# Your vision for Frankston City

Completed surveys can be scanned or clearly photographed and emailed to [engagement@frankston.vic.gov.au](mailto:engagement@frankston.vic.gov.au) or returned by post so that they are received by 31 May 2021. Mail to:

Attention: Community Engagement

Civic Centre

30 Davey Street

Frankston VIC 3199

## What do you want Frankston City to be like in 2040?

Our Community Vision 2040 was created by our community in 2021 to describe what it hopes the future will be like in Frankston City.

We want to know, is your vision for the future of our City the same as what was agreed by our community in 2021? Has anything changed for you or our community?

Your feedback will help us to review our Community Vision 2040 and to develop our new Council Plan 2025-2029, which is how Council helps to deliver our community’s Vision. It will also help us to refresh our Asset Plan 2022-2032 and Financial Plan 2021-2031

## Our Community Vision 2040:

## "Frankston City 2040 is the place on the bay to learn, live, work and play in a vibrant, safe and culturally inclusive community. Our City is clean, green and environmentally responsible"​

Does the Community Vision 2040 describe the future Frankston City that you would like to see?

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| --- |
| Select one answer only |
| Yes |
| No |
| Unsure |

What words connect most with your vision for Frankston City 2040?

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In a few words describe your vision for Frankston City 2040.

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## How do Council's services support our Community Vision 2040?

Since 2021, Council has been working to achieve our Community Vision 2040 by delivering services under our Council Plan 2021-2025.

During this time, we've heard from our community that you'd like Council to focus more on some services, less on others, or improve delivery of some services.

We'd like to learn more about this so that we can develop a new Council Plan 2025-2029.

1. Rank the six service groups to tell us which ones are most important to you and your community. **Required**

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| Number the boxes 1 to 6, from more important to least important |
| Safety, ageing, children, library, kinder, sport |
| Support people in need, grants, emergency relief |
| Parks, playgrounds, waste, protect environment |
| Parking, roads, footpaths, bike paths |
| Festivals, events, businesses, planning permits |
| Rates, finances, customers, buildings, technology |

## Share your feedback on our services - what do you want Council to focus more, less or the same on?

We're seeking your feedback on the individual services delivered under each of the six service groups (‘themes’). You have the option to respond to one theme, or up to six themes. Select the box to expand each set of questions for each theme.

## Healthy and safe communities

**Safety, ageing, children, kinder, sport**



## Community health

We support education, healthcare and community wellbeing, and provide fair access to services and support.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Children’s services: health and immunisation, playgroups, kindergarten enrolments |  |  |  |  |
| Services for our ageing population: home maintenance, transport, outings and meals |  |  |  |  |
| Services for our ageing population: home maintenance, transport, outings and meals |  |  |  |  |
| Health and wellbeing programs (all ages): support to access healthy food, support to  reduce harm from gambling, tobacco, e-cigarettes, alcohol and drug use |  |  |  |  |

Please share your reasons. We'd like to hear if you and your community would like more of any existing services, or any new Community Health services?

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## Sport and recreation

We encourage people to be healthy and active by planning recreation opportunities through programs and sporting clubs. We coordinate and support sporting clubs and manage their use and care of facilities. We also help plan the right facilities in the right locations.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Managing sporting groups and their needs (e.g. facilities, grounds) |  |  |  |  |
| Supporting sports clubs to be inclusive and welcoming for all |  |  |  |  |
| Programs to increase participation in sport and active recreation |  |  |  |  |

Please share your reasons

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## Community safety

We promote and protect the health and amenity of our community and enhancing liveability, by providing community safety initiatives, education and ensuring compliance with legislation.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Animal management and pet registration |  |  |  |  |
| City safety: initiatives to ensure community safety (e.g. monitored security cameras, crime prevention, school crossings) |  |  |  |  |
| Support community during emergencies and natural disasters |  |  |  |  |

Please share your reasons

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## Community development

We empower vulnerable community members to be more independent and resilient. We provide accessible activities, services, campaigns and community spaces.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Financial grants for community groups and organisations |  |  |  |  |
| Youth services for 12-24 year-olds |  |  |  |  |
| Emergency relief and support for vulnerable people |  |  |  |  |
| Community centres |  |  |  |  |
| Initiatives that prevent violence against women and promote gender equality |  |  |  |  |
| Programs that support volunteering |  |  |  |  |
| Initiatives that strengthen respect and value of diversity, social inclusion and mental wellbeing |  |  |  |  |
| Initiatives that improve safety and wellbeing related to homelessness |  |  |  |  |
| Strengthening reconciliation and respect for Aboriginal and Torres Strait Islander culture and history |  |  |  |  |

