



COUNCIL MEETING AGENDA

2022/CM7

Monday 30 May 2022

Commencing at 6.30 pm



THE COUNCIL MEETING

Welcome to this Meeting of the Frankston City Council

The Council appreciates residents, ratepayers and other visitors taking their places in the Public Gallery, as attendance demonstrates an interest in your Council and community affairs. Community spirit is encouraged.

This information sheet is designed to help you to understand the procedures of Council and help you to gain maximum value from your attendance.

The law regarding the conduct of Council meetings enables the public to observe the session. However, to ensure the manageability of Council meetings, opportunities for public participation are limited to Question Time and registered submissions in accordance with Council's guidelines, which are available from Council's Councillors Office (call 9768 1632) and on our website, www.frankston.vic.gov.au. It is not possible for any visitor to participate in any Council debate unless specifically requested by the Chairperson to do so.

If you would like to have contact with Councillors or Officers, arrangements can be made for you to do so separately to the meeting. Call the Councillors Office on 9768 1632 and ask for the person you would like to meet with, to arrange a time of mutual convenience.

When are they held?

Generally speaking, the Council meets formally every three (3) weeks on a Monday and meetings start at 7.00 pm, unless advertised otherwise. **This Council Meeting will be held in the Council Chambers, Frankston Civic Centre, 30 Davey Street.** Livestream footage can be viewed via our website, www.frankston.vic.gov.au.

Council meeting dates are posted in the Davey Street and Young Street entrances to the Civic Centre (upper level) and also on our website, www.frankston.vic.gov.au.

Frankston City Council Governance Rules (adopted 31 August 2020)

25. Chair's Duty

Any motion which is determined by the *Chair* to be:

- 25.1 *defamatory of or embarrassing to any Councillor, member of Council staff or other person;*
- 25.2 *abusive or objectionable in language or nature;*
- 25.3 *a direct negative of the question before the Chair;*
- 25.4 *vague or unclear in intention;*
- 25.5 *outside the powers of Council; or*
- 25.6 *irrelevant to the item of business on the agenda and has not been admitted as*

79. Chair May Remove

- 79.1 *The Chair may order and cause the removal of any person, including a Councillor, who disrupts any meeting or fails to comply with a direction given under sub-Rule 78.2, or cause the removal of any object or material that is deemed by the Chair as being objectionable or disrespectful.*
- 79.2 *Any person removed from the meeting under sub-Rule 79.1 must not return to the meeting without the approval of the Chair or Council.*

It is intended that this power be exercisable by the Chair, without the need for any Council resolution. The Chair may choose to order the removal of a person whose actions immediately threaten the stability of the meeting or wrongly threatens his or her authority in chairing the meeting.

The Penalty for an offence under this clause is 2 penalty units which is \$200

Live Streaming of Council Meetings

Frankston City Council is now Live Streaming its Council Meetings.

During the COVID-19 crisis, Council is strongly encouraging residents to view the meetings via the live streaming.

Live Streaming allows you to watch and listen to the meeting in real time, giving you greater access to Council decision making and debate and improving openness and transparency.

There are three (3) fixed cameras in the Council Chambers and it is intended that the cameras will only provide vision of the Councillors who are present at the meeting.

Every care will be taken to maintain privacy and as far as practically possible, it is not intended that there be either live or recorded footage of the public or Media personnel, however, there might be incidental capture; for example footage of a person exiting the building depending on which camera is being used at the time, or audio recording of a person who interjects the meeting. Council officers who address Council will be heard on the live audio stream, and audio of them speaking will be recorded.

Archives of meetings will be published on Council's website generally within three (3) business days after the meeting date for the public's future reference. Council will make every reasonable effort to ensure that a live stream and recording is available. However technical difficulties may arise in relation to live streaming or access to Council's website.

Appropriate signage will be placed at the entrance to the meeting location notifying all attendees that the meeting will be streamed live and recorded.

It is not intended that public speakers will be visible in a live stream of a meeting. Cameras are to be positioned so that these members of the public are not visible. If you do not wish to be recorded you will need to contact the Councillors Office on telephone (03) 9768 1632 or via email councillors.office@frankston.vic.gov.au to discuss alternative options prior to the meeting.

The Formal Meeting Agenda

The Council meeting agenda is available for public inspection immediately after it is prepared, which is normally on the Thursday afternoon four (4) clear days before the meeting. It is available from the Reception desk at the Civic Centre (upper level), on our website www.frankston.vic.gov.au or a copy is also available for you in the chamber before the meeting.

The following information is a summary of the agenda and what each section means:-

- **Items Brought Forward**

These are items for discussion that have been requested to be brought forward by a person, or a group of people, who have a particular item on the Agenda and who are present in the Public Gallery.

- **Presentation of Written Questions from the Gallery**

Question Time forms are available from the Civic Centre and our website, www.frankston.vic.gov.au.

“Questions with Notice” are to be submitted before 12 noon on the Friday before the relevant Ordinary Meeting either in person at the Frankston Civic Centre, online using the Question Time web form or via email to questions@frankston.vic.gov.au.

“Questions without Notice” are to be submitted between 12 noon on the Friday before the relevant Ordinary Meeting up until 4pm on the day of the relevant Ordinary Meeting either in person via the designated Question Time box located at the Frankston Civic Centre front reception or the after-hours mail box or via email to questions@frankston.vic.gov.au.

A maximum of 3 questions may be submitted by any one person at one meeting. There is no opportunity to enter into debate from the Gallery.

More detailed information about the procedures for Question Time is available from Council’s Councillors Office (call 9768 1632) and on our website, www.frankston.vic.gov.au.

- **Presentation of Petitions and Joint Letters**

These are formal requests to the Council, signed by a number of people and drawing attention to matters of concern to the petitioners and seeking remedial action from the Council. Petitions received by Councillors and presented to a Council meeting are usually noted at the meeting, then a report is prepared for consideration at the next available meeting.

- **Presentation of Reports**

Matters requiring a Council decision are dealt with through officer reports brought before the Council for consideration. When dealing with each item, as with all formal meeting procedures, one Councillor will propose a motion and another Councillor will second the motion before a vote is taken. If the members of the public wish to clarify any of the items on the Agenda, please contact the relevant manager by phoning 1300 322 322.

- **Presentation of Delegate Reports**

A Councillor or member of Council staff who is a delegate may present to Council on the deliberations of the external body, association, group or working party in respect of which he or she is a delegate or an attendee at a Council approved conference / seminar.

- **Urgent Business**

These are matters that Councillors believe require attention and action by Council. Before an item can be discussed, there must be a decision, supported by the majority of Councillors present, for the matter to be admitted as “Urgent Business”.

- **Closed Meetings**

Because of the sensitive nature of some matters, such as personnel issues, contractual matters or possible legal action, these matters are dealt with confidentially at the end of the meeting.

Opportunity to address Council

Any person who wishes to address Council must pre-register their intention to speak before 4.00pm on the day of the meeting, by telephoning Council's Councillors Office (call 9768 1632) or by submitting the online web form or by using the application form both available on the website, www.frankston.vic.gov.au.

The submissions process is conducted in accordance with guidelines which are available from Council's Councillors Office and on our website. All submissions will be limited to 3 minutes in duration, except for Section 223 submitters, who have a maximum of 5 minutes. No more than ten (10) members of the public are to be permitted to address the Council. Further speakers will be permitted to address the meeting at the discretion of the Chair. All speakers need to advise if they are speaking on behalf of an organisation and it is deemed that they have been appropriately authorised by that said organisation.

