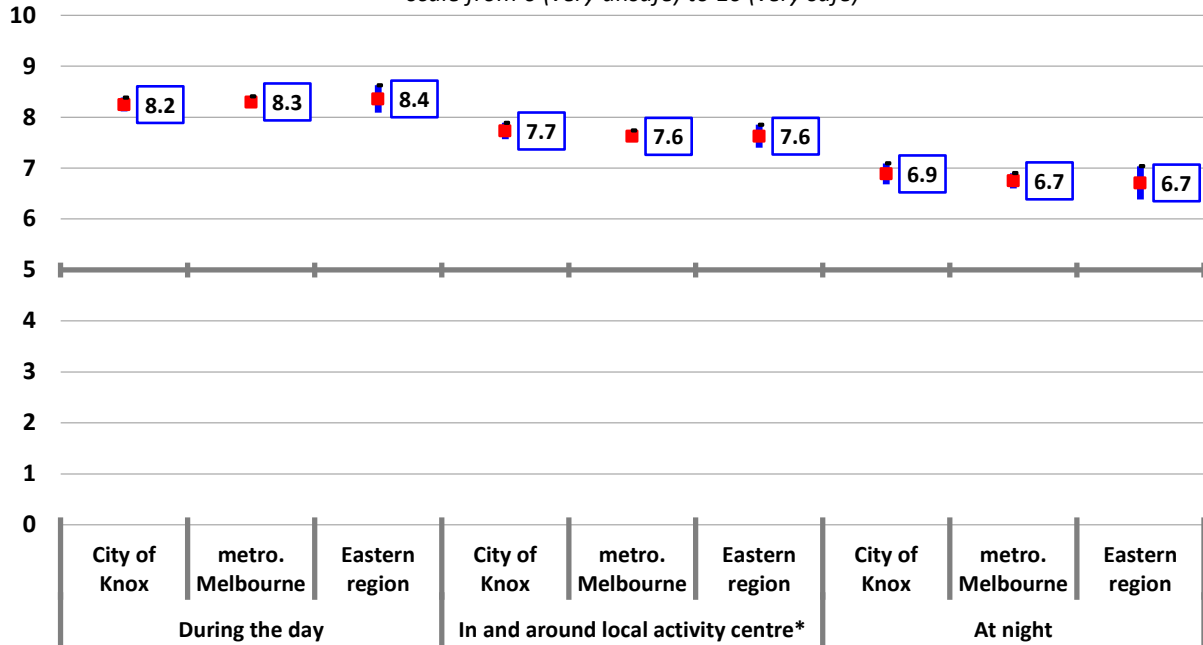
Governing Melbourne was conducted independently by Metropolis Research in January 2026, using the same in-person interview methodology.

While the perception of safety in public areas of the City of Knox during the day was marginally lower than the metropolitan and eastern region councils’ average, the perception of safety in and around the local activity centre was marginally higher.

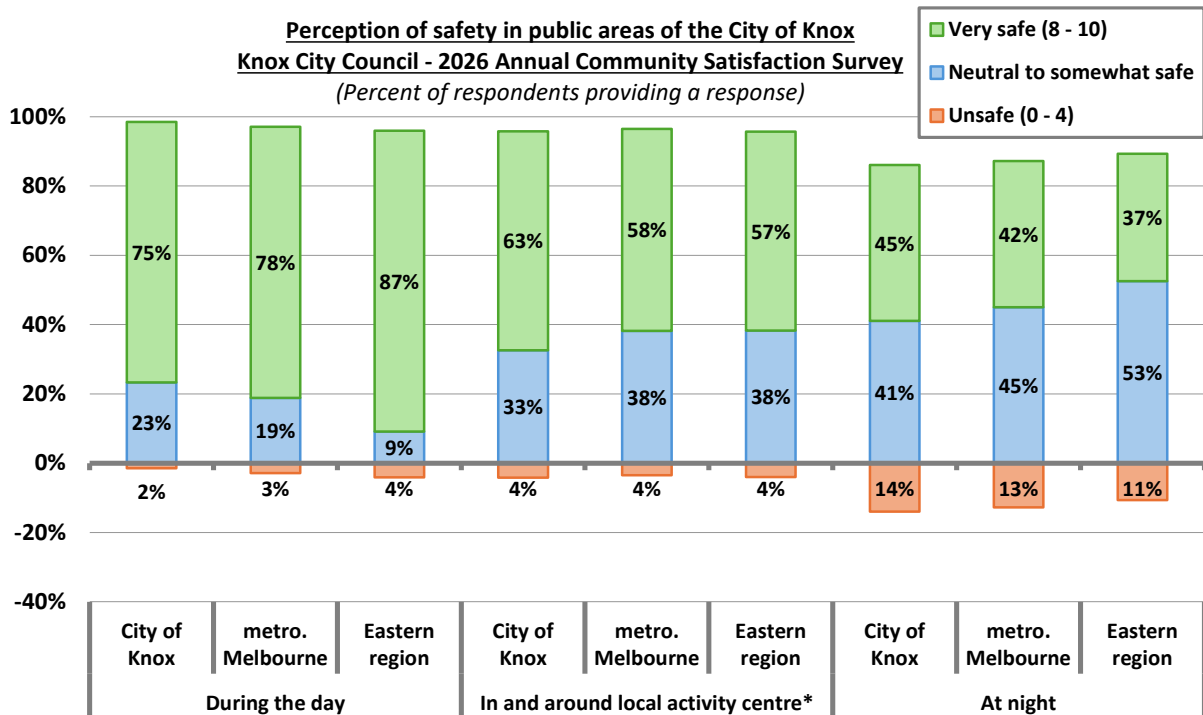


The perception of safety in the public areas of the City of Knox at night was somewhat (2pts) higher than the metropolitan and eastern region averages.

Perception of safety in public areas of the City of Knox
Knox City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very unsafe) to 10 (very safe)



Perception of safety in public areas of the City of Knox
Knox City Council - 2026 Annual Community Satisfaction Survey
(Percent of respondents providing a response)



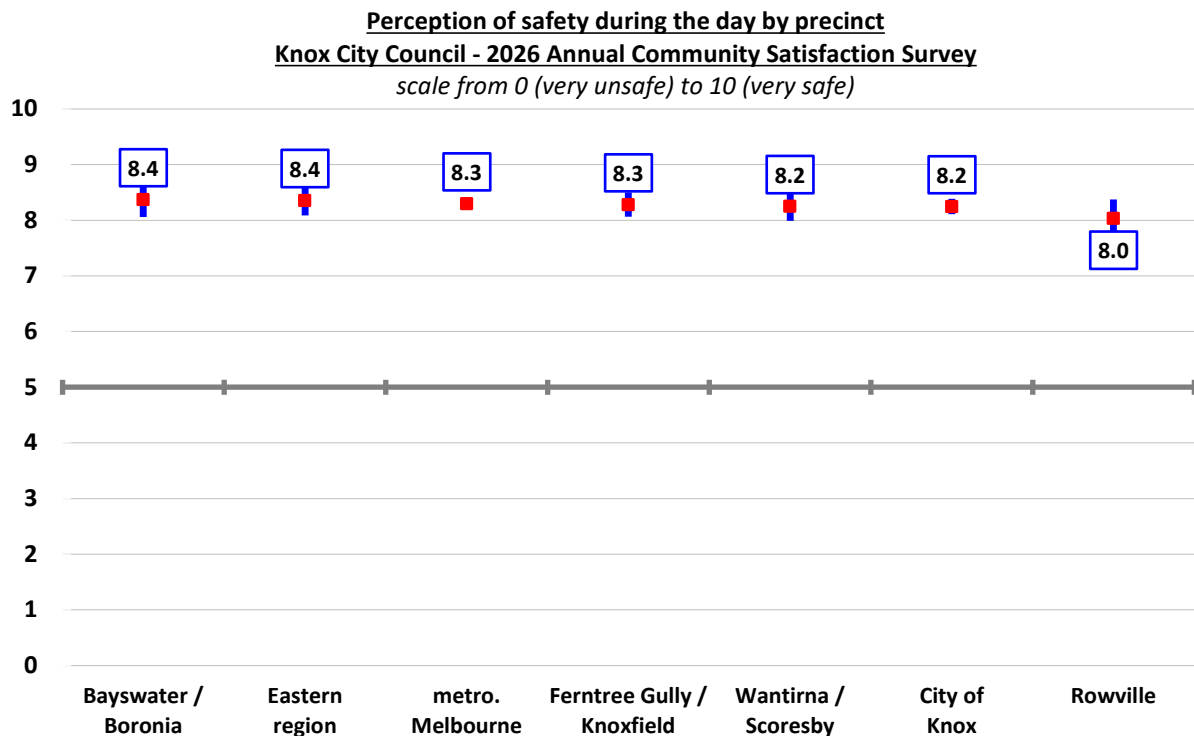
Perception of safety in public areas during the day

The perception of safety in the public areas of the City of Knox during the day increased measurably this year, up three percentage points to 8.2 out of 10, although it remains significantly (4pts) below the 2024 result of 8.6 out of 10.

This result comprised 75% (up from 63%) who felt “very safe” and two percent (down from 3%) who felt “unsafe”.

By way of comparison, this result was marginally lower than the metropolitan (1pt lower) and eastern region councils’ (2pts lower).

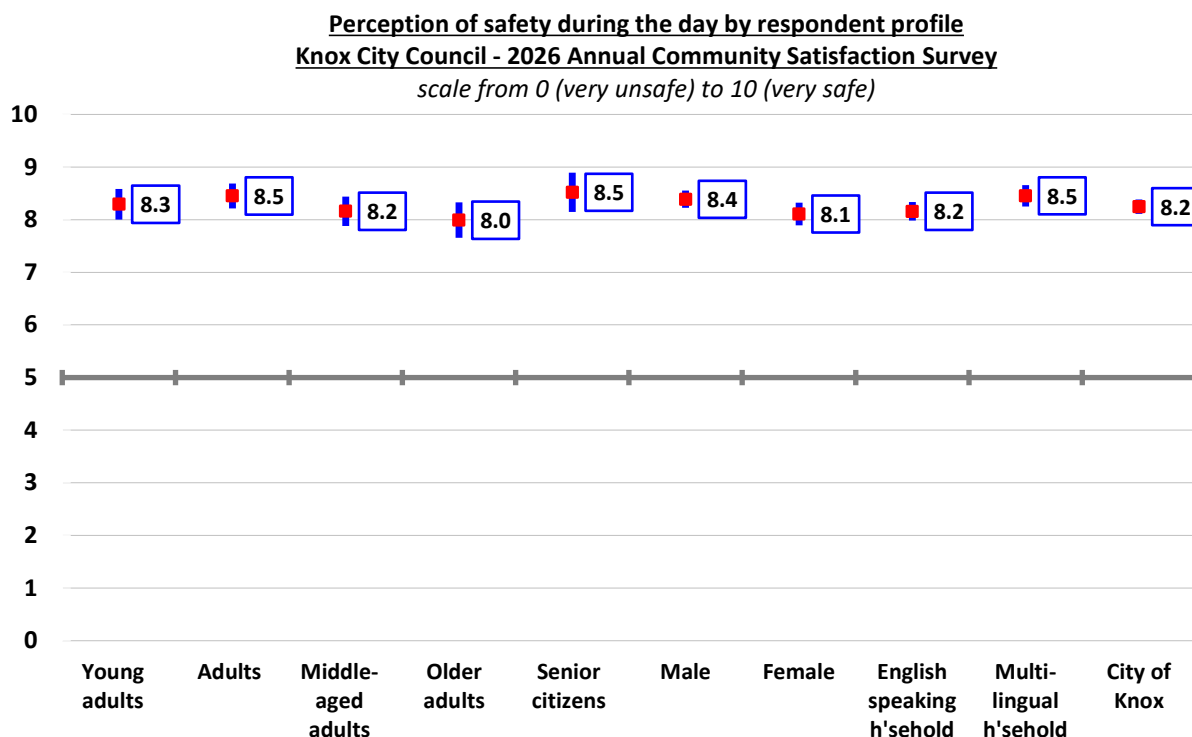
There was no measurable variation in this result observed across the municipality, with respondents from all four precincts rating their perception of safety at eight or more out of 10.



