



## COUNCIL MEETING AGENDA 2020/OM11 Monday 10 August 2020 Being held online via Zoom

In accordance with the Minister's Good Practice Guidelines, from 1 May 2020 until 1 November 2020, Councils can conduct virtual meetings which must be streamed live through its website. Frankston City will continue to stream its Ordinary and Special Meetings.

During 1 May 2020 to 1 November 2020, all meetings will be closed to the public. If circumstances change, updates will be provided.

## **Verbal Submissions**

If you have registered or intend to register to speak to an item on the Council Meeting Agenda, speakers now only have the option of making a verbal submission via telephone. Officers will make contact and the speaker will be greeted by the Chair who will invite the speaker to make their verbal submission.

There are no changes to the limit on speakers i.e. the limit is still a maximum of 10 speakers and it will be at the discretion of the Chair, if further speakers are permitted. Speakers still have 3 minutes to address Council, with the exception of S223 submitters who will receive 5 minutes.

## **Questions with/without notice**

If you wish to submit questions with or without notice, the same timeframes apply. It is strongly encouraged to submit questions via email or on-line by the specified timeframes. If you still prefer to submit these in person, a box will be placed at the front entrance in the Civic Centre only. It should be noted that the questions, including responses will not be read by the CEO at the Council Meeting. All questions will be taken on notice and a written response will be provided within 5-7 business days.

Live streaming is available from the below link:

<https://www.facebook.com/FrankstonCityCouncil>



# 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](http://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. **The Ordinary Meeting 2020/OM11 will be held online via Zoom due to the COVID-19 crisis and to support the State/Federal Government directive to adhere to social distancing and current Stage 4 restrictions.**

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](http://www.frankston.vic.gov.au).

## **Governance Local Law No. 1 – Meeting Procedure**

### **34. Chair's Duty**

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

- (1) *defamatory of or embarrassing to any Councillor, member of Council staff or other person;*
- (2) *abusive or objectionable in language or nature;*
- (3) *a direct negative of the question before the Chair;*
- (4) *vague or unclear in intention;*
- (5) *outside the powers of Council; or*
- (6) *irrelevant to the item of business on the agenda and has not been admitted as Urgent Business, or purports to be an amendment but is not,*

*must not be accepted by the Chair.*

**88. Chair May Remove**

- (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, or cause the removal of any object or material that is deemed by the Chair as being objectionable or disrespectful.*
- (2) *Any person removed from the meeting under sub-clause 0 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](mailto:councillors.office@frankston.vic.gov.au) to discuss alternative options prior to the meeting.

## **The Formal (Ordinary) 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](http://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](http://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](mailto: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](mailto: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](http://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](http://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

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### ALL COUNCILLORS

NOTICE is hereby given that an Ordinary Meeting of the Council will be held online via Zoom, on 10 August 2020 at 7.00pm.

### 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

*We respectfully acknowledge that we are situated on the traditional land of the Boon Wurrung and Bunurong in this special place now known by its European name, Frankston. We recognise the contribution of all Aboriginal and Torres Strait Islander people to our community in the past, present and into the future.*



## BUSINESS

1. **PRESENTATION TO COMMUNITY GROUPS**  
Nil
2. **CONFIRMATION OF MINUTES OF PREVIOUS MEETING**  
Ordinary Meeting No. OM10 held on 20 July 2020.
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
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Phil Cantillon

**CHIEF EXECUTIVE OFFICER**

5/08/2020

**Executive Summary****10.1 Delegate Report by the Mayor, Deputy Mayor and Cr Toms - Bullying and Harassment Workshop Learning Outcome**

*Enquiries: (Brianna Alcock: Chief Financial Office)*

Council Plan

Community Outcome:	3. A Well Governed City
Strategy:	3.1 Accountable Governance
Priority Action	3.1.2 The elected representatives will promote powerful advocacy, meaningful engagement and credible reputation

**Purpose**

To provide a summary of the learning outcomes for the Mayor, Cr Sandra Mayer, Deputy Mayor, Cr Colin Hampton and Cr Steve Toms who participated in either a coaching session or workshop on Bullying Harassment.

**Recommendation (Chief Financial Officer)**

That Council receives the Delegates Report by the Mayor, Deputy Mayor and Cr Steve Toms who participated in either coaching sessions or a workshop on Bullying and Harassment.

**Key Points / Issues**

- Councillors were offered the option of participating in either a Bullying or Harassment Workshop (Workshop) or coaching session. This was scheduled in accordance with the determination by the Councillor Conduct Panel, where it was recommended that all Councillors undergo training to help them recognise the signs of bullying and how to prevent and address bullying behaviour.
- The Mayor, Cr Sandra Mayer and Deputy Mayor, Cr Colin Hampton participated in a workshop on Monday 20 April 2020, which was facilitated by Brash Consulting.
- Cr Steve Toms participated in an individual coaching session with Brash Consulting.
- Details of the Councillors learning outcomes can be found below.

Cr Steve Toms

*The purpose of the training was to get a better understanding of bullying and harassment policies. Prior learnings were reinforced and I learnt new ways to identify bullying and harassment. The training was very beneficial to me as a Councillor and the recommendations of the facilitator are well understood.*

Mayor, Cr Sandra Mayer

*This was a recommendation from the Code of Conduct panel hearing about Cr Toms. I attended because I am the Mayor and I wanted to be clear on our obligations, should a situation arise where a councillor was in breach and I was required to intervene. Over both this and my previous term as Mayor, this has been an issue which has been raised and I have had to deal with. It spills out into the public arena when it is clear in public meetings that there is tension between Councillors. When it is reported in the papers, as has been previously done, it can affect the mental health of Councillors and officers. This can result in a reputational damage for the Council, loss of confidence by the community in the Council. I recommend that any Councillors who have not participated to*

**10.1 Delegate Report by the Mayor, Deputy Mayor and Cr Toms - Bullying and Harassment Workshop Learning Outcome****Executive Summary**

*do so and that going forward all Councillors undertake this training. I already knew the definition of workplace bullying but it was good to clarify the difference between that and personality clashes between individuals.*

Deputy Mayor, Cr Colin Hampton

*It was a good and informative session. I was aware of some of the matters that were covered, but it was good to get clarity on the bullying and harassment policies.*

**Financial Impact**

There are no financial implications associated with this report.

**Consultation****1. External Stakeholders**

There are no external stakeholders who were consulted regarding this report.

**2. Other Stakeholders**

The Mayor, Cr Sandra Mayer, Deputy Mayor, Cr Colin Hampton and Cr Steve Toms were consulted and the Councillors have provided their learning outcomes which is included in the Key Points section of this report.

**Analysis (Environmental / Economic / Social Implications)**

There are no environmental, economic or social implications associated with this report.

**Legal / Policy / Council Plan Impact**Charter 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

This Training was a recommendation by the Councillor Conduct Panel, to help Councillors recognise the signs of bullying and how to prevent and address bullying behaviour.

Policy Impacts

In accordance with Section 6.11.7 of the Councillor Training and Development Policy, after attending a conference, seminar, event or training course, a Councillor is required to provide a written summary to Council which outlines the purpose, learning objectives and outcomes, matters of relevance to the Frankston municipality, issues for consideration by Council and any recommendations or actions.

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 risks associated with this report.

**10.1 Delegate Report by the Mayor, Deputy Mayor and Cr Toms - Bullying and Harassment Workshop Learning Outcome****Executive Summary****Conclusion**

The Mayor, Cr Sandra Mayer and Deputy Mayor, Cr Colin Hampton participated in a workshop on Monday 20 April 2020, which was facilitated by Brash Consulting.

Cr Steve Toms participated in an individual coaching session with Brash Consulting

In accordance with the Councillor Training and Development Policy, the Councillors have provided a written summary on their learning outcomes which has been presented to Council for noting.

