

# Frankston City

## Safe Community Policy and Strategy

### 2023-2033

### Engagement Report





## Table of Contents

<b>Executive Summary</b>	<b>3</b>
Consultation highlights .....	3
<b>Introduction</b>	<b>5</b>
Overview .....	5
<b>Engagement details</b>	<b>6</b>
Purpose .....	6
Objectives .....	6
Community consultation process .....	6
Council consultation process .....	9
Consultation strategies and materials .....	10
<b>Consultation outcomes</b>	<b>11</b>
Community feedback .....	11
Who participated .....	12
Summary of findings .....	13
<b>Evaluation</b>	<b>27</b>
<b>Conclusion</b>	<b>29</b>
<b>Appendix 1:</b> Engagement materials.....	31
<b>Appendix 2:</b> Stage 1 Consultation Findings .....	34

# Executive Summary



## Consultation highlights

The City Futures Department undertook a community engagement process in 2022 to inform the development of Council's Safe Community Policy and Strategy 2022-2032. This engagement was conducted as an open community consultation process to seek the community's experiences of safety and to hear their vision and priorities for a safer municipality.

The consultation involved a range of methods including surveys, online workshops, social media and community pop-ups. A second stage of consultation is being planned for 2023 when the Draft Policy and Strategy is ready for feedback.

## Key engagement statistics

A total of 379 people participated in the community engagement process, as follows:

- 182 survey respondents
  - Community member survey: 173 respondents
  - Community group survey: 9 respondents
- 44 people participated in the online workshops (targeted community conversations)
- Approximately 100 people participated in community pop-ups
- 9 people participated in the community workshop
- 19 people contributed to the additional online engagement with LGBTQIA+ and CALD communities
- 5 people attended the online targeted conversation with LGBTQIA+ representatives
- 20 young people attended the Wear it Purple event with 8 hard copy surveys submitted
- There were three social media posts reaching 1,296 people.

The Bunurong Land Council Aboriginal Corporation were formally approached and requested to provide feedback on the Draft Policy and Strategy.

# Executive Summary



## Barriers to engagement

The barriers to engagement for this consultation included:

### COVID-19

While most COVID-19 pandemic restrictions had been lifted during prior to consultation, the ongoing impacts of the pandemic and community reluctance to meet in-person meant targeted workshops were held online and planned activities at the Nairm Marr Djambana Gathering Place did not proceed.

In the lead-up to the in-person workshop on 2<sup>nd</sup> April 2022, COVID cases began to rise due to the spread of the Omicron sub-variant. This resulted in low participation numbers in the workshop (it had been hoped that up to 40 people would participate in the workshop).

### Hard-to-reach groups

While targeted community workshops were held with community groups representing key populations that experience health inequities, such as the Disability Access and Inclusion Committee and Positive Ageing committee, there were a number of groups that were missed, including Aboriginal and Torres Strait Islanders, people belonging to the LGBTQIA+ and culturally and linguistically diverse communities due to lack of connection to groups representing these population groups. As such additional engagement was held from August to November 2022 to try and fill this engagement gap.

### Survey sample

The survey sample is not considered to be a representative sample of the community. While the survey sample does not replicate the exact population characteristics of Frankston City, the results do provide valuable insight into people's experiences and sentiment of safety in the community. The targeted community conversations also helped to mitigate this limitation.

# Introduction



## Overview

This report provides a summary of the community engagement undertaken to inform the development of the Frankston City Safe Community Policy and Strategy 2023-2033 (the policy and strategy).

The community engagement took a broad and inclusive approach reaching a diverse range of people receiving feedback on the community's experiences, vision and priorities for safety to assist in the identification of the key priorities and areas of focus for community safety and crime prevention in Frankston City over the next 10 years.

The community engagement was focused around the following six topics, which were developed based on what the community had already told us and the research on community safety and crime prevention:

1. Safe and resilient communities
2. Safe places and spaces
3. Harm reduction
4. Safe and respectful relationships
5. Reducing homelessness
6. Safe and inclusive communities

Once developed the policy and strategy will guide the work of Council and our partners over the next 10 years, and encourage a collaborative whole-of-community approach to creating a safer and inclusive municipality where people feel well connected and welcome to participate in community life.

The community engagement process was undertaken in line with Council's Engagement Principles:

- Purpose
- Informed
- Representative
- Supported
- Influence
- Report

# Engagement details



## Purpose

The purpose of the community engagement was to inform the development of the Frankston City Council Safe Community Policy and Strategy 2023-2033, using a two staged approach as stated below. To date, the first stage of the engagement has been conducted only, with the second stage being planned for 2023.

- Stage 1: Open community consultation on community safety in Frankston City,**  
Conduct a broad and inclusive community consultation to capture perceptions and experiences of safety from a diverse range of community members, along with the community's vision and priorities for a safer community.
- Stage 2: Open community consultation on the Draft Safe Community Policy and Strategy**  
Seek feedback on the Draft Policy and Strategy prior to it going to Council for adoption, details TBC for 2023.

## Objectives

The objective of the community engagement were to conduct a broad and inclusive community consultation that:

1. Captured the lived experiences, views and aspirations of a diverse range of community members
2. Identified the community's vision and priorities for a safe community

## Community consultation process

The first stage of engagement was undertaken through a community consultation process from February to April 2022. This process was conducted through a range of engagement activities, including surveys, social media and online workshops. The online workshops were run as targeted community conversations with specific population cohorts to identify the key safety issues to better understand any differences in experiences of safety.

While this consultation process had a wide reach, some gaps were identified and so some further engagement was undertaken in August and September 2022 targeted at LGBTQI+ and CALD communities. A consultation was also planned for March with First Nation Australians, but had to be cancelled due to implications associated with the COVID-19 pandemic. Rescheduling was attempted but due to time constraints was not possible.

# Engagement details



**Table 1: Stage 1 community consultation process**

Who	Engagement method	Engagement type	Role
<b>Whole community</b>	<b>Discussion Paper</b>	Inform	To inform the community how the development of local government policy and strategy can strengthen the safety and resilience of communities, prevent crime and reduce the impact of emergencies
	<b>Online survey</b> Available on Engage Frankston!  Requests could be made to have a printed survey posted in the mail or to be conducted by telephone with a council officer.	Consult	For community members to share their views, priorities and aspirations on community safety
	<b>Community pop-ups x 2</b> Sandfield Reserve in Carrum Downs and Wells Street Plaza in Frankston's city centre	Consult	
	<b>Community panel workshop</b> Lyrebird Community Centre	Involve	
	<b>Social media</b> Frankston City Council Facebook page	Inform and consult	
	<b>Print and electronic media</b> Consultation promoted through a variety of newsletters	Inform	To inform the community of the engagement opportunity
<b>Community services</b>	<b>Online survey</b> Available on Engage Frankston!	Consult	For professionals to share expertise and represent community group to share their views, priorities and aspirations on community safety

# Engagement details



Who	Engagement method	Engagement type	Role
People with disabilities and their carers	Online workshop with the Disability Access and Inclusion Committee	Involve	For community members to share lived experiences, views, priorities and aspirations that are considered in the development of the policy and strategy
Young people	In person workshop with the Youth Council	Involve	
Older people	Online workshop with the Age Friendly Ambassadors	Involve	
First Nations Australians	Workshop with Nairm Marr Djambana not able to proceed  <i>*Note, the Bunurong Land Council was also approached and requested to be formally consulted during the second stage of engagement</i>	Involve	
LGBTQI+ community	Wear it Purple event Hosted by Youth Services  Online workshop with the LGBTQI+ Collaborative  Targeted online survey Available on Engage Frankston!	Consult and Involve	
Culturally and Linguistically Diverse Communities	Targeted online survey Available on Engage Frankston!	Consult	For stakeholders to provide views, priorities and aspirations that are considered in the development of the of the policy and strategy
Local Community Safety Committee	Online workshop (targeted stakeholder conversation)	Involve	





## Council consultation process

### Project Working Group

An internal Project Working Group was established to help steer the development of the policy and strategy, with the group's members providing expertise and guidance on key issues. The Project Working Group is chaired by Manager Safer Communities, and comprises: Compliance & Safety; Emergency Management; Social Policy & Planning; Strategic Planning; Urban Design Policy & Planning; and Community Strengthening.

### Consultative meetings

Various internal Council teams were consulted throughout the first four months of 2022, with their contributions helping to shape the discussion topics and background information used throughout the consultation process. These teams included:

- Economy, Investment & Activation
- Events
- Community Strengthening
- Environmental Policy and Planning
- Youth Services
- Libraries
- Positive Ageing
- Arts & Centre
- Children's Services



## Consultation strategies and materials

The strategies used to support participation in the engagement process included a communications campaign to a diverse audience, as follows:

- Emails to the Engage Frankston! community database
- Emails to community networks
- Council's Frankston City News and eNews
- Community e-newsletters
- Promotion to key groups and committees
- Social media posts inviting participation via Engage Frankston!
- Promotion via a dedicated project page on Council's Engage Frankston! platform

A range of materials were used to support participation in the engagement process:

- Discussion Paper
- Infographics
- Consultation posters
- Postcards with QR codes
- Flyers
- Surveys (online and hard copy on request)
- PowerPoint presentations
- Activity sheets

Full copies of these materials are provided in Appendix 1.

# Consultation outcomes



## Community feedback

Council listened carefully to the feedback provided by the community throughout the first stage of our community consultation process. The outcomes from the consultation have been collated, analysed and presented in detail at Appendix 2: Stage 1 Community Consultation Outcomes Report. The reach of our community consultation to date is summarised in Table 2.

**Table 2: Stage 1 community consultation reach**

Engagement method	Reach
<b>Engage Frankston! community engagement platform</b>	Views: 1,704 Visits: 1,116 Visitors: 1,016 Contributions: 185 Contributors: 183 Followers: 32 Document downloads: 245
<b>Online survey</b>	173 surveys completed
<b>Online survey for community services</b>	9 surveys completed
<b>2 x online survey with targeted population groups</b> <ul style="list-style-type: none"><li>• LGBTQIA+ (8)</li><li>• CALD (3)</li></ul>	11 surveys completed
<b>3 x Facebook posts</b>	Comments: 71 Engagements: 1,296
<b>2 x Community pop-ups</b> <ul style="list-style-type: none"><li>• Sandfield Reserve, Carrum Downs</li><li>• Wells St Plaza, Frankston's City Centre</li></ul>	Approx. 100 participants
<b>5 x targeted community conversations workshops</b> <ul style="list-style-type: none"><li>• Youth Council (12)</li><li>• Aged Ambassadors (4)</li><li>• Disability and Inclusion Committee (7)</li><li>• LGBTQIA+ Collaborative (5)</li></ul>	28 participants
<b>1 x event</b> <ul style="list-style-type: none"><li>• Wear it Purple LGBTQIA+ Youth</li></ul>	20 participants

# Consultation outcomes



<b>2 x targeted stakeholder workshops</b> <ul style="list-style-type: none"><li>Local Safety Committee</li></ul>	23 participants
<b>1 x community panel workshop</b>	9 participants

## Who participated

Demographic data, such as gender, age and place of residency wasn't collected across all engagement activities. Participants completing the surveys were asked demographic details, but had a choice to provide or not provide this information. This decision was made as a way to remove potential barriers to participation. Where it was collected and recorded, it is presented.

### Participation

A total of 173 responses were collected for the community survey.

### Age and gender

Across the engagement activities, 172 participants identified their gender, with 138 (79.7%) identifying as women, 33 (19.1%) identifying as men, 1 (0.6%) identified as self-described and 1 (0.6%) preferred not to say.

### Other demographics

#### LGBTQIA+

10 respondents (5.8%) identify as LGBTQIA+, 7 (4.1%) preferred not to say and 156 (90.2%) did not identify as LGBTQIA+

#### Age

The majority of respondents were aged 25-49 years (51.5%), followed by 50-69 years (37.6%), with only 7.6% aged 70-84 years and 1.2% (2 respondents) aged 15-24 years. There were 4 (2.3%) respondents who preferred not to say. There were no respondents aged 85+ years.

#### Aboriginal and/or Torres Strait Islander

Only 1 respondent identified as Aboriginal and/or Torres Strait Islander, 4 preferred not to say, 168 (97.1%) did not identify as Aboriginal and/or Torres Strait Islander.

#### Speak a language other than English

There were 31 respondents (17.9%) who spoke a language other than English, 2 (1.2%) preferred not to say and the majority (80.8%) did not speak a language other than English.

# Consultation outcomes

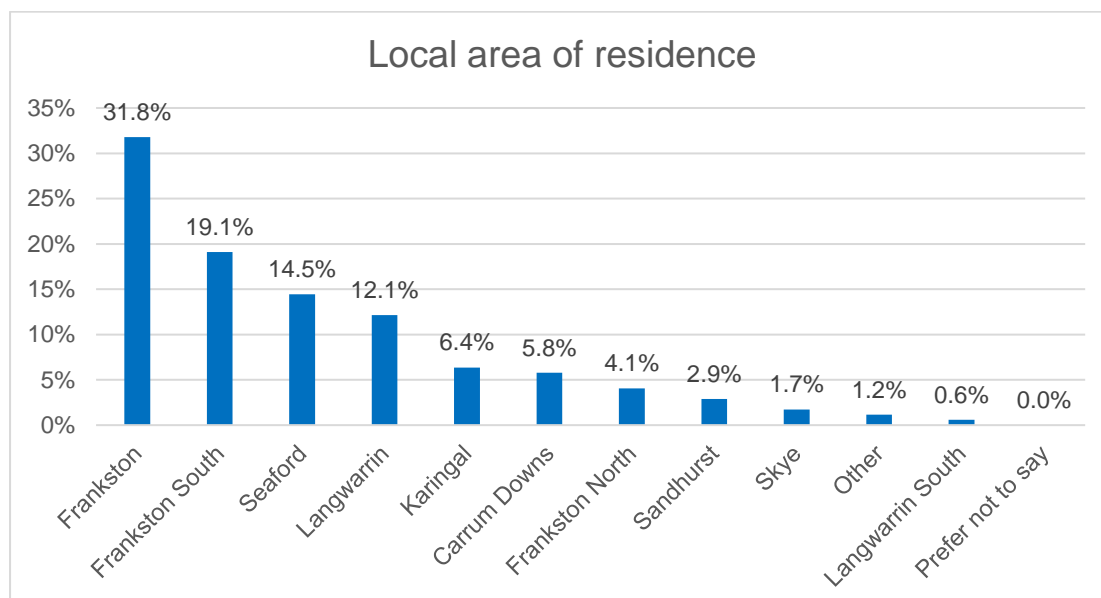


## Disability status

There were 26 respondents (15.0%) who considered themselves to have a disability, 140 (80.1%) did not and 7 (4.1%) preferred not to say.

## Local area of residence

The majority of respondents lived in Frankston (31.8%), followed by those in Frankston South (19.1%), Seaford (14.5%) and Langwarrin (12.1%). Less than one quarter of all respondents lived in Karingal, Carrum Downs, Frankston North, Sandhurst, Skye and Langwarrin South.



## Summary of findings

The first stage of our engagement process was an open community consultation held with the whole community. When looking at the findings from this process it is important to consider that the results provide insights into the community's perceptions and priorities for safety rather than a representative view of the whole Frankston City community. Note that these findings are being analysed in conjunction with crime data, other relevant research and input from Council's partners.

The consultation findings have been summarised by the following categories:

- Top safety concerns overall
- Top safety concerns by discussion topic
- Top actions for Council to take
- Vision for safer communities

# Consultation outcomes



Overwhelmingly, the **safety of public places and spaces** was identified as the community's top safety concern. Concerns primarily related to feeling safe in public spaces, both during day and at night, with much of this concern focused on safety in Frankston's city centre due to perceptions about the people who gather there. Concerns also related to the amenity of public spaces and how lighting, graffiti and cleanliness impact perceptions of safety.

People with disabilities were most concerned about their safety in relation to the accessibility of public places, and being able to seek assistance when required. Young people were most concerned about the experience of harassment in public places, and perceptions of safety in specific public places like the train station. Older people were most concerned about the safety of getting to public places, with road safety being a key concern. The LGBTQIA+ community were most concerned with real and perceived safety risk while moving around in public places with an emphasis placed on harassment by people in the community.

The community's priority for what Council can do to improve safety is for improvements through the design and maintenance of public spaces, with young people prioritising the need for improvements in Frankston's city centre and public toilets. People with disabilities prioritised universal design to improve safety and older people prioritised pedestrian safety and urban design that supports Dementia Safe Cities principles.

**Harm reduction** was also ranked highly as a priority for our community, with concerns primarily relating to harms from alcohol and other drugs, crime and road safety. Crime was a common topic for concern identified in relation to anti-social behaviours like monkey bikes and drinking. Harms from alcohol and other drugs was a particular concern amongst young people, who reported seeing harm occurring within their social groups. Harms from alcohol and other drugs was also one of the top concerns for community services. Older people rank road safety as a very high priority. LGBTQIA+ groups identified alcohol and other drug use as a symptom of other issues and a lack of community knowledge of dedicated services available.

Violence against women and children (**safe and respectful relationships**) was identified as one of the top safety priorities for the community, with community services identifying this as their main safety concern for the community. Young people also prioritised this highly, particularly in relation to the sexual harassment of young women. Older people also listed this as a concern. The LGBTQIA+ community suggest provision of information around gender diversity and a need for more education on gender equality.

While not listed as one of the top priorities overall, having **safe and resilient communities** to the impacts of natural disasters and public health emergencies was very important amongst people with disabilities, with significant concerns around the ability to get help during emergency events and identifying the need for an emergency register for people with disabilities. The key safety concerns more generally related to the occurrence of extreme weather events, like storms and heatwaves and

# Consultation outcomes



the safety of vulnerable people during emergency events. The community panel workshop identified the top actions to be taken by Council as action on climate change, including the design of climate resilient buildings and open spaces. LGBTQIA+ communities identified the need for safe and inclusive emergency relief centres.

Many comments were also made in relation to **safe and inclusive communities**. Older people discrimination. Community services were concerned about the safety of key population groups, like children, people with disabilities and older people. People with disabilities prioritised discrimination, in terms of both harassment from other people and also in terms of access to essential services, amenities and public spaces. Community services not feeling connected to the community, also identified in the pop-ups particularly relating to COVID-19. One of the community's and community services main priorities for what Council can do to improve safety is to work with community and specialist services to support vulnerable people, and collaborating with services to better understand safety issues impacting the community.

## Top safety concerns overall

Overall, the **community survey** identified the top 5 safety concerns in the community as:

1. Personal safety in public places
2. Crime and violence
3. Personal safety in Frankston's city centre
4. Harms from alcohol, drugs or gambling
5. Violence against women and children

Overall, the **community pop-ups** identified the top safety concerns as:

1. Personal safety in public places
2. Harms from alcohol, drugs or gambling
3. Ranked equally as third priority:
  - Road safety
  - Personal safety in Frankston's City Centre
4. Violence against women and children
5. Not feeling connected to my community

Overall, the **community panel workshop** identified the top safety concerns as:

1. Ranked equally as the top priority
  - Inadequate lighting at night
  - General cleanliness and maintenance of local area

# Consultation outcomes



- Crime
2. Ranked equally as the second priority
    - Natural disasters (floods) and extreme weather events (storms)
    - Vandalism / graffiti

The targeted community conversations with the **Disability Access and Inclusion Committee** identified the top safety concerns as:

1. Ranked equally as the top priority:
  - Personal safety in public places
  - Natural disasters and extreme weather events
2. Discrimination
3. Public health emergencies

The targeted community conversations with the **Youth Council** identified the top safety concerns as:

1. Personal safety in public places
2. Harms from alcohol, drugs or gambling
3. Violence against women and children (specifically sexual harassment of young people)

The targeted community conversations with the **Age Friendly Ambassadors** identified the top safety concerns as:

1. Ranked equally as the top priority:
  - Personal safety in public places
  - Road safety
  - Discrimination
2. Violence against women and children

The survey for **community services** identified the top safety concerns in the community as being:

1. Violence against women and children
2. Access to secure, safe and affordable housing
3. Harms from alcohol, drugs or gambling
4. Not feeling connected to the community
5. Personal safety in public places



# Consultation outcomes



The survey for the **LGTQIA+ community** identified the top safety concerns in the community as being:

1. Personal safety in public places
2. Harms from alcohol, drugs or gambling
3. Discrimination
4. Crime
5. Safety in Frankston's City Centre

The **social media** posts received a total of 71 comments, mainly relating to:

1. General cleanliness and maintenance of the local area
2. Road safety and hoon driving
3. Supporting older people through programs and provision of toilets on walking paths
4. Personal safety on the streets during events and while walking through the city centre

## Top safety concerns by discussion topic

The **community and community services surveys** identified the top priorities in the community for each of the following discussion topics:

- Safe public places and spaces
- Harm reduction
- Safe and respectful relationships
- Safe and resilient communities
- Safe and inclusive communities
- Reducing homelessness

### 1. Safe public places and spaces

The top 5 concerns identified through the community survey were:

1. Personal safety at night
2. Hoon driving
3. Inadequate lighting at night
4. Personal safety in parks and reserves
5. Vandalism and graffiti

# Consultation outcomes



The top 5 concerns identified by community services survey were:

1. Personal safety during the day
2. Safety of children and families
3. Personal safety at night
4. Safety of people with disabilities
5. Safety of older people

## **2. Harm reduction**

The top 5 concerns identified through the community survey were:

1. Harm from drug use
2. Crime
3. Violence
4. Harm from risky alcohol use
5. Road safety for pedestrians

The top 5 concerns identified through the community services survey were:

1. Harm from risky alcohol use
2. Violence
3. Harm from drug use
4. Young people not having opportunities to work or study
5. Crime

## **3. Safe and respectful relationships**

The top 5 concerns identified through the community survey were:

1. Attitudes and behaviours that condone violence
2. Sexual assault and harassment
3. Attitudes towards women
4. Safety of women and children
5. Safety of all family members

The top 5 concerns identified through the community services survey were:

1. All ranked equally as the top priority
  - Coercion and control
  - Attitudes and behaviours that condone violence
  - Attitudes towards women

# Consultation outcomes



- Attitudes and behaviours that reinforce gender stereotypes and gender inequality
  - Access to family violence and other support services
2. Ranked equally as second top priority:
    - Safety of women and children
    - Elder abuse
  3. Emotional abuse and intimate partner violence
  4. Sexual assault and harassment
  5. Safety of all family members

## **4. Safe and resilient communities**

The community is most concerned about the safety of vulnerable groups during an emergency, and the long-term social and economic impacts.

