Frankston City

**Draft**
**Safer Communities**
**Strategy** 2023

# 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.

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# Executive Summary

## About this Strategy

The Safer Communities Strategy provides Frankston City Council with the strategic direction for how we will work with our community and partners over the next ten years to create a safe, fair and inclusive municipality where people feel safe, well connected and empowered to participate in community life.

The Strategy is aligned with the Community Vision, Council Plan and other key Council strategies, and has been developed on principles of diversity and inclusion to take a strengths-based approach in building upon Frankston City's rich community and place-based assets in its aspiration for safer communities.

## Our Vision Statement

**Frankston City is a safe, fair and inclusive community that values diversity, connection and participation.**

## Our guiding principles

The following guiding principles underpin and shape our Strategy and set out how we will work to implement our vision for safer communities in Frankston City:

- Aboriginal self-determination and cultural safety
- Gender equity and intersectionality
- Diversity and inclusion
- Primary prevention focused
- Partnerships and collaboration
- Evidence informed and outcomes focused

## Our Strategic Priorities

Our strategic priorities are organised into four long-term outcomes to achieve our aspiration for safer communities in Frankston City. Each strategic priority is supported by primary prevention focused strategies based on what we know works, and will be delivered through initiatives that target areas for where local government policy and planning can best influence safer communities.

| | OUTCOMES | STRATEGIC PRIORITIES |
|---|---|---|
| 1 | Community strength and connection | Build strong, inclusive and connected communities |
| 2 | Healthy and safe behaviours | Strengthen community wellbeing and resilience |
| 3 | Well planned and liveable communities | Build well planned liveable environments for safety |
| 3 | Well planned and liveable communities | Improve access to safe and secure housing |
| 4 | Collaboration, innovation and empowerment | Strengthen leadership, partnerships and community empowerment |

# About our Safer Communities Strategy

The Safer Communities Strategy 2023-2033 (the Strategy) provides Frankston City Council with the strategic direction for how we will work with our community and partners over the next ten years to create a safe, fair and inclusive municipality where people feel safe, well connected and empowered to participate in community life.

The Strategy identifies our strategic priorities and key strategies to guide Council and its partners in taking collaborative approaches towards four long-term outcomes. These outcomes aspire for our City to be renowned for its well planned, liveable and safe environments with healthy, strong and empowered communities. Together, these outcomes form the foundation for safer communities.

The implementation of this Strategy will support the facilitation of strategic partnerships and enable more integrated and innovative approaches to community safety and crime prevention.

## A strengths-based and primary prevention approach

The Strategy has been developed on principles of diversity and inclusion, and takes a strengths-based approach in building upon Frankston City's rich community and place-based assets in its aspiration for safer communities.

The Strategy has adopted crime prevention theory in its development of evidence-based primary prevention strategies that aim to strengthen those protective factors known to reduce risk of offending and unsafe behaviours and improve perceptions of safety. These strategies also include environmental approaches aimed at modifying the physical environment to build strong connections between people and public spaces, improve perceptions of safety and reduce opportunities for crime. They also include social and structural approaches that focus on addressing underlying social and economic causes of crime.[1]

Enhancing protective factors alongside an understanding of the causes and contexts within which crimes are committed enables crime prevention activities to be targeted more effectively and where they are needed most.[2]

| Protective factors | Risk factors |
| --- | --- |
| Engagement in education and employment | Experiences of violence, abuse or neglect |
| Positive peer groups | Experiences of out-of-home-care |
| Involvement in recreation and cultural activities | Alcohol and drug misuse |
| Health and wellbeing | Disengaged from family, employment and education |
| Connection to family and culture | Homelessness |
| Access to information | Mental health |

*Source: Victorian Department of Justice and Community Safety*

# What are safer communities?

At its core, being safe is a fundamental human right that extends to everyone – we all have the right to feel safe and respected, and to live our lives free from harm, irrespective of our unique attributes such as age, abilities, Aboriginality, culture, gender, sexual orientation, socio-economic situation, religion or faith.

Building upon this, safer communities are environments where everyone has the right to go about their daily activities without fear, or risk of harm or injury. Safer communities not only enable people to be safe, but to also feel safe, whether at home, at work or when moving around streets and public places. Safer communities enable people to feel valued and treated in a culturally respectful manner, and have meaningful opportunities to fully and freely participate in community life and decisions that impact them.

Safer communities are also places where people take responsibility for their behaviours and work together to create safe and attractive environments for everyone who lives, works and visits them.

It's important for us to understand that not all people within a community experience the same levels or perceptions of safety. Each person's experiences and perceptions of safety will be influenced by their range of experiences, expectations, characteristics of their identity and background. Fair and inclusive strategies are required to respond to this.



It's also important for us to understand the relationship between crime, fear of crime and feelings of safety and how this impacts individuals and communities. Evidence shows a relationship between crime with greater levels of harm, like violent crime, and feelings of safety and engagement in the community. Due to the risk of significant harm, fear of violent crime is usually greater than actual rates of violent crime.

Safer communities are not just therefore measured by the level of crime within an area. They are also measured by the level of risk of harm or injury, as well as the levels of wellbeing, resilience, community strength, perceptions of public spaces and access to safe and secure housing. They are also measured through an intersectional lens to understand and address the unique needs and experiences of individuals and communities.

# Fair and inclusive communities are safer communities

Fair and inclusive communities are essential for safer communities. People must feel safe, respected and free from any form of discrimination to be able to fully and freely participate in social, cultural and civic life within a community.

Fair and inclusive communities are fostered by removing structural barriers and enhancing community building initiatives that enable people to feel included, valued and have their say.

Research shows a strong association between community building and perceptions of safety, and suggests that through pro-social activities that foster community cohesion and connectedness, worry of crime is reduced.[3]

When people feel more positive about their neighbourhood and feel connection and trust in their community, they are more likely to get involved in community building to address local issues. This has the compounding effect of building capacity to respond to community safety challenges in the future.[4]

While a socially inclusive and cohesive community improves perceived safety by fostering trust and connections, the actual safety that occurs as a result goes on to contribute to a more a cohesive society, building and strengthening each other.[5]

# Safer communities takes a whole community

This Strategy recognises safer communities as being a shared responsibility between Victoria Police, all three tiers of government, government agencies, service providers, businesses, community groups and individuals.

A whole-of-community approach involves everyone taking responsibility in contributing towards safer communities. By working together as a whole community, we can be more impactful in building strong and vibrant communities and achieving safer environments for people to live, work and visit.

Safer communities are also a shared responsibility across all areas of Council. We are committed to taking coordinated approaches in delivering our policies, programs and services and broadening our understanding of community needs to strengthen community safety outcomes and improve perceptions of safety.



| | |
|---|---|
| **Federal and State Government** | Develops a range of policies and legislation, and provides grant opportunities that aim to reduce crime, improve safety and increase community empowerment. |
| **Local Government** | Provides a range of services, programs and activities that contribute to safer communities. Has local laws responsibilities, also contributes through place management and community building. Refers reports of safety concerns from the community to Victoria Police, and seeks advice and collaboration on safety issues. |
| **Victoria Police** | The primary law enforcement agency of Victoria, responsible for upholding the law to promote a safe, secure and orderly society. |
| **Service providers** | Provides health and social services to the community, including for victims or perpetrators of crime, and vulnerable and marginalised members of the community. |
| **Business, community and individuals** | Contributes through safe and responsible behaviours, reporting, helping others and building community connections. |

# Our vision for safer communities

Frankston City is a safe, fair and inclusive community that values diversity, connection and participation.

## Our guiding principles

We have developed six guiding principles to underpin and shape our Strategy and set out how we will work to implement our vision for safer communities in Frankston City.

| | |
|---|---|
| **Aboriginal self-determination and cultural safety** | We will recognise that Aboriginal and Torres Strait Islander peoples have the right understanding and knowledge of local community needs, priorities and aspirations to deliver culturally appropriate solutions. We will strive to create and maintain environments that are safe for Aboriginal and Torres Strait Islander peoples, and where all people are treated in a culturally respectful manner. |
| **Gender equity and intersectionality** | We will respect and value people without discrimination, regardless of their gender. We will use inclusive language and terms to promote gender equality and inclusion. We will apply an intersectional gender lens to recognise and understand multiple and overlapping forms of discrimination and disadvantage. |
| **Diversity and inclusion** | We will be inclusive, culturally aware and responsive to the needs of individuals in creating safer communities. We will recognise that an individual's identity includes their gender, age, aboriginality, disability, culture, religion or faith, sexuality and lived experiences. |
| **Primary prevention focused** | We will work to address the underlying cause of crime and harm to stop them before they occur through primary prevention strategies that build community strength and resilience. |
| **Partnerships and collaboration** | We will partner and collaborate with the community and a diverse range of stakeholders to understand the needs and aspirations of our community. We will work together taking a whole-of-community approach and collectively work towards common goals for the greatest impact. |
| **Evidence informed and outcomes focussed** | We will use evidence to design, implement and improve our work. We will integrate best available research with peoples' lived experience to be responsive to evolving community needs. We will demonstrate measurable outcomes through evaluation and performance measurement. |

# Our outcomes and strategic priorities

Our strategic priorities are organised into four long-term outcomes. Each strategic priority is supported by primary prevention focused strategies based on what we know works, and will be delivered through initiatives that target areas for where local government policy and planning can influence safer communities.

| OUTCOMES | STRATEGIC PRIORITIES | AREAS OF INFLUENCE |
|---|---|---|
| **1** Community strength and connection | **Build strong, inclusive and connected communities** | Inclusion, belonging and social cohesion<br><br>Respect and value of diversity<br><br>Gender equality and family violence prevention |
| **2** Healthy and safe behaviours | **Strengthen community wellbeing and resilience** | Safe and responsible behaviours<br><br>Access to services<br><br>Community resilience and inclusive recovery |
| **3** Well planned and liveable communities | **Build well planned liveable environments for safety** | Safe and accessible public spaces<br><br>Placemaking<br><br>CPTED<br><br>Road, pedestrian and cycling safety<br><br>Safe online environments |
| | **Improve access to safe and secure housing** | Safe and secure housing<br><br>Safety and wellbeing of people experiencing or at risk of homelessness |
| **4** Collaboration, innovation and empowerment | **Strengthen leadership, partnerships and community empowerment** | Cross sector partnerships<br><br>Collaboration and coordination<br><br>Whole-of-council approaches<br><br>Community empowerment<br><br>Organisational culture |

# Context

Frankston City Council is taking an integrated planning approach to the development of its policies, strategies and plans to ensure that we are working towards a set of shared outcomes that incorporate our community's long-term aspirations for the future of the municipality.

## Our integrated planning approach

Council's integrated planning approach has been formalised through the introduction of our Integrated Planning and Reporting Framework. This Framework connects our community's long-term aspirations in the Community Vision 2040 with Council's long-term resourcing strategies and medium term strategic plans and policies, in particular the Council Plan and Budget (see Figure 1).

The connection between the Community Vision 2040, Council Plan and all other strategies, policies and plans forms a 'golden thread' through our plans to strengthen our journey towards achieving our shared outcomes.

**Figure 1: Frankston City Integrated Planning and Reporting Framework**
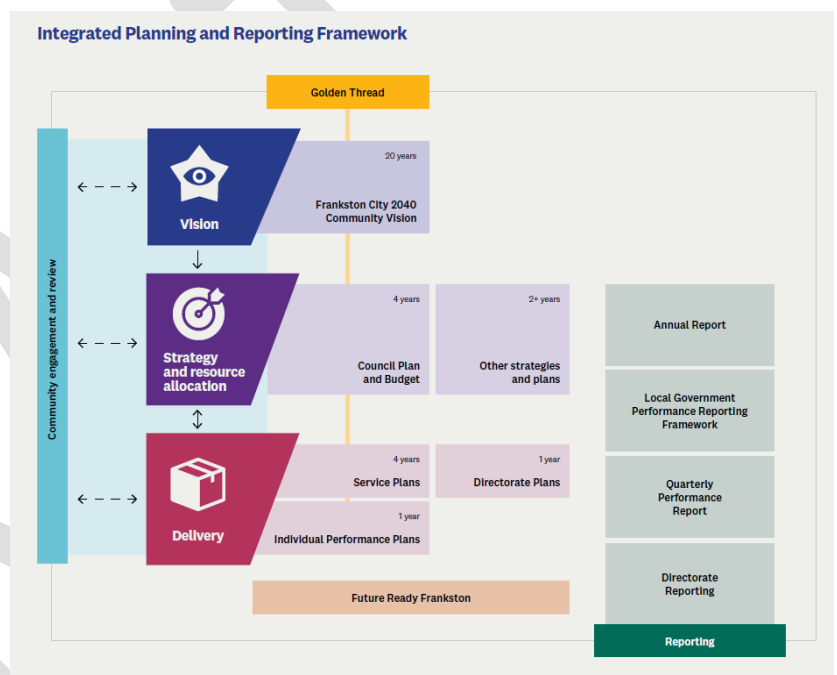


### Community Vision 2040

The Community Vision 2040 is our community's long-term vision and aspirations for the future of our City, providing a description of what our community wants for the future of our municipality, in terms of its look, feel and liveability. The Community Vision 2040 sets the direction for our whole community, inspiring us all to work together to create a future for our City that our community wants to see, live and experience. Our community vision is:

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.

# Our shared outcomes

This Strategy supports the delivery of our Council Plan 2021-2025 and Community Vision 2040, forming part of the 'golden thread' contributing towards achieving our shared outcomes.

This connection with our shared outcomes continues its journey from this Strategy to other plans, where the Strategy's priorities and key strategies will be resourced for implementation.

| COMMUNITY VISION 2040 | | | |
|---|---|---|---|
| Vibrant and Inclusive Communities | Healthy Families and Communities | Connected Places and Spaces | Advocacy, Governance and Innovation |
| COUNCIL PLAN OUTCOMES | | | |
| Community Strength | Healthy and Safe Communities | Well Planned and Liveable | Progressive and Engaged |
| SAFER COMMUNITIES OUTCOMES | | | |
| Community strength and connection | Healthy and safe behaviours | Well planned and liveable communities | Collaboration, innovation and empowerment |

# Planning with an intersectionality lens

Intersectionality refers to the way that different characteristics of a person's identity can expose them to multiple layers of discrimination and marginalisation.[6]

Attitudes, systems and structures in society and organisations can interact to create inequality and result in exclusion. These include sexism, racism, homophobia, biphobia, transphobia, intersex discrimination, ableism, ageism and stigma.[7] When these characteristics intersect, there is greater risk of being exposed to discrimination and marginalisation.

Research tells us that intersectionality can result in increased risk of social isolation, harm and crime. It also tells us that experiences and perceptions of safety are impacted by gender and other intersecting characteristics of a person's identity, and that feeling and being safe in our community is not shared equally.

For example, women are much more likely than men to be a victim of family violence. Furthermore, women with disability are almost twice as likely as women without disability to have experience physical or sexual violence by a cohabiting partner over a 12-month period.[8]

It is vital we look beyond the population as a whole to better understand the unique needs and experiences of different sub-population groups and identities in working towards safer communities.