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**ATTACHMENTS**

Nil

**Executive Summary****11.1 Town Planning Application 21/2020/P - To construct an eight (8) storey mixed use building and carry out works in a Commercial 1 Zone (C1Z) and Special Building Overlay (SBO) and to provide some of the car parking spaces on another site at 12 Balmoral Walk Frankston 3199**

*Enquiries: (Stuart Caldwell: Communities)*

Council Plan

Community Outcome:	1. Planned City
Strategy:	1.2 Development and Housing
Priority Action	1.2.3 Ensure built form, displays architectural excellence and embodies creative urban design

**Purpose**

This report provides an update on assessment of Town Planning Application 21/2020/P - To construct an eight (8) storey mixed use building and carry out works in a Commercial 1 Zone (C1Z) and Special Building Overlay (SBO) and to provide some of the car parking spaces on another site at 12 Balmoral Walk Frankston 3199.

**Recommendation (Director Communities)**

That Council:

1. Notes investigations indicate a discrepancy between car parking spaces required to be provided by previous planning permits for the Bayside Shopping Centre, and both information provided by the applicant and a direct count conducted by Council officers;
2. Defers consideration of Planning Permit Application 21/2020/P to a future Council meeting to enable further investigation and engagement with the permit applicant in respect of car parking provision; and
3. Writes to the Minister for Planning to confirm:
  - a. Council is investigating whether car parking provision for the Bayside Shopping Centre is in compliance with existing permits;
  - b. Council is engaging with the applicant in respect of concerns about car parking provision;
  - c. Council will not be in a position to determine permit application 21/2020/P until conclusion of its investigation and discussions with the applicant about car parking provision;
  - d. Council requests that the Minister not prepare a planning scheme amendment to allow construction of the building proposed in permit application 21/2020/P until such time as its concerns about car parking are resolved;
  - e. Council undertakes to provide regular updates to DELWP staff about the progression of discussions with the applicant.

**Key Points / Issues**

- It is proposed to construct an 8 storey building comprising a basement car park, retail shops at ground floor and offices for the remaining floors. The application seeks to rely on car parking provided within the existing Bayside Shopping Centre both in respect of practical usage and compliance with statutory rates as specified in Clause 52.06 of the Frankston Planning Scheme.

**11.1 Town Planning Application 21/2020/P - To construct an eight (8) storey mixed use building and carry out works in a Commercial 1 Zone (C1Z) and Special Building Overlay (SBO) and to provide some of the car parking spaces on another site at 12 Balmoral Walk Frankston 3199****Executive Summary**

- The application was originally reported to Council's meeting of 20 July, 2020. Council determined to defer consideration of the report to its meeting on 10 August. Councillors also sought further information concerning car parking issues.
- Since this time, investigation has identified that the Bayside Shopping Centre has been constructed subject to a number of separate planning permits issued over time by either the Minister for Planning or Council.
- A number of those planning permits contained conditions which required the provision of particular amounts of car parking. The owner has also entered into an agreement under Section 173 of the Planning and Environment Act (1987) in respect of the 'Entertainment Centre' which includes requirements for car parking provision.
- Combined, the identified permits/agreement would require provision of 3,416 spaces for the whole Bayside Shopping Centre.
- Information provided by the applicant indicates current provision of 3263 spaces, whilst a direct count of spaces undertaken by Council officers could verify availability of only 3070 spaces. These volumes are significantly less than the combined total of the permit conditions/agreements.
- Information provided by the applicant indicates that there is sufficient practical capacity to absorb new demand created by the proposed office building within the car parking areas of Bayside Shopping Centre on the basis of current usage patterns.
- However further investigation is required into compliance of the centre with the existing planning permits, and the implications of any non-compliance for both the operation of the Bayside Shopping Centre and this current application.
- The apparent inconsistencies between required car space volumes and asserted availability have been identified with the applicant, and officers are currently awaiting response.
- Separately, the Minister for Planning advised in a letter to the Mayor dated 17 July 2020 that he was considering preparation of a planning scheme amendment to directly enable the construction of the building proposed in the planning permit application.
- Consistent with Council's resolution of 20 July, the Mayor sent a letter to the Minister dated 24 July identifying that *Council has sought further information from the applicant to demonstrate that the current parking provision in Bayside Shopping Centre is compliant with existing permits, and that in the event that the parking provision is not compliant, then Council may wish to discuss alternative methods of provision or financial contribution with the applicant.* The letter requested that the Minister afford Council until 12 August (following its meeting on 10 August) to provide Council's advice regarding a potential planning scheme amendment.
- As the issues concerning provision of car parking have not been resolved, it is recommended that Council both defer consideration of the permit application to a future meeting, and write to the Minister for Planning to advise that:

**11.1 Town Planning Application 21/2020/P - To construct an eight (8) storey mixed use building and carry out works in a Commercial 1 Zone (C1Z) and Special Building Overlay (SBO) and to provide some of the car parking spaces on another site at 12 Balmoral Walk Frankston 3199****Executive Summary**

- Council is investigating whether car parking provision for the shopping centre is in compliance with existing permits;
- Council is engaging with the applicant in respect of concerns about car parking provision;
- Council will not be in a position to determine the application until conclusion of its investigation and discussions with the applicant about car parking provision;
- Council requests that the Minister not prepare a planning scheme amendment to allow construction of the building proposed in planning permit application 21/2020/P until such time as its concerns about car parking are resolved;
- Council undertakes to provide regular updates to DELWP staff about the progression of discussions.

**Financial Impact**

There are no financial implications directly associated with this report.

The permit application fee paid to Council is \$58,988.20. The average cost to process a planning application is \$2265.

**Consultation****1. External Stakeholders**

Council officers have liaised with applicant and its representative and provided updates to DELWP staff regarding progression of the application.

**2. Other Stakeholders**

N/A

**Analysis (Environmental / Economic / Social Implications)**

Subject to resolution of issues concerning car parking, the development could make a positive social and economic contribution to the Frankston City Centre. The proposal would generate investment in the city and create additional employment opportunities and diversity within an area close to community and commercial services and public transport.

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Legal

The proposal requires a planning permit under the following provision of the Frankston Planning Scheme:

- Clause 34.01-4 - Commercial 1 Zone: To construct a building and construct and carryout works.

**11.1 Town Planning Application 21/2020/P - To construct an eight (8) storey mixed use building and carry out works in a Commercial 1 Zone (C1Z) and Special Building Overlay (SBO) and to provide some of the car parking spaces on another site at 12 Balmoral Walk Frankston 3199****Executive Summary**

- Clause 44.05-2 - Special Building Overlay: To construct or carry out buildings and works.
- Clause 52.06-3 - Car Parking: To reduce the number of car parking spaces required and provide some or all of the car parking spaces required on another site.

Policy Impacts

Clause 11.02: Managing Growth

Clause 11.03-1S: Activity Centres

Clause 11.03-2S: Growth Areas

Clause 12: Environmental and landscape Values

Clause 15: Built Environment

Clause 16: Housing

Clause 17- Economic Development

Clause 18: Transport

Clause 21.02: Key Issues – FMAC

Clause 21.03: Vision and Strategic Framework

Clause 21.04: Settlement

Clause 21.06: Environmental and landscape Values

Clause 21.08: Economic Development

Clause 21.10: Built Environment and Heritage

Officer's Declaration of Interests

Under the *Local Government Act 2020*, officers providing advice or a report to Council must disclose any direct or indirect interest they have in a matter.

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

**Risk Mitigation**

If Council's consideration of the application is unreasonably extended, the Minister for Planning may proceed to implement a Planning Scheme Amendment to allow the development without further referral to Council or consideration of Council's position.

**Conclusion**

Overall, subject to resolution of issues concerning car parking, the development could provide for additional jobs and economic benefit to the Frankston Metropolitan Activity Centre. Further investigation and engagement with the applicant is required to resolve car parking concerns.