The top 5 concerns identified through the community survey were:

1. Occurrence of extreme weather events, like storms and heatwaves
2. Safety of vulnerable people during emergency events
3. Long-term social and economic impacts of emergency events
4. Safety of homes during and after emergency events

The top 5 concerns identified through the community services survey were:

1. Safety of vulnerable people during emergency events
2. Unsatisfactory planning for emergency events by the local authorities
3. Long-term social and economic impacts of emergency events
4. Safety of women, children and young people during emergency event

## **5. Safe and inclusive communities**

The top 5 concerns identified through the community survey were:

1. Lack of social connection
2. Racism
3. Discrimination
4. Ageism
5. Lack of trust in my neighbourhood

The top 5 concerns identified through the community services survey were:

1. Discrimination

# Consultation outcomes



## 2. Ranked equally as second top priority:

- Racism
- Discrimination against LGBTQI+ communities
- Lack of social connection
- Lack of trust in neighbourhood

## 3. Ranked equally as third top priority

- Continuing impacts of colonisation on Aboriginal and Torres Strait Islander peoples
- Ageism
- Ableism

## 6. Reducing homelessness

The top 5 concerns identified through the community survey were:

1. Access to secure, safe and affordable housing
2. Personal health and safety of people experiencing homelessness
3. Knowledge of where to get help and support for people experiencing homelessness
4. Negative attitudes towards people experiencing homelessness
5. Access to support services

The top 5 concerns identified through the community services survey were:

1. Ranked equally as the top priority:
  - Access to secure, safe and affordable housing
  - Negative attitudes towards people experiencing homelessness
2. Ranked equally as the second top priority:
  - Personal health and safety of people experiencing homelessness
  - Access to crisis accommodation
3. Ranked equally as the third top priority:
  - Access to support services
  - Knowledge of where to get help and support for people experiencing homelessness

## Top actions for Council to take

The **community survey** identified the top 5 actions to be taken by Council as:

1. Creating and maintaining safe and accessible public spaces, parks and reserves
2. Work with specialist support services to assist vulnerable community members

# Consultation outcomes



3. Work with emergency services like police and ambulance to respond to community safety issues
4. Work with services and community groups on initiatives to reduce harms from alcohol drugs and gambling
5. Creating and maintaining community facilities (like libraries and community centres)

The **community services survey** identified the top 5 actions to be taken by Council as:

1. Work with specialist support services to assist vulnerable community members
2. Connect people with events, activities and programs
3. Collaborate with government, service providers and community groups to better understand community safety issues
4. Work with services and community groups on initiatives to reduce harms from alcohol drugs and gambling
5. Community campaigns, advocacy, activities and events about safety issues
6. Work with emergency services like police and ambulance to respond to community safety issues
7. Creating and maintaining safe and accessible public spaces, parks and reserves
8. Creating and maintaining community facilities (like libraries and community centres)

The **community panel workshop** identified the top actions to be taken by Council as:

1. Design climate-resilient public buildings and open space
2. Take action on climate change
3. Provide information for the community about safety
4. Community campaigns, advocacy, activities and events about safety issues
5. Road safety upgrades
6. Land use planning to encourage affordable housing

To answer this question, the **Youth Council** chose to focus actions by Council to improve safety in Frankston's city centre at night and public toilets.

1. Safety in Frankston's city centre at night
  - Increase police patrols in isolated areas
  - Police patrol in pairs (numbers larger than this are intimidating)
  - Increase lighting in CBD and parks
  - More CCTV

# Consultation outcomes



- Provide young people with safety equipment (i.e. whistles)
  - Develop a phone app to show the closest police patrol
  - Use online forums to promote where people feel safe
  - Set a long term goal of not needing police patrols (because public spaces are safe!)
2. Public toilets
- Improve how they look to encourage higher use which will make them feel safer
  - Improve lighting
  - Install sharps bins
  - Locks that work
  - No gaps between doors
  - Paint murals on the outside
  - Campaign to discourage drug use in public toilets

The targeted conversation with the **Disability Access and Inclusion Committee** identified actions Council could take to make Frankston City safer:

1. Universal design to provide greater accessibility throughout the municipality – i.e. events, public toilets, public transport, parking (not just in Frankston’s city centre)
2. Create an emergency register for people with a disability
3. Provision of information during a disaster and/or emergency (consider lack of internet and phone lines)
4. Address discrimination
5. Engage volunteers and charitable organisations to provide increased presence in public places – i.e. at events, shops, etc
6. Use colours in wayfinding
7. Support youth employment

The targeted conversation with the **Age Friendly Ambassadors** identified actions to be taken by Council as:

1. Prioritise pedestrian safety, with a focus on increasing the safety of crossings particularly near open spaces (e.g. George Pentland Gardens)
2. Dementia safe cities principles
3. Address mental health, discrimination (LGBTQIA+) and bullying of children and young people
4. Improve negative perception of Frankston City
5. Park rangers at the Frankston Conservation Reserve

# Consultation outcomes



The **LGBTQIA+ survey** identified actions to be taken by Council as:

1. Increased lighting
2. Creating safe spaces or areas for people who feel discriminated against
3. More diverse and inclusive events
4. More surveillance through police patrols or CCTV that extend beyond the city centre and train station

The targeted conversation with the **LGBTQIA+ Collaborative** identified actions to be taken by Council as:

1. LGBTQIA+ exclusivity training for local business and services
2. Council to achieve rainbow tick accreditation
3. Support culturally safe or dedicated services for LGBTQIA+ communities
4. Increase visibility of diverse communities through events and training in the community

The **community survey** identified what the local community does well to keep them feeling safe:

1. Well used community facilities
2. Well used local shops
3. Neighbours know each other
4. Well maintained open space
5. Local communities connected on social media

## Vision for safer communities

A vision for a safe community will be developed as a part of the policy and strategy. This will be based on the feedback provided by the community through the various consultation sessions undertaken. The community survey, both pop-up consultations and the Youth Advisory Committee were all asked to describe what a safe community looks and feels like to them. Due to time constraints and limitations on other engagement activities, not all consultation sessions were able to include discussions on a vision for a safe community, however the draft vision will be available for further feedback as part of the Stage 2 consultation. The vision will be drafted from the main themes identified.

In total there were 169 survey responses (including targeted LGBTQIA+), approximately 100 people engaged through the pop-up consultations and 12 participants in the Youth Council session all describing what a safe community looks and feels like to them. Responses were analysed using the following themes:

# Consultation outcomes



Theme	Includes
<b>Feeling safe and secure</b>	Safe behaviours & streets - free from violence and harassment, free to walk in public spaces day and night and participate in the community
<b>Vibrant and welcoming</b>	Art/culture; plants and greenery, welcoming; presence of people; activities & events; attractive; thriving
<b>Family friendly</b>	Child and family friendly environments and activities
<b>Well lit</b>	Adequate lighting, increased lighting
<b>Resilience / capacity building</b>	Resilience and capacity building to self-manage
<b>Connection &amp; sense of belonging</b>	Feeling connected, valued and a part of the community
<b>Kindness, empathy and helping others</b>	People look out for and help each other, respect, trust
<b>Diverse and Inclusive</b>	Free from discrimination, freedom to be your true self
<b>Well designed and maintained places and spaces</b>	Includes open spaces, public spaces, community facilities, infrastructure
<b>Clean</b>	Environment that is free from graffiti and rubbish; properties and buildings are maintained
<b>Activities and events</b>	Provision of events and activities in the community
<b>Increased surveillance</b>	Increased presence or need for police and/or CCTV
<b>Safe roads</b>	Traffic control / lights
<b>Access to and knowledge of services</b>	Increased and adequate amount of services
<b>Animal control</b>	Off leash areas; local laws enforced
<b>Connectivity and accessibility</b>	Better connections between paths, pedestrian crossings; more public transport / later service
<b>Safe, secure and affordable housing</b>	Also includes crisis accommodation, particularly for women and children

Feeling safe and secure to move around the city at any time of day or night, being free from violence, harassment or abuse were the most common themes across all consultations. People also identified that a safe community involves kindness, empathy, respectful relationships and people looking out for each other. It also includes feeling connected and a part of an inclusive, vibrant community where everyone is valued and feels welcome.

The themes that were present across all consultations were:

- Feeling safe and secure
- Vibrant and welcoming
- Connection and sense of belonging



# Consultation outcomes



- Kindness, empathy and helping others
- Diverse and inclusive

The main themes identified in the **community survey** as a vision for a safe community were:

1. Feeling safe and secure
2. Well lit
3. Clean
4. Diverse and inclusive
5. Kindness and empathy

The main themes identified by the **Youth Council** as a vision for a safe community were:

1. Feeling safe and secure
2. Vibrant and welcoming
3. Well lit
4. Family friendly
5. Connection and sense of belonging

The main themes identified by the **LGBTQIA+ community** as a vision for a safe community were:

1. Diverse and inclusive
2. Connection and sense of belonging
3. Ranked equally
  - Access to and knowledge of services
  - Feeling safe and secure

The main themes identified by the **Community panel** as a vision for a safe community were:

1. Diverse and inclusive
2. Vibrant and welcoming
3. Ranked equally
  - Feeling safe and secure
  - Well lit
  - Well designed and maintained public places and spaces
  - Connectivity and accessibility

The main themes identified by the **Pop-ups** as a vision for a safe community were:

1. Ranked equally:
  - Vibrant
  - Connection and sense of belonging
2. Kindness, empathy and helping each other

# Consultation outcomes



3. Increased police presence and CCTV
4. Ranked equally:
  - Clean
  - Feeling safe and secure

## **Are there any other issues or comments you would like to raise as priorities for community safety in Frankston City?**

Respondents in the community survey were asked if they had any other issues to raise as priorities for community safety in Frankston City. There were 104 responses identifying a range of community safety issues.

Issues related to perceptions of safety at home and in public spaces, either due to increasing numbers of homelessness and squatters in nearby abandoned houses, alcohol and drug issues (including dealing) in neighbourhoods and property crime. People do not feel safe after dark in their neighbourhood and more specifically in Frankston CBD. Road and pedestrian safety was also identified as a major safety concern and includes issues associated with hoon driving, monkey bikes and dirt bikes.

The increase in illegal dumping, graffiti and derelict shops all negatively impact local amenity. There are laneways and streets in the CBD near pubs and clubs that are not well lit and groups of people who can be alcohol or drug affected will congregate, which is intimidating to others. Other issues raised relate to dogs off leash, enforcing local laws, a need for increased CCTV and police presence.



## Key Learnings

### What worked

- Engaging with a diverse range of community members by conducting targeted conversations with hard-to-reach groups through Council’s advisory groups and committees.
- Taking an evidence based approach, using a Discussion Paper with discussion topics to establish the broad scope of the conversation, using data and research to inform the community about the issues and providing clarity on the role of local government.
- Engaging Council departments and external stakeholders from project inception and keeping them engaged in each step of the project, including the community consultation.
- Using community pop-ups to engage people in conversation about community safety in their local area, catching people who may not otherwise get involved.
- Using the Mini Frankston City Community Panel to have a deeper and more deliberative conversation about safety.

### What didn’t work well

- Staff changes in the Social Policy & Planning team resulted in project delays.
- The ongoing impacts of the COVID-19 pandemic still impacted the engagement process, even though the restrictions had been lifted. The COVID-19 cases increased during the engagement process due to the spread of the Omicron sub-variant resulting in some engagements being cancelled (i.e. Nairn Marr Djambana) and low numbers to the in-person community panel workshop.
- The lack of Council relationships with culturally and linguistically diverse communities had a significant impact on the ability to engage these groups in the engagement process.
- The targeted conversations were often conducted over a very short time-frame (i.e. 20 to 30 mins) due to having to fit in with scheduled meetings, which at times resulted in these engagements being rushed and not having the time to explore all topics in depth. The targeted conversations that were in-person were much more engaging.
- Holding the community pop-up consultation in Carrum Downs in conjunction with the Sandfield Reserve Master Plan consultation may have skewed the focus of feedback towards issues at the park specifically.



## Evaluation

The Engagement Plan for this consultation included several measures of success related to the engagement objectives.

The success measures met and the objective they relate to are outlined below:

Objective	Success measure
<b>Captured the lived experiences, views and aspirations of a diverse range of community members</b>	<ul style="list-style-type: none"><li>• 173 surveys were completed by the community</li><li>• 9 services / organisations completed the community group survey</li><li>• Over 100 people participated in the pop-up consultations</li><li>• Topics covered were key safety concerns, emerging issues, what a safe community looks and feels like, what is done well to help feelings of safety, key actions Council can take to address safety issues</li></ul>
<b>Identified the community's vision and priorities for a safe community</b>	<ul style="list-style-type: none"><li>• 23 people participated in targeted conversations</li><li>• A range of council committees and network groups representing older people, young people, LGBTQIA+ community, and people with a disability</li></ul>

# Conclusion



## Next steps

1. Three stakeholder workshops to present the key findings from the community consultation and crime local crime statistics will be delivered between November and December with stakeholders from the Safer Communities Committee, Peninsula Health, Taskforce, Child and Family Partnership and Family Violence networks, and the Emergency Management Committee. This will contribute to priority planning, and identification of emerging themes and gaps to be considered in the Draft Safe Community Policy and Strategy.
2. This engagement report will be made available on Council's website and Engage Frankston Platform, and sent to the participants of the targeted conversations to close the loop.
3. The Safe Community Policy and Strategy will be drafted and further consultation (Stage 2) will be conducted before finalising the documents.



## Appendix 1:

### Consultation materials

- Posters
- Postcards with QR codes
- Flyers
- Surveys
- Discussion paper
- Discussion paper with summaries
- Infographic

## Appendix 2:

### Stage 1 Consultation findings

- Survey results
- Targeted conversations
- Community workshop
- Pop-up consultations

# Appendices



## Appendix 1

### A4 Flyer for community survey

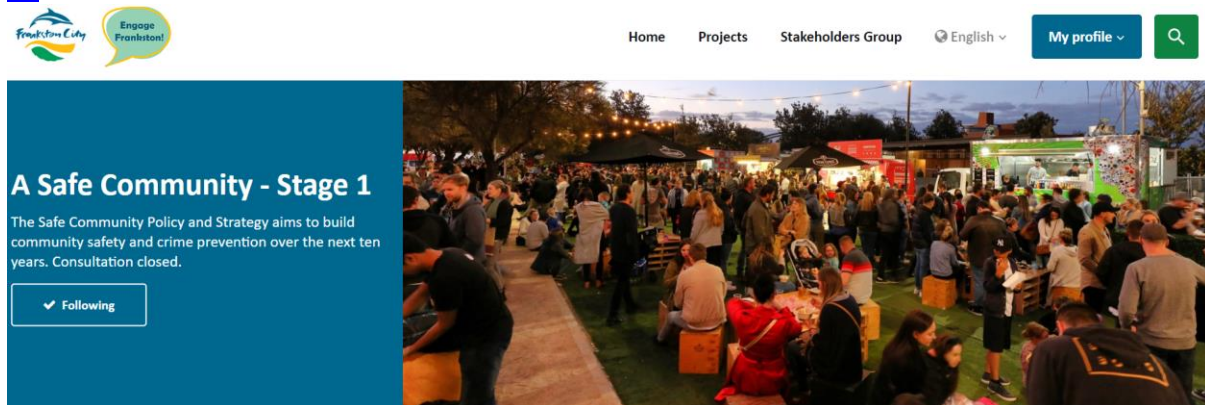


# Appendices



## Engage Frankston! Webpage

[A Safe Community - Stage 1](#) | [A Safe Community - further engagement](#) | [Engage Frankston! \(Logged in\)](#)



## Engage Frankston! Online community survey



Safer Communities -  
Community Survey - B

## Hardcopy community survey



Community Survey -  
hard copy.pdf

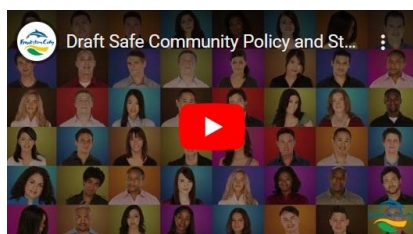
## Consultation posters



Safe Community  
Strategy - Community

## Engagement Video

<https://www.youtube.com/watch?v=A4B8dyXTtPU>





# Appendices



## Discussion papers



DISCUSSION\_PAPER\_-  
\_Safe\_Community\_Poli

## Infographic snapshot



Infographic\_snapshot  
-\_Safety\_and\_Reducin

## Appendix 2

### Stage 1 Consultation findings

#### Purpose

The purpose of this report is to present the findings from the community consultation held to inform the development of the *Draft Frankston City Safe Community Policy and Strategy 2022-2032*. The community consultation took place from February to April 2022, and involved online surveys, community pop-up events, social media posts and targeted community and stakeholder conversations.

#### Objective

The objective of the community consultation was to consult with a diverse range of people and capture their perceptions and experiences of safety and their vision and priorities for a safer community. Topics covered were key safety concerns, emerging issues, what a safe community looks and feels like, what is done well to help feelings of safety and key actions Council can take to address safety issues. Targeted conversations ensured a diverse range of people were consulted to capture the unique experiences and perceptions of population groups that are known to experience the greatest safety risks in the community.

#### Engagement methods and outcomes

Who	Method	Type	Outcome
Whole community	Online survey  Available on the Engage Frankston! platform from 28 February to 3 April 2022	Consult	<ul style="list-style-type: none"><li>• 173 surveys completed</li><li>• 80% women</li><li>• 19% men</li><li>• 89% aged between 25-69 years</li><li>• 32% live in Frankston City</li><li>• 18% speak a language other than English</li><li>• 15% have a disability</li></ul>
	Social media Frankston City Council Facebook page	Inform and consult	<ul style="list-style-type: none"><li>• 5 posts</li><li>• Engagement - 1,296</li></ul>

# Appendices



			<ul style="list-style-type: none"> <li>• Sentiment - positive/constructive</li> <li>• Reactions - 147</li> <li>• Comments - 35</li> </ul>
	<b>Community pop-ups x 2</b> Held in Sandfield Reserve, Carrum Downs and Wells St Plaza, Frankston city centre: <ol style="list-style-type: none"> <li>1. What are your top community safety concerns?</li> <li>2. What does a safe community look and feel like to you?</li> </ol>	Consult	<ul style="list-style-type: none"> <li>• 100 people participated</li> </ul>
	<b>Print media</b> Consultation promoted through a variety of newsletters: <ul style="list-style-type: none"> <li>• Frankston City News</li> <li>• Sports Clubs newsletter</li> <li>• Invest Frankston newsletter</li> <li>• Frankston Envionews</li> <li>• Peninsula Voice</li> <li>• U3A</li> </ul>	Inform	
<b>Community panel workshop</b>	Lyrebird Community Centre <ol style="list-style-type: none"> <li>1. Key safety issues and actions to improve</li> <li>2. In depth discussion on 6 priority issues, actions and partnerships</li> </ol>	Involve	9 participants
<b>Community services</b>	<b>Online survey</b> Available for invited community group representatives on Council's Have Your Say web page	Consult	<ul style="list-style-type: none"> <li>• 9 surveys completed</li> <li>• Service covers 71% Frankston City</li> <li>71% service providers support women and children</li> </ul>
<b>People with disabilities and their carers</b>	Online workshop with the Disability Access and Inclusion Committee	Involve	7 participants
<b>Young people</b>	In person workshop with the Youth Council	Involve	12 participants

# Appendices



<b>Older people</b>	Online workshop with the Age Friendly Ambassadors	Involve	4 participants
<b>LGBTQIA+</b>	<b>Wear it Purple event</b> Hosted by Youth Services  <b>Online workshop with the LGBTQIA+ Collaborative</b>  <b>Targeted online survey</b> Available on Engage Frankston!	Involve and consult	36 participants
<b>Culturally and Linguistically Diverse communities</b>	<b>Targeted online survey</b> Available on Engage Frankston!	Consult	3 participants
<b>First Nations Australians</b>	Workshop with Nairn Marr Djambana  <i>*Note, the Bunurong Land Council was also approached and requested to be formally consulted during the second stage of engagement</i>  *Cancelled due to COVID-19	Consult	n/a
<b>Local Community Safety Committee</b>	Online workshop (targeted stakeholder conversation)	Involve	21 participants



## Who participated in the community survey

Demographic data, such as gender, age and place of residency wasn't collected across all engagement activities. Participants completing the surveys were asked demographic details, but had a choice to provide or not provide this information. This decision was made as a way to remove potential barriers to participation. Where it was collected and recorded, it is presented.

The survey included 7 demographic data questions each with the option of 'prefer not to say'. The following provides a summary of the 173 responses.

### Gender

79.7% (138) of the respondents identified as a woman, with only 19.1% (33) identifying as a man and 0.6% (1) self-described and 0.6% (1) preferred not to say.

### LGBTQIA+

10 respondents (5.8%) identify as LGBTQIA+, 7 (4.1%) preferred not to say and 156 (90.2%) did not identify as LGBTQIA+

### Age

The majority of respondents were aged 25-49 years (51.5%), followed by 50-69 years (37.6%), with only 7.6% aged 70-84 years and 1.2% (2 respondents) aged 15-24 years. There were 4 (2.3%) respondents who preferred not to say. There were no respondents aged 85+ years.

### Aboriginal and/or Torres Strait Islander

Only 1 respondent identified as Aboriginal and/or Torres Strait Islander, 4 preferred not to say, 168 (97.1%) did not identify as Aboriginal and/or Torres Strait Islander.

### Speak a language other than English

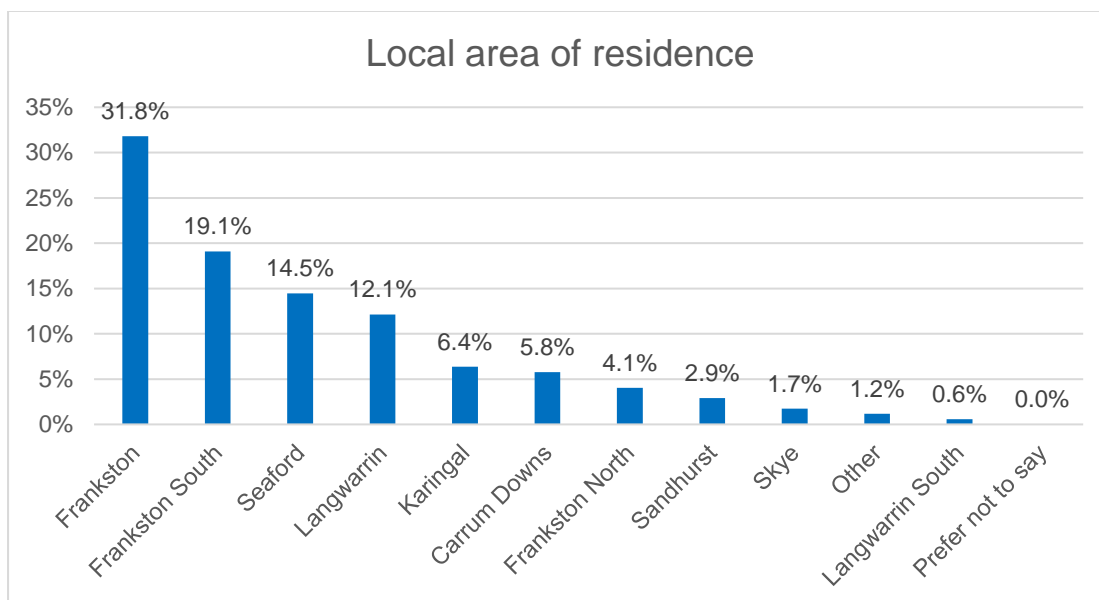
There were 31 respondents (17.9%) who spoke a language other than English, 2 (1.2%) preferred not to say and the majority (80.8%) did not speak a language other than English.

