



Community Engagement Analysis Report

Frankston City Housing Strategy - Discussion Paper

November 2023

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Acknowledgement of Country

Frankston City Council acknowledges the Bunurong people of the Kulin Nation as the Traditional Custodians of the lands and waters in and around Frankston City, and value and recognise local Aboriginal and Torres Strait Islander cultures, heritage and connection to land as a proud part of a shared identity for Frankston City.

Council pays respect to Elders past and present and recognises their importance in maintaining knowledge, traditions and culture in our community. Council also respectfully acknowledges the Bunurong Land Council as the Registered Aboriginal Party responsible for managing the Aboriginal cultural heritage of the land and waters where Frankston City Council is situated.

Executive summary

Frankston City Council (Council) engaged Cred Consulting and CoFutures to lead stakeholder and community engagement for the Frankston City Housing Strategy. The strategy will guide the future liveability, affordability, and character of the City's residential areas.

The project is being undertaken in seven stages across 2022 – 2024, outlined below:

1. Background review
2. Discussion paper
3. **Stakeholder and community engagement (Stage 1)**
4. Draft Housing Strategy
5. **Stakeholder and community engagement (Stage 2)**
6. Final Draft Housing Strategy
7. Endorsement by Council

This report presents the engagement process and outcomes from stakeholder and community engagement (stage 1) which occurred from 14 July until 3 September 2023.

Engagement objectives

The purpose of the stage 1 engagement was to launch the project and commence early conversations about the issues and opportunities presented in the discussion paper. This phase of engagement also sought to canvass the values, aspirations, concerns and challenges associated with housing and neighbourhood character from diverse community and stakeholder groups across Frankston City, to inform the development of the draft strategy.

Key topics explored during Stage 1 engagement included:

- **Housing choice** – understanding different housing needs, preferences and typologies.
- **Preferred locations for different levels of housing change** – ensuring that new homes are located in the right places.
- **Housing affordability** – understanding local issues and potential opportunities to address this topic.
- **Housing design** – understanding community interest in future housing being accessible, environmentally efficient and responsive.
- **Housing needs and priorities amongst different sectors** (e.g. social and affordable housing, key worker housing and student housing).
- **Neighbourhood character** – understanding valued characteristics that make Frankston City's neighbourhoods special.

What we did

In total, more than 928 responses were collected across all community and stakeholder engagement activities undertaken from 14 July to 3 September 2023. This includes:

- 772 individual responses across the full-length and condensed surveys
- 407 attendees across 12 in person pop-up events
- 97 participants across various targeted engagement activities including workshops and interviews.

Table 1 provides an overview of the community and stakeholder engagement program, including a breakdown of the number of participants. It is noted that the combination of all participant numbers below does not represent the total number of individual participants as some people participated in multiple activities.

Table 1 - Community and stakeholder engagement program (14 July to 3 September 2023)

Engagement activity	Mode / Location	Date	# participants
Broad community engagement			
Full-length survey The full-length survey comprised of 26 accessible questions to gather data around key topics relating to housing types, the location of housing, design, affordability and neighbourhood character. All answer options were randomised.	Engage Frankston	14 July – 3 September	402
Pop-ups A series of in-person pop-up events were held across Frankston City to engage with a wide cross-section of the community.	Yarralumla Play Space Opening Event, Langwarrin	22 July	36
	Frankston Library, Frankston	27 July	17
	Lyrebird Centre, Carrum Downs	4 August	15
	Monash Uni Free Lunch Day, Frankston	2 August	38
	Sandhurst Club, Sandhurst	5 August	25
	Seaford Library Story Time, Seaford	8 August	22
	Langwarrin South Bakery, Langwarrin South	12 August	17
	Frankston Library Children’s Event, Frankston	12 August	44
	Norman Avenue Shops, Frankston South	16 August	11

Engagement activity	Mode / Location	Date	# participants
	Athol Court Playground, Langwarrin	22 August	86
	Carrum Downs Recreation Reserve Opening Event, Carrum Downs	25 August	85
	Monterey Reserve, Frankston North	10 August	11
Condensed survey A shorter eight-question survey was developed specifically for the pop-up events. The survey was designed to be quick and easy to complete on the spot.	Engage Frankston	14 July – 3 September	370
Participants completed the survey with a Council facilitator who guided them through each question.			
Love letter activity A double-sided postcard love letter was created to provide an engaging and creative way for people write or draw feedback about their neighbourhood.	Online and in-person at Council facilities/events	14 July – 3 September	39
Submissions to Council Individuals and community groups were invited to make a submission to Council. Number counted includes submissions received during engagement period only.	Engage Frankston	14 July – 3 September	12
Community webinar The community webinar provided an opportunity for any members of the community to hear from the subject matter experts who are developing the draft Frankston City Housing Strategy. at the session, participants could ask questions. This session was recorded and published on Engage Frankston.	Online via Zoom	9 August	3
Mini Frankston City quick poll Members of Mini Frankston City were asked to review the list of proposed engagement activities and respond to a quick question <i>"Do you think these activities are likely to reach a representative sample of our community?"</i>	Mini Frankston City members page	July 2023	3
Targeted engagement			
Community dinner and workshop	In-person, Functions by the Bay	30 August	35

Engagement activity	Mode / Location	Date	# participants
Interviews	Online via Zoom	14 July – 3 September	6
Young people workshop	In-person, Frankston Library	29 August	10
Disability Access and Inclusion Committee workshop	Online via Zoom		7
Strategic Housing and Homelessness Alliance workshop	Hybrid, Council offices	29 August	13
Industry workshop	In-person, Functions by the Bay	29 August	15
Seniors workshop	Kulin Room, Frankston City	1 August	6
UA3 Workshop	Kulin Room, Frankston City	1 August	5
Community meeting requests	Online or by phone	14 July – 3 September	2

Promotion and communication

Engagement was promoted across several different channels and platforms, including the Frankston City website and Engage Frankston page, social media, local newspapers, posters and direct email.

There were several communication materials that sat alongside our engagement activities to help the community and stakeholders understand the role, purpose and process to develop the Frankston City Housing Strategy. These communication materials also aimed to help our community better understand the key housing issues, trends and future needs in Frankston City as reported in the background documents (e.g. Neighbourhood Character Review and Housing Strategy Background Analysis) to support better quality engagement outcomes from an educated community.

The communication materials used include:

- A discussion paper summary;
- Animated explainer video;
- Frequently Asked Questions;
- Planning Victoria Information (Planning Practice Notes 90 and 91);
- Posters; and
- Social media posts.

Summary of key findings

The following summarises the key overarching messages from across the various engagement activities. The subsequent 'where to from here' section highlights opportunities for the Frankston City Housing Strategy based on the engagement findings documented in this report.

Top three housing values from the community

Across all community consultation and stakeholder engagement, the most valued characteristics and considerations in relation to housing are:

- Trees, greenery and outdoor space.
- A variety of houses located near shops and services.
- Affordable homes for everyone.

Analysis and cross-tabulation of feedback across various methods and engagement activities shows that these three community values feature as prominent priorities in all localities across Frankston City. When evaluating variances between feedback across demographic cohorts, there were only minor differences in the order and emphasis of these three housing values. For example, the topic of housing affordability amongst younger people (aged up to 24 years) featured slightly more in prominence than the location of housing.

Emerging from the overall engagement process, is a clear finding that there is an established and distinct residential character across Frankston City. This is described by the community as being strongly linked to the proximity to parks, open spaces, the beach and natural assets. This outdoor suburban environment is highly valued amongst the community and is a key defining feature of Frankston City.

Housing affordability is a key issue impacting housing decisions

Unsurprisingly, affordability emerged as a key housing issue affecting the community. When making decisions about current and future housing, price and affordability are key drivers across all demographic cohorts in Frankston City. Feedback tells us that historically price was the number one factor that contributed to deciding where to live. When asked about the future, participants told us that price remained the top factor influencing housing choice.

A range of challenges and concerns were expressed about housing affordability, the most common being associated with the pressures of increased cost of living and an insecure and unaffordable rental market. Many participants also told us that there was a mismatch between the types of housing that is available today and specific housing needs and preferences amongst different groups.

We heard from young people that affordability is the key issue when they think about future housing.

There was strong support from engagement participants for Council to play an active role in advocating and developing policy responses to address housing affordability across the City.

Where to from here:

- Need for a range of strategic and statutory planning policy responses to address housing affordability.

- Council to have a key advocacy role to State and federal government to address housing affordability.

A green city: the importance of access to parks, beaches and open spaces for liveability and local character

The importance of Frankston City's green spaces ranked highly across all feedback channels. From parks, open spaces and beaches to street trees in the public realm, front gardens, backyards and courtyards, there was strong support for protecting, and enhancing Frankston City's green leafy appearance. All forms of greenery were considered as defining features of local neighbourhood character and liveability. They are also important attributes when thinking about the Frankston City of today, as well as Frankston City in the future.

We heard that proximity to parks, beaches and open space areas is the main reason why people came to live in their neighbourhood and is the top improvement that they would like to see as a result of housing change in the City. Trees, gardens and landscaping are also the attributes that people think contribute to well-designed housing and neighbourhoods.

Where to from here?

- Review planning mechanisms to incorporate landscaping and greenery into housing developments, across a range of dwelling typologies.
- Provide street trees, particularly in areas where increased residential densities are encouraged.
- Explore opportunities for communal open space in higher density residential developments.
- Locating increased housing densities in proximity of open space.
- Ensure adequate provision of open space into the future.

The need for a diverse range of housing across Frankston City

People would like to see a diversity of housing types across Frankston City's residential areas. There was a sense that lower and 'gentle' forms of density such as detached houses, units, townhouses and dual occupancies could be integrated across all suburbs, while higher density housing types such as low and medium rise apartments are better suited to particular types of locations. People consistently mentioned the opportunity to provide all types and densities of housing around schools and universities.

We heard that providing a diversity of housing supports people at different stages of their life, whether they are upsizing, downsizing or moving into a supported living situation, to live in their local area amongst their established community and connections.

Where to from here?

- Provide opportunities for a variety of housing types across residential areas, so people have opportunities continue to live locally as they move through different life stages.

Direct increased housing density to locations near public transport, the Frankston CBD and activity centres

People consistently told us that areas near public transport, the Frankston CBD and activity centres are the most appropriate locations for higher density housing, particularly low and medium scale apartments.

It's acknowledged that there was a portion of engagement participants that felt these types of housing should not be provided anywhere in Frankston City.

Where to from here?

- Encourage higher density housing around key locations.
- Work with private sector stakeholders to understand and address barriers to delivering higher density housing in Frankston City.

Good housing design is more about the setting, and less about the building itself

We heard that the residential setting – the gardens, landscaping, land size and sense of spaciousness between buildings and access to sunlight are key attributes of good housing design and neighbourhood character in Frankston City. These features were more frequently mentioned and more highly rated in survey results than attributes associated with the house itself.

Features associated with the building, such as height, materials, roof shape and materials rated significantly lower in the list of desirable attributes. This may be because many participants will not have needed to consider these features when choosing a home or may not have understood the options available.

The quality of housing, in terms of both its design and construction, was also a common theme. People want to see housing built that is structurally sound, has efficient running costs and makes a positive contribution to the neighbourhood.

Where to from here?

- Incorporate landscaping and greenery into housing developments, across a range of dwelling typologies.
- Consider the operational efficiency of new or renovated housing.
- Consideration of quality building materials to support quality and sustainability outcomes.

Addressing the shortage of affordable and social housing, and an openness to new models

We heard that there is a shortage of affordable and social housing across Frankston City – there is concern from across the community as well as the housing and homelessness sector. The cost-of-living crisis is creating a group of newly vulnerable people, who have never navigated this aspect of the housing system before or experienced homelessness. A lack of early intervention strategies, shortage of appropriate housing – particularly one-bedroom housing options, and increasingly complex and diverse needs are some of the challenges affecting the sector.

We heard that people are open to seeing new housing approaches, particularly build-to-rent and co-housing models to help address the current gap and meet future demand. They would also like to see Council advocate to federal and state governments for effective action.

Where to from here:

- Need for a range of strategic and statutory planning policy responses to address housing affordability.
- Support for new and innovative housing models in Frankston City.
- Council to have a key advocacy role to State and federal government to address housing affordability.

A desire for more accessible housing

We heard that people living with a disability currently have difficulty finding suitable housing in Frankston City – in terms of its design, location and affordability. People with disabilities have diverse needs, and what is accessible for one is not necessarily accessible for others. But accessible housing is more than just a ramp for wheelchair or mobility scooter users – for some it is about living in areas with minimal sensory disturbances such as away from traffic and loud noises, while others spoke about the importance of having wide driveways and doors for them to easily move through.

There is a desire to see the needs of people with a disability acknowledged in the housing strategy, as well as promotion of universal design principles to improve housing design and support for diverse housing near shops, services, parks and public transport.

Where to from here:

- Ensure that the Frankston City Housing Strategy explicitly mentions people with a disability, and their housing challenges and needs.
- Advocacy and initiatives to promote universal design principles.

1. Introduction

1.1 Project overview

Frankston City Council (Council) engaged Cred Consulting and CoFutures to lead stakeholder and community engagement for the Frankston City Housing Strategy. The strategy will guide the future liveability, affordability, and character of the City's residential areas.

Community and stakeholder engagement is integral to the development of a refreshed Housing Strategy to ensure that it is reflective of stakeholder and community aspirations and contemporary housing needs.

The Frankston City Housing Strategy will consider the following topics:

- Future housing capacity and need;
- Suitability of locations for housing growth and growth rates;
- Neighbourhood character;
- Housing diversity;
- Social and affordable housing;
- Student and key worker housing;
- Universal design principles;
- Identification of housing opportunity sites; and
- Mechanisms for implementation.

1.1.1 Project stages

The project is being undertaken in seven stages across 2022 – 2024, outlined below:

1. Background review
2. Discussion paper
- 3. Stakeholder and community engagement (Stage 1)**
4. Draft Housing Strategy
- 5. Stakeholder and community engagement (Stage 2)**
6. Final Draft Housing Strategy
7. Endorsement by Council

This report presents the engagement process and outcomes from stakeholder and community engagement (stage 1). This phase of engagement was focused on presenting the key findings from the Frankston City Housing Strategy Discussion Paper (discussion paper). The discussion paper provides an overview of the emerging trends and needs in relation to housing in Frankston City and contains the following sections:

- **The role of a housing strategy:** the rationale for why Frankston City needs a housing strategy and Council's role in delivering it.
- **How we live now:** an overview of who lives in Frankston City now, including population, household types, age and where people live.
- **Our future housing needs:** an overview of population projections and housing needs of Frankston City into the future.
- **Housing choice for everyone:** an overview of the diverse housing needs in Frankston City now and into the future. Touching on key emerging models that could be introduced in Frankston City.
- **Where does our future housing growth go:** an overview of where housing change can occur in Frankston City including potential growth locations.
- **Enhancing what makes our neighbourhoods special:** an overview and description of the different neighbourhood characters in Frankston City.

1.2 Engagement objectives

This report covers the findings from Stage 1 community and stakeholder engagement which occurred from 14 July until 3 September 2023.

The purpose of the Stage 1 engagement was to launch the project and commence early conversations about the issues and opportunities presented in the discussion paper. This phase of engagement also sought to canvass the values, aspirations, concerns and challenges associated with housing and neighbourhood character from diverse community and stakeholder groups across Frankston City, to inform the development of the draft strategy.

Key topics explored during Stage 1 engagement included:

- **Housing choice** – understanding different housing needs, preferences and typologies.
- **Preferred locations for different levels of housing change** – ensuring that new homes are located in the right places.
- **Housing affordability** – understanding local issues and potential opportunities to address this topic.
- **Housing design** – understanding community interest in future housing being accessible, environmentally efficient and responsive.
- **Housing needs and priorities amongst different sectors** (e.g. social and affordable housing, key worker housing and student housing).
- **Neighbourhood character** – understanding valued characteristics that make Frankston City's neighbourhoods special.

1.3 How to read this report

This engagement summary report contains the following sections:

- **Chapter 2 – What we did.** This section presents an overview of all engagement and communication activities undertaken. The type, date, location and number of participants was presented by engagement activity. An overview of key communication and promotional activities is presented along with its reach.
- **Chapter 3 – What we heard: broad community engagement.** This section analyses the findings from the full-length survey and condensed survey, with each question analysed by key theme.
- **Chapter 4 – What we heard: targeted community engagement.** This section analyses the findings from each individual targeted engagement activity.
- **Chapter 5 – Conclusion.** Presents a summary of key engagement findings.

2. What we did

Cred Consulting and CoFutures worked alongside Frankston City to design the engagement activities and develop the lines of questioning for each engagement activity outlined in Table 2. All engagement questions and materials were written in Plain English for all community members to understand and engage with.

2.1 Engagement activities

In total, 928 responses were collected across all community and stakeholder engagement activities undertaken from 14 July to 3 September 2023. This includes:

- 772 individual responses across the full-length and condensed surveys
- 407 attendees across 12 in person pop-up events
- 97 participants across various targeted engagement activities including workshops and interviews.

Table 2 provides an overview of the community and stakeholder engagement program, including a breakdown of the number of participants. It is noted that the combination of all participant numbers below does not represent the total number of individual participants as some people participated in multiple activities.

Table 2 – Community and stakeholder engagement program (14 July to 3 September 2023)

Engagement activity	Mode / Location	Date	# participants
Broad community engagement			
Full-length survey The full-length survey comprised of 26 accessible questions to gather data around key topics relating to housing types, the location of housing, design, affordability and neighbourhood character.	Engage Frankston	14 July – 3 September	402
All answer options were randomised.			
Pop-ups A series of in-person pop-up events were held across Frankston City to engage with a wide cross-section of the community.	Yarralumla Play Space Opening Event, Langwarrin	22 July	36
	Frankston Library, Frankston	27 July	17
	Lyrebird Centre, Carrum Downs	4 August	15
	Monash Uni Free Lunch Day, Frankston	2 August	38
	Sandhurst Club, Sandhurst	5 August	25
	Seaford Library Story Time, Seaford	8 August	22

Engagement activity	Mode / Location	Date	# participants
	Langwarrin South Bakery, Langwarrin South	12 August	17
	Frankston Library Children's Event, Frankston	12 August	44
	Norman Avenue Shops, Frankston South	16 August	11
	Athol Crt Playground, Langwarrin	22 August	86
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	Monterey Reserve, Frankston North	10 August	11
Condensed survey A shorter eight-question survey was developed specifically for the pop-up events. The survey was designed to be quick and easy to complete on the spot.	Engage Frankston	14 July – 3 September	370
Love letter activity A double-sided postcard love letter was created to provide an engaging and creative way for people write or draw feedback about their neighbourhood.	Online and in-person at Council facilities/events	14 July – 3 September	39
Submissions to Council Individuals and community groups were invited to make a submission to Council. Number counted includes submissions received during engagement period only.	Engage Frankston	14 July – 3 September	12
Community webinar The community webinar provided an opportunity for any members of the community to hear from the subject matter experts who are developing the draft Frankston City Housing Strategy. at the session, participants could ask questions. This session was recorded and published on Engage Frankston.	Online via Zoom	9 August	3
Mini Frankston City quick poll Members of Mini Frankston City were asked to review the list of proposed engagement activities and respond to a quick question "Do you think these	Mini Frankston City members page	July 2023	3

Engagement activity	Mode / Location	Date	# participants
<i>activities are likely to reach a representative sample of our community?"</i>			
Targeted engagement			
Community dinner and workshop	In-person, Functions by the Bay	30 August	35
Interviews	Online via Zoom	14 July – 3 September	6
Young people workshop	In-person, Frankston Library	29 August	10
Disability Access and Inclusion Committee workshop	Online via Zoom	10 August	7
Strategic Housing and Homelessness Alliance workshop	Hybrid, Council offices	29 August	13
Industry workshop	In-person, Functions by the Bay	29 August	15
Seniors workshop	Kulin Room, Frankston City	1 August	6
UA3 Workshop	Kulin Room, Frankston City	1 August	5
Community meeting requests	Online or by phone	14 July – 3 September	2

2.2 Promotion and communication

Promotion

Stage 1 engagement was promoted across several different channels and platforms, shown in Table 3.

Table 3 - Promotion of Frankston Housing Strategy engagement

Promotion type	Date	Reach
Broad community engagement		
Frankston City Council media release	17 July	151
Frankston City Council Website	July – September	188
Engage Frankston	July - September	2,125
Frankston City News	July and August Edition	64,550
Frankston City E-news	July and August	3,452
Frankston Times print ads	25 July	69,000
	1 August	
	8 August	
	15 August	
	22 August	
	29 August	
Frankston Times digital ad – Bayside news leaderboard	21 July – 3 September	147,000 impressions (clicks not recorded)
Frankston Times digital ad – Peninsula News tile	21 July – 3 September	275,000 impressions; 6 clicks
Facebook/Instagram paid ads	July - September	387 clicks
	July - September	345 clicks; 11,000 reach
Facebook posts (organic)	31 July	8,700 reach 49 likes; 61 comments
	31 August	1,900 reach 16 likes; 1 comment
	LinkedIn Frankston City Council – Industry Workshop	
LinkedIn Cred Consulting		
Posters	July - September	NA
Targeted engagement		
Industry invite to workshop via email		85 page views
Expression of interest for community dinner		50 expressions of interests received

Communication

There were a number of communication materials that sat alongside our engagement activities to help the community and stakeholders understand the role, purpose and process to develop the Frankston City Housing Strategy. These communication materials also aimed to help our community better understand the key housing issues, trends and future needs in Frankston City as reported in the background documents (e.g. Neighbourhood Character Review and Housing Strategy Background Analysis) to support better quality engagement outcomes from an educated community.