**11.1 Town Planning Application 21/2020/P - To construct an eight (8) storey mixed use building and carry out works in a Commercial 1 Zone (C1Z) and Special Building Overlay (SBO) and to provide some of the car parking spaces on another site at 12 Balmoral Walk Frankston 3199**

**Executive Summary**

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**ATTACHMENTS**

Attachment A: [↓](#) Letter from Minister for Planning

Attachment B: [↓](#) Letter of response from the Mayor to Minister for Planning



Hon Richard Wynne MP

Minister for Planning  
Minister for Housing

8 Nicholson Street  
East Melbourne, Victoria 3002

Cr Sandra Mayer  
Mayor  
Frankston City Council  
PO Box 490  
FRANKSTON VIC 3199  
[crmayer@frankston.vic.gov.au](mailto:crmayer@frankston.vic.gov.au)

Ref: MBR042803



Dear Mayor

**BALMORAL OFFICES, 12 BALMORAL WALK, FRANKSTON – PROPOSED PLANNING SCHEME AMENDMENT**

I am writing to you regarding your proposed development of 12 Balmoral Walk, Frankston (21/2020/P), which has been referred to me by the Building Victoria's Recovery Taskforce (BVRT).

The BVRT has been established to help keep the state's building and development industry running through the coronavirus (COVID-19) pandemic. The BVRT invited the development and construction industry to submit applications for fast tracking planning approvals of building and construction projects of state and regional significance across Victoria that are shovel-ready yet held up in the planning system. The proposed development at 12 Balmoral Walk, Frankston, has been identified by the BVRT as one that meets the development facilitation process and criteria, and has subsequently been referred to me for facilitation.

To facilitate the proposed development, I am considering preparing an amendment to the Frankston Planning Scheme under section 20(4) of the *Planning and Environment Act 1987* to amend the Schedule to Clause 45.12 'Specific Controls Overlay' to apply a Specific Controls Overlay to the site, insert the incorporated document 'Balmoral Offices, 12 Balmoral Walk, Frankston, July 2020' and make other associated changes to the planning scheme, to facilitate the development generally as proposed as part of Frankston Planning Scheme application 21/2020/P.

Before deciding whether to prepare, adopt and approve the proposed amendment, I am seeking your views under section 20(5) of the Act. I would appreciate receiving your comments about the planning permit application 21/2020/P, which proposes an eight-storey mixed use building and reduction of car parking requirements, based on the application information provided as lodged, and amended and submitted on 17 March 2020, in response to the council's request for further information, as provided by the BVRT in its referral.

I also request that you provide a set of draft conditions to inform the drafting of any future amendment to ensure that it will address the council's standard conditions and any other matters required to be addressed by the proposal.

Please email your written statement to [stateplanning.services@delwp.vic.gov.au](mailto:stateplanning.services@delwp.vic.gov.au) within **10 business days** of the date of this letter.

If you would like to discuss this matter further, please contact Jane Homewood, Executive Director, Statutory Planning Services, Department of Environment, Land, Water and Planning, on (03) 8683 0975 or email [jane.homewood@delwp.vic.gov.au](mailto:jane.homewood@delwp.vic.gov.au).

Yours sincerely



**HON RICHARD WYNNE MP**  
Minister for Planning

17 / 07 / 2020



**Office of the Mayor**

Frankston City Council  
30 Davey Street, Frankston, Victoria, Australia  
Telephone: +613 8773 9529 Mobile: 0400 236 107  
PO Box 490, Frankston VIC 3199  
Website: frankston.vic.gov.au

Reference: A4266495  
Enquiries: Stuart Caldwell  
Telephone: (03) 9784 1909

24 July 2020

The Hon. Richard Wynne MP  
Minister for Planning  
Department of Environment, Land, Water and Planning  
PO Box 500  
EAST MELBOURNE VIC 8002

Dear Minister

**RE: Planning Permit Application Number 21/2020/P  
Balmoral Offices, 12 Balmoral Walk, Frankston**

Thank you Minister for your letter of 17 July 2020 advising you are considering preparation of a planning scheme amendment to facilitate the development proposed by Vicinity Centres in the form of Permit Application Number 21/2020/P.

Your letter sought Council's views on the proposal and a set of draft conditions to inform the drafting of any future amendment in the form of a written statement within 10 business days of the letter.

Council recognises the proposal represents an important opportunity to improve pedestrian connections and create new short and long term employment opportunities in the Frankston Major Activity Centre.

Council was presented with a report from officers and considered the application at its Ordinary Meeting of Monday 20 July 2020. Council resolved to defer consideration of the application until the 10 August 2020 Ordinary meeting to allow sufficient time for Council to seek further information about the provision of car parking for the new building in light of existing requirements for the Bayside Shopping Centre.

The applicant is seeking to rely on a stated surplus of car parking within the existing Bayside Shopping Centre car parks to compensate for the shortfall in provision against statutory rates for the new building. Council will certainly consider the merits of this approach, however initial investigations have identified that there may actually be deficiency between current space numbers and the requirement of the previous permits issued for the shopping centre.

In addition to reviewing its own records, Council has sought further information from the applicant to demonstrate that the current parking provision in Bayside Shopping Centre is compliant with existing permits. In the event that the parking provision is not compliant, then Council may wish to discuss alternative methods of provision or financial contribution with the applicant.

Subsequent to the Ordinary Meeting 20 July 2020, I have received an email from Ms. Sarah Hathalmy of the Department of Environment, Land, Water and Planning advising that the timeframe for response to your letter could be extended to 5 August, 2020. Unfortunately, this timeframe will not be sufficient to enable the investigation and discussions identified above. The earliest that the matter could be reported to Council for consideration again is its next Ordinary Meeting on 10 August 2020.

-2-

Accordingly, I seek your confirmation that Council's views and potential conditions can be provided to you by no later than 12 August 2020 enabling Council sufficient opportunity to consider this important proposal for Frankston and provide you with its formal advice.

Please contact Mr Stuart Caldwell, Acting Manager Statutory Planning on 9784 1909 should you have any queries or would like any further information regarding Council's consideration of the application.

Yours faithfully



Cr Sandra Mayer  
**MAYOR – FRANKSTON CITY**



**Executive Summary****12.1 Council Resolution Status Update for 10 August 2020**

Enquiries: (Brianna Alcock: Chief Financial Office)

**Council Plan**

Community Outcome:	3. A Well Governed City
Strategy:	3.1 Accountable Governance
Priority Action	3.1.1 The elected representatives will provide clear and unified direction, transparent decision makers and good governance

**Purpose**

To update and brief Council on the current status of resolutions.

**Recommendation (Chief Financial Officer)**

That Council:

1. Receives the Notices of Motion Report for 10 August 2020;
2. Receives the Urgent Business Status Update for 10 August 2020;
3. Notes four (4) Notices of Motion have been reported as being complete:
  - 2019/NOM37 - Overport Park
  - 2019/NOM49 - Glyphosate Herbicide
  - 2020/NOM10 – Reforms
  - 2020/NOM16 – Proposed Laneway Festival (Lost as per Council Resolution at its 20 July 2020 OM)
4. Notes the report listed below, will not be presented back to Council by its advised date and a detailed explanation is provided in the body of the report; and
  - Draft Industrial Land Strategy Review
5. Notes, since the Ordinary Meeting held on 20 July 2020, 45 resolutions have been completed, as listed in the body of the report.