There was also no measurable variation in the perception of safety in public areas of the City of Knox during the day observed by respondent profile.

Male respondents, however, felt somewhat (3pts) safer than female respondents, and respondents from multilingual households felt somewhat (3pts) safer than respondents from English speaking households.





Perception of safety in public areas at night

The perception of safety in the public areas of the City of Knox at night increased measurably this year, up four percentage points to 6.9 out of 10, although it remains notably (3pts) below the 2024 result of 7.2 out of 10.

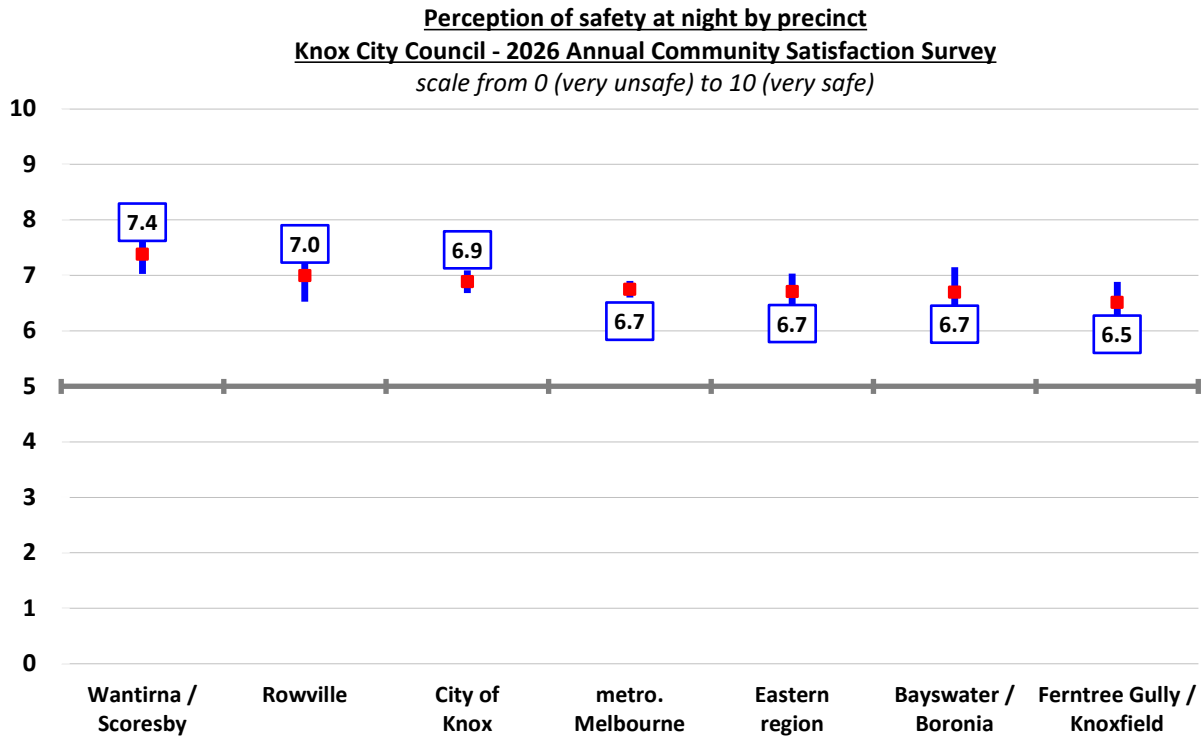
This result comprised 45% (up from 34%) who felt “very safe” and 14% (down from 15%) who felt “unsafe”.

By way of comparison, this result was somewhat (2pts) higher than the metropolitan and eastern region councils’ average.

While there was no measurable variation in this result observed across the municipality, respondents from Wantirna / Scoresby felt notably (5pts) safer than the municipal average.

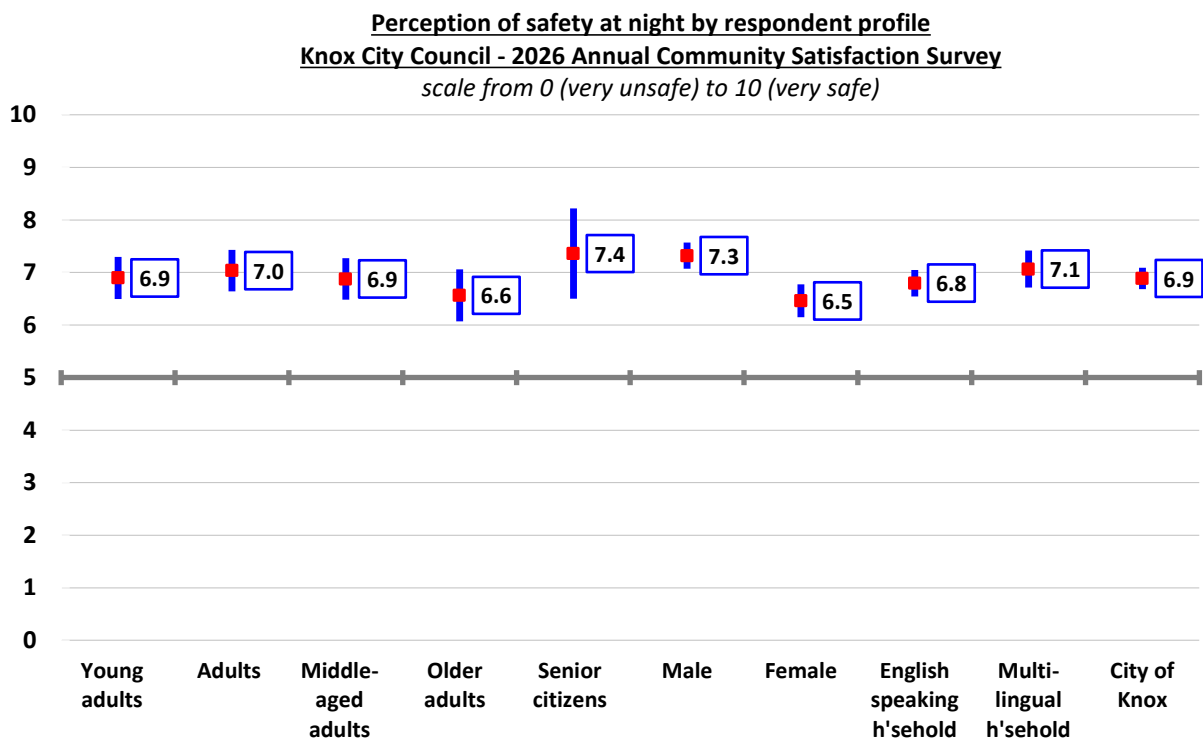
By contrast, respondents from Ferntree Gully / Knoxfield felt notably (4pts) less safe than the municipal average.





There was measurable variation in this result observed by respondent profile, as senior citizens (aged 75 years and over) felt notably (5pts) safer than the municipal average, and older adults (aged 60 to 74 years) felt somewhat (3pts) less safe.

Male respondents felt measurably and significantly (8pts or 12%) safer than female respondents, and respondents from multilingual households felt somewhat (3pts) safer than respondents from English speaking households.



Perception of safety in and around local activity centre

The perception of safety in and around the local activity centre increased somewhat this year, up two percentage points to 7.7 out of 10, although it remains notably (3pts) below the 2024 result of 8.1 out of 10.

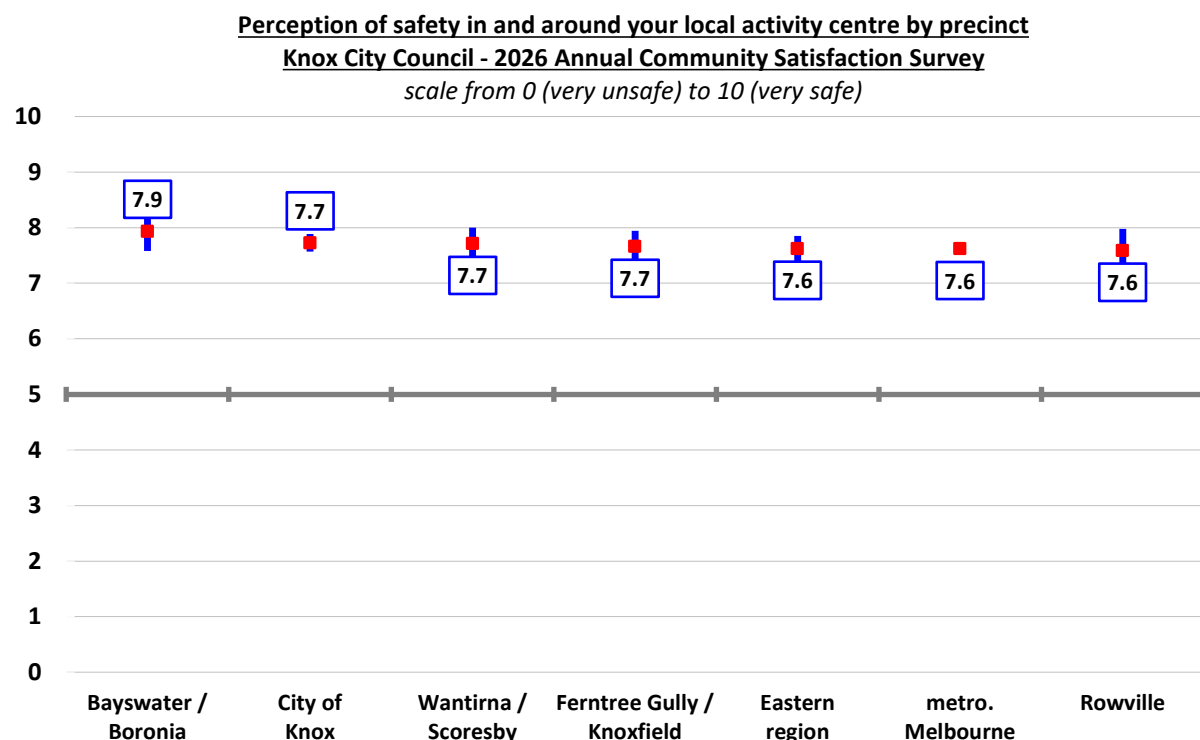
This result comprised 63% (up from 54%) who felt “very safe” and four percent (up from 3%) who felt “unsafe”.

By way of comparison, this result was marginally (1pt) higher than the metropolitan and eastern region councils’ average.

The metropolitan and eastern region comparison were sourced from the 2026 *Governing Melbourne* research, which asked perception of safety in and around the local shopping district / area, rather than local activity centre.

While there was no measurable variation in this result observed across the municipality, respondents from Wantirna / Scoresby felt notably (5pts) safer than the municipal average.