Communication materials were made available through an array of platforms to ensure a diverse and representative cross-section of our community were aware of the project and able to participate.

The communication materials used include:

- A discussion paper summary;
- Animated explainer video;
- Frequently Asked Questions;
- Planning Victoria Information (Planning Practice Notes 90 and 91);
- Posters; and
- Social media posts.

2.3 How we analysed the data

A separate attachment contains the following data collected through the various engagement activities and reported in this document:

- Collated full-length and condensed survey quantitative data, including a combined total for questions that were replicated across both methods.
- Qualitative coding of the open-ended questions.
- Age and suburb comparison tables for relevant full-length survey and condensed survey questions.
- Notes from all workshops and targeted engagement.

Quantitative data

The quantitative data from the full-length and condensed surveys was analysed using Microsoft Excel. Survey data was summed by question to inform key insights and findings. For questions that had an "other" option, responses that fit into the predetermined answer options were recoded. Responses that did not fit into the predetermined answer list were coded, summed and reported on.

Qualitative data

Full-length and condensed surveys

Open-ended survey questions were analysed using an inductive approach. This means the project team read through the open-ended questions and developed codes and themes based on the data, rather than a predetermined list. These responses were then summed and reported, as appropriate.

Targeted engagement

The written materials, and notes, from targeted engagement activities were analysed using an inductive approach. This means the project team read through the outcomes and developed themes based on the data, rather than a predetermined list. These responses were then summed and reported, as appropriate.

3. What we heard – broad community engagement

This section provides an overview of findings from the full-length and condensed surveys. Overall, there were 772 responses to this engagement activity - 402 people completed the full-length survey and 370 people completed the condensed survey.

The full-length survey comprised of 26 accessible questions to gather data around key topics relating to character and housing in Frankston City. It was the main way for community members to provide detailed feedback on the discussion paper. The full-length survey posters with QR codes across the LGA, social media and was available on the Engage Frankston website.

The condensed survey was a shorter version of the full-length survey and was designed to engage participants at the pop-up events. Council facilitators at the pop-ups took community members through either the full-length survey or condensed survey recording feedback. The pop-up events were designed to reach a diverse group of community members during their day-to-day life and enable them to provide feedback in an easy, convenient way.

While there is some overlap in questions asked in both the full-length and condensed surveys, there are also some differences. Table 4 highlights which question from each survey is reported in each theme of this section. Where there is overlap, findings have been reported together.

Table 4 - What we heard - broad community engagement framework

Report theme	Survey questions	Pop-up questions
Who we heard from	<ul style="list-style-type: none">How old are you?Which of the following best describes your household?Where do you live?What best describes your living situation in Frankston City?	<ul style="list-style-type: none">Which of the following best describes your household?Where do you live?What best describes your living situation in Frankston City?
Frankston City today	<ul style="list-style-type: none">What are the top reasons you came to live in your current home?What are the top reasons you came to live in your neighbourhood?Which of the following applies to your current living situation?Rate your agreement to the following statement: My ideal home exists in Frankston City	<ul style="list-style-type: none">Which of the following applies to your current living situation?Choose three features that are most important to you when you think about your ideal home.
Housing change	<ul style="list-style-type: none">What types of improvements would you most like to see in areas where there is more housing growth and change?What are your top concerns about housing change in your local area?	<ul style="list-style-type: none">What are your top concerns about housing change in your local area?

Report theme	Survey questions	Pop-up questions
Housing type and location	<ul style="list-style-type: none"> What should these housing types be located close to? 	<ul style="list-style-type: none"> What should these housing types be located close to?
Housing affordability	<ul style="list-style-type: none"> We know that housing affordability and cost of living is a huge issue for our community right now. What are your key housing affordability concerns? In trying to achieve more affordable housing across Frankston City, would you support... In trying to achieve more affordable housing across Frankston City, would you support Council to: 	<ul style="list-style-type: none"> NA
Housing design	<ul style="list-style-type: none"> What features do you think contribute to well-designed housing? Would you be more likely to move into a property if it has accessible features (i.e. downstairs bathroom, step free access)? 	<ul style="list-style-type: none"> NA
Neighbourhood character	<ul style="list-style-type: none"> Which attributes of the houses and streets in your neighbourhood do you value the most and that you would like to enhance in the future? 	<ul style="list-style-type: none"> What neighbourhood character area do you live in? Did we get the description of your area right? Love letters
Other feedback	<ul style="list-style-type: none"> Is there anything else you would like to tell us? 	<ul style="list-style-type: none"> Is there anything else you would like to tell us?

3.1 Who we heard from

Age

Across both the full-length and condensed surveys, we heard from a range of people of different ages with a representative sample across almost all age ranges compared to the ABS 2021 census data.

As shown in Table 5, most participants, 33%, were aged 35 to 49 years old which is a higher proportion compared to the Frankston City 2021 population. This age bracket is often overrepresented during community engagement and are Council's most engaged audience on Facebook. This is followed by people aged under 17 (15%). There were similar proportions of people who completed both the full-length and condensed surveys aged 25 to 34 (13%) 60 to 69 (12%) and 50 to 59 years (12%).

Although the participate rates of young people aged under 24 years are slightly lower compared to the ABS 2021 census data, Council addressed known challenges in engaging young adults throughout this process. This included a pop-up at Monash University and outside local high schools. This led to the majority of young people aged under 24's responses coming through in the condensed survey rather than the full-length survey.

To gain further insights the project team undertook a workshop with young people and conducted interviews with representatives of Monash University and Chisholm TAFE to better understand the needs of young adults, these are reported on in Section 4.

Table 5 - How old are you? (731 participants across the full-length and condensed surveys). ABS 2021 Census data sourced from profile.id.

Age	Percentage of survey participants	Percentage of Frankston City population (ABS 2021)
0 to 17 years	15%	22%
18 to 24 years	5%	8%
25 to 34 years	13%	14%
35 to 49 years	33%	21%
50 to 59 years	12%	13%
60 to 69 years	12%	11%
70 to 84 years	7%	10%
85 and over	0.3%	2%
Prefer not to say	1%	NA

Where participants live

Across both the full-length and condensed surveys, we heard from people living across Frankston City. As shown in Table 6 the highest rates of participation were from people living in Frankston (23%), Langwarrin (19%), Frankston South (14%), Carrum Downs (10%) and Seaford (10%). These also show a relatively representative sample compared to the population breakdown from the ABS 2021 census data.

There were lower rates of participation from people living in Sandhurst, Karingal, Skye and Langwarrin South. While these areas typically have a lower proportion of residents as per the ABS 2021 census data, representation in this survey is slightly lower in Karingal and Skye.

Participants who selected ‘other’ lived in surrounding suburbs outside Frankston City, such as Cranbourne, Baxter and Mount Eliza.

Table 6 - Where do you live? (772 participants across the full-length and condensed surveys). ABS 2021 Census data sourced from profile.id.

Suburb	Percentage of survey participants	Percentage of Frankston City population (ABS 2021)
Frankston	23%	17%
Langwarrin	19%	17%
Frankston South	14%	14%
Carrum Downs	10%	16%
Seaford	10%	12%
Frankston North	7%	4%
Other	7%	NA
Sandhurst	4%	4%
Karingal	4%	10%
Skye	2%	6%
Langwarrin South	2%	1%

Living situation

As shown in Table 7 the majority of full-length and condensed survey participants (50%) own a home with a mortgage. This is followed by 27% who own a home outright and 18% that rent privately. The full-length and condensed survey was relatively representative compared to the ABS 2021 census data, with participants who own a home with a mortgage slightly overrepresented and participants renting privately or in social housing slightly underrepresented.

The option 'Want to move to Frankston City in the near future' was used during pop-up conversations for anyone who wanted to participate but did not live in Frankston City, particularly for university students at the Monash University pop-up. As such it is more accurate to say 3% of participants do not live in Frankston City but have an interest in or connection to housing in the LGA.

Table 7 - What best describes your living situation in Frankston City? (644 participants across the full-length and condensed surveys)

Living situation	Percentage of survey participants	Percentage of Frankston City population (ABS 2021)
Own a home with a mortgage	50%	40%
Own a home outright	27%	26%
Rent privately	18%	24%
Want to move to Frankston City in the near future	3%	NA
Live in social or community housing	1%	3%
I don't live in Frankston City, but I have an investment property here	1%	NA

Household type

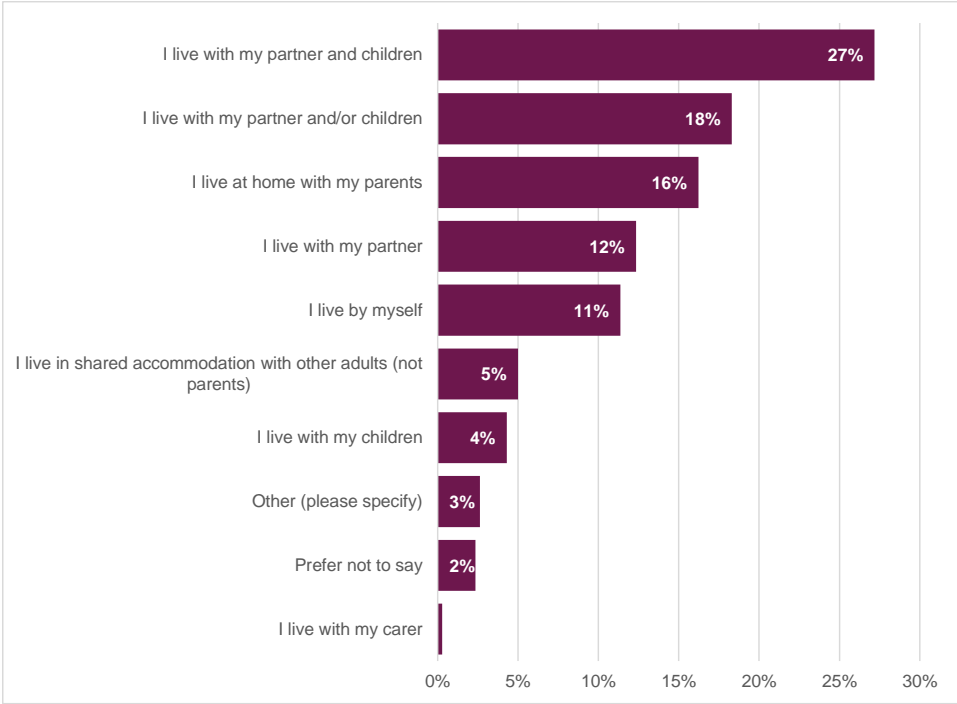
As shown in Figure 1, the top household types of full-length and condensed survey participants are:

- Parents and children
- Living at home with parents
- Living with a partner, and
- Living alone.

Please note there is a slight data misalignment for this question which has resulted in an inaccuracy in reporting on this demographic question. After receiving 100 full-length survey responses, the multiple-choice option of 'I live with a partner and/or children' was modified. The reason for this modification was to recognise that childless couples, single parent families and two parent families could be three distinct household types. For transparency of data reporting, the graph below includes the original multiple-choice option alongside the additional three other household types. The first 100 participants may have chosen different selections if these additional options were available at time of completing.

The categories used in the full-length and condensed survey do not align with the ABS census categories for household type. The biggest proportion of full-length and condensed survey are likely couples with children (living with my partner and children) which aligns with the census data (29% of households in Frankston City are couples with children). It is likely couples without children are also proportionally represented (23% of households in Frankston City are couples with children) under the I live with my partner and/or children and I live with my children categories.

Figure 1 - Which of the following best describes your household? (721 participants across the full-length and condensed surveys)



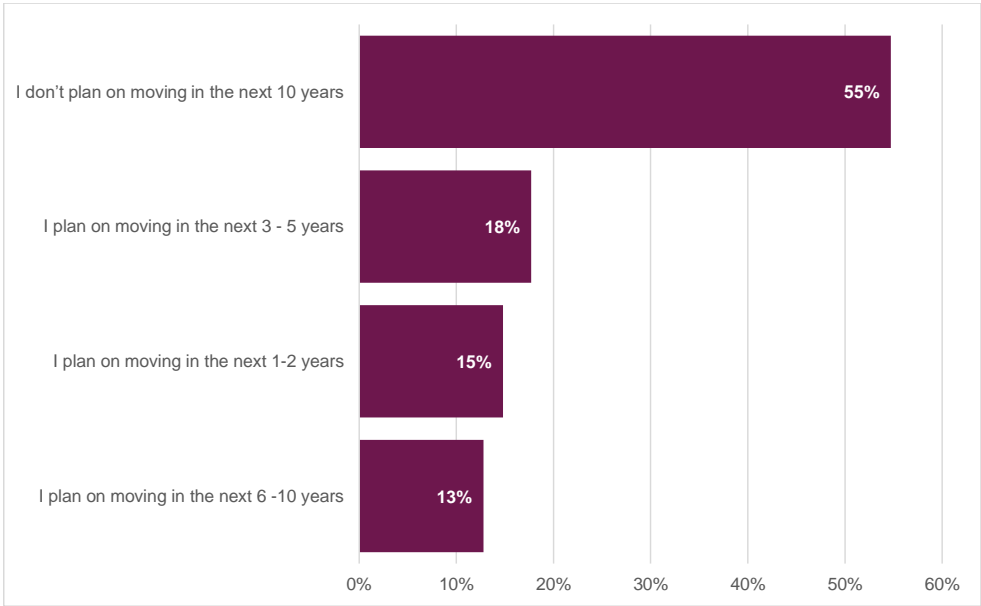
3.2 Frankston City today

Most full-length and condensed survey participants don’t plan on moving in the next ten years

Full-length and condensed survey participants were asked about their current living situation. As shown in Figure 2, most participants (55%) do not plan on moving in the next ten years. 18% of participants plan on moving in the next three to five years, 15% in the next two years and 13% in six to ten years.

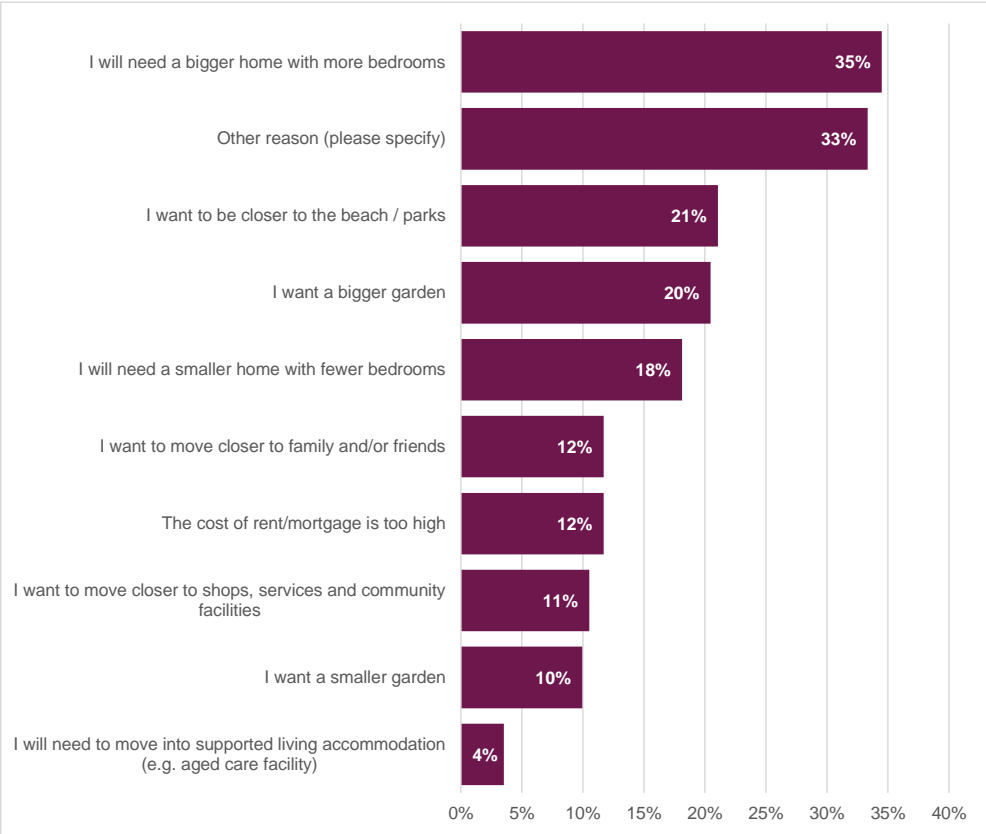
Further analysis by age cohort revealed that younger people under 34 and particularly those under 24 are more likely to consider moving in the next 3-5 years.

Figure 2 - Which of the following applies to your current living situation? (446 participants across the full-length survey and pop-ups)



Participants in the full-length survey who plan on moving in the next ten years (171 participants) were asked to explain why. As shown in Figure 3 the top reasons from the displayed options include needing a bigger home with more bedrooms (35%), wanting to be closer to the beach and parks (21%), wanting a bigger garden (20%), and needing a smaller home with fewer bedrooms (18%).

Figure 3 - If you plan on moving to a different home, why? (171 participants across the full-length survey)



As shown in Figure 3, 33% of participants provided other reasons why they plan to move in the next ten years. Other reasons participants may want to move in the next ten years include:

- Wanting to buy a property in the future (10 comments)
- Wanting to live closer to the city, work or schools (8 comments)
- Wanting to live somewhere they feel is safer (6 comments)
- Wanting to move into different housing types, such as needing a single storey home or apartments with elevators (5 comments)

- Wanting to live in a different type of neighbourhood, particularly a more landscaped green neighbourhood (4 comments), and
- They are currently renting so they know this is temporary (2 comments).

Insights by age

This section provides high-level insights of the reasons participants are planning to move in the next ten years by age. It should be noted that the number of responses from some age cohorts are of a small sample size and should not be relied on to reflect the general views of people this age. Overall, the findings from this analysis include:

- Participants aged under 24 are more likely to want to move closer to family and friends (18%).
- Participants aged between 25 and 50's reasons align closely to the results above.
- Participants aged over 50 are more likely to want a smaller home with a smaller garden.
 - 50 to 59 are more likely to want a smaller home (28%) and smaller garden (13%).
 - 60 to 69 are more likely to want a smaller home (29%) and smaller garden (17%).
 - 70 to 84 are more likely to want a smaller home (31%) and smaller garden (23%).
- Participants aged 70 to 84 are more likely to need to move into supported living accommodation (23%).

Price and access to outdoor garden spaces are the top features participants look for in housing

Both full-length and condensed survey participants were asked about features that are important to them in housing. As shown in Table 8 the important features to participants across both the online and pop-up survey condensed survey

- Price (416 participants across the full-length and condensed survey);
- Number of bedrooms (254 participants across the full-length and condensed survey);
- Outdoor garden space (216 participants across the full-length and condensed survey);
- Being close to services and facilities (150 participants across the condensed survey), and
- Being able to stay in my home as I age (128 participants across the full-length and condensed survey).

However, as these questions were phrased slightly differently with different answer options available across the two modes, they have also been reported separately below in **Error! Reference source not found.4** and Figure 4.

Table 8 – Top features that are important to participants (654 participants across full-length and condensed survey)

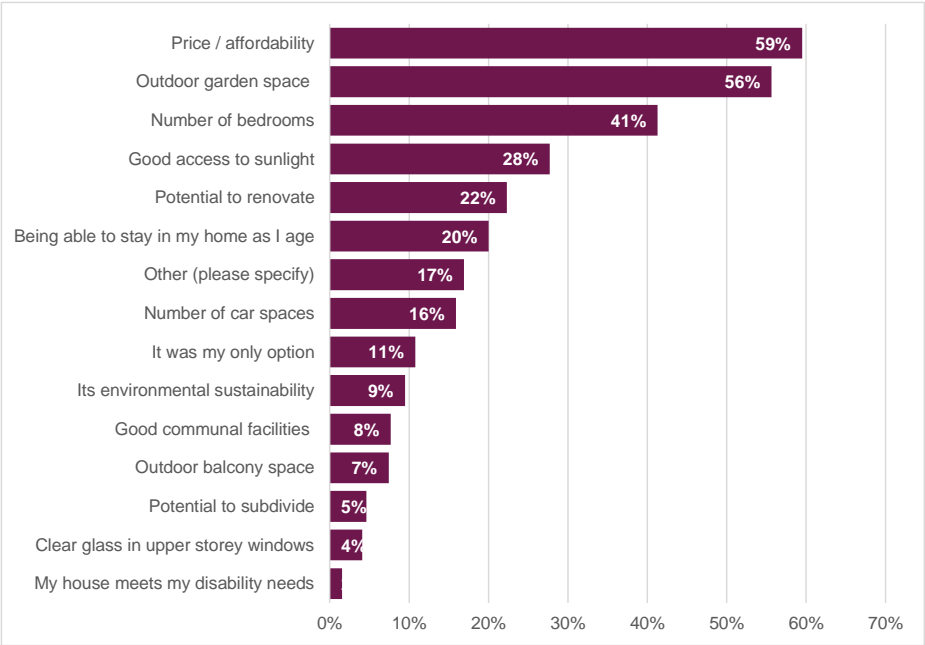
	Online	Pop up	Combined
Price / affordability	230	186	416
Number of bedrooms	161	93	254
Outdoor garden space	216	154	216
Close to spaces, services and facilities		150	150
Being able to stay in my home as I age	78	50	128
Number of car spaces	62	48	110
Good access to sunlight	108		108
Potential to renovate	87		87
Its environmental sustainability		71	71
It was my only option	42		42
Its environmental sustainability	37		37
Good communal facilities	30		30
Outdoor balcony space	29		29
Potential to subdivide	18		18
Clear glass in upper storey windows	16		16
My house meets my disability needs	5		5

Full-length survey

Full-length survey participants were asked to select the top three reasons they came to live in their current home. As shown in **Error! Reference source not found.4**, the most selected reason participants came to live in their current home was price (59%). This is followed by having outdoor garden space (56%), the number of bedrooms (41%), good access to sunlight (28%) and the potential to renovate (22%). As participants could select more than one reason, the numbers in **Error! Reference source not found.4** do not add to 100%.