**Key Points / Issues**

- At its meeting on 19 December 2016, Council resolved that:

*“That the Chief Executive Officer is directed to provide regular updates to Council on the progress or status of Council’s resolutions resulting from Notices of Motion raised by Councillors. In order to facilitate this, a brief progress report (detailing the status of each outstanding resolution) is required to be presented to Council at each of its Ordinary Meetings in future commencing with Ordinary Meeting 296 (scheduled for the 30 January 2017).”*
- Additionally, at its meeting on 22 July 2019, Council resolved that:

*“4. a) Includes in the attached monthly report (Notice of Motion Cost Summary), the number of Urgent business items per councillor*

*b) Includes the updates of the status of Urgent Business items in the attached monthly report (Notice of Motion Report)”*

**12.1 Council Resolution Status Update for 10 August 2020****Executive Summary**

- The Notices of Motion Report for 10 August 2020 is attached and will continue to be updated and reported at each Ordinary Council Meeting. Note there are no items listed under confidential, as such this report has not been attached.
- The Urgent Business Status Update report is attachment (Attachment C) for 10 August 2020, and will continue to be reported at each Ordinary Council Meeting.
- There are four (4) Notices of Motion actions that have been reported as complete:
  - 2019/NOM37 - Overport Park
  - 2019/NOM49 - Glyphosate Herbicide
  - 2020/NOM10 – Reforms
  - 2020/NOM16 – Proposed Laneway Festival (Lost as per Council Resolution at its 20 July 2020 OM)
- Due to various factors, it is sometimes not possible for reports to be brought back before Council in accordance with the time frames resolved. There is one (1) report listed as being delayed for this meeting. A progress update has been supplied for the item set out below:
  - Draft Industrial Land Strategy Review

The public exhibition of the Industrial Land Strategy Review has been delayed as a result of the Covid-19 pandemic.

Public exhibition will commence on 4 August for a period of six (6) weeks. As the closing date for submissions is 15 September 2020, officers will not be in a position to report back to Council on the outcomes of the consultation process to the 21 September 2020 Council meeting.

The outcomes of the consultation process and next steps can be reported back to Council at its meeting in November/December 2020, depending on the volume of submissions received.
- Since 2020/OM10 on 20 July 2020, the following 45 resolution actions have been reported as 'complete'. A detailed report has been provided in Attachment D.
  - Accountability and Transparency Reform Update (12 August 2019 OM)
  - Response to 2019/NOM23 - Evelyn Street Park
  - Stronger Families Policy - Respectful Relationships Action Plan
  - Compliance Management Framework
  - Options to Reduce Sedimentation at Kananook Creek Entrance
  - Response to NOM1389 - Ballam Park Precinct Improvements - Progress Update
  - Urgent Business - Casey City Council Corruption Allegations
  - Petition - 5G Infrastructure
  - Councillor Expense Reimbursement Policy and Protocol
  - Draft Asset Management Strategy (2020 - 2024) - Public Consultation
  - Response to 2019/NOM25 - Progress Report on Recycled Water Scheme Projects
  - Management approach of the redeveloped Jubilee Park Indoor Sports Stadium
  - Further Community Consultation for Sweetwater Precinct Local Area Traffic Management Study

**12.1 Council Resolution Status Update for 10 August 2020****Executive Summary**

- Langwarrin Dog Park
- Standing Grants Program 2020/2021
- Foreshore Parking Permits 2020
- Response to NOM1361 - Seaford Substation
- Response to 2018/NOM31 - Improvements to the Planning Process - Establishing a Frankston Native Vegetation Offsets Program
- Response to 2019/NOM62 - Hoon Driving
- Award of Contract - 2019/20 - 64 Station Street Mall Stage 2 Streetscape Improvement Works
- Peninsula Leisure P/L - Financial Sustainability Impacts from COVID-19
- Response to Petition in relation to the potential harm to human and environmental health by 5G technology
- Frankston Charitable Fund Grants FY 2019/20
- Approval process for repurposed grants arising from Frankston City Council's COVID-19 Relief and Recovery Package
- Debrief of Ordinary Council Meeting (15 June 2020 OM)
- Amendment to the approved development plan in accordance with Clause 43.04 Development Plan Overlay - Schedule 1 - Carrum Downs Outline Development Plan
- May 2020 Planning and Environment Progress Report
- Council Resolution Status Update for 29 June 2020
- External Committee Minutes for the Executive Management Team
- Minutes of the Frankston Arts Board - February, April and May 2020
- Instrument of Delegation S6 from Council to members of Council staff
- Long Term Financial Plan 2020-2030
- Rating Strategy 2020-2021
- Long Term Infrastructure Plan
- Asset Management Strategy (2020 - 2024)
- Update on Coronavirus (COVID-19) - 29 June 2020
- Response to Urgent Business – Casey City Council Corruption allegations
- Response to 2019/NOM25 - Council Recycled Water Scheme Projects
- Response to 2019/NOM33 – Investigation into the Sale of Evelyn Street
- Response to 2019/NOM60 - Two Storey Limitation in Seaford Township
- Verbal Submission by the Mayor and Cr Quinn McCormack
- Urgent Business - Appointment of Councillor Representative to Belvedere Precinct Facility Council delegation
- Outcomes of the Audit and Risk Committee meetings
- Peninsula Leisure Pty Ltd - Performance report for six months ended 31 March 2020
- Debrief of Ordinary Council Meeting (29 June 2020 OM)

**Financial Impact**

There are no financial implications associated with this report.

**12.1 Council Resolution Status Update for 10 August 2020****Executive Summary****Consultation****1. External Stakeholders**

Nil.

**2. Other Stakeholders**

Nil.

**Analysis (Environmental / Economic / Social Implications)**

Making the written records available may provide some confidence regarding transparency in decision making, and is in keeping with best practice advice from the Victorian Ombudsman.

**Legal / Policy / Council Plan Impact**Charter 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

There are no legal implications associated with this report.

Policy Impacts

There is no impact on Council policies.

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 is no risk associated with this report.

**Conclusion**

The purpose of this report is to brief and update Council on the implementation and status of resolutions including Notices of Motion and Urgent Business items. Council Officers are continuously working to implement a range of Council resolutions and in addition to noting the work completed, it is recommended that the Notices of Motion as listed within this report now be archived.

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**ATTACHMENTS**

- Attachment A: [↓](#) Notice of Motion Cost Summary for 10 August 2020  
Attachment B: [↓](#) Notices of Motion for 10 August 2020  
Attachment C: [↓](#) Urgent Business Status Update for 10 August 2020  
Attachment D: [⇒](#) Closed / Completed Council Resolutions for 10 August 2020  
(Under Separate Cover)

Notice of Motion Report - 2020 - OM11 - for the 10 August Council Meeting (A4264401).XLSX

**Notice of Motions Estimated Costs  
By Councillor  
2016 – 2020 Term**

Councillor	Number	Primary Cost	Ongoing Cost	Outcome Cost	2019/20 Budget Cost *	Urgent Business
Cr Cunial	12	\$0	\$128,800	\$257,500	\$35,000	1
Cr McCormack	19	\$18,990	\$11,300	\$258,000	\$140,000	4
Cr Toms	37	\$7,240	\$70,000	\$259,158	\$87,000	1
Cr Aitken	48	\$7,315	\$0	\$84,750	\$85,000	11
Cr Bolam	109	\$201,316	\$954,392	\$1,068,500	\$1,005,000	8
Cr O'Connor	18	\$2,600	\$4,000	\$25,163	\$80,000	1
Cr Mayer	4	\$200	\$66,000	\$0	-	6
Cr Hampton	30	\$10,725	\$4,200	\$208,749	\$190,000	3
Cr O'Reilly	4	\$0	\$0	\$0	-	1
<b>TOTAL</b>	<b>281</b>	<b>\$ 248,386</b>	<b>\$ 1,238,692</b>	<b>\$ 2,161,820</b>	<b>\$ 1,622,000</b>	<b>36</b>

NOTE: There may be occasions when the Ongoing Cost is ALSO reported under Outcome costs: this is on the occasions when the ongoing cost has a KNOWN FINITE total. This is to note for budgeting purposes (for eg: \$121,000 total over 11 years = \$11,000 budgeted per year). Notes/comments are provided in the report when this occurs

\* 2019/20 Budget Cost: these are totals reflective of costs associated with project requests that Councillors have submitted as part of the 2019/2020 Budget Process and not associated with the outcomes of Notices of Motion submissions.