Public submissions and any subsequent discussion will be recorded as part of the meeting, and audio recordings of Council meetings will be made available to members of the public. If a submitter does not wish to be recorded, they must advise the Chair at the commencement of their public submission.

Disclosure of Conflict of Interest

If a Councillor considers that they have, or might reasonably be perceived to have, a direct or indirect interest in a matter before the Council or a special committee of Council, they will declare their interest and clearly state its nature before the matter is considered. This will be done on every occasion that the matter is considered by the Council or special committee.

If a Councillor has an interest in a matter they will comply with the requirements of the Local Government Act, which may require that they do not move or second the motion and that they leave the room in which the meeting is being held during any vote on the matter and not vote on the matter.

If a Councillor does not intend to be at the meeting, he or she will disclose the nature of the interest to the Chief Executive Officer, Mayor or Chairperson prior to the meeting commencing.

MAYOR



NOTICE PAPER

ALL COUNCILLORS

NOTICE is hereby given that a Council Meeting of the Council will be held at the Civic Centre, Davey Street, Frankston, on 30 May 2022 at 6.30pm.

COUNCILLOR STATEMENT

All members of this Council pledge to the City of Frankston community to consider every item listed on this evening's agenda:

- *Based on the individual merits of each item;*
- *Without bias or prejudice by maintaining an open mind; and*
- *Disregarding Councillors' personal interests so as to avoid any conflict with our public duty.*

Any Councillor having a conflict of interest in an item will make proper, prior disclosure to the meeting and will not participate in the debate or vote on the issue.

OPENING WITH PRAYER

Almighty God, we ask for your blessing upon this Council. Direct and prosper its deliberations to the advancement of your glory and the true welfare of the people of Frankston City. Amen.

ACKNOWLEDGEMENT OF TRADITIONAL OWNERS

I acknowledge the Traditional Custodians of the land on which we meet today, the Bunurong People of the Kulin Nation, and pay my respect to Elders past, present and future. I would like to extend that respect to Elders of other communities who may be here today.

BUSINESS

- 1. PRESENTATION TO COMMUNITY GROUPS**
Nil
- 2. CONFIRMATION OF MINUTES OF PREVIOUS MEETING**
Council Meeting No. CM6 held on 16 May 2022.
- 3. APOLOGIES**
Nil
- 4. DISCLOSURES OF INTEREST AND DECLARATIONS OF CONFLICT OF INTEREST**
- 5. PUBLIC QUESTIONS**
Nil
- 6. HEARING OF SUBMISSIONS**
- 7. ITEMS BROUGHT FORWARD**
- 8. PRESENTATIONS / AWARDS**
- 9. PRESENTATION OF PETITIONS AND JOINT LETTERS**
Nil
- 10. DELEGATES' REPORTS**
Nil
- 11. CONSIDERATION OF CITY PLANNING REPORTS**
Nil
- 12. CONSIDERATION OF REPORTS OF OFFICERS**
 - 12.1 Hearing of submitters – Proposed 2022-2026 Budget (including 2022-2023 Council Plan initiatives) 3
- 13. RESPONSE TO NOTICES OF MOTION**
Nil
- 14. NOTICES OF MOTION**
Nil
- 15. REPORTS NOT YET SUBMITTED**
Nil
- 16. URGENT BUSINESS**
- 17. CONFIDENTIAL ITEMS**
Nil

Phil Cantillon
CHIEF EXECUTIVE OFFICER

26/05/2022



Executive Summary

12.1 Hearing of submitters – Proposed 2022-2026 Budget (including 2022-2023 Council Plan initiatives)

Enquiries: (Simone Wickes: Corporate and Commercial Services)

Council Plan

- | | |
|----------|--|
| Level 1: | 6. Progressive and Engaged City |
| Level 2: | 6.1 Ensure sustainable financial management and the strategic allocation of resources to deliver planned infrastructure and services |

Purpose

To provide Council with public submissions relating to the proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) for consideration prior to its adoption.

Recommendation (Corporate and Commercial Services)

That Council:

1. Hears and considers the public submissions relating to the proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives);
2. Notes the proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) was on public exhibition as required by the adopted Community Engagement Policy, and that twenty-one (21) written submissions were received;
3. Notes twelve (12) people have registered to speak at this meeting in support of their written submission; and
4. Notes a report to formally adopt the 2022-2026 budget (including 2022-2023 Council Plan Initiatives) will be presented to Council at its meeting on 6 June 2022.

Key Points / Issues

- At its Council Meeting of 26 April 2022, Council resolved to continue the community engagement process to make the draft 2022-2026 budget (including 2022-2023 Council Plan Initiatives) available for public comment.
- A communications plan was implemented inviting public submissions and stating that Council will consider all written and verbal submissions at its meeting held on 30 May 2022.
- At the time of writing this report Council has received twenty-one (21) written submissions and twelve (12) have confirmed that they wish to address Council at the Hearing of Public Submissions on 30 May 2022. A copy of the written submissions are attached as supporting information to the Agenda. Should Council receive any further submissions, these will be distributed under separate cover.
- The proposed/amended 2022-2026 budget (including 2022-2023 Council Plan Initiatives) will be presented to Council for adoption at its Council Meeting held on 6 June 2022.

Financial Impact

The draft Budget and Council Plan Initiatives is prepared in accordance with the *Local Government Act 2020* and relevant Australian Accounting Standards. The document closely accords with the financial framework established by Council in its adopted 2021-2031 Financial Plan and continues to address the infrastructure renewal challenge faced by both this Council and the Local Government Industry.

12.1 Hearing of submitters – Proposed 2022-2026 Budget (including 2022-2023 Council Plan initiatives)**Executive Summary**

The draft Budget and Council Plan Initiatives includes financial statements being a consolidated income statement, balance sheet, cash flow, capital works and statement of human resources. It also includes a general description of the services and initiatives to be funded in the budget and major initiatives identified by the Council as priorities in the Council Plan, to be undertaken each financial year, the prescribed indicators and measures of service performance, the rates and charges to be levied, the capital works program to be undertaken and other financial information which Council requires in order to make an informed decision about the adoption of the budget.

Consultation**1. External Stakeholders**

At its Council Meeting on 26 April 2022, Council resolved to endorse its draft 2022-2026 budget (including 2022-2023 Council Plan Initiatives) for public exhibition seeking submissions from interested parties. A hearing of submitters meeting has been scheduled for Monday 30 May 2022 to consider submissions and to hear from any person or organisation wishing to be heard in support of their written submission.

Public Consultation

Public consultation took place from 27 April 2022 to 24 May 2022. The consultation process included;

- Promotion of feedback opportunities via Council's communications channels, including social media, newsletters and websites.
- A series of pop up sessions across the City's suburbs as part of our engagement program.
- The opportunity to make written submissions through have your say, via email or by post.

The *Local Government Act 2020* does not require councils to undertake a formal submissions process to provide the opportunity for persons to make submissions on a proposed Budget and Council Plan initiatives. However, in line with Council's commitment to our community, Council undertook a public submissions process as part of its engagement approach.

During the consultation period, the engage Frankston web page displaying the 2022-2026 budget (including 2022-2023 Council Plan Initiatives) received 559 visits (out of 449 visitors) with 18 providing feedback through participation tools.