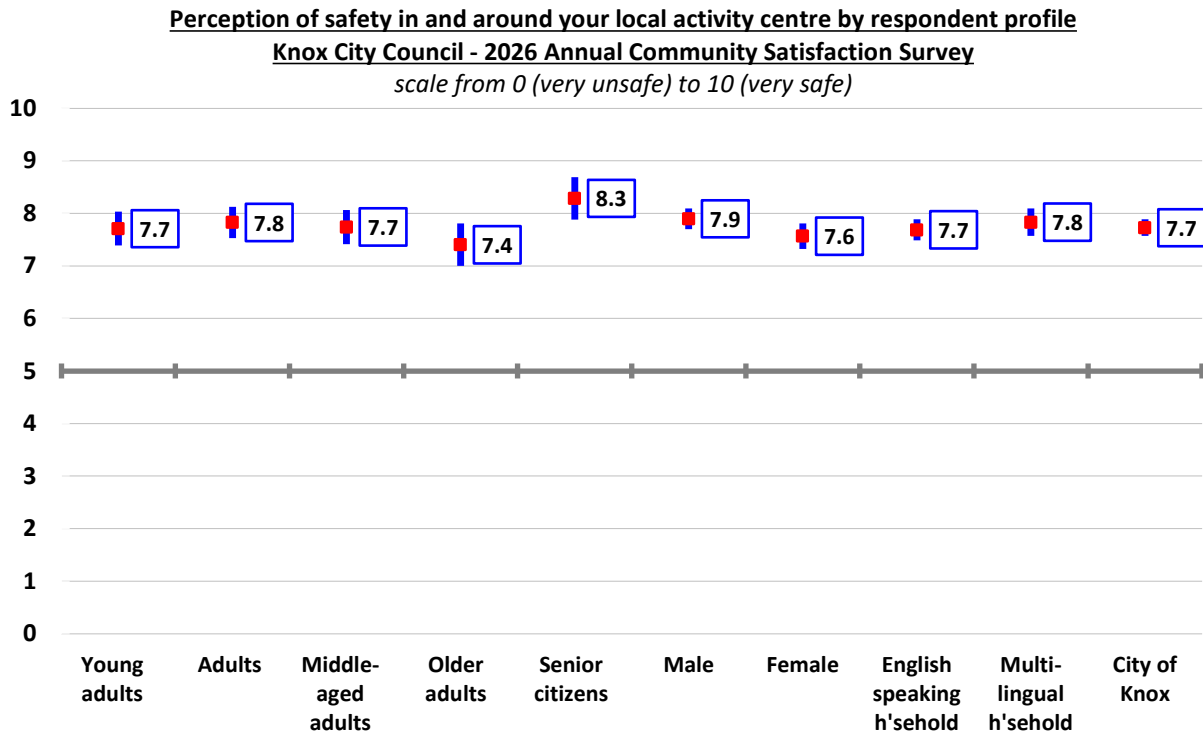
By contrast, respondents from Ferntree Gully / Knoxfield felt notably (4pts) less safe than the municipal average.



There was measurable variation in this result observed by respondent profile, as senior citizens (aged 75 years and over) felt measurably (6pts) safer than the municipal average, and older adults (aged 60 to 74 years) felt somewhat (3pts) less safe.



Male respondents felt notably (3pts) safer than female respondents, and respondents from multilingual households felt marginally (1pt) safer than respondents from English speaking households.



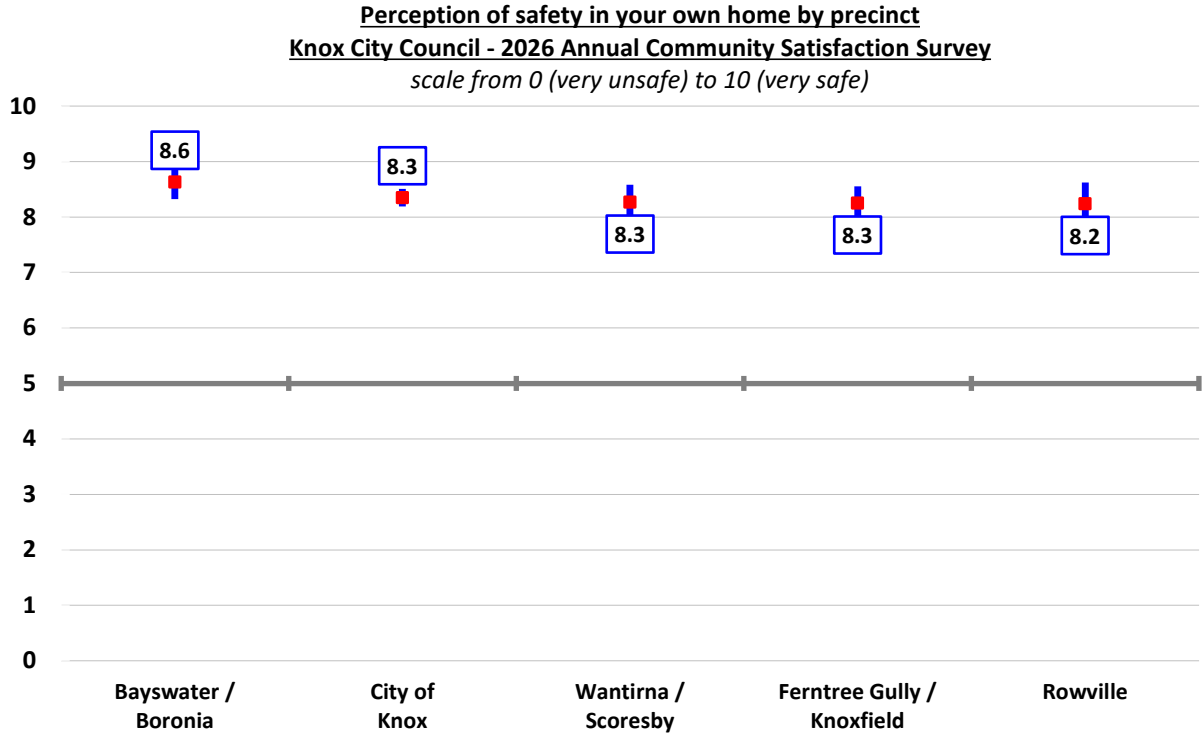
Perception of safety in your own home

The perception of safety in the respondents’ home increased marginally this year, up one percentage points to 8.3 out of 10.

This result comprised 77% (up from 72%) who felt “very safe” and four percent (up from 3%) who felt “unsafe”.

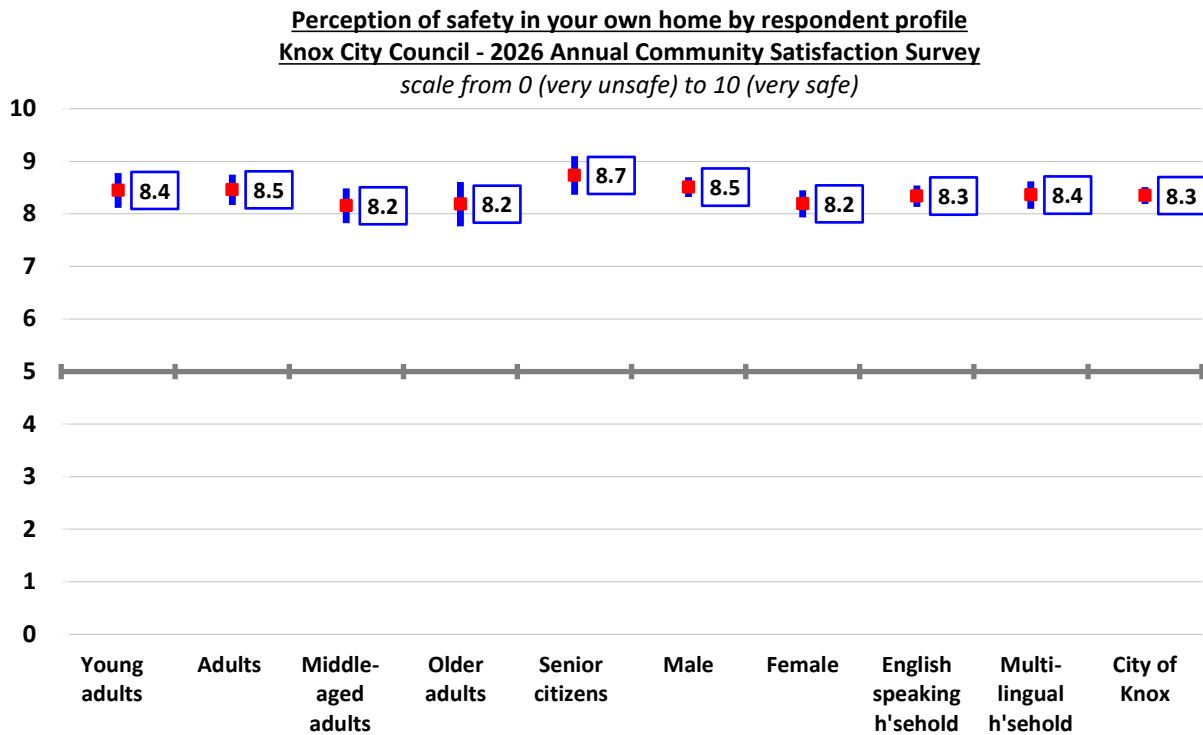
While there was no measurable variation in this result observed across the municipality, respondents from Bayswater / Boronia felt somewhat (3pts) safer than the municipal average.





While there was no measurable variation in this result observed by respondent profile, senior citizens (aged 75 years and over) felt notably (4pts) safer than the municipal average.

Male respondents felt notably (3pts) safer than female respondents, and respondents from multilingual households felt marginally (1pt) safer than respondents from English speaking households.



Reasons for feeling unsafe in public areas

Reasons for not feeling safe in the public areas of the City of Knox
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Number and percent of total responses)

| Response | 2026 | | 2025 | 2024 |
|--|-----------|-------------|-----------|-----------|
| | Number | Percent | | |
| Crime and policing | 15 | 19% | 14% | 9% |
| Incidents / break-ins | 14 | 18% | 21% | 14% |
| Youth / crime | 13 | 16% | 18% | 0% |
| People | 11 | 14% | 7% | 20% |
| Drugs and alcohol | 9 | 11% | 12% | 9% |
| Perception of safety at night and lighting | 7 | 9% | 7% | 29% |
| Violence and anti-social behaviour | 5 | 6% | 2% | 9% |
| General perception of safety | 1 | 1% | 4% | 4% |
| Other | 4 | 5% | 3% | 6% |
| Total | 79 | 100% | 95 | 79 |

The following table outlines the verbatim comments received.

Reasons for not feeling safe in the public areas of the City of Knox
Knox City Council - 2026 Annual Community Satisfaction Survey
 (Number of responses)

| Reason | Number |
|--|-----------|
| <i>Crime and policing</i> | |
| Crime rates | 7 |
| Lack of policing / security | 4 |
| No security at shopping centres | 1 |
| Police response time is slow | 1 |
| Rowville police station is not open 24/7 | 1 |
| We hear news of crime everyday | 1 |
| Total | 15 |
| <i>Incidents / break-ins</i> | |
| Burglary / thefts / robberies | 5 |
| Home invasions / break-ins | 5 |
| Car break-ins | 1 |
| Chased home on a bike path by a man | 1 |
| Incident news in bus stop | 1 |



No cameras or surveillance system around the streets particularly Barmah Dr W, despite the multiple robberies occurring both during day and nighttime. They robbed a car and indoor robberies as well 1

Total 14

Youth / crime

Youth crime 5

Unruly / disrespectful youth 4

Large gatherings of young people 1

Lots of foot traffic with the rowdy youth wandering around 1

Young people causing havoc 1

Youth using scooters and electric bikes at night with no safety equipment 1

Total 13

People

Dodgy / intimidating people 5

Weird people on the street 2

Lot of homeless people 1

People out screaming in the streets 1

Social housing nearby has given shelter to some shady people. I see them walking around on the cameras at 3 am 1

There are a lot of people that feel unsafe around 1

Total 11

Drugs and alcohol

Druggies / junkies 7

It is known for alcoholics 2

More meth addicts that have dangerous behaviour 1

Total 10

Perception of safety at night and lighting

Not enough lighting 4

I hear bad things happen at night 1

Lack of people at night and the isolation it brings 1

Lots of activities at night 1

Total 7

Violence and anti-social behaviour

Gun shots were fired 1

It is becoming more dangerous with more gang activities both during day and night 1