Figure 4 – What are the top reasons you came to live in your current home? (390 full length survey participants) Several full-length survey participants (17%) provided other reasons for why they live in their current home, listed below.

- The location of their home to work, school, the beach, green space and other amenities (30 comments);
- Wanting to be close to family and friends (10 comments);
- The size of the home being the right fit for their needs (7 comments);
- The local neighbourhood (5 comments);
- The look and feel of the home (4 comments); and
- They were born in the home or area (4 comments).

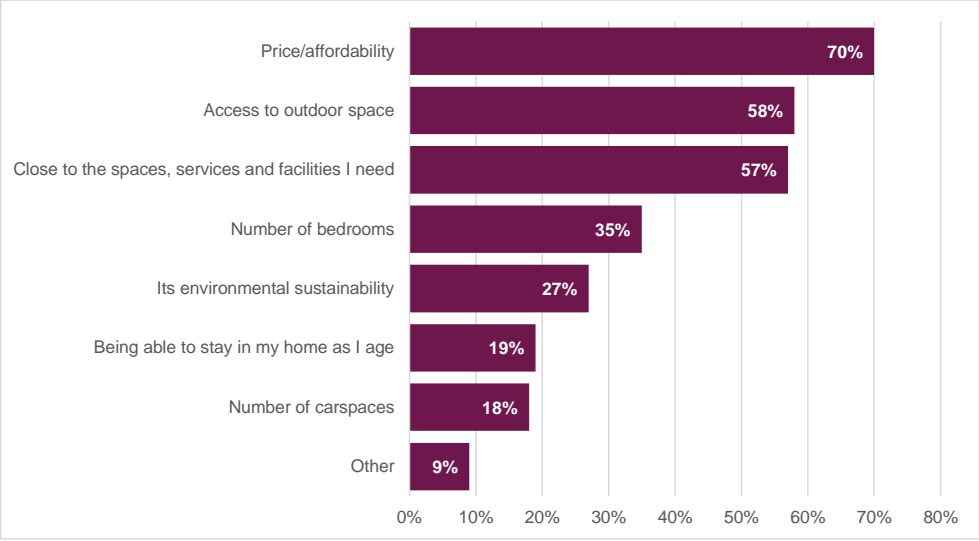


Pop-ups

Pop-up participants were asked to select the top three features that are most important to them in their ideal home. As shown in Figure 4 the top feature commonly selected feature is price (70%). This is followed by access to outdoor space (58%) and close to spaces, services and facilities (57%). As participants could select more than one feature, the percentages shown in Figure 4 will not add to 100%.

A number of participants (9%) provided other features that are important to them, including the location, spaces for diverse needs such as working from home, older kids, pets, and the quality and accessibility off the building.

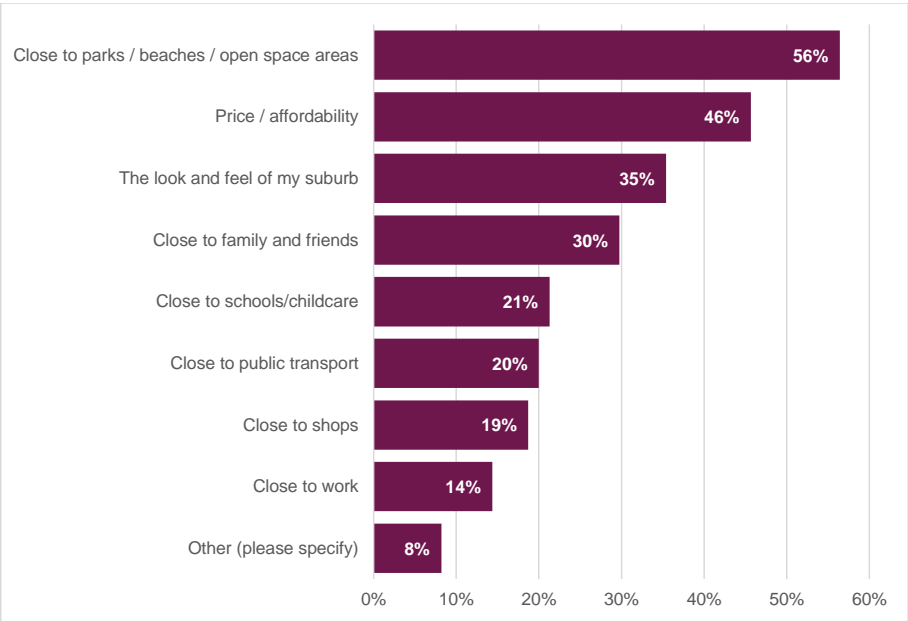
Figure 4 - Choose three features that are most important to you when you think about your ideal home. (264 participants across the condensed survey)



Proximity to parks, beaches and open spaces and affordability are the top reasons full-length survey participants live in their neighbourhood

Full-length survey participants were asked to select the top three top reasons they came to live in their neighbourhood. As shown in Figure 5, the most selected reason was being close to parks, beaches and open space areas (56%). This is followed by affordability (46%), the look and feel of the suburb (35%), being close to family and friends (39%) and being close to schools and childcare (21%). As participants could select more than one reason, the numbers in Figure 5 will not add to 100%.

Figure 5 - What are the top reasons you came to live in your neighbourhood? (390 participants across the full-length survey)



As shown in Figure 5, some participants (8%) provided other reasons for why they live in their neighbourhood, listed below.

- The natural character of the area (6 comments);
- Perceptions of safety (4 comments);
- They were born in the area (4 comments);
- Location to amenities, services and infrastructure (3 comments); and
- Availability of homes (3 comments).

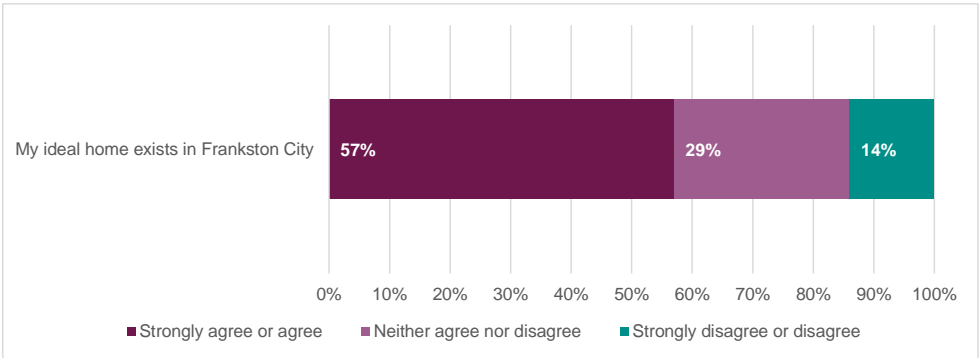
Full-length survey participants typically agree their ideal home exists in Frankston City

Full-length survey participants were asked to rate their agreement to the statement “My ideal home exists in Frankston City”. As shown in Figure 6, 57% of full-length survey “strongly agree” or “agree” their ideal home exists in Frankston, compared to only 14% who “strongly disagree” or “disagree”.

It should be noted that survey participants responded to this question from an aspirational perspective, rather than in reflection to their current situation.

Further analysis by age cohort revealed that younger people aged 18-24 were more likely to feel neutral towards this statement with 42% neither agreeing nor disagreeing. Participants aged from 25 to 69 have the highest agreement, while those aged over 70 have the highest level of disagreement (20%).

Figure 6 - Rate your agreement to the following statement “My ideal home exists in Frankston City” (389 participants across the full-length survey)



3.3 Housing change

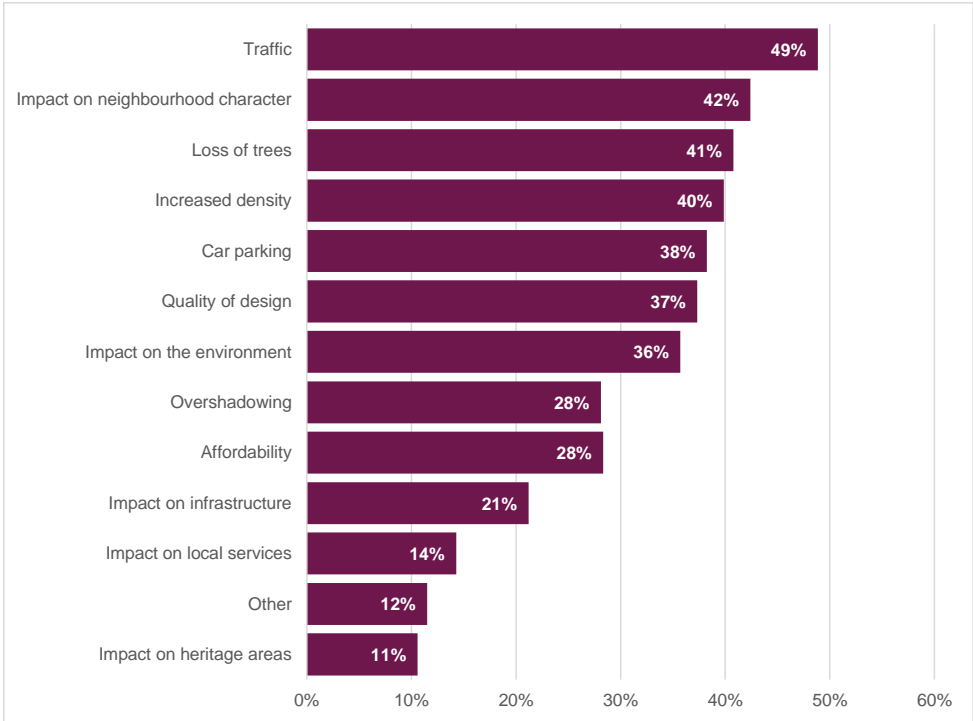
Traffic is the top concern for full-length and condensed survey participants around housing change in Frankston City

Participants across both the full-length survey and condensed survey were asked what their top concerns are around housing change in their local area. Participants were able to choose as many options as they wanted. As shown in Figure 7, the top selected concerns are:

- Traffic (48%)
- Impact on neighbourhood character (42%)
- Loss of trees (42%)
- Increased density (40%), and
- Car parking (38%).

As participants could select more than one concern, the numbers in Figure 7 will not add to 100%.

Figure 7 - What are your top concerns about housing change in your local area? (434 participants across the full-length and condensed surveys)



A number of participants (12%) told us they had other concerns about housing change, listed below.

- Safety concerns including the perception that increased housing could lead to increased crime and drug use (9 comments);
- No concerns about housing change (4 comments);
- Loss of diversity (2 comments); and
- Impact on access to education institutions (2 comments).

Insights by suburb

This section provides high-level insights of the top three concerns about housing change by each suburb in Frankston City. As shown in Table 9, the top five concerns identified above typically appear in the top concerns of each suburb, although often in a slightly different order. It should be noted that the number of responses from some suburbs are drawn from a small sample size and should not be relied on to reflect the views of the community living in these suburbs.

Interesting insights include:

- Quality of design is more of a concern in Frankston, Frankston North and Seaford.
- Affordability is more of a concern in Frankston North.
- Impact on the environment is more of a concern in Frankston North and Langwarrin South.
- Impact on services such as drainage and infrastructure are more of a concern in Sandhurst.

Table 9 - What are your top concerns about housing change in your local area? (Comparison between suburbs)

Suburb	Number of full-length and condensed survey participants	Top three concerns
Carrum Downs	69	<ul style="list-style-type: none">• traffic (25%)• increased density (14%), and• car parking (14%)
Frankston	164	<ul style="list-style-type: none">• impact on neighbourhood character (37%)• traffic (35%), and• quality of design (35%)
Frankston North	49	<ul style="list-style-type: none">• affordability (22%)• quality of design (20%), and• impact on the environment (16%).
Frankston South	99	<ul style="list-style-type: none">• impact on neighbourhood character (52%)• loss of trees (45%), and• traffic (43%).
Karingal	27	<ul style="list-style-type: none">• loss of trees (52%)• traffic (44%), and• increased density (41%).

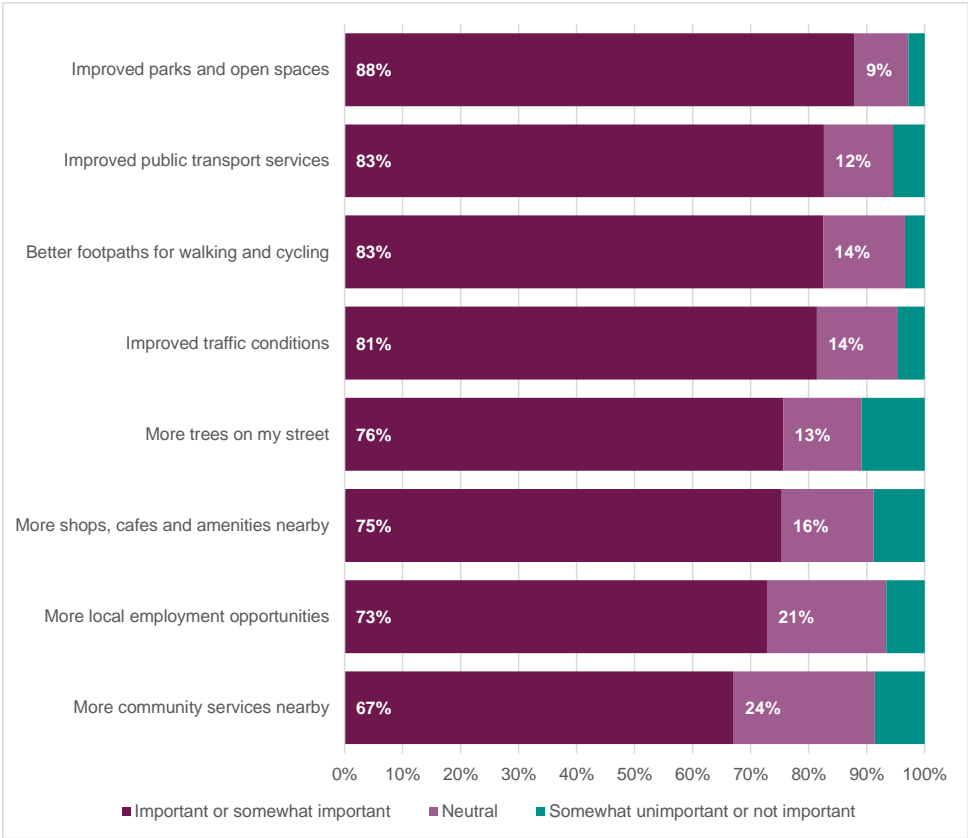
Suburb	Number of full-length and condensed survey participants	Top three concerns
Langwarrin	137	<ul style="list-style-type: none"> increased density (20%) traffic (19%), and loss of trees (18%).
Langwarrin South	12	<ul style="list-style-type: none"> increased density (25%) traffic (25%), and impact on environment (25%).
Sandhurst	32	<ul style="list-style-type: none"> increased density (16%) traffic (16%) loss of trees (10%), and impact on services (10%).
Seaford	69	<ul style="list-style-type: none"> quality of design (33%) car parking (32%), and loss of trees (29%).
Skye	17	<ul style="list-style-type: none"> traffic (41%) increased density (35%), and car parking (24%).

When it comes to increased density, improving parks and open spaces, transport services and footpaths are key priorities

In relation to the topic of increasing density in Frankston City, full-length survey participants were asked to rank how important certain improvements are to them. As shown in Figure 8, the most important improvements participants want to see from increased density are:

- Improved parks and open spaces (88%);
- Improved public transport services (83%);
- Better footpaths for walking and cycling (83%);
- Improved traffic conditions (81%); and
- More trees on the streets (76%).

Figure 8 – What types of improvements would you most like to see in areas where there is more housing growth and change? (full-length survey participants)



3.4 Housing type and location

Full-length and condensed survey participants support a diverse range of housing types across Frankston City, in appropriate locations

Participants across both the full-length and condensed surveys were asked, via an open-ended question, where they think certain housing types should be located. Condensed survey participants were asked about slightly different housing typologies in the two different surveys, shown in the list below. Condensed survey participants often chose to respond to just one or two of the housing typologies. Table 10 provides a summary of the key locations online and condensed survey participants think the following housing types should be located:

- Detached houses (full-length survey participants);
- Units (full-length survey participants);
- Townhouses (full-length survey participants);
- Dual occupancy (condensed survey participants);
- Low rise apartments (full-length and condensed survey participants);
- Medium rise apartments (full-length and condensed survey participants); and
- Affordable housing (full-length and condensed survey participants).

Table 10 – Where should the following housing types be located near? (Full-length survey and pop-up participants)

Housing type	Locations	Select quotes
Detached houses (278 participants answered)	<ul style="list-style-type: none">• Near schools (133 comments)• Near public transport (65 comments)• Near shops (54 comments)• Integrated across all suburbs Frankston City (42 comments)• Near parks, open space and recreation spaces including the beach (36 comments)• Not in Frankston CBD (26 comments)• Specific suburbs or locations (17 comments), and• Near services such as medical centres and gyms (16 comments).	<p>“This should be the main style of home in Frankston, supporting the historical Australian dream. No back yard and attached housing equals majorly reduced quality of life.”</p> <p>“Outer areas and areas of Frankston and where this is identified as key to neighbourhood character like Frankston South and where we need to protect large trees and canopy etc. Also if of heritage significance then shouldn't matter where its located.”</p> <p>“Very close to schools and playgrounds, a couple of streets back from local shops, properties that back onto nature reserves to reduce human impact on the environment.”</p>

Commented [J(1)]: This was asked at pop-ups/condensed survey AND full length survey

Housing type	Locations	Select quotes
Units (296 participants answered)	<ul style="list-style-type: none"> Near public transport (121 comments) Near shops (87 comments) Near schools (51 comments) Near services such as medical centres, gyms and community centres (26 comments) Near parks, open space and recreation spaces including the beach (25 comments) Integrated across all suburbs Frankston City (24 comments) Specific suburbs or locations (19 comments) Near Frankston CBD or activity centres (17 comments) Nowhere in Frankston City (5 comments), Near major roads (4 comments), and Near the university (3 comments). 	<p>"On very spacious blocks in extra wide streets, close to public transport."</p> <p>"Where older people want to live. Maybe they can downsize and stay in their community?"</p> <p>"Within walking distance of shops and public transport as this type of housing is attractive to the elderly."</p>
Townhouses (297 participants answered)	<ul style="list-style-type: none"> Near public transport (87 comments) Near shops (86 comments) Near schools (52 comments) Near parks, open space and recreation spaces including the beach (36 comments) Near Frankston CBD or activity centres (34 comments) Integrated across all suburbs Frankston City (23 comments) Near services such as medical centres and gyms (18 comments) Specific suburbs or locations (13 comments) Nowhere in Frankston City (10 comments) Near major roads (9 comments) Near TAFE (3 comments), and Near the university (2 comments). 	<p>"All over, higher density is the future. No new builds in flood prone areas."</p> <p>"Anywhere block sizes are adequate and neighbouring amenity can be protected."</p> <p>"Closer to inner city, parking that doesn't obstruct traffic flow, near public transport, near shops, near schools"</p>
Dual occupancy (131 participants answered)	<ul style="list-style-type: none"> Near shops (34 comments) Integrated across all suburbs Frankston City (33 comments) Near schools (16 comments) Near services such as medical centres (15 comments) Near parks, open space and recreation spaces including the beach (13 comments) Near public transport (11 comments) Specific suburbs or locations (10 comments) Not near Frankston CBD (8 comments), and Near Frankston CBD or activity centres (5 comments). 	<p>"Around local activity centres on quiet suburbs like Langwarrin South."</p> <p>"Frankston south. Keep original and build behind. Don't built boundary to boundary. New architects. New ideas. Needs to suit character of the area."</p>