Council also completed five (5) pop up sessions at:

- Excelsior Drive Shopping Strip;
- Langwarrin Shopping Strip;
- Foot Street Shopping Strip;
- Seaford Farmers Market; and
- Carrum Down Shopping Centre

The pop up session scheduled to be held at the Little Beauty Market was cancelled due to bad weather. During the pop up sessions, Council officers had the opportunity to engage and communicate with more than thirty (30) residents.

Reports of Officers	5	30 May 2022 2022/CM7
12.1 Hearing of submitters – Proposed 2022-2026 Budget (including 2022-2023 Council Plan initiatives)		
Executive Summary		

Council will be considering adoption of the 2022-2026 budget (including 2022-2023 Council Plan Initiatives) at its Council Meeting on 6 June 2022.

Proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) Submissions

Twenty-one (21) written submissions were received with twelve (12) submitters requesting to be heard to support their submission at the meeting scheduled on Monday, 30 May 2022.

Proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives)	Issue	Request to be heard? (5 Minutes)
Submission 1	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 2	Request for additional funding for emergency relief services	No
Submission 3	Request for review of funding allocation for Community Support Frankston in draft budget	No
Submission 4	Request for funding assistance to make Holy Family Hall compliant with health and safety building requirements	No
Submission 5	Support for Toy Library	No
Submission 6	Request for review of funding allocation for Community Support Frankston in draft budget	No
Submission 7	Request for review of funding allocation for Community Support Frankston in draft budget	No
Submission 8	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 9	Request for review of funding allocation for Community Support Frankston in draft budget	No
Submission 10	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 11	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 12	Request for review of funding allocation for Community Support Frankston in draft budget	No

12.1 Hearing of submitters – Proposed 2022-2026 Budget (including 2022-2023 Council Plan initiatives)**Executive Summary**

Proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives)	Issue	Request to be heard? (5 Minutes)
Submission 13	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 14	Request to support local music industry and implementation of Frankston's Arts and Culture strategy	Yes
Submission 15	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 16	Request for review of funding allocation for Community Support Frankston in draft budget	No
Submission 17	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 18	Request for review of funding allocation for Community Support Frankston in draft budget	No
Submission 19	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 20	Request for review of funding allocation for Community Support Frankston in draft budget	Yes
Submission 21	Request for review of funding allocation for Community Support Frankston in draft budget	Yes

2. Other Stakeholders

The Executive Management Team has been consulted in the lead up to the preparation of the draft 2022-2026 budget (including 2022-2023 Council Plan Initiatives). Council's Audit and Risk Committee have also been briefed and provided with a copy of the documents at their May meeting.

Analysis (Environmental / Economic / Social Implications)

Economic implications in regards to this report are detailed under Section 'Financial Implications' above. The proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) allocates significant resources to the implementation of the Council Plan Key Community Outcomes.

The proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) recognises the leadership role Council has within the community to actively promote sound environmental outcomes and to facilitate other levels of government and the community to act in a similar vein.

12.1 Hearing of submitters – Proposed 2022-2026 Budget (including 2022-2023 Council Plan initiatives)**Executive Summary**

The proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) contains financial resourcing for a wide range of programs that deliver important services to the Frankston community. The proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) is based on the principle of maintaining services that are presently available to the community with some minor service growth to meet service demands.

Legal / Policy / Council Plan ImpactCharter of Human Rights and Responsibilities

The Charter of Human Rights and Responsibilities has been considered in the preparation of this report but is not relevant to the content of the report.

Legal

The proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) is prepared in accordance with the *Local Government Act 2020* and relevant Australian Accounting Standards.

Policy Impacts

Nil.

Officer's Declaration of Interests

Council officers involved in the preparation of this report have no Conflict of Interest in this matter.

Risk Mitigation

There are no direct risk implications arising from this report.

Conclusion

The proposed 2022-2026 budget (including 2022-2023 Council Plan Initiatives) has been on public exhibition for four weeks where the community was invited to provide feedback. We received twenty-one (21) formal budget submissions. Twelve (12) of the submitters have requested the opportunity to speak to Council in support of their submission.

ATTACHMENTS

Attachment A: [↓](#) Submissions - Proposed 2022-2026 Budget (including 2022-2023 Council Plan Initiatives)

Submission 1



5 May 2022

ATTENTION:

Frankston City Councillors

Dear Councillor

Further to the release of the Draft 2022-23 Council Budget Plan, I write to you on behalf of Community Support Frankston with great urgency.

We are extremely grateful for the message from the Chief Executive Officer in the Plan, stating Council's continued support of CSF to provide emergency and critical support for Frankston's most vulnerable residents.

Unfortunately, the draft funding commitment amount is only half of what CSF requested for critical staffing needs. Attached is a memo we produced earlier this year, just prior to going through the mid-year budget request process.

We sincerely hope that this information, including neighbouring LGA funding comparisons, helps you to understand our current situation and the need to retain adequate paid staffing levels.

The proposed 0.17m increase will not allow us to retain existing staff. A 0.35m increase will keep us at our current staffing levels, at a time where cost of living and other financial pressures, is only putting more strain on Frankston residents.

Without this staffing, we are concerned about CSF's ability to continue supporting vulnerable community members, and for the welfare of existing staff and volunteers.

We would welcome any opportunity to speak with you about this in person - your continued support and friendship is extremely important to us and helps us to achieve mutual goals and outcomes.

Kind Regards



SUSAN SMITH
Chairperson

35 BEACH STREET, FRANKSTON VICTORIA 3199

Tel: (03) 9783 7284 Fax: (03) 9783 7731 Email: csf@frankston.net Web: www.frankston.net
Incorporation Registration Number A0000431J ABN 95 426 151 625

Submission 2



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

Given the increase of cost of living, lack of availability in housing and the impact Covid has had in the community more funding needs to be considered for emergency relief services. The impact of the above is only just starting to become apparent. In order to meet and sustain the increasing needs of the Frankston community more funding is definitely needed to maintain and meet rising emergency relief requirements.

Submission 3



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

Submission on Frankston City Council Budget Draft

I have had the opportunity to read Frankston City Council's high level draft budget for 2022-2023. I would like to submit some feedback.

I recognise and acknowledge that Community Support Frankston would not exist without vital ongoing financial and material support from Frankston City Council. But it was rewarding to see CEO Phil Cantillon make special reference to Community Support Frankston in his notes in the budget draft on what has been a very tough 2.5 years.

The Frankston City Council Budget drafts 2022-2023, and 2022-2026, envisage a revitalised Frankston post lockdown, and beyond. Those of us who live here know what a gem of a city Frankston is. But with all budgets, there are pull factors from many groups within our area for better services, safety, facilities, plus the ongoing beautification and promotion of our area. Satisfying everyone is not easy!

The number one theme in the budget is "Healthy families and communities" and

the number two theme is "Vibrant and inclusive communities". These themes are deeply interconnected.

As a Frankston resident, I love seeing the city's practical and visual improvements and heightened appeal. However, Frankston is first and foremost a city of its people.

I have been a volunteer with Community Support Frankston since March 2020. At that time, Community Support Frankston, and indeed the entire state, was entering its second year of COVID19 and subsequent hard lock downs to diminish its severe impact. We have endured 6 hard lock downs in all. But, unlike many other local partners, not once did Community Support Frankston close its doors (metaphorically speaking!). Indeed, Community Support Frankston was rightly deemed from the start as an "essential service".

I have deep admiration for our manager Steve Phillips and crew of paid staff (the few) and volunteers (the rest), all of whom needed to be incredibly agile and flexible as COVID scenarios changed – sometimes within a 24hour period! – just to keep things ticking over.