People are exhibiting dangerous behaviours 1



| | |
|--|-----------|
| Stabbing | 1 |
| Total | 4 |
| <i>General perception of safety</i> | |
| Not feeling safe due to current changes | 1 |
| Total | 1 |
| <i>Other</i> | |
| Bike paths are unsafe | 1 |
| Pollution from quarry operations makes everything unsafe. I am concerned about my and my grandchildren's welfare | 1 |
| Quarry operations seriously disrupt the environment. I cannot rest in my own home | 1 |
| Rock chips from trucks going into the quarry make streets unsafe | 1 |
| Total | 4 |
| Total responses | 79 |

Locations where respondents felt unsafe

Location where respondents feel unsafe
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| <i>Precinct</i> | <i>Reason</i> | <i>Number</i> |
|---------------------|------------------------------|---------------|
| Wantirna / Scoresby | Everywhere | 2 |
| | All of Victoria | 1 |
| | Around Knox area | 1 |
| | Bayswater area | 1 |
| | Knox bus bays | 1 |
| | Knox shopping centre | 1 |
| | Walking track areas | 1 |
| | Wantirna | 1 |
| Bayswater / Boronia | Around the train station | 3 |
| | Anywhere at night | 2 |
| | At night Chandler Rd | 1 |
| | Boronia Central | 1 |
| | Coles area during night time | 1 |
| | During the day | 1 |
| | Everywhere | 1 |
| | Hardwood Cl Boronia | 1 |



| | | |
|--|-----------------------------|---|
| | Local activity centre, home | 1 |
| | Main Boronia | 1 |
| | My local area/ Home | 1 |
| | No comments | 1 |
| | Public areas at night | 1 |
| | Station, shops | 1 |

| | | |
|-------------------------------|---|---|
| Ferntree Gully / Knoxfield | In local area | 2 |
| | Alma Ave opposite park | 1 |
| | At home after dark | 1 |
| | Bike path | 1 |
| | Busways and stations | 1 |
| | Downtown at night | 1 |
| | Everywhere | 1 |
| | IGA at the train station | 1 |
| | Knox Shopping Centre | 1 |
| | Mountain Gate, the shopping centre after dark | 1 |
| | Near shopping centres | 1 |
| | Near the Ferntree Gully station | 1 |
| | On the bike track | 1 |
| | Park area of Woollies, quite shaded and hidden area | 1 |
| | Train station | 1 |
| Underwood Rd | 1 | |
| Varley Ct | 1 | |

| | | |
|----------|-----------------------------|---|
| Rowville | General public areas | 3 |
| | Georgia Mae Ct | 2 |
| | Evening | 1 |
| | Home | 1 |
| | Knox City | 1 |
| | Neighbours | 1 |
| | Public transport | 1 |
| | Shopping centres, Stud Park | 1 |
| | Wellington Rd | 1 |



Feel included in the community

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how important is it that all members of the community?”

Respondents were again this year asked how important it is that all members of their household feel included in the community.

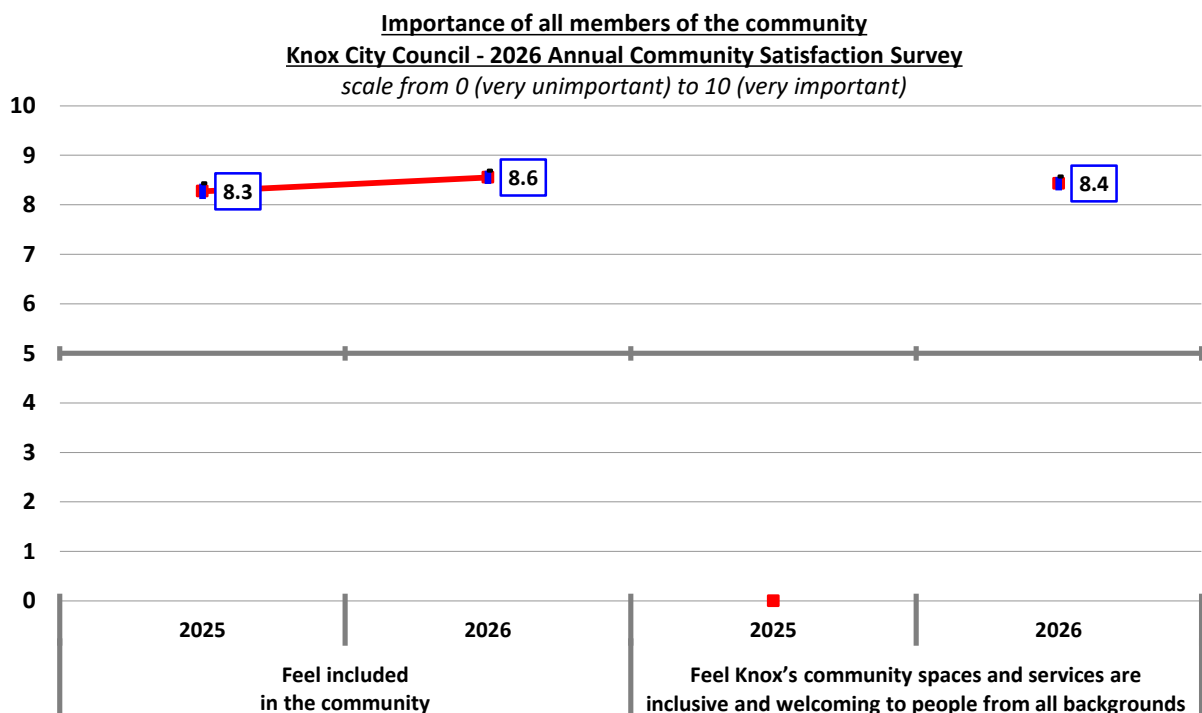
The average agreement that respondents feel that it is that all members of the community feel included increased notably this year, up three percentage points to 8.6 out of 10, or an extremely strong level of agreement.

Of the 464 respondents who were willing or able to provide a response to this question, 86% (up from 68%) “strongly agreed” (i.e., rated agreement at eight or more out of 10), whilst just two percent “disagreed” (i.e., rated agreement at less than five out of 10).

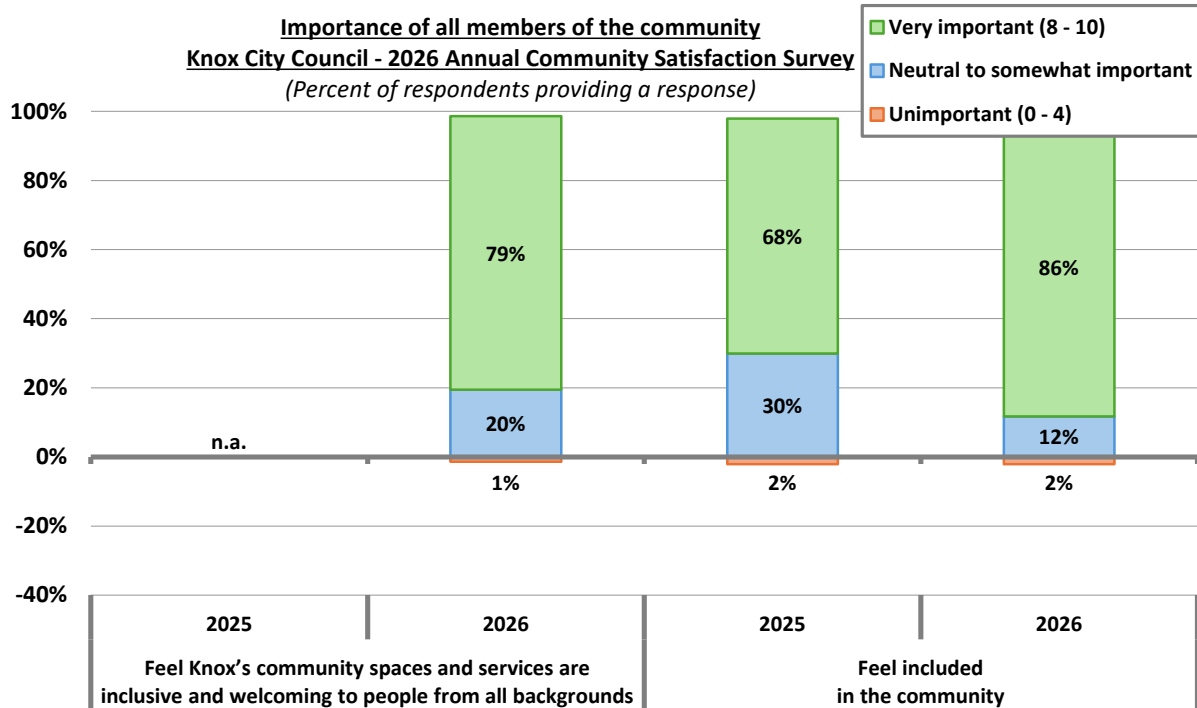
There was a new variable included in this section this year, asking how important it is that all members of the household feel Knox’s community spaces and services are inclusive and welcoming to people from all backgrounds.

The average importance of this was 8.4 out of 10, or an extremely strong level of agreement, with 79% “strongly agreeing” and just one percent “disagreed”.

Metropolis Research notes that the importance of statements such as these two statements will almost always record a significantly high average scores. This reflects the fact that there will be very few residents who, when asked, will report that they feel it is unimportant that they feel part of the community, or that community services and facilities are inclusive and welcoming.



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



There was some minor variation in these results observed across the municipality, with respondents from Bayswater / Boronia notably (4pts) less in agreement than the municipal average that it is important that members of their household feel included in the community.

Average importance of aspects of all members feel included by precinct
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and index score scale 0 - 10)

| Aspect | Wantirna / Scoresby | Bayswater / Boronia | Ferntree Gully/ Knoxfield | Rowville | City of Knox |
|--|---------------------|---------------------|---------------------------|-----------|--------------|
| Feel included in the community | 8.6 | 8.2 | 8.7 | 8.7 | 8.6 |
| Feel Knox's community spaces and services are inclusive and welcoming to people from all backgrounds | 8.3 | 8.5 | 8.4 | 8.6 | 8.4 |
| <i>Average importance</i> | 8.5 | 8.3 | 8.6 | 8.7 | 8.5 |
| Total respondents | 129 | 129 | 146 | 98 | 501 |

There was some minor variation in these results observed by respondent profile, with senior citizens (aged 75 years and over) notably (4pts) more in agreement than the municipal average that it is important that they feel that Knox's community spaces and services are inclusive and welcoming to people from all backgrounds.



Average importance of aspects of all members feel included by respondent profile

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

| <i>Aspect</i> | <i>Young adults</i> | <i>Adults</i> | <i>Middle-aged</i> | <i>Older adults</i> | <i>Senior citizens</i> | <i>Male</i> | <i>Female</i> |
|--|---------------------|---------------|--------------------|---------------------|------------------------|-------------|---------------|
| Feel included in the community | 8.4 | 8.6 | 8.7 | 8.5 | 8.7 | 8.5 | 8.6 |
| Feel Knox's community spaces and services are inclusive and welcoming to people from all backgrounds | 8.4 | 8.2 | 8.5 | 8.4 | 8.7 | 8.4 | 8.5 |
| <i>Average importance</i> | 8.4 | 8.4 | 8.6 | 8.5 | 8.7 | 8.4 | 8.5 |
| Total respondents | 133 | 88 | 127 | 103 | 50 | 240 | 259 |

| <i>Aspect</i> | <i>English speaking</i> | <i>Multi-lingual</i> | <i>With disability</i> | <i>Without disability</i> | <i>Home owners</i> | <i>Renters</i> | <i>Sole person</i> |
|--|-------------------------|----------------------|------------------------|---------------------------|--------------------|----------------|--------------------|
| Feel included in the community | 8.6 | 8.5 | 8.4 | 8.6 | 8.6 | 8.5 | 8.6 |
| Feel Knox's community spaces and services are inclusive and welcoming to people from all backgrounds | 8.4 | 8.5 | 8.5 | 8.4 | 8.5 | 8.5 | 8.5 |
| <i>Average importance</i> | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 | 8.5 |
| Total respondents | 340 | 155 | 31 | 456 | 383 | 100 | 59 |

Council's support and advocacy

Respondents were asked:

“On a scale of 0 (lowest) to 10 (highest), how important is it that Council supports and advocates for?”