This Strategy has been informed by careful examination of the data through an intersectional gender lens, and considers the disproportionate safety risks that may be experienced within our community by the following groups as a result of attitudes, systems and structures creating inequality and exclusion:

| | | |
|---|---|---|
| **Women** <br><br> **Culturally and linguistically diverse communities** | **Older people** <br><br> **Aboriginal and Torres Strait Islander communities** | **Young people** <br><br> **LGBTQIA+ communities** <br><br> **People with disability** |

# Policy context

Creating safer communities in Frankston City involves Council operating within a policy structure that includes Council's own strategies, policies and plans (see Figure 2), as well as broader Federal and State Government policies, and the global human rights context.

The Federal and State Governments are responsible for developing laws, legislation and the overarching strategies and frameworks that guide public health, safety and crime prevention activities at a national or state level. They deliver and fund key services and supports such as health, education, transport and police.

The Federal and State Governments also both have statutory responsibilities in emergency planning. As such, local government is strongly influenced and directed by Australian and Victorian legislation, policies and plans (see Figure 3 for a full list).

**Figure 2: Frankston City Council policies, strategies and plans aligned with this Strategy**

| Policies | Strategies |
| --- | --- |
| Child Safe Policy | Arts & Culture Strategic Plan |
| Communications Policy | Climate Change Strategy |
| Community Engagement Policy | Customer Experience Strategy |
| Community Grants Policy | FMAC Structure Plan |
| Community Safety Policy | Frankston Planning Scheme |
| Community Local Law 2020 | Housing Strategy |
| Complaints Handling Policy | Integrated Transport Strategy |
| Hardship Policy | Leisure Strategy |
| Health and Wellbeing Policy | Open Space Strategy |
| Gambling Policy | Play Strategy |
| Gender Equity Policy | Public Art Strategy |
| Open Space Policy | |
| Stronger Families Policy | |

**Safer Communities Strategy**

**Action Plans**

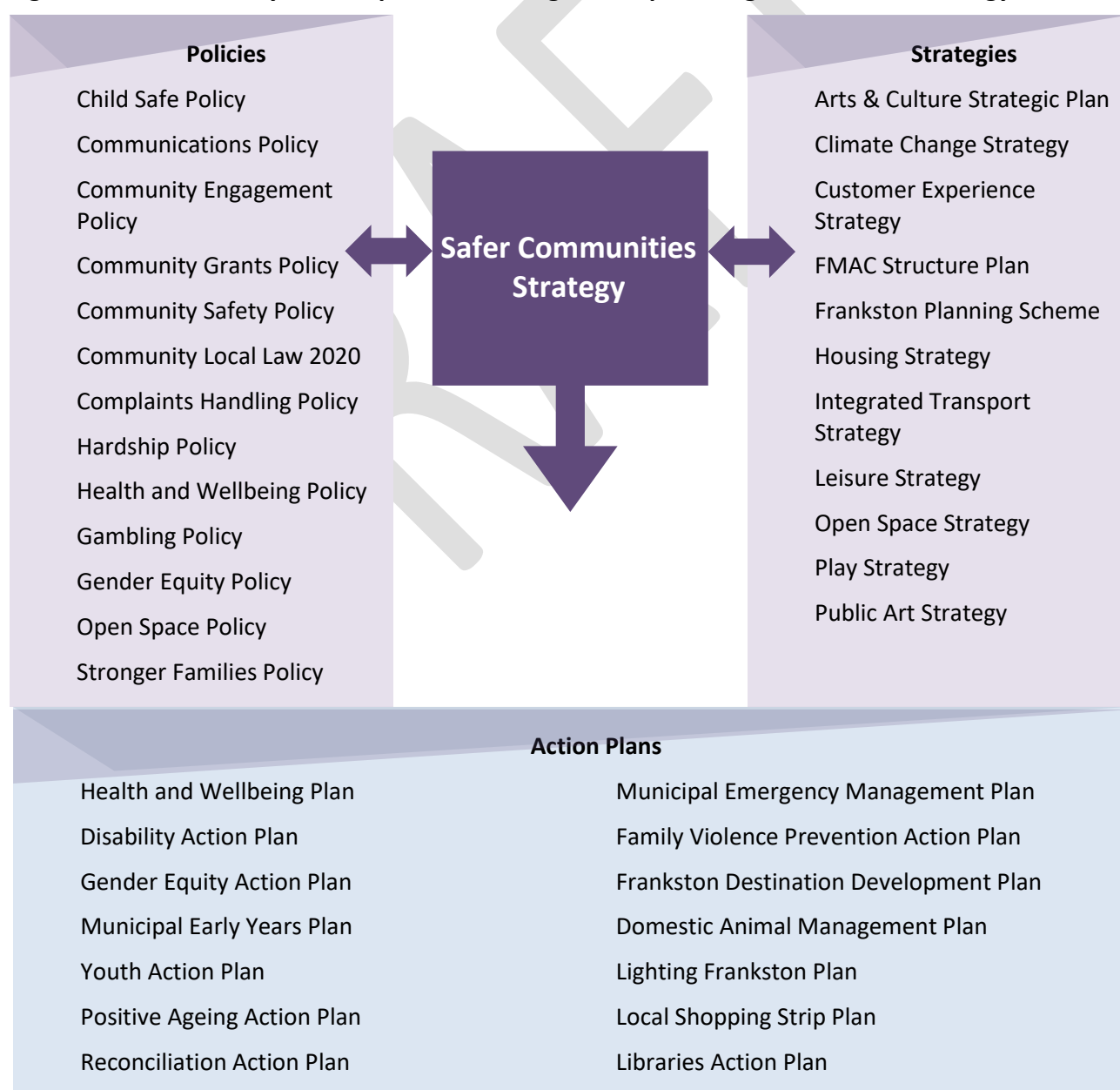| | |
| --- | --- |
| Health and Wellbeing Plan | Municipal Emergency Management Plan |
| Disability Action Plan | Family Violence Prevention Action Plan |
| Gender Equity Action Plan | Frankston Destination Development Plan |
| Municipal Early Years Plan | Domestic Animal Management Plan |
| Youth Action Plan | Lighting Frankston Plan |
| Positive Ageing Action Plan | Local Shopping Strip Plan |
| Reconciliation Action Plan | Libraries Action Plan |

**Figure 3: Federal and State Government policies, strategies and plans**

**Federal Government legislation, policy and plans**

Age Discrimination Act 2004

Australia's Disability Strategy 2021-31

National Alcohol Strategy 2019-2028

Family Violence Protection Act 2008

National Crime Prevention Framework (2012)

National Drug Strategy 2017-2026

National Injury Prevention Strategy 2020-2030

National Plan to End Violence against Women and Children 2022-32

National Strategy for Disaster Resilience (2011)

Parliamentary Inquiry into Locally Based Approaches to Community Safety and Crime Prevention (2012)

**State Government legislation, policy and plans**

Disability Act 2006

Equal Opportunity Act 2010

Dhelk Dja: Safe Our Way (2018)

Everybody Matters: Inclusion and Equity Statement (10 year vision)

Inclusive Victoria: State Disability Plan 2022-26

Graffiti Prevention Act 2007

Liquor Control Reform Act 1998

Local Government Act 2020

Pride in our Future: Victoria's LGBTIQ+ Strategy 2022-32

Public Health and Wellbeing Act 2008

Our promise Your future – Victoria's youth strategy 2022–2027

Racial and Religious Tolerance Act 2001

Safe and Strong: A Victorian Gender Equality Strategy

Victorian Aboriginal Local Government Strategy 2021

Victorian Charter of Human Rights and Responsibilities Act 2006

Victorian Crimes Act 1958

Victorian Crime Prevention Strategy

Victorian Emergency Management Act 1986

Victorian Gender Equality Act 2020

Victorian Homelessness and Rough Sleeping Action Plan

Victoria Police Capability Plan 2016-25

Victorian Public Health and Wellbeing Plan 2019-23

Victorian Road Safety Strategy 2021-2030

Urban Design Guidelines for Victoria

# The role of local government in safer communities

Local government plays an important role in helping to create safer communities. Whereas crime prevention is primarily the responsibility of state government, local government can make a significant contribution through its responsibilities and functions, as well as its understanding of local needs and partnerships to facilitate local solutions.

This Strategy will strive to ensure that Frankston City is a safe, fair and inclusive community that values diversity, connection and participation by fulfilling the following roles:

| | | | |
|---|---|---|---|
| **Deliver** | Deliver: community, family and health services; infrastructure and community assets, including libraries, community centres and kindergartens; and arts and cultural programs, festivals and events. | **Partner** | Facilitate partnerships and collaborative action between stakeholders to strengthen outcomes. |
| **Planner** | Plan services, land use, public and open spaces, community infrastructure, climate change adaptation and social change. | **Advocate** | Work with other stakeholders to advocate for legislative reforms, policy changes and increased resourcing to meet local needs. |
| **Place manager** | Place manage, maintain and activate council-owned facilities, property, assets and open spaces. | **Community builder** | Build community strength though community development, community grants, support for community and sporting groups and community engagement. |
| **Compliance and safety** | Uphold compliance with local laws and state government regulations for food safety, alcohol and smoke free outdoor areas, building codes, parking and traffic management. Develop emergency management plans in partnership with other agencies. | **Employer** | Employ a skilled and capable workforce and support the development of staff to deliver high quality services to the public. |

Council has an ongoing commitment to working in partnership in order to deliver improved outcomes for the community. Our key partners for the implementation of this Strategy include (but are not limited to) the following:

| | | | |
|---|---|---|---|
| **Local Safety Committee** | Brings together representatives from Victoria Police, Frankston City Council, government agencies, shopping centre managers, Neighbourhood Watch and others to collaborate in working towards improving community safety for a safe and inclusive community. | **Municipal Emergency Management Planning Committee** | Brings together representatives from Victoria Police, Frankston City Council, emergency services, emergency relief providers and community health services to maintain the Municipal Emergency Management Plan for Frankston City. |
| **Emergency services** | Includes Victoria Police, VicSES, Country Fire Authority and Fire Rescue Victoria. | **Emergency relief providers** | Includes Community Support Frankston, Australia Red Cross and local support and relief agencies. |
| **Bunurong Land Council Aboriginal Corporation** | The area's Registered Aboriginal Party and Traditional Owner organisation representing the Bunurong people of the South-Eastern Kulin Nation. | **Government departments and agencies** | Including (but not limited to): Department of Health; Department of Transport; Department of Families, Fairness and Housing; Department of Environment, Land and Planning; VicRoads; Emergency Management Victoria; and Sports & Recreation Victoria. |

# How this strategy was developed

This Strategy has been developed through a collaborative process with the community and a diverse range of stakeholders, along with extensive research and data analysis to gain insight into the current crime and safety issues impacting our community.

The development of this Strategy took place over four key stages of engagement, as outlined at Figure 4. A review was also undertaken of national, state and local policy influencing safer communities, along with evidenced-based crime prevention and safety approaches.

A Gender Impact Analysis (GIA) was conducted to analyse the research and data through an intersectional gender lens to identify the safety issues as experienced by different population groups in the community. The GIA found that gender inequality significantly impacts women's safety and wellbeing and highlighted the need for this Strategy to contain strategies and initiatives that promote attitudes, behaviours and social norms that normalise gender equality and prioritise the individual, social and economic needs of Frankston City's diverse community, increasing visibility, inclusion and community support of diversity.

**Figure 4: Strategy development**

| STAGE 1 **Developing the evidence-base** | Analysis of research, data and input from experts to develop the scope for safer communities to frame discussion for the community engagement activities. Included the development of Discussion Paper, Crime & Safety Community Profile and Gender Impact Assessment. |
| --- | --- |
| STAGE 2 **Community consultation** | A broad and inclusive community consultation to listen to the communities key safety concerns and gather a diverse range of experiences, perceptions and priorities to inform the development of the Strategy's vision and strategic priorities. |
| STAGE 3 **Priority setting with stakeholders** | Consultation and collaboration with a diverse range of stakeholders and Council departments to identify the themes from the evidence and community consultation to determine the Strategy's strategic priorities, strategies and initiatives to inform the Draft Strategy development. |
| STAGE 4 **Further community consultation** | Further community consultation to seek feedback on the Draft Strategy prior to adoption by Council, confirming the vision, strategic priorities and initiatives. |

# Community engagement

In preparing this Strategy we sought to gain understanding of our community's key safety concerns, what action Council could take to address these and their vision for safer communities.

We engaged with the community through online surveys, pop-up consultations in Frankston's City Centre and in reserves and social media posts. A Mini Frankston City workshop was also held to explore some of the key issues in further detail.

To seek a diverse and inclusive range of views and experiences we held targeted workshops and attended community events to engage with the following networks:

- Local Safety Committee
- Municipal Emergency Management Planning Committee
- Child and Family Partnership
- Family Violence Network
- Disability Access and Inclusion Committee
- Youth Council
- Positive Ageing Ambassadors
- LGBTQIA+ Collaborative

We also engaged with a range of other stakeholders, like Monash University and Taskforce.

Overwhelmingly, the safety of public places and spaces was identified as the top safety concern by our community. Concerns primarily related to feelings of safety in public spaces, particularly at night, while using public transport and in Frankston's city centre. Much of this concern focused on fear of being the victim of crime, assault or harassment. Concerns also related to the amenity of public spaces and how lighting, graffiti and cleanliness impact perceptions of safety.

Our community engagement was conducted on six discussion topics, with the main safety concerns identified by the community for each topic being as follows:

| 1. Safe and resilient communities | 2. Safety in public spaces | 3. Harm reduction |
|---|---|---|
| Safety of vulnerable people during extreme weather events and emergencies | Safety of public spaces at night | Harms from alcohol, drugs or gambling within the community |
| Safety and inclusion of emergency relief centres | Personal safety in Frankston's city centre, parks and reserves | People having access to support services |
| Long term social and economic impacts of emergency events | Road safety | Impact of crime and violence |
| | Lighting, cleanliness and graffiti | |

| 4. Safe and respectful relationships | 5. Reducing homelessness | 6. Safe and inclusive communities |
|---|---|---|
| Violence against women<br><br>Sexual harassment<br><br>Attitudes and behaviours that condone violence | Access to safe, secure and affordable housing<br><br>Health and safety of people experiencing homelessness<br><br>Access to support services | Community connection<br><br>Lack of social connection<br><br>Racism, ageism and other forms of discrimination<br><br>Neighbourhood trust |

When asked our community to describe what a safe community looks and feels like to determine our vision for safer communities, the key themes identified were:

- Feeling safe and secure, both during the day and at night
- Being free from violence, harassment or abuse
- Vibrant and welcoming City
- Connection and sense of belonging
- Kindness, empathy and helping others
- Diverse and inclusive

**Figure 5: What our community told us their local community does well and contributes to safer communities**



| | |
|---|---|
| Neighbours help each other | 33.5% |
| Good visibility in the street | 36.4% |
| Neighbours stop and chat | 37.0% |
| Local communities connected on social media | 39.9% |
| Well maintained open space | 46.8% |
| Neighbours know each other | 46.8% |
| Well used local shops | 49.7% |
| Well used community facilities | 50.3% |

Our community identified some key ways in which Council can take action to help create safer communities. The top five actions identified were as follows:

1. Create and maintain safe and accessible public spaces, parks and reserves
2. Work with specialist support services to assist vulnerable community members
3. Work with emergency services like Victoria Police and the Ambulance Service to respond to community safety issues
4. Work with services and community groups on initiatives to reduce harms from alcohol, drugs and gambling
5. Create and maintain community facilities

# Our community profile

Frankston City is located on the eastern shores of Port Phillip Bay within Metropolitan Melbourne, approximately 40 kilometres south of Melbourne CBD. The municipality covers an area of about 131 square kilometres.