Housing type	Locations	Select quotes
Low rise apartments (460 participants answered)	<ul style="list-style-type: none"> Near public transport (157 comments) Near shops (121 comments) Near Frankston CBD or activity centres (102 comments) Near parks, open space and recreation spaces including the beach (59 comments) Specific suburbs or locations (40 comments) Near schools (36 comments) Near major roads (27 comments) Near services such as medical centres (20 comments) Integrated across all suburbs Frankston City (17 comments) Nowhere in Frankston City (15 comments) Near the university (12 comments), and Near TAFE (8 comments). 	<p>"Close to local shops and services? We could provide this type of living above smaller shopping areas in places like Seaford and Langwarrin but we don't seem to do this in Frankston but closer to Melbourne lots of people live above shopping strips!"</p> <p>"Not in established residential areas with single story homes and not along the foreshore area but near city centre and near shops and public transport."</p>
Medium rise apartments (509 participants answered)	<ul style="list-style-type: none"> Near public transport (164 comments) Near Frankston CBD or activity centres (152 comments) Near shops (101 comments) Nowhere in Frankston City (56 comments) Near parks, open space and recreation spaces including the beach (53 comments) Specific suburbs or locations (37 comments) Near schools (32 comments) Near major roads (23 comments) Near the university (22 comments) Near services such as medical centres (21 comments) Near TAFE (13 comments), and Integrated across all suburbs Frankston City (3 comments). 	<p>"Near lifestyle amenities, near public outdoor space; Have a mix of different sized apartments within each building; Near Uni, trainlines, shopping centre, schools, existing development."</p> <p>"Will suit different needs and lifestyles and economic capacity by having a mix everywhere; Put these where there are already tall buildings, for example near Horizon and Quest; Around CBD, Hub, shop centres. Not along the highway or spread in suburbs."</p> <p>"Not in Frankston, inappropriate development for our neighbourhood character"</p>
Affordable housing (372 participants answered)	<ul style="list-style-type: none"> Near public transport (138 comments) Near shops (98 comments) Near schools (87 comments) Near services such as medical centres, libraries and community centres (44 comments) Integrated across all suburbs Frankston City (42 comments) Near parks, open space and recreation spaces including the beach (38 comments) Near Frankston CBD or activity centres (29 comments) Specific suburbs or locations (20 comments), and 	<p>"Near community services that are aimed to support them. E.g. Bulk billing GPs."</p> <p>"Need more of this, and in all suburbs"</p> <p>"Near schools, shops, community centres, parks, playgrounds, access to transportation. Many who need affordable housing are single parent families who need to be able to afford to enjoy the community with their children."</p>

Housing type	Locations	Select quotes
	<ul style="list-style-type: none"> • Nowhere in Frankston City (14 comments) • Near major roads (3 comments) • Near the university (2 comments), and • Near TAFE (2 comments). 	
Other housing types (177 participants answered)	<ul style="list-style-type: none"> • High rise apartments located near Frankston CBD or along the Nepean Highway (19 comments) • Social and public housing located near the city centre, shops and public transport. It should be integrated across all suburbs in Frankston City. (12 comments) • Single-detached dwellings as the primary housing type in Frankston (11 comments) • Tiny homes located near public transport and shops to increase affordable housing. (9 comments) • Emerging models such as cooperative housing and rent to buy schemes (9 comments) • Retirement and aged care accommodation located near shops, public transport and services such as medical centres and libraries (7 comments) • Short-term and crisis accommodation to support people experiencing homelessness, domestic violence and mental illness (7 comments) • Low and medium rise apartments located near Frankston CBD or along the Nepean Highway (6 comments) • Student accommodation located near Monash University and the TAFE (4 comments) • Units and townhouses across Frankston City (4 comments) • Caravan parks to increase supply of affordable housing (3 comments) • Multi-generational homes with multiple floors and more space (2 comments). 	

3.5 Housing affordability

There is a high degree of concern on the impacts of the cost of living and rental prices on housing affordability in Frankston City

Full-length survey participants were asked, via open-ended question, their key concerns around housing affordability in Frankston City. Table 11 highlights the key concerns along with select verbatim comments.

Given the nature of the pop-up being a quicker discussion, housing affordability was included in the condensed survey by asking participants' preferred location of affordable housing, as outlined in Table 11. Participants who wanted to discuss in further detail were encouraged to complete the full-length survey and were also informed that further engagement on affordable housing would occur in 2024-2025.

Table 11 - We know that housing affordability and cost of living is a huge issue for our community right now. What are your key housing affordability concerns? (269 participants across the full-length survey)

Concern	Summary of concerns	Select verbatim quotes
Impacts of the cost-of-living crisis on household expenses (98 comments)	Full-length survey participants are concerned that the cost-of-living crisis is increasing household expenses, making living in Frankston City less affordable and attainable. Key concerns include: <ul style="list-style-type: none"> • Rising household expenses such as cost of utilities, rates and groceries • Rising interest rates leading to higher rent and mortgages • Wages not rising at the same rate as expenses. 	"Continuing increase in rent and living costs, sending more people into homelessness, including families." "Gas, electricity and grocery prices. Come to think of it, EVERYTHING is expensive! Clothes, petrol, outings with the family."
Decreasing rental affordability and protections for renters (52 comments)	Full-length survey participants are concerned that the increasing cost and decreasing availability of rentals are making living the City less affordable. They are particularly concerned for vulnerable cohorts including single parents, people with disability or people experiencing homelessness. Other concerns include: <ul style="list-style-type: none"> • Rental stability • Poor protections for renters • A lack of emerging models such as build to rent available in Frankston City. 	"High rents. Lack of stability with rentals, at the mercy of greedy landlords. Constant fear of eviction due to landlords "selling" or "reclaiming" the property. Lack of availability of acceptable low-income rentals. Refusal of landlords to maintain the property to a basic living standard." "Quality of living in rentals. I would like to see a better arrangement between tenants and owners where longer lease and share of profits, dependent on upkeep and maintenance, is provided on behalf of tenants upon selling."
Poor housing quality, design standards and controls (34 comments)	Full-length survey participants are concerned that affordable housing in Frankston is of poor quality and does not meet minimum requirements to provide people a comfortable and adequate standard of living.	"So many developments are poor quality not using sustainable materials, not using passive design to optimise light and heating/cooling, not accessible for aging in place. They are cheap to build but expensive to live in and maintain."

Concern	Summary of concerns	Select verbatim quotes
		"Built form quality, materials, sustainability of structure and running cost in the long term. These should match the current cost of housing."
Proximity of affordable housing to services, infrastructure, and amenities (27 comments)	<p>Full-length survey participants are concerned that affordable housing is not located close enough to essential services, infrastructure and amenities including:</p> <ul style="list-style-type: none"> • Public transport • Schools • Shops • Parks <p>Some participants also shared concerns around the capacity of Frankston City's existing infrastructure and services to support future housing growth.</p>	<p>"I am a single parent with two kids and work from home, I already live in a small unit and am worried I'll have to move further away from school, shops, and parks, to afford living in this area."</p> <p>"I can't afford a home closer to the city and my extended family. If the trainline were extended and more frequent express services ran to the city this wouldn't be a problem."</p>
Increasing purchase and mortgage price (26 comments)	<p>Full-length survey participants are concerned that the increasing price of housing, including mortgage prices and deposit amounts are pricing renters and young people out of the housing market.</p>	<p>"Anyone who is not in the housing market is getting priced out. We are having trouble getting a loan despite having professional jobs, we cannot get into the market."</p> <p>"Having to come up with such a huge deposit puts so many especially the young or singles in a position where they just cannot ever buy a home."</p>
Provision of inclusive and accessible housing (24 comments)	<p>Full-length survey participants are concerned that affordable housing in Frankston City is not accessible for people with disability, older people and other vulnerable cohorts.</p>	<p>"House being accessible for disabilities whilst still being cheap to rent/own."</p> <p>"The key concerns are housing for the elderly, who need to find smaller rentals and are the forgotten members of the community, who do not want to move into Retirement Villages."</p>
Supply and diversity of affordable housing (23 comments)	<p>Full-length survey participants want to see affordable and social housing available across all of Frankston City, and in all different housing typologies.</p>	<p>"Building high rise will give options to people who are currently priced out of the market."</p> <p>"There is not enough housing being built. We need development of all types in all areas. High rise, low rise, medium density, high density."</p>

Concern	Summary of concerns	Select verbatim quotes
Young people and future generations (23 comments)	Full-length survey participants are particularly concerned about how young people and future generations will be able to afford both renting and purchasing a home.	<p>"Concerned about my kids who are currently in primary school being able to afford independent housing in the future."</p> <p>"Our children are having trouble getting a rental. Previously they have never had difficulty, but they have applied for multiple properties without success. Their budget for rent is \$600 per week!"</p>
Property investment (19 comments)	Full-length survey participants are concerned about housing is being viewed as an investment rather than a home, leading to first time home buyers being priced out of the market by property developers and current landlords.	<p>"That most houses/apartments being built are not affordable housing for those who need it, but are expensive dwellings that make the rich get richer."</p> <p>"Too many properties being purchased for investment purposes."</p>
Homelessness (16 comments)	Full-length survey participants are concerned about growing number of people experiencing homelessness in Frankston City. They want to see Council do more to address this.	<p>"Housing prices regardless if renting or buying are crippling. As a single mother finding a home that's affordable is impossible. I've been sharing a room in a share house with my daughter for two years and I just can't see how I'll ever be able to afford our own place. It's heart breaking. So many people myself included are one bad week away from homelessness."</p> <p>"The risk of being homeless is huge for everybody. This crisis is 10yrs old and not much has changed."</p>
Impacts of increasing density (15 comments)	Full-length survey participants are concerned that increased density to accommodate affordable housing could have negative flow on effect on neighbourhood character, parking and other infrastructure.	<p>"That multi level townhouses will be approved to increase density and this will negatively impact existing single story residents/properties."</p> <p>"Over crowding. Ensuring the surrounding stay the same. Ensuring there is enough parking for each household e.g. ensure 2 spaces per property. Traffic."</p>
Community perceptions of affordable housing tenants (13 comments)	There were several full-length survey participants who expressed concerns about safety in areas with affordable housing.	<p>"The decrease in housing affordability is assisting in gentrification of less desirable parts of the FCC suburbs. This is a great thing as it increases the sense of safety and appetite to live in this area."</p>
Location of affordable housing (13 comments)	Some full-length survey participants want to see more affordable housing located across Frankston City.	<p>"Not enough affordable homes in appropriate areas. And not enough public housing. "</p>

Concern	Summary of concerns	Select verbatim quotes
Other (21 comments)	The responses categorised under this theme were broad but included feedback relating to participants' properties or specific sites, targeted interventions, and other concerns.	

There is strong support for more long-term rentals models with the option to purchase

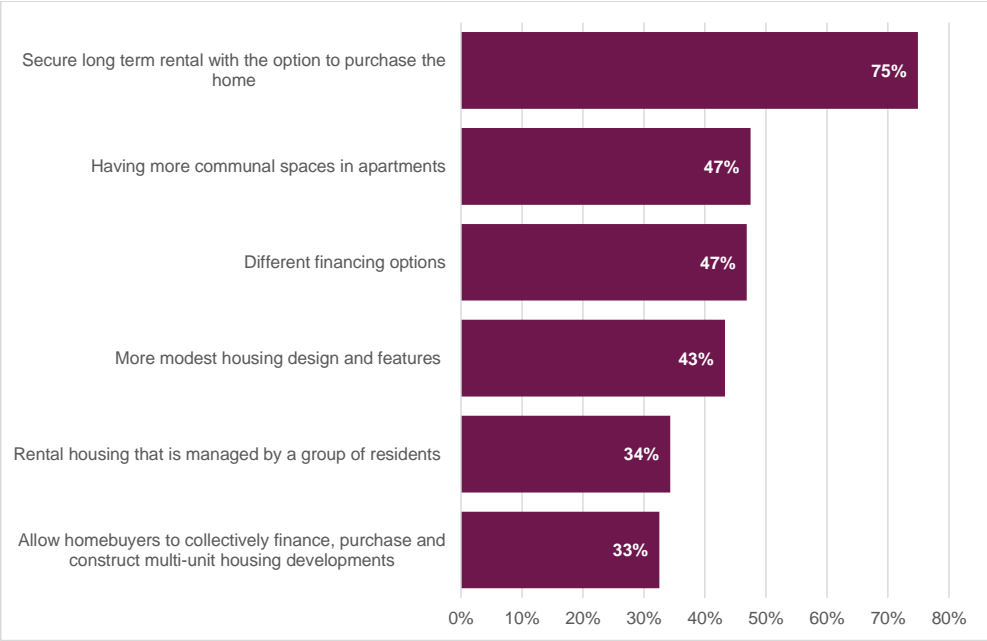
Full-length survey participants were asked to indicate the types of emerging housing models they would support to achieve more affordable housing across Frankston City. Participants were able to select as many options as they wanted.

As shown in

Figure 9, the most selected model was securing long-term rentals with the option to purchase the home, such as build to own models and rent to own (75%). This model saw significantly more support than the other options provided. Having more communal spaces in apartments and different financing options were both supported by 47% of participants. As participants could select more than one reason the numbers in

Figure 9 will not add to 100%.

Figure 9 - There are many new models emerging across Australia to provide more affordable housing options. In trying to achieve more affordable housing across Frankston City, would you support (335 participants across the full-length survey)

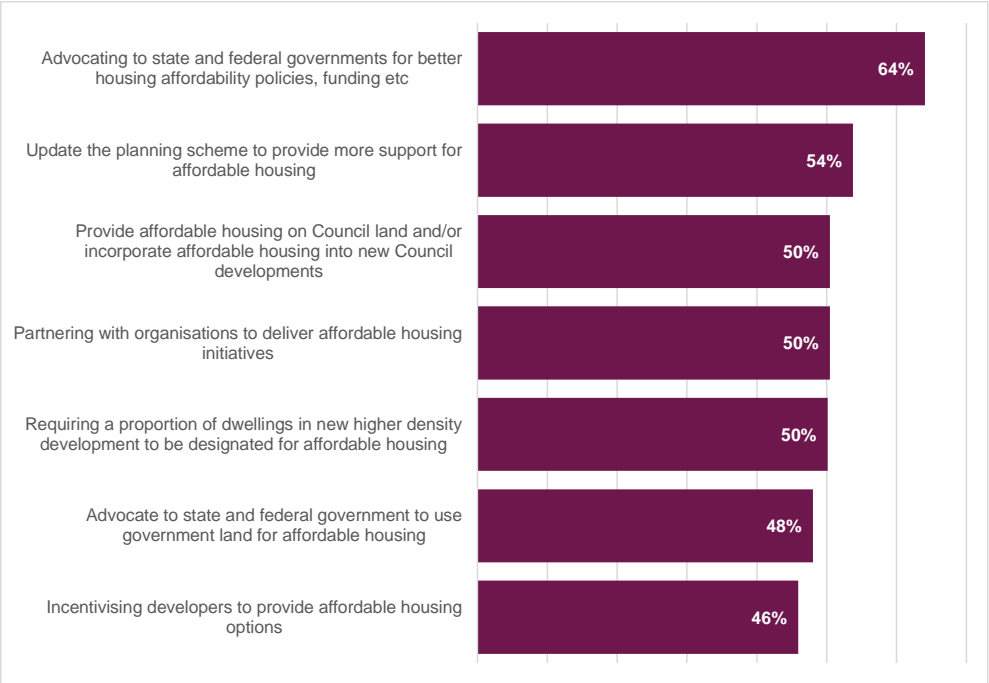


There is support for Council to advocate to State and federal government to deliver more housing affordability initiatives

Full-length survey participants were asked which types of Council-led interventions they would be likely to support to achieve more affordable housing across Frankston City. Participants were able to select as many interventions as they wanted.

As show in Figure 10, the most selected option by participants was supporting Council to advocate to state and federal governments for better housing affordability policies and funding (64%). This is followed by updating the planning scheme to provide more support for affordable housing (54%). As participants could select more than one action, the numbers in Figure 10 will not add to 100%.

Figure 10 - In trying to achieve more affordable housing across Frankston City, would you support Council to: (331 participants across full-length survey)



3.6 Housing design

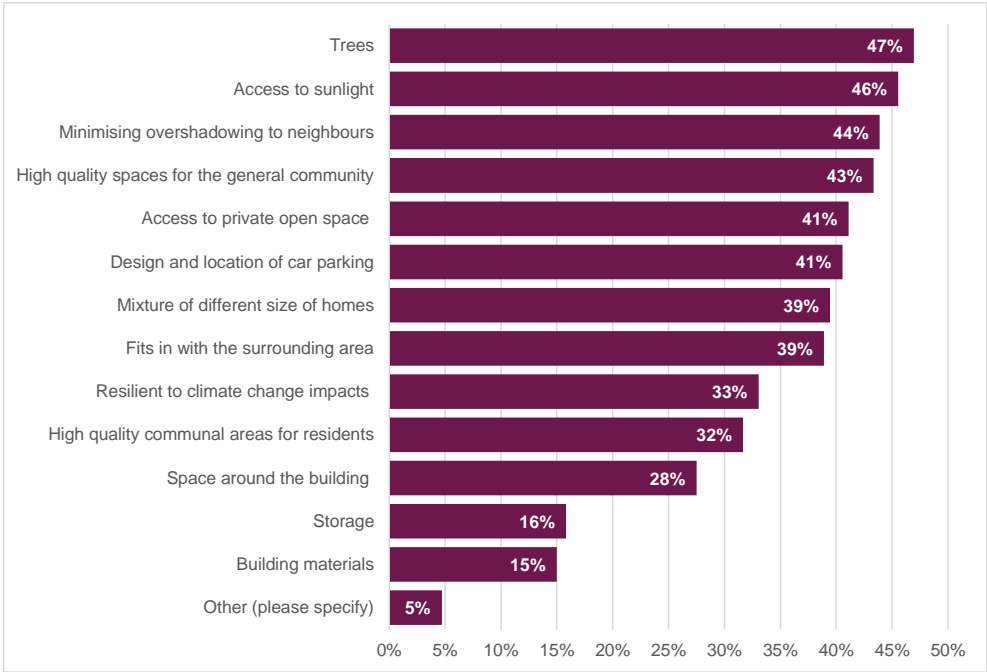
Trees, access to sunlight, minimal overshadowing and high-quality spaces are key features for well-designed housing

Full-length survey participants were asked to select the top three features they think contribute to well-designed housing. As shown in Figure 11, the most selected features include:

- Trees (46%)
- Access to sunlight (46%)
- Minimising overshadowing (44%)
- High quality spaces for the general community (43%)
- Access to private open space (41%), and
- Design and location of car parking (41%).

As participants could select more than one reason the numbers in Figure 11 will not add to 100%.

Figure 11 - We know that we are going to need a mix of housing in the future. What features do you think contribute to well-designed housing? (360 participants across the full-length survey)

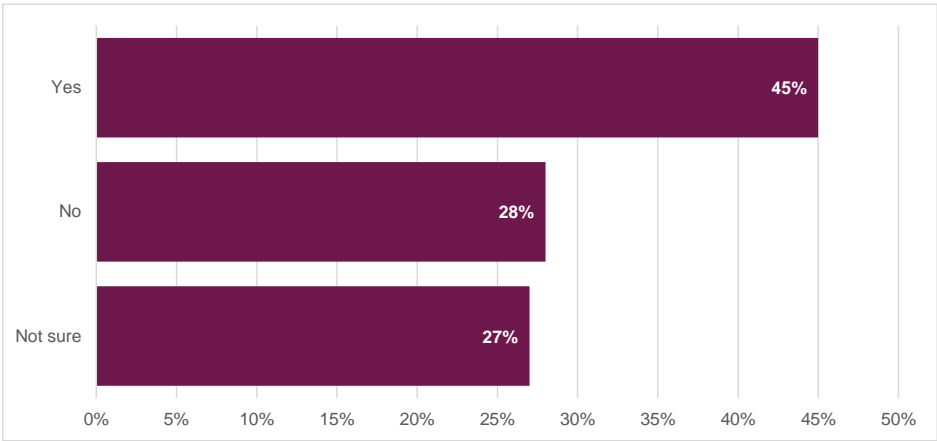


A number of participants (5%) suggested other features that contribute to well-designed housing, including a desire for more sustainable features such as solar panels. Some of the other comments in this section spoke about the importance of having a diverse mix of features across homes in Frankston City, to cater to our diverse community.

Survey participants are more likely to want to move into a property if it has accessible features

Full-length survey participants were asked if they would be more likely to move into a property if it has accessible features. As shown in Figure 12, just under half of participants (45%) said yes, 28% said no and 27% were unsure.

Figure 12 - Would you be more likely to move into a property if it has accessible features (i.e. downstairs bathroom, step free access)? (355 participants across the full-length survey)



Participants were then asked if they think Frankston City has these features in existing housing. 54% told us they were not sure, 27% said yes and 20% no.