The pandemic, and its ensuing first hard lockdown of 2020, shocked Australia and especially our Victorian communities. It is truly noteworthy that Frankston City Council quickly recognised that Community Support Frankston was best placed in our area to continue ensuring our vulnerable clients were supported. By being able to continue operations ensured our most vulnerable citizens were cared for and/or referred to other important partners when the need arose during this "unprecedented" time. This covered mostly lack of food, mental illness, financial stress, physical illness, homelessness, addictions and domestic violence. I'm confident our data reflects that all of these issues increased quite dramatically during lockdown. And many of our clients endure multiple issues concurrently.

Council supported us in two important ways – increased funding, and staffing. The funding speaks for itself and would be accounted for and included in the Community Support Frankston Budget.

Because of the lockdowns, Community Support Frankston suffered a substantial exodus of volunteers. Frankston City Council again stepped up and supported us by sending Council staff to Community Support Frankston to cover the many varied aspects of keeping the organisation operational: interviewing and supporting clients over the phone, arranging urgent utility payments, food sorting of bulk deliveries, making up food hampers and other necessary items for our clients, plus administration. None of this happens successfully without careful and diligent planning, direction, and sound leadership from management.

Another very positive outcome of this Council staff support is that, in the middle of all the utter madness, staff with specialised skills were able to review some of our internal work processes, and set about modernising, digitising and streamlining many of our paper and labour-intensive workflows. The benefits of this for Community Support Frankston are ongoing and will be long lasting (much to the delight of the admin team!).

My role as a volunteer for Community Support Frankston is administration and data input. I get to see the regular urgent needs on a week-by-week basis, and also some trends.

The pandemic is not over, and still impacts many Frankston residents, including our most vulnerable.

Now, in addition to the ongoing pandemic, our clients are also facing dramatic increases in the cost of living. These issues add further stress and despair to our most vulnerable clients. The levels of lack of food, homelessness, and mental issues are very disturbing.

(I note that Frankston was one of a handful of suburbs recently determined by the State government where mortgage stress will have dramatic impact via increased mortgage rates. Housing affordability for many in our community is a big issue).

Most of our clients are in very difficult situations due to a variety of complex personal issues and circumstances, many of them beyond their immediate control. I've observed that over the past two months of data entry, some clients who haven't needed us for between two and perhaps five years, and could therefore have been deemed "stable", are now returning because they cannot afford food and/or utility bills or are homeless again. As living costs increase, so will these issues.

I am proud to be a volunteer at Community Support Frankston and contributing to what I consider is an invaluable service. I'm part of an incredible and dedicated team that copes with the stresses of increased demand vs fewer staff/volunteers, always with dignity, compassion and a smile on their faces. Yet I can't help but sense that if we don't continue to fully address these very human issues at the coalface – which Community Support Frankston does – then there will be ongoing detrimental ripple effects not just for our clients, but also for our wider community.

Whilst funding has no doubt been allocated to Community Support Frankston for the 2022-2023 period, it would be wonderful if Frankston City Council continued to recognise and support Community Support Frankston's essential service status by ensuring the funding is truly reflective of the organisation's needs and requirements. This will allow Steve and his staff to continue to do their great work on behalf of all of our community.

I think only then can we truly consider ourselves a community that demonstrates it cares.

Yours sincerely

Submission 4

Dear Cr Bolam,

I am a committee member of the Seaford Housing Action Coalition, and a member of St Anne's parish church in Seaford, which are both looking to support the Winter Shelter program that some local churches are initiating this winter.

Upon advice from Councillors and a council officer at the Seaford Farmers Market yesterday and at a recent Housing Affordability forum in Mt Eliza, I would like to make a budget submission for \$8000 to help make the Holy Family Hall on Moreton Street Frankston North compliant with health and safety building requirements.

The idea of the program is to pick-up up to 15 people referred by local agencies in a bus and take them to different venues of an evening, where they are provided safe, warm accommodation, a meal, then breakfast the next morning, and then taken back to their pick up point (the Frankston market site). The Stable One model is being used: <https://stableone.org/winter-shelters/>

The Peninsula City Church in Frankston South, and Gateway Church on Heversham Drive Seaford are providing venues and hospitality, and St Annes in Seaford has been offering use of its Holy Family church-hall on Moreton Street Frankston North to add at least another night's accommodation.

The Holy Family hall is quite old, and we were anticipating having to upgrade a few things to meet modern requirements, but we were surprised by the estimates of costs involved in obtaining a temporary occupancy permit:

1. Emergency 'Exit' lights and smoke detectors. Apparently regulations require the whole electrics / switchboard to be renewed as part of this work. As with all works, additional quotes will be obtained, but a good quote received from an electrician is \$8000 plus GST.
2. 'Emergency Lighting'. We have since been advised that we will also need battery backed-up emergency lighting in addition to the exit lights. This is to cover power outage in an emergency. Estimated additional cost from the electrician is \$1700 plus GST.
3. Door upgrades. All exit door hardware on at least three doors will require existing handles and bolt-lockers replaced with modern downward opening handles for ease of use in an emergency. Estimated cost approximately \$2000 plus GST.
4. Some external works to paths of travel (railings, concreting). Estimated cost \$3000 plus GST.

In summary the cost of the essential safety works is estimated to be close to \$15,000 (plus \$1,500 GST).

This is a lot of money to find to try to provide small but concrete help to some of the most needy in the community. Parish priest Fr Martin Jeramias advises that St Annes is very willing to undertake a fundraising in support of this cause, but that this sum is beyond the parish at present.

We are inquiring then as to whether Council could help with a grant of \$8000 towards the cost of upgrading to the necessary safety standards. In which case, the parish would commit to raising the other half.

Thank you for your consideration.

Submission 5



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

Support for the toy library.

Submission 6



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

To whom it may concern,

I was redeployed to Community Support Frankston during the peak of the Covid pandemic and since my redeployment finished i have continued to volunteer.

I have seen some of the most amazing support provided to community members that are struggling. From people experiencing homelessness to single parents struggling, this service has been there to support them through difficult times. I have been a local resident my entire life and never really knew the extent of need in the community until I was redeployed.

To lose so much funding would be extremely detrimental to the organisation and the vulnerable members of the Frankston community.

Submission 7



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I am writing in response to the Council's Community strength initiatives and specifically the plans to provide financial support for material aid through eligible emergency relief and recovery organisations as part of the proposed 2022-2023 Council Plan and Budget.

I am a volunteer emergency relief interviewer for Community Support Frankston (CSF). It is my understanding that CSF is facing a \$500,000 reduction in funding between the Federal and Local Governments for the coming financial year and I worry for our future ability to support local residents in times of need.

In my first two years of volunteering, I have witnessed a considerable increase in residents seeking emergency relief assistance. Apart from the homeless, I see more and more low-income families and youth who are experiencing rental stress or insecure accommodation and are unable to pay for utilities and food. I find it heart breaking at times to finish my shift knowing that there are people we just haven't been able to assist that day due to limited resources.

I am not naive as to the competing demands Council has for its limited budget spend. The work Council has done in the transformation of Frankston as a place to live and grow has been amazing over recent years. I would just ask that we don't leave behind the most vulnerable residents in our community at a time when food on the table and a roof over their heads are as important as new recreational facilities or artwork. I would ask that council do all it can to prioritise as much funding as possible to CSF to allow it the resources to meet the needs of our residents in these challenging times.