Notice of Motion Report - 2020 - OM11 - for the 10 August Council Meeting (A4264401).XLSX

Meeting Date	Item No	NOM Title and Councillor	Council Resolution	Responsibility	Comments	Cost Summary
2-Sep-19	14.6	2019/NOM37 - Overport Park Cr McCormack	Council Decision That the \$35,000 funding allocation in the 2019/2020 budget for the planning and design works for the Overport Park Netball courts, be put on hold and the balance of any unspent funding be removed from the budget at the mid-year review, pending the completion of a full community consultation process and development of an updated Master Plan for Overport Park and that this community consultation process be conducted and the report brought back to Council at the first Council Meeting in 2020. Carried	Tim Bearup	10 Jul 2020 - This report has been superseded by deferral as of 13.4.3 March 2020. Request to close and continue reporting against deferred resolution.	Direct Once-off cost \$1615 (meetings held and mailout cost)
23-Sep-19	14.1	2019/NOM39 - Lighting Frankston Cr Bolam	Council Decision That Council develops a strategy with respect to the implementation of a LED Lighting Program across the municipality, to ensure a strategic rationalised approach to installation. That such a strategy be brought before Council for adoption by April 2020. Carried	Clare Warren	30 Jun 2020 - Action reassigned to Warren, Clare by Caldwell, Stuart - PPES action per department split. Note approx. \$30k required to develop the plan. 18 Jun 2020 - Council officers have been working on the development of a Lighting Strategy as requested, with an update report previously provided to Council's May Ordinary Meeting. A draft strategy is anticipated to be presented to Council in August.	
14-Oct-19	14.6	2019/NOM49 - Glyphosate Herbicide Cr Aitken	Council Decision Moved: Councillor Aitken Seconded: Councillor Mayer That Frankston City discontinue the use of the current herbicide regime ie. Glyphosate, effective 1 July 2020. This applies to Council staff and contractors employed by Frankston City Council. Carried Unanimously	Brad Hurren / Kim Jaensch	08 Jul 2020 - Frankston City Council staff and contractors discontinued the use of the herbicide glyphosate on 1 July 2020 in accordance with this Notice of Motion. 09 Jul 2020 - This Council Decision has been enacted. It is recommended that this item can now be closed.	
18-Nov-19	14.1	2019/NOM50 - Climate Emergency Cr Mayer	Council Decision Moved: Councillor Hampton Seconded: Councillor Cunial 1. That Frankston Council: a. Acknowledges that current levels of global warming and future warming already committed constitute nothing less than a climate emergency for most life on this planet, requiring an emergency response by all levels of government, including local government; b. Resolves to review and update Council's Climate Change Impact and Adaption Plan (2011) to guide the climate emergency response by Council, to be prepared by the Chief Executive Officer within 12 months of the date of this resolution; and c. Undertakes to work with the Frankston community to raise awareness of the climate emergency and support community action to mitigate greenhouse gas emissions and build resilience. 2. Council calls upon the Australian State and Federal Governments to: a. Declare a climate emergency; and b. Back this up with legislated programs to drive emergency action to reduce greenhouse gases and meet the lower target of the Paris Agreement to keep global warming below 1.5 degrees. Carried Unanimously	Luke Ure	17 Jul 2020 - 1A. Noted., 1B. A Climate Change Governance Group has been established to oversee the development of a Climate Change Policy, as well as the review of Council's Climate Change Impact and Adaption Plan to guide Council's Climate Emergency Response. The outcomes of this review will be presented to Council in November 2020., in addition to the Policy development and Plan review, recent actions in response to the Climate Emergency declaration include: - Officers attended SECCCA's Management Committee meeting on 16 July., - Officers met with SECCCA staff and students undertaking the regional analysis of electric vehicle (EV) challenges and opportunities in council fleets., Officers continued to participate in two regional projects with SECCCA and its member councils, including the Greenhouse Mitigation: Community Action Planning project and the Asset Vulnerability Assessment project., 1C. Recent actions to raise community awareness include: - A climate change community survey has been finalised and will go live week commencing 27 July (planned in lieu of face-to-face events that were cancelled due to COVID-19), to gather information on the community's concerns and priorities to inform Council actions and educate and support our community on the actions they can take., - A regional stakeholder meeting was held on 14 July with officers from the SECCCA member councils, SECCCA staff and 20 industries and organisations to share information on ways to reduce community emissions and discuss barriers to change., 2A. Complete., 2B. Complete	
18-Nov-19	14.2	2019/NOM51 - Community Safety in the CAA Cr Aitken	Council Decision That Council notes the recent Community Safety Meetings held by Cr Toms and continued by Cr Aitken which has involved a number of participants including council officers, John Billings representing Frankston Traders Group, various traders and other parties. Requests that future meetings be closely minuted detailing issues and suggestions, and that such minutes be tabled with Council at the next Ordinary Meeting in the Open Agenda. Requests further that any issues raised at these meetings, initiatives or ideas and/or requests to Frankston Police, be forwarded in detail to Frankston Police requesting detailed responses to the issues and in turn these responses be tabled in a report for the next appropriate Ordinary Meeting.	Clare Warren / Leonie Reints	25 Jul 2020 - This action item has been requested to be referred to the PPES department with the restructure of Economic Development. 29 Jun 2020 - Due to the impact of COVID-19 many businesses within the City Centre have been closed or operating at reduced capacity. Once social distancing restrictions are further scaled back and the business community is better able to participate in these type of initiatives Officers will reconnect with them in relation to the scheduling of this meeting. This situation is being regularly monitored and individual situations are being responded to as and when required.	
18-Nov-19	14.4	2019/NOM53 - Councillors Code of Conduct Cr Aitken	Council Decision Moved: Councillor Aitken Seconded: Councillor Bolam That the Councillor Code of Conduct be reconsidered in respect of the wording and points laid out. This is to be undertaken in the first instance with individual councillors and any suggestions they may have. Then followed up by general discussion and finally resolved through a formal resolution if any changes are made. Carried Unanimously	Brianna Alcock	22 Jul 2020 - In progress. The review of the Councillor Code of Conduct (Code) was due to commence in May 2020 however has been deferred to commence preparation from October 2020. There are five (5) important provisions that must first be adopted by Council by 1 September 2020 and these are currently the focus for completion., A Response to NOM report will be prepared for an August Council Meeting to note that the Code of Conduct will be reviewed in October 2020.	
16-Dec-19	14.5	2019/NOM61 - PARC Swim Research Study Cr Bolam	Council Decision Moved: Councillor Bolam Seconded: Councillor Aitken That Council provides a report to the February 2020 Ordinary Meeting to consider partnering with Deakin University (DU) and Peninsula Leisure P/L (PL) in the development of a research paper that will potentially gain international and local industry interest. PL and DU propose to undertake an extensive study, to focus specifically on: • The developmental stage at which children establish foundational swimming skills; and • Three schools for which regular and frequent learn-to-swim instruction is not commonplace. The proposed target schools are located in Karingal and Frankston North, which are areas where statistical socioeconomic disadvantage exists. The schools that will be participating in this program are Mahogany Rise PS, Aldercourt PS and Ballam Park PS. The study is expected to benefit between 200-300 children; and will incentivise students and their families to participate in free swimming lessons to improve their swimming capabilities. There is an opportunity to seek Victorian Government funding to offset funding required by PL and Council. The report will provide details of any proposed Council contribution to this initiative. Carried Unanimously	Kim Jaensch	20 Jul 2020 - The recent PARC closure due to the COVID-19 pandemic will delay the report until November 2020.	
16-Dec-19	14.9	2019/NOM65 - Cemetery Caretaker Provisions Cr McCormack	Council Decision Moved: Councillor McCormack Seconded: Councillor Aitken 1. That a report be prepared for consideration by Council in relation to options for re-instating the caretaker at the Frankston Cemetery following the abrupt cessation of the caretaker role, without community consultation. 2. That the report consider options for replacement of the position which includes the administrative requirements that the role requires, as well as options for cemetery maintenance. 3. That the report be brought back to Council for consideration in March 2020. Carried Unanimously	Brianna Alcock	22 Jul 2020 - 1. In progress. A report is being prepared for Council in relation to options for re-instating the caretaker at Frankston Cemetery., 2. In progress. The report will consider options which includes both the administrative requirements and cemetery maintenance., 3. In progress. A Briefing was held with Councillors on 6 July 2020 to discuss the options. A Special Cemetery Trust meeting will be held on 3 August 2020 to discuss the options further. It is expected that a report will be presented to Council at its Meeting on 31 August 2020.	