3.7 Neighbourhood character

Street trees, gardens and landscaping are the most highly valued neighbourhood character attributes

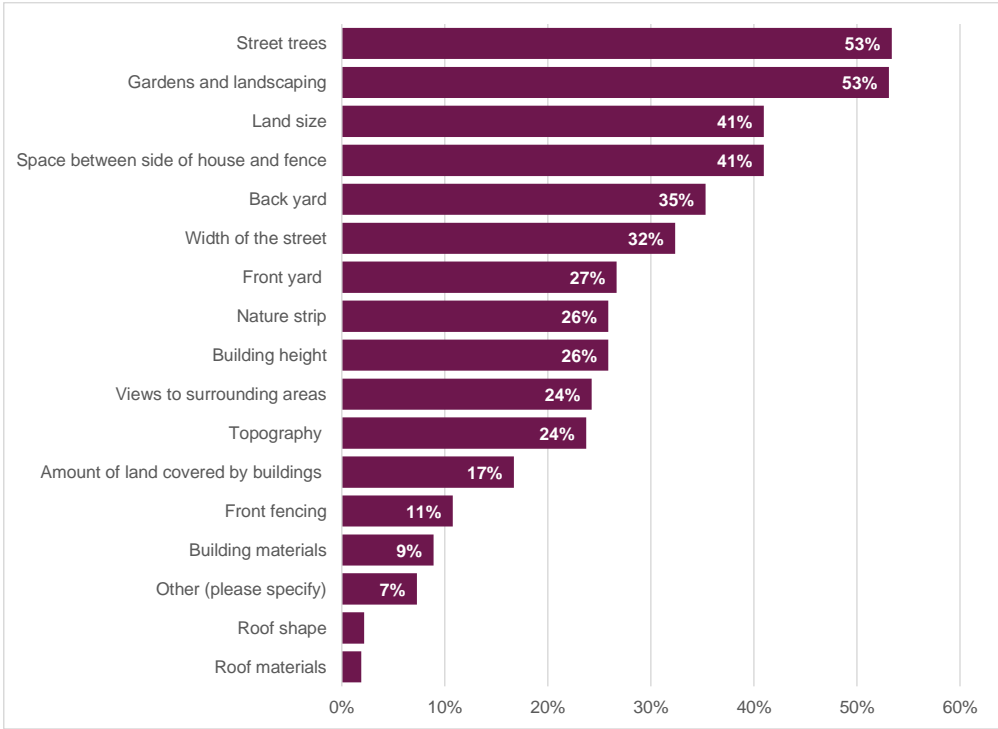
Full-length survey participants were asked to select five attributes of the houses and streets in their neighbourhood that they value the most and would like to be enhanced in the future.

As shown in Figure 13 the most selected attributes are:

- Street trees (53%)
- Gardens and landscaping (53%)
- Land size (41%), and
- Space between side of the house and fence (41%).

As participants could select more than one reason the numbers in Figure 13 will not add to 100%.

Figure 13 - Which attributes of the houses and streets in your neighbourhood do you value the most and that you would like to enhance in the future? (371 participants across the full-length survey)



As shown in Figure 13, 7% of participants provided other attributes they value in their neighbourhood, including:

- The natural environment
- Cars
- Driveways

Insights by suburb

This section provides high-level insights of the top attributes participants value by each suburb in Frankston City. As shown in Table 12Table 9, the top five attributes identified above typically appear in the top attributes of each suburb, although often in a slightly different order. It should be noted that the number of responses from some suburbs are drawn from a small sample size and should not be relied on to reflect the views of the community living in these suburbs.

The main interesting insight is that the width of streets is a more valued attribute in Carrum Downs (53%) and Seaford (40%). Other key attributes such as street trees, gardens and landscaping, land size and backyards featured prominently across all suburbs.

Table 12 - Which attributes of the houses and streets in your neighbourhood do you value the most and that you would like to enhance in the future? (Comparison between suburbs)

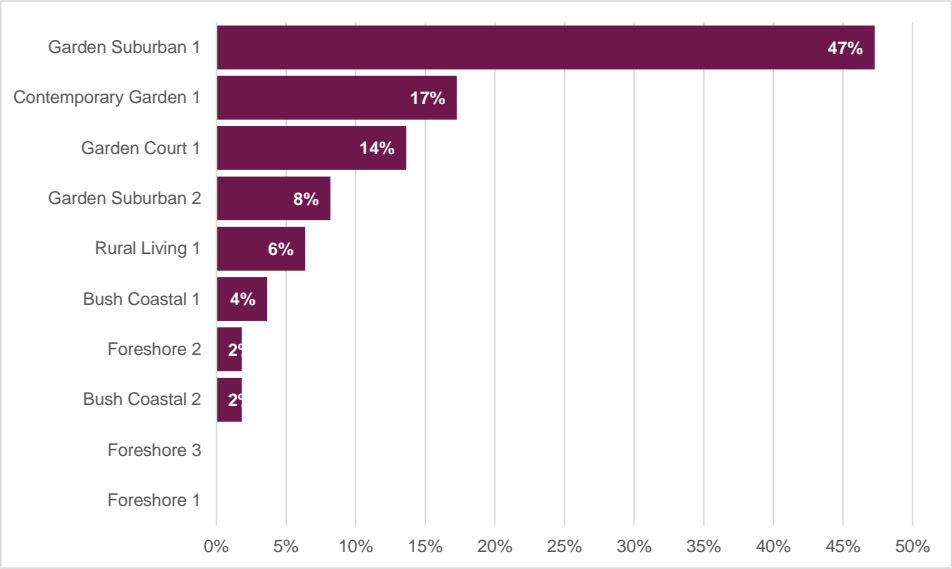
Suburb	Number of full-length survey participants	Top three attributes
Carrum Downs	22	<ul style="list-style-type: none">• width of the street (53%)• street trees (50%), and• gardens and landscaping (45%).
Frankston	128	<ul style="list-style-type: none">• gardens and landscaping (53%)• street trees (47%), and• space between side of the house and fence (41%).
Frankston North	18	<ul style="list-style-type: none">• street trees (61%)• gardens and landscaping (56%)• backyard (33%), and• land size (33%).
Frankston South	83	<ul style="list-style-type: none">• street trees (53%)• gardens and landscaping (53%), and• land size (43%).
Karingal	23	<ul style="list-style-type: none">• street trees (65%)• space between side of the house and fence (61%), and• back yard (52%).
Langwarrin	44	<ul style="list-style-type: none">• gardens and landscaping (57%)• street trees (50%), and• land size (43%).

Suburb	Number of full-length survey participants	Top three attributes
Langwarrin South	3	<ul style="list-style-type: none"> gardens and landscaping (67%) street trees (67%) land size (67%), and back yard (67%).
Sandhurst	4	<ul style="list-style-type: none"> street trees (100%) gardens and landscaping (75%) land size (75%), and views to surrounding areas (75%).
Seaford	43	<ul style="list-style-type: none"> street trees (51%) land size (40%) back yard (40%), and width of the streets (40%).
Skye	8	<ul style="list-style-type: none"> space between side of the house and fence (75%), and land size (63%).

Condensed survey participants agree with the neighbourhood character descriptions

Condensed survey participants were asked which neighbourhood character area they live in. As shown in Figure 14, almost half of the condensed survey participants who responded to this question live in Garden Suburban 1 (47%).

Figure 14 - What neighbourhood character area do you live in? (110 participants across condensed survey)



Participants were then asked if we got the description of their area right. Most condensed survey participants who responded to this question, agreed the description of their area was correct (84%). All participants who answered this question for Contemporary Garden 1, Garden Court 1, Garden Suburban 2 and Rural Living 1 agreed with the description of the area. Garden Suburban 1 had the most participants wish to provide further feedback on the description of the area.

Table 13 highlights the number of participants that agreed with each specific neighbourhood character type. It should be noted that not every participant that answered the above question about which neighbourhood character they live in, answered this question.

Table 13 - Did we get the description of your area right? (79 participants across condensed survey)

Neighbourhood Character	Number of condensed survey participants that told us we got the description right	Further comments
Bush Coastal 1	0	<ul style="list-style-type: none"> The Fleetwood Avenue (Frankston South) multi-unit development is changing the character. Not enough car parking.
Bush Coastal 2	0	<ul style="list-style-type: none"> A family-oriented place that is casual with street trees everywhere.
Foreshore 1	0	<ul style="list-style-type: none"> Unfinished and informal curb and channel is valued by residents
Foreshore 2	0	<ul style="list-style-type: none"> Risk of cliff erosion Views
Foreshore 3	NA	None provided
Garden Court 1	7	<ul style="list-style-type: none"> Footpaths, nature strips and shrubs Stand-alone houses with some units Close to medical services Light poles and telegraph wires
Garden Suburban 1	27	<ul style="list-style-type: none"> Ocean glimpses and views Nice high fences and private front gardens with trees Green and not overly developed, although recently there has been more trees removed for high density buildings Mix of housing including townhouses, dual occupancies and new high-density builds Diversity of design Narrow roads and no footpaths
Garden Suburban 2	7	None provided
Contemporary Garden 1	18	<ul style="list-style-type: none"> Estate feel
Rural Living 1	6	None provided

3.8 A love letter to your neighbourhood

People were invited to write 'love letters' to their neighbourhoods which asked participants the suburb and neighbourhood character area that they lived in, and what they love about where they live.

272 love letters were received across all channels, including 234 from pop-ups, 26 online via Engage Frankston, and 11 picture submissions. Love letters with writing were analysed thematically. Love letters with pictures have been qualitatively interpreted and included below.

Most love letters received were from people living in Langwarrin (74) and Frankston (33). Other letters were from residents of:

- Carrum Downs (23)
- Frankston South (9)
- Seaford (13)
- Skye (3)
- Frankston North (13)
- Sandhurst (1)
- Langwarrin South (1)

27 love letters were received from people living outside of the municipality, and 75 from people who did not specify which suburb they live in.

The word cloud below, presents the words most frequently mentioned by participants. It shows proximity ('close') was a key attribute mentioned. This was often followed by descriptions such as 'close to the beach', 'close to nature / trees', and 'close to the shops'. Greenery and nature was also a reoccurring characteristic that people loved about their neighbourhoods. Most recurring words and themes related to trees, parks, beach. Other words, such as 'community', 'quiet' and 'people' were frequently written, relating to a range of intangible characteristics and attributes that are highly valued across Frankston City's neighbourhoods.



Table 14 summarises the results from the thematic analysis of the love letters. Some love letters touched on multiple themes and were counted under as many themes as they referred to.

Table 14 – Summary of love letter feedback, by theme

Theme	Number of mentions	Summary of what participants love about their neighbourhood
Social infrastructure, services and facilities	138	<ul style="list-style-type: none"> Proximity to local services and facilities, and how easy it is to go to places that they love to visit. Close to shops. Close to facilities that enable their hobbies and interests, including sports grounds and sporting clubs.
People and social connections	92	<ul style="list-style-type: none"> Living close to family and friends. 'Community' spirit of their neighbourhood. The terms 'friendly' and 'nice' were commonly used to describe the character neighbourhoods and neighbours.
Natural landscapes and open space	71	<ul style="list-style-type: none"> Availability of open spaces and public parks in their neighbourhoods. Natural landscapes, in particular the beach and coast.
Greenery, trees and landscaping	69	<ul style="list-style-type: none"> Greenery and gardens. Trees and landscaping.
Peace and quiet	56	<ul style="list-style-type: none"> Neighbourhoods being peaceful, quiet, or having a low population density.
Buildings and properties	26	<ul style="list-style-type: none"> The qualities and attributes of the buildings and properties Large size of blocks and properties. Some comments singled out specified parts of buildings, for example building exteriors, fences, or materials as key attributes that they liked.
Access to public transport	17	<ul style="list-style-type: none"> Close to public transport options Some specified the train line, and one love letter specified a bus stop.
Access to roads	13	<ul style="list-style-type: none"> Proximity or access to roads, EastLink and the Nepean Highway were frequently cited. General access to the freeway. One participant expressed they loved the way the freeway connects Frankston to Melbourne's CBD.
Walkability	11	<ul style="list-style-type: none"> Walkable neighbourhoods, and their suburbs being walker friendly. Can meet many of their needs in 'walking distance'.
Housing affordability	3	<ul style="list-style-type: none"> Affordable, or that they chose it because it was where they could afford to live.
Nothing	2	<ul style="list-style-type: none"> Two participants expressed that they did not love anything about where they live.

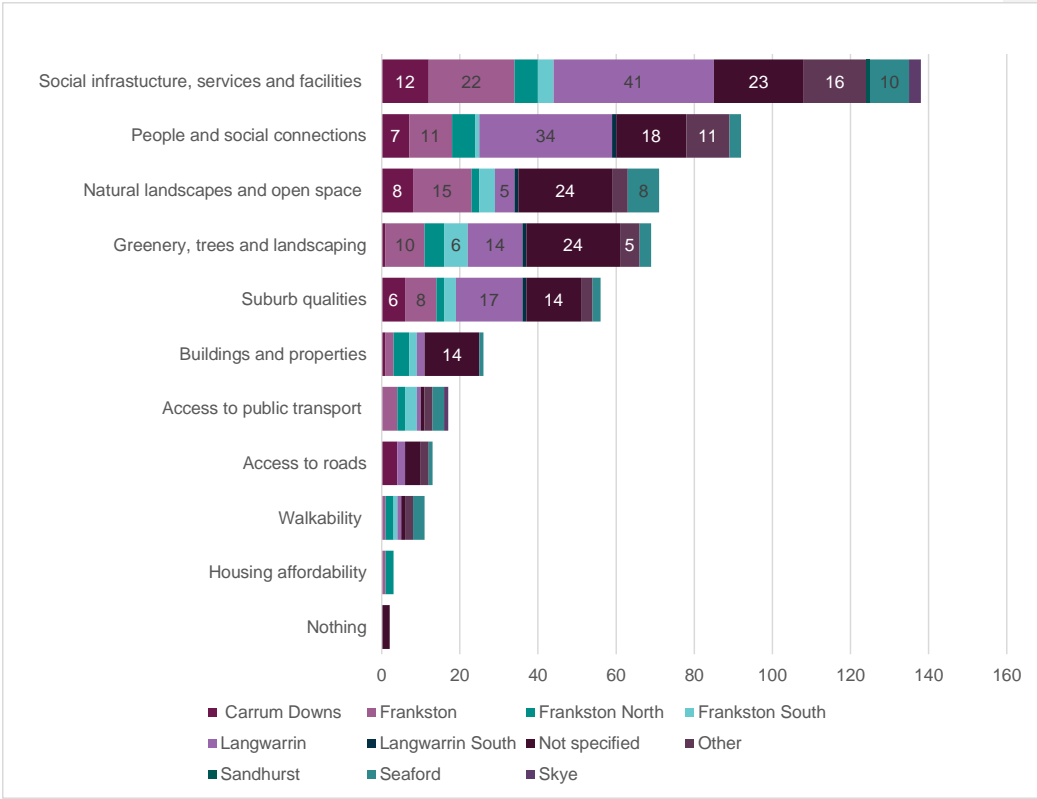
Figure 15 expands upon the findings of the love letter analysis by suburb.

Some key findings include:

- Residents of Langwarrin are more likely to value suburb qualities (such as peace and quiet) than residents from other suburbs.
- Residents of Frankston and Carrum Downs are slightly more likely to value natural landscapes and open space, including access to beaches and the shore, than other residents. This contrasts with residents of Langwarrin, who are less likely.

Many participants did not specify which suburb they live in. These participants were more likely to value natural landscapes and open space, and greenery, than other participants.

Figure 15 – Summary of key themes from love letters, showing proportion of responses by suburb (272 love letters)



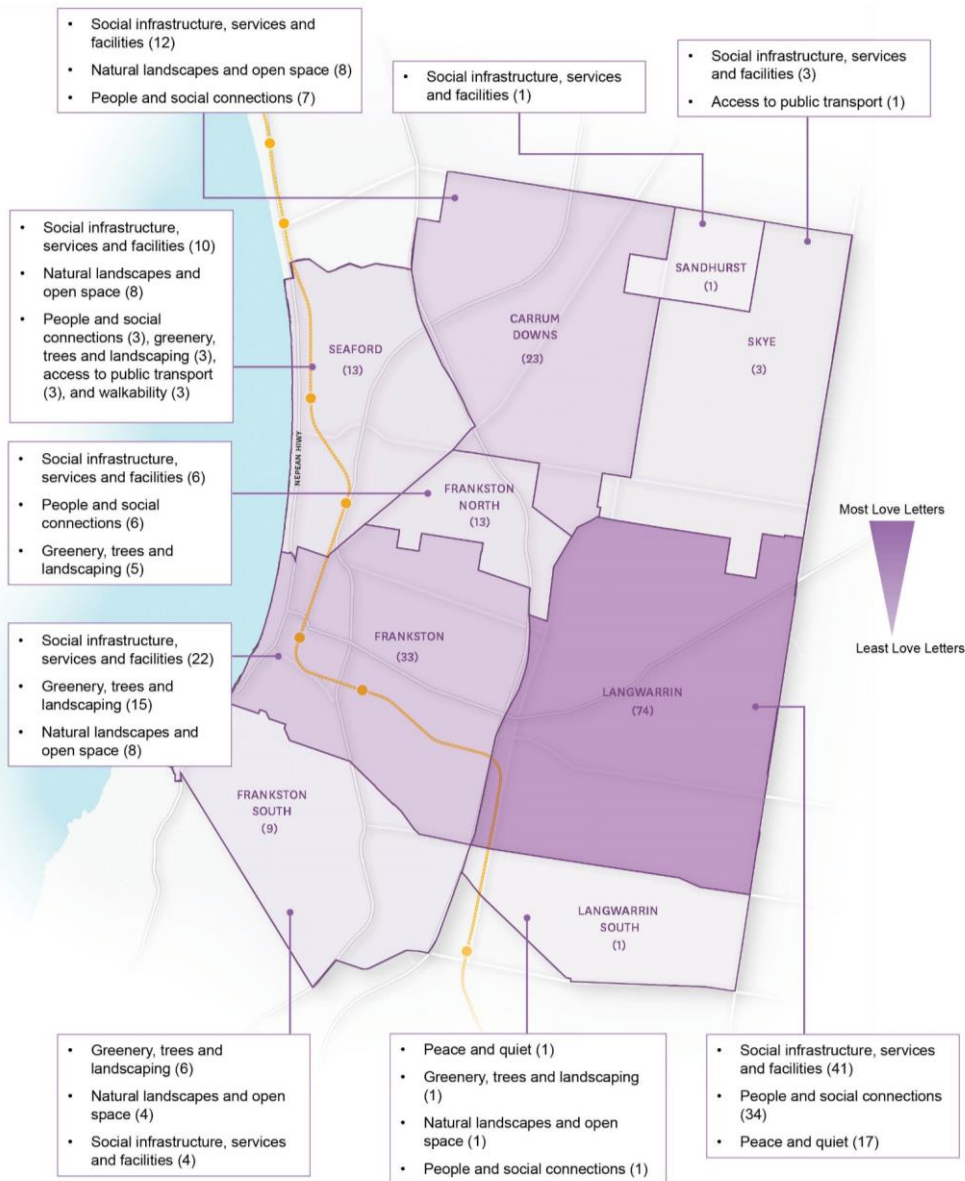


Image 2- Map showing top 3 most ‘loved’ aspects of each neighbourhood, by suburb

3.9 Interpretation of picture submissions

11 pictures were drawn as part of participants' responses to love letters.

These pictures have not been formally coded but have instead been interpreted and included in this report. Pictures included illustrations of houses, a school, and a backyard.

Image 3- Love letter picture submissions



Love letter to my neighbourhood

The Frankston City Housing Strategy

Tell us what you love about the place you live.
Think about the types of buildings and features you see, the location and how it makes you feel. Feel free to write or draw your love letter below.

My suburb is Corrumbidgee and I love it because... it has heaps of schools/kinder for children to be educated



• Education is important

Clip me

Love letter to my neighbourhood

The Frankston City Housing Strategy

Tell us what you love about the place you live.
Think about the types of buildings and features you see, the location and how it makes you feel. Feel free to write or draw your love letter below.

My suburb is Frankston and I love it because...



Clip me


Love letter to my neighbourhood

The Frankston City Housing Strategy

Tell us what you love about the place you live.
Think about the types of buildings and features you see, the location and how it makes you feel. Feel free to write or draw your love letter below.

My suburb is Frankston and I love it because...

of its beautiful welcoming beaches.
It's exotic shops and community.
It's kind people, and safe environment.
It's easily accessible and inclusive everyone!



Clip me


Love letter to my neighbourhood

The Frankston City Housing Strategy

Tell us what you love about the place you live.
Think about the types of buildings and features you see, the location and how it makes you feel. Feel free to write or draw your love letter below.

My suburb is Longwarrin and I love it because...

Because it's a safe place! And I Love my school!



Clip me

3.10 Other feedback

Full-length and condensed survey participants were given the opportunity to provide additional feedback if they wished. Table 15 summarises the key issues that came up, with a focus on issues that have received less prominence in this report.

As feedback was coded under multiple themes, the numbers in Table 12 will not add to 214.