### Disability status

There were 26 respondents (15.0%) who considered themselves to have a disability, 140 (80.1%) did not and 7 (4.1%) preferred not to say.

### Local area of residence

The majority of respondents lived in Frankston (31.8%), followed by those in Frankston South (19.1%), Seaford (14.5%) and Langwarrin (12.1%). Less than one quarter of all respondents lived in Karingal, Carrum Downs, Frankston North, Sandhurst, Skye and Langwarrin South.



## Survey findings by question

The findings from the survey are presented by question, and the responses have been analysed.

### Q.1 In 1 sentence ....what does a safe community look and feel like to you?

Answered: 161 Skipped: 12

Respondents were asked to describe in one sentence what a safe community looks and feels like to them. There were 161 respondents.

More than half of the respondents referenced being able to walk freely within the community, to feel safe to take children and families out, and to be able to walk around the streets, shops and public transport both during the day and night without fear.

- Safety to walk anywhere in my suburb at any time of the day.
- A safe community feels like walking the streets without looking over your shoulder. Being educated and having confidence that sense of safety and well-being is at the forefront of community.
- Somewhere I feel comfortable walking about during the day my young family, plus feel safe when I go out at night
- It looks clean and well-kept with friendly people walking happily around enjoying the area
- Feeling safe to walk tracks and paths, sit on the beach, go for a swim, shopping, out for a meal

# Appendices



- The feeling of being free to walk and drive around the area without feeling unsafe from any danger
- To be able to live and move about my/our community safely at any time
- Where I can walk the streets day and night and feel safe
- A safe community is one where people feel safe to walk around the streets, will not have their houses broken in to, will have sufficient health services in times of medical emergencies, and a council which maintains the infrastructure.

Other themes identified included:

- Well lit and clean
- Kindness and empathy, where people look out for and help each other
- Welcoming, thriving and vibrant community
- Free from crime / low crime / law enforcement of crime
- Diverse and inclusive

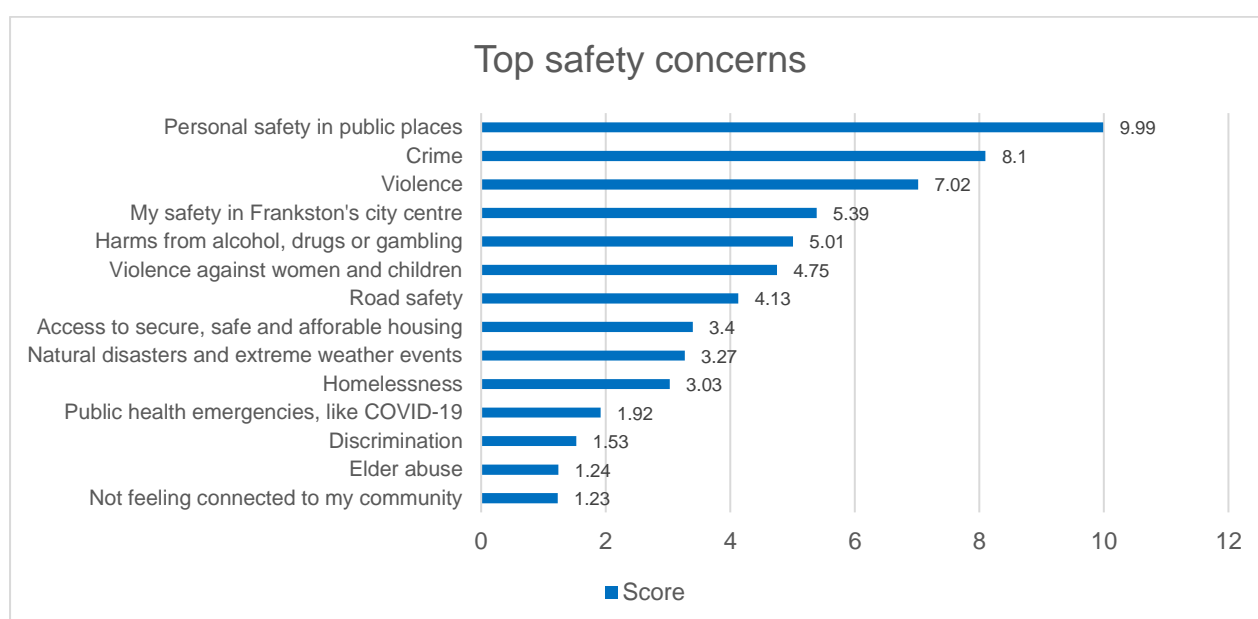
# Appendices



## Q.2 What are your top 5 safety concerns?

Answered: 171 Skipped: 2

Respondents were asked to rank their top 5 safety concerns, these were weighted, ranked and scored in order of importance. Personal safety in public places was the highest safety concern scoring 9.9, followed by crime (8.1), violence (7.02), my safety in Frankston's city centre (5.39) and harms from drugs and alcohol (5.01).



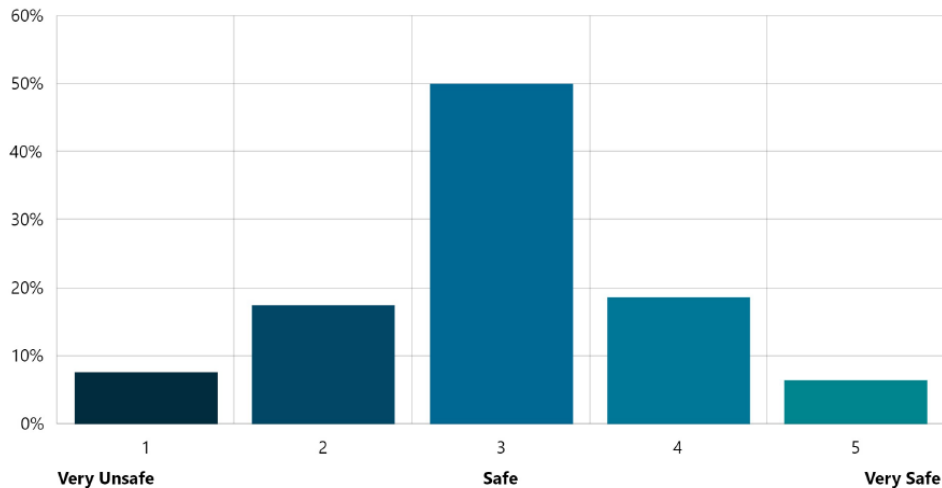
## Q.3 For emergency events and resilience, how would you rate the safety of your local area?

Answered: 172 Skipped: 1

The majority of people rate the safety of their local area in relation to emergency events and resilience as safe to very safe (75%), with a smaller proportion rating it as unsafe to very unsafe (25%).



# Appendices



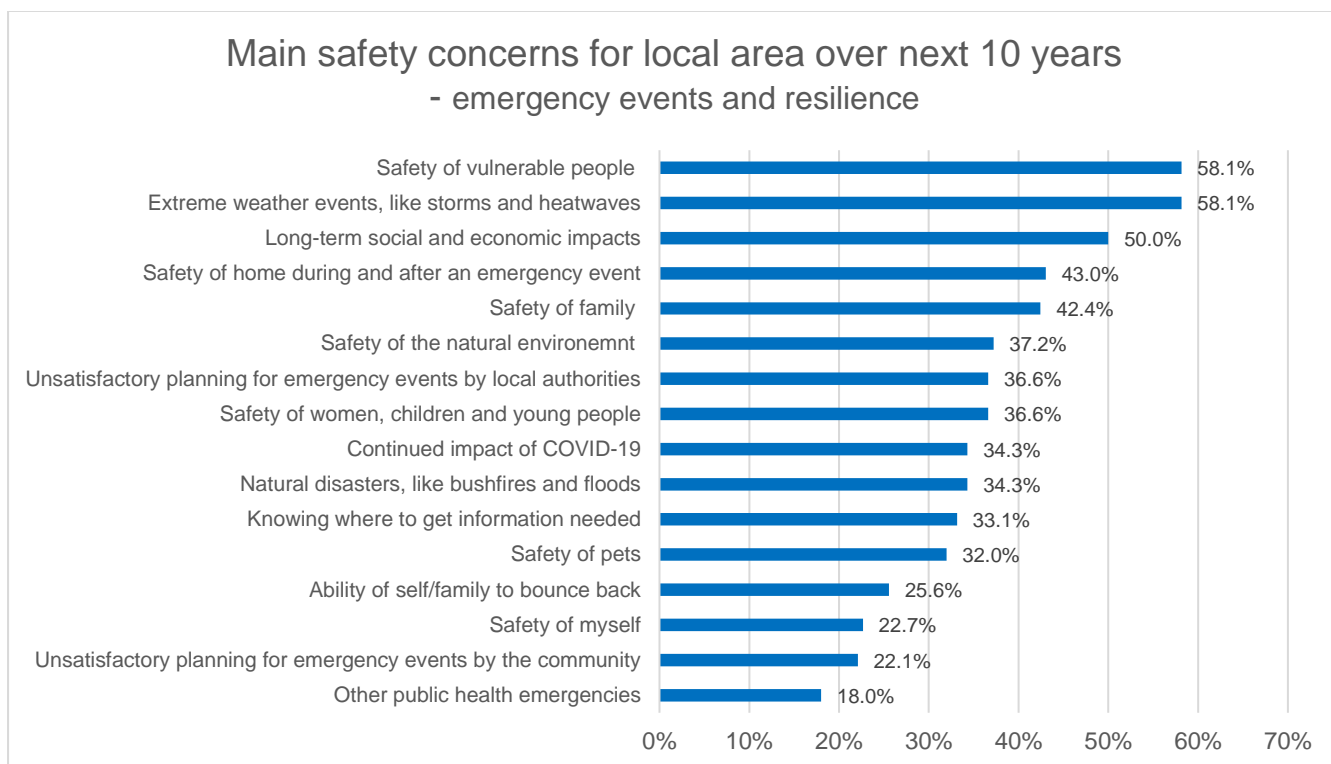
1	2	3	4	5
7.6%	17.5%	50%	18.6%	6.4%

## Q.4 What are your main safety concerns for your local area over the next 10 years relating to emergency events and resilience?

Answered: 172 Skipped: 1

Respondents were asked to select the main safety concerns for their local area over the next 10 years in relation to emergency events and resilience. The main concerns selected were the safety of vulnerable people during emergency events (58.1%) and extreme weather events like storm and heatwaves (58.1%), followed by the long term social and economic impacts (50%), safety of their home during and after an emergency event (43%) and the safety of family during emergency events (42.4%).

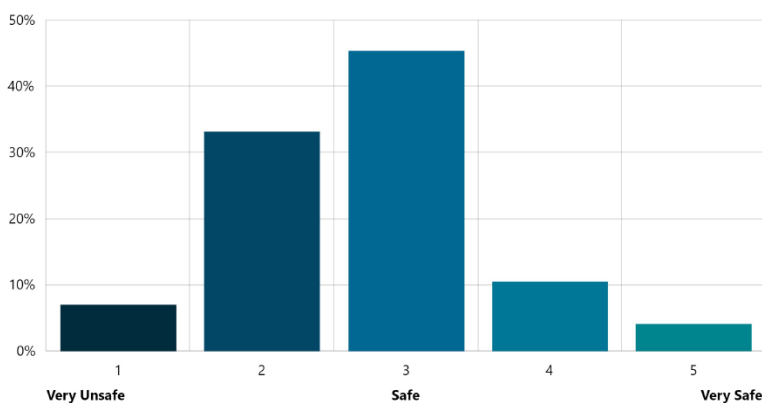
# Appendices



## Q.5 How would you rate the safety of public spaces in your local area?

Answered: 172 Skipped: 1

Respondents rate the safety of public spaces in their local area mainly as safe (45.4%) followed by unsafe to very unsafe (40.1%). 10.5% rated it between safe and very safe, and only 4.1% rated it is very safe.



1	2	3	4	5
7.0%	33.1%	45.4%	10.5%	4.1%



## Q.6 What are your main safety concerns for your local area over the next 10 years relating to safety in public places?

Answered: 172 Skipped: 1

Respondents were asked to identify their main safety concerns for their local area over the next 10 years in relation to safety in public places. The main concerns selected were personal safety at night (85.5%), hoon driving (70.1%), inadequate lighting at night (59.9%), personal safety in parks and reserves (58.1%) and vandalism/graffiti (55.8%).

Safety concern	Percentage	Count
Personal safety at night	85.47%	147
Hoon driving	70.93%	122
Inadequate lighting at night	59.88%	103
Personal safety in parks and reserves	58.14%	100
Vandalism / graffiti	55.81%	96
Safety of public toilets	54.07%	93
General cleanliness and maintenance of local area	53.49%	92
Safety of children and families	53.49%	92
Safety of older people	52.91%	91
Inadequate CCTV coverage	43.60%	75
Safety of people with disabilities	42.44%	73
Personal safety during the day	41.28%	71
Safety of young people	40.12%	69
Pedestrian safety	38.95%	67
Accessibility of public places for people with disability	33.72%	58
Safety of pets	29.65%	51
Safety of infrastructure and equipment in local parks and reserves	25.58%	44
Other	9.30%	16

# Appendices

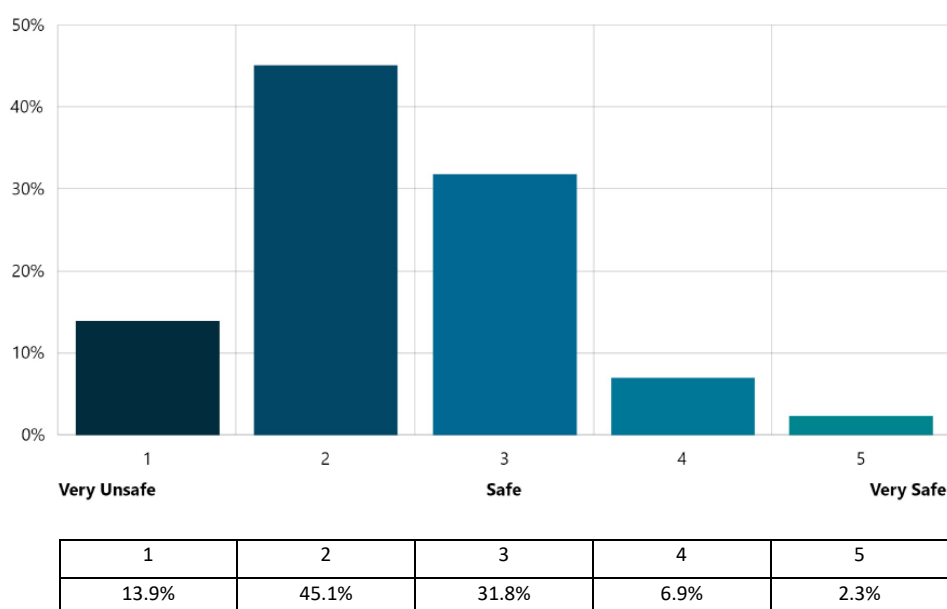


## Q.7 For harms from alcohol, drugs, gambling, road trauma, violence and crime, how would you rate the safety of your local area?

Answered: 173 Skipped: 0

Respondents were asked to rate the safety of their local area in relation to harms from alcohol, drugs, gambling, road trauma, violence and crime.

Over half of the respondents (59%) rated their local area as unsafe or very unsafe, 31.8% rated it as safe, and 9.2% rated it between safe and very safe.

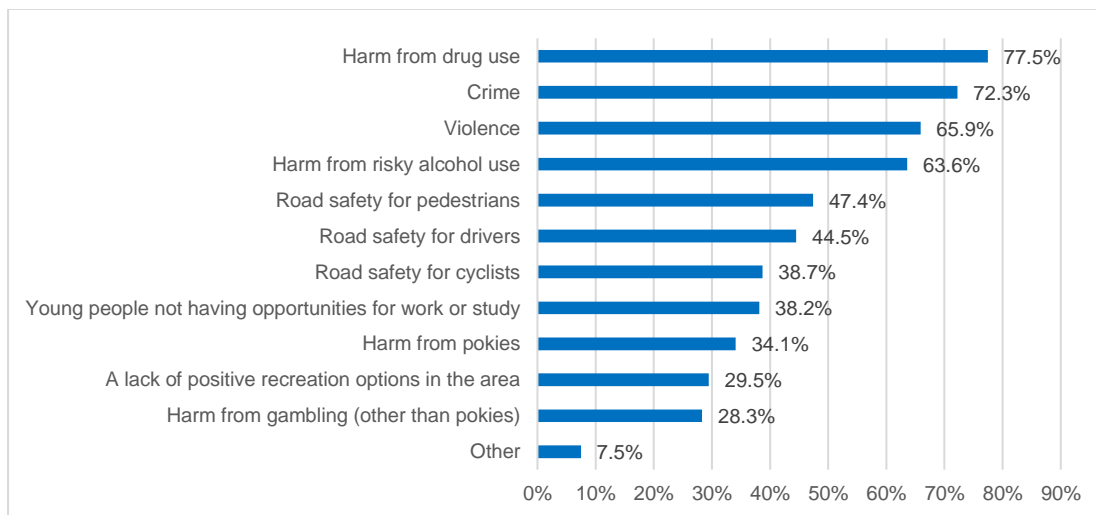


## Q.8 What are your main safety concerns for your local area over the next 10 years relating to harm reduction?

Answered: 173 Skipped: 0

Respondents were asked to identify the main safety concerns for their local area over the next 10 years in relation to harm reduction

The main safety concerns were harm from drug use (77.5%), crime (72.3%), violence (65.9%) and harm from risky alcohol use (63.6%).

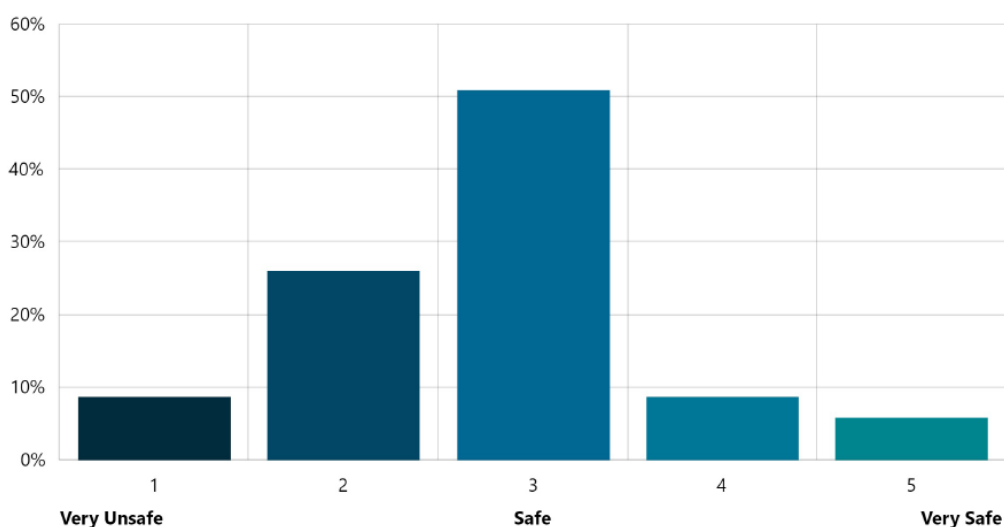


## Q.9 How would you rate the safety of your local area, in relation to family violence?

Answered: 173 Skipped: 0

Respondents were asked to rate the safety of their local area in relation to family violence on a scale of 1 – 5 (with 1 being very unsafe and 5 being very safe).

Just over half of the respondents rated their local area as safe (50.9%), with 34.7% rating it unsafe or very unsafe. Only 14.5% gave a rating of 4 or 5 (very safe).



1	2	3	4	5
8.7%	26.0%	50.9%	8.7%	5.8%

# Appendices

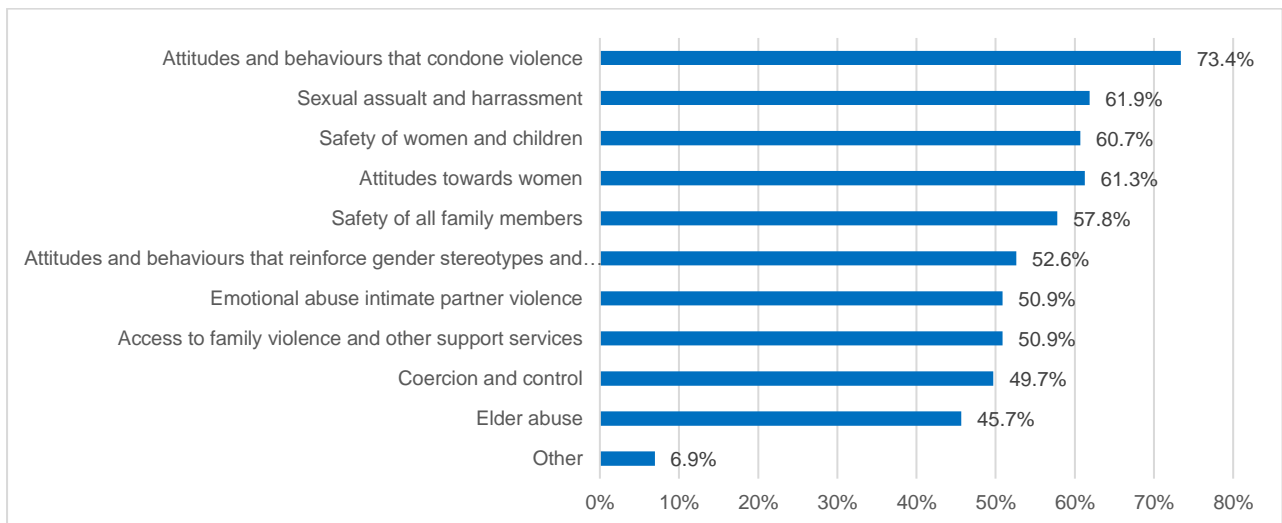


## Q.10 What are your main safety concerns for your local area over the next 10 years relating to family violence, violence against women and children, and elder abuse?