Submission 8



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I am writing as a Frankston resident but more importantly as a volunteer at Frankston Community Support. I volunteer 2 days per week and work on reception and as client interviewer. I have been volunteering since February 2020 and in that time the number of clients we see on a daily basis has increased dramatically and their needs per person are also increasing.

I appreciate Council's continuing support for Community support Frankston but I notice the amount of funding allocated in the budget is significantly reduced from last year.

As a volunteer at CSF, I am astonished by this.

In the current climate where the cost of living is increasing continuously our clients are forced to go without food to keep a roof over their heads, and there are many who are falling behind in rental payments and utility payments. Many cannot pay medical bills, can't get their prescriptions filled or are going without food to cover these costs.

As an interviewer I talk to people to assess their needs. Here is an example of one of our clients – a single parent of two school aged children who called our service for the first time in April to say she needed help with food. She called in tears to say all she could give her kids before school was 2-minute noodles – and she tried to make out like this was a special treat for them so they would not sense her feelings of distress. Her cost of living expenses have increased over the last six months, but her income had stayed the same.

We provide a service to so many families, people with mental health issues, homeless people and older people in our municipality. All of them are telling us that increasing rental costs, high cost of utilities and just the cost of food and fuel are leaving them out of pocket – they cannot survive on the payments they are receiving from Centrelink. Even those people with work are finding that their wages are not keeping up with the cost of living.

We see that so many of our clients may just be holding things together and then get an unexpected bill – a medical issue, car repairs a school expense and suddenly they fall behind.

When the pandemic began in 2020 and the government increased Centrelink payments many of our clients said they were able to manage for the first time in years. Once those extra payments ended our client numbers and the frequency of their contact have increased significantly.

The need for our services is increasing all the time. We have had at least 200 new clients since the beginning of the year. The number our existing clients reaching out to us more frequently is also a significant issue. We need more staff and volunteers. On the telephone by late morning, we are asking people to call back the next day because we have reached the limit of interviews we can do for that day.

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With the colder weather upon us now, utility bills will be increasing. School holidays coming up in June will mean kids are home from school eating more - food bills will increase. Where will they go to get help if our budget is reduced so drastically?

Submission 9

In response to the Frankston city councils proposed budget.

I have been a resident of Frankston for over twenty years.

Frankston city alone has had a 388% increase in rough sleeping and homelessness since 2016. At the same time, one third of Frankston households were in rental stress, and spending more than 30% of their gross income on rent. Frankston scores lower in comparison to the Victorian average for health status, health behaviours and health environments.

The after-effects of Covid has further highlighted the vulnerability of people in the city of Frankston and the increase in mental health issues, depression, loneliness, social isolation, people experiencing domestic violence and trauma.

At present there are programs to tackle our homelessness crisis. 'Frankston Zero' is an amazing initiative which brings a group of social departments together to try and combat this crisis. Community Support Frankston is a huge part of that alliance. The rising cost of bills, housing and medical is leaving our community more disadvantaged than we have ever seen in the past. When community services are able to work in collaboration with each other this achieves the highest level of positive change. Having funds available means that the response can be rapid and successful, lessening the possibility of further disaster.

Community Support Frankston, CSF, has been a part of the community for more than 50 years, with almost 150,000 people in its catchment areas. It is made up of at least 90% of volunteers. That means out of the more than 80 people that spend their time at CSF, only six of those are actually paid.

My concern is, where does the council think their expenditure is most needed if not in an organisation such as CSF? In this latest council budget, the funding allocated to Community support Frankston is half of what was requested. This will be a massive drawback for the clients of CSF and a huge disadvantage to so many in the community.

I love Frankston City, I love the vibrant, caring population that we are, the amazing beaches, restaurants and community that we offer. At the age of 21 I built my first house in Carrum downs, then Frankston and most recently Seaford. In 2015 my 17-year marriage broke down and I was single and alone with three children and needed help. I had been a Frankston volunteer for

more than ten years. When I asked for help, I was guided to Community Support Frankston.

I went; armed with all my pride and the disappointment of feeling like I had failed. I was welcomed with open arms, the feeling that everything would be ok and given some advice, food, and school vouchers so that I could buy new uniforms for my children. I was referred to some amazing services in Frankston where I was able to purchase a laptop for my son starting year seven at Frankston High School and linked in with a financial counsellor who helped me eliminate combined debt I had with my ex husband who refused to contribute.

I never went back.

Not because I wasn't satisfied, but because that was what I needed at the time and they were able to help me with exactly that. Shortly after I created my own business and have employed over twelve people in Frankston alone; six of those going on to start their own small businesses. In 2020 I became a published author and completed a degree in community service. I wonder where life would have taken me if I didn't get that support?

In the 2021 Frankston City Council Annual Community Satisfaction survey, it demonstrated that respondents in Frankston city felt measurably less safe when compared to the 2021 metropolitan average. This included 'during the day' 'in and around the local shopping centre' 'travelling on and waiting for public transport' and 'in the public areas of the municipality at night.'

In the South Eastern region of Melbourne and Metropolitan Melbourne, 'Safety, policing and crime' were ranked as the 10th biggest issue from 11 categories (11 being all other issues.) In the City of Frankston this same issue was ranked 5th. This displays an urgent need from the residents of Frankston to feel safe.

In this same survey respondents reported that their household had 'ran out of food and couldn't afford to buy more' at least once in the last twelve months, with most running out more than once a month.

Our community needs assistance from the ground up.

Anyone who has put any time and effort into community service knows that it can be a never-ending cycle. A cycle that must be broken or changed to create a better, more successful collective of humanity.

Type text here

I have been completing student placement at Community Support Frankston for the most part of this year. I have listened to clients that are suffering through different, difficult circumstances, most of them beyond their control.

I have assisted pensioners struggling to pay their bills and housing, not even having enough left over each fortnight for a decent meal. Countless homeless men, women and children that are living in tents, because their landlord decided the rent was too low or he can sell his property for a high price. Another large portion of people requesting help is our younger generation who make up more than 20% of Frankston's population. They are trying to live on a study allowance and paying exorbitant prices for a 'share' house or private rental. We pride ourselves in Frankston on having Monash University and Chisholm Tafe in our area, yet without adequate means for the students to live we could face losing a lot of them to other schools.

CSF supports people from prison, rehab or psychiatric institutions who have no idea where to go from their release. Hundreds of families placed in difficult circumstances that simply can't make their mortgage or rent payments will come to us, often crying, not knowing what to do next. Refugees, asylum seekers and our Torre Strait Islander neighbours also make up a lot of clients we service.

People come to us.

We pack our clients bags full of food, we help with housing, bills, school needs, registration, car repairs, medical, dental, optical, advocacy, laundry, job placement, budgeting, licencing and even if it is not in our realm of power we will refer them to someone who can make it happen.

Pets in the park is another division of Community Support Frankston that is vital to the community. Our clients at risk of homelessness can have free health checks, vaccinations, flea treatment, worming and basic medication. The benefits of pet ownership are immense, providing companionship, unconditional love, emotional support and security. If this service was not available a lot of our clients would be severely impacted.

Throughout my time with Community Support Frankston the greatest joy to me is the many success stories we have. Only a few days ago I had three separate clients reach out in the same day, two had secured long-term housing and one of them full time employment after 11 years of not having a job. One of these clients had been homeless for over ten years. The excitement and

hope on his face was priceless, he felt like he finally had a shot at life.