Table 15 - Is there anything else you would like to tell us? (214 participants across full-length survey and pop-ups)

Theme	Key issues
Increased density (36 comments)	<ul style="list-style-type: none"> Participants expressed mixed views about increased density under this theme, including support, concern, and suggestions about further opportunities. Participants had mixed views around subdivision. Some participants supported increasing subdivision across all of Frankston City while others targeted support towards large lots of land. Participants also shared support for a greater number of higher density dwellings under this theme. Support for higher density dwellings included general support across the whole of Frankston City, as well as for targeted areas, including around transport or FMAC.
Over-development and changes in character (33 comments)	<ul style="list-style-type: none"> Participants value housing diversity and distinct neighbourhood character across Frankston City. Participants also have concerns around perceived over-development in Frankston City, either through a greater number of high-density dwellings, or subdivisions.
Streetscape and the public realm (29 comments)	<ul style="list-style-type: none"> Participants shared how much they value public spaces, including open spaces, and park and playgrounds. Participants supported further tree plantings to increase canopy cover, and the species of trees and vegetation.
Roads, traffic and parking (24)	<ul style="list-style-type: none"> Participants shared that they would like to see the development of more roads in response to housing and population growth. They also shared that they would like more parking available, to accommodate growing family households or share houses, and encourage parking off of streets
Standards and regulations (19 comments)	<ul style="list-style-type: none"> Participants believe that more standards and regulation could be in place to ensure good housing outcomes. Participants believe that planning regulations and enforceable standards play an important role in guiding private sector development.
Design (19 comments)	<ul style="list-style-type: none"> Participants value the design of houses across Frankston City. They shared that they would like to see new dwellings be of a high design standard. Participants also value the look and feel of existing neighbourhoods and welcome designs that respect and respond to it.
Natural environment (11 comments)	<ul style="list-style-type: none"> Participants love the natural environment across Frankston City Council and suggested that it be protected and enhanced. This applies to nature reserves and the foreshore.

- | | |
|---|---|
| <p>Housing inclusions, fixtures and fittings</p> <p>(11 comments)</p> <p>Comments on Neighbourhood Character Area</p> <p>(7 comments)</p> <p>Services and facilities</p> <p>(7 comments)</p> <p>General support</p> <p>(3 comments)</p> <p>Other</p> <p>(32 comments)</p> | <ul style="list-style-type: none"> • Participants shared their ideas about what could be included within houses to improve liveability and increase housing options. • This included balconies, private gardens, and fences, amongst others. • A small number of participants provided feedback about the specific to the Neighbourhood Character precinct that they live in. • Participants also shared that they would like to see more services and facilities to respond to change and growth. • Participants expressed general support for the survey and the strategy. • Other topics raised by participants included: <ul style="list-style-type: none"> ○ General comments about Frankston City Council ○ Suggestions and feedback on the survey questions and / or engagement process ○ Comments not applicable to the Housing and Neighbourhood Character Strategy or housing in general ○ Suggestions not captured in the above themes. |
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4. What we heard – targeted engagement

This section provides an overview of findings from targeted engagement with key stakeholder and cohort groups in Frankston City. This has included the following activities:

- Community dinner and workshop
- Industry workshop
- Workshop with young people
- Disability, Access and Inclusion Committee workshop
- Strategic Housing and Homelessness Alliance workshop
- Sector engagement with health and education providers in Frankston City

4.1 Community dinner and workshop

Key findings

- There is support for increased housing density and diversity across Frankston City. New homes at greater densities are best located near public transport, open spaces, and local shops and services.
- There is an urgent need to address housing affordability, and equity of access to housing across Frankston City.
- Greenery, landscaping and trees are highly valued amongst participants. These natural characteristics define the look and feel of neighborhoods and contribute to environmental sustainability. There was strong support for the provision of more trees and landscaping across all forms of new residential development.



Image 4 –Community Dinner and Workshop

Method

On Wednesday 30 August 2023, a community dinner was hosted at Function by the Bay, Frankston. The community dinner and workshop brought together a broad spectrum of community participants to discuss key topics relating to housing location, diversity and design. It was designed to increase community knowledge about the Frankston City Housing Strategy project, create space to ask questions, and encourage ongoing participation in the engagement process. The purpose of the event was to facilitate in-depth discussions about housing in Frankston City including key issues, opportunities for consideration in the Housing Strategy. It also gave interested community members insights into the results of the community engagement to date.

The format of the community dinner and workshop included:

- A presentation on the project and key aspects of the Discussion Paper;
- Small group table discussions, structured around three questions relating to design, housing size and emerging housing models, and
- A 'Plan Your Place' interactive mapping activity.

Recruitment and attendance

Interested community members who expressed interest in participating were invited to attend the workshop. Individuals were invited to represent their own personal interests, and not act as representatives of a group or organisation. An expression of interest process was included in recruitment, where interested participants provided information about their personal living situation,

36 community members participated in the Community Dinner and Workshop.

Small group discussion findings

In the first half of the workshop, participants were asked to discuss and respond to three key questions:

- What makes good apartment and townhouse design?
- How can we encourage more people to live in smaller homes?
- What are the opportunities for new and emerging housing models?

The questions posed in this workshop sought to explore more deeply some of the emerging trends and patterns of feedback coming out of the full-length and condensed survey feedback as well as key topics presented in the Discussion Paper. Working with a table facilitator in small groups, participants were given 10 minutes to discuss each question. A summary of the reoccurring themes and discussion topics is provided on the following pages.

What makes good apartment and townhouse design?

The Discussion Paper identifies that there are a range of challenges associated with achieving high quality residential design outcomes in Frankston City. There are opportunities in the Housing Strategy to address many of these challenges as well as advocate for better apartment and townhouse design. We wanted to understand from participants what makes good apartment and townhouse design for them.

Themes	Key discussion points
Look and feel	<ul style="list-style-type: none">• Participants believed that it is important that the choice of materials and colours incorporated into new housing reflects the coastal and leafy character of Frankston City.• Participants valued the use of a mixture of building materials.• It was important for participants that housing fits into the streetscape, and that buildings do not dominate the streetscape.
Communal and shared spaces	<ul style="list-style-type: none">• Participants supported the provision of courtyard spaces, and shared communal gardens, rooftops and places for greenery and plants.• Participants also value the inclusion of communal areas to rest and socialise.
Layout and functionality	<ul style="list-style-type: none">• Participants valued practical internal layouts of dwellings. Some participants mentioned the inclusion of rooms that can accommodate larger furniture was important.• Participants supported the inclusion of a mixture of bedrooms and sizes.• Natural light and ventilation was another important consideration for participants. Buildings should not overshadow or be overshadowed by other buildings to ensure provision and access to natural light.
Greenery, gardens, landscaping	<ul style="list-style-type: none">• In general, participants supported efforts and designs to increase greenery in the private and public realm.• Participants supported the inclusion of rooftop and vertical gardens in new apartment and townhouse developments.• Value trees and landscaping in front gardens.• Supported encouraging increased canopy tree coverage on streets and in the private realm.
Fittings, fixtures, features	<p>Some fittings and fixtures suggested by participants to improve design included:</p> <ul style="list-style-type: none">• Elevators• Storage spaces• Waste disposal, refuse stations and rubbish chutes
Climate and sustainability	<ul style="list-style-type: none">• Participants suggested and supported considerations of Environmentally Sustainable Design in new apartments and townhouses.• Participants suggested inclusion of renewable energy infrastructure like solar panels and electric charger rooms.• Adopting passive housing principles, including considerations of heating and cooling• In general, participants supporting encouraging sustainability as a value across all design elements of dwellings.

Themes	Key discussion points
Other themes	<p>Less frequently discussed topics included:</p> <ul style="list-style-type: none"> • Light, windows, and balconies • Noise and privacy • Accessibility and inclusivity • Tenure type and governance • Parking availability • Location and access • Safety and security

How can we encourage people to move to smaller homes?

Chapter 2.1 of the Discussion Paper highlights a need to provide more dwellings, increase housing density, and promote a more compact city. We asked participants how they think more people can be encouraged to move into smaller homes to ensure the draft Housing Strategy considers community sentiment, attitudes, and strategies, to promote this transition.

Reoccurring themes	Discussion topics
Location	<ul style="list-style-type: none"> • Participants strongly considered proximity and access to facilities and services as central to encouraging people to move to smaller homes. • They believe that smaller homes could encourage interactions with the environment and enable greater proximity to nature and the beach. • It was important for participants that new, smaller homes be close to their existing homes. • In general, participants thought that smaller homes may be a great option for downsizers or people looking for lower maintenance dwellings.
Communal spaces and facilities	<ul style="list-style-type: none"> • Participants believed including more shared gardens and outdoor spaces in the design of smaller homes would increase their appeal. • Would like to see the inclusion of more outdoor spaces to provide places for people to connect socially.
Type, design, and features	<ul style="list-style-type: none"> • Participants acknowledged that there is not one kind of 'smaller home'. They believed in the provision of a diversity of smaller housing types, catering to different people's tastes and needs. • Smaller homes may play a role in people's ability to age in place and provide housing choices for different life stages and circumstances.
Cost	<ul style="list-style-type: none"> • Participants believed that cheaper rental prices for smaller homes could incentivise many to move. • The removal of financial disincentives, for example stamp duty or other tax reductions, may make the move more financially viable for many. • Participants had concerns regarding price, particularly if the smaller home was not providing a more affordable alternative to other homes.
Other	<p>Less frequently discussed topics included:</p> <ul style="list-style-type: none"> • Community connectedness • Subdivisions and land use • Tenure type and governance

- Services and offerings
- Accessibility
- Stability and tenure type

What are the opportunities for new and emerging housing models in Frankston City?

The Discussion Paper illustrates the fact that the population of Frankston City is growing. There is a need to facilitate new and emerging housing models to contribute to responding to this growth in innovative ways. We asked participants about what and where they think are opportunities for these housing models in Frankston City. Much of the discussion on this topic explored the Build to Rent model of housing.

This feedback will help Council to clarify the expectations of the community with regard to their role in supporting new and emerging housing models in Frankston City. It will also help to inform the Housing Strategy in considering how innovative housing solutions could be incorporated into the future planning and delivery of future housing supply.

Reoccurring themes	Discussion topics
Target groups	<ul style="list-style-type: none"> • Participants saw the opportunity for emerging housing models to support key groups in acquiring secure housing, where they might otherwise struggle to do so. • Some examples of this key groups included young people, older people, and others experiencing housing stress.
Responsibility and governance	<ul style="list-style-type: none"> • Participants were concerned about the minimum standards of these houses, regarding quality and maintenance. They recommended strengthening these standards as needed. • They also suggested exploring more funding sources, with a particular focus on grassroots or community-led funding models. • Participants believe that local governments could have a stronger role to play as leaders in this space.
Financial considerations	<ul style="list-style-type: none"> • Participants were concerned how different housing models would be financed, and who is investing and profiting from them. They also shared feedback about the financial sustainability of different models, and what this would mean for tenants. • Participants believed that it is important that new and emerging housing models can guarantee long term housing stability to its tenants.
Other	<p>Less frequently discussed topics included:</p> <ul style="list-style-type: none"> • Tenure security • Shared maintenance • Diversity of dwellings and choice • Environmental benefits • Accessibility for all

Plan Your Place

The Frankston City Housing Strategy will set out a spatial framework to guide the location of new housing across the municipality, based on a set of key principles. It will also provide guidance around the type, diversity and design of new homes. To inform the development of the draft Housing Strategy and its principles, the project team wanted to understand where people thought different types of houses would be best located across Frankston City. In particular, an objective of this activity was to also discuss the justification and rationale behind the locational-decisions made as a group.

In groups, participants were provided with a blank map of Frankston City. They were also each provided with a set of coloured pins, each representing a different housing type as follows:

Housing type	Description	Number of pins provided
Detached homes	Single houses, typically 1 to 2 storeys in height.	10
Units/townhouses	A mixture of dwellings provided on one block.	8
Low scale apartments	Apartments up to 3 storeys	4
Medium scale apartments	Apartments between 4 – 8 storeys	5
Social and affordable housing	Housing that is appropriate for the needs of a range of very low to moderate income households, and priced so these households are able to meet their other essential basic living costs.	2
Build to rent	Build to rent is the process whereby developers and their financiers build multi-unit buildings and, instead of selling the units, retain them to rent to tenant households.	1

Large scale apartments (over 8 storeys) were not included in this activity, as buildings of this height and scale will be located within the Frankston Metropolitan Activity Centre.

Participants were asked to place each housing typology (pin) on the map of Frankston City, according to where they thought it would be best located. 30 pins were provided for each different housing type and participants were asked to place all pins on the map. Different housing types were proportioned roughly by the proportion of existing and future housing needs, based on initial findings presented in the Discussion Paper. Table facilitators encouraged each group to discuss their choices before placing the pins on the map.

At the conclusion of the activity, participants were asked the question: 'What types of locations did you choose for different housing types, and why?'. A summary of the activity is provided in Table 16 and represented as a combined summary in Image 5.

Table 16 – Summary of key findings from Plan Your Place, including answers to the question ‘What types of locations did you choose for different housing types, and why?’

Housing type	Where people placed the pins – general locations	Where people placed the pins –specific locations
Detached housing	<ul style="list-style-type: none"> • All throughout residential areas • Close to sensitive environmental areas (foreshore, green wedge) • Maintain existing areas of detached housing 	<ul style="list-style-type: none"> • Sandhurst • Langwarrin • Seaford (flooding)
Units/townhouses	<ul style="list-style-type: none"> • Situated across the municipality • Areas with older dwellings • Close to stations, shopping centres, and activity centres 	<ul style="list-style-type: none"> • Sandhurst • Carrum Downs • Langwarrin South
Low scale apartments	<ul style="list-style-type: none"> • Shopping centres and entertainment • Near transport, particularly train stations • Close to educational institutions, like Monash University and Chisolm • Near Frankston Hospital • Close to schools • Close to services like doctors’ clinics • Close to public open space and greenery 	<ul style="list-style-type: none"> • Langwarrin • Frankston Public Transport • Surrounding FMAC • Carrum Downs
Medium scale apartments	<ul style="list-style-type: none"> • In areas without smaller dwellings or housing stock, for people who want to downsize • Close to Frankston Hospital • Close to Monash University and Chisholm • Close to higher density retail precincts • Near workplaces • Near train stations 	<ul style="list-style-type: none"> • Frankston South • Sandhurst • Karingal Hub • Near Carrum Downs shops • Along Seaford-Frankston public transport routes
Social and affordable housing	<ul style="list-style-type: none"> • Near hospitals, for staff and for people who require care • Blended communities, dispersed across the municipality 	<ul style="list-style-type: none"> • Frankston North • Carrum Downs • Outside of FMAC • Langwarrin • On Cranbourne Road, between the cemetery and fire station
Build-to-Rent	<ul style="list-style-type: none"> • Close to transport • Close to community and social services • Distributed throughout the municipality 	<ul style="list-style-type: none"> • The Pines (Frankston North)

Discussion summary

During the activity, some participants on certain tables requested additional pins for medium scale apartments, and social and affordable housing. Some groups also decided to 'repurpose' some of the pins that had been allocated for detached dwelling types to these alternative housing typologies. This feedback suggested that for some participants, there was a need to increase certain types of housing across Frankston City. The rationale for this ranged from responding to the housing affordability crisis, proximity to services, facilities, transport, and jobs, as captured above, to providing downsizing options across Frankston City, close to where people already live.

Some participants felt that there were too many detached housing pins provided in the activity and decided to reallocate them to low scale and / or medium scale apartments instead. These pins were generally placed in locations close to shops, services and transport.

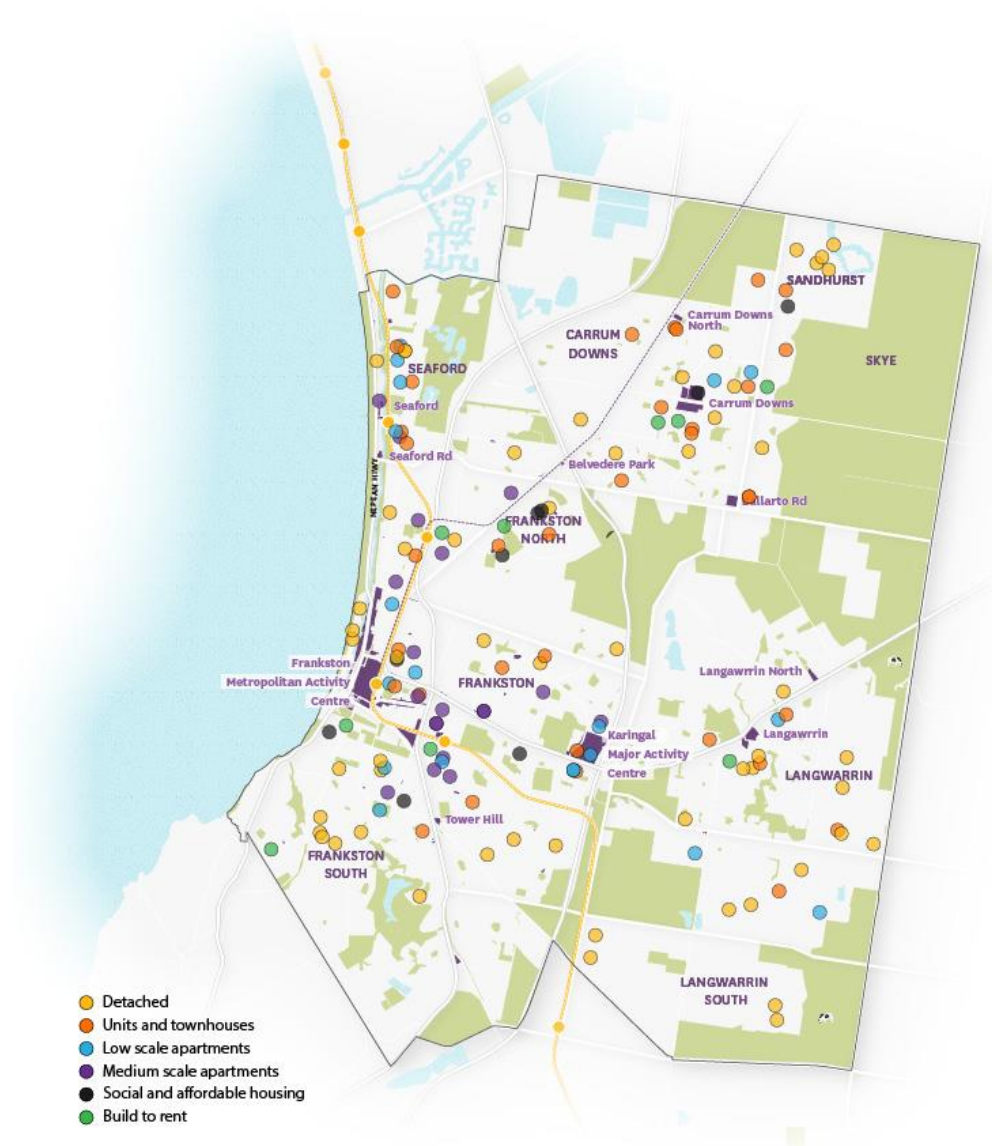


Image 5- Map showing where participants placed different housing types by participants across Frankston City (note this is approximate only).



Image 6- Images from the Plan Your Place group activity

Comparison with broad engagement findings

When evaluating feedback from the broad engagement activities with feedback from the community dinner and workshop, there are some consistent findings.

Full-length survey participants were also asked what they think contributes to well-designed housing. The most common themes included trees (46%), access to sunlight (46%), minimising overshadowing (44%), high quality spaces for the general community (43%), access to private open space (41%), and design and location of car parking (41%).

Most of these findings were reiterated in the first workshop activity, where communal and shared spaces, and greenery, gardens, landscaping featured prominently in table discussions. Sunlight and overshadowing was captured under the discussion topic 'layout and functionality'. Design and location of car parking did not feature significantly in workshop discussions, despite it being a common theme from the full-length survey.

In the full-length survey, participants were asked: 'In trying to achieve more affordable housing across Frankston City, would you support... where the options provided included new and emerging housing models. 75% of full-length surveys responded that they would support secure long-term rental with the option to purchase the home, corresponding to build to rent models. This finding was reflected in the workshop discussions, where workshop participants overwhelmingly supported build to rent housing models and other innovative housing models.

4.2 Industry workshop

Key workshop findings

- Workshop participants felt that the costs of planning, design, and construction for higher density apartment products, do not provide an adequate return on investment in the Frankston City market.
- Barriers to delivering more diverse and innovative housing designs and types include lengthy and complex planning approvals processes, third party review rights, financing, lack of suitable sites and commercial viability.
- There is general alignment between community feedback and industry feedback of the need for more diverse housing types.
- There remains a significant opportunity to improve the design and quality of housing in Frankston City through provision of more greening and landscaping. However some stakeholders viewed landscaping requirements as a barrier to providing more diverse housing products.
- Overall, Frankston City has a unique 'type' of character. Models, designs and styles (particularly around higher density housing) that suit inner city locations are not necessarily appropriate to the local context.

Method

A targeted industry workshop was hosted for representatives of the planning and development sectors who either work locally in Frankston City or have a particular interest in housing across the municipality. Engaging with industry stakeholders is important in understanding key barriers to delivering housing and discussing potential solutions to address challenges around housing supply, diversity and design.