Answered: 173 Skipped: 0

Respondents were asked to select their main safety concerns over the next 10 years in their local area in relation to family violence, violence against women and children and elder abuse.

The main safety concerns were attitudes and behaviours that condone violence (73.4%), sexual assault and harassment (61.9%), safety of women and children (60.7%), attitudes towards women (61.3%) and safety of all family members (57.8%). Only 52.6% identified attitudes and behaviours that reinforce gender stereotypes and gender inequality as a main safety concern relating to family violence, violence against women and children and elder abuse.



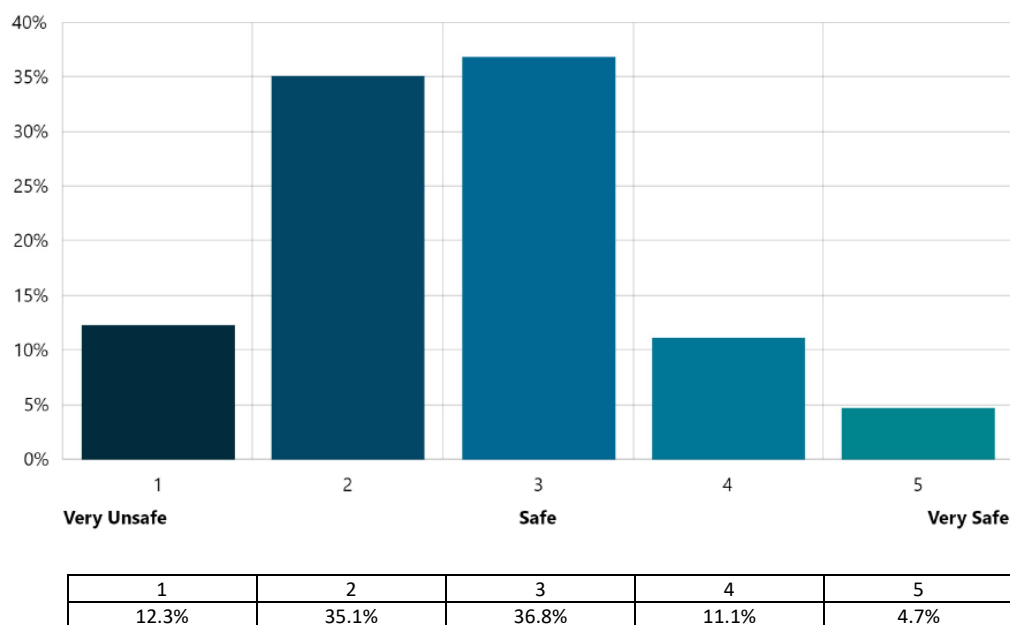
## Q.11 How would you rate the safety of your local area, in relation to homelessness? (On a scale from 0 to 10, where 0 is very unsafe and 10 is very safe)

Answered: 171 Skipped: 2

Respondents were asked to rate the safety of their local area on a scale from 0 to 10, in relation to homelessness.

36.8% of respondents rated their area as safe, closely followed by those rating it as less safe (35.1%). 12.3% of respondents rated their local area as very unsafe, this was higher than 4.7% rating of very safe. 11.1% rated the area as moderately safe.

# Appendices

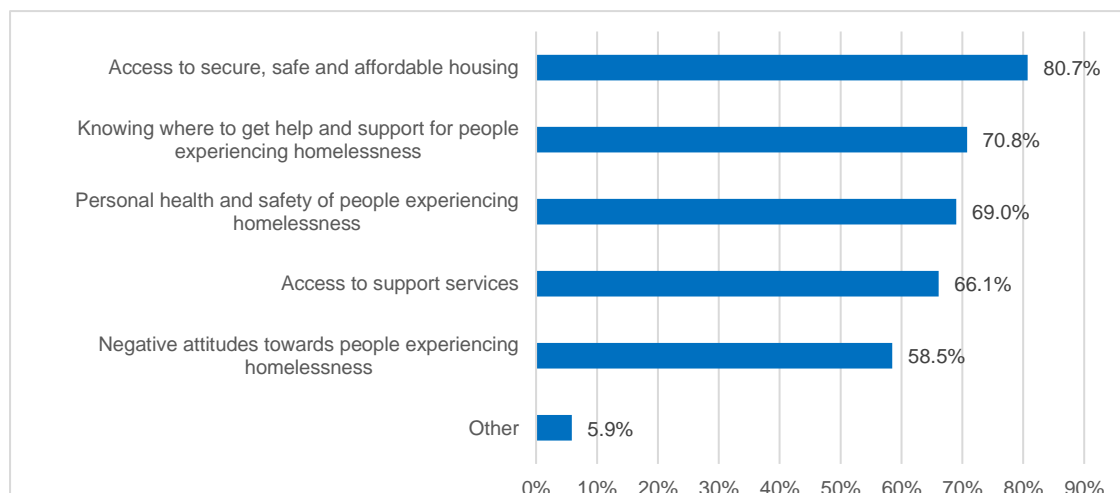


## Q.12 What are your main safety concerns for your local area over the next 10 years relating to homelessness?

Answered: 171 Skipped: 2

Respondents were asked to select their main safety concerns over the next 10 years in their local area in relation to homelessness, multiple responses were allowed.

The main safety concern was access to secure, safe and affordable housing (80.7%), followed by knowing where to get help and support for people experiencing homelessness (70.8%), and personal health and safety of people experiencing homelessness (69%).



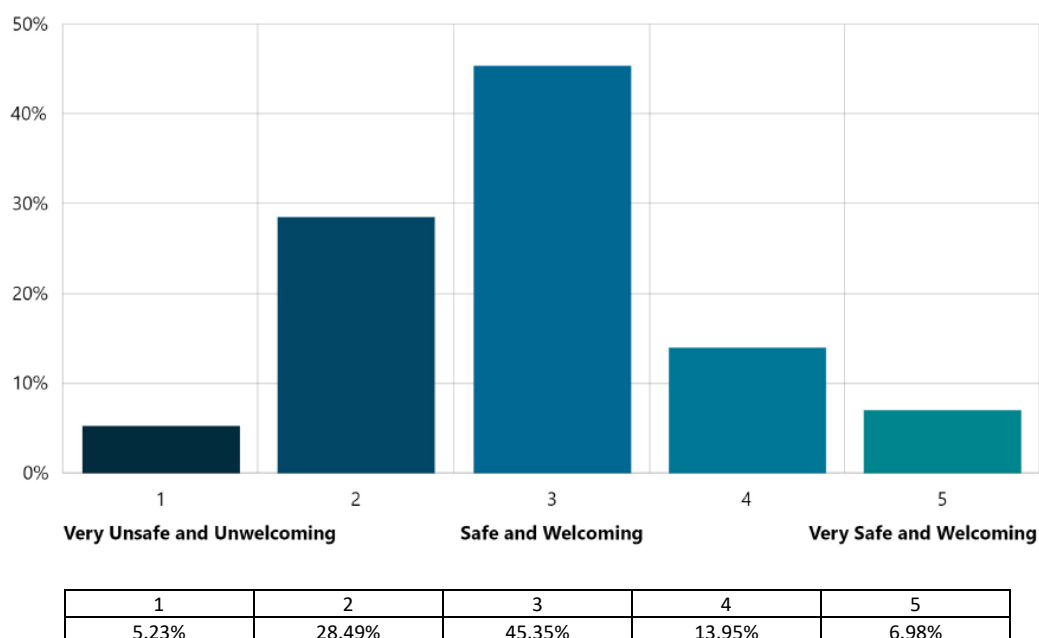
# Appendices



## Q.13 How would you rate your local area as a safe and welcoming community?

Answered: 172 Skipped: 1

Respondents were asked to rate their local area as a safe and welcoming community. 45.35% rated their area as safe and welcoming and 28.49% rated it as less safe and welcoming. 5.23% rated their local area as very unsafe and unwelcoming, 6.98% rated it as very safe and welcoming and 13.95% as moderately safe and welcoming.



## Q.14 What are your main safety concerns for your local area over the next 10 years relating to creating safe and welcoming communities?

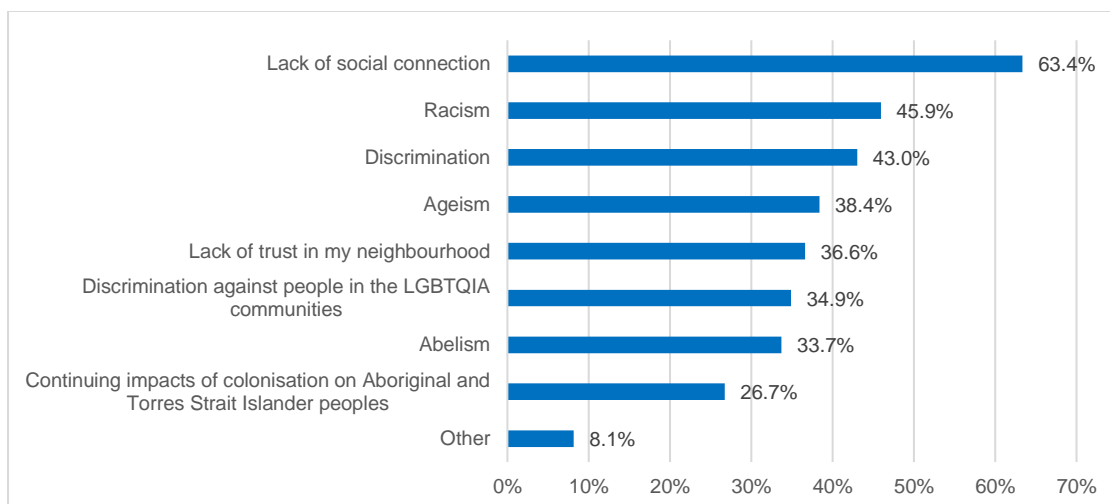
Answered: 172 Skipped: 1

Respondents were asked to select their main safety concerns for their local area over the next 10 years relating to creating a safe and welcoming community.

Lack of social connection was the highest rating concern with 63.37% responses, followed by racism (45.9%), discrimination (43.0%), ageism (38.4%) and lack of trust in the neighbourhood (36.6%).



# Appendices

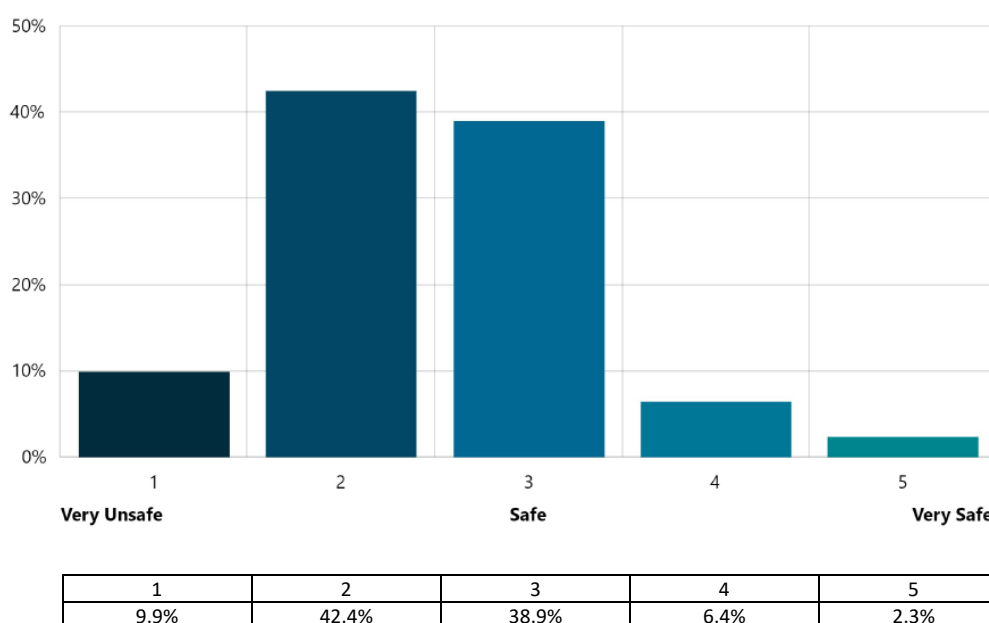


## Q.15 How would you rate the safety of Frankston's City Centre?

Answered: 172 Skipped: 1

Respondents were asked to rate the safety of Frankston's City Centre on scale of 0-5 (0 very unsafe – 5 very safe).

More than half of the respondents (52.3%) rated the city as very unsafe to moderately unsafe, 47.6% as safe to very safe.



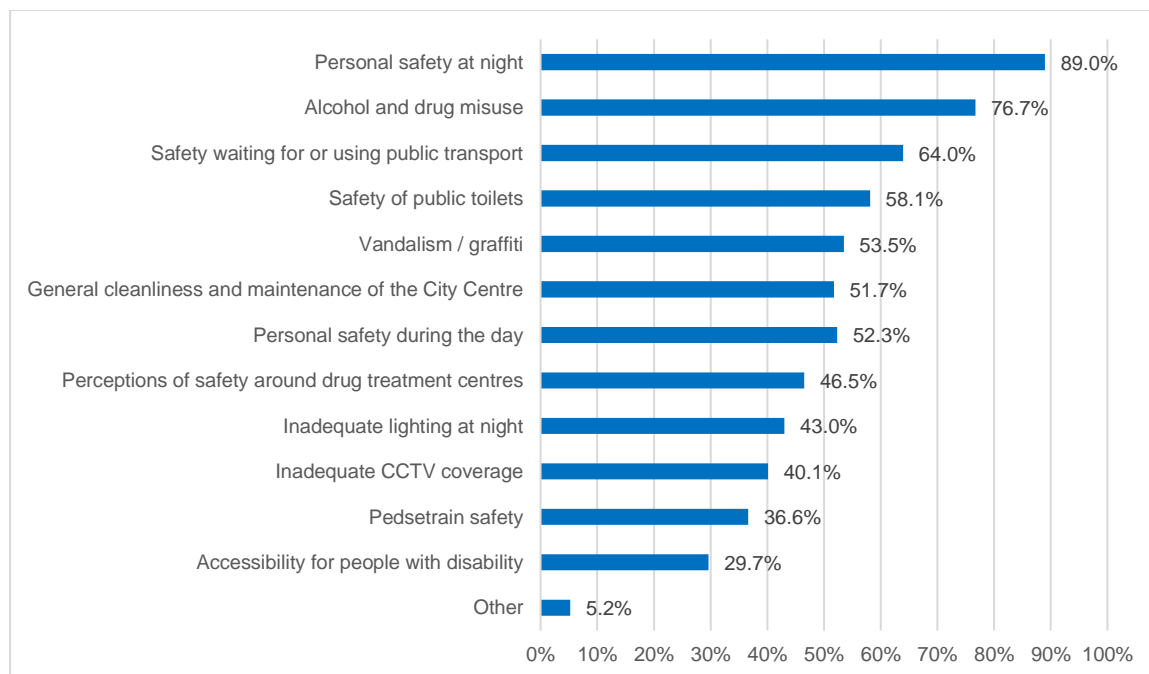
# Appendices



## Q.16 What are your main safety concerns for Frankston's City Centre over the next 10 years?

Answered: 172 Skipped: 1

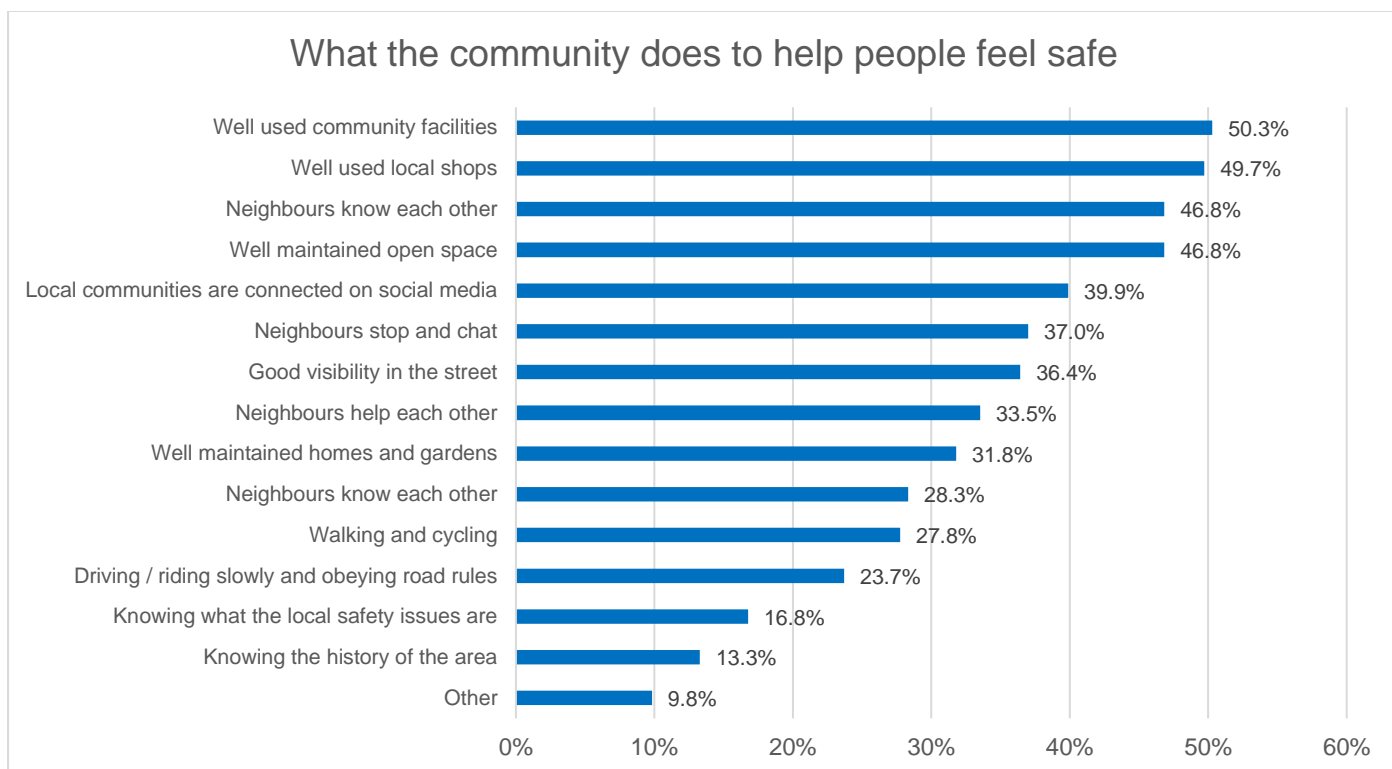
Respondents were asked to select their main safety concerns for Frankston's City Centre over the next 10 years from 12 options. The top concern was related to personal safety at night (89%) followed by alcohol and drug misuse (76.7%), safety waiting for or using public transport (64%) and safety of public toilets (58.1%).



## Q.17 What does your local community do well to help you feel safe?

Answered: 173 Skipped: 0

Respondents were asked to identify what their local community does to help them feel safe, multiple responses were able to be selected. Well used community facilities (50.3%) and well used local shops (49.7%) were selected at the highest rate, followed by neighbours know each other and well maintained open space (both with 46.8%).



## Q.18 What are the top 5 actions Council could take to make Frankston City safer?

Answered: 171 Skipped: 2

Respondents were asked to rank the top 5 actions Council could take to make Frankston City safer, these were weighted, calculated and scored in order of importance. The top 5 actions identified for Council to make Frankston City safer were:

1. Creating and maintaining safe and accessible public spaces, parks and reserves – 9.86
2. Work with specialist support services to assist vulnerable community members – 9.18
3. Work with emergency services like police and ambulance to respond to community safety issues – 8.73
4. Work with services and community groups on initiatives to reduce harms from alcohol drugs and gambling – 7.92
5. Creating and maintaining community facilities (like libraries and community centres) – 4.96

Answer choice	Score
Creating and maintaining safe and accessible public spaces, parks and reserves	9.86
Work with specialist support services to assist vulnerable community members	9.18
Work with emergency services like police and ambulance to respond to community safety issues	8.73
Work with services and community groups on initiatives to reduce harms from alcohol drugs and gambling	7.92

# Appendices



Answer choice	Score
Creating and maintaining community facilities (like libraries and community centres)	4.96
Take action on climate change	4.85
Enforcing local laws	4.23
Support communities to create welcoming neighbourhoods	4.10
Road safety upgrades	3.92
Connect people with events, activities and programs	3.54
Collaborate with government, service providers and community groups to better understand community safety issues	3.33
Work with emergency services like the VicSES to plan for, respond to and recover from natural disasters	2.84
Promote safe behaviour at festivals and events	2.62
Community campaigns, advocacy, activities and events about safety issues	2.62
Land use and planning to encourage affordable housing	2.51
Design climate-resilient public buildings and open space	1.80
Monitoring and enforcing public and environmental health through licensing and inspections	1.66
Provide information for the community about safety	1.33

## Q.19 Are there any other issues or comments you would like to raise as priorities for community safety in Frankston City?

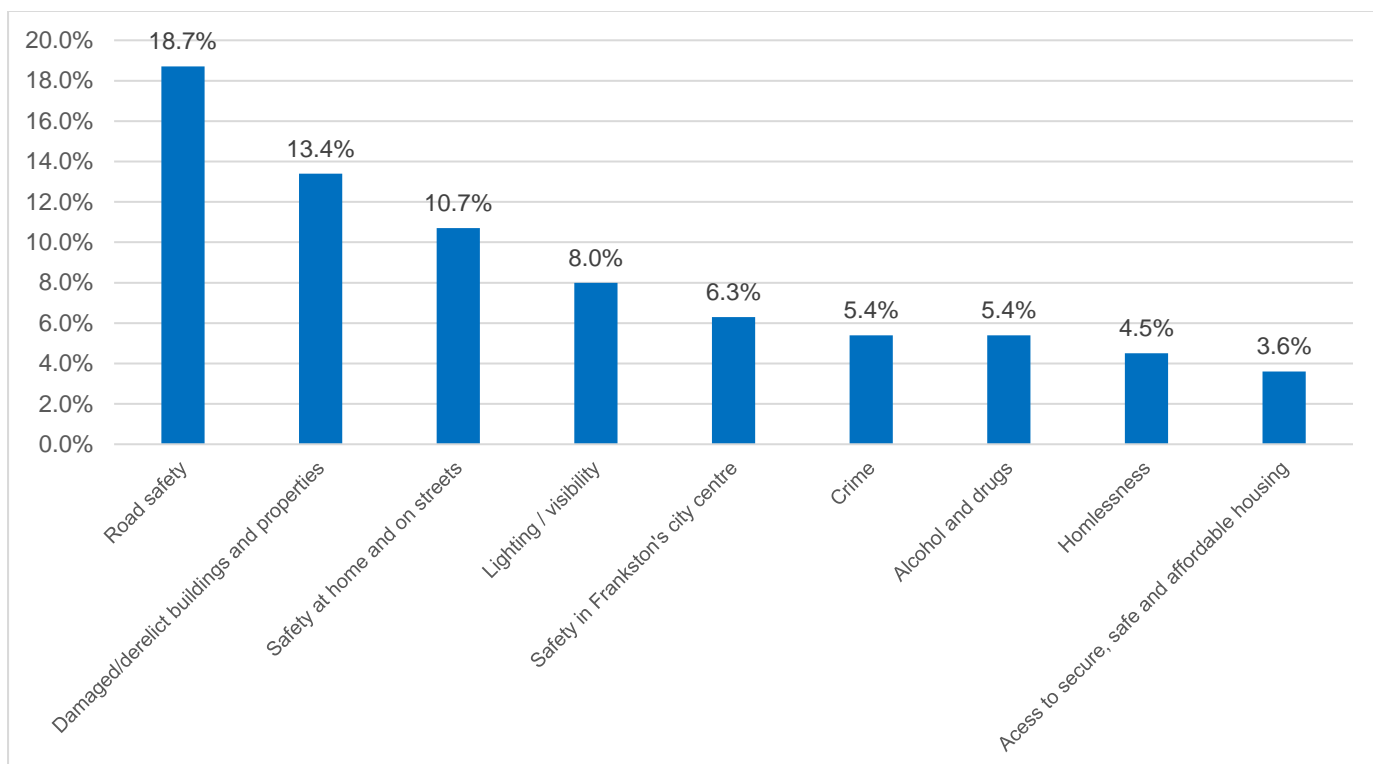
Answered: 104 Skipped: 69

Respondents were asked if they had any other issues to raise as priorities for community safety in Frankston City. There were 161 respondents identifying a range of community safety issues.