Please share your reasons

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## Community Strength

**Support people in need, libraries, arts, community grants, emergency relief**



***Strengthening community through resilience, inclusiveness and the enrichment of arts, culture and diversity.***

## Community health

We support education, healthcare and community wellbeing, and provide fair access to services and support.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Children’s services: health and immunisation, playgroups, kindergarten enrolments |  |  |  |  |
| Services for our ageing population: home maintenance, transport, outings and meals |  |  |  |  |
| In home support (all ages): domestic assistance, personal care and respite |  |  |  |  |
| Health and wellbeing programs (all ages): healthy eating and food security programs, support to  reduce harm from gambling, tobacco, e-cigarettes, alcohol and drug use |  |  |  |  |

Please share your reasons. We'd like to hear if you and your community would like more of any existing services, or any new Community Health services?

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| --- | --- | --- | --- | --- |
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| Youth services for 12-24 year-olds |  |  |  |  |
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Please share your reasons

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## Arts and Culture

We support the delivery of arts programs, events, festivals, sector development, public art and welcoming cultural facilities. We manage Frankston Arts Centre, and contribute to positioning Frankston City as a creative and vibrant destination.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Outdoor festivals and events |  |  |  |  |
| Theatre shows and workshops |  |  |  |  |
| Exhibition and public art (street art and sculptures) |  |  |  |  |
| Library collection and programs |  |  |  |  |

Please share your reasons. Are there any new arts opportunities or events you'd like to see in Frankston City?

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Sustainable environment

**Parks, playgrounds, waste, protect environment**



***Enhanced sustainability through bold action and leadership on climate change and the protection and enhancement of Frankston City’s natural and built environments.***

## Biodiversity and open space

We provide high quality, sustainable natural and open spaces.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Playgrounds and open space planning and maintenance |  |  |  |  |
| Protection of native animals and biodiversity |  |  |  |  |
| Planting and protecting trees to create cooler, greener streets and open spaces |  |  |  |  |

Please share your reasons

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## Climate change action

We support the community and Council to improve energy efficiency, adopt renewable energy and reduce carbon emissions.

**Tell us what you would like Council to focus more, less or the same on. **

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| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Delivering energy saving and emissions reduction in Council owned buildings |  |  |  |  |
| Assist community to reduce the impacts of climate change |  |  |  |  |

Please share your reasons

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## Integrated water

We manage stormwater, drainage, and water approvals. We also protect, enhance and conserve our water resources.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Stormwater management and flood planning |  |  |  |  |
| Drainage maintenance |  |  |  |  |
| Protect, conserve and enhance our water resources |  |  |  |  |

Please share your reasons

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## Waste and recycling

We collect waste, recover resources, manage landfill and the Frankston Regional Recovery and Recycling Centre, and operate waste prevention programs.

**Tell us what you would like Council to focus more, less or the same on. **

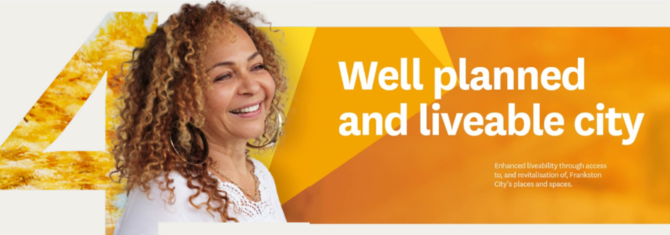
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Provide convenient options to dispose of waste and recycling |  |  |  |  |
| Community education and tools to minimise waste |  |  |  |  |

Please share your reasons

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## Well planned and liveable city

**Parking, roads, footpaths, bike paths**



***Enhanced liveability through access to, and revitalisation of, Frankston City’s places and spaces.***

## Transport connectivity

We support safe movement into, around and out of Frankston City.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Plan connections between walking, riding and driving |  |  |  |  |
| Provide a safe, connected and accessible transport network |  |  |  |  |
| Take care of Council managed roads |  |  |  |  |
| Easy access to e-bikes and e-scooters |  |  |  |  |

Please share your reasons

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## Parking

Council provides on and off-street parking and ensures car parking options are available for the community.