The purpose of the workshop was to bring together industry representatives to understand their unique perspectives on housing in Frankston, discuss key housing challenges and potential solutions. The workshop was also an opportunity for attendees to network and connect with each other.

The industry workshop took place at Functions by the Bay, Frankston, on Wednesday 30 August 2023. It included:

- A presentation on the project and an overview of key topics.
- A presentation by Frankston City Council's Practice Leader Statutory Planning on and key trends observed by Council's statutory planning team who are responsible for approving development applications.
- A facilitated panel session for participants to ask questions to four Council staff representing Strategic Planning, Urban Design, Landscape and Statutory Planning.
- Facilitated workshop discussions in small groups.

Recruitment and attendance

Invitations to attend the workshop were sent out to a wide range of local businesses, practitioners industry stakeholders who are based in or work in Frankston City. Invites were also sent to consultants and developers who regularly submit planning applications in Frankston City. Real estate agents were invited based on local Google results. Community groups or associations were not included in this activity's recruitment process.

15 housing industry representatives attended the workshop representing a range of sectors including:

- Urban planning
- Urban design and architecture
- Developers
- Real estate agents



Image 7 – Panel discussion at the Industry Workshop

Small group discussion findings

In the second half of the workshop, participants were asked to discuss and respond to four key questions:

- What type of housing product is best suited to Frankston City's context?
- What are the barriers to providing more medium density housing in Frankston City?
- How can we increase trees, greenery, and landscaping in new housing without impacting development potential?
- Are there any improvements to the planning system that could facilitate better housing design and diversity in Frankston City?

The questions posed in this workshop sought to explore more deeply some of the key issues and challenges that Council have faced regarding historical development approvals, housing design, and built form outcomes. The questions also sought to understand perspectives from industry stakeholders about key areas of community priority and interest. Working with a table facilitator in small groups, participants were given 5 -7 minutes to discuss each question. A summary of the reoccurring themes and discussion topics is provided below.

Question	Stakeholder feedback	Select quotes
What type of housing product is best suited to Frankston City's context?	<ul style="list-style-type: none"> • New housing that aligns with the character and scale of existing neighbourhoods. • Lower density housing better suits Frankston. • The market is the primary driver of housing product. • The quality of housing should take precedence over the type of housing. 	<i>"Frankston could have all housing, quality is important."</i>
What are the barriers to providing more medium density housing in Frankston City?	<ul style="list-style-type: none"> • Minimum garden requirements. • Environmental and vegetation protections. • Planning regulation, including advertising times, and third-party review rights. • Planning approval and regulatory costs. • Finding suitable land. 	<i>"Vegetation in private lots - removal of trees, documentation a long process"</i>
How can we increase trees, greenery, and landscaping in new housing without impacting development potential?	<ul style="list-style-type: none"> • Rooftop gardens. • Vertical green walls. • More planting around public and private spaces. 	<i>"Private owners/developers introduce more greenery into new developments - public land around"</i>
Are there any improvements to the planning system that could facilitate better housing design and diversity in Frankston City?	<ul style="list-style-type: none"> • Broadening criteria for fast-track approvals and streamlining. • Enable more design discretion to allow for creative design outcomes. • Refer to emerging housing designs, like Homes of the Year design winners. • Consider climate change and environmental design standards. 	<i>"Open to discretion if not immediately compliant"</i>

Comparison of feedback with broad engagement findings

The full-length and condensed surveys did not ask if participants were representatives of members of the industry. It also did not explicitly ask about interventions led by industry or the private sector.

Across all survey findings, participants have expressed support for actions that increase trees, gardens, greenery, and landscaping. This contrasts to the findings of this workshop, where industry participants mostly spoke on the restrictive nature of minimum garden requirements and the mandated protection of existing trees.

The importance of quality and innovative housing design was a key theme in discussion with industry stakeholders, while this was not as prominent in the results from the full-length and condensed survey. For example, 'quality housing design' was the fifth most common response identified by participants when asked about their key concerns about increased density in Frankston City.

4.3 Workshop with young people

Key workshop findings

- Affordability is the most important factor for workshop participants when thinking about their housing future.
- There is a distinct 'style' of housing that they associate with Frankston. Key characteristics include contemporary, modest designs that incorporate trees and greenery and reflect the coastal character of Frankston City
- "Ultra modern" dwelling types were perceived as not a type of housing product that workshop participants could see themselves living in, or a housing type that could be readily found in Frankston City. These types of houses were perceived as more appropriate for inner-city areas and unaffordable for locals.
- Workshop participants were supportive of apartment typologies and welcomed the idea of more communal spaces and facilities such as gardens, rooftop, gyms and social places to connect.
- Consideration for accessible design features, innovative housing models and proximity to transport were important factors for workshop participants.



Image 8 – Workshop with young people

Engagement method

A dedicated youth workshop was held on 29 August 2023 at a community meeting room at the Frankston Library. The purpose of the workshop was to engage with representatives of the Frankston City Youth Council to hear their ideas, concerns and aspirations for housing. The workshop covered the following topics:

- What is a housing strategy, and why do we need one? (presentation)
- What do you like and dislike about different types of housing (small group activity)
- How you feel about housing? (general discussion using a digital voting platform Mentimeter)

The questions were tailored to better understand young people's perspective on housing in Frankston City, while noting that participants' views were provided from their own individual perspectives and lived experiences. Despite being tailored to the audience and format, the workshops questions correspond to the broad questions and themes in the survey and were designed to inform similar topics that will be reflected in the Housing Strategy.

Recruitment and attendance

11 young people from the Frankston City Youth Council participated in the workshop. The workshop was also attended by two staff members from Frankston City Council's Youth Services and members of the project team, who observed the event and supported participation where required. Participants were recruited from Frankston City Council's Youth Council and reimbursed for their time with dinner and the opportunity to win a gift voucher via a raffle process.

Small group discussion: What young people like and dislike about different types of housing

An interactive small group activity called "Hot or Not" was undertaken where participants were shown a series of pictures of different housing types, ranging from detached homes to contemporary apartment buildings. They were asked whether they liked (hot) or disliked (not) the different houses shown. In considering each housing type, participants were asked to think about:

- The design of the house – do they like the way it looks?
- The type of home – can they see themselves living in this type of place?
- Whether it suits Frankston City – could they see themselves in that type of house?

The resulting discussions were captured during the workshop through notes. A summary of what participants liked and did not like, categorised by dwelling type, is provided in Table 17. It is noted that this activity was undertaken on two separate tables and there were 20 different housing types that were selected for discussion. Not all houses were shown on each table and the order of which the houses were shown was different.

Table 17 – Summary of key findings from ‘Hot or Not’ group activity.

Housing type	Participants who voted ‘hot’ liked...	Participants who voted ‘not’ didn’t like ...
Detached houses	<ul style="list-style-type: none"> • Larger blocks, including their setbacks and space for yards and gardens. • The ability of this housing type to meet the anticipated needs of families, including a larger number of bedrooms, and increased space for play. • Housing typology is well suited to “share housing” and is suitable for students. • Examples that incorporated solar panels, large windows, and driveways. 	<ul style="list-style-type: none"> • The higher cost / expense of this housing type, compared to other housing forms. • This high cost was considered a potential deterrent to some residents, including younger people, young families, and students. • Detached houses on larger blocks are not an effective use of space to house more people.
Townhouses	<ul style="list-style-type: none"> • Townhouses as an affordable dwelling type. • Suitable for students. • Townhouse designs which were spacious and practical. • Designs that considered privacy and reduced overlooking. 	<ul style="list-style-type: none"> • Townhouses with two or more storeys were considered inaccessible for some residents. • Some townhouse types appeared cramped or close together, with little provision for open spaces on lots. • Potential that some may not have the space or number of bedrooms to support larger families. • Some appear too cramped or close together, with little provision for backyards.
Apartments	<ul style="list-style-type: none"> • A more affordable housing choice. • Lower cost of apartments makes them a suitable housing type for students and young people. • Provides a diversity of housing types and bedrooms. • Mixed-use buildings, incorporating office space with residential uses. • Shared amenities in apartments, including gyms and pools for residents. 	<ul style="list-style-type: none"> • Commercial ground floor uses (eg. cafes). Some believe it would pose a risk to safety and access. • Concern about the perceived cost, including rental and body corporate costs, of more modern designed apartments, particularly those with amenities such as pools. • Higher cost apartment complexes may encourage gentrification in Frankston City and make housing generally more unaffordable. • It was important for participants that the apartment building’s design suited Frankston’s context. Designs with landscaping and quality materials were described as ‘warm’, whereas others perceived as enclosed, unwelcoming, or clinical, were considered as not suitable for Frankston. • Smaller size of some apartments may mean they are unsuitable for families. • Lack of driveways, minimal setbacks, and lack of accessible features.

In addition to the housing types identified above, participants were also asked about emerging housing models and tenure types:

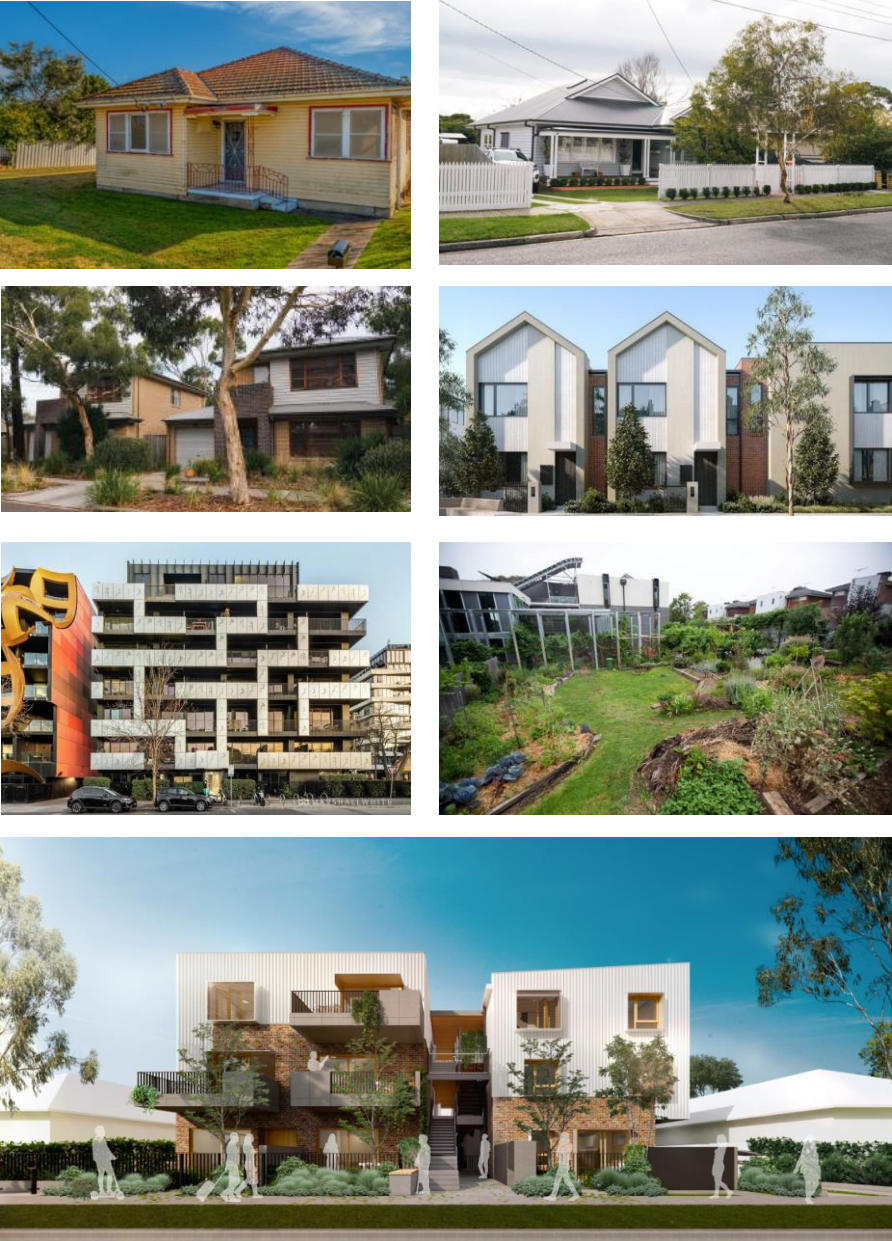
Build to Rent

Participants shared that they liked the idea of the built to rent model, particularly in a housing and rental crisis. They mentioned that it would need to be accessible, have greenery and landscape, and fit into Frankston's existing neighbourhoods. There was also support for this model of housing to be integrated with private rental and private market housing.

Co-housing

Participants shared that they like the 'community vibe' of cohousing, and the shared garden and communal spaces. They mentioned that while being a rental property, this tenure type keeps people connected, facilitates access to community, education, and can support safe neighbourhoods. They suggested it may be a good model for people with disabilities and for older people who benefit from greater social connection. Participants also shared that they would like private amenities, such as a kitchen, in this tenure type, but acknowledged that it may not work for many people.

Examples of the types of homes that were shown in the workshop



How workshop participants feel about housing in Frankston City

Participants were asked a series of questions on how they relate to housing in Frankston as follows:

- My ideal next home will be in Frankston City
- I will likely live... (asking about housing situation)
- When thinking about where I would like to live, the most important factors are...
- When it comes to your next home, are you thinking of buying, renting or is this not a priority for you?
- What are the most important features you want to see in housing in Frankston?
- What are your biggest concerns when thinking about the future of housing?
- What are the most important considerations for the Frankston City Housing Strategy?

Some key insights from this activity are summarised below. Please note that two staff members from Frankston City Council’s Youth Services participated in some of the questions, hence not all of the Mentimeter results will tally to 11.

Question	Results
My ideal next home will be in Frankston City	<ul style="list-style-type: none">• Seven participants believed that their ideal next home will be located in Frankston City, while five did not.• Participants who said yes cited living close or with friends or family, and affordability as reasons.• Participants who said no cited living closer to Melbourne’s CBD, for greater access to schools or employment as reasons.
I will likely live...	<ul style="list-style-type: none">• Five participants believed that their next house will likely be in a share house. This was seen as the only way that they could afford to move out of their current home.• Provision of student-friendly accommodation in well located places (next to shops and public transport) was a high priority.• Other participants thought that they would be more likely to live by themselves (two), or with a family member (one) or partner (one) respectively in the future.

Question	Results
When thinking about where you would like to live, it's most important to live close to... (Multiple choice)	<ul style="list-style-type: none"> Affordability is the most important factor when considering their future housing needs. Common responses included near public transport, university, near schools, near work, a range of different shops, and cafes where they can go out day and night, and parks, gardens and beaches (places where they can be outside).
What are your future housing intentions (Please select which option applies to you) (Multiple choice)	<ul style="list-style-type: none"> Five participants expressed a desire to buy a house in the future. Three replied that buying a house is not a priority at the moment. Reasons cited included life-stage and affordability. One participant replied that they weren't sure, and one replied that they don't think they will ever buy a house,
What are the most important features you want to see in housing in Frankston? (Open ended)	<ul style="list-style-type: none"> Accessibility, affordability (particularly for people moving out of home, and students), greenery and communal gardens, are the most important features young participants want to see in housing in Frankston City. Some participants expressed a slight preference for homes with 2 -3 bedrooms and spacious living rooms.
<i>"More accessible and affordable housing. Houses that will hold well and won't break easy. More rent caps. Greenery and communal garden spaces"</i>	
My biggest concerns when thinking about the future of housing are... (Open ended)	<ul style="list-style-type: none"> Housing affordability and rental stability were amongst the biggest concerns when thinking about the future of housing. Other concerns included environmental protection, lack of space, declining property values and economic conditions.
<i>"Environmental issues. Not getting permission from First Nations people"</i>	
<i>"If I'm going to be able to stay in the same property or I'm renting and the price changes' [this is my biggest concern]"</i>	
<i>"Affordability for people newly moving out of home"</i>	
What are the most important considerations for the Frankston City Housing Strategy? (Open ended)	<ul style="list-style-type: none"> When considering the most important topics for the Housing Strategy to consider, affordability, accessibility, location and community were amongst the most commonly reoccurring themes.

Question	Results
<i>“Affordability”</i>	
<i>“You need to consider the demand of what people want”</i>	
<i>“Making high priced houses for high economical classed folk”</i>	

Comparison with survey findings

The topics asked during the workshop were designed to broadly align with the topics asked on the full-length survey. 72 full-length survey participants were between the ages of 0 – 24, aligning with the definition of who constitutes a young person in Frankston City Council’s Youth Action Plan 2022-2026.

In the hot or not activity, workshop participants reflected on what contributes to good housing design. This question was also asked in the full-length survey and the top themes for participants aged up to 24 years were:

- Access to sunlight (47% of participants aged up to 24 years)
- Trees (43% of participants aged up to 24 years)
- High quality spaces for the general community (41% of participants aged up to 24 years)
- Resilient to climate change (36% of participants aged up to 24 years)

Young people who completed the full-length survey were slightly more likely to consider access to sunlight as a key contributor to good housing design. Access to sunlight did not feature heavily in workshop conversations, however other recurring themes, for example trees, high quality spaces for the general community, and climate change resilience, did.

Young people were also asked about neighbourhood character in the full-length survey. Although they were not explicitly asked about neighbourhood character in the workshop, themes relating to neighbourhood character arose in the discussion findings on housing types and design. The top themes for participants aged up to 24 years in the full-length survey

- Gardens and landscaping (49% of participants aged up to 24 years)
- Street trees (47% of participants aged up to 24 years)
- Backyards (34% of participants aged up to 24 years)

Affordability was a primary housing concern for young people who participants in this workshop, and for those that completed the survey. Full-length survey participants were asked about their key housing affordability concerns, and 43 young people responded to this question. Themes that arose ranged from the cost of rent and home ownership, challenges with income, homelessness, and quality of life. Workshop participants were concerned about housing affordability in Frankston City and shared similar concerns.

4.4 Disability Access and Inclusion Committee (DAIC) workshop

Key workshop findings

- Frankston City's housing is not currently meeting the needs of people with disabilities. The diversity and spectrum of disabilities experienced by people is not often addressed in planning for housing.
- Embedding universal design principles and inclusivity in the process will provide a step forward to helping to address this gap.
- The intersections between transport, access, and housing, is a crucial consideration. Access to reliable public transport networks plays an equally important role and is as important as accessible features of housing themselves.

Engagement method

An online workshop via Zoom was held with the Frankston City Council Disability Access and Inclusion Committee on Thursday 10 August 2023. The purpose of the workshop was to understand the housing experience, barriers and needs for people with disability living in Frankston, and to give participants the opportunity to share their ideas for the strategy. This workshop will help ensure that designing with accessibility is considered in the drafting of the Housing Strategy. The findings from this workshop will help to inform relevant parts of the strategy, with a focus on increased accessibility and inclusion. It will also help to reinforce or challenge the housing principles that will impact everyone who lives across Frankston City.

Recruitment and attendance

Seven members of the Frankston City Council Disability Access and Inclusion Committee attended the workshop.

Barriers people with disability face in accessing housing in Frankston City

Accessibility

Workshop participants told us that the current availability of housing in Frankston City does not meet their accessibility needs. They also told us that people with disabilities have different needs, and what is accessible for one is not necessarily accessible for others. Participants agreed that accessible housing is more than just a ramp for wheelchair or mobility scooter users. Some participants told us accessibility for them is living in areas with minimal sensory disturbances such as away from traffic and loud noises, while others spoke about the importance of having wide driveways and doors for them to easily move through. Participants also spoke about the importance of housing being located close to amenities such as local shops and parks, particularly as they may not drive or have easy access to and use public transport. This is important in ensuring people with disability can live independently.

“I decided to buy in this area on the outskirts of Frankston as it is 5 minutes away from a rural area where I can walk... this is really important to me as it helps me cope and not be overloaded as an autistic person”

- DAIC workshop participant

Affordability

Workshop participants told us affordability is a key barrier in them accessing appropriate housing for their needs. As people with disabilities can be unemployed and reliant on the disability support pension, they are more likely to live in rental properties. We heard from workshop participants that finding quality, well designed and located housing within their means is a key challenge.

Discrimination

Workshop participants told us they often face stigma and discrimination when trying to access housing. They told us this has become more prevalent in the face of growing competition in the rental market.

Safety

Workshop participants told us how important it is for people with a disability to feel safe in their homes and neighbourhoods. One participant shared their negative experiences of violence and harassment when using public transport in Frankston City

“When you live constant state anxiety and trauma you also have to consider how safe people feel in certain areas in Frankston I haven’t seen much talked about design of neighbourhoods in relation to safety”

- DAIC workshop participant

Ideas to make housing more accessible to people with disability in Frankston City

Housing should be designed using the universal design principles

Workshop participants told us they want to see Council embed universal design principles in the Frankston City Housing Strategy. One participant told us that the strategy's discussion paper mentions 'well-designed' housing but not universal design, and that universal design features are often embedded at the discretion of builders. This means new housing is often not accessible for people living with disability, with participants noting those with intellectual disabilities can be particularly overlooked. Embedding universal design principles in the Frankston City Housing Strategy will aim to create housing that is accessible to all individuals and benefits society.