Issues related to feelings of safety at home and in public spaces, either due to increasing numbers of homelessness and squatters in nearby abandoned houses, alcohol and drug issues (including dealing) in neighbourhoods and property crime. People do not feel safe after dark in their neighbourhood and more specifically in Frankston CBD. Road and pedestrian safety was also identified as a major safety concern and includes issues associated with hoon driving, monkey bikes and dirt bikes.

The increase in illegal dumping, graffiti and derelict shops all negatively impact local amenity. There are laneways and streets in the CBD near pubs and clubs that are not well lit and groups of people who can be alcohol or drug affected will congregate, which is intimidating to others. Other issues raised relate to dogs off leash, enforcing local laws, a need for increased CCTV, greater police presence and foot patrols.

# Appendices



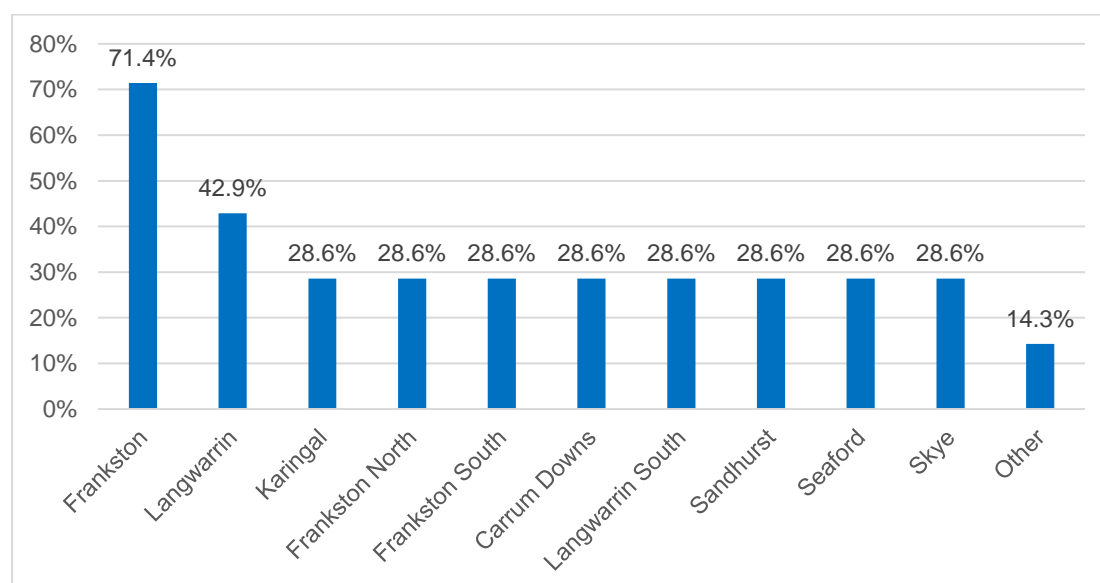
## Who participated in the community group and services survey

The community group and services survey was sent to 30 different community groups and services in Frankston City, with 9 respondents. There were 2 demographic questions in relation to the users/members of the groups and services. The results of these are presented below.

### Q.1 What areas does your community group / service cover?

Answered: 7    Skipped: 2

All areas of Frankston City were covered by the respondent community groups and services. Frankston was the highest rate (71.4%), followed by Langwarrin (42.9%) and all other areas at the same rate of 28.6%.



### Q.2 Who does your service support / or are members of your community group?

Answered: 7    Skipped: 2

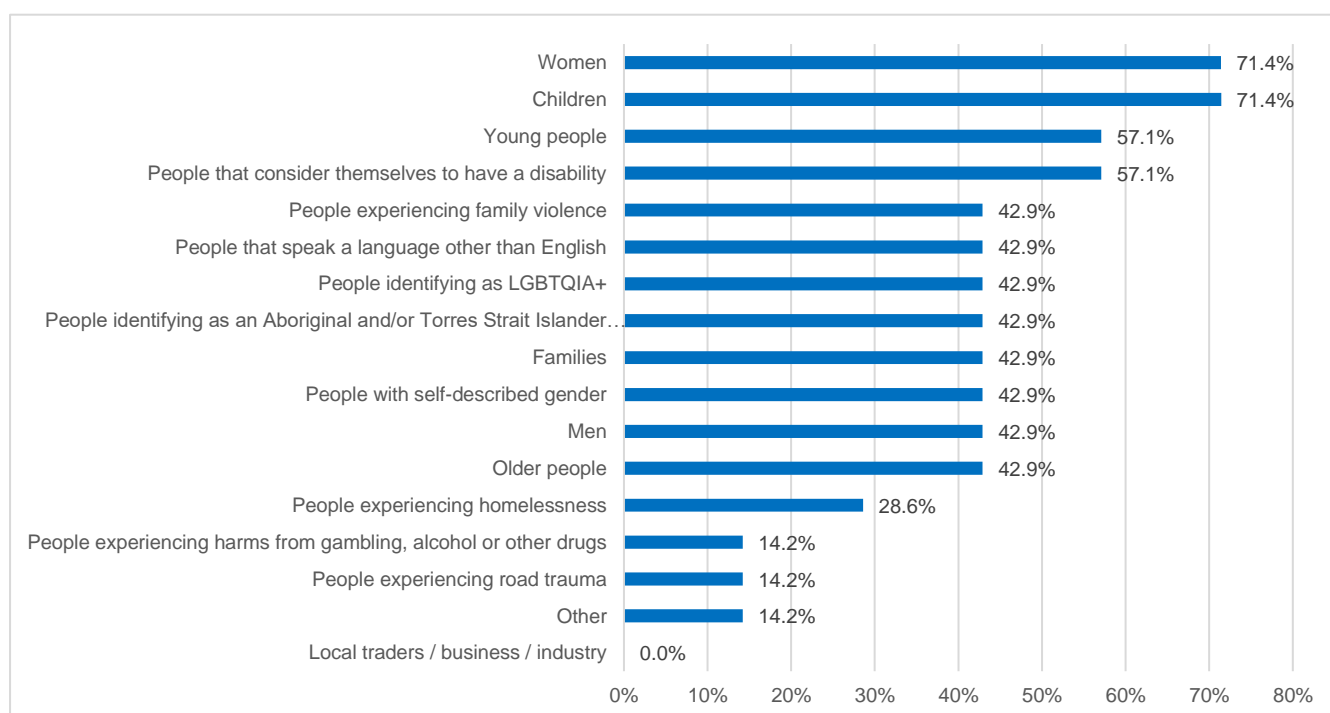
Respondents were asked to identify the different groups that are either members or receive support from their service or community group. Multiple responses were able to be selected.

All groups with the exception of local traders / business / industry were identified as users or members of the community group or service organisation. Women and children had the highest percentage with 71.4% each, followed by young people and people with a disability both with 57.1%

# Appendices



respectively. Those that experience harms from gambling, alcohol or other drugs and those experiencing road trauma had the lowest rate with 14.2%.



### Q3. In 1 sentence....what would a safe community look and feel like for your members / service users

Answered: 7    Skipped: 2

Respondents were asked to describe what a safe community looks and feels like for their members and service users:

- Better access to appropriate services and homes
- Freedom to pursue their lives and activities without feeling fear or being limited
- A place where everyone feels they can be themselves and not feel fear due to their gender, age, cultural background, sexuality or disability
- A safer community would be one in which relationships are respectful and there is no power imbalance between the genders. So men are responsible for their own behaviour and are respectful and never violent or controlling to people of all genders
- Safe footpaths free of debris and better lighting
- Families will feel safe in their own neighborhood
- Free of Family Violence and violence. Equitable housing, education and employment opportunities.

# Appendices

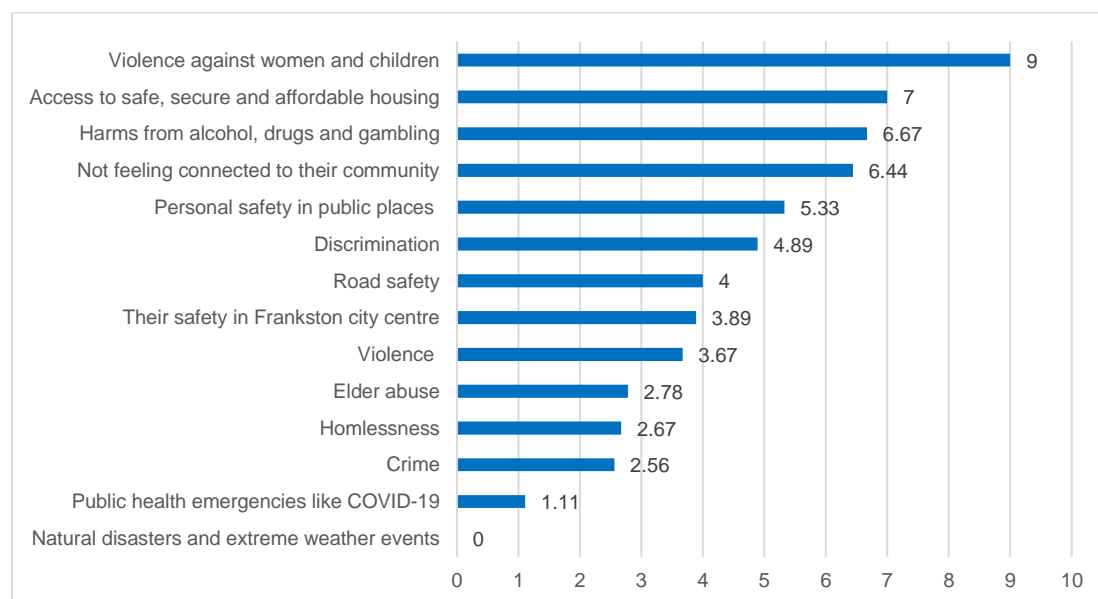


## Q.4 What are the top safety concerns for your members / people using your service

Answered: 9 Skipped: 0

Respondents were asked to identify the top safety concerns for group members or people using the service, multiple responses were available which were weighted and scored.

Violence against women and children was the highest scoring safety concern identified for community group members and service users with a score of 9.0. This was followed by access to safe, secure and affordable housing (7), harms from drugs, alcohol and gambling (6.67), not feeling connected to their community (6.44) and personal safety in public places (5.33). Natural disasters and extreme weather events (bushfire, floods, storms and heatwaves) was not identified by any respondents.



## Q.5 What are the top 5 actions Council could take to make Frankston City safer for your members / people using your service?

Answered: 9 Skipped: 0

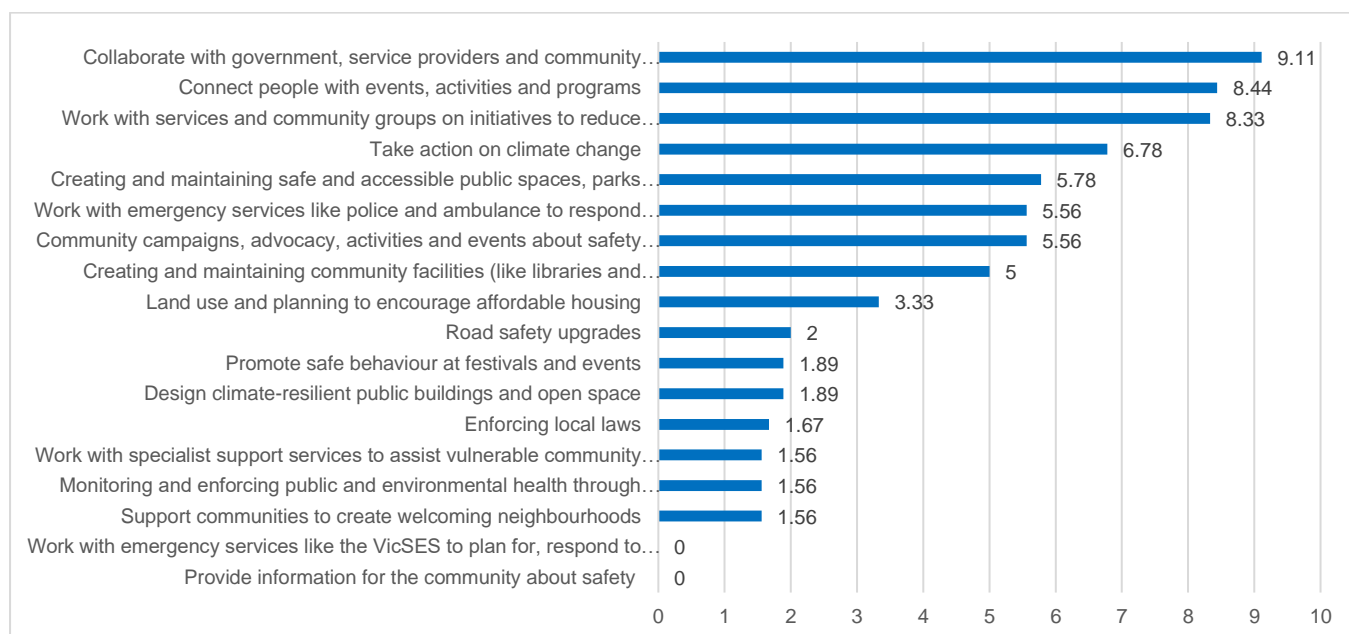
Respondents were asked to identify the top 5 actions Council could take to make Frankston City safer, multiple responses were allowed which were weighted and scored.



# Appendices



The highest scoring action was for Council to collaborate with government, service providers and community groups to better understand community (9.11), followed by connect people with events, activities and programs (8.44) , work with services and community groups on initiatives to reduce harms from alcohol, drugs and gambling (8.33), take action on climate change (6.78) and create and maintain safe and accessible public spaces, parks and reserves (5.78).



## Q.6 Are there any other issues or comments you would like to raise about community safety in Frankston City?

Answered: 3 Skipped: 6

- Increased lighting for paths and streets
- CCTV
- Limit places people can smoke i.e. foreshore, beaches, streets surrounding Bayside
- Reduce speed limits in high foot/bike traffic areas
- Include Aboriginal language across public places/venues
- Trans/gender diverse welcoming public toilets
- Apply a gender lens to safety and address gender inequality; embed this in the safety strategy
- Regular streetscape and footpath maintenance (clean up debris and branches).

# Appendices

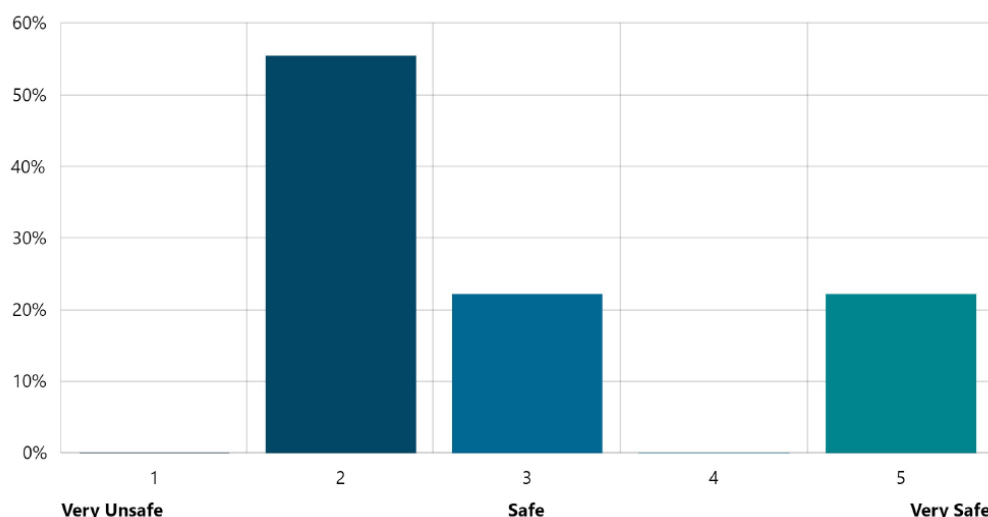


## Q.7 For emergency events and resilience, how would you rate the safety of your group members / service users, on a scale from 0 to 5, where 0 is very unsafe and 5 is very safe?

Answered: 9    Skipped: 0

Respondents were asked to rate the safety of their group members and service users in relation to emergency events and resilience. The responses were weighted and scored to provide the overall ratings.

Overall the highest rating was unsafe with 55.6%, followed by safe and very safe both with a rating of 22.2%.



1	2	3	4	5
0%	55.6%	22.2%	0%	22.2%

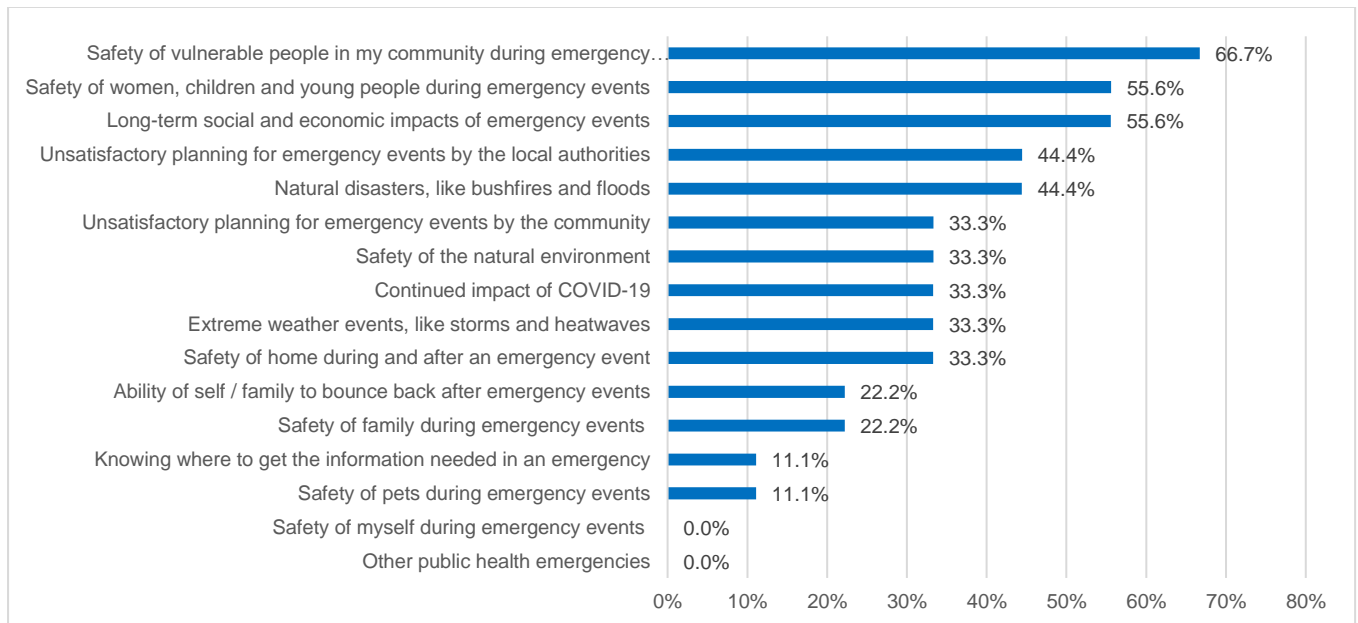
## Q.8 What are your main safety concerns for your local area over the next 10 years relating to emergency events and resilience?

Answered: 9    Skipped: 0

Respondents were asked to select the main safety concerns they have for their local area over the next years in relation to emergency events and resilience.

The safety of vulnerable people in my community during emergency events was the greatest concern (66.7%), followed by the safety of women, children and young people (55.6%) and the long-term social and economic impacts of emergency events (55.6%).

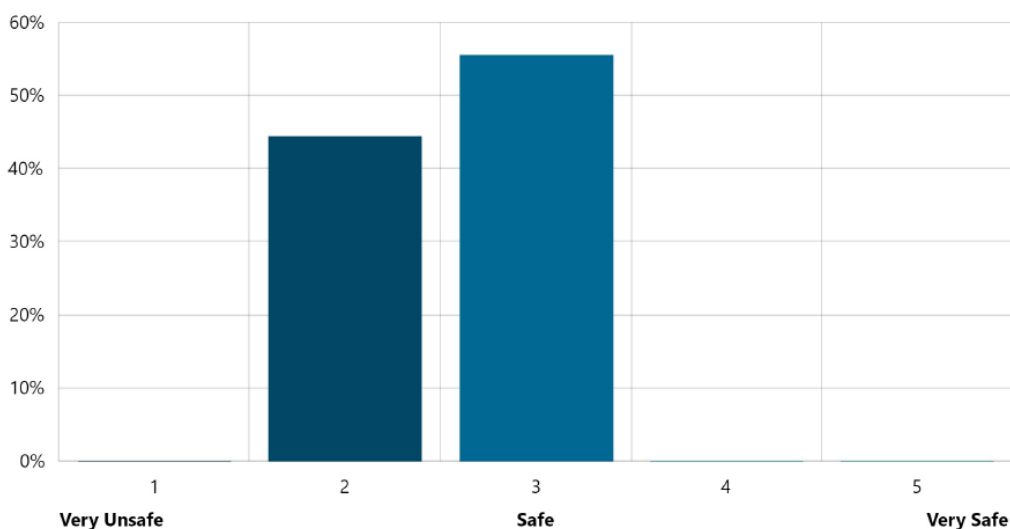
# Appendices



## Q.9 How would you rate the safety of public spaces and spaces for your group members / service users, on a scale from 0 to 5, where 0 is very unsafe and 5 is very safe?