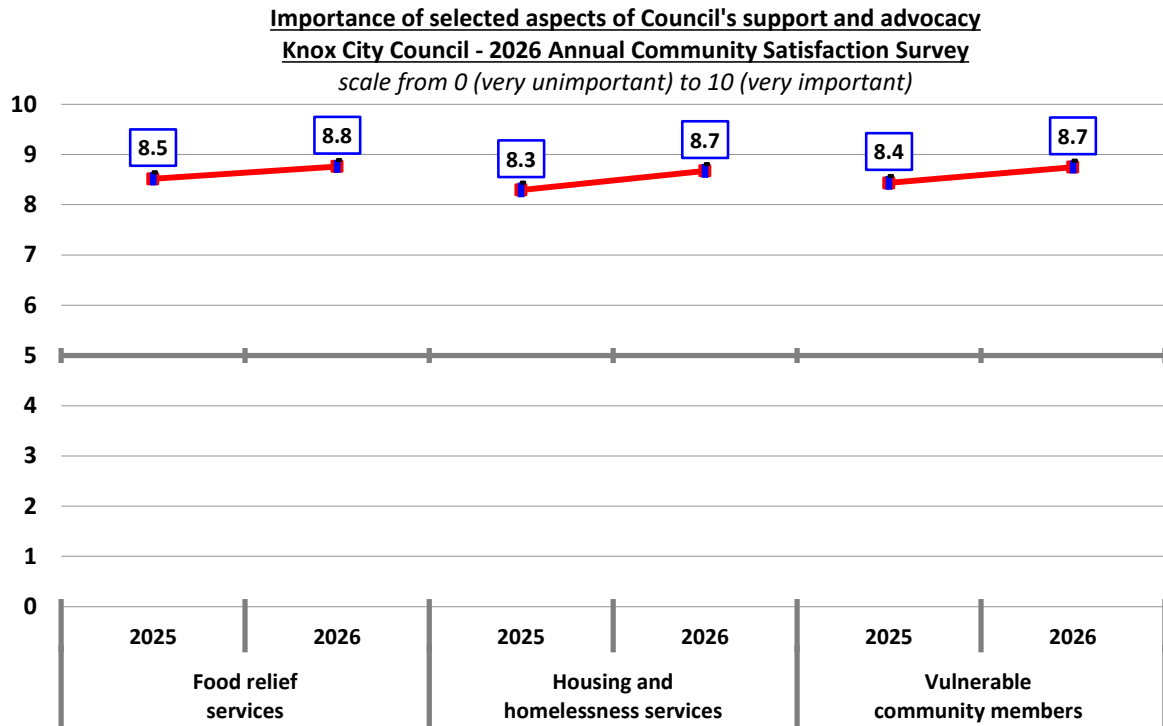
Respondents were again in 2026, asked to rate how important it is that Council supports and advocates for food relief services, housing and homeless services, and for vulnerable community members.

There was a measurable increase in the average importance of each of these three statements this year, with the largest increase recorded for housing and homelessness services (up 4pts to 8.7).

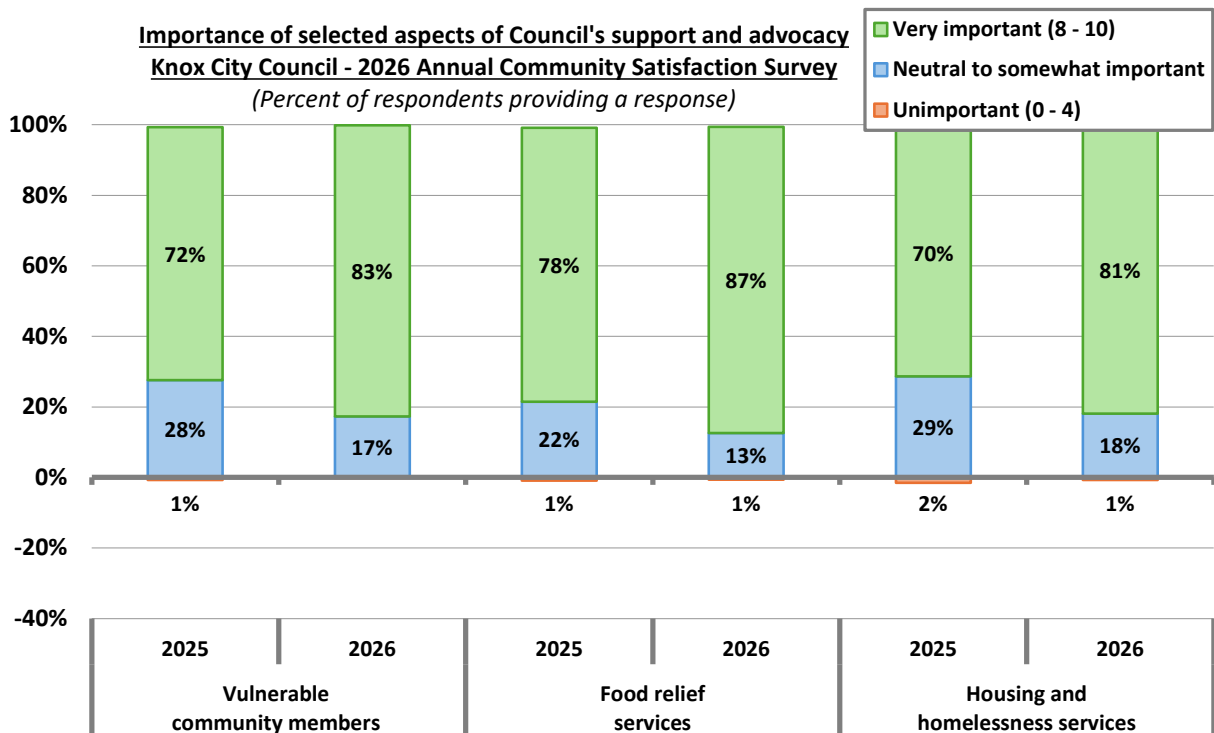
By way of comparison, the [average importance with the 36 included Council services and facilities](#) was 8.9 out of 10, with the most important services being the garbage collection (9.2), services for seniors (9.2), services for children from birth to five years of age (9.2), and the regular fortnightly recycling (9.2).



These results reinforce the view that the community clearly considers the provision of direct services to the community (including for children, youth, and seniors) to be of the very highest importance. These direct services were considered notably to measurably more important than advocacy and support as outlined in this section, although these support and advocacy was still considered very important, nonetheless.



More than four-fifths of respondents who provided a score, considered Council support and advocacy for food relief, housing and homelessness, and for vulnerable community members to be “very important”, whilst no more than one percent considered them “unimportant”.



There was relatively little notable variation in these results observed by precinct or by respondent profile, although the following are noted:

- **Housing and homelessness services** – respondents from Bayswater / Boronia and senior citizens (aged 75 years and over) were somewhat more in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.
- **Vulnerable community members** – respondents from Bayswater / Boronia and senior citizens (aged 75 years and over) were somewhat more in agreement than average.

Average importance of aspects of Council's support and advocacy by precinct

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

| Aspect | Wantirna / Scoresby | Bayswater / Boronia | Ferntree Gully/ Knoxfield | Rowville | City of Knox |
|-----------------------------------|------------------------|------------------------|------------------------------|-----------|-----------------|
| Food relief services | 8.6 | 9.0 | 8.8 | 8.7 | 8.8 |
| Housing and homelessness services | 8.6 | 9.0 | 8.6 | 8.5 | 8.7 |
| Vulnerable community members | 8.6 | 9.1 | 8.6 | 8.7 | 8.7 |
| <i>Average importance</i> | 8.6 | 9.0 | 8.7 | 8.6 | 8.7 |
| Total respondents | 129 | 129 | 146 | 98 | 501 |

Average importance of aspects of Council's support and advocacy by respondent profile

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and index score scale 0 - 10)

| Aspect | Young adults | Adults | Middle- aged | Older adults | Senior citizens | Male | Female | English speaking | Multi- lingual |
|-----------------------------------|-----------------|-----------|-----------------|-----------------|--------------------|------------|------------|---------------------|-------------------|
| Food relief services | 8.8 | 8.7 | 8.7 | 8.7 | 9.0 | 8.7 | 8.8 | 8.8 | 8.7 |
| Housing and homelessness services | 8.8 | 8.5 | 8.5 | 8.7 | 9.1 | 8.7 | 8.7 | 8.8 | 8.5 |
| Vulnerable community members | 8.9 | 8.5 | 8.6 | 8.8 | 9.0 | 8.7 | 8.8 | 8.8 | 8.8 |
| <i>Average importance</i> | 8.8 | 8.6 | 8.6 | 8.7 | 9.1 | 8.7 | 8.7 | 8.8 | 8.7 |
| Total respondents | 133 | 88 | 127 | 103 | 50 | 240 | 259 | 340 | 155 |



Respondent profile

The following section provides the demographic profile of respondents to the *Knox City Council – 2026 Annual Community Satisfaction Survey*. These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

Age structure

The sample of respondents was weighted by age and gender to reflect the 2021 Census profile of the City of Knox.

The underlying, unweighted sample somewhat underrepresented young adults (aged 18 to 34 years) and somewhat overrepresented adults (aged 35 to 44 years), and to a lesser extent senior citizens (aged 75 years and over).

These results reflect well on the effectiveness of the in-person, door-to-door methodology at engaging with the City of Knox population, including residents of all age groups.

Age structure
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Age | 2026 (unweighted) | | 2026 (weighted) | 2025 | 2024 |
|-----------------------------------|-------------------|-------------|--------------------|------------|------------|
| | Number | Percent | | | |
| Young adults (18 - 34 years) | 89 | 18% | 27% | 26% | 27% |
| Adults (35 - 44 years) | 118 | 24% | 18% | 18% | 18% |
| Middle-aged adults (45 - 59 yrs) | 122 | 24% | 25% | 26% | 25% |
| Older adults (60 - 74 years) | 109 | 22% | 21% | 20% | 20% |
| Senior citizens (75 yrs and over) | 63 | 13% | 10% | 10% | 10% |
| Not stated | 0 | | 0 | 1 | 1 |
| Total | 501 | 100% | 501 | 500 | 500 |

Gender

The sample of respondents was weighted by age and gender to reflect the 2021 Census profile of the City of Knox.

The pre-weighted sample somewhat overrepresented respondents identifying as man / male, and underrepresented respondents identifying as women / female.



Gender

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Gender | 2026 (unweighted) | | 2026 | 2025 | 2024 |
|--------------------------------|-------------------|-------------|------------|------------|------------|
| | Number | Percent | (weighted) | | |
| Man / Male | 286 | 57% | 48% | 49% | 48% |
| Women / Female | 213 | 43% | 52% | 52% | 51% |
| Non-binary | 2 | 0% | 0% | 0% | 2% |
| Prefer to self describe | 0 | 0% | 0% | 0% | 0% |
| Prefer not to say / not stated | 0 | | 0 | 4 | 0 |
| Total | 501 | 100% | 501 | 500 | 500 |

Household member with disability

The proportion of respondents from households with a member identifying with disability declined again this year, down from 11% in 2024 to six percent this year.

Household member with disability

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Response | 2026 | | 2025 | 2024 |
|--------------|------------|-------------|------------|------------|
| | Number | Percent | | |
| Yes | 31 | 6% | 9% | 11% |
| No | 456 | 94% | 91% | 89% |
| Not stated | 14 | | 10 | 21 |
| Total | 501 | 100% | 500 | 500 |

Language spoken at home

In 2026, 31% (down from 37%) of respondents (who provided a response) were from households that spoke a language other than English at home.