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Meeting Date	Item No	NOM Title and Councillor	Council Resolution	Responsibility	Comments	Cost Summary
17-Feb-20	14.1	2020/NOM9 - Creation of Employment Opportunities Cr Cunial	Council Decision Moved: Councillor Cunial Seconded: Councillor Hampton Notwithstanding Council's significant investment in business support and attraction programs, it is noted that there is less than one job per three residents in Frankston City. Council calls for a report to the April 2020 Ordinary Council Meeting outlining any opportunities to be further investigated regarding changes to processes, strategic position and policy that could aid with the creation of more employment opportunities within the City.	Clare Warren	29 Jun 2020 - A report has been prepared and is listed for consideration by Council at the 10 August Ordinary meeting	
10-Mar-20	14.1	2020/NOM10 - Reforms Cr Bolam	Deferred from OM2 14 February 2020 Council Decision Moved: Councillor Bolam Seconded: Councillor Aitken That Council prepares a report for the Ordinary Meeting on 20 April 2020 that explores enhancing the independence of internal investigations, including: a) The process for referral of internal investigations by the CEO to the Internal Ombudsman, the Audit and Risk Committee or IBAC; b) Steps to safeguard against interference in how internal investigations are undertaken; c) Ensuring the independence of the Internal Ombudsman position and their investigations without undue influence or institutional favour.	Brianna Alcock	22 Jul 2020 - 1. Complete. A report was presented to Council at its meeting on 20 July 2020 which outlined how internal investigations are referred by the CEO., 2. Complete. A report was presented to Council at its meeting on 20 July 2020 which outlined how the process safeguards against interference., 3. Complete. A report was presented to Council at its meeting on 20 July 2020 which outlined how the independence of the Internal Ombudsman position is upheld., This action is requested for closure by the CFO.	
20-Jul-20	14.1	2020/NOM14 - Recognition to Government for Funding Assistance Cr Aitken	Council Decision That Council writes to both the Prime Minister of Australia, the Honourable Scott Morrison and the Premier of Victoria, the Honourable Daniel Andrews, expressing appreciation for funding allocations for both public and Frankston City Council works within the municipality throughout this term of Council. These funding allocations are essential in assisting in serving the diverse needs of our communities and this motion reaffirms the importance of an "all of Government" working relationship.	Sam Jackson	25 Jul 2020 - Officers are currently preparing the letters in accordance with the resolution.	
20-Jul-20	14.2	2020/NOM15 - Rooming House Reform Advocacy Cr Aitken	Council Decision That Council: 1. Acknowledges the role rooming houses play to meet accommodation needs and that, while the majority of rooming house owners operate well managed and maintained premises, a few create distress within the neighbourhood as a consequence of poor building design and no management oversight of residents' behaviour; 2. Notes that Council regularly receives complaints from distressed community members about the inequality of requirements of the planning scheme and building regulations for the approval of rooming houses (compared with other forms of housing) and the management of them once they are operational; 3. Acknowledges that Frankston's badly run rooming houses can have a devastating impact upon adjoining or nearby residents, tearing their lives apart through repeated threats, highly offensive language, intimidation, violence and other associated problems. Parents with young children can face situations involving extreme behaviour and aged residents or single women feel particularly vulnerable and at risk, ultimately leading to selling the family home or otherwise relocating to escape a cycle of fear and abuse; 4. Believes Local Government is best placed to manage the issues but the current State Government policy and regulatory environment does not provide the means or powers to do so. At the very least Legislation should be amended to provide by law that a live-in manager or concierge be mandatory to assist in mitigating such circumstances; 5. Further advocates through its membership of the Frankston Strategic Housing and Homelessness Alliance for an increase in the quantum of affordable housing; 6. Acknowledges the overall intent of this formal motion of Council is to break the chain of events that lead to immeasurable community harm, as a direct result of a limited cohort of rooming house operators, who demonstrate unbridled pleasure nurturing the money flow from these operations with scant or no regard for the surrounding amenity or well-being of others living nearby; 7. Writes to the Premier, Opposition Leader and Local Members of Parliament to appeal to the Victorian State Government to review and amend the policies, legislation and regulations to make all necessary changes to empower Local Government to ensure: i. private building surveyors are required to notify Council and neighbours of a property whose owner has plans for a rooming house development ii. private building surveyors are required to advise Council and neighbours of an approval to build prior to works commencing or issuing of an Occupancy Permit 8. Writes to the Human Rights and Equal Opportunities Commission to seek support to redress the experienced inequalities of human rights resulting from the impact of poorly considered and managed rooming house developments; 9. Submits draft motion to the Municipal Association Victoria seeking legislative and regulatory reform to enable Local Government to better manage the impact of rooming houses; and 10. Notify all State MPs that represent the Frankston municipality, to inform them of Council's actions and seek their active support.	Stuart Caldwell	23 Jul 2020 - 1. Noted, 2. Noted, 3. Noted, 4. Noted, 5. Noted, this will be raised on the agenda of the next Alliance Meeting, 6. Noted, 7. A letters will be drafted., 8. A letter will be drafted., 9. A motion to the MAV will be draft and tabled., 10. Letters will be sent to all Frankston State MPs.	
20-Jul-20	14.1	2020/NOM16 - Proposed Laneway Festival Cr Toms	<b>LOST</b> Moved: Councillor Toms Seconded: Councillor Aitken That Council: 1. Notes the impact of COVID19 on the city centre economy; 2. Explores with local traders the opportunities, benefits and costs of a regular 'laneway festival' in Frankston's city centre over the summer period; and 3. Supports a report outlining all salient information be presented to Council by its September 2020 Ordinary Meeting.	Andrew Moon	24 July 2020 - As per Council Resolution at its OM10 on 20 July 2020 meeting, this item was lost. It is now requesting to be archived.	

**Item 12.1 Attachment C: Urgent Business Status Update for 10 August 2020**

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**Urgent Business**

Meeting Date	NOM Title and Councillor	Council Resolution	Responsibility	Comments
20-Jul-20	Urgent Business - Cr Toms Social Media Post	Moved: Councillor Cunial Seconded: Councillor Hampton That: A. This Council formally censures Councillor Steve Toms for his recent social media post that has potentially contravened Frankston City Council policies and the Councillor Code of Conduct. Councillor Toms' actions are in the opinion of this Council unacceptable and potentially extremely harmful given the current COVID-19 pandemic and could cause extreme risk to the health and wellbeing of members of our community. His actions are not in keeping with current State and Federal recommendations pertaining to social distancing and COVID-19 mitigation measures. B. In light of the actions by Councillor Toms in relation to travelling within and movements within the municipality, the CEO is directed to increase advice on social media and on Council's website that reinforces to the public the need to practice safe social distancing in all parts of our municipality. Also to travel away from home only as a matter of absolute necessity and in compliance with the current advice from the Victorian Chief Health Officer.	Brianna Alcock	30 July 2020 - Council resolved the urgent business item which censured Councillor Toms for his recent actions on his social media post. The CEO has directed for increased advice on social media and Council's website regarding COVID-restrictions. As a leading regional LGA Facebook page, Council's promotion of the Victorian Government's social distancing rules along with other appropriate messaging will continue to be a focus throughout the pandemic. Messaging will alter as new information becomes available. Any images used in promotional materials where distancing and mandatory mask wearing is not demonstrated, are accompanied by the following statement: "This image was taken prior to social distancing requirements. Council recommends residents practice social distancing at all times."