Answered: 9 Skipped: 0

Respondents were asked to rate the safety of public spaces for their group members or service users on a scale from 0 – 5. The responses were weighted and scored with the highest rating being safe (55.6%) followed by unsafe (44.4%)



1	2	3	4	5
0%	44.4%	55.6%	0%	0%

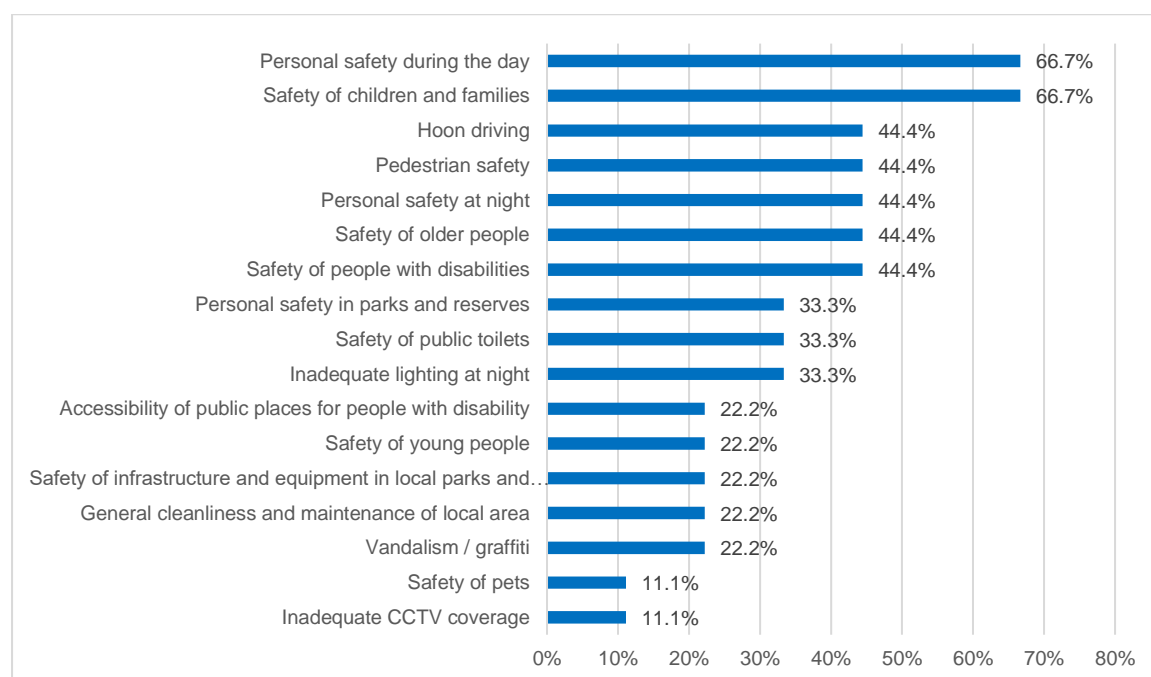
# Appendices



## Q.10 What are your main safety concerns for your group members / service users over the next 10 years relating to safety in public places and spaces?

Answered: 9 Skipped: 0

Respondents were asked to identify the main safety concerns for their members and service users over the next 10 years in relation to safety in public places and spaces. Personal safety during the day and the safety of children and families were rated the highest safety concerns, both with 66.7%. The lowest rating was for safety of pets and inadequate CCTV coverage (11.1%).



## Q. 11 For harms from alcohol, drugs, gambling, road trauma, violence and crime, how would you rate the safety of your group members / service users?

Answered: 9 Skipped: 0

Respondents were asked to rate the safety of their members or service users in relation to harms from alcohol, drugs, gambling, road trauma, violence and crime. The responses were weighted and scored with being unsafe the highest rating (77.8%).

1 Very unsafe	2	3 Safe	4	5 Very safe
0%	77.8%	11.1%	0%	11.1%

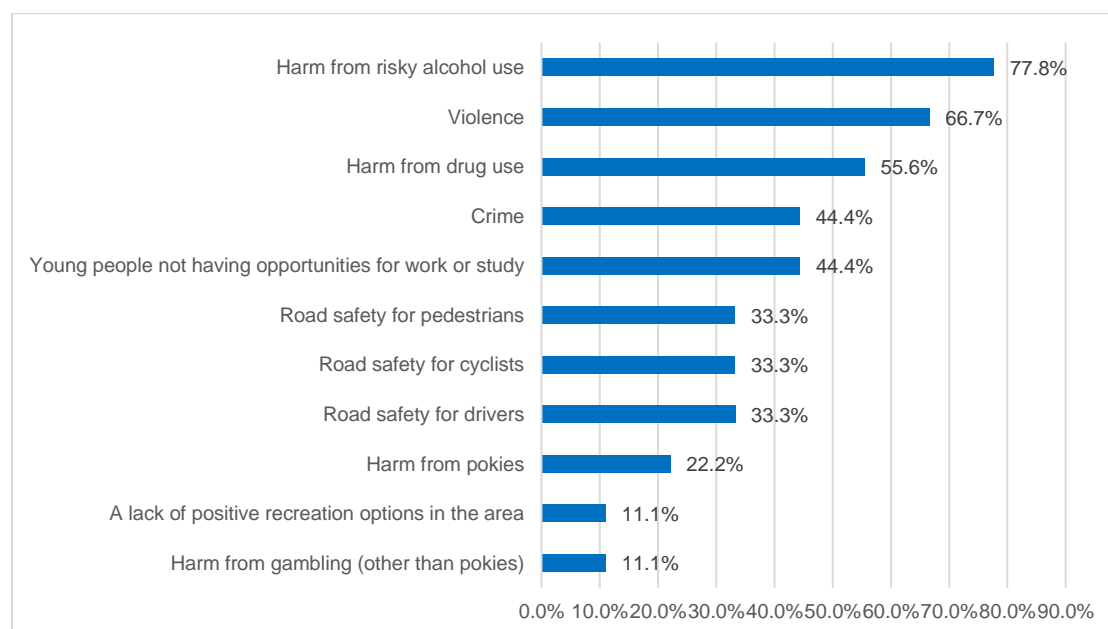
# Appendices



## Q.12 What are your main safety concerns for your group members / service users over the next 10 years relating to harm reduction?

Answered: 9 Skipped: 0

Respondents were asked to identify the main safety concerns for their members and service users over the next 10 years in relation to harm reduction. The responses were weighted and scored with harm from risky alcohol use rated as the highest safety concern with 77.8%, followed by violence (66.7%) and harm from drug use (55.6%)



## Q.13 How would you rate the safety of your group members / service users, in relation to family violence?

Answered: 9 Skipped: 0

Respondents were asked to rate the safety of their group members or service users in relation to family violence. The responses were weighted and scored with the highest rating being unsafe (77.8%).

1 Very unsafe	2	3 Safe	4	5 Very safe
0%	77.8%	11.1%	0%	11.1%

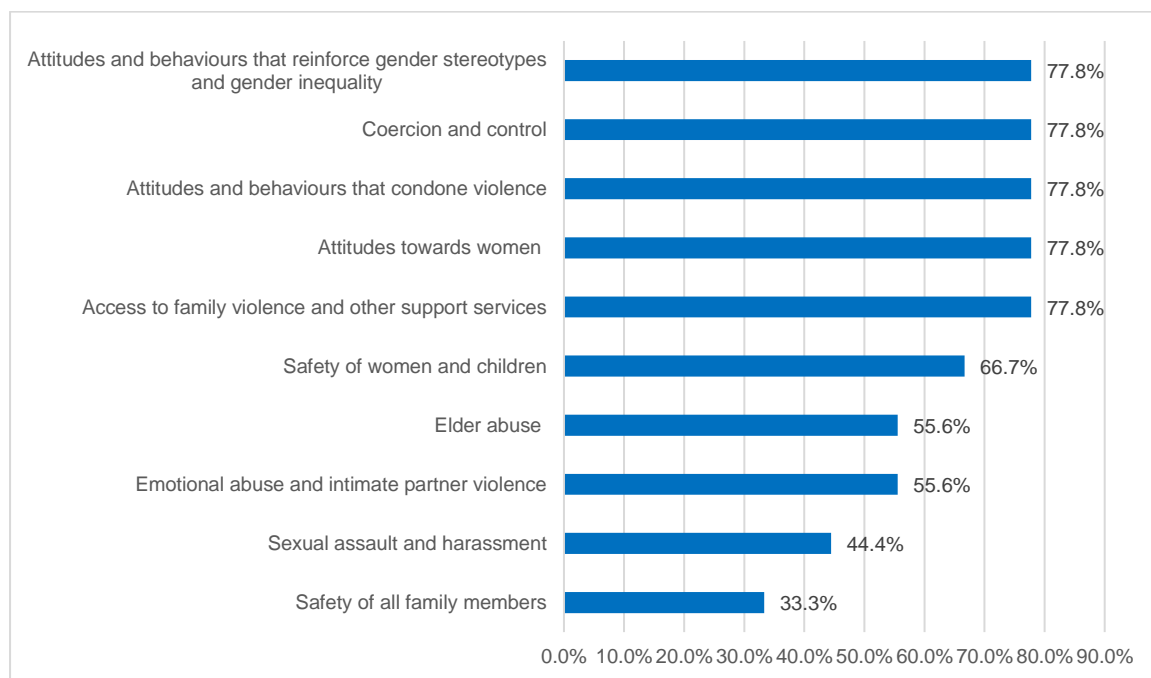
# Appendices



## Q.14 What are your main safety concerns for your group members / service users over the next 10 years relating to family violence, violence against women and children, and elder abuse?

Answered: 9 Skipped: 0

Respondents were asked to identify the main safety concerns of their members or service users over the next 10 years in relation to family violence, violence against women and children and elder abuse. The responses were weighted and scored with an equal rating of 77.8% for attitudes and behaviours that reinforce gender stereotypes and gender inequality, coercion and control, attitudes and behaviours that condone violence, attitudes towards women, and access to family violence and other support services. Safety of women and children was rated at 66.7%, elder abuse and emotional abuse and intimate partner violence at 55.6%, sexual assault and harassment at 44.4%, and safety of all family members at 33.3%.

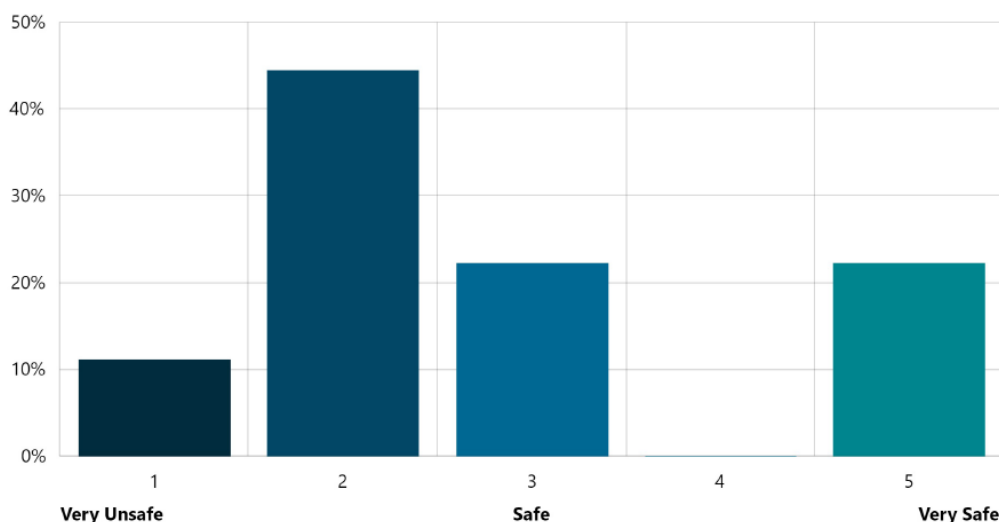


## Q.15 How would you rate the safety of your group members / service users, in relation to homelessness?

Answered: 9 Skipped: 0

Respondents were asked to rate the safety of their members or service users in relation to homelessness using a rating of 0-5 (with 0 being very unsafe to 5 being very safe). The highest rating was unsafe (44.4%), followed by safe and very safe (both with 22.2%) and very unsafe (11.1%).

# Appendices

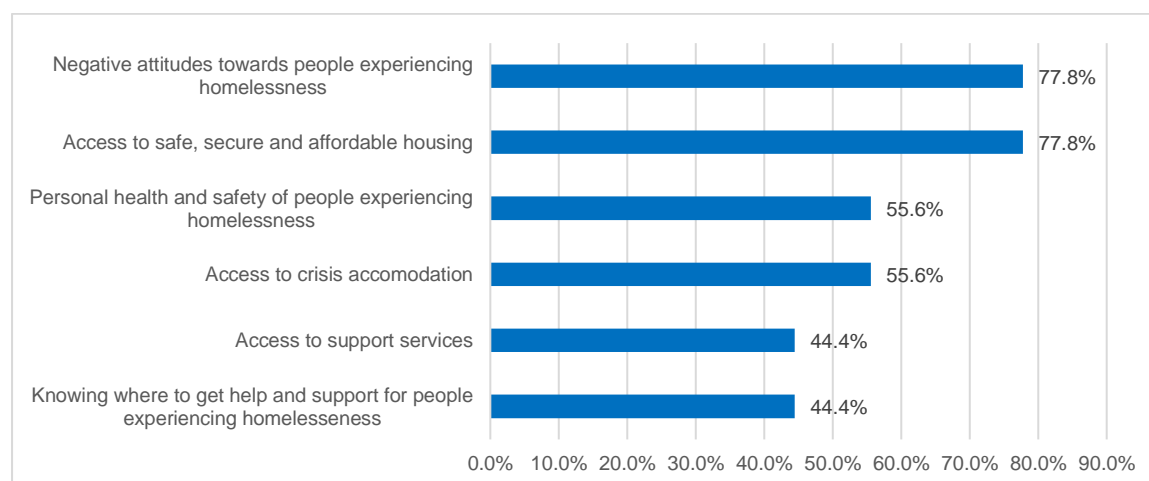


1	2	3	4	5
11.1%	44.4%	22.2%	0%	22.2%

## Q.16 What are your main safety concerns for your local area over the next 10 years relating to this issue?

Answered: 9 Skipped: 0

Respondents were asked to identify the main safety concerns for the local area over the next 10 years in relation to homelessness. The highest rating safety concern was negative attitudes towards people experiencing homelessness and access to secure, safe and affordable housing, both rated 77.8%.



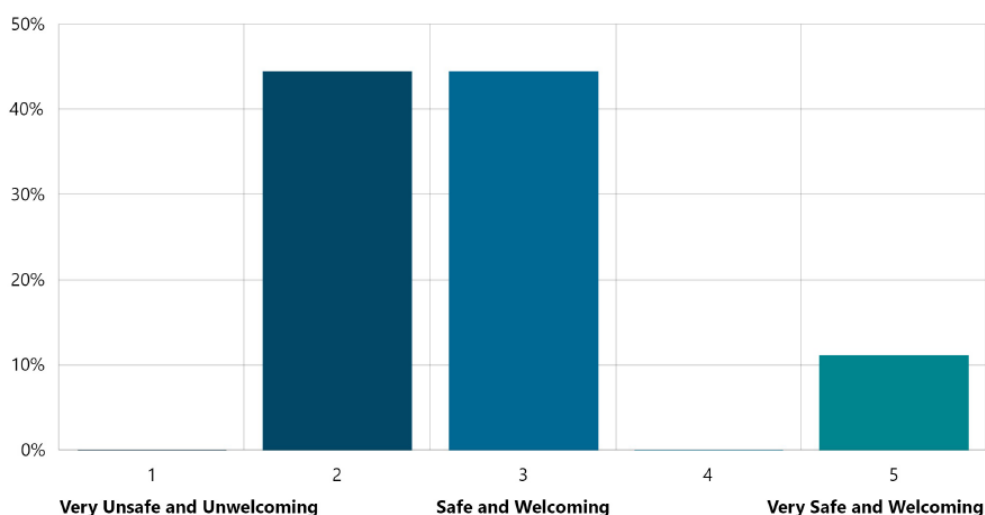
# Appendices



## Q.17 How would you rate the safety of Frankston, as a safe and welcoming community, for your group members / service users?

Answered: 9 Skipped: 0

Respondents were asked to rate the safety of Frankston as a safe and welcoming community for their members and service users. It was equally rated as safe and welcoming (44.4%) and unsafe and less welcoming (44.4%), with an 11.1% rating for very safe and welcoming.



1	2	3	4	5
0%	44.4%	44.4%	0%	11.1%

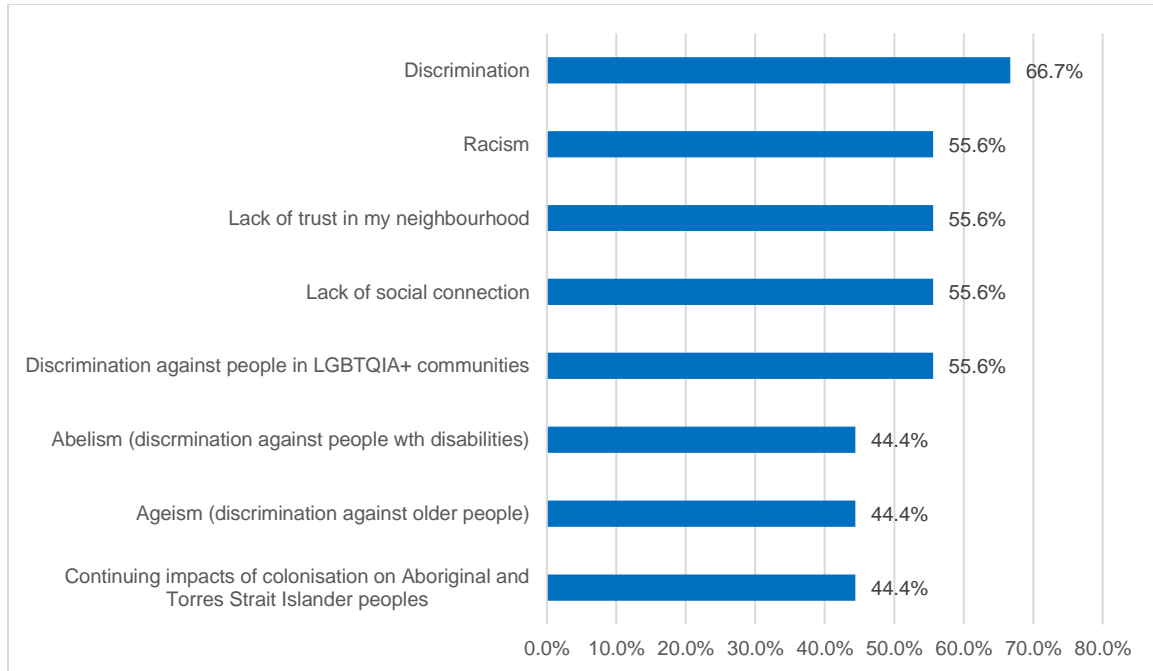
## Q.18 What are your main safety concerns for your group members / service users over the next 10 years relating to this issue?

Answered: 9 Skipped: 0

Respondents were asked to identify the main safety concerns for their members and service users over the next 10 years in relation to Frankston as a safe and welcoming community. Discrimination was rated as the highest safety concern with 66.7%, followed by racism, lack of trust in my neighbourhood, lack of social connection and discrimination against people in LGBTQIA+ communities all with a rating of 55.6%.



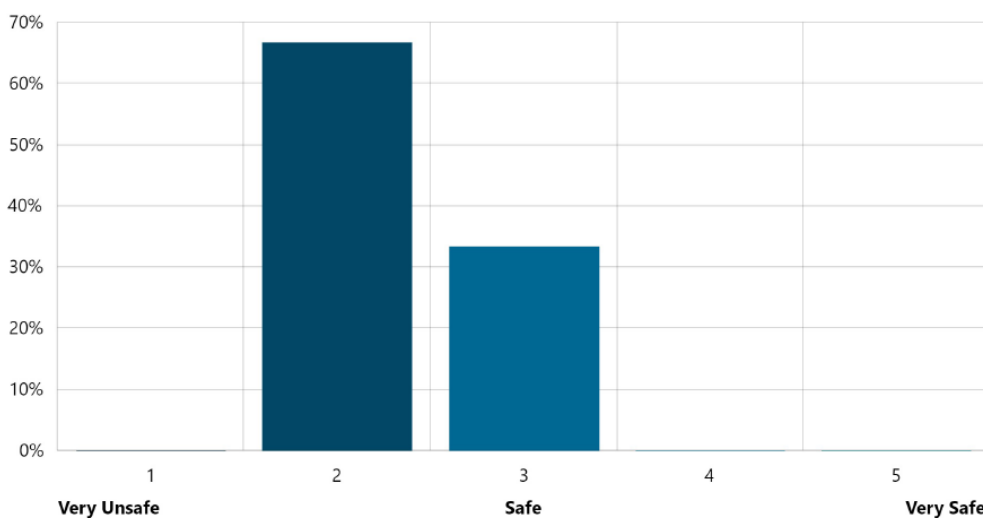
# Appendices



## Q.19 How would you rate the safety of Frankston's City Centre, for your group members / service users?

Answered: 9 Skipped: 0

Respondents were asked to rate the safety of Frankston's City Centre for their group members and service users, with unsafe as the highest rating (66.7%) followed by safe (33.3%).