This compares to the 2021 Census results that reported that 30% of residents spoke a language other than English at home.

This was a very strong result, which reinforces the strength of the door-to-door, in-person methodology at obtaining participation from the diverse City of Knox community.



Consistent with the results recorded in previous, and consistent with the *Census*, the most common other languages spoken at home by respondents in the City of Knox was Mandarin (7%), Sinhalese (3%), and Hindi (3%).

Language spoken at home
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Language | 2026 | | 2025 | 2024 |
|--|------------|-------------|------------|------------|
| | Number | Percent | | |
| English | 340 | 69% | 63% | 73% |
| Mandarin | 37 | 7% | 8% | 7% |
| Sinhalese | 16 | 3% | 3% | 1% |
| Hindi | 13 | 3% | 1% | 2% |
| Cantonese | 11 | 2% | 3% | 1% |
| Italian | 9 | 2% | 1% | 1% |
| Vietnamese | 6 | 1% | 2% | 2% |
| Chinese, n.f.d | 4 | 1% | 2% | 2% |
| German | 4 | 1% | 1% | 0% |
| Indonesian | 4 | 1% | 0% | 0% |
| Malay | 4 | 1% | 0% | 1% |
| Persian | 4 | 1% | 0% | 0% |
| Urdu | 4 | 1% | 0% | 0% |
| Gujarati | 3 | 1% | 1% | 0% |
| Punjabi | 3 | 1% | 1% | 0% |
| Arabic | 2 | 0% | 1% | 1% |
| French | 2 | 0% | 1% | 1% |
| Greek | 2 | 0% | 2% | 1% |
| Khmer | 2 | 0% | 0% | 0% |
| Malayalam | 2 | 0% | 0% | 0% |
| Polish | 2 | 0% | 1% | 1% |
| Swahili | 2 | 0% | 0% | 0% |
| Tagalog (Filipino) | 2 | 0% | 1% | 1% |
| Tamil | 2 | 0% | 1% | 0% |
| Teluga | 2 | 0% | 1% | 0% |
| Afrikaans | 1 | 0% | 0% | 0% |
| Danish | 1 | 0% | 0% | 0% |
| Japanese | 1 | 0% | 0% | 0% |
| Korean | 1 | 0% | 0% | 1% |
| Latvian | 1 | 0% | 0% | 0% |
| Lithuanian | 1 | 0% | 0% | 0% |
| Maltese | 1 | 0% | 0% | 0% |
| Marathi | 1 | 0% | 0% | 0% |
| Romanian | 1 | 0% | 0% | 0% |
| Other languages <i>not further defined</i> | 5 | 1% | 6% | 3% |
| Not stated | 5 | | 3 | 4 |
| Total | 501 | 100% | 500 | 500 |



Housing situation

Consistent with the results recorded in previous years, a little less than two-thirds of respondent households (who provided a response) were from households that owned their home outright.

The 2021 *Census* reported that 36% of households were homeowners and 40% were mortgagor households, for a combined 76% for owner-occupied homes.

This compares *Annual Community Satisfaction Survey* that recorded 60% homeowners and 18% mortgagor households, for a combined 78% for owner-occupied homes.

This variation by the respondents’ recording of their housing situation is commonly observed, which may result from some misunderstanding between homeownership and having a mortgage when asked in-person.

Housing situation
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents providing a response)

| Situation | 2026 | | 2025 | 2024 |
|--|------------|-------------|------------|------------|
| | Number | Percent | | |
| Own this home | 294 | 60% | 61% | 61% |
| Mortgage (<i>paying-off this home</i>) | 89 | 18% | 18% | 21% |
| Renting this home | 100 | 20% | 18% | 14% |
| Other arrangement | 11 | 2% | 2% | 4% |
| Not stated | 7 | | 7 | 6 |
| Total | 501 | 100% | 500 | 500 |

Household structure

The sample included a good cross section of household structures, although there was a notable decline this year in the proportion of respondents from two-parent families (34% down from 49%).

This result was similar to the 2021 *Census* result of 37% couple households with children.

There were somewhat more respondents from couple households without children and group households this year, with both groups somewhat over-represented compared to the *Census*.

The sample continued to under-represent sole person households, despite an increase this year to 12% of respondents, compared to the 2021 *Census* result of 25%.



Household structure

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Structure | 2026 | | 2025 | 2024 |
|-------------------------------------|------------|-------------|------------|------------|
| | Number | Percent | | |
| Two parent family total | 169 | 34% | 49% | 43% |
| <i>youngest child 0 - 4 years</i> | 26 | 5% | 6% | 8% |
| <i>youngest child 5 - 12 years</i> | 54 | 11% | 11% | 12% |
| <i>youngest child 13 - 18 years</i> | 35 | 7% | 13% | 9% |
| <i>adult children only</i> | 54 | 11% | 19% | 14% |
| One parent family | 34 | 7% | 7% | 4% |
| <i>youngest child 0 - 4 years</i> | 4 | 1% | 1% | 0% |
| <i>youngest child 5 - 12 years</i> | 4 | 1% | 1% | 1% |
| <i>youngest child 13 - 18 years</i> | 8 | 2% | 2% | 1% |
| <i>adult children only</i> | 18 | 4% | 4% | 2% |
| Group household | 52 | 11% | 6% | 14% |
| Sole person household | 59 | 12% | 10% | 9% |
| Couple only household | 168 | 34% | 27% | 29% |
| Extended or multiple families | 10 | 2% | 1% | 1% |
| Not stated | 9 | | 10 | 4 |
| Total | 501 | 100% | 500 | 500 |

Period of residence in the City of Knox

Consistent with the results recorded in previous years, approximately one-sixth (17%) of respondents had lived in the municipality for less than five years, and 57% (down from 63%) had lived in the municipality for 10 years or more.

Period of residence in the City of Knox

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number and percent of respondents providing a response)

| Period | 2026 | | 2025 | 2024 |
|-----------------------------|------------|-------------|------------|------------|
| | Number | Percent | | |
| Less than one year | 30 | 6% | 6% | 7% |
| One to less than five years | 54 | 11% | 12% | 10% |
| Five to less than ten years | 126 | 26% | 19% | 29% |
| Ten years or more | 283 | 57% | 63% | 54% |
| Not stated | 8 | | 1 | 11 |
| Total | 501 | 100% | 500 | 500 |



The most common previous municipalities of residence of respondents who had lived in the municipality for less than five years were the cities of Monash (20 respondents) and Whitehorse (8 respondents).

A small proportion of respondents previously lived interstate (4 respondents) or overseas (6 respondents).

Previous Council
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of respondents who lived in the City of Knox less than 5 years and providing a response)

| Council | 2026 | |
|---------------|-----------|-------------|
| | Number | Percent |
| Monash | 20 | 31% |
| Whitehorse | 8 | 13% |
| International | 6 | 9% |
| Maroondah | 6 | 9% |
| Interstate | 4 | 6% |
| Ballarat | 3 | 5% |
| Melbourne | 3 | 5% |
| Brimbank | 2 | 3% |
| Casey | 2 | 3% |
| Manningham | 2 | 3% |
| Yarra Ranges | 2 | 3% |
| Boroondara | 1 | 2% |
| Glen Eira | 1 | 2% |
| Maribyrnong | 1 | 2% |
| Stonnington | 1 | 2% |
| Whittlesea | 1 | 2% |
| Yarra | 1 | 2% |
| Not stated | 20 | |
| Total | 84 | 100% |

General comments



General comments
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number and percent of total responses)

| Comment | 2026 | | 2025 | 2024 |
|--|-----------|-------------|-----------|-----------|
| | Number | Percent | | |
| Council facilities / services / activities | 10 | 22% | 10% | 12% |
| Communication, consultation and engagement | 6 | 13% | 3% | 3% |
| Council governance and management | 6 | 13% | 5% | 6% |
| Traffic and public transport management | 5 | 11% | 10% | 3% |
| Waste management | 3 | 7% | 10% | 3% |
| Comments relating to this survey | 2 | 4% | 0% | 12% |
| Drugs, crime and safety | 2 | 4% | 12% | 6% |
| Parks, gardens, open spaces, tree maintenances | 2 | 4% | 9% | 15% |
| Planning and development issues | 2 | 4% | 3% | 6% |
| Rates / financial management | 2 | 4% | 5% | 9% |
| Roads and footpaths | 2 | 4% | 3% | 9% |
| Environment, climate change and bio-diversity | 1 | 2% | 0% | 3% |
| General positive comments | 1 | 2% | 12% | 6% |
| Cleanliness and aesthetics of area | 0 | 0% | 4% | 3% |
| Cost of living | 0 | 0% | 4% | 0% |
| General negative comments | 0 | 0% | 4% | 3% |
| Other | 2 | 4% | 8% | 0% |
| Total | 46 | 100% | 78 | 33 |

The following table outlines the verbatim comments discussed above.

General comments
Knox City Council - 2026 Annual Community Satisfaction Survey
(Number of responses)

| Comment | Number |
|--|-----------|
| <i>Council facilities / services / activities</i> | |
| Bayswater community art centre, music is pretty good | 1 |
| Built an Albert Park style running track | 1 |
| Busking licences | 1 |
| Emergency management is important | 1 |
| Festivals would be nice and more diverse and now they are more commercial, and the sound are too loud, need for more diversity | 1 |
| It is important to improve infrastructure with the population | 1 |
| Regarding the pets in parks when the kids are playing, they should be on leash | 1 |
| Support the local schools like Kent Park Primary School | 1 |
| The gutters need to be fixed on Maidstone Pl; there are rats coming from there | 1 |
| There needs to be better funding for Ferntree Gully library Knitters for Charity | 1 |
| Total | 10 |



| <i>Communication, consultation, engagement and responsiveness</i> | |
|--|----------|
| Better communication | 1 |
| Better communication on the website things will get to disabled people than go there | 1 |
| Council needs to listen to residents. We are tired of enduring the consequences of Hanson Quarry. I feel ignored as a resident. It should not be this way | 1 |
| Council needs to provide more information in other languages so that multi-lingual residents are included and well informed of Council's decisions and services they provide | 1 |
| I want access to the data | 1 |
| Information from Council needs to be more transparently distributed to residents. The population growth plan is appalling and misleading | 1 |
| Total | 6 |
| <i>Council governance and management</i> | |
| Concentrate on running the Council more and don't focus on other things | 1 |
| Go with the resident, be on their side no one else's | 1 |
| MP is corrupt. I am deeply disappointed by the Council | 1 |
| Rate payers should have a website to engage with Council decisions and have a say on Council decisions such as donations to other organisations, priorities of spending, and which services to continue or discontinue | 1 |
| Stop being woke just be realistic | 1 |
| The complaints I lodged have been unresolved and they told me to fix it myself. Unprofessional and ignores residents | 1 |
| Total | 6 |
| <i>Traffic and public transport management</i> | |
| Concerned the development will cause local traffic congestion | 1 |
| Make Blackwood Park Rd wider so two cars can pass one another easier | 1 |
| Need more signals and signs around the Burwood Hwy | 1 |
| Speed is too high | 1 |
| Wantirna is not connected properly by public transport | 1 |
| Total | 5 |
| <i>Waste management</i> | |
| Green bin is too big and is not necessary | 1 |
| Provide bin service we have paid for | 1 |
| Red bin can be out more regularly | 1 |
| Total | 3 |
| <i>Comments relating to this survey</i> | |
| It is very offensive to ask gender identifying questions, I am clearly a women. It is a stupid question and it's filled with ideology, I don't want to be part of a lie | 1 |
| They should email out feedback surveys | 1 |



| | |
|---|----------|
| Total | 2 |
| <i>Drugs, crime and safety</i> | |
| Put more attention to neighbourhood safety | 1 |
| They have put druggies near Wellington and Stud who are breaking in | 1 |
| Total | 2 |
| <i>Parks, gardens, open spaces and tree maintenance</i> | |
| I just want the Council to fix the trees on King Dr | 1 |
| The gum trees are very dangerous for the safety of the kids | 1 |
| Total | 2 |
| <i>Planning and development issues</i> | |
| Population density | 1 |
| Rapid development should be prevented unless they have equal proportion of service provision equal to the population increase | 1 |
| Total | 2 |
| <i>Rates / financial management</i> | |
| Lack of transparency in increase of rates | 1 |
| Less expenditure on trains and more on what the community needs | 1 |
| Total | 2 |
| <i>Roads and footpaths</i> | |
| Glenfern Rd needs to be better | 1 |
| Please fix the roads | 1 |
| Total | 2 |
| <i>Environment, climate change and biodiversity</i> | |
| We are losing a lot of birds here. Many trees have been cut down. Probably due to round up | 1 |
| Total | 1 |
| <i>General positive comments</i> | |
| I'm happy with Council | 1 |
| Total | 1 |



| <i>Other</i> | |
|---|-----------|
| Abandoned car needs to be removed; it's been here for two years | 1 |
| The neighbour parks in the driveway all the time | 1 |
| Total | 2 |
| Total responses | 46 |



Appendix One: Reasons for level of satisfaction with Council

The following table outlines the verbatim comments received in relation to the reasons for rating satisfaction with Council’s overall performance at that level.