The pensioners struggling to survive call us embarrassed that they are asking for help. I can guarantee by the end of our conversation they have a new bounce in their step and feel relieved that finally someone is listening and they can turn their heaters on again.

We see success stories like this all the time. A client may contact us for help and then we may not hear from them for three months. Might not seem like much to anyone on the outside but to us this is massive. It means they are learning to budget, to have some small wins and positive changes.

Clients who need psychological help have somewhere to turn too. We have qualified therapists that we work closely with who can help manage medication and psychiatric care.

We get to the root cause of people's issues. We help them gain control of their lives and allow them to be the best version of themselves that even they don't realise they can be.

This is how you become a thriving, successful community. It really is the handout that becomes a hand up.

Without proper funding and support, Community Support Frankston will not be able to continue to help in the capacity that is desperately needed. I hate to think what this could do to the Frankston community as a whole. On many occasions I have spoken to clients who have openly told me if it wasn't for us assisting them with food they would have had to steal to eat. CSF fills the gap that in a lot of instances would otherwise result in crime. It doesn't matter how many cameras we install all over the city, people's behaviour is not going to change without the right supports.

The funding allocated for sport and recreation, arts and culture, technology and information, local laws, parking management and animal management seems excessive considering the community satisfaction survey 2021 has the following services and programs ranked as the chosen lowest preferred for funding from a total of 19;

Parking enforcement/management

Arts and events

Leisure centre and pools

Library services

Community halls and rooms Sport (courts, ovals, fields, pavilions)

This is the Frankston community speaking on what they feel needs the 'least' amount of attention.

The top four services that rated the highest were;

Aged and disability

City safety

Youth services, and family and children

So my question is; why have the most pressing issues been ignored and more attention given to the least requested services and programs? People of this city are worried about their futures.

Sports and recreation in Frankston is amazing, we have fantastic grounds and great upgrades that have happened in the last few years. My children collectively do a total of eleven sports between them. But let's face it, speaking from experience if I do not have the money to clothe and feed my children will I be putting them into community sports? No I would not. Fees are approximately \$300 a season, plus uniform, mouthguards, boots and shoes. It doesn't really matter about the state of the ground or clubrooms, if I couldn't afford it I simply wouldn't join.

I am concerned as to why the council has not listened to the voices of Frankston. People want a safe, happy community above and beyond everything. We already have so much natural beauty, people come to visit us because of this.

If this council really cares about Frankston and its image for the future, then it needs to have a very good look at where the budget is being distributed. Is it truly helping those people who are less fortunate which would then prelude the overall face of Frankston?

These are people that can and will become valuable members of society with the right type of help and support. We need to make sure as a community we are looking after each other in the best way we possibly can. Weakening organisations such as Community Support Frankston is definitely not a step in the right direction.

Submission 10



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There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I am a volunteer at Community Support Frankston (CSF). I note with concern that the proposed council budget does not provide funding that allows staffing at current levels, levels that are essential for CSF to continue providing its valuable service to less-advantaged members of the Frankston community.

It is not feasible to revert to pre-Covid-19 funding levels because the need for assistance is now greater than ever and inequalities within the community mean that the need will only increase in the foreseeable future.

As the sole federally-funded emergency relief agency in Frankston, CSF must be appropriately funded to perform its vital role within the city.

The pandemic has shown that reliance on volunteers to perform essential functions for and on behalf of the community can lead to reductions in service and burnout of remaining volunteers as their numbers have decreased.

CSF has been able to maintain its service delivery during the past two years because of its capacity to employ additional staff, made possible through Frankston council funding initiatives. Reduction of this funding will necessarily lead to diminished service provision and increased risk of burnout for remaining paid staff and volunteers.

CSF is the agency which has the largest number of clients requesting emergency relief in Greater Melbourne yet other local councils provide higher levels of funding than does Frankston council for provision of these services.

To enable Frankston council to meet its goal of providing emergency and critical support for Frankston's most vulnerable residents - which it achieves via CSF - I request that council retain CSF funding at 2021-22 levels and that such funding be ongoing to allow for permanent staffing of essential positions.

Without this level of permanent funding, CSF's capacity to support the Frankston community will reduce, leading to greater demands on other council services or a failure on the part of council to support its most vulnerable residents.

Submission 11



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I would like to comment on the proposed budget.

I am currently a volunteer at Community Support Frankston, following a long relationship with CSF as the CEO of the Frankston Business Network. While CSF isn't a business, they were still a member, that was actively engaged with coming to meetings/events and growing their relationships with local businesses. I am sure Council has seen first hand how hard CSF works to build these relationships and source funding wherever possible.

I want to express my extreme disappointment with the inadequate dollar amount being proposed for CSF to help the most vulnerable people in our community in this draft budget - It means Council will be giving CSF \$325.00 less overall funding next financial year, at a time when cost of living pressures are rising and only getting worse. AS a member of the Community this isn't good enough. CSF has now been in operation for 50 + years. Councillors should know that CSF isn't asking for a handout in this budget, just adequate resourcing.

CSF is not asking the Council to fill a Federal Government funding hole, but it's

own on this occasion.

As a volunteer I see first hand how tough our community are doing, and the number of people who have to make a choice between feeding their kids and themselves or putting petrol in the car or paying for rent.

I think that as Councillors everyone should be giving a voice to those who don't always have one, like some of the individuals out there suffering in silence.,, struggling just to live this is what CSF does.

As a member of the Community that also understands the importance, and has worked with Businesses, the Arts and Tourism sitting on the Tourism Board for 10 years .it shouldn't be at the expense of an "essential Service" such as CFS.

I would ask that you review your figures so that this essential service can continue to help those less fortunate.

Submission 12



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

Concerns about the massive reduction in funding for Community Support Frankston

As a long time Frankston resident, volunteer and Board member of Community Support Frankston I am extremely concerned that the current FCC budget proposal of \$175K will see CSF worse off by \$325k this financial year - compared to last. The budget contains many other spending categories which in no way could be deemed critical or even necessary.

CSF has provided information proving that CSF is an ESSENTIAL service delivering much needed support to the most vulnerable members of our community.

The requested \$350K for next year is to purely to retain current staffing levels to enable an ongoing level of service to Frankston's most vulnerable. We're not asking the Councillors to make up a shortfall in Federal funding which covers the majority of our emergency relief funds.

All our neighbouring shires provide far more emergency relief to their Emergency Relief partners than Frankston Council. (Currently FCC ongoing

support only covers 1 building and 2 paid staff – in comparison to Casey with multiple buildings and paid staff).

Our statistics are indisputable evidence of the high level of service we deliver but this cannot continue in a vacuum. Without sufficient funding to pay skilled management, we cannot train and supervise our volunteers and with our clients experiencing increased hardship, incidents of frustration, aggression and even violence are increasing. Our staff & volunteer's mental health and safety will be at further risk. Please reconsider your priorities.

Submission 13



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I do not believe that you have the balance right. Community Services Frankston will be unable to attend to our clients needs on the budget you have set.

I have been a volunteer at Community Support Frankston for a period of 6 years, providing 2 full days a week. Over this period of time I have been involved with the data entry for the Centre's statistics.

I am amazed on a daily basis the type of clients that are requiring our assistance just to survive. A noticeable increase in Aged Pension and Disability Support Pensions needing Community Support to just meet rent, utilities, car expenses, and just to put food on their tables.

Also the homeless that sleep in their cars due to no fault of their own but just cannot afford to pay the high rental costs, even if they can obtain a rental property.