Our City is known for its 11 kilometres of pristine coastline, award-winning beaches and natural bushland, vibrant lifestyle and growing business, arts, education and health facilities.

The Traditional Custodians of the land in and around Frankston City are the Bunurong peoples, part of the language group known as the Kulin Nation. The country of the Bunurong peoples extends from Werribee Creek to the Tarwin River and Wilson's Promontory.

Our community profile has been developed from the .id community profile, and all statistics are derived from the Australian Bureau of Statistics 2021 Census.

A detailed crime and safety profile can be viewed at **engage.frankston.vic.gov.au/a-safer-community**

∧  Higher than Greater Melbourne average      ∨  Lower than Greater Melbourne average
<>  Similar to Greater Melbourne average

**141,002**
2022 estimated resident population

**161,660**
2041 projected resident population

**39** ∧
Median age

**51.1%**
Female

**48.9%**
Male

**29.0%** ∨
Couples with children households

**22.8%** ∨
Couples without children households

**13.4%** ∧
One parent households

**26.5%** ∧
Lone person households

**1,803** ∧
Residents identifying as Aboriginal and Torres Strait Islanders (1.3% of the resident population)

**6.5%** ∧
In need of daily assistance due to disability (9,014 residents)

**36.5%** ∧
At least one long-term health condition

21

**21.4%** ⌄
Born overseas

**11.3%** ⌄
Speaks a language other than English at home

**1.4%** ⌄
Speaks English not well or not at all

**42.1%** ⌄
Belongs to a faith group

**50.6%** ⌃
No religion

**18.7%** ⌄
Holds a university qualification

**23.4%** ⌃
Holds a trade qualification



**27.0%** ⌄
Households renting

**39.6%** ⌃
Households with a mortgage

**26.4%** ⌄
Households fully owned

**785**
Estimated homelessness

Top 5 birthplaces for residents born overseas

United Kingdom **6.5%**

New Zealand **2.1%**

India **1.2%**

Philippines **0.9%**

China **0.8%**

**14.8%** <>
Young people aged 12 to 24 years

**22.6%** ⌃
Older people aged 60 years plus

**63.3%** ⌄
Workforce participation rate

**9.3%** ⌃
Young people disengaged with employment and education (15 to 24 years of age)

**14.3%** ⌄
Very low income households

**22.9%** ⌃
Low income households

**22.3%** ⌃
Moderate income households

**83.8%** ⌄
Very low income households in rental stress

**57.5%** ⌃
Low income households in rental stress

**25.6%** ⌃
Moderate income households in rental stress

# Community safety profile

Over time the crime rate in Frankston City has been declining and perceptions of safety improving. While these improvements are encouraging, Frankston City still experiences ongoing safety issues that impact how our community and visitors participate, engage and move around the City.

Property and deception offences accounted for nearly half of all criminal incidents recorded in Frankston City for 2022, making it the most commonly recorded principle offence. While the rates of property and deception offences are showing a declining trend, the rates of crimes against the person have been declining at a much slower rate and remain to be well above the Victorian average.

## Total Criminal Incidents 2016–2022
**Year ending December**

| Year | Number | Rate per 100,000 population |
|------|--------|-----------------------------|
| 2022 | 9,180 | 6,547.3 |
| 2021 | 8,340 | 5,842.7 |
| 2016 | 12,484 | 8,949.0 |

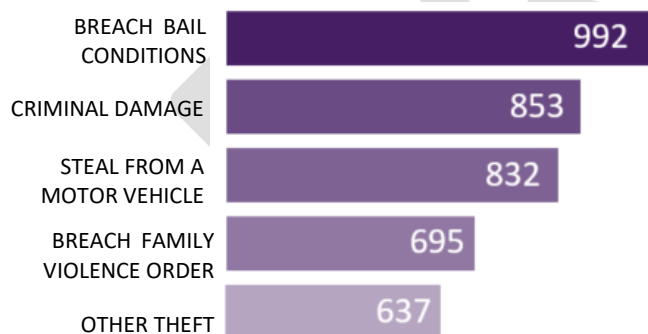**FAMILY VIOLENCE RATE**

HIGHEST IN METRO MELBOURNE

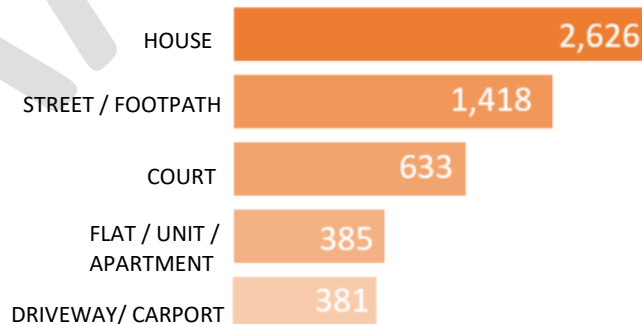**OFFENCE RATE**

4TH HIGHEST IN SOUTHERN REGION

**CRIMINAL INCIDENT RATE**
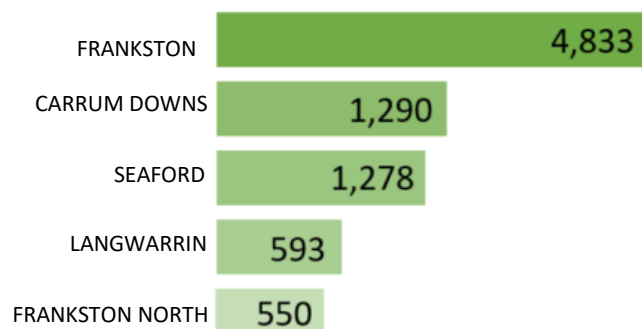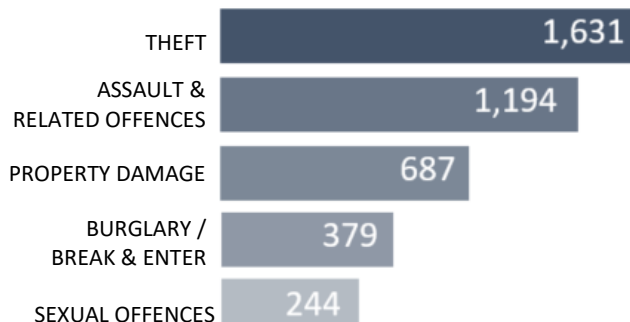
8TH HIGHEST IN METRO MELBOURNE

## Top 5 offences 2022

| Offence | Count |
|---------|-------|
| BREACH BAIL CONDITIONS | 992 |
| CRIMINAL DAMAGE | 853 |
| STEAL FROM A MOTOR VEHICLE | 832 |
| BREACH FAMILY VIOLENCE ORDER | 695 |
| OTHER THEFT | 637 |

## Top 5 locations 2022

| Location | Count |
|----------|-------|
| HOUSE | 2,626 |
| STREET / FOOTPATH | 1,418 |
| COURT | 633 |
| FLAT / UNIT / APARTMENT | 385 |
| DRIVEWAY/ CARPORT | 381 |

## Top 5 suburbs 2022

| Suburb | Count |
|--------|-------|
| FRANKSTON | 4,833 |
| CARRUM DOWNS | 1,290 |
| SEAFORD | 1,278 |
| LANGWARRIN | 593 |
| FRANKSTON NORTH | 550 |

## Top 5 victim reports 2022

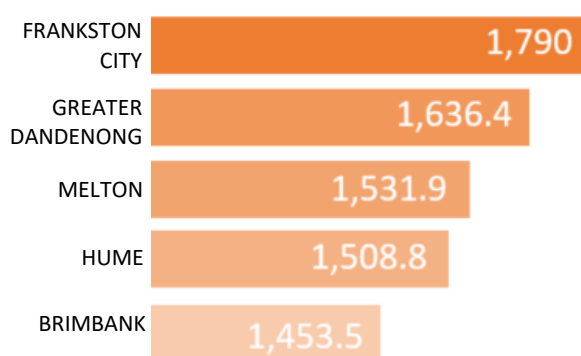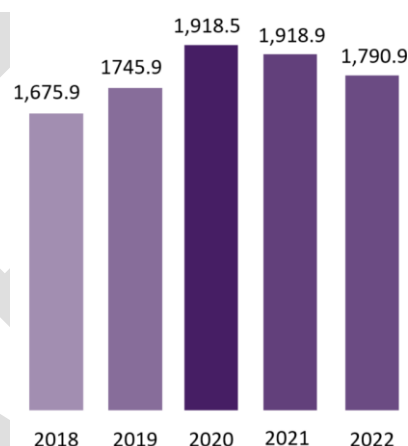| Report | Count |
|--------|-------|
| THEFT | 1,631 |
| ASSAULT & RELATED OFFENCES | 1,194 |
| PROPERTY DAMAGE | 687 |
| BURGLARY / BREAK & ENTER | 379 |
| SEXUAL OFFENCES | 244 |

## Family violence

Family violence is a significant issue impacting the safety of residents in Frankston City. The rate of family violence incidents recorded by Victoria Police continues to be higher than all other Metro Melbourne areas, and also higher than both the Southern Metropolitan and Victorian averages.

Data recorded by Victoria Police shows that females are three times more likely than males to be the victim of family violence incidents in Frankston City. Nearly half of victims are aged between 25-44 years, and people aged 55+ are increasingly being recorded as the victim.

### Top 5 Metro Melbourne LGAs, family violence rates 2022
**Melbourne Metropolitan LGAs**

| LGA | Rate |
|---|---|
| FRANKSTON CITY | 1,790 |
| GREATER DANDENONG | 1,636.4 |
| MELTON | 1,531.9 |
| HUME | 1,508.8 |
| BRIMBANK | 1,453.5 |

### Frankston City rate of reported family violence incidents, 2018-2022

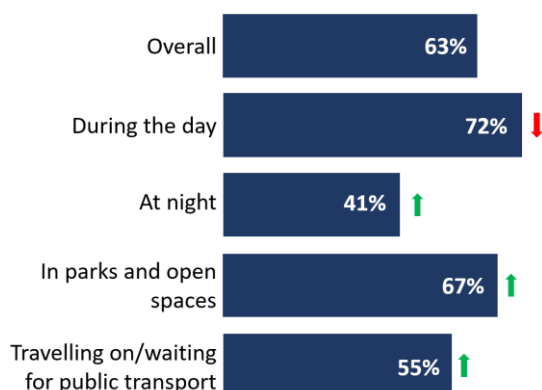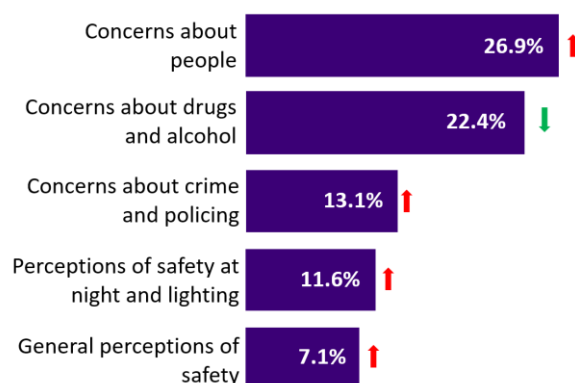| Year | Rate |
|---|---|
| 2018 | 1,675.9 |
| 2019 | 1745.9 |
| 2020 | 1,918.5 |
| 2021 | 1,918.9 |
| 2022 | 1,790.9 |

## Perceptions of safety

The Frankston City Annual Customer Satisfaction Survey enables us to track how safe people are feeling in our City. This helps us to identify the areas that may need more investment to improve perceptions of safety and remove barriers for participation. The 2023 survey showed the overall perception of living in Frankston City as being very strong.

However, our community nominated safety, policing and crime as the second top issue for Frankston City, which is an increase from previous years and was a more commonly nominated when compared to the Metro Melbourne average.
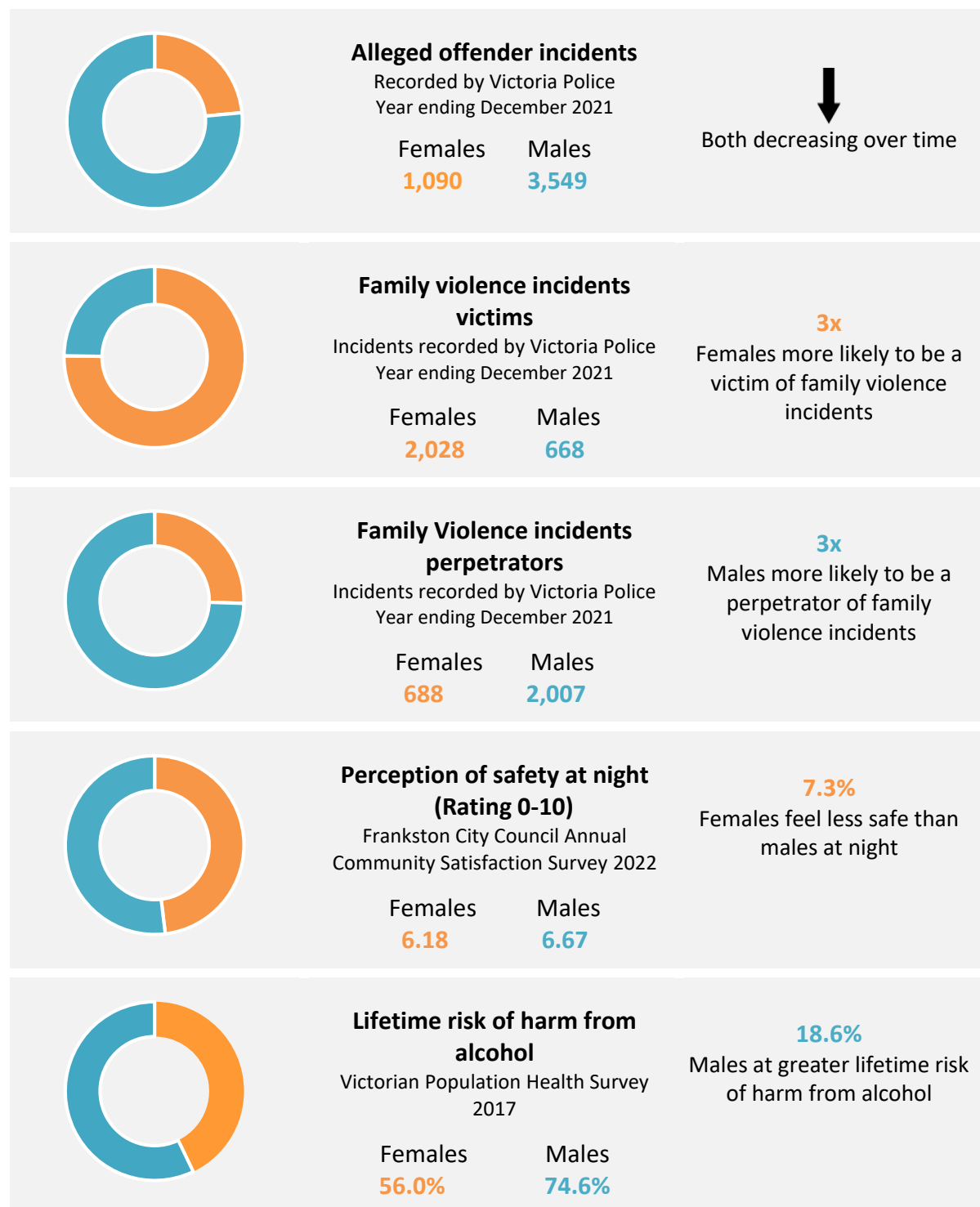
### Perceptions of safety in public places (very safe)

| | |
|---|---|
| Overall | 63% |
| During the day | 72% ↓ |
| At night | 41% ↑ |
| In parks and open spaces | 67% ↑ |
| Travelling on/waiting for public transport | 55% ↑ |

### Top 5 reasons for feeling unsafe

| | |
|---|---|
| Concerns about people | 26.9% ↑ |
| Concerns about drugs and alcohol | 22.4% ↓ |
| Concerns about crime and policing | 13.1% ↑ |
| Perceptions of safety at night and lighting | 11.6% ↑ |
| General perceptions of safety | 7.1% ↑ |

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# Gender analysis

**Alleged offender incidents**
Recorded by Victoria Police
Year ending December 2021

| Females | Males |
|---------|-------|
| 1,090   | 3,549 |

Both decreasing over time

**Family violence incidents victims**
Incidents recorded by Victoria Police
Year ending December 2021

| Females | Males |
|---------|-------|
| 2,028   | 668   |

**3x**
Females more likely to be a victim of family violence incidents

**Family Violence incidents perpetrators**
Incidents recorded by Victoria Police
Year ending December 2021

| Females | Males |
|---------|-------|
| 688     | 2,007 |

**3x**
Males more likely to be a perpetrator of family violence incidents

**Perception of safety at night (Rating 0-10)**
Frankston City Council Annual Community Satisfaction Survey 2022

| Females | Males |
|---------|-------|
| 6.18    | 6.67  |

**7.3%**
Females feel less safe than males at night

**Lifetime risk of harm from alcohol**
Victorian Population Health Survey 2017

| Females | Males |
|---------|-------|
| 56.0%   | 74.6% |

**18.6%**
Males at greater lifetime risk of harm from alcohol

**Safer Communities Strategy**

# Outcomes and strategic priorities

**PRIORITY 1.1**

# Building strong and connected communities

Neighbourhoods and cities thrive when everyone feels safe, valued and included as part of their community. Everyone has the right to feel safe and respected in their relationships and be free from the fear of violence within their homes and in the community.