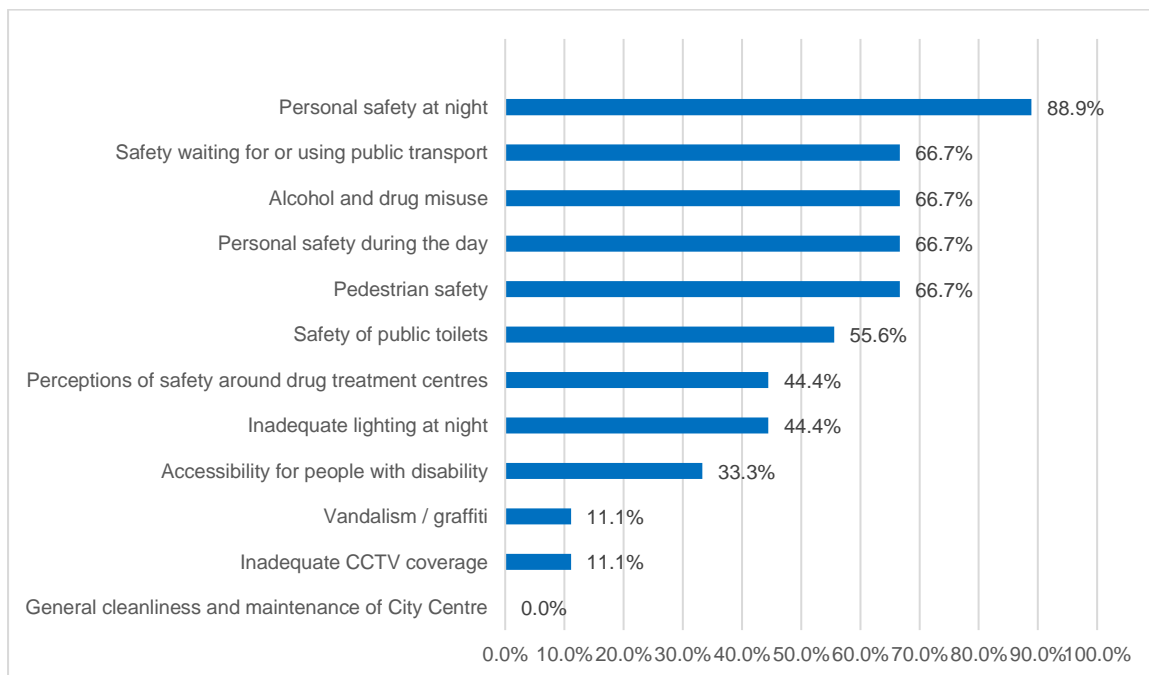
1	2	3	4	5
0%	66.7%	33.3%	0%	0%

## Q.20 What are your main safety concerns for your group members / service users, for Frankston's City Centre over the next 10 years?

Answered: 9 Skipped: 0

Respondents were asked to identify the main safety concerns for their group members and service users for Frankston City Centre over the next 10 years.

The main safety concern was personal safety at night (88.9%), followed by safety waiting for or using public transport (66.7%), alcohol and drug misuse (66.7%), personal safety during the day (66.7%) and pedestrian safety (66.7%).





## Additional engagement

An additional round of targeted engagement was held between 26 August and 10 October 2022 to capture feedback from the LGBTQIA+ and Culturally and Linguistically Diverse (CALD) communities as it was identified these groups were underrepresented in Stage 1 of the engagement process.

Two short surveys were developed and two workshops planned. The results of these are presented below

### LGBTQIA+ Survey

#### Demographics:

Of the 16 respondents, 8 indicated what suburb they live, with 37.5% in Frankston and 25% in both Frankston South and Langwarrin respectively.

#### Gender:

Of those that responded to this question (8) 37.5% identify as a woman, 25% identify as a man, and 37.5% are self-described

#### Age:

Of those that responded to this question (8) the majority were aged between 25-49 (75%) and 50-69 years (25%)

#### Aboriginal and/or Torres Strait Islander:

Of those that responded to this question (8) none identified as Aboriginal and/or Torres Strait Islander

#### Disability

Of those that responded to this question (8) 62.5% do not have a disability, and 37.5% have a disability

#### Q1. Do you identify as LGBTQIA+?

Answered: 16 Skipped: 0

100% of respondents identified as LGBTQIA+

#### Q.2 What are your top 5 safety concerns?

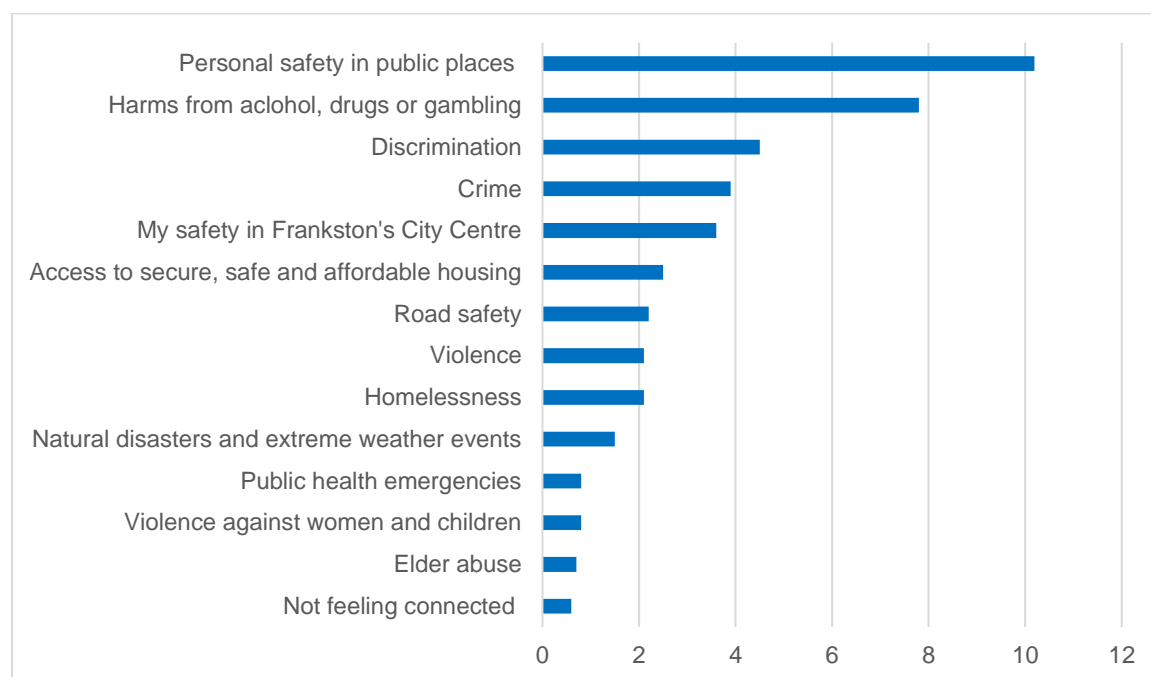
Answered: 16 Skipped: 0

Respondents were asked to rank their top 5 safety concerns, these were weighted and scored with the following results.

# Appendices



The top 5 safety concerns were personal safety in public places (10.2), Harms from alcohol, drugs or gambling (7.8), Discrimination (4.5), Crime (3.9), and Safety in Frankston's City Centre (3.6).



### Q3. What can we do to help you feel safer?

Answered: 13 Skipped: 3

The majority of comments were related to creating and maintaining safe and accessible public spaces, parks and reserves. These included creating safe places by increasing the lighting across Frankston City, suburbs, train station and the surrounding streets. Creating and maintaining community facilities were also important, including safe places for people who have been discriminated against, inclusive non-gendered services and youth specific places and spaces. Providing information and education to the community about the LGBTQI+ community was raised as a significant need to combat discrimination and lack of awareness and inclusivity for this community, as well as providing support to improve inclusivity at sporting groups, events and a recognition of the adult LGBTQIA+ community.

### Q.4 In 1 sentence....what does a safe community look and feel like to you?

Answered: 14 Skipped: 2

Most comments related to diversity and inclusion, being free to be themselves, to live in a welcoming, accepting community and being valued and accepted. Other comments related to feeling safe to participate and move around in the community. A welcoming, well lit, clean and vibrant community contributes to feelings of safety.



## **Q.5 Do you have any other feedback about community safety in Frankston City?**

Answered: 15   Skipped: 4

Concerns relate primarily to the perception of dangerous people, including anti-social behaviour associated with drug and/or alcohol affected people, bullying and lack of action by police. Improving the amenity of streets and empty businesses, improved lighting and safe places contribute to feeling safe. Also providing support for rough sleepers and those who are homeless.

### **Frankston City and Mornington Peninsula LBTQIA+ Collaborative network targeted conversation**

A discussion was held with 5 participants from the LGBTQIA+ Collaborative. Members of the collaborative represent a range of services and organisations in the local community that work directly with or advocate for people in the LGBTQIA+ community. Below is a summary of the discussion focused around the discussion topics used in the community survey.

#### **What are the main safety concerns for the LGBTQIA+ community in Frankston?**

➔ Discussion on ways to address the safety concerns are listed under each section

#### **Safe and resilient communities**

- Increase peoples capacity to talk about climate change and risks associated; create networks, all training and discussion must be run by rainbow ticked presenters to enable inclusion
  - Being safe and respected at emergency relief centres and by emergency services
- ➔ Review emergency management practices and processes

#### **Safe places and spaces**

- Security and hotel staff are not trained in managing discrimination – there is a safety risk from both public/patrons and business owners
  - Verbal abuse
  - LGBTQIA+ inclusivity training for Council staff
  - Real and perceived physical safety issues for Trans and all LGBTQIA+ people moving around in public places
  - Safety risk going to a range of venues (pubs, clubs), businesses, public toilets
  - Safety risk online – social media; troll comments on Council posts
- ➔ Public Toilet Action Plan – all gender toilets
- ➔ Active campaign for ‘Welcome Here’, including employers to support safe employment pathways
- ➔ Businesses signing up to ‘Welcome Here’

# Appendices



## Harm reductions

- Exclusion and discrimination can lead to maladaptive coping strategies and can occur in anyone, this is often the driver of the harm not inherent in the identify itself
- AOD misuse can be a symptom of other issues, including not feeling safe
- Lack of community knowledge of specific services or dedicated services available
- ➔ Support AOD service providers to build capacity in LGBTQIA+ inclusion

## Safe and respectful relationships

- Information for families that have gender diverse members (parents and/or children)
- Specific awareness and education on rigid gender roles and how this intersects with gender identity and sexuality
- ➔ More emphasis in Respectful Relationships curriculum in full spectrum of gender and sexual identities
- ➔ Gender equality kit project work in every school

## Reducing homelessness

- Lack of specific housing services that are culturally safe for queer communities
- Young LGBTQIA+ people experience higher rates and risks of becoming unhoused due to rejection from family on the basis of sexual or gender identity. This needs to be addressed
- ➔ Advocate for support for specialist services
- ➔ Dedicated LGBTQIA+ Housing service
- ➔ Advocate for significantly higher numbers of social and affordable housing

## Safe and inclusive communities

- Opportunity for Council to get rainbow tick accreditation
- Capacity building for service providers including local government
- Real and perceived safety concerns may prohibit LGBTQIA+ communities from feeling safe enough to join in
- Increasing visibility through events and training in the community
- Having formal social networks/peer support groups and opportunities locally
- ➔ Free training for businesses and services locally
- ➔ LGBTQIA+ exclusivity training for local government staff

## CALD survey

3 Respondents

## Demographics

Two respondents indicated they live in Frankston City Council

## Gender

Two respondents describe their gender as female

# Appendices



## **Age**

Two respondents were 25-49 and 50-69 years

## **Aboriginal and/or Torres Strait Islander**

No respondents identified as Aboriginal and/or Torres Strait Islander

## **Disability**

No respondents consider themselves to have a disability

### **Q1. What are your top 5 safety concerns in Frankston City**

Answered: 2    Skipped: 1

Respondents were asked to rank their top 5 safety concerns, these were weighted and scored with the following results.

1. Personal safety in public places and spaces (14.0)
2. Violence against women and children (12.0)
3. Not feeling connected to my community (11.5)
4. My safety in Frankston City (10.5)
5. Homelessness (6.0) / Discrimination (6.0)

### **Q2. What can we do to help you feel safer?**

Answered: 1    Skipped: 2

Better lighting and CCTV, relocation of homeless people near station, stronger police presence. More venues for families to encourage activity in the central areas.

### **Q3. In one sentence...what does a safe community look and feel like to you?**

Answered: 1    Skipped: 2

Leased shops, colour lights at night, families and friends out and about

### **Q4. Do you have any other feedback about community safety in Frankston City?**

Answered: 0    Skipped: 3

No responses were provided for this question

## Targeted community conversations findings

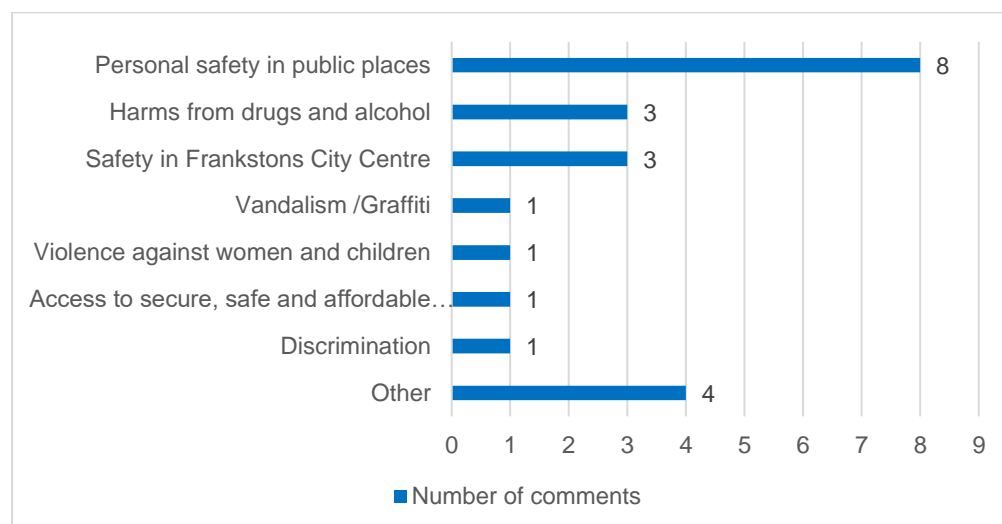
The targeted community conversations involved 3-4 key questions adapted for each group. The results from these are summarised below.

### Youth Council

An in-person workshop was held with Frankston Youth Council to seek young people's perspectives on community safety. The workshop held on 29 March 2022 focused on young people's vision for a safe community and to identify their top safety concerns and ideas for making Frankston City feel safer. Twelve young people participated in the workshop.

#### Question 1: What are your main safety concerns in Frankston?

A range of safety concerns in Frankston were identified by the Youth Council with the most issues raised related to personal safety in public spaces, followed by harms from drugs and alcohol and safety in Frankston's City centre.



- Frankston streets, city and foreshore park are not safe – particularly at night
  - *“Frankston changes when the sun sets”*
- Poor lighting contributes to feelings of being unsafe
- Public and school toilets are not safe
  - *“People use them to take drugs (school kids use public toilets near schools for this)”*
- Sexual harassment – especially in Frankston City and around the train station
  - *“Young women are being cat called, it stops us from wanting to go to Frankston...(it) happens during the day and mainly from older men”*
- Vandalism, graffiti reflects a poor image of Frankston





- Frankston has a bad reputation
- Teen alcohol and substance abuse
  - *“Drug and alcohol misuse is being passed down in families”*
- Public transport / train / bus depots are not safe at night
- Lack of affordable housing in safe areas
  - *“..... the places that we can afford don’t make us feel safe (Pines, Karingal). The family friendly areas are expensive. We are paying for safety.”*
- Bullying at school; and physical assaults at skate parks by youth
- Police patrolling look threatening
- Feeling unsafe at work – harassment and disrespect

## **Question 2: From these, what are your top three issues?**

The Youth Council voted on the top three issues to further explore:

1. Safety in public toilets and bathrooms
2. Safety of Frankston at night
3. Sexual harassment

## **Question 3: What are your ideas for solutions?**

Ideas for improving safety in public toilets and bathrooms:

- Proper upkeep and maintenance, improving the way they look will encourage more people to use them, which will make them feel like safer places to be
- Perception of the outside of the toilet
  - *“..do a community project to paint a mural on the outside”*
- Promote educational campaigns and services that aim to prevent substance abuse
  - *“..so people don’t need to use drugs in public toilets”*
- Install sharps bins
  - *“...so they’re not on the floor”*
- Make them more comfortable to use and improve the lighting
  - *“they look very industrial, and have a prison feel”*
- Locks that work
- More single occupant and unisex bathrooms
- No gaps in toilet doors

Ideas for improving safety of Frankston at night:

- Increase police patrols, particularly in more isolated areas, local parks and the city centre (Young St and Wells St)
- Police patrol in pairs



- *“having groups of police walk around together is intimidating and makes us feel unsafe”*
- More lighting in the CBD and parks
- Set a long-term goal that police are not needed to patrol the streets
- Use technology to connect with police
  - *“set up a phone app to see where the nearest police patrol is, so you can get help quickly if you need it”*
- Use online forums to promote where people feel safe
- Provide subsidised safety equipment to young people
  - *“like whistles to put on a key chain”*
- More CCTV.

Sexual harassment was not further explored due to time constraints.

#### **Question 4: What is your vision for Frankston City – what do you want it to look and feel like?**

The Youth Council were asked to describe their vision for Frankston City:

Safety on the streets, being free from violence, harassment and freedom to participate in any activity at any time of day. A vibrant, well maintained, well designed city with lots of open space, lighting, plants, greenery and public art was also identified as important. As was having activities, events and opportunities to be involved in the community. Diversity and inclusion was also important.

#### **Disability, Access and Inclusion Committee**

The Disability, Access and Inclusion Committee was consulted on 8 March 2022 with a total of 10 participants representing the views and aspirations of people with a disability and their carers. There was a general discussion rather than focusing specifically on the questions.

#### **Question 1: What are the key community safety issues for people with disabilities and their carers?**

The key safety issues for people with a disability are:

1. Accessibility of public places for people with a disability
2. Personal safety of people with disabilities
3. Natural disasters, like bushfires and floods
4. Discrimination

The vast majority of the discussion raised issues related to the need for improved accessibility across the whole municipality including increased number of parking spaces and removal of lips, universal design, improved accessibility of the transport system, events and access to toilets.



The discussion points are summarised below:

- Provision of disaster information for those that are unable to access information provided to the general community; education and awareness for people with a disability – how they can get help if needed to be safe
- Establish a register for people with a disability – use for emergency/disaster situations to check on their welfare
- Use of beacon technology to transmit signals to other devices via Bluetooth to nearby smart devices
- Improved accessibility (dorrs, lifts, parking) everywhere (not just the CBD) – entrenched practice rather than best practice; universal design; easily accessible toilets at events and festivals (e.g. Waterfront); use colours in wayfinding
- Improved accessibility within CBD i.e. doors, lifts, parking
- Improved parking – increased quantity overall including more parking spaces closer to shops and restaurants; disabled parking located in every hub/section near restaurants; better access for maxi taxis
  - *“it’s a hell of a push on a cold wet night”* (DAIC member)
- Security presence in Hoyts cinema carpark for when wheelchair users are blocked in their parking space and need help (mobile reception is poor so cannot call for assistance)
- Youth unemployment
- Access to mental health and support services – increased need due to COVID-19
- Rail and transport system
- Address discrimination and people’s attitudes
  - *“People that look different cop a jeer”* (DAIC member)
  - *“Educate the community as the behaviour of people with a disability can be misinterpreted too”* (DAIC member)
- Greater presence of people in public places to improve feelings of safety – such as volunteers, charity organisations

**Question 2: Why is this the most important community safety issue for people with disabilities and their carers?**

This was not specifically addressed in the discussion however came through when raising safety concerns.

**Question 3: What’s the most important thing Council could do to make a real difference to this issue over the next ten years?**

- Embed universal design principles and increase accessibility (i.e. parking, toilets, linkages, use colours in wayfinding) throughout the municipality



- Engage volunteers and charitable organisations to provide increased presence in public places (e.g at events, shops)
  - *“the presence of good people means you can immediately relax”* (DAIC member)
- Work with public transport providers to create improved linkages within Frankston (e.g. between shopping centres); raise awareness and educate PT drivers on how to support people with a disability
- Address discrimination

Other:

- Involve the following in strategy development:
  - PT providers working together to address safety, education of drivers on how to support people with disability and creating better linkages within Frankston, for example between shopping centres.
  - Employers need to employ more local people
  - Volunteers and neighbourhood watch could be involved in supporting people at shops
  - Royal Victorian Association of Honorary Justices
  - MPs Edbrooke, Murphy and Kilkenny
- Remove metal bollard on the Groove train corner (Wells and Thompson)
- Remove trees blocking view of street for passive surveillance.

## Positive Ageing Ambassadors

On 5 April 2022 four Age Friendly Ambassadors participated in an online workshop. The workshop focused on identifying older people’s top safety concerns and what would help them to feel safer.

A general discussion on safety issues was held with participants with the main issues identified as:

1. Road safety for pedestrians
2. Personal safety in public places
3. Discrimination
4. Violence against women and children

Two participants noted that they feel safe in Frankston and the community are helpful.

- Road safety for pedestrians
  - *“There needs to be more pedestrian crossings for road safety, particularly at access to point to public open green spaces like the George Pentland Gardens”*
- Personal safety in public places - dementia safe cities
  - *“Dementia safe cities should be included in the strategy.”*
- Personal safety in parks and reserves

# Appendices



- *“There are no park rangers at Frankston Conservation Reserve, so we don’t feel safe going there”*
- Discrimination
  - *“There are negative perceptions about people who look different”*
- Family violence
  - *“Children and young people need to be educated about family violence prevention”*
- Mental health
  - *“Mental health is a safety issue.”*
- Stigma / image
  - *“There are negative perceptions and stigma about Frankston City that need to change”*

## Local Community Safety Committee

A presentation was made to the Frankston Local Safety Committee to brief them on Council’s Safe Community policy and strategy development and consult with them on the following questions:

1. What are the key safety issues for Frankston City
2. What is your role in this?
3. What is driving these issues in Frankston City?
4. Are there emerging issues that we haven’t captured?
5. What are the community safety priorities over the next ten years?
6. What are the key actions for Council to address these priorities?

The following organisations were represented at the meeting:

Victoria Police, Frankston City Council, Parks Victoria, Vicinity (Bayside Shopping Centre), Karingal Shopping Centre, Hoyts Cinema, Chisholm Institute of TAFE, Department of Justice and Community Safety Victoria, Department of Families, Fairness and Housing (awaiting email attendees list from Tim Walker)

23 participants attended the Local Safety Committee meeting on 15 March 2022 where the following was discussed:

## What are the key safety issues for Frankston City?

- Divisional Operations Support Offices (DOSO) are not manned by VicPol, Bayside Security have been acting as de-facto DOSO
- Monkey bikes in reserves (overt CCTV monitoring in Pines Reserve as lessened monkey bike use)
- Arabil Laneway – concerns raised about anti-social behaviour in the lane
- Groups of people drinking and engaging in anti-social behaviour have started returning to external shopping centre areas (increasing since COVID-19 restrictions have eased)

# Appendices



## **What is your role in this?**

- The DOSO is the Divisional Operations Support Office. Around 400 privately managed CCTV cameras are viewed by the DOSO to prioritise police response
- Arabil Laneway - options such as bollards and lane closure are being considered
- Groups congregating outside shopping centres is currently manageable

## **Are there emerging issues that we haven't captured?**

- A share house in Karingal drive - concerns raised about bonfires and anti-social behaviour. During fire restrictions this can be referred to the CFA. It has been raised with Department of Families Fairness and Housing
- Hoyts cinema staff subject to assaults when checking vaccination certificates
- Rough sleeping in Pines Reserve

## **What are the community safety priorities over the next 10 years?**

- DoJ - Rolling out last phase of crime prevention strategy including last tranche of funding
- Chisolm Institute - Offering free breakfast from their kitchens between 6 – 8am Monday to Friday
- Karingal shopping centre - Extension to centre including audit of access and CCTV with a view to upgrade

## **What are the key actions for Council to address these priorities?**

- Review the Safer Cities MoU
- Create a CCTV sub-committee of the Local Safety Committee
- Rollout signage to all entrances to Pines Reserve and foreshore re. motorised bikes
- Council to advocate to Federal Government to reduce risks to community from motorised bikes
- Amend local laws to include new definition of 'moto vehicle'
- Opportunity for e-scooter trial – need Council endorsement and feasibility study
- Observe impact with liquor licensing following outdoor dining and entertainment activation which has brought new people into the CBD

## **Community pop-up consultations**

Two community pop-ups were held, one in Wells St Frankston (Hoyts cinema forecourt) and at Sandfield Reserve. In total approximately 100 people were engaged in these discussions. Two posters were displayed for people to provide a comment or vote for a safety issue of importance and their vision of what a safe community looks and feels like. They were also invited to complete the Safe Community Survey on the Engage Frankston page via a QR code on poster.