**Executive Summary****12.2 Update on Coronavirus (COVID-19) - 10 August 2020**

*Enquiries: (Phil Cantillon: Chief Executive Office)*

**Council Plan**

Community Outcome:	2. Liveable City
Strategy:	2.1 Employment, education and economy
Priority Action	2.1.2 Develop a knowledge, creativity and skills based economy that generates employment opportunities

**Purpose**

To update Council on its response to the impacts of the Coronavirus (COVID-19).

**Recommendation (Chief Executive Officer)**

That Council:

1. Notes this report that outlines its response to the impacts of the Coronavirus (COVID-19);
2. Notes that an update will be provided to each Council meeting for the foreseeable future during this Pandemic;
3. Supports the discontinuation of deployment of staff to Impact Volunteering, valued at \$20K for 12 months as it is no longer required; and
4. Approves for the license fees and charges for Karingal PLACE and Ebdale Hub tenants to be waived for the period 17 March 2020 – 31 August 2020, along with a waiver of further monthly charges during the 2020/2021 financial year, until the premises resumes occupation, following a lifting of COVID-19 restrictions.

**Background**

At its Ordinary Council meeting on 20 April 2020, Council resolved that it:

1. Receives this report that outlines its response to the impacts of the Coronavirus (COVID-19).
2. Receives that an update will be provided to each Council meeting for the foreseeable future during this Pandemic.

**Key Points / Issues**

- Reports have been submitted to each Ordinary meeting on this matter since 20 April 2020 noting the above resolution with the exception of the 15 June 2020 Ordinary meeting which was scheduled for the purpose of considering the guidelines of the COVID-19 grants application.
- Frankston City Council continues to ensure it reduces risk surrounding the virus known as COVID-19 to our staff and the wider community especially following the Stage 4 restrictions coming into effect on 2 August 2020.
- Council continues to implement the Relief and Recovery Package (Package), the Package contains 53 initiatives and is valued at \$6.434 million with tailored support for individuals, community groups and businesses to help them recover in the short, medium and long term.

Some key inclusions and actions to date are listed below:

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

- For individuals:
  - Rate relief valued at \$1.2 million, which includes a \$200 waiver for eligible owner-occupier ratepayers receiving Job Seeker unemployment benefits through Centrelink.

*Applications for the \$200 waiver for eligible owner-occupier ratepayers receiving Job Seeker unemployment benefits through Centrelink opened 1 July 2020. At the close of business on Friday 24 July 2020, Council had received 181 rate wavier applications, of which 24 application applications have been declined.*
  - Ceasing all legal action to recover outstanding rates and placing a freeze on raising of penalty interest until at least the end of September 2020. These measures may be extended in line if the need is determined.

*The Revenue team has not commenced any new legal action to recover outstanding rates and no rates reminder notices will be issued. A freeze has also been place raising of penalty interest. To date \$0.233 million of interest has been foregone.*
  - Funding to provide increased checks on rooming houses to ensure the health and safety of residents and to deliver hygiene products and other essential care items. \$20,000 in additional funds to deliver care packages and phone checks to the city's elderly and isolated residents.

*Infection control packs were delivered in June, 2020 to 71 rooming houses across the municipality. This was well received by the residents and operators and the Environmental Health team are currently putting together similar packs to be distributed at end of July, 2020 or early August, 2020. This not only provides hygiene products to this cohort but also gives officers an opportunity to check the welfare of the residents.*

*Work continues to deliver care packages and undertake phone checks to the more vulnerable members of the community.*
  - \$30,000 to assist students to purchase essential study materials.

*The scholarships grant were opened to the community as of July 2020. Please refer to the 'Community Grants' item for information regarding allocations made.*
  - A \$300,000 financial contribution to Community Support Frankston for emergency food or equipment to be purchased through local suppliers.

*Whilst Community Support Frankston are operating under the "limited client contact" action plan June 2020 was an extremely busy month with 2,648 instances of food related supports (hampers, meals, food vouchers etc.) compared with 1,749 for the month of May 2020.*

*They are seeing a mix of new and existing clients with a majority of calls from people struggling to maintain their private rental properties.*

*The allocation of additional EFT for 12 months (valued at \$20K) has proven unnecessary at this point for the volunteering support of the homeless shower. It is recommended this be discontinued and any available staff be redeployed to critical support services.*
- To promote community connection:

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

- The extension of online Library services such as an expanded collection of e-resources, live streaming of events such as story time and author talks, and free online borrowing.

*After the Libraries reclosing for the second lock down, we have implemented a wider home delivery service than during the first lock down, this is being well received by the community.*

- \$20,000 to create an arts collective encouraging artists, writers and film makers to create stories, short films and imagery for a piece reflecting on how the city has been impacted by the pandemic.

*Submissions have closed, the content is currently being curated into exhibition form, for a later exhibition date.*

- A \$52,000 creative industries and arts grant program which will provide mentoring to creatives wishing to turn their talents into businesses.

*Grant recipients will be determined in week commencing 27 July 2020.*

- Expansion of the community grants program to \$500,000 in order to support local clubs and community groups in their recovery efforts.

*The COVID-19 Community Relief and Recovery Grants were opened to the community in July 2020.*

*Detailed in the financial section of this report is a summary table of the status of each grant pool and the amounts allocated in the previous month.*

- The waiving of sporting club tenancy and ground allocation fees until at least September, with a total value of \$150,000.

*Actioned. The winter seasonal tenant clubs were notified that there would be no fees applicable for the winter season.*

- To support businesses, employment and the economy:

- An expanded Invest Frankston business grants program by \$270,000, including the creation of fast grant opportunities, with a funding pool totalling \$450,000 to support investment in commercial and industrial premises.

*Applications for the Invest Frankston Business Grant program have now closed. Eligible applications are currently being assessed by the CEO appointed Independent Assessment Panel (IAP). A report is expected at the 31 August 2020 Ordinary Council Meeting for Council's consideration of the IAP's recommendations.*

*The Fast Business Grants Program has launched with 27 applications received as of 27 July 2020. Of these applications, five were ineligible, seven have been approved and paid, two are awaiting final approvals and ten require further information. The remainder are currently being assessed. There are also 49 applications currently in progress and yet to be submitted (individual details relating to all applications so far are provided in attachment B under separate cover to this report).*

- \$52,000 to provide local businesses outreach support, information and tools to help them plan, prepare, adapt, upskill and communicate to their customers.

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

*Council has developed a range of informative shopfront decals that have been dispersed throughout the city centre and outer commercial precincts. These decals have been designed to inform shoppers of occupancy numbers allowed within different businesses, provide change of business hours information and more.*

*Businesses continue to engage with Council's Business Concierge service to access a range of free services including business mentoring, grant application advice, financial aids and permit advice.*

*Council has now held two virtual business events – Business Leaders Live. These free virtual events has seen The Australian columnist, Bernard Salt, and CEO of the Institute Urban Development, Danni Hunter, engage in a one on one session discussing the future of Frankston post COVID-19. In a follow up event, Future Crunch has spoken of the Adaptability Quotient, and a business's ability and need to adapt to thrive.*

- Early payment of Council suppliers to help with their cash flow.

*This is now standard operating procedure. At the time of Council endorsing the Package, over 2,600 suppliers had been directly contacted.*

- \$40,000 to develop loyalty programs for local businesses and marketing campaigns to encourage residents to explore locally rather than travelling.

*These programs are currently being developed and local businesses are being contacted to ensure their participation. Due to the latest social distancing restrictions the launch of these programs have been deferred.*

- Waiving of Food Act and kerbside trading fees valued at \$160,000.