These comments have been broadly categorised, and split based on the level of satisfaction.

Reasons for rating satisfaction at “dissatisfied” levels

Reasons for rating satisfaction with Council's overall performance at "dissatisfied" levels

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|---|---------------|
| <i>Council governance, management, performance</i> | |
| I think they are not transparent as they can be / need more | 2 |
| Lot of corruption | 2 |
| Prioritize unnecessary things / focus on wrong things | 2 |
| Local MP is corrupt due to their affiliations to the Hanson Quarry. I will not vote for them to represent my community. | 1 |
| No direction for the future, just reactive approach to things happening | 1 |
| Say one thing do other thing | 1 |
| They are difficult to deal with. The attitude is very not sympathetic | 1 |
| They do not have empathy for the people; they don't do what their meant to do | 1 |
| They have their own agendas | 1 |
| Too much red tape | 1 |
| Total | 13 |
| <i>Rates and financial management</i> | |
| Increase the rates but get nothing back | 1 |
| More grants for areas | 1 |
| Rates are too high for more damages we residents have to endure | 1 |
| Council ignores my street trees complaints | 1 |
| They are corrupt | 1 |
| Rates keep increasing for unclear reasons | 1 |
| Rates. The councillor should have a mandate to reduce rates. Instead of increasing rates for whatever they like. | 1 |
| Waste money | 1 |
| Total | 8 |
| <i>Communication, consultation, engagement</i> | |
| Lack of consultation | 2 |
| I do not think they respond to resident needs | 1 |



| | |
|--|----------|
| I think it takes too long to get action | 1 |
| The Council does not listen to our problems at all | 1 |
| Total | 5 |

Council services and facilities

| | |
|---|----------|
| Community event cancellations | 1 |
| Facilities are not reflecting the rates that they are charging | 1 |
| No improvement in the service | 1 |
| Performing arts venues there's not enough, we have to go to Boronia | 1 |
| Rowville Secondary College should be improved | 1 |
| Total | 5 |

Generally negative statements

| | |
|----------------------------------|----------|
| Not getting what I am paying for | 1 |
| They are just not being nice | 1 |
| They don't do anything | 1 |
| Total | 3 |

Traffic / roads

| | |
|-------------------------------|----------|
| Disappointing upkeep of roads | 2 |
| Roads | 1 |
| Total | 3 |

Generally neutral statements

| | |
|---|----------|
| Everything is not falling down but nothing is improving | 1 |
| Not satisfied with what they are doing. What we pay with the expectation. | 1 |
| Total | 2 |

Parks, gardens, open spaces and trees

| | |
|---|----------|
| Council ignores my street trees complaints | 1 |
| Parks are not reflecting the rates that they are charging | 1 |
| Total | 2 |

Planning, housing, development

| | |
|--|----------|
| Allowing 2 storied building | 1 |
| Open smart cities but no accountability of what they're tracking | 1 |
| Total | 2 |



| <i>Safety, policing and crime</i> | |
|--|-----------|
| Crime | 1 |
| Junkies | 1 |
| Total | 2 |
| <i>Cleanliness and maintenance of the area</i> | |
| They should up their game on graffiti removal | 1 |
| Total | 1 |
| <i>Waste management</i> | |
| The rubbish collection changes | 1 |
| Total | 1 |
| <i>Other</i> | |
| More culturalism | 1 |
| More environmental engagement | 1 |
| More inclusiveness | 1 |
| No busking licences | 1 |
| Total | 4 |
| Total dissatisfied comments | 51 |



Reasons for rating satisfaction at a “neutral” level

Reasons for rating satisfaction with Council's overall performance at "neutral" levels

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| Reason | Number |
|--|----------|
| <i>Communication, consultation, engagement</i> | |
| I have no idea what Council is doing | 2 |
| Don't know enough | 1 |
| I am more fluent in my native language and would like for information to be provided in this language as well (Mandarin) so that I understand better | 1 |
| I would like the Council to be more inclusive and accessible to all demographics of residents | 1 |
| Seems to be reactive, always have to call | 1 |
| Some things like communications are worse | 1 |
| Somethings they respond quickly but other things they don't | 1 |
| They do not listen to people | 1 |
| Total | 9 |
| <i>Council governance, management, performance</i> | |
| Council is not doing the job right | 1 |
| Just neutral, it's all based on making money not in the interest of the community | 1 |
| Locals don't trust the Council that much | 1 |
| They are top heavy with people | 1 |
| They do not care much | 1 |
| Total | 5 |
| <i>Generally negative statements</i> | |
| More room for improvement | 2 |
| They do not do enough | 1 |
| Total | 3 |
| <i>Generally neutral statements</i> | |
| They are just average | 2 |
| Total | 2 |
| <i>Parks, gardens, open spaces and trees</i> | |
| Attend to the reservation and parks | 1 |
| Because they can do a lot better with trees | 1 |
| Total | 2 |



| | |
|--|-----------|
| <i>Cleanliness and maintenance of the area</i> | |
| Concentrate on dumped rubbish | 1 |
| Total | 1 |
| <i>Council services and facilities</i> | |
| They do some things well as general services | 1 |
| Total | 1 |
| <i>Planning, housing, development</i> | |
| When I contacted them, they asked me for money to get someone to look into if I needed to get a permit | 1 |
| Total | 1 |
| <i>Rates and financial planning</i> | |
| They waste money on non-necessities | 1 |
| Total | 1 |
| <i>Traffic / roads</i> | |
| Because they can do a lot better with roads | 1 |
| Total | 1 |
| <i>Other</i> | |
| I have nothing to do with them | 1 |
| Total | 1 |
| Total neutral comments | 27 |



Reasons for rating satisfaction at “satisfied” levels

Reasons for rating satisfaction with Council's overall performance at "satisfied" levels

Knox City Council - 2026 Annual Community Satisfaction Survey

(Number of responses)

| <i>Reason</i> | <i>Number</i> |
|--|---------------|
| <i>Generally positive statements</i> | |
| Doing good / excellent / their best / fine / decent | 42 |
| Happy / satisfied with the Council | 18 |
| Doing ok / alright / fairly well / trying | 5 |
| Good area / neighbourhood | 5 |
| Some things they do it very well | 3 |
| They are doing good, and better than other Councils | 2 |
| They are pretty good / terrific Council | 2 |
| They've been good whenever I reached out to them | 2 |
| Can't complain about much so probably Council has been doing their thing | 1 |
| Can't really find anything wrong | 1 |
| Everything seems to be done faster | 1 |
| I know the difficulty of the jobs for Council | 1 |
| I really saw Council people work which makes me feel safe | 1 |
| It is good we've had an easy life here | 1 |
| The Council does well consider limitations like the budget and state regulations | 1 |
| They do what they can do | 1 |
| They are doing most things | 1 |
| Total | 88 |
| <i>Generally neutral statements</i> | |
| Don't have real complaints / problems / have not faced anything bad | 29 |
| Average performance / ok / not too bad | 11 |
| General feeling / experience / observation | 3 |
| I do not interact with the Council or use many facilities at Knox. The score will increase or decrease when I do use the services. I usually do not go around Knox | 1 |
| I don't know how they operate | 1 |
| Not much problem. Just moved in | 1 |
| Nothing special happening | 1 |
| Okay, nothing too flashy | 1 |
| They can't make everyone happy | 1 |
| Total | 49 |
| <i>Generally negative statements</i> | |
| Room for improvement / can to better | 24 |
| More needed to be done | 3 |



| | |
|---|-----------|
| Because I don't give them a 10 because there's usually something wrong | 1 |
| Because I'm not sure for some things so I can't say 10, not everything is perfect | 1 |
| Hard to give 10 | 1 |
| I've lived in many Councils. Some of them are better | 1 |
| Not satisfactory | 1 |
| Problems remain unchanged | 1 |
| Sometimes they miss something | 1 |
| The has some problems, I don't know if the Council can do anything about it | 1 |
| There are some problems | 1 |
| There are things they push as a non-priority | 1 |
| They not really meeting requirements | 1 |
| Total | 38 |

Council services and facilities

| | |
|---|-----------|
| Happy / satisfied with the services | 8 |
| General facilities are good | 3 |
| Need some more public toilets | 2 |
| Barking dog next door | 1 |
| Bike paths need more work | 1 |
| Compared to other Council, Knox has provided quite good services | 1 |
| Homelessness | 1 |
| I have seen a lot of programs that focus on community | 1 |
| Kinders are closing and going independent and there are not enough sufficient spots | 1 |
| Knox festival is very good | 1 |
| Library expansion Stud Park Centre | 1 |
| Part of services are pretty good | 1 |
| Some of the facilities are not good | 1 |
| Some of the services are not good | 1 |
| Some services should be more frequent | 1 |
| They are doing good with most of the major services | 1 |
| They clean the streets | 1 |
| They have a lot of activities for the children | 1 |
| They need more programs for kids | 1 |
| To get support moving with a disability is not good. Services are very far away | 1 |
| Total | 30 |

Communication, consultation, engagement and responsiveness

| | |
|---|---|
| Don't see them often / less interaction with them | 4 |
| Don't know about many things / not aware | 3 |
| Should engage more with us | 2 |
| Because it's very hard to get contact with the Council, no one picks up the phone | 1 |
| Because sometimes it's very difficult to contact our Council directly | 1 |
| Can be more engaging instead of just dropping newsletter | 1 |
| Communication is not proper | 1 |
| Has done really well in responsiveness | 1 |
| I am happy with approachability. You can contact them when necessary | 1 |
| I just don't find out about things till after they do it | 1 |



| | |
|--|-----------|
| I think it's the Council that does not actively engage residents (myself) | 1 |
| I'm not really that much aware so I guess their reach isn't that wide | 1 |
| It takes a lot more effort to get the response you need | 1 |
| Listen better to the people | 1 |
| No proper communication | 1 |
| Not aware enough about the Council or city affairs | 1 |
| The bad thing is that we can't get back an email from them they only ask to call back but I don't get reply by email. They call me to tell me that I passed inspection | 1 |
| The lack of response to certain aspects | 1 |
| There are things they show up for immediately | 1 |
| They are cooperative | 1 |
| They could do a better job of communicating to rate payer | 1 |
| They need to collect more public feedback | 1 |
| They take time to get back to us | 1 |
| Total | 29 |