Improve Council understanding of experiences with disability

Workshop participants told us they want Frankston City Council to improve their understanding of peoples' experiences of living with disability, both in relation to housing and more generally. Workshop participants want to see the Frankston City Housing Strategy specifically mention the proportion of people with disability living in the LGA, as well as their experience in finding affordable and accessible housing, and how they are addressing this. One idea was for Council to look at the strategic context of disability from the United Nations through to national, state and local government to gain a better understanding of what they can do.

Workshop participants also told us they want Council to be more aware of the fact that there are many disabilities, many of which are invisible. This means that a one-size-fits all approach to housing is not appropriate. For example, many participants shared that to them accessible housing means more than adding ramps or making physical changes such as consideration for the location of housing and proximity to local services.

Transport should be addressed in the Housing Strategy

Workshop participants told us accessible and inclusive transport goes hand in hand with affordable and accessible housing. Better access to public transport, shuttle buses and residential valet services were all suggested ideas for ensuring people with disability have the independence to live life the way they want.

Some participants also spoke about the impact increasing parking and congestion can have on their day-to-day life living with disability, including access for maxi taxis and emergency service vehicles.

“Transport is a social determinant of health. When you're talking about housing close to amenities it can be expensive and inaccessible for people with disability. If we can't access food, groceries then we might have to rely on friends, family or support workers which reduces our ability to be independent and can impact our mental health. Access to transport is not something we should disregard as part of a Housing Strategy”

- DAIC workshop participant

Improve planning processes around housing and disability

Workshop participants shared challenges associated with the planning process in relation to disability. Participants highlighted the need for a more proactive approach by councils to pre-emptively incorporate disability-related considerations in planning permits.

Other ideas

- More collaboration between Council, NDIS providers and disability organisations to improve housing outcomes;
- More information from Council about how to find accessible and affordable housing in Frankston City;
- Acknowledge the relationship between homelessness and disability;
- Consider dementia-friendly housing models such as allowing people to live/build on land at the back of other properties; and
- Incentivise landlords to make homes more accessible.

Comparison with broad engagement findings

Survey participants were not asked if they have disabilities, or if they care for or support people with disabilities. The survey did ask participants if they were more likely move into a property if it has accessible features. 45% of participants said yes, 28% said no and 27% were unsure. Although this finding does not represent the lived experience and perspectives of people with disability, it does highlight support from participants for the inclusion of accessible features in dwellings,

4.5 Strategic Housing and Homelessness Alliance

Key workshop findings

- The housing affordability crisis is having tangible and direct impacts for people working in the social and affordable housing and the homelessness sector.
- There is an increasing number of people who have never experienced homelessness, including young people and women. This changing demographic is creating new challenges in responding to homelessness in Frankston City.
- Frankston City used to be a more affordable location for people to live however today, there is an increasing number of residents that are at risk of homelessness through increasing prices on the private rental market, and a lack of early intervention strategies.
- The location of the home is just as important as the building itself. There are not enough suitable homes in Frankston City to match the needs of people experiencing homelessness. Housing needs to be surrounded by 'wrap around' services to support people transitioning from homelessness.
- There is significant demand for smaller housing product, particularly one bedroom dwellings, to meet the needs and address the gaps of this sector.
- There are many great examples and models of housing locally and internationally that could be considered as part of the development of the Frankston City Housing Strategy.

Engagement method

A workshop was held with the Frankston City Council's Strategic Housing and Homelessness Alliance on Tuesday 29 August 2023. The purpose of the workshop was to understand the housing barriers and needs for people living in social housing, or experiencing homelessness in Frankston City, and to give participants the opportunity to share their ideas for the Strategy. Feedback provided by the Strategic Alliance alongside ongoing engagement with the sector will help to inform potential actions and priority areas that the Frankston City Housing Strategy can help to support regarding social and affordable housing.

Recruitment and attendance

The Frankston City Strategic Housing and Homelessness Alliance is represented by all key services with a commitment to alleviating homelessness in Frankston City. The Strategic Alliance develops and drives a shared agenda for improving, aligning and expanding the capacity of Frankston City's housing and homelessness service system to better respond to the increasing pressures of homelessness within the municipality. Members of the Strategic Alliance are:

- Bolton Clarke
- Community Support Frankston
- Frankston City Council
- Launch Housing

- Melbourne City Mission
- NEAMI National
- Mentis Assist
- Peninsula Community Legal Centre
- Peninsula Health
- Southern Homelessness Services Network
- The Salvation Army Homelessness – Frankston
- WAYSS
- White Lion
- Wintringham
- Youth Support and Advocacy Service

Barriers people experiencing homelessness face in Frankston City

Housing affordability and availability crisis

Workshop participants told us the current affordability and availability crisis is a key barrier for people at risk of or experiencing homelessness in Frankston City. Participants agreed there is a lack of both affordable and social housing in the LGA. In particular, they told us the availability of housing appropriate to their clients needs and requirements is poor. Participants told us the majority of people on waiting lists are single, yet there are limited number of one-bedroom accommodation options available, leaving them more vulnerable to homelessness.

Participants also told us that Frankston City used to be affordable for people on low incomes, and it was easier for service providers to get outcomes for clients as it was possible for clients to rent privately with Centrelink. However, as prices increase, it is no longer viable and is leading to more people experiencing homelessness for the first time.

“Frankston used to be affordable, and it was easier for us to get outcomes for our clients. We could get clients into private rentals on Centrelink, but there is just no way we can do this now.”

- Strategic housing and homelessness alliance workshop participant

Disconnect between what is available and the needs of people

Workshop participants told us that many people who need access to social housing have diverse needs impacting the type of dwelling they can access. This includes older people, people living with disability and people with mental health needs. One participant shared a story about a client with behaviour concerns and high medical needs that they have been unable to find suitable housing for, putting the client at risk of homelessness.

“Complex people are becoming more complex with their housing needs.”

- Strategic housing and homelessness alliance workshop participant

Changing demographics of vulnerable people

Workshop participants told us the cost-of-living crisis is creating a group of newly homeless people who have never experienced homelessness before. Participants told us these people do not have enough support to navigate the system, or to deal with constant rejection from properties they are applying to. They told us a key barrier is the lack of early intervention strategies to help people who are at risk of experiencing homelessness.

Participants also told us young people are experiencing higher levels of homelessness as their Centrelink payments are the lowest. There is also a growing number of ageing people experiencing homelessness.

Other barriers

- Victorian Civil and Administrative Tribunal waiting times, and
- The environment of fear created by the housing crisis where people are too afraid to speak up about properties not meeting suitable living standards

Key housing needs of people experiencing homelessness in Frankston City

Type of housing

Workshop participants told us there is a need to ensure the types of housing meet the needs of the community. In particular, they want to see more one-bedroom dwellings available for social housing. One participant also suggested Council could investigate the possibility of tiny homes.

Some participants also spoke about the need for more crisis accommodation, including both temporary and longer-term options. One participant spoke about the need to consider people fleeing family violence could end up in the same buildings as perpetrators of family violence or other violent crimes.

Design of housing

Workshop participants told us housing needs to be well-designed to minimise damage to the property during tenure. They also told us the housing should also be safe and accessible for people with health or disability concerns, including big rooms and wide doorframes.

Access to services

Workshop participants told us many of their clients don't drive, as such housing should be located near to services, infrastructure and amenities. In particular, workshop participants want to see more wrap-around support for people living in social housing or experiencing homelessness. Participants told us they want to see spaces, such as a meeting room, available for them to use in social housing dwellings so residents don't need to travel to access their services. They also told us the importance of these support services supporting clients in the first year of them transitioning into a house, as they are also often dealing with different types of trauma.

“Being a service, it is really important for us to have a space to meet with clients, it's not always possible in social housing to see clients in their homes.”

- Strategic housing and homelessness alliance workshop participant

Other needs

- Location of social housing can help with behaviours of concern such as alcohol or drug use, and
- A need for different types of housing to support the breadth and complexity of homelessness. This includes crisis accommodation, temporary housing, permanent housing and support housing (including access and provision of specialist services).

Opportunities to improve experiences of people experiencing homelessness in Frankston City

- Advocate to Federal and State Governments around social and affordable housing. This should be done alongside nearby councils such as Casey, Mornington Peninsula, Cardinia and Kingston
- Create a target for the number of social housing dwellings in Frankston City over the next 15 years
- Offer more diverse range of housing options such as tiny homes or removeable dwellings in backyards
- Improve standards of living in rooming houses to protect the vulnerable people living in these spaces, and
- Incentivise developers to provide more social and affordable housing.

Examples of good outcomes or practice, cited for reference

- Youth2 Alliance in Frankston City and the Mornington Peninsular advocates for solutions for more crisis housing and support for young people
- Viv's Place in Dandenong provides long-term housing and support for women and children escaping family violence
- Youth foyers provide stable accommodation for young people for up to two years in a supported environment, along with mentoring, coaching and access to employment and educational opportunities
- Build to rent developments can help keep rent more affordable, with examples in New York City and Melbourne CBD
- Homeless to home strategies across Melbourne show good results for wrap-around support over long periods of times
- Wintringham Angus Martin House in Frankston City is a good example of a supported residential facility
- Port Philip Council
 - Nomination rights to public housing administered by Department of Families, Fairness and Housing.
 - Housing models for properties planned for redevelopment. For example, the YWVA Lakehouse is a pop-up shelter in an old aged care facility for women aged over 50. The lease has been extended while the owners decide what to do with the building.
- Café meal programs provide subsidised meals for people experiencing homelessness
- Journey to social inclusion by Sacred Heart Mission is a wrap-around approach to housing, and
- Sweden uses wrap-around models which has reduced homelessness by 10-15%.

Comparison with broad engagement findings

The availability of social and affordable housing was raised as a major concern for workshop participants. The greatest concern for survey participants, in contrast, was the impacts of the cost-of-living crisis. This suggests that the general public may not be aware of the statistics and emerging trends associated with housing supply, costs and the vulnerability of people with very low and low incomes. The survey results did however highlight how the cost-of-living crisis impacts attitudes to housing, and how it is felt through housing stress.

The workshop outcomes also highlighted a broader range of advocacy items and more specific housing requirements needed in Frankston City. For example, the need for one bedroom dwelling stock, access to social and health services and need for approaches to help people navigate the housing support system.

In contrast survey participants strongly supported Council to advocate to state and federal governments for better housing affordability policies and funding (64%). This is followed by updating the planning scheme to provide more support for affordable housing (54%). This outcome is to be expected given the interests and experience of workshop participants.

4.6 Health, education and key workers

Engagement method

Targeted interviews were undertaken by Frankston City Council officers with representatives of the tertiary education and health industries to speak on the experiences of students, staff, and key workers in the area.

Recruitment and attendance

Five individuals participated in interviews, representing Monash University Peninsula campus, Chisolm TAFE, and Peninsula Health.

Question	Interviews	Key themes
What are the key housing needs for tertiary students in Frankston?	Monash University Peninsula	<p>There is a need for more housing, on campus or in immediate areas adjoining the campus.</p> <ul style="list-style-type: none">• Priorities for housing are quality and affordability, as well as communal spaces to share with others.• Participants were supportive of flexibility for housing around the campus, generally wanting higher density closer to campus.• Students rarely have driving licenses. In this context, public transport connections are vital – especially for the 2,000 students who have placement requirements.• Monash University are interested in an increase in housing adjacent to campus.
	Chisholm TAFE	<ul style="list-style-type: none">• 70% of students use their cars to drive to campus. This allows students to bring their technical equipment in the car, and to class.• For housing around the campus, affordability, and 'value for money', are priorities.
What are the trends and barriers to student housing in Frankston City?	Monash University Peninsula	<ul style="list-style-type: none">• International students tend to live on campus initially, and then move into shared accommodation near the campus once they have made friends with their peers.• There is a trend of students preferring shared accommodation in detached homes near campus over options for living on campus.• Safety on transport is a concern to international students, with a number of international students having experienced racism on public transport.

Question	Interviews	Key themes
	Chisholm TAFE	<ul style="list-style-type: none"> Perceptions of Frankston City being a dangerous place is a deterrent to international students choosing the Frankston campus over other locations in Metropolitan Melbourne.
What are the opportunities to improve access to student housing in Frankston City?	Monash University Peninsula	<ul style="list-style-type: none"> To create transport connections between Frankston's City Centre and Monash University Peninsula campus. Peninsula campuses have less amenity than other campuses. This means students and staff rely on the amenity of the surrounding area, outside of campus. They note that there is ongoing work on Peninsula campus at M Pavilion, part of an 'arts walk', providing amenity on campus and to surrounds. Education providers can play a role in educating students about the real estate market and providing support for students to have independence.

Question	Interviews	Key themes
What are the barriers to delivering housing for hospital based workers in Frankston City?	Peninsula Health	<ul style="list-style-type: none"> Commuting distance, lack of choice, and lack of quality accommodation. It is inconvenient for staff and clients to use public transport, as the bus stop is not well located and there are no direct buses between hospitals.
What are the opportunities to improve access to key worker housing in Frankston City?	Peninsula Health	<ul style="list-style-type: none"> Peninsula Hospital's ability to attract and retain staff is hampered by a lack of attractive housing options. High quality dwellings, and furnished apartments, may entice key workers to take up employment opportunities in Frankston City. There is an influx of students on 12 month placements and rotations in February and November. Targeted housing close to the hospital may accommodate these students. Good social housing options that are safe will help the community live healthy lives. Their priority is having the housing opportunities in appropriate locations with the right supports. Participants advised against developing pockets of social housing and suggested integrating housing across the area. It is important that dwellings can be adapted to one's individual needs. Examples of positive case studies include the redeveloped golf course on Doncaster Road, and suggested that the mental health

Question	Interviews	Key themes
		<p>facility at 411 Nepean Road would be a good location for future housing.</p> <ul style="list-style-type: none"> For older people, participants shared that a key priority is for people to stay in the places they have established themselves. Units can create small communities within neighbourhoods, if they are well designed and suitably accessible.

Comparison with the survey findings and other feedback

Across the survey and various other consultation feedback, many participants told us that new homes should be provided near education including schools, the university and TAFE. Housing around universities and schools should be well connected, close to public transport and also include services that suit the needs of key cohorts and users including staff, students and parents.

Another area of alignment between the stakeholder conversations and survey feedback was the need for more affordable and high-quality housing across Frankston City. This type of housing is well suited to key workers and also provides more diverse housing options for other key demographic cohorts including young people, older people and people living with a disability.

5. Conclusion

This report presents the process and outcomes from stage 1 engagement for the Frankston City Housing Strategy. The purpose of this engagement was to launch the project and canvass the values, aspirations, concerns and challenges associated with housing and neighbourhood character from diverse community and stakeholder groups from across Frankston City.

The following summarises the key overarching messages from across the various engagement activities. The subsequent 'where to from here' section highlights opportunities for the Frankston City Housing Strategy based on the engagement findings documented in this report.

Top three housing values from the community

Across all community consultation and stakeholder engagement, the most valued characteristics and considerations in relation to housing are:

- Trees, greenery and outdoor space.
- A variety of houses located near shops and services.
- Affordable homes for everyone.

Analysis and cross-tabulation of feedback across various methods and engagement activities shows that these three community values feature as prominent priorities in all localities across Frankston City. When evaluating variances between feedback across demographic cohorts, there were only minor differences in the order and emphasis of these three housing values. For example, the topic of housing affordability amongst younger people (aged up to 24 years) featured slightly more in prominence than the location of housing.

Emerging from the overall engagement process, is a clear finding that there is an established and distinct residential character across Frankston City. This is described by the community as being strongly linked to the proximity to parks, open spaces, the beach and natural assets. This outdoor suburban environment is highly valued amongst the community and is a key defining feature of Frankston City.

Housing affordability is a key issue impacting housing decisions

Unsurprisingly, affordability emerged as a key housing issue affecting the community. When making decisions about current and future housing, price and affordability are key drivers across all demographic cohorts in Frankston City. Feedback tells us that historically price was the number one factor that contributed to deciding where to live. When asked about the future, participants told us that price remained the top factor influencing housing choice.

A range of challenges and concerns were expressed about housing affordability, the most common being associated with the pressures of increased cost of living and an insecure and unaffordable rental market. Many participants also told us that there was a mismatch between the types of housing that is available today and specific housing needs and preferences amongst different groups.

We heard from young people that affordability is the key issue when they think about future housing.

There was strong support from engagement participants for Council to play an active role in advocating and developing policy responses to address housing affordability across the City.

Where to from here:

- Need for a range of strategic and statutory planning policy responses to address housing affordability.
- Council to have a key advocacy role to State and federal government to address housing affordability.

A green city: the importance of access to parks, beaches and open spaces for liveability and local character

The importance of Frankston City's green spaces ranked highly across all feedback channels. From parks, open spaces and beaches to street trees in the public realm, front gardens, backyards and courtyards, there was strong support for protecting, and enhancing Frankston City's green leafy appearance. All forms of greenery were considered as defining features of local neighbourhood character and liveability. They are also important attributes when thinking about the Frankston City of today, as well as Frankston City in the future.

We heard that proximity to parks, beaches and open space areas is the main reason why people came to live in their neighbourhood and is the top improvement that they would like to see as a result of housing change in the City. Trees, gardens and landscaping are also the attributes that people think contribute to well-designed housing and neighbourhoods.

Where to from here?

- Incorporate landscaping and greenery into housing developments, across a range of dwelling typologies.
- Provide street trees, particularly in areas where increased residential densities are encouraged.
- Explore opportunities for communal open space in higher density residential developments.
- Locating increased housing densities in proximity of open space.
- Ensure adequate provision of open space into the future.

The need for a diverse range of housing across Frankston City

People would like to see a diversity of housing types across Frankston City's residential areas. There was a sense that lower and 'gentle' forms of density such as detached houses, units, townhouses and dual occupancies could be integrated across all suburbs, while higher density housing types such as low and medium rise apartments are better suited to particular types of locations. People consistently mentioned the opportunity to provide all types and densities of housing around schools and universities.

We heard that providing a diversity of housing supports people at different stages of their life, whether they are upsizing, downsizing or moving into a supported living situation, to live in their local area amongst their established community and connections.

Where to from here?

- Provide opportunities for a variety of housing types across residential areas, so people have opportunities continue to live locally as they move through different life stages.

Direct increased housing density to locations near public transport, the Frankston CBD and activity centres

People consistently told us that areas near public transport, the Frankston CBD and activity centres are the most appropriate locations for higher density housing, particularly low and medium scale apartments.

It's acknowledged that there was a portion of engagement participants that felt these types of housing should not be provided anywhere in Frankston City.

Where to from here?

- Encourage higher density housing around key locations.
- Work with private sector stakeholders to understand and address barriers to delivering higher density housing in Frankston City.

Good housing design is more about the setting, and less about the building itself

We heard that the residential setting – the gardens, landscaping, land size and sense of spaciousness between buildings and access to sunlight are key attributes of good housing design and neighbourhood character in Frankston City. These features were more frequently mentioned and more highly rated in survey results than attributes associated with the house itself.

Features associated with the building, such as height, materials, roof shape and materials rated significantly lower in the list of desirable attributes. This may be because many participants will not have needed to consider these features when choosing a home or may not have understood the options available.

The quality of housing, in terms of both its design and construction, was also a common theme. People want to see housing built that is structurally sound, has efficient running costs and makes a positive contribution to the neighbourhood.

Where to from here?

- Incorporate landscaping and greenery into housing developments, across a range of dwelling typologies.
- Consider the operational efficiency of new or renovated housing.
- Consideration of quality building materials to support quality and sustainability outcomes.

Addressing the shortage of affordable and social housing, and an openness to new models

We heard that there is a shortage of affordable and social housing across Frankston City – there is concern from across the community as well as the housing and homelessness sector. The cost-of-living crisis is creating a group of newly vulnerable people, who have never navigated this aspect of the housing system before or experienced homelessness. A lack of early intervention strategies, shortage of appropriate housing – particularly one-bedroom housing options, and increasingly complex and diverse needs are some of the challenges affecting the sector.

We heard that people are open to seeing new housing approaches, particularly build-to-rent and co-housing models to help address the current gap and meet future demand. They would also like to see Council advocate to federal and State governments for effective action.

Where to from here:

- Need for a range of strategic and statutory planning policy responses to address housing affordability.
- Support for new and innovative housing models in Frankston City.
- Council to have a key advocacy role to State and federal government to address housing affordability.

A desire for more accessible housing

We heard that people living with a disability currently have difficulty finding suitable housing in Frankston City – in terms of its design, location and affordability. People with disabilities have diverse needs, and what is accessible for one is not necessarily accessible for others. But accessible housing is more than just a ramp for wheelchair or mobility scooter users – for some it is about living in areas with minimal sensory disturbances such as away from traffic and loud noises, while others spoke about the importance of having wide driveways and doors for them to easily move through.

There is a desire to see the needs of people with a disability acknowledged in the housing strategy, as well as promotion of universal design principles to improve housing design and support for diverse housing near shops, services, parks and public transport.

Where to from here:

- Ensure that the Frankston City Housing Strategy explicitly mentions people with a disability, and their housing challenges and needs
- Advocacy and initiatives to promote universal design principles.