*At its Ordinary Meeting held on 20 July 2020, Council adopted to re-purpose the \$130,000 allocated to provide free registration to health and food businesses. This money will now be used to provide relief to small business and clubs when renewing their business registrations in October 2020.*

*This approach will provide financial relief to the majority of small businesses renewing their registration for 2021, notwithstanding that support will also be provided for any business that closes and re-opens as stated in the current care package.*

*The waiver of the Kerbside Trading fees has been implemented for 2020/2021 financial year.*

- Council has been partnering with Working for Victoria to support unemployed Victorians to find work. The \$500 million 'Working for Victoria' initiative was launched in April this year as part of the \$1.7 billion Economic Survival and Jobs Package to assist people who have lost their jobs at this difficult time.

Frankston City Council has been successful in its submission to appoint 37 program employees for a six month period. Council will receive \$1,798,772 to fund these appointments including vehicle costs, PPE, training, induction, mobile devices, tools, equipment, WorkCover and insurance.

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

The roles include the following:

9 x Cleaning and sanitation of buildings, public spaces and transport	9 x Conservation and land management crews (such as but not limited to planting, weed control, pruning, litter collection, pest control, fauna monitoring)	4 x Vulnerable Person Support Officer
1 x Supervisor cleaning and sanitisation	1 x Supervisor Conservations and Land Management	1 x Communication Support Officer
2 x Art Therapists	2 x Marketing Support Officers	1 x Financial Assistance Officer
1 x Arts Officer	3 x Community Support Officer	1 x HR & Recruitment Advisor
1 x Payroll Officer	1 x Project Coordinator	

All unemployed Victorians, including those affected by the coronavirus (COVID-19) pandemic, are eligible to register with Working for Victoria to apply for jobs. Working for Victoria has helped thousands of Victorians find work and the impact on individuals and the broader community has been most valuable.

This program has a focus on strong Social Procurement to reduce disadvantage and exclusion. Opportunities created through Working for Victoria are proactively promoted with Aboriginal communities, disability organisations and to those people who are under-represented in the economy.

Partnering with Working for Victoria demonstrates Council's leadership credentials by ensuring that employment practices are inclusive and that recruitment of all members of the Victorian community is possible.

- Council's relief and recovery efforts continue with key elements noted below:
  - Council's call centre referral service continues to help impacted residents access and connect to services.
  - To ensure sustainability of the Meals on Wheels service and the demands, two separate teams will continue to be used.
  - Frankston City Council continues to identify ways to understand and better support the community, such as food packages, meals, medical needs, transport and information and support to rooming house residents, whilst also assisting to deliver Council's overall care packages as agreed by Councillors.
  - Council is working with external agencies to ensure there is a collaborative approach to recovery moving forward.
- Council continues to use various communication methods including continuation of the CEO's weekly email to staff, webinars for staff, emails to Councillors along with regular updates to our Community via our website, facebook and other mediums.
- Our Community is provided with regular updates via one source on the following external website: [www.frankston.vic.gov.au/staffcoronaupdates](http://www.frankston.vic.gov.au/staffcoronaupdates).

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

- On Sunday 2 August 2020, the Victoria Premier, The Hon. Daniel Andrews, MP announced Stage 4 'Stay at Home' restrictions for Metropolitan Melbourne (including Frankston City) starting from 6pm Sunday 2 August 2020 until at least Sunday 13 September 2020. The Premier also declared a State of Disaster and brought in a number of restrictions effective from 11.59pm 6 August 2020 relating to retail, business and industry due to increasing COVID-19 infection cases. Council then reactivated its Municipal Emergency Management Centre virtually.
- Prior to the Stage 4 restrictions coming into effective on Tuesday 7 July 2020, the Victorian Premier, The Hon. Daniel Andrews, MP had reintroduced Stage 3 "Stay at Home" restrictions in Victoria effective from 11.59pm 8 July 2020 for municipalities in metropolitan Melbourne and Mitchell Shire Council, following several days of Victoria recording its highest infection rates to date.
- Face masks became mandatory as of 11.59pm on Wednesday 22 July 2020 to help stop the spread of COVID-19. All Council staff along with residents of Frankston City are required to wear masks when outside of their homes including working inside a Council building or in the field. The only people exempt from wearing masks are those who have a medical reason not to wear one (with proof), children under 12 years of age and those who have a valid professional reason.
- Council has closed several high-risk facilities in response to this announcement, including libraries, playgrounds, community centres and the customer service centre located at Seaford Community Centre. Council customer service centres in Frankston, Langwarrin and Seaford were closed to the public in the interests of protecting our staff and community from Monday 27 July 2020. Service centres will remain closed until COVID-19 Stage Three Restrictions are lifted, however residents can still contact Council via email, facebook, phone and through our website Live Chat Service.
- A summary is outlined below of the restrictions current for our municipality as a result of the Stage 4 announcements include:
- *Overview:*
  - Supermarkets, grocery stores, bottle shops, pharmacies, petrol stations, banks, newsagencies, post offices – plus everyone involved in our frontline response – will continue to operate.
  - Industries where onsite operations will have to cease for the next six weeks including retail, some manufacturing and administration. These businesses will all need to close by 11:59pm Wednesday 5 August 2020, unless they have specific circumstances that mean they need longer to shutdown safely.
  - Retail stores will be permitted to operate contactless 'click and collect' and delivery services with strict safety protocols in place, and hardware stores can remain open onsite, but for tradespeople only.
  - Industries that are permitted to operate – can only do so under significantly different conditions.

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

- All open businesses and services that are permitted to operate will have until 11:59pm Friday 7 August 2020 to enact a COVIDSafe plan focused on safety, prevention and response in the event that coronavirus is linked to the workplace.
- In Industries that can't close, but where we've seen a number of cases or emerging new risks, there will be some big changes to make these workplaces safer. That includes mandated reductions to the number of workers onsite.
- In the meat industry – and based on the minimum required to operate safely onsite – the workforce will be scaled back to two-thirds. Unlike other changes, and recognising the risk these sites have posed here and around the world, this will apply to abattoirs in Melbourne and across the state.
- Warehousing and distribution centres in Melbourne will be limited to no more than two-thirds the normal workforce allowed onsite at any one time.
- The construction sector will also move to pilot light levels. For major construction sites, that means the absolute minimum required for safety – but no more than 25 per cent of the normal workforce onsite. Small-scale construction will be limited to a maximum of five people onsite.
- These workplaces that are continuing to operate will also have additional requirements including extra PPE, staggering shifts, staggering breaks, health declarations and more support for sick workers to ensure they stay home.
- These changes will be enforceable. And the onus will be on employers to make sure they're doing the right thing by their workers, including ensuring those with symptoms – and potentially the virus – do not come to work.
- *Support for businesses:*
  - For those businesses that suffer significant losses or need to close as a result of the current restrictions, support will be provided through our expanded Business Support Fund.
  - Businesses in regional Victoria can apply for a \$5,000 grant while those in Melbourne and Mitchell Shire can apply for up to \$10,000 in recognition of spending longer under restrictions.
  - And for those businesses and industries that fall into grey areas when it comes to their operation, the dedicated Industry Coordination Centre within the Department of Jobs, Precincts and Regions will consider their case.
  - Local Government Victoria will continue to work closely with the Department of Health and Human Services and the Municipal Association of Victoria to further clarify the impact of these restrictions on local governments.
- *Overview our residents:*
  - A curfew will apply from 8pm to 5am each night, with exceptions for work, medical care and caregiving.

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

- Exercise will be limited to a maximum of one hour per day and no more than five kilometres from your home. Group size will be limited to a maximum of two whether you live with them or not.
- Shopping will be limited to one person per household per day and within five-kilometres from your residence, unless there the closest supermarket is beyond five kilometres.
- From Thursday 6 August 2020, Regional Victoria will return to stage three 'stay at home' restrictions, while Mitchell Shire will remain on stage three restrictions.

**Gatherings**

- Public gatherings up to 2 people maximum, including a member of your household.
- Private residence, no visitors.
- Private worship or religious ceremonies be broadcast only.