Parks, gardens, open spaces and trees

| | |
|---|-----------|
| Need to be better in mowing lawns | 2 |
| Parks can be improved | 2 |
| Parks maintenance is bad | 2 |
| Gardens | 1 |
| I do not see them look after community areas like the nature strips | 1 |
| I love the renaturalization of the creek | 1 |
| Need more focus on trees | 1 |
| Playground not mowing is done | 1 |
| The maintenance of the overgrown grass | 1 |
| The trees are not patrolled, what needs to be cut or taken away. I think those are really important | 1 |
| They are cutting down too many trees | 1 |
| Total | 14 |

Traffic / roads

| | |
|---|-----------|
| Potholes need to be fixed | 2 |
| Roads | 2 |
| Although the road maintenance is good, they redo roads that have no issues whereas some roads that need work are left as is | 1 |
| Council does well in providing some key services like roads but it can be improved | 1 |
| Need more focus on traffic | 1 |
| Roads are good | 1 |
| Roads are terrible | 1 |
| The maintenance of the roads | 1 |
| They could do a better job on the roads | 1 |
| They look after the roads | 1 |
| They look after the streets | 1 |
| They need to be aware of the conditions of some of the streets around | 1 |
| Total | 14 |



Rates and financial planning

| | |
|--|-----------|
| Council rates are too high and are increasing | 7 |
| Council fees are high and they are not returning the value | 3 |
| Cheaper / lower rates | 1 |
| Just can spend money more efficiently | 1 |
| They do not spend money wisely | 1 |
| Total | 13 |

Safety, policing and crime

| | |
|--|-----------|
| More needed to be done regarding safety and security | 3 |
| It is relatively safe here / no crime issues | 2 |
| Crime is going up | 1 |
| Reduce crime, just pay more attention | 1 |
| Sometimes they need to take action on behalf of the community safety | 1 |
| They should look into drug usage at Boronia Junction | 1 |
| We used to have a safety issue in this area and the Council and police respond very well and protect the security of the house, they respond fast here compared to other Council | 1 |
| Total | 10 |

Waste management

| | |
|---|-----------|
| They look after the rubbish collection | 2 |
| They need to change the red bins to weekly collection | 2 |
| Bins need to be managed | 1 |
| I've got issues with the rubbish | 1 |
| Not doing well with green bins | 1 |
| Rubbish collection has been disappointing | 1 |
| Theres been a lot of issues with trees, they should listen to community | 1 |
| They do branch collection | 1 |
| Total | 10 |

Footpaths

| | |
|---|----------|
| Because things are not done like footpaths, they are not fixed they were let go | 1 |
| Footpaths are good | 1 |
| Footpaths maintenance is not good | 1 |
| The fixing signs for footpaths they put are already washed off | 1 |
| The footpaths are tripping hazard for the elderly people | 1 |
| Total | 5 |

Council governance, management, performance

| | |
|---|---|
| I don't know what they are doing behind closed doors I'm only seeing what there is on surface | 1 |
| Just being proactive | 1 |



| | |
|---|------------|
| Just getting things done | 1 |
| Total | 3 |
| <i>Cleanliness and maintenance of the area</i> | |
| Council maintains this particular area and other areas very well | 2 |
| Total | 2 |
| <i>Infrastructure</i> | |
| The infrastructure | 1 |
| They are trying to do too much into the area like infrastructure | 1 |
| Total | 2 |
| <i>Parking</i> | |
| More parking facilities | 1 |
| Parking on nature strips | 1 |
| Total | 2 |
| <i>Planning, housing, development</i> | |
| A bit confused on the recent years population growth and what Council is planning at the moment | 1 |
| Unnecessary issues regarding permit | 1 |
| Total | 2 |
| <i>Environment and climate change</i> | |
| Their policies with environment are good | 1 |
| Total | 1 |
| <i>Other</i> | |
| Nothing to do much with the Council | 3 |
| I don't know just the general wellbeing | 1 |
| We've only just moved here | 1 |
| Total | 5 |
| Total satisfied comments | 317 |
| Total comments | 395 |



Appendix Two: survey form



Hi my name is _____ from Metropolis Research and I am here on behalf of Knox City Council.

Council is currently doing its annual Community Satisfaction Survey. This is an opportunity for you to provide feedback on council's programs and services, as well as issues that are important to you.

Council will use the survey results to help improve its services to the community.

We would like to invite someone in your household to participate in the survey.

The survey will take approximately 10 to 15 mins to complete, is completely confidential and voluntary.

1

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

Yes (*continue*) 1 No (*go to Q.4*) 2

If Yes, why did you contact Council?

2

When you last contacted the Council, was it?

(Please circle one only)

- | | | | |
|--|---|---------------------------------------|----|
| Visit in person | 1 | Website | 6 |
| Telephone (<i>during office hours</i>) | 2 | Social media (<i>e.g. Facebook</i>) | 7 |
| Telephone (<i>after hours service</i>) | 3 | Directly with a Councillor | 8 |
| Mail | 4 | Live chat | 9 |
| Email | 5 | Other (specify) _____ | 10 |

3

Was this your preferred method of contacting Council?

Yes 1 No 2

If No, how would you have preferred to contact Council? _____

4

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

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. The provision of accurate information or referral to a relevant officer | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. The speed and efficiency of service | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Courtesy and professionalism of staff | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Overall satisfaction with the customer service experience | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

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

| | | | | | | | | | | | | | |
|--|--------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Maintenance and repair of major arterial roads and highways <i>(managed by VicRoads)</i> | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| <i>If satisfaction rated less than 6, are there any roads of concern?</i> | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| 2. Maintenance and repair of sealed local roads <i>(managed by Council)</i> | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| <i>If satisfaction rated less than 6, are there any roads of concern?</i> | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| 3. Drains maintenance and repairs | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Footpath maintenance and repairs | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Maintenance and appearance of public areas | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Litter collection in public areas | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Maintenance and cleaning of strip shopping areas | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Management of illegally dumped rubbish | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. Provision and maintenance of street trees | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 10. Street lighting | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 11. Street sweeping | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 12. Regular fortnightly garbage collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 13. Regular fortnightly recycling | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

5

| | | | | | | | | | | | | | |
|---|--------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 14. Weekly food and green waste collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 15. Provision and maintenance of parks and gardens | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 16. Animal management | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 17. Local traffic management | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 18. Parking enforcement | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 19. Enforcement of local laws | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 20. Council's newsletter "Knox News" | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 21. Council's activities promoting local economic development | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 22. Environmental events, programs, and activities | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

6

On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction only if you or a family member has used that service in the past 12 months.

(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)

| | | | | | | | | | | | | | |
|--|--------------|-----|---|---|---|---|---|----|---|---|---|----|----|
| 1. Bookable hard rubbish service | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Fortnightly bundled branch collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Local library services | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Council's website | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

| | | | | | | | | | | | | | |
|---|--------------|-----|---|---|---|---|---|----|---|---|---|----|----|
| 5. Public toilets | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Sports ovals and other outdoor sporting facilities | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. Recreation centres and / or aquatic centres (including swimming pools) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Bike and shared paths (both on-road and off-road and including shared paths) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 9. Provision and maintenance of playgrounds | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 10. Services for children from birth to 5 years of age (e.g. Maternal & Child Health, playgroups) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 11. Services for youth (e.g. School holiday programs, Council recreation events) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 12. Services for seniors | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 13. Provision of public and performing arts centres, programs, and activities | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 14. Community and cultural activities, festivals, and events | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

5/6a

What are the reasons why you were dissatisfied with any of the above services and facilities?

| | |
|----------------|--|
| Service: _____ | |
| Service: _____ | |
| Service: _____ | |

5/6a

What are the reasons why you were dissatisfied with any of the above services and facilities?

| | |
|----------------|--|
| Service: _____ | |
| Service: _____ | |

7

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Council's community consultation and engagement | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Council's representation, lobbying, and advocacy on behalf of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. The responsiveness of Council to local community needs | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. Council making decisions in the interests of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 5. Council's performance maintaining the trust and confidence of the local community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 6. Council's performance providing "value for rates" | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 7. That Council has a sound direction for the future | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 8. Council meeting its responsibilities towards the environment | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

8

And on the same scale, please rate your satisfaction with the performance of Knox City Council across all areas of responsibility.

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Overall performance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| Why did you rate satisfaction at that level? | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

9

Can you please list what you consider to be the top three issues to address for the City of Knox at the moment?

| | |
|--------------|--|
| Issue One: | |
| Issue Two: | |
| Issue Three: | |

10

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

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. The appearance and quality of newly constructed developments in your area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
|--|---|---|---|---|---|---|---|---|---|---|----|----|

If rated less than 6, please identify your concerns or examples of developments:

The State Government has planned for the population of the City of Knox to increase by approximately 16,400 more people by 2036, reaching approximately 177,500.

The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.

11

On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?

| | | | | | | | | | | | | |
|-----------------------------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Planning for population growth | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
|-----------------------------------|---|---|---|---|---|---|---|---|---|---|----|----|

If satisfaction less than 5, what concerns you most about population growth?

12

On a scale of 0 (lowest) to 10 (highest), how safe do you feel in the City of Knox?

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. In public areas during the day | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. In public areas at night | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. In and around your local activity centre | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 4. In your own home | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

If any rated less than 5, where do you feel unsafe?

Why do you feel unsafe?

13

On a scale of 0 (lowest) to 10 (highest), how important is it that all members of the community?

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Feel included in community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Feel Knox's community spaces and services are inclusive and welcoming to people from all backgrounds | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

14

On a scale of 0 (lowest) to 10 (highest), how important is it that Council supports and advocates for?

| | | | | | | | | | | | | |
|--------------------------------------|---|---|---|---|---|---|---|---|---|---|----|----|
| 1. Food relief services | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 2. Housing and homelessness services | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |
| 3. Vulnerable community members | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 99 |

15**Please indicate which of the following best describes you.**

| | | | |
|----------------|---|-------------------|---|
| 18 to 24 Years | 1 | 60 to 74 Years | 5 |
| 25 to 34 Years | 2 | 75 Years or Over | 6 |
| 35 to 44 Years | 3 | Prefer not to say | 9 |
| 45 to 59 Years | 4 | | |

16**With which gender do you identify?**

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

17**Do any members of this household speak a language other than English at home?**

| | | | |
|--------------|---|-------------|---|
| English only | 1 | Other _____ | 2 |
|--------------|---|-------------|---|

18**Do any members of this household have a permanent or long-term disability?**

| | | | |
|-----|---|-------------------|---|
| Yes | 1 | Prefer not to say | 9 |
| No | 2 | | |

19**What is the structure of this household?**

| | | | |
|---|---|---|----|
| Two parent family (<i>youngest 0 - 4 yrs</i>) | 1 | One parent family (<i>youngest 13-18</i>) | 7 |
| Two parent family (<i>youngest 5 - 12 yrs</i>) | 2 | One parent family (<i>adult child only</i>) | 8 |
| Two parent family (<i>youngest 13 - 18 yrs</i>) | 3 | Group household | 9 |
| Two parent family (<i>adult child only</i>) | 4 | Sole person household | 10 |
| One parent family (<i>youngest 0 - 4 yrs</i>) | 5 | Couple only household | 11 |
| One parent family (<i>youngest 5 - 12 yrs</i>) | 6 | Other (<i>specify</i>): _____ | 12 |

20**Which of the following best describes the current housing situation of this household?**

| | | | |
|---------------------------------|---|-------------------|---|
| Own this home | 1 | Renting this home | 3 |
| Mortgage (paying-off this home) | 2 | Other arrangement | 4 |

21**How long have you lived in the City of Knox?**

| | | | |
|------------------------|---|-------------------------|---|
| Less than 1 year | 1 | 5 to less than 10 years | 3 |
| 1 to less than 5 years | 2 | 10 years or more | 4 |

If less than 5 years, what was your previous Council

22**Do you have any further comments you would like to make?**

Thank you for your time**Your feedback is most appreciated**

Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.