The results from the pop-up consultations are presented below:

## What are your top community safety concerns for Frankston City?

### Sandfield Reserve, Carrum Downs

Total comments received: 35

Personal safety in public places had the highest number of votes (20), followed by harms from drugs, alcohol or gambling (5), road safety (3), crime and violence (1), and my safety in Frankston's City Centre (1).

Category	Vote count
My personal safety in public places	20
Harms from alcohol, drugs or gambling	5
Road safety	5
Crime and violence	1
My safety in Frankston's City Centre	1
<b>Total</b>	<b>32</b>

Comments made related to **safe places and spaces**:

- Personal safety; in the city centre and train stations; anti-social behaviour; homelessness; drugs and alcohol; dark shopping centre carpark; intimidated by people converging in groups; increased police presence needed
- Personal safety in parks and reserves – dirt bikes; more lighting needed; fireworks, need fences at skate parks due to Eshays; flora and fauna maintenance (bee hives, overgrown grass); public toilets attract undesirables at night
- Greater visibility and lighting in public spaces
- Cleanliness and maintenance of local areas – broken bottles
- Road safety – speeding and hooning around school zones and streets
- Crime and violence – car break ins

Comments made related to **harm reduction**:

- Drugs, alcohol and driving
- Address underlying issues and find positive ways to engage
- Intoxicated people are unpredictable – feel unsafe for myself and my child

### Wells St Plaza, Frankston City Centre

Total comments received: 66

# Appendices



The top three safety issues were identified as my personal safety in public places, violence against women and their children; and my safety in Frankston's City Centre.

Category	Vote count
My personal safety in public places	5
Violence against women and their children	5
My safety in Frankston's city centre	5
Not feeling connected to my community	4
Public health emergencies like COVID-19	3
Road safety	3
Elder abuse	3
Homelessness, access to secure, safe and affordable housing	3
Harms from alcohol, drugs or gambling	3
Discrimination	2
Crime and Violence	2
Natural disasters and extreme weather events	1
<b>Total</b>	<b>39</b>

Comments made about **personal safety in public places**:

- Money beggars
- Young Street in front of the station
- Fireworks in parks
- Won't walk through Frankston at night

Comments made about **violence towards women and children**:

- Women on their own are at risk of being physically attacked

Comments made about safety in **Frankston city centre**:

- Have to watch your back in Frankston and Wells St
- Music at the Frankston station was helpful

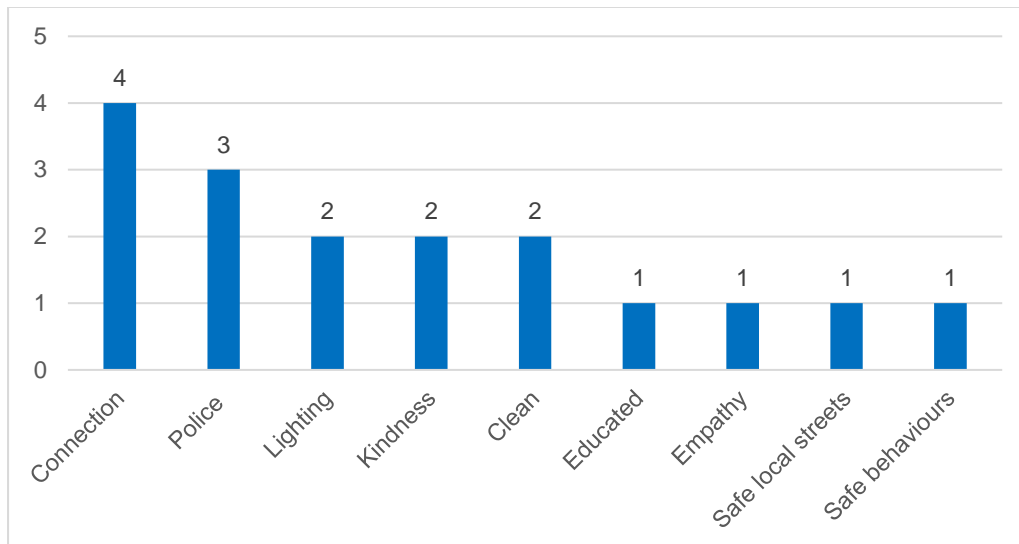
**What does a safe community look and feel like to you?**

## **Sandfield Reserve, Carrum Downs**

Comments were collated and categorised according to themes. A sense of connection, knowing neighbours and the community was an important theme; followed by having visible police presence; good lighting; a clean environment; and kind, respectful and helpful behaviour all of which are considered to contribute to a safe community.

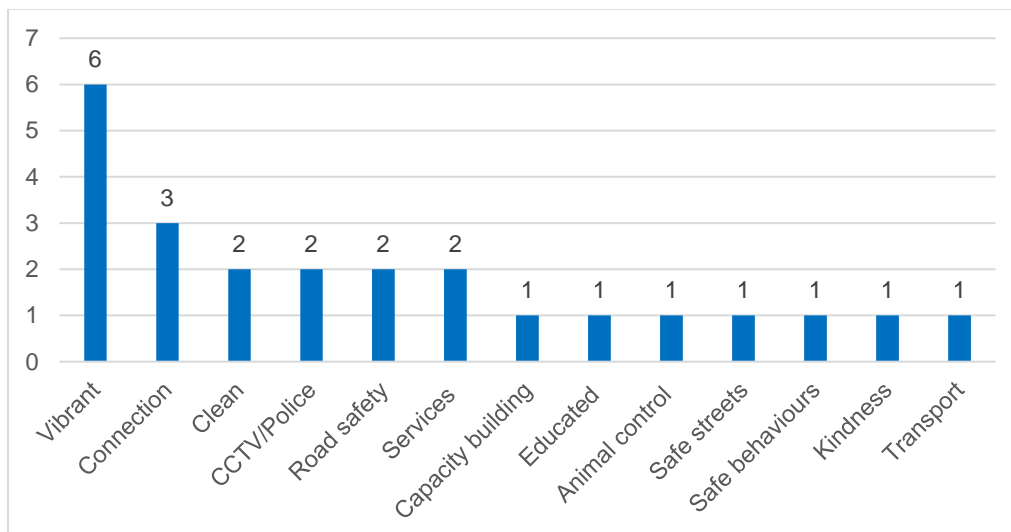


# Appendices



## Wells St Plaza, Frankston City Centre

Comments were collated and categorised according to themes. A vibrant pace that is attractive and rejuvenated, with markets, entertainment and an appealing atmosphere all were considered to contribute to a safe community. Connections with others including a sense of belonging in the community was also important.





## Community Workshop

A workshop was held on 2 April 2022 at Lyrebird Community Centre, Carrum Downs with 9 community members attending. The purpose of the workshop was to understand people's experience of safety in Frankston City.

The key engagement questions explored during the workshop were:

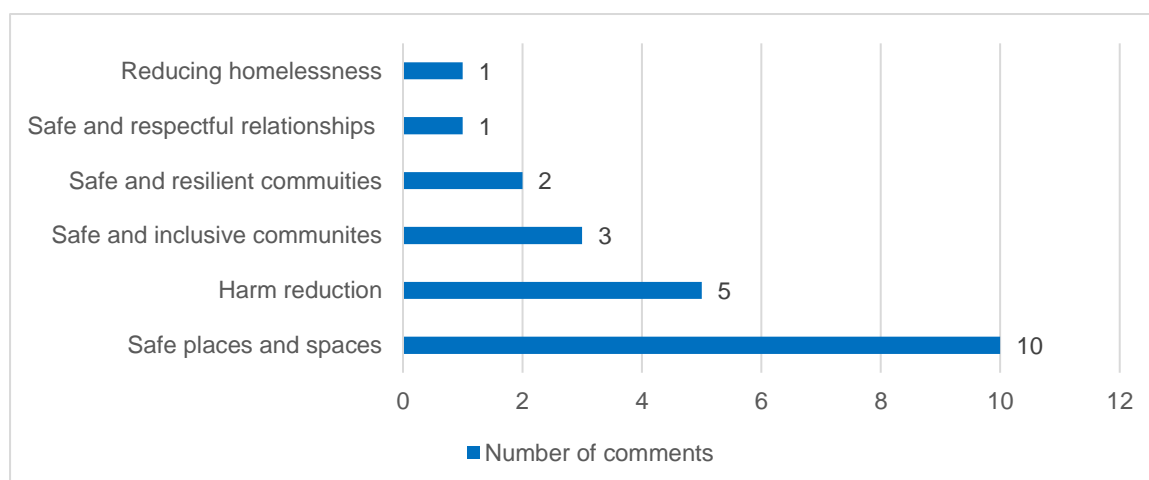
- What are the key community safety issues in your community?
- What should Council do to address these issues within the next 10 years?
- What is your vision for the future?

**Part 1: The discussion centred on six identified discussion topics and included actions by Council to be continued, stopped or started. Not all discussion topics were able to be explored in detail due to time constraints.**

Discussion topics:

1. Safe and resilient communities
2. Safe places and spaces
3. Harm reduction
4. Safe and respectful relationships
5. Reducing homelessness
6. Safe and inclusive communities

Overall *Safe places and spaces* received the most comments (10) followed by *Harm reduction* with 5 comments and *safe and inclusive communities* with 3 comments. *Safe and resilient communities* had 2 comments; and *Safe and respectful relationships* and *Reducing homelessness* both had 1 comment.

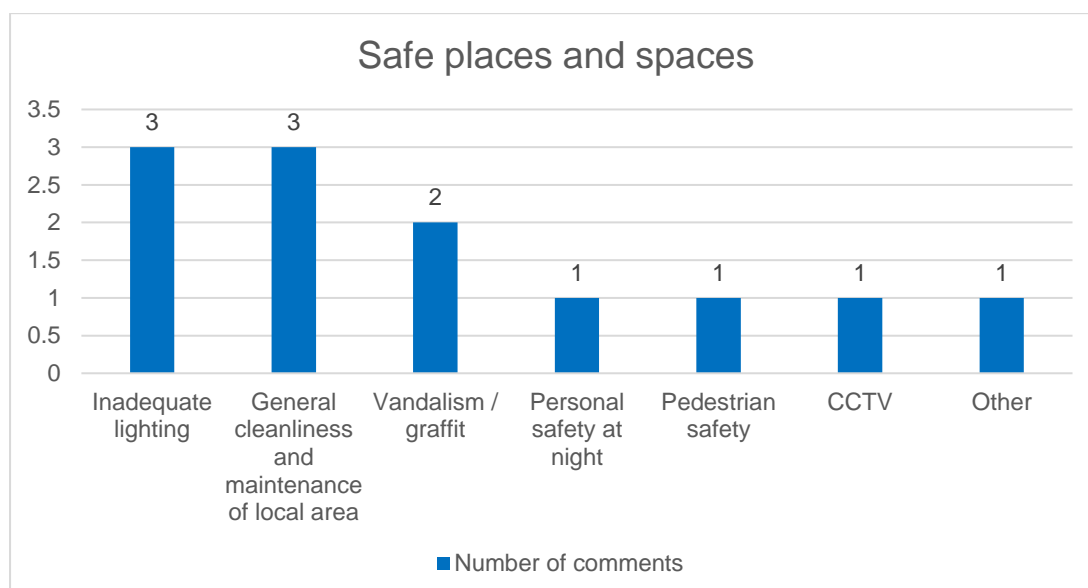


# Appendices

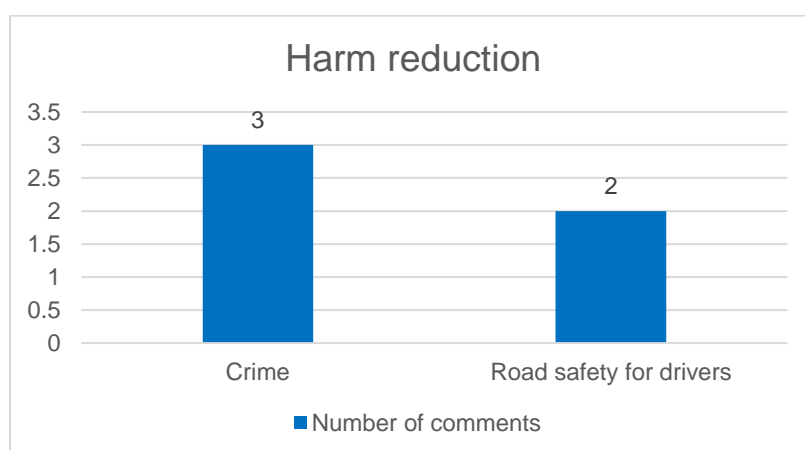


The comments made under the topic of *Safe places and spaces* were predominantly focused around the issue of inadequate lighting and general cleanliness and maintenance of the local area. In some instances more than one issue was identified in the same comment.

- *“Walking alone at night there is public drunkenness and groups of people (young people) that cause others to be fearful in general and a fear of being mugged or assaulted (drug related). There is poor visibility, alcohol culture and is deserted at night....”*
- *“Maintenance including vegetation, waste dumping, litter and graffiti impacts the whole tone and safety of the area”*



Five comments were made under the topic of *Harm reduction*, and were focused on crime (home/neighbourhood safety and crime prevention) and road safety for drivers (hooning and speed).



# Appendices



The remaining discussion topics and issues are identified and summarised in the table below:

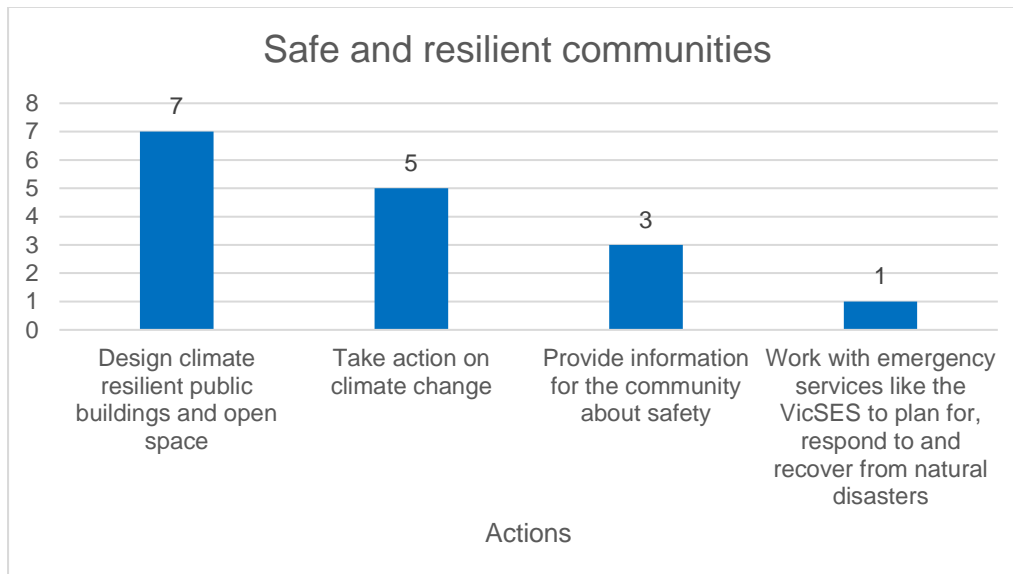
Discussion topic	Issue identified	Number of comments	Comments
Safe and inclusive communities	Lack of social connection	1	Lost older people/night activities and dinner groups/activities
	Racism	1	Inclusivity and cultural safety
	Other	1	Online safety
Safe and resilient communities	Natural disasters, like bushfires and floods	2	Climate change - fire awareness, local flooding and storms  Flooding after heavy rain
Safe and respectful relationships	Safety of all family members  Access to crisis accommodation	1	Domestic violence
Reducing homelessness	Access to secure, safe and affordable housing	1	Housing access including affordability and social housing gaps

**Part 2: Participants were asked to discuss what Council could do to address the issues identified within the next 10 years and were asked:**

- What should we do?
- Who should we do it with?
- How would we know we have made a difference?

The responses were categorised by discussion topic and coded into actions:

# Appendices



**Part 3: Participants were asked to reflect on the previous discussion and ideas to answer “Imagine we were to achieve all these things...what would your local area look and feel like to you?”**

- Very safe with my walker or if I’m using other transport. Safe footpaths that are all connected to other paths. Enough lighting for me to walk at night and policing that makes me feel safe. Parks for young families and fit for purpose with seniors.
- Inclusive, proud, attractive to live in
- Frankston city would be a happier, safe, vibrantly inclusive place whether the vulnerable are more protected with access to shelter, security and affordable or free services. Safe roads and homes and public spaces.

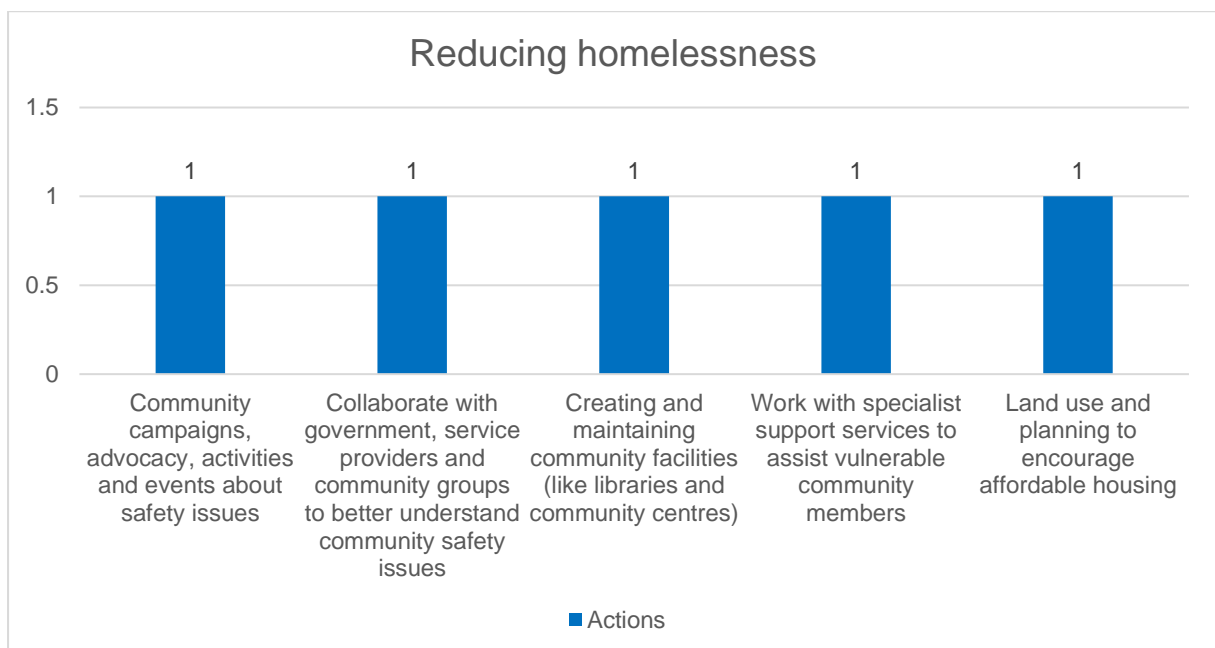
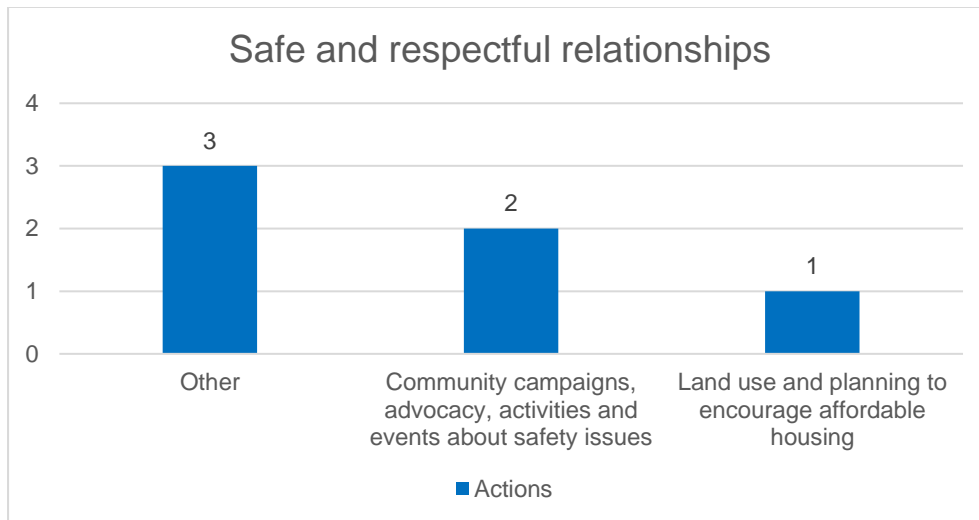
# Appendices



- Access to community accommodation for young people- more single bedroom/ simple lounge kitchen accommodation. Reason, youth homelessness due to domestic violence. Activities at night for the NDIS, elderly single mums Nights without kids.
- Excellent lighting, multi nationality community gatherings, community policing, footpaths maintained regularly
- Local neighbourhood services, surrounding activity centres with near 24h services, all built so to provide interactions and surveillance with streets.
- Well connected, Supportive, active, safe, diverse, inclusive neighbourhood. Green, well maintained, safe, convenient public space and residential areas with good facilities and services. Harm free exhilarating environment for business & residents
- Well-lit, safe infrastructure (footpaths etc.) with opportunities to connect with the rest of the community through spaces and events, and all people treated with respect and tolerance.



# Appendices



# Appendices