**Tell us what you would like Council to focus more, less or the same on. **

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| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Provide parking options to meet the needs of motorists and the community |  |  |  |  |
| Effective and responsible parking enforcement |  |  |  |  |

Please share your reasons

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## City planning

Building, maintaining and improving a liveable city in line with the Frankston City Planning Scheme. We process applications for planning, building and renovations, and enforce planning rules.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Long term planning to guide the locations of homes, public space, commercial and industrial areas. |  |  |  |  |
| Plan and advocate for affordable housing to help prevent homelessness. |  |  |  |  |

Please share your reasons

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## Thriving economy

**Festivals, events, businesses, planning permits**



***A thriving economy that has strengthened through recovery, created employment and opportunities to build a skilled and educated community that supports sustainable and diverse industries.***

## Supporting business and industry

We work collaboratively with business and the community to ensure that Frankston City has a sustainable and prosperous local economy.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Provide business development and training to our business community |  |  |  |  |
| Strengthen the City’s brand and economy |  |  |  |  |
| Future investment programs (e.g. business grants) |  |  |  |  |
| Creating vibrant public spaces |  |  |  |  |
| Initiatives that promote inclusion and lifelong engagement in education, training and employment |  |  |  |  |

Please share your reasons

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|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Outdoor festivals and events |  |  |  |  |
| Theatre shows and workshops |  |  |  |  |
| Exhibition and public art (street art and sculptures) |  |  |  |  |
| Library collection and programs |  |  |  |  |

Please share your reasons. Are there any new arts opportunities or events you'd like to see in Frankston City?

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| Long term planning to guide the locations of homes, public space, commercial and industrial areas. |  |  |  |  |
| Plan and advocate for affordable housing to help prevent homelessness. |  |  |  |  |

Please share your reasons

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## Progressive and engaged city

**Rates, finances, customers, buildings, technology**



***A progressive and responsive council that values community voice, service innovation and strong governance.***

## Customer experience

We provide a link between customers and council services by actively listening to customer needs, responding to feedback, communicating about council services, and improving services.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Face to face customer service |  |  |  |  |
| Online digital customer service |  |  |  |  |
| Customer service over the phone |  |  |  |  |
| Improving community facing services (e.g. one-stop-shop and tracking of customer requests) |  |  |  |  |
| Clear and consistent communications to the community (e.g. social media, Frankston City News) |  |  |  |  |
| Information services for visitors |  |  |  |  |
| Customer complaints and feedback handling |  |  |  |  |

Please share your reasons

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## Technology and innovation

We manage technology, business applications, data and information for Council.

**Tell us what you would like Council to focus more, less or the same on. **

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| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| City connectivity: including Wi-Fi in public places, interactive signage. |  |  |  |  |
| Smart cities: including smart parking, real time road maintenance alerts |  |  |  |  |
| Ongoing investment to strengthen data security and privacy |  |  |  |  |

Please share your reasons

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## Council strategy

We provide leadership and support to ensure Council meets current and future community needs. We deliver program and project management and analyse and report on performance.

**Tell us what you would like Council to focus more, less or the same on. **

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Community engagement to support participation in council decision-making |  |  |  |  |
| Advocating with all levels of government and other stakeholders |  |  |  |  |

What would you like Council to advocate for (e.g. roads, buildings, pavilions, community services, aged care, kindergartens, support for vulnerable people)? Please share your reasons.

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## Asset management

Making sure Council assets support current and future service delivery, including fleet management.

**Tell us what you would like Council to focus more, less or the same on. **

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| --- | --- | --- | --- | --- |
|  | More | The same | Less | Not sure |
| Regular and structured assessments of Council owned assets |  |  |  |  |
| Security, cleaning and maintenance of Council managed buildings |  |  |  |  |

Please share your reasons

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## Council internal services

Council provides:

* Leadership and support in financial planning, processing and reporting to ensure Council’s long term financial position is sustainable.
* Governance, legislative, procurement and financial advice to the organisation, and management of Frankston Memorial Park.
* Management of people, culture and workforce performance.

Is there anything you would like us to tell about our Financial Management, Governance and/or People and Culture services?

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## A bit about you

Your responses help us understand who is interested in and impacted by this project.

Where do you live?

|  |
| --- |
| Select one answer only |
| Carrum Downs |
| Frankston |
| Frankston North |
| Frankston South |
| Langwarrin |
| Langwarrin South |
| Sandhurst |
| Seaford |
| Skye |
| Prefer not to answer |
| Somewhere else   |  | | --- | |  | |

How do you describe your gender? **Required**

|  |
| --- |
| Select one answer only |
| Woman or female |
| Man or male |
| Non-binary |
| Prefer not to answer |
| I use a different term   |  | | --- | |  | |

What is your age?

|  |
| --- |
| Select one answer only |
| 0 - 4 years |
| 5 to 11 years |
| 12 to 17 years |
| 18 to 24 years |
| 25 to 34 years |
| 35 to 49 years |
| 50 to 59 years |
| 60 to 69 years |
| 70 to 84 years |
| 85 years and over |
| Prefer not to answer |

Which of the following do you identify with?

Choose all that apply.

|  |
| --- |
| Select all that apply |
| Person with a disability. |
| Aboriginal and/or Torres Strait Islander. |
| Part of the LGBTIQA+ community. |
| Speak another language at home. |
| None of these. |
| Prefer not to answer. |