A welcoming, inclusive and cohesive community where people feel valued and their differences respected enables people to feel safe, enjoy a sense of belonging and able to participate in social, cultural and civic life.

Research shows a strong association between community strength and perceptions of safety. People who trust their neighbours and see them as willing and able to help address local problems are significantly less likely to worry about crime. This demonstrates how community safety strategies that aim to build social capital and community connection can have significant and meaningful benefits to people who worry about crime, as well as to the broader community.[9] The 2023 Annual Community Satisfaction Survey for Frankston City showed that 56% of residents feel part of their local community, and 61% feel that they can turn to their neighbours for help.

It is against the law to discriminate against someone because of a personal characteristic protected by the law, such as disability, or vilify a person or group of people on the basis of their race or religion or behave in a way that is racially offensive.[10] Victorian adults who frequently experience racism are almost five times more likely than those who do not to have poor mental health.

Feelings and experiences of safety can vary between population groups. An Australian study into perceptions of crime found that women worry more about the risk of physical and sexual assault, while those who spoke a language other than English were more concerned with harassment that derived from discrimination and prejudice.[11] The 2023 Annual Community Satisfaction Survey showed that 61% of residents agreed that Frankston City is supportive of people from diverse cultures and backgrounds.

Family violence is a preventable violation of human rights that involves coercive and abusive behaviours designed to intimidate, humiliate, undermine and isolate, resulting in fear and insecurity.[12] It also involves an escalating spiral of violence that can include physical and sexual abuse, as well as psychological, emotional, cultural, spiritual and financial abuse.[13]

Family violence affects all family members, however data shows that it is a gendered issue with the majority of victims being women and their children and the majority of perpetrators being men. Intimate partner violence, and is the leading preventable contributor to death, disability and illness in Victorian women aged 15–44.[14] Stopping these forms of violence before they start requires a primary prevention approach.

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| Our strategies<br>What we know works | Our initiatives<br>How we will deliver this |
|---|---|
| **Strengthen respect and value of diversity within the community to prevent discrimination and reduce stigma** | Support and promote public events and festivals that celebrate inclusion and diversity to increase visibility, representation and intercultural connections. |
| | Support and promote partnerships and initiatives that showcase the strengths of diverse community groups and build respect and value for diversity within the community. |
| | Acknowledge Aboriginal and Torres Strait Islander peoples as Australia's Traditional Owners and actively work towards reconciliation. |
| **Strengthen inclusion, belonging and community connections to improve social cohesion and perceptions of safety** | Deliver targeted action plans to facilitate activities that promote and support social inclusion across the lifespan. |
| | Facilitate opportunities for people to connect with others in their neighbourhood to support people to feel safe. |
| | Promote and support safe and inclusive opportunities for volunteering. |
| | Support local sports clubs, community groups and businesses to embed equality and inclusive practices and create safe and welcoming environments. |
| **Promote and normalise gender equality to prevent gendered violence and all forms of violence against women, children and older people** | Embed a whole-of-council primary prevention response to gendered violence and all forms of violence against women, children and older people. |
| | Strengthen organisational capability to use data for intersectional gender analysis to support the delivery of equitable services and facilities. |
| | Foster collaborative partnerships to deliver education and awareness raising activities and advocacy to promote and normalise gender equality. |

| How we will measure progress | Desired result |
|---|---|
| Proportion of people who agree they feel part of the local community<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people who agree they could turn to the neighbours for help<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people who agree they are proud of and enjoy living in the local area<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people who agree Frankston is welcoming and supportive of people from diverse cultures and backgrounds<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of residents satisfied with Council's arts and cultural events, programs and activities<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people who volunteer<br>Australian Bureau of Statistics Census | Increase |
| Rate of family violence incidents recorded by Victoria Police (per 100,000 population) – total persons, affected family member and other parties<br>Crime Statistics Agency Victoria | Decrease |
| Rate of family incidents recorded by Victoria Police (per 100,000 population – affected family member, affected family member aged 55 and above<br>Crime Statistics Agency Victoria | Decrease |
| Rate of offences recorded by Victoria Police (per 100,000 population) - sexual offences, total persons<br>Crime Statistics Agency Victoria | Decrease |
| Proportion of females who spend more than 15 hours per week carrying out unpaid domestic work compared to males<br>Australian Bureau of Statistics Census | Decrease |
| Proportion of females who undertake unpaid carer roles compared to males<br>Australian Bureau of Statistics Census | Decrease |
| Proportion of females who undertake unpaid childcare roles compared to males<br>Australian Bureau of Statistics Census | Decrease |

**Note:** All measures collected through the Frankston City Annual Community Satisfaction survey will be monitored by total respondents, by local area of respondents and by respondent profile (i.e. gender, age group, etc); all measures collected will be disaggregated by gender and other demographics where possible to enable intersectional gender analysis.

**PRIORITY 2.1**

# Strengthen community wellbeing and resilience

Resilient communities are able to overcome challenges and setbacks, and reduce the risks of harmful and unsafe behaviours to enjoy good wellbeing. But resilience is not something communities can achieve on their own. It requires us to work together through formal and informal networks and supports, and reaching out to the most vulnerable in our neighbourhoods.

'Community resilience' often refers to the ways in which communities prepare for and respond to natural disasters and emergencies. The capacity of a community to do this is dependent upon having positive social connections and the ability of community members to draw together. The Victorian Community Resilience Framework for Emergency Management identifies that communities can better avoid or manage emergencies if they are connected, inclusive and empowered, have a dynamic and diverse local economy and a sustainable built and natural environment.

Natural disasters and emergencies can have a significant impact on the health and safety of our communities, as well as wide ranging social and economic flow-on effects, some of which may worsen risk factors for crime and unsafe behaviours.

Likewise, harms from alcohol, drugs, gambling, road trauma, violence and crime all have a significant impact on the health and safety of an individual, as well as on the broader community.

It is important that the strengths, resources and environments that promote safe behaviours and positive change are supported in our communities and neighbourhoods in order to build resilience and prevent and minimise harm. These include the safe consumption of alcohol, responsible gambling, responsible driving and evidence-based approaches and practices that prevent and minimise alcohol and drug harm and address the underlying causes of crime.

The consumption of alcohol is widespread, with an established drinking culture prevalent within many social and cultural activities. In Frankston City alone, there are 262 licensed premises[15] and on average households only have to travel up to 1km from home to reach a packaged liquor outlet.[16] The misuse of alcohol and other drugs is a contributor to many health, social and economic harms, including injury, chronic conditions and preventable diseases, road trauma, violence, healthcare and law enforcement costs and can contribute to people remaining trapped in cycles of poverty and disadvantage.

Gambling is an activity that affects the quality of life of many people, affecting the health, wellbeing and financial security of even those who gamble infrequently. Poor mental health, poverty, homelessness and chronic illnesses can all be linked to gambling, and there is emerging evidence linking gambling with the perpetration of violent and non-violent offences, including domestic and family violence.[17].

| Our strategies<br>What we know works | Our initiatives<br>How we will deliver this |
|---|---|
| **Engage and support the community to practice safe and responsible behaviours to prevent harm and crime.** | Deliver targeted crime prevention education and awareness initiatives to encourage safe and responsible behaviours. |
| | Support and promote safe environments in council-owned facilities to prevent harms from drugs, alcohol and gambling. |
| | Collaborate to deliver programs that promote safe behaviours and encourage participation in alternative recreational activities. |
| **Collaborate with community services to improve access to support services for people and communities in need.** | Partner with Victoria Police, emergency services and community groups to strengthen positive relationships with the community. |
| | Collaborate with community organisations to engage the community and encourage participation in programs that provide support and positive pathways. |
| | Raise awareness of how to report crimes and seek assistance. |
| **Build community resilience and inclusive recovery to reduce the safety impacts of climate change and emergencies.** | Partner with emergency services to ensure arrangements are in place to plan for, respond to and recover from emergencies that could occur in Frankston City. |
| | Build partnerships with service providers to identify the vulnerabilities of communities most at risk of being adversely affected by climate change and emergencies and collaborate on culturally safe and inclusive responses. |
| | Educate and empower the community to understand and minimise the impacts of climate change and emergencies, with a focus on those communities most at risk of being adversely affected. |

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| How we will measure progress | Desired result |
|---|---|
| Rate of criminal incidents recorded by Victoria Police (per 100,000 population): all crimes – total persons, females, males and age<br>Crime Statistics Agency Victoria | Decrease |
| Rate of criminal incidents recorded by Victoria Police (per 100,000 population): crimes against the person – total persons, females, males and age<br>Crime Statistics Agency Victoria | Decrease |
| Rate of criminal incidents recorded by Victoria Police (per 100,000 population): property and deception offences: crimes against the person – total persons, females, males and age<br>Crime Statistics Agency Victoria | Decrease |
| Number of public nuisance offences<br>Crime Statistics Agency Victoria | Decrease |
| Rate of victim reports recorded by Victoria Police (per 100,000 population) – total persons, females, males and age<br>Crime Statistics Agency Victoria | Decrease |
| Rate of ambulance attendances and/or hospitalisation due to alcohol intoxication only (per 100,000) – total persons, males, females and age<br>AODstats Turning Point | Decrease |
| Rate of ambulance attendances and/or hospitalisation due to illicit and/or pharmaceutical drugs (per 100,000) – total persons, males, females and age<br>AODstats Turning Point | Decrease |
| Proportion of young people disengaged from education, training and employment<br>Australian Bureau of Statistics Census | Decrease |
| Number of people on income support<br>Department of Social Services | Decrease |
| Total Electronic Gaming Machine (EGM) player losses per year<br>Victorian Gambling and Casino Control Commission | Decrease |
| Proportion of adults at increased risk of alcohol-related injury on a single occasion of drinking<br>Victorian Population Health Survey | Decrease |
| Number of graffiti management requests per year<br>Frankston City Council | Decrease |
| Number of animal management requests per year<br>Frankston City Council | Decrease |
| Number of excess deaths relating to heatwaves<br>Coroners Court Victoria | Decrease |

PRIORITY 3.1

# Build well planned and liveable environments for safety

Crime and unsafe behaviours are the result of a complex relationship between social and environmental factors and cannot be 'designed out'. However, good design and activation of public spaces can be part of a broader approach to community safety and crime prevention, as well as improve the safety of an area, which is an important objective for local government.

If a public space feels safe, accessible and welcoming and looks attractive, it is more likely to be well used and loved by all members of the community providing visibility and passive surveillance, as well as opportunities for social connection.

The process of creating safe public spaces requires careful consideration of many features, including social, spatial, economic and environmental factors. This includes the use of Crime Prevention through Environmental Design (CPTED), a crime prevention approach used by local government in the urban design of public spaces. CPTED uses a range of design principles to create safe and comfortable public spaces that reduce opportunities for crime to occur.

Placemaking is another approach being used locally to activate public places and improve perceptions of safety. This is the collaborative process of creating high quality, attractive and vibrant places that people feel connected to and want to live, work, play and learn in. Placemaking usually involves a combination of short-term activations, like outdoor dining and food trucks, and longer term management of the space and amenity improvements like lighting, signage, street art, street furniture, play equipment and shade structures.

Graffiti, property damage and illegal dumping of waste and materials are some of the more common illegal activities occurring in public places in Frankston City that can have a detrimental impact to the amenity and perceived safety of an area. Council works collaboratively with other stakeholders, such as Victoria Police, local business and the community itself to protect and maintain the safety and amenity of public places.

Train stations and public transport stops are often identified as public places where people do not feel safe, and can be a barrier to the use of public transport even though public transport is one of the safest ways to travel.

The way we use and perceive the safety of public spaces are unique and specific to our lived experience. Evidence shows that women are more likely to feel unsafe in public spaces and feel as though a space is not designed with them in mind. This is particularly true for women who experience other intersecting forms of marginalisation, such as those who identify as LGBTQIA+, women from migrant backgrounds, older women, Aboriginal and Torres Strait Islander women and women with a disability.[18]

| Our strategies<br>What we know works | Our initiatives<br>How we will deliver this |
|---|---|
| **Create safe, vibrant and welcoming public spaces through inclusive placemaking** | Ensure public spaces look and feel safe and welcoming for the whole community. |
| | Strengthen community connection with public places to increase feelings of belonging and safety. |
| | Ensure Frankston City's Centre and other activity centres are vibrant, activated and highly valued. |
| **Ensure public spaces are well planned, maintained and managed to reduce risk and improve perceptions of safety** | Deliver high standards of cleanliness and maintenance of public places to enhance visual amenity and minimise hazards and risk of injury. |
| | Deliver a well maintained CCTV network. |
| | Deliver education and awareness raising of how the community can maintain safe and attractive public spaces. |
| | Provide well planned and maintained community infrastructure that is safe, inclusive and accessible. |
| **Improve the safety and accessibility of public transport and roads for all users, including pedestrians and cyclists** | Develop policies and plans that improve the safety of roads and shared pathways for all users, including pedestrians and cyclists. |
| | Deliver education and awareness raising campaigns that promote road safety. |
| **Promote safe and inclusive online environments and digital security** | Drive continuous improvement of Council's digital platforms to ensure a safe and enjoyable online customer experience. |
| | Ensure Council's social media spaces are safe and enjoyable for the community to engage in. |
| | Promote and support education, awareness raising and activities to improve online safety and digital security within the community. |

| How we will measure progress | Desired result |
|---|---|
| Proportion of people feeling safe in public areas - overall<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people feeling safe in public areas – at night, during the day<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people feeling safe in public areas – travelling on/waiting for public transport<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people feeling safe in public areas – in parks and open spaces<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people feeling safe in public areas – at the beach and foreshore<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people feeling safe in public areas – at Wells St Entertainment Precinct<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people who agree the Frankston City community is vibrant, accessible and engaging<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of residents satisfied with Council's design of public spaces<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people who agree Frankston City is an age friendly community<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of people who agree Frankston City is a child friendly community<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Number of road fatalities per person annually<br>Traffic Accident Commission Statistics | Decrease |
| Proportion of residents 'very satisfied' with selected Council services and facilities: public toilets; provision and maintenance of playgrounds; animal management; maintenance and cleaning of shopping strips; litter collection in public areas; footpath maintenance and repairs; local traffic management; provision and maintenance of street trees; and provision & maintenance of parks, gardens, reserves.<br>Frankston City Annual Community Satisfaction Survey | Increase |

**Note:** All measures collected through the Frankston City Annual Community Satisfaction survey will be monitored by total respondents, by local area of respondents and by respondent profile (i.e. gender, age group, etc); all measures collected will be disaggregated by gender and other demographics where possible to enable intersectional gender analysis.

**PRIORITY 3.2**

# Improve access to safe and secure housing

Access to safe and secure housing is considered to be a basic human right. Not having access to housing and being homeless is a significant threat to personal safety, making a person much more vulnerable to crime, violence and abuse.

Homelessness rates in Frankston City are growing and impacting different groups of people. This is resulting from a range of complex and intersecting social, economic and housing market factors. For example, rapidly rising property prices and private rental costs combined with a lack of housing diversity and inadequate supplies of social and affordable housing means that many households are living in housing stress (which occurs when property costs exceed 30 percent of household income among those on a low income), which in turn increases their risk of falling into homelessness.

The experience of homelessness is not just about having a roof over your head. The Australian Bureau of Statistics defines someone as homelessness if their current living arrangement is in a dwelling that is inadequate, has no tenure, has a short and not extendable tenure, or does not allow them to have control of, or access to, space for social relations.

Whereas rough sleeping the most visible form of homelessness, is estimated to make up a small proportion of homelessness, the majority of homelessness is 'hidden'. It includes those in supported accommodation for the homeless, rooming houses, sleeping in cars, severely overcrowded dwellings, couch-surfing or staying in other temporary types of accommodation.

The 2021 Inquiry into Homelessness in Australia highlighted that homelessness can have a profound and long-term impact on a person's safety and security, physical and mental health, on their connection to the community and on their ability to thrive in school or in the workplace. Research shows that compared to the general population, people who are homeless experience significantly higher rates of death, disability, mental health conditions and chronic illness and are 13 times more likely to have experienced violence and 47 times more likely to have been victims of theft.[19]

The ABS Census 2021 shows that in Australia the rates of homelessness are higher for males (55.9%), but 81.7% of the increase of people experiencing homelessness since the last Census were females. Data from the Australian Institute of Health and Welfare shows that the top three reasons for people seeking homelessness assistance in Victoria in 2021-22 as being: financial difficulties; family and domestic violence; and housing crisis.

This means a 'one size fits all' solution won't solve this issue and requires tailored solutions, including increased access to social and affordable housing and a more effective homelessness service system.

| Our strategies
What we know works | Our initiatives
How we will deliver this |
|---|---|
| **Collaborate to strengthen access to safe and secure housing and end all forms of homelessness** | Use policy, planning and data to strengthen housing security and prevent homelessness. |
| | Advocate for increased investment to support the delivery of homeless services and safe and secure housing that meets community needs. |
| | Collaborate to raise awareness and strengthen pathways into safe and secure housing. |
| **Support the safety and wellbeing of people experiencing or at risk of homelessness** | Lead a whole-of-council response to homelessness. |
| | Collaborate to support a coordinated service system response to rough sleeping and homelessness. |
| | Support individuals and families experiencing hardship to help prevent homelessness. |

| How we will measure progress | Desired result |
|---|---|
| Estimated homelessness count
Australian Bureau of Statistics Census | Decrease |
| Number of people rough sleeping
Frankston Zero | Decrease |
| Number of people on the Victorian Housing Register that have Frankston City as the preferred waiting list area
Homes Victoria | Decrease |
| Unmet demand for affordable housing (Housing Monitor) - gap by %
id. Housing Monitor | Decrease |
| Housing diversity (proportion of dwellings by 1, 2 and 3+ bedrooms)
id. Housing Monitor | Increase |
| Proportion of households living in rental stress - by very low, low and moderate incomes
id. Housing Monitor | Decrease |
| Proportion of private rentals affordable to very low, low and moderate income households
id. Housing Monitor | Increase |
| Proportion of housing sales affordable to very low, low and moderate income households
id. Housing Monitor | Increase |

| How we will measure progress | Desired result |
|---|---|
| Proportion of residents satisfied with the availability of housing that meets the needs of the community<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of residents satisfied with the affordability of housing<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of residents satisfied with planning for population growth by all levels of government<br>Frankston City Annual Community Satisfaction Survey | Increase |

**4**

# Strengthen leadership, partnerships and community empowerment

Creating a safer community is everyone's responsibility. A strong, capable and culturally safe organisation and workforce is best placed to lead and coordinate local partnerships and cross-sector collaboration to help create safer communities. Empowering the community to be actively involved in decision-making not only brings people together with a shared interest, it also builds their capacity to manage future challenges and build resilience.

The community is at the centre of all that Council does, and we believe that the community has the knowledge and expertise to be best placed to know what solutions will be most successful in their neighbourhoods. With the right resources and opportunities, communities can be empowered to actively participate in identifying local safety issues, develop ways to address these and be involved in implementing local initiatives to improve safer communities.

Being involved in the decisions that impact their lives helps build community capacity and resilience to manage their own and others safety. Research shows that being invested in achieving positive outcomes develops a sense of shared responsibility and increased community cohesion.

Integrating our work across Council acknowledges our role and shared responsibility in creating safer communities. This involves the coordination of departmental teams and services, along with external organisations and the community to work in collaboration. Partnerships add value by leveraging the collective expertise, knowledge and perspectives from across multiple sectors to find effective solutions to complex issues. It is through the coordination of people, skills and resources all working toward shared outcomes that has the greatest impact.

The Victorian Crime Prevention Strategy and National Crime Prevention Framework both emphasise the importance of a shared and collaborative approaches as being essential to successful crime prevention strategies. They also highlight and recommend the need for a strong evidence base and use of local data to inform resource allocation, enable outcomes to be measured and an ongoing cycle of continuous improvement.

With a culture built on respect, diversity and inclusion, organisations are more likely to attract and retain staff, employees have improved health and wellbeing, increased productivity and innovation. Diverse and inclusive workplaces encourage open dialogue, collaboration, and the sharing of different perspectives that can enhance customer service, improve communication and build stronger relationships both within the organisation and the community.[20]

| Our strategies<br>What we know works | Our initiatives<br>How we will deliver this |
|---|---|
| **Build strategic partnerships to strengthen collaboration and coordinated approaches to safer communities** | Build and maintain multi-agency partnerships to foster collaboration on local issues impacting safer communities. |
| | Share knowledge and evidence-based research to drive service system improvements and foster coordinated harm and crime prevention initiatives. |
| | Lead a whole-of-council approach to safer communities to enable innovative and collaborative initiatives that balance outcomes of amenity, inclusion, safety and city vibrancy. |
| **Empower the community through safe and inclusive community engagement, co-design and Aboriginal self-determination** | Create opportunities for the community to actively contribute to planning processes and decisions that affect them. |
| | Empower the community to identify local needs, co-design initiatives and lead change in their local areas to prevent crime and improve perceptions of safety. |
| | Collaborate with Aboriginal and Torres Strait Islander peoples and Traditional Owners to support and promote Aboriginal-led action and Aboriginal self-determination. |
| **Lead a safe, equitable and inclusive organisational culture where all staff, volunteers and customers feel safe, respected and valued** | Embed inclusive practice into organisational culture. |
| | Create culturally safe, inclusive and welcoming services and facilities through policy, procedures and process design. |
| | Strive for internal and external communications to be culturally safe, inclusive and welcoming. |
| | Continue Council's commitment to creating and maintaining child safe environments. |

| How we will measure progress | Desired result |
|---|---|
| Proportion of residents satisfied with Council's representation, lobbying and advocacy on behalf of the community<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of residents satisfied with Council's community consultation and engagement<br>Frankston City Annual Community Satisfaction Survey | Increase |

| How we will measure progress | Desired result |
|---|---|
| Proportion of people feeling they can have a real say on issues important to them<br>Victorian Population Health Survey | Increase |
| Proportion of residents satisfied with Council's customer service<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Proportion of residents satisfied with Council's responsiveness to local community needs<br>Frankston City Annual Community Satisfaction Survey | Increase |
| Frankston City Council Staff Engagement Survey percentage of staff that rate 'I have a strong sense of': Feeling safe at work to be the person I am; Being included by others around me; Being treated with respect.<br>Frankston City Council | Increase |
| Number of Gender Impact Assessments completed annually<br>Frankston City Council | Increase |

# Delivering this Strategy

The successful delivery of this Strategy requires collaborative and integrated approaches, both internally and externally, in taking joined up action to deliver prevention focused strategies and initiatives to achieve the strategic outcomes required for safer communities in Frankston City.

## Implementation

The outcomes and strategic priorities outlined in this Strategy will be progressed through the implementation of an Action Plan. The Action Plan contains strategies and initiatives that are prevention-based and outcomes-focused to affect change and impact long-term safety and wellbeing. The strategies and initiatives have a set of actions for how they will be delivered, along with the timeframe within which they will aim to be delivered.

All actions aim to be delivered with a the 10-year lifecycle of this Strategy (long term), with action commencing within the short to medium term (1 to 6 years)

The implementation of this Action Plan will be overseen by the Safer Communities Department, however all Council Departments will have a role in its resourcing and implementation.

## Monitoring and evaluation

Delivering the Action Plan will be a process of continuous improvement allowing for flexible and responsive implementation. As such, the Action Plan will be reviewed and updated regularly throughout the Plan's 10-year lifecycle, in line with the Council Plan and Integrated Planning and Reporting Framework.

By doing so, Council will have the opportunity to reflect on the way the Action Plan is being implemented and draw upon evidence in order to make improvements and achieve better results.

This review will also accommodate any key policy changes occurring at all levels of government, key service system changes, as well as any changing needs of the community.

The Strategy's outcomes and strategic priorities will be fully evaluated at the end of the 10-years, based on the strategic indicators outlined within the Strategy for how we will measure impact. All indicators that are able to be disaggregated by gender will be.

# Safer Communities Strategy

# Action Plan

## OUTCOME 1 — Community strength and connection

### STRATEGIC PRIORITY 1.1

**Build strong, inclusive and connected communities**

**STRATEGIES:**

1.1 Strengthen respect and value of diversity within the community to prevent discrimination and reduce stigma
1.2 Strengthen inclusion, belonging and community connections to improve social cohesion and perceptions of safety
1.3 Promote and normalise gender equality to prevent gendered violence and all forms of violence against women, children and older people

### STRATEGY 1.1.

**Strengthen respect and value of diversity within the community to prevent discrimination and reduce stigma**

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **1.1a Support and promote public events and festivals that celebrate inclusion and diversity to increase visibility, representation and intercultural connections** | 1.1.1 Deliver a calendar of events to promote inclusion, cultural national celebrations and cultural expression. | Community Strengthening and Arts & Culture | Partner, community builder and advocate | Ongoing |
| | 1.1.2 Work with the Frankston City Cultural and Linguistically Diverse (CALD) Network to support and promote religious and cultural events. | Community Strengthening | Partner, community builder and advocate | Short-term |

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| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| **1.1b  Support and promote partnerships and initiatives that showcase the strengths of diverse community groups and build respect and value for diversity within the community** | 1.1.3 | Coordinate community advisory groups and networks with diverse lived experience to strengthen Council's knowledge and understanding of diversity and inclusion. | Community Strengthening | Partner, community builder and advocate | Ongoing |
| | 1.1.4 | Frankston Libraries, Arts Centre and Cube 37 deliver collections, exhibitions, installations and performances that reflect the diversity of the community and showcase the experiences and contributions of diverse communities. | Arts & Culture | Deliver and community builder | Ongoing |
| | 1.1.5 | Partner with community organisations representing diverse population groups to explore initiatives that can be delivered from council-owned community centres and neighbourhood houses to encourage cross-cultural learning and build respect and value for diversity. | Community Strengthening | Partner and community builder | Ongoing |
| | 1.1.6 | Partner with organisations and groups like Headspace and the Peninsula Pride Youth Alliance to raise awareness, increase visibility and promote diversity to improve the health and safety of LGBTQIA+ communities. | Community Strengthening | Partner, community builder and advocate | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 1.1.7 Promote training and support provided by the Australian Human Rights Commission and other providers to community groups to support anti-discrimination within the community. | Community Strengthening | Community builder | Medium-term |
| | 1.1.8 Work with the Disability, Access and Inclusion Committee to build awareness of the social model of disability and the characteristics of social environments that are disabling rather than the individual's characteristics. | Community Strengthening | Community builder and advocate | Ongoing |
| **1.1c Acknowledge Aboriginal and Torres Strait Islander people as Australia's Traditional Owners and actively work towards reconciliation** | 1.1.9 Continue to formally acknowledge First Nations people in policies, communications, Council meetings and at public events. | All departments | Community builder | Ongoing |
| | 1.1.10 Consult with the Bunurong Land Council to explore opportunities to incorporate Aboriginal history and culture in public spaces. | City Futures, Building Infrastructure and Capital Works Delivery | Partner and deliver | Ongoing |
| | 1.1.11 Partner with First Nations peoples and Traditional Owners to provide non-Indigenous people with opportunities to learn about local history, First Nations knowledge and culture and the ongoing impacts of colonialism. | All departments | Partner and community builder | Short-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 1.1.12 Partner in activities to build awareness, understanding and respect of Aboriginal and Torres Strait Islander culture and history, including through arts programming. | Community Strengthening, Arts and Culture | Community build and advocate | Ongoing |
| | 1.1.13 Promote and support the provision of community infrastructure for Nairm Marr Djambana as space to provide meaningful cultural connection and wellbeing for First Nations peoples. | Community Strengthening | Deliver, partner and advocate | Short-term |

| STRATEGY 1.2 | | | | |
| --- | --- | --- | --- | --- |
| **Strengthen inclusion, belonging and community connections to improve social cohesion and perceptions of safety** | | | | |
| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
| **1.2a  Deliver targeted action plans to facilitate activities that promote and support social inclusion across the lifespan** | 1.2.1   Regularly review, update and strengthen the following targeted action plans, taking an intersectional gender lens:<br>• The Municipal Early Years Plan 2021-2025<br>• The Youth Action Plan 2022-2026<br>• The Positive Ageing Action Plan 2021-2025<br>• The Disability Action Plan 2021-2025<br>• The Reconciliation Action Plan<br>• Family Violence Prevention Action Plan | Community Strengthening and Family Health Support Services | Planner, partner, deliver and community builder | Ongoing |
| **1.2b  Facilitate opportunities for people to connect with others in their neighbourhood to support people to feel safe** | 1.2.2   Support the Frankston City Social Inclusion Action Group (SIAG) to work with the community to identify local issues and solutions and facilitate community led and co-design initiatives to prevent social isolation and enhance wellbeing, which may include projects that connect feelings of safety with mental wellbeing. | Community Strengthening | Partner, community builder and advocate | Short-term |

| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| | 1.2.3 | Strengthen local Neighbourhood Watch programs to raise community awareness, build capability for people maintain safe home and neighbourhood environments and help people feel safe and connected to their community. | Safer Communities | Community builder | Short-term |
| | 1.2.4 | Explore opportunities to strengthen connections between the community, community organisations and the Municipal Vulnerable Persons Register to support older people and more vulnerable community members feel safe and connected to their community. | Safer Communities and Family Health Support Services | Community builder | Long-term |
| | 1.2.5 | Explore ways to support new residents to feel welcome and build connections, such as events to welcome new residents from culturally and religiously diverse backgrounds during Harmony Week and programs delivered at community centres and neighbourhood houses. | Customer Service and Experience and Community Strengthening | Community builder | Medium-term |

| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| | 1.2.6 | Manage and maintain council-owned community infrastructure across the municipality to facilitate opportunities for the community to connect and participate in a diverse range of activities and programs that strengthen community connections, intercultural connections, friendship and allyship. | Community Strengthening, Arts and Culture, Family Health Support Services and Building Services | Deliver, partner and community builder | Ongoing |
| | 12.7 | Explore opportunities to strengthen the accessibility and inclusiveness of Council and community run events to support connections within local communities. | Arts and Culture | Deliver, partner and community build | Ongoing |
| **1.2c Promote and support safe and inclusive opportunities for volunteering** | 1.2.8 | Deliver the Impact Volunteering program to promote and support volunteering and build the capacity of volunteer managers through the provision of training and networking opportunities. | Community Strengthening | Community builder | Ongoing |
| | 1.2.9 | Continue to build connections between volunteers and volunteer organisations, with promotion targeted at groups identified as being at greater risk of social isolation. | Community Strengthening | Community builder | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 1.2.10 Support community organisations and clubs to grow and train their volunteer base to incorporate gender equality, intersectional inclusion and equality. | Community Strengthening | Community builder | Ongoing |
| **1.2d Support local sports clubs, community groups and businesses to embed equality and inclusive practices and create safe and welcoming environments** | 1.2.11 Regularly review the Frankston City Leisure Strategy and Frankston City Health and Wellbeing Plan to drive continuous improvement of diversity and inclusion within sports clubs and community groups. | Community Strengthening | Planner, partner and deliver | Medium |
| | 1.2.12 Explore ways to build greater inclusion and safe environments into sports clubs and community groups leasing council-owned facilities through seasonal tenancy agreements, service level agreements and facility user obligations to encourage equal opportunities for participation and zero tolerance for discriminatory attitudes and behaviours. | Community Strengthening | Partner and community builder | Medium |
| | 1.2.13 Work with sports clubs to implement the Victorian Government's Fair Access Policy Roadmap and ensure all sporting facilities in Frankston City achieve gender equitable access and use policies by 1 July 2024. | Community Strengthening | Partner and community builder | Immediate |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 1.2.14  Support sports clubs to implement the Frankston City Sorts Club Gender Inclusive Self-Assessment Tool. | Community Strengthening | Partner and community builder | Ongoing |
| | 1.2.15  Promote Access for all Abilities Play program to the community to find inclusive sport and recreation activities and programs. | Community Strengthening | Partner and community builder | Short-term |
| | 1.2.16  Support sports clubs and community groups to participate in campaigns, programs and workshops that aim to build inclusive sporting environments. | Community Strengthening | Partner and community builder | Medium-term |
| | 1.2.17  Promote the Welcome Here Project to the local business community to encourage environments that are visibly welcoming and inclusive for LGBTQI+ communities, and promote businesses who sign up. | City Futures and Community Strengthening | Partner and community build | Medium-term |

| STRATEGY 1.3. |
| :--- |
| **Promote and normalise gender equality to prevent gendered violence and all forms of violence against women, children and older people** |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
| :--- | :--- | :--- | :--- | :--- |
| **1.3a Embed a whole-of-council primary prevention response to gendered violence and all forms of violence against women, children and older people** | 1.3.1 Develop and commence implementation of a Family Violence Prevention Action Plan to embed a whole-of-council model that supports a strategic primary prevention approach and alignment with Council's other targeted plans. | Community Strengthening | Planer, partner, deliver and community builder | Short-term |
| | 1.3.2 Explore a range of primary prevention initiatives to be delivered through universal services, community centres, cultural and recreation programs, including initiatives that: <br> • Support men and boys to develop healthy masculinities and positive supportive male peer relationships; <br> • Promote equal and healthy family relationships; and <br> • Build partnerships with Aboriginal and Torres Strait Islander community organisations to support local programs. | Community Strengthening | Planner, deliver and community builder | Medium-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **1.3b Strengthen organisational capability to use data for intersectional gender analysis to support the delivery of equitable services and facilities** | 1.3.3 Explore resources and methods to build the capability of Council staff to collect and analyse gender-disaggregated data to enable the delivery of gender equitable services and facilities. | People & Culture and Diversity & Inclusion Group | Planer | Medium-term |
| | 1.3.4 Seek advice from specialist family violence and elder abuse services and experts in the drivers of gendered violence when designing primary prevention initiatives and evaluation frameworks. | Community Strengthening and Family Health Support Services | Planer, partner and deliver | Short-term |
| | 1.3.5 Continue to build capability of Council staff to deliver family violence primary prevention initiatives through training and other targeted education programs, including on how to anticipate and respond to resistance and backlash. | People & Culture and Diversity & Inclusion Group | Employer and community builder | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **1.3c Foster collaborative partnerships to deliver education and awareness raising activities and advocacy to promote and normalise gender equality** | 1.3.6 Collaborate and partner with local, regional and community networks and organisations on the prevention of all forms of violence against women, children and older people, including:<br><br>• Women's Health in the South East (WHISE) to implement the Promoting Respect & Equity Together Strategy<br>• MAV Gender Equality and Prevention Violence and all forms of Violence Against Women Network<br>• South Metro Dhelk Dja Action Group<br>• Peninsula Health's Respecting Seniors Network | Community Strengthening | Partner, deliver and advocate | Ongoing |
| | 1.3.7 Partner in educational and awareness raising activities to build awareness and understanding within the community of the drivers of gendered violence, how to stop it before it starts and how to safely take bystander action. | Community Strengthening | Partner and community builder | Ongoing |

## OUTCOME 2 Building safer communities through healthy and safe behaviours

**STRATEGIC PRIORITY 2.1**

**Strengthen wellbeing and resilience within the community**

**STRATEGIES:**

2.1    Engage and support the community to practice safe and responsible behaviours to prevent harm and crime.

2.2    Collaborate with community services to improve access to support services for people and communities in need.

2.3    Build community resilience and inclusive recovery to reduce the safety impacts of climate change and emergencies.

**STRATEGY 2.1**

**Engage and support the community to practice safe and responsible behaviours to prevent harm**

| INITIATIVES | WHAT WE WLL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **2.1a  Deliver targeted crime prevention education and awareness initiatives to encourage safe and responsible behaviours** | 2.1.1    Participate in Community Safety Month annually to raise awareness whole-of-community approaches to safer communities. | Safer Communities | Community builder | Medium-term |
| | 2.1.2    Partner with Victoria Police, emergency services and community organisations to deliver education and awareness to the community and local businesses on how to keep safe, with a focus on the most prevalent crimes in Frankston City and how to prevent them from occurring. | Safer Communities | Partner and community builder | Medium-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 2.1.3 Partner with community health organisations to promote values-based messaging and provide information and education on harm prevention from vaping and tobacco-use, gambling, alcohol and other drugs. | City Futures and Community Strengthening | Partner and community builder | Medium-term |
| | 2.1.4 Provide information, support and advice on safety to families with young children, young people and older people through Council's universal service provision. | Family Health Support Services and Community Strengthening | Deliver | Ongoing |
| | 2.1.5 Partner with the Alliance for Gambling Reform and Gambler's Help Southern to implement awareness raising campaigns that minimise gambling harm, including participation in Gambling Harm Awareness Week. | City Futures | Partner and advocate | Ongoing |
| **2.1b Support and promote safe environments in council owned facilities to prevent harms from drugs, alcohol and gambling** | 2.1.6 Partner with community health organisations to support smoke free environments in council and community settings. | Community Strengthening | Partner and community builder | Ongoing |
| | 2.1.7 Support sports clubs to build their capacity to prevent harm through participation in the Good Sports Program. | Community Strengthening | Partner and community builder | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **2.1c Collaborate to deliver programs that promote safe behaviours and encourage participation in alternative recreational activities** | 2.1.8 Build partnerships to collaborate on prevention programs and initiatives that aim to prevent harms from vaping and tobacco use, gambling and alcohol and other drugs. | Community Strengthening and City Futures | Partner, engage and educate | Short-term |
| | 2.1.9 Deliver programs in libraries, community centres and neighbourhood houses that provide an alternative recreational activity to local gaming venues in the evenings. | Arts & Culture and Community Strengthening | Deliver and community builder | Ongoing |
| | 2.1.10 Partner to advocate on legislative reform to reduce harms from vaping, gambling and alcohol and other drugs. | City Futures | Advocate | Ongoing |
| | 2.1.11 Partner with community health to monitor research and statistical data to better understand the community's needs relating to harms from vaping and tobacco-use, gambling and alcohol and other drugs. | City Futures | Planner and advocate | Ongoing |

## STRATEGY 2.2

## Collaborate with community services to improve access to support services for people and communities in need

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **2.2a Partner with Victoria Police, emergency services and community groups to strengthen positive relationships with the community** | 2.2.1 Support Victoria Police and emergency services to build and strengthen positive relationships within the community by providing opportunities for interaction and connection at community engagement activities and events, promoting Neighbourhood Policing and Coffee with Cop initiatives. | Safer Communities and Community Relations | Partner and community build | Ongoing |
| **2.2b Collaborate with community organisations to engage the community and encourage participation in programs that provide support and positive pathways** | 2.2.2 Partner with community organisations delivering initiatives to support vulnerable community members and address the causes and drivers of crime, like Big hART, TaskForce and YSAS. | Community Strengthening | Partner and community builder | Ongoing |
| | 2.2.3 Participate in the PIVOT youth crime prevention program to support young people who have had repeated contact with the justice system through assertive outreach and case management. | Community Strengthening | Partner and community builder | Short-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 2.2.4 Partner with schools and community organisations to deliver youth engagement programs that support disengaged young people to build connections and make positive transitions, including the What Program and Project-Y Project. | Community Strengthening | Partner, deliver and community builder | Short-term |
| | 2.2.5 Partner with the RAD-FMP to deliver the Employment Pathways project to better integrate partnerships amongst employers, education and training providers to improve pathways into employment for disadvantaged young people. | Community Strengthening | Partner and community builder | Short-term |
| | 2.2.6 Participate in the Job and Skills Network Frankston to support active linkages and coordination between education providers, skills, workers and employers to improve pathways into employment. | City Futures | Partner and community builder | Short-term |
| | 2.2.7 Investigate initiatives that build mental wellbeing and resilience, such as the Achievement Program in early childhood settings to improve social and emotional wellbeing and resilience. | City Futures, Community Strengthening and Family Health Support Services | Partner, deliver and community builder | Medium-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **2.2c Raise awareness of how to report crimes and seek assistance** | 2.2.8 Partner with Victoria Police and victim support services to share information through Council's publications on how to report a crime and seek assistance, and to raise awareness on how reporting crime can increase personal safety and assist people in getting support. | Safer Communities | Partner and community builder | Short-term |
| | 2.2.9 Promote use of the Victorian Human Rights and Equal Opportunity Commission's reporting tool to report experiences of racism, sexual harassment or discrimination of any kind. | Safer Communities | Community builder | Short-term |
| | 2.2.10 Partner with Victoria Police to provide information to the community, traders and local businesses about where to seek assistance if they become a victim of crime. | Safer Communities | Community builder | Short-term |
| | 2.2.11 Promote information on crisis and support lines and other resources to help people stay safe. | Safer Communities, Community Strengthening, City Futures and Family Health Support Services | Community builder | Short-term |

## STRATEGY 2.3

## Build community resilience and inclusive recovery to reduce the safety impacts of climate change and emergencies

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **2.3a Partner with emergency services to ensure arrangements are in place to plan for, respond to and recover from emergencies that could occur in Frankston City** | 2.3.1 Drive continuous improvement of the multi-stakeholder Municipal Emergency Management Plan and sub-plans to consider the impacts of climate change and emergencies, with a focus on the evolving needs of communities most at risk of being adversely affected. | Safer Communities | Deliver, partner and compliance & safety | Ongoing |
| | 2.3.2 Promote accessible community spaces for people without adequate heating and cooling to provide options for community members during extreme weather events. | Safer Communities | Community builder | Short-term |
| | 2.3.3 Ensure diverse communities are being considered and consulted in local climate-change emergency preparedness and recovery activities. | Safer Communities | Community builder | Ongoing |

| INITIATIVES | WHAT WE'LL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **2.3b Build partnerships with service providers to identify the vulnerabilities of communities most at risk of being adversely affected by climate change and emergencies and collaborate on culturally safe and inclusive responses** | 2.3.4 Advocate to State Government for improvements to the Vulnerable Persons in Emergencies Policy to enable strengthened shared responsibility, concise intelligence and support for those who need it. | Safer Communities | Advocate | Short-term |
| | 2.3.5 Partner with emergency relief and recovery agencies to identify and safely refer people experiencing violence or abuse during and after emergencies to encourage fair and sustainable recovery. | Safer Communities | Partner and community builder | Medium-term |
| **2.3c Educate and empower the community to understand and minimise the impacts of climate change and emergencies, with a focus on those communities most at risk of being adversely affected** | 2.3.6 Implement the Frankston City Climate Change Strategy to build the community's capacity for climate action and resilience to the impacts of climate change. | Sustainable Assets | Planner, deliver, partner and community builder | Ongoing |
| | 2.3.7 Collaborate with emergency services and the community to explore opportunities to improve information and resources to be accessible and meet the needs of diverse communities and services. | Safer Communities | Advocate, partner and community builder | Medium-term |
| | 2.3.8 Share and promote information and resources on climate change, its expected impacts on the community and adaptation responses to improve resilience. | Sustainable Assets | Community builder | Ongoing |

| INITIATIVES | WHAT WE'LL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 2.3.9 Support and facilitate community-led programs that build climate literacy and emergency preparedness, particularly with residents most at risk of being adversely affected. | Sustainable Assets | Community build | Ongoing |

## OUTCOME 3 Well planned and liveable communities

**STRATEGIC PRIORITY 3.1**

### Build well planned and liveable environments for safety

**STRATEGIES:**

3.1   Create safe, vibrant and welcoming public spaces through inclusive placemaking

3.2   Ensure public spaces are well planned, maintained and managed to improve accessibility and perceptions of safety

3.3   Improve the safety and accessibility of public transport and road users, including pedestrians and cyclists

3.4   Promote safe and inclusive online environments

**STRATEGY 3.1**

### Create safe, vibrant and welcoming public spaces through inclusive placemaking

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **3.1a   Ensure public spaces look and feel safe and welcoming for the whole community** | 3.1.1   Explore the development of a CPTED Policy and implementation guidelines to embed crime prevention principles into Council-led projects and strengthen community safety outcomes for public spaces. | Safer Communities and City Futures | Planner and place manager | Medium-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 3.1.2　Explore the development of a Placemaking Framework to outline Council's placemaking principles and approach to guide the design and delivery of safe and activated public spaces for the wellbeing of our community. | City Futures | Planner, deliver and place manager | Medium-term |
| | 3.1.3　Draw upon evidence-based frameworks in the planning and design of projects to ensure the community is at the centre of the design of public spaces, such as Welcoming Cities Standard, Child Friendly Cities, Age Friendly Cities and Communities and Universal Design Principles. | All Departments as required | Planner and place manager | Medium-term |
| | 3.1.4　Implement the Wayfinding Strategy to deliver wayfinding information systems and simple, clear and connected signage to support safe navigation and journeys. | City Futures and capital works delivery | Deliver | Medium-term |
| | 3.1.5　Implement the Lighting Frankston Plan to guide the delivery of an effective public lighting program and support Frankston City to be a vibrant and safe evening and after-dark destination. | City Futures and Capital Works Delivery | Planner and deliver | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 3.1.6 Ensure that all relevant public space and community facilities strategies are updated with consideration to Gender Impact Assessments. | All departments | Planner and deliver | Long-term |
| **3.1b Strengthen community connection with public places to increase feelings of belonging and safety** | 3.1.7 Explore the development of community guidelines to ensure the community has the information, skills and tools to undertake community-led placemaking projects and events, like community gardens and planter boxes, markets, music performances and street parties on Neighbour Day. | Community Strengthening and Safer Communities | Community build | Long-term |
| | 3.1.8 Support diverse communities to use public facilities and spaces for truth telling, cultural celebrations and events. | Arts & Culture | Community builder | Medium-term |
| | 3.1.9 Explore youth-led placemaking projects in public spaces where young people meet to increase perceptions of safety. | Community Strengthening | Community builder | Medium-term |
| | 3.1.10 Partner in activities to support business owners, operators and landlords to enhance the presentation of their building or businesses, like grants for façade improvements and vacant shopfront activations. | City Futures | Partner, deliver and community builder | Short-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **3.1c Ensure Frankston City's Centre and other activity centres are vibrant, activated and highly valued** | 3.1.11 Implement the FMAC Structure Plan to improve Frankston's city centre, which includes exploring the development of: a new public plaza in the heart of Frankston's city centre to create a hub; redesigning key streets as shared zones; and defined outdoor dining zones. | City Futures, Engineering Services and Capital Works Delivery | Planner, deliver and advocate | Long-term |
| | 3.1.12 Plan and implement a bold vision for the Nepean Hwy Boulevard upgrade to improve the entry into Frankston City's Centre. | City Futures, Engineering Services and Capital Works Delivery | Planner, deliver and advocate | Long-term |
| | 3.1.13 Activate activity centres through trials and implementation of smart city technologies, like movement sensors, smart-parking apps, wayfinding screens, wi-fi, e-bikes and e-scooters. | Customer Experience & Transformation and Business & Information Technology | Planner, deliver and advocate | Ongoing |
| | 3.1.14 Implement the Frankston Local Shopping Strip Action Plan to ensure the urban design of our streetscapes are safe, accessible and welcoming. | City Futures and Capital Works Delivery | Planner, deliver and advocate | Ongoing |
| | 3.1.15 Explore innovative initiatives that help to active Frankston's city centre after dark. | City Futures and Arts & Culture | Deliver | Medium-term |

| STRATEGY 3.2 | | | | |
|---|---|---|---|---|
| **Ensure public spaces are well planned, maintained and managed to reduce risk and improve perceptions of safety** | | | | |
| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
| **3.2a Deliver high standards of cleanliness and maintenance of public places to enhance visual amenity and minimise hazards and risk of injury** | 3.2.1 Ensure responsive maintenance of public spaces so they continue to be safe, achieve safety standards and address any safety concerns. | Safer Communities and Operations | Deliver and place manager | Ongoing |
| | 3.2.2 Deliver a program of regular community safety amenity patrols and audits for public spaces to inform maintenance and amenity improvements, taking into consideration crime data and customer complaints to identify hot spot locations. | Safer Communities and Operations | Deliver and place manager | Medium-term |
| | 3.2.3 Review the community's responses to perceptions of safety in the annual Customer Satisfaction Survey to help guide resourcing into amenity maintenance and safety improvements. | Safer Communities and Operations | Deliver and place manager | Short-term |
| | 3.2.4 Widely promote the available electronic platforms to provide an easy and efficient way for the community to report amenity issues to the Council, exploring opportunities to enhance its accessibility and functionality. | Customer Experience & Transformation and Business & Information Technology | Deliver and place manager | Ongoing |

| INITIATIVES | | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|---|
| **3.2b** | **Deliver a well maintained CCTV network** | 3.2.5 | Deliver and maintain a closed circuit television (CCTV) network, ensuring strategic placement of resources that is aligned with consideration to lighting and use of spaces and focuses on identified hot spots. | Safer Communities | Deliver and place manager | Ongoing |
| | | 3.2.6 | Develop a CCTV Code of Practice and Operating Procedure to provide clear guidelines for the use of cameras and footage to ensure individual privacy and human rights are respected. | Safer Communities | Deliver and place manager | Medium-term |
| **3.2c** | **Deliver education and awareness raising of how the community can maintain safe and attractive public spaces** | 3.2.7 | Regularly review the Community Local Law to ensure its responds to the diverse needs of the community in enhancing public health, safety and amenity. | Safer Communities | Compliance & safety and place manager | Ongoing |
| | | 3.2.8 | Ensure Council's critical public safety information is translated into the most needed languages to ensure it is accessible by the whole community. | Safer Communities and Community Strengthening | Community builder | Medium-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 3.2.9 Partner with Victoria Police to raise awareness within the community and with local businesses on their role in maintaining safe public spaces through safe food environments, smoke free outdoor areas, building safety, responsible waste disposal and other activities that impact the amenity. | Safer Communities and Development Services | Partner and community builder | Ongoing |
| | 3.2.10 Regularly review the Domestic Animal Management Plan and deliver education and awareness raising to support and promote responsible pet ownership to ensure Frankston City's parks, gardens and streets can be safely enjoyed by all. | Safer Communities | Planner, deliver and compliance & safety | Ongoing |
| | 3.2.11 Maintain beach patrols throughout the summer months and throughout the year to raise awareness of beach safety rules to ensure Frankston City's beaches remain beautiful and are safe and welcoming environments. | Safer Communities | Deliver and compliance & safety | Ongoing |
| | 3.2.12 Work in partnership with schools to deliver graffiti reduction education programs and conduct place-based graffiti prevention partnership projects in graffiti hot spot areas to prevent and minimise graffiti, including arts-based projects and community murals. | Safer Communities and Community Strengthening | Partner and community builder | Medium-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **3.2d  Provide well planned and maintained community infrastructure that is safe, inclusive and accessible** | 3.2.13  In developing community infrastructure plans and projects, ensure community facilities are located in safe and accessible environments, with visible line of sight and well maintained connecting pathways, signage and lighting to ensure the delivery of safe, inclusive and accessible community infrastructure. | City Futures, Family Health Support Services, Community Strengthening, Arts & Culture and Engineering Services | Planner and deliver | Ongoing |
| | 3.2.14  Through the Disability Action Plan, explore universal design features to ensure access and inclusion requirements are met in community facilities and public spaces to ensure safe and welcoming environments for people with disability. | Community Strengthening, City Futures, Building Infrastructure and Capital Works Delivery | Planner and deliver | Ongoing |
| | 3.2.15  When designing and upgrading communities facilities and public spaces, explore activities that engage diverse communities to help identify safety concerns to ensure these environments are safe and welcoming for all. | City Futures, Family Health Support Services, Community Strengthening, Arts & Culture and Building Infrastructure | Community builder | Medium-term |
| | 3.2.16  Promote community facilities by sharing information about their accessibility and ensuring all community facilities are included in public maps, such as Council's My Property map and Google Maps. | All departments | Community builder | Medium-term |

## STRATEGY 3.3

## Improve the safety and accessibility of public transport and roads for all users, including pedestrians and cyclists

| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| **3.3a Develop policies, plans and advocacy that improve the safety of roads and shared pathways for all users, including pedestrians and cyclists.** | 3.3.1 | Implement the Integrated Transport Strategy to ensure Frankston City's road network is well planned and designed so everyone can travel safety. | Engineering Services and Capital Works Delivery | Planner, partner, deliver and advocate | Long-term |
| | 3.3.2 | Develop and commence implementation of a targeted Active Travel Plan to make active travel to school safe and enjoyable. | Engineering Services | Planner, partner, deliver and advocate | Medium-term |
| | 3.3.3 | Develop and commence implementation of a Bicycle Strategy to create a safer, more attractive networks of streets and paths in which to safely cycle, and guide the expansion of the walking and cycling shared network to allow people the opportunity to walk and cycle safely. | Engineering Services | Planner, partner, deliver and advocate | Short-term |
| | 3.3.4 | Develop and commence implementation of the Road Safety Strategy to improve safety and eliminate fatalities and lifelong injuries on Council roads. | Engineering Services | Planner, partner, deliver and advocate | Medium-term |
| | 3.3.5 | Undertake Local Area Traffic Management Studies to identify and improve traffic and transport safety issues within a local area. | Engineering Services, Capital Works Delivery and Operations | Planner, deliver and advocate | Ongoing |

| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| | 3.3.6 | Advocate to and partner with the state government to deliver high quality and safe transport infrastructure for road, cycling and pedestrian connections to public and open places. | Engineering Services and Capital Works Delivery | Advocate, partner and deliver | Ongoing |
| | 3.3.7 | Advocate to the state government for stronger legislation to address hoon driving behaviour. | Safer Communities | Advocate | Medium-term |
| **3.3b  Deliver education and awareness raising campaigns that promote road safety** | 3.3.8 | Deliver the TAC L2P Learner Driver Mentor Program and other programs for learner drivers and help them build experience and confidence on the road to become safer drivers. | Community Strengthening | Deliver and community builder | Ongoing |
| | 3.3.9 | Partner with Victoria Police, the TAC and community health organisations to share resources and deliver road safety education and awareness raising campaigns to improve safety for school crossings and road users. | Engineering Services and Safer Communities | Partner and community builder | Medium-term |
| | 3.3.10 | Promote shared paths and safe pedestrian, cycling and alternative transport routes across the municipality via a range of Council publications and communication channels. | Engineering Services | Deliver | Medium-term |

## STRATEGY 3.4

## Promote safe and inclusive online environments and digital security

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **3.4a Drive continuous improvement of Council's digital platforms to ensure a safe and enjoyable online customer experience** | 3.4.1 Review and update the Future Ready Frankston Corporate Strategy to be a future-ready organisation and ensure Council's digital platforms are innovative, fair, accessible and safe. | Customer Experience & Transformation | Deliver | Ongoing |
| | 3.4.2 Explore the development of a framework to build digital equity within the community to prevent digital exclusion and barriers to access to Council's digital platforms that may impact an individual's safety. | Customer Experience & Transformation and Business & Information Technology | Plan, deliver and community build | Medium-term |
| | 3.4.3 Deliver the Customer Experience Strategy to establish a contact-once culture and a better way of handling complaints. | Customer Experience & Transformation | Deliver | Ongoing |
| | 3.4.4 Provide high-quality and digitally secure external-facing websites and online engagement platforms. | Business & Information Technology and Customer Experience & Transformation | Deliver | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 3.4.5 Deliver accessible and digitally secure online forms for customers. | Customer Experience & Transformation | Deliver | Ongoing |
| **3.4b Ensure Council's social media spaces are safe and enjoyable for the community to engage in** | 3.4.6 Regularly review Council's Social Media Guidelines to ensure Council is actively encouraging respectful and inclusive contributions and enabling people from all backgrounds feel safe and confident to engage. | Community Relations | Deliver | Medium-term |
| **3.4c Promote and support education, awareness raising and activities to improve online safety and digital security within the community** | 3.4.7 Provide training, resources and activities at Frankston Libraries and community centres for community groups and individuals to build skills and confidence in digital literacy, with a focus on those most at risk of digital exclusion. | Arts & Culture and Community Strengthening | Deliver and community builder | Medium-term |
| | 3.4.8 Share resources and partner in activities to raise awareness of online safety and digital security risks to encourage the community to educate themselves and others about how to stay safe online and avoid scams. | Arts & Culture, Customer Experience & Transformation and Business & Information Technology | Community builder | Short-term |
| | 3.4.9 Share resources from the eSafety Commissioner for children and young people. | Family Health Support Services and Community Strengthening | Community builder | Short-term |

# 3 Well planned and liveable communities

## STRATEGIC PRIORITY 3.2

## Improve access to safe and secure housing

**STRATEGIES:**

3.5 Collaborate to strengthen access to safe and secure housing and end all forms of homelessness

3.6 Support the safety and wellbeing of people experiencing or at risk of homelessness

## STRATEGY 3.5

## Collaborate to strengthen access to safe and secure housing and end all forms of homelessness

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **3.5a Use policy, planning and data to strengthen housing security and prevent homelessness** | 3.5.1 Develop an Affordable Housing Policy and Action Plan to help facilitate access to safe and secure housing that meets the needs of the community. | City Futures and Development Services | Planner and advocate | Medium-term |
| | 3.5.2 Monitor data on homelessness and local housing needs to build understanding of those who are in most need and to support informed advocacy and initiatives. | City Futures | Planner and advocate | Ongoing |

| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| | 3.5.3 | Support the Frankston City Housing Advisory Committee to monitor, advocate and provide advice to Council on local housing needs within Frankston City. | City Futures | Partner and advocate | Ongoing |
| | 3.5.4 | Undertake land auditing of government-owned land to identify opportunities to be explored with state government and community housing organisations and inform future advocacy and planning activities. | City Futures | Planner and advocate | Ongoing |
| | 3.5.5 | Explore strengthened partnership approaches to advocating for improvements in rooming house operation within Frankston City. | City Futures, Development Services and Safer Communities | Partner and advocate | Short-term |
| **3.5b Advocate for increased investment to support the delivery of homeless services and safe and secure housing that meets community needs** | 3.5.6 | Partner with the Strategic Housing and Homelessness Alliance and Frankston Zero Executive Group to advocate to state government for increased investment into homelessness services and social housing in Frankston City. | City Futures | Partner and advocate | Ongoing |
| | 3.5.7 | Develop a formal advocacy position on social and affordable housing and homelessness. | City Futures and Community Relations | Advocate | Short-term |

| INITIATIVES | | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|---|
| | | 3.5.8 | Support the Youth2 Alliance advocacy campaign for youth crisis accommodation and a youth foyer, and other advocacy campaigns as appropriate. | Community Strengthening and City Futures | Partner and advocate | Ongoing |
| 3.5c | Collaborate to raise awareness and strengthen pathways into safe and secure housing | 3.5.9 | Collaborate with the Frankston City Strategic Housing and Homelessness Alliance to raise awareness of homelessness and drive new initiatives for strengthening pathways into housing. | City Futures | Partner and advocate | Ongoing |
| | | 3.5.10 | Collaborate with the Frankston Zero Executive Group to raise awareness of local service system needs to support rough sleepers into safe and secure housing. | City Futures | Partner and community builder | Ongoing |
| | | 3.5.11 | Partner with the South East Regional Local Government Homelessness and Social Housing Charter Group to raise awareness of the region's housing needs and facilitate opportunities for increased supply of social and affordable housing. | City Futures | Partner and advocate | Ongoing |
| | | 3.5.12 | Strengthen relationships with Chisholm, Monash University, Peninsula Health and local businesses to build awareness of student and key worker accommodation needs and advocate for appropriate housing. | City Futures | Partner and advocate | Short-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 3.513 Partner with peak bodies, services and community groups to undertake education and awareness raising campaigns to change perceptions and attitudes about homelessness and build support for social housing, in consultation with people who have a lived experience of homelessness. | City Futures | Partner and advocate | Short-term |

| STRATEGY 3.6 | | | | |
|---|---|---|---|---|
| **Support the safety and wellbeing of people experiencing or at risk of homelessness** | | | | |

| INITIATIVES | WHAT WE'LL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **3.6a Lead a whole-of-council response to homelessness** | 3.6.1 Develop a homelessness protocol to assist council staff and the community in responding to rough sleeping. | City Futures | Employer, deliver and partner | Short-term |
| | 3.6.2 Be proactive in referring rough sleepers to assertive outreach services via Frankston Zero for the provision of homelessness services and support. | Safer Communities | Partner and community builder | Ongoing |
| | 3.6.3 Deliver education and awareness to council staff and the community on the homelessness protocol, Frankston Zero referral pathway model and on the causes and impacts of homelessness. | City Futures | Employer and community builder | Ongoing |

| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| | 3.6.4 | Share information on how to access assistance and support services through council websites, libraries and community centres. | City Futures, Arts & Culture and Community Strengthening | Community builder | Ongoing |
| **3.6b Collaborate to support a coordinated service system response to rough sleeping and homelessness** | 3.6.5 | Partner with specialist homelessness services and other agencies on the Frankston Zero initiative to deliver and improved service systems response to providing assertive outreach and supporting rough sleepers into safe and secure housing. | City Futures | Partner and advocate | Ongoing |
| | 3.6.7 | Coordinate the Frankston City Strategic Housing and Homelessness Alliance to bring together all tiers of government and key agencies to drive new initiatives for ending homelessness in Frankston City. | City Futures | Partner | Ongoing |
| | 3.6.8 | Collaborate with the Frankston Zero Executive Group to identify service system improvements for supporting rough sleepers into safe and secure housing. | City Futures | Partner | Ongoing |
| | 3.6.9 | Support the collection of real time data on rough sleeping through the Frankston Zero By-Name-List to improve coordinated individual support and track change over time. | City Futures | Partner | Ongoing |

| INITIATIVES | WHAT WE'LL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 3.6.10  Coordinate the Frankston Zero Hot Spots Group to improve service coordination between Council and assertive outreach services, share information and create opportunities for collaboration. | City Futures | Partner and deliver | Ongoing |
| **3.6c  Support individuals and families experiencing hardship to help prevent homelessness** | 3.6.11  Regularly review and update the Hardship Policy to ensure the provision of relief to individuals who need financial assistance is responsive to changing community needs, economic climate and housing market conditions. | Financial & Integrated Planning | Planner, deliver and community builder | Ongoing |
| | 3.6.12  Promote and support the provision of food, showers, health services and other supports for people experiencing homelessness. | Safer Communities, Community Strengthening and Family Health Support Services | Community builder | Ongoing |
| | 6.4.13  Promote low and no cost inclusive events, recreation and activities in parks and public spaces. | Arts & Culture, Family Health Support Services and Community Strengthening | Community builder | Ongoing |

## OUTCOME 4 — Collaboration, innovation and empowerment

**STRATEGIC PRIORITY 4.1**

### Strengthening leadership, partnerships and community empowerment

**STRATEGIES:**

4.1 Build strategic partnerships to strengthen collaboration and coordinated approaches to safer communities

4.2 Empower the community through safe and inclusive community engagement, co-design and Aboriginal self-determination

4.3 Lead a safe, equitable and inclusive organisational culture where all staff, volunteers and customers feel safe, respected and valued

**STRATEGY 4.1**

### Build strategic partnerships to strengthen collaboration and coordinated approaches to safer communities

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **4.1a  Build and maintain multi-agency partnerships to foster collaboration on local issues impacting safer communities** | 4.1.1  Support and actively participate in the Local Safety Committee to enable collaboration on initiatives, advocacy and activities to prevent crime and improve perception of safety. | Safer Communities | Partner and community builder | Ongoing |
| | 4.1.2  Support and actively participate in the Municipal Emergency Management Committee to collaborate on arrangements for how the community can plan for, respond to and recover from emergencies. | Safer Communities | Partner and deliver | Ongoing |

| INITIATIVES | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|
| | 4.1.3 | Explore and participate in multi-stakeholder youth crime prevention partnerships to support young people. | Community Strengthening | Partner and community builder | Short-term |
| **4.1b Share knowledge and evidence-based research to drive service system improvements and coordinated harm and crime prevention initiatives** | 4.1.5 | Build and share quantitative and qualitative data to enable: identification of the community's safety concerns; intersectional analysis of demographic data to understand the diversity of experiences and perceptions of safety; and evidence-informed planning, advocacy and grant applications. | Safer Communities and City Futures | Planner | Medium-term |
| | 4.1.6 | Partner with the Local Safety Committee to monitor and analyse crime and wellbeing statistics to build knowledge and understanding of local community safety issues and hot spots. | Safer Communities and City Futures | Partner and place manager | Medium-term |
| | 4.1.7 | Partner with the Municipal Emergency Management Planning Committee to monitor and analyse data to support inclusive emergency management and recovery. | Safer Communities | Partner and planner | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 4.1.8 Share community safety data on Council's website, publications and Transparency Hub to inform the community of what is being delivered to help improve safety and perceptions of safety. | Safer Communities and Customer Experience & Transformation | Deliver and community builder | Medium-term |
| **4.1c Lead a whole-of-council approach to safer communities to enable innovative and collaborative initiatives that balance outcomes of amenity, inclusion, safety and city vibrancy** | 4.1.9 Lead collaborative partnerships across Council to promote a whole-of-council approach to safer communities to oversee the implementation of this strategy and ensure alignment across plans and service initiatives. | Safer Communities | Planner and deliver | Short-term |
| | 4.1.10 Work collaboratively to explore effective communications methods to improve community confidence and perceptions of safety. | Safer Communities and Community Relations | Community builder | Medium-term |

## STRATEGY 4.2

## Empower the community through safe and inclusive community engagement, co-design and Aboriginal self-determination

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **4.2a** **Create opportunities for the community to actively contribute to planning processes and decisions that affect them** | 4.2.1 Regularly review the Community Engagement Framework and Engage Frankston online engagement platform to drive continuous improvement of inclusive community engagement practices, enabling the community to have their say on key Council policies, programs and decisions that impact them. | Community Relations | Community builder | Ongoing |
| | 4.2.2 Coordinate the Mini Frankston City community panel of local residents to engage and collaborate with Council on key projects and issues to influence decision making, ensuring a diverse mix of voices from all ages, genders, cultures, local areas and backgrounds are represented. | Community Relations | Community builder | Ongoing |
| | 4.2.3 Explore ways to build capability of council staff to meaningfully engage with advisory groups and alliances with lived experience on draft policies, plans and services. | Community Strengthening and Community Relations | Employer and community builder | Medium-term |

| INITIATIVES | | WHAT WE WILL DO | | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|---|---|
| **4.2b** | **Empower the community to identify local needs, co-design initiatives and lead change in their local areas to prevent crime and improve perceptions of safety** | 4.2.4 | Explore resources to support Council staff to undertake co-design processes for high impact projects identified as requiring collaborative engagement with diverse communities to ensure Council is delivering culturally safe environments and meeting community needs. | Community Relations and all departments as required | Community builder | Medium-term |
| | | 4.2.5 | Explore opportunities to apply for government grants to support local communities to design and lead innovative initiatives to address the causes of crime and improve perceptions of safety, such as the Department of Justice grants. | Safer Communities, City Futures and Community Strengthening | Community builder | Medium-term |
| | | 4.2.6 | Provide community grants to fund community-led initiatives that respond to local needs and provide support. | Community Strengthening | Deliver and community builder | Ongoing |
| **4.2c** | **Collaborate with Aboriginal and Torres Strait Islander peoples and Traditional Owners to support and promote Aboriginal-led action and Aboriginal self-determination** | 4.2.7 | Partner with the Bunurong Land Council and Traditional Owners to embed Aboriginal cultural values, voices, knowledge and recognition into Council's work. | All departments | Partner | Ongoing |
| | | 4.2.8 | Seek guidance from the Victorian Aboriginal and Local Government Strategy in supporting and promoting the roadmap towards Aboriginal self-determination. | All departments | Partner and community builder | Ongoing |

## STRATEGY 4.3

## Lead a safe, equitable and inclusive organisational culture where all staff, volunteers and customers feel safe, respected and valued

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **4.3a Embed inclusive practice into organisational culture.** | 4.3.1 Model inclusive leadership and champion diversity and inclusion at all of levels of the organisation to ensure a safe and equitable culture that is free from discrimination. | All departments | Employer | Ongoing |
| | 4.3.2 Resource the Diversity & Inclusion Group to promote innovative ideas to enact diversity and inclusion within Council's policies, programs and services. | People & Culture | Employer and community builder | Ongoing |
| | 4.3.3 Deliver professional development and training for council staff and volunteers to enable a culturally competent, informed and proactive workforce that promotes and supports safer communities by being knowledgeable and responsive to the lived experiences of diverse communities and confident in using inclusive language. | People & Culture | Employer | Ongoing |
| | 4.3.4 Explore opportunities to benchmark inclusive practice against evidence-based frameworks, like the Rainbow Tick Accreditation. | People & Culture, Diversity & Inclusion Group | Community builder | Medium-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| **4.3b Create culturally safe, inclusive and welcoming services and facilities through policy, procedures and process design** | 4.3.5 Deliver the Customer Experience Strategy and implement the Customer Service Promise to deliver continuous improvement in the delivery of accessible, respectful and clear communication and services. | Customer Experience & Transformation | Deliver | Ongoing |
| | 4.3.6 Implement and regularly review the Gender Equality Action Plan, conduct workplace gender audits and monitor gender equity measures to ensure a gender equitable and safe workforce. | People & Culture | Employer and deliver | Ongoing |
| | 4.3.7 Through the Gender Equality Action Plan, ensure that recruitment, on-boarding processes, retention and career progression procedures are welcoming, inclusive, accessible and culturally safe. | People & Culture | Employer | Ongoing |
| | 4.3.8 Complete Gender Impact Assessments when developing or reviewing policies, programs or services that directly impact the public to ensure Council's policies, services, programs and facilities are equitable, safe and inclusive for people of all genders. | All departments | Planner and community builder | Short-term |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 4.3.9 Explore the use of an Inclusive Practices Guide to provide information, resources and guidance on working effectively with diverse communities, including information about intersectionality and practical skills and knowledge. | People & Culture and Diversity & Inclusion Group | Community builder | Medium-term |
| **4.3c Strive for internal and external communications to be culturally safe, inclusive and welcoming** | 4.3.10 Regularly review and update Council's communications policies and guidelines to improve accessibility and inclusion of information provision. | Community Relations | Deliver | Ongoing |
| | 4.3.11 Provide all information and publications for the community in clear and plain language with all critical information made available in the most-needed languages, when required, and include images that reflect the diversity of the community. | All departments | Community builder | Short-term |
| | 4.3.12 Ensure Council's digital platforms meet Website Content Accessibility Guidelines to support their use by diverse communities, including people with disability. | Customer Experience & Transformation | Deliver | Ongoing |
| **4.3d Continue Council's commitment to creating and maintaining child safe environments** | 4.3.13 Implement the Victorian Child Safe Standards and Child Safety and Wellbeing Policy. | All departments | Deliver | Ongoing |
| | 4.3.14 Enable all staff and volunteers to complete mandatory Child Safety training and maintain a current working with children check. | People & Culture | Deliver | Ongoing |

| INITIATIVES | WHAT WE WILL DO | COUNCIL LEAD | OUR ROLE | IMPLEMENTATION TIME FRAME |
|---|---|---|---|---|
| | 4.1.15  Implement measures to ensure organisations and community groups utilising Council-owned facilities understand and are meeting their child safety obligations including, where relevant, compliance with the Child Safe Standards. | People & Culture | Deliver | Ongoing |

# Key definitions

**CALD**

Acronym for Culturally and Linguistically Diverse: a broad term that is most often used to refer to those people from non-English speaking backgrounds, born outside of Australia and whose first language is not English.

**CCTV**

Acronym for Closed Circuit Television, used for surveillance.

**Community safety**

A situation in which people, individually and collectively, are sufficiently free from a range of real and perceived risks centring on crime and related misbehaviour, and can lead a normal cultural, social and economic life.[21]

**CPTED**

Acronym for Crime Prevention through Environmental Design, used in urban design.

**Criminal Incident**

A criminal event that has occurred on a single date and at one location. It may include multiple offences, alleged offenders and/or victims.

**Crime prevention**

Strategies and measures that seek to reduce the risk of crimes occurring, and their potential harmful effects on individuals and society, including fear of crime, by intervening to influence their multiple causes.[22]

**Diversity**

Describes variation between people in terms of their gender identity, ability, age, physical characteristics, culture, religion or spirituality, migrant or refugee background, language, values, sexual orientation, education, socio-economic background and/or life experiences.

**Equality**

All people are given the same resources or opportunities.

**Equity**

Recognises that each person has different circumstances and requires a different amount of resources and opportunities to reach an equal outcome.

**Fair**

Being treated in a way that is free from bias, dishonesty and injustice.

**Family violence**

An act of violence predominantly experienced by women and children, however people of all genders and all ages can experience family violence.

**Gender**

Relates to a person's sense of sense of self and how they feel, that may be a woman, man, both or neither.

**Gender Impact Assessment**

Legislative requirement to ensure gender is considered in the planning phase of a new or updated policy, service or program so it can address gender inequality.

**Gendered violence**

A term that describes any harmful act directed toward someone based on their gender. Women are disproportionately harmed by gender-based violence.

**Inclusion**

The outcome when a diversity of people feel, and are valued and respected, have access to opportunities and resources, are able to contribute and feel a sense of belonging.

**Intersectionality**

Considers the different attributes of a person's identity and how these may overlap to compound discrimination and marginalisation.

**LGBTQIA+**

An inclusive term to collectively refer to people who are lesbian, gay, bisexual, trans and gender diverse, queer (or questioning), intersex, asexual and more. It includes people of all genders and sexualities.

**Primary prevention**

Preventing an issue before it occurs.

**Safer communities**

A broad term encompassing community safety and crime prevention, used to describe safe, fair and inclusive environments where everyone has the right to go about their daily activities without fear, or risk of harm or injury.

**Sex**

Sex refers to a person's biological sex characteristics, historically understood as either female or male. Some people are born with natural variations to sex characteristics

**Sexual orientation**

Sexual orientation refers to who people are attracted to romantically and/or sexually.

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