Clients with mental issues that other agencies are unable to accommodate end up at Community Support for assistance.

I understand that there are many worthy causes that also feel they require extra funding but considering the people in our community that would not survive without our support and without your support to funding so this can be achieved.

Yours sincerely

Submission 14

Hi Liam and Suzette

As Councillors with a very keen interest in supporting our local music industry and the implementation of Frankston's Arts and Culture strategy you might be interested in how our friends at the Mornington Peninsula Music Network have evolved in partnership with the Mornington Peninsula Shire Council.

Please see the Network Industry Day invitation from the Mornington Peninsula Music Network (MP Music Network) which will launch the Music Plan 2025.
On June 16th.

Frankston Music Community Network aims at providing a similar range of services to the community -our model is the Mornington Shire which has great support from Music Victoria.

Thanks for supporting the FMCN submission for the 2021-22 Covid Grant funding of \$28,000 for the new Frankston Music Community Network last year.
Part of this Grant was used in support of South Side Frankston with Funky Town at The Grand Hotel.

Our Covid grant will be exhausted about October this year (Covid lockdowns continued and funds were not physically received till October 2021) so we would like to discuss our future collaboration with the Council supporting the local community and the implementation of the Arts and Culture strategy.

Council is hearing submissions on the 2022-23 Budget on Monday 30th May-myself and Committee member [REDACTED] would be grateful for a discussion before then.

Heidi sits on the Arts Board at Mornington Shire. so it's a good opportunity to discuss developments in this area.

Kind regards

Submission 15



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I am extremely disappointed that the proposed funding for Community Support Frankston is significantly less than this current financial year.

In your Health and Safety statement in Outcome 1 it says that you are helping Frankston residents adapt healthy life styles. Does Council really understand what's happening to the 5% of Frankston's residents that CSF look after? Many are unable to adapt healthy life styles because their simple needs to stay healthy by eating three meals a day and keeping warm is out of the reach of many of these clients.

I wonder how many Senior Council staff and Counsellors truly understand the work of CSF.

Maybe more of you need to come down and listen to some of the conversations the staff and volunteers have with local residents who are mostly embarrassed to call for help. They are humiliated to admit they don't have food to put on the table, not having enough money to pay the gas that keeps them warm at night, put petrol in the car to get a child to a medical appointment, money to get a prescription or yet again tell a child they can't attend a school camp.

Look at the level of financial support provided by our neighbouring Councils, Mornington and Casey, to their Support Units.

Councillors should reassess the draft budget to support CSF funding requirements to maintain their services at current levels.

I fear that reduced funding can only mean reduced service delivery when our community needs support.

Submission 16



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

As a volunteer for Frankston Community Support, I am very concerned about your proposed budget for 2022 - 2026.

I have been a volunteer for Frankston Community Support for almost 5 years. Each week myself and many other volunteers dedicate our time to the centre. I feel passionate about the work we do at Frankston Community Support and feel that the time that the volunteers dedicate is diminished and undervalued if we do not have the appropriate funds to service the needs of the community.

I believe that the resources and services that Frankston Community Support provide, continues to play a crucial role in the everyday lives of the vulnerable citizens of Frankston. With an increased budget, we would be able to continue to play a crucial role in helping the needy within our community

Submission 17



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

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Tell us what you think of the proposed Budget.

23.5.22

Dear Councillors

I am writing about the importance of Community Support Frankston [CSF] to the Frankston community. As you know the cost of living has been steadily increasing while on-going Centrelink payments & wages have been static for approximately 10 years.

The CSF emergency relief clients that are struggling with the increasing cost of living include:

1. homeless people on Job seeker or Disability Support Pensions paying ever increasing rents,
2. those desperately trying to manage their mortgage payments so that they can remain in their house
3. people who lost their job [or had their work hours drastically reduced] during Covid lockdowns
4. single mothers, on parenting & family tax payments, getting little or no maintenance payments from their ex-partner, paying high rents & trying to

provide for their children

If you want to see the great work that CSF does I implore you to come down to CSF to observe first-hand what an asset CSF is to the Frankston community before future budget allocations are decided on.

In 2015 till 2017 I worked as a financial counsellor with Good Shepherd who have an office as CSF as a co-locator. Since October 2021 I have been volunteering at CSF doing interviewing of clients requiring emergency relief on Monday & Tuesday. The work that CSF do on a limited budget and in cramped conditions amazes me.

Homeless clients are offered lunches 4 days a week & this gives a prime opportunity for CSF to interact with these clients and give them the opportunity to engage with community supports that they could access.

Despite all of these challenges what I observe is an extremely hard working, very client focussed small team of paid staff who create a cooperative, welcoming atmosphere for a larger team of very dedicated volunteers - many of whom are long-term.

Please don't reduce their funding because it will seriously compromise the urgently needed and vital services they can provide to Frankston residents who are finding it very difficult to make ends meet because of the increasing cost of living.

Yours sincerely

Submission 18



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I have been a volunteer at Community Support Frankston for over 26 years. During this time, I have seen a dramatic increase in disadvantaged residents seeking assistance, even more evident during the Covid pandemic. Despite the state of emergency being over, residents are still feeling the aftermath. The cost of living continues to increase as businesses try to recover the losses experienced during the pandemic. The continuation of product shortages is still impacting the lives of our residents and you have it within your power to help ease this continuing burden and provide relief to the most vulnerable members of your city.

Community Support Frankston continues to be an essential Frankston City Council service and has a reputation as the premier emergency relief provider in Frankston. Your proposed funding budget will result in the loss of three temporary staff members on 30 June 2022. This reduction of paid staff members will result in a lack of staff being available to supervise the volunteers daily. A crucial requirement for servicing the needs of the community and

ensuring that vulnerable Frankston residents receive the assistance they require. This loss of staff will also undoubtedly result in burnout of the remaining contracted staff members, who are already pushed to the brink trying to keep up with the ever-increasing demand for our services, from your city's residents.

So, I would implore you to reconsider your decision to reduce the budget for Community Support Frankston. Not only should you not be reducing the budget, but you should be increasing it exponentially to give the citizens of Frankston the support they deserve. A budget that will allow Community Support Frankston to not only continue to provide exceptional service to our clients but also increase the level of support that can be provided to the community.

Submission 19



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Tell us what you think of the proposed Budget.

Hi there

I am writing to voice my concern regarding the current budget that is allocated to Community Support Frankston.

I work for Bolton Clarke HPP in an outreach role and am co-located at community support. I have worked in this position for 3 years now and I am in Community Support Frankston (CSF) 4 days per week.

CSF provides an irreplaceable service to local people in the Frankston area. The service is staffed by a very small paid FTE and the people that form the engine are volunteers. The volunteers work tirelessly in their shifts supply food and offering food to some of the most vulnerable and difficult people in the Frankston locality. During Covid, CSF continued to operate, and in actual fact the need escalated and assistance doubled and tripled on some days. Funding in terms of assistance increased two fold assisting individuals and families who had become homeless and unemployed.

The height of the pandemic may be over but what is being seen in the after

effect is increased need and assistance as people continue to try to survive on a daily basis.

The volunteers continue to supply the grunt work at CSF but rely heavily on the staff in paid positions for guidance, learning and emotional support. With need s high amongst the frankston local group so to is emotion. Emotions such as Anger, frustration, sadness, desolation are common feelings that volunteer staff are dealing with from individuals using the service.

At some point this begins to affect everyone and it is the salaried staff that have the skill to provide the care and attention and guidance to the volunteers.

Without paid positions to streamline the service and support the individual volunteers the service would not continue.

To reduce the paid FTE at CSF at this time would be disastrous. Demand for assistance post covid remains escalated and therefore volunteer provision and support of these roles are more important than ever. If FTE is reduced the support will not be available and will definitely affect the efficiency and reliability of the service.

I urge you to rethink the allocation of dollars for paid FTE at CSF. The budget for these positions is small enough considering the amount of aide and assistance offered. To decrease the paid FTE it would directly impact the efficiency and thoroughness of the service.

I look forward to discussing this in person on May 30

Kind regards

Submission 20



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

I feel that the budget has not found the right balance. I feel it does not address outcomes 1 and 2 adequately, particularly in helping the disadvantaged in our area, such as those who look to Community Support Frankston for assistance.

I am a General Practitioner working locally.

Previously, I was the senior practice principal of an award-winning General Practice, located in the Mornington Peninsula.

I have/ had a close association with Community Support Frankston (CSF) for the past 15 years. I was instrumental in the donation of non-perishable food which was distributed to the impoverished and financially disadvantaged in the Frankston area in time for Christmas, through auspices of CSF. During the past 15 years, I have also contributed financially to CSF to aid in the Winter and Christmas appeals

Being a published author, (Silver Linings- True stories of resilience from a

General Practice) all proceeds of my book sales were donated to the Silver Linings Charitable Trust Founded by myself.

All donations to this charitable trust as well as all proceeds of the sales of my book was donated to CSF. Records of all donations are available through the CSF's annual reports

The above are my credentials for the following submission

After Covid, when life is nearing normalcy for many of us, there are an increasing number amongst us who are:

- Financially disadvantaged.
- Who cannot provide at least one meal per day for themselves and their dependants.
- Who cannot afford the cost of a prescription medicine
- Who cannot afford gasoline for their vehicles
- Who cannot pay their heating bills
- Who sleep out rough and get sick consequently

For all these and many others, the only recourse is CSF and the vouchers or assistance in kind provided at this small Beach Street Centre.

The numbers of those seeking assistance either in person or on the telephone have increased since 2years ago and there are long lines of clients awaiting their turn to be heard or need a face-to-face conversation with the CSF staff

I would respectfully submit that there are inadequate staff resources to deliver this service

Consequently, frustration amongst those who await(at times over hours) leads to unwarranted abuse of the staff who are overworked and do their best under difficult circumstances.

All of you Honourable Councillors have been elected to your position by the people of Frankston and it is us your brief to serve the community.

This includes not just those who can look after themselves, but those who have no voice, nor money, nor food on their table.

I respectfully ask the question whether the Council has taken a backward step in not addressing these matters satisfactorily.

I therefore wish to request in the strongest possible terms, that Frankston City Council:

- 1- Ensures the current staff at CSF are funded so there would be no staff shortages.
- 2- Increases the funding allocated to CSF to enable the engagement of at least 2 additional permanent staff

The benefits of this are

- 1- Reduce wait times of those in need of assistance
- 2- Ease the burden of the untenable workload on the existing staff which would only lead to mental health issues, and poor health due to fatigue both physical and emotional
- 3- A better system of care for the neediest in our local area by facilitating timely interventions

I await your actions with interest

Thank you

Submission 21



Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form Form Submission

There has been a submission of the form Draft 2022-2026 Budget (including 2022-2023 Council Plan initiatives) – Feedback form through your Engage Frankston! website.

Tell us what you think of the proposed Budget.

On reviewing Council's Draft Budget for 2022-2023, I was extremely disheartened by the amount of funding proposed for Frankston LGA's only Emergency Relief provider – Community Support Frankston, one of the largest ER providers in Victoria.

As a Frankston resident and volunteer at CSF for nearly 4 years now, I see first-hand the amazing work this organisation does for those most disadvantaged in our community, and as the Roster Coordinator know only too well what happens when either staff or volunteers take leave or time off – our ability to service our client's needs goes down dramatically, and the burden placed on remaining staff/volunteers' puts undue stress on them to keep up with the demand for help.

Being a past General Manager myself before I retired, I am in awe of the incredible work done by the very small team of paid staff at CSF, who not only have to monitor and manage over 80 volunteers a week, but also train them in

their duties when they come on board – no small task when it comes to the turnaround experienced by every Not for Profit organisation with volunteers nowadays.

Interestingly, the fact is that this sector's recent peak body data shows staffing to volunteer ratios should be at least 1 paid staff member per 11 volunteers – with the vast majority of staff funding being from local government, which has always been the arrangement, ie: Councils providing adequate staffing, facilities, and support for ER units to be able to disperse federal, grant, philanthropic funding, and donations to their clients.

With CSF currently having under 6 paid staff to support 80+ volunteers, a ratio of 1 paid staff per 13.5 volunteers, should we have to return to pre-COVID staffing (2.6 paid staff), then something will have to give. As I understand it, all CSF is asking for is enough staff to take care of its volunteers and provision of client services.

With most new volunteers being either retired and not up to date with new technologies (can't cope with computers, etc), or younger people looking to assist whilst waiting to find a job or on a uni break – many leave within weeks or months of commencement, and training them is an ongoing process that takes considerable time out of paid staff's hours.

As the majority of volunteers only commit to one shift per week (3.5 hours) – how do you give tasks that need to be done daily / regularly to a person who's only there half a day a week, and then may take off for up to 3 months on leave, particularly over Winter in the case of our grey nomads. All these tasks must be shouldered by the very few paid staff at CSF, and most volunteers either don't have the skills or expertise required to undertake them, or aren't available on a regular basis to carry them out.

Council providing less funding next financial year can only seriously impact CSF's ability to service not only existing clients, but also new clients – just because COVID has been designated as over doesn't mean the huge rises in the cost of living hasn't taken its place as one of the main reasons people are now seeking help and assistance from CSF.

It should also be noted that Council has for the past two years provided funds to cover the staffing needs of CSF, albeit on a reducing basis, as well as provide additional cash funds to assist with the ever increasing demands being placed on CSF for food and other ER relief, and I urge Council to reconsider its Draft Budget and increase the funding of CSF to the level it has requested for future staffing – particularly in regard to permanent staff.

I would also like to point out that on doing a comparison of other local Councils' support of their ER providers in neighbouring LGA's – gleaned from their Annual Reports, it is quite evident that these Councils are providing far more by way of funding for staffing and other resources than Frankston Council has ever done for CSF – something Council needs to seriously consider if it aims to be seen as a Council that cares about its constituents who are less fortunate than others in the community.

17. CONFIDENTIAL ITEMS

Section 3(1) of the *Local Government Act 2020* enables the Council to close the meeting to the public if the meeting is discussing any of the following:

- (a) Council business information that would prejudice the Council's position in commercial negotiations if prematurely released;
- (b) Security information that is likely to endanger the security of Council property or the safety of any person;
- (c) Land use planning information;
- (d) Law enforcement information;
- (e) Legal privileged information;
- (f) Personal information;
- (g) Private commercial information;
- (h) Internal arbitration information;
- (i) Councillor conduct panel information
- (j) Information prescribed by the regulations to be confidential information for the purposes of this definition;
- (k) Information that was confidential information for the purposes of section 77 of the *Local Government Act 2020*
- (l) A resolution to close the meeting to members of the public pursuant to section 66(2)(a).

Nil Reports

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Signed by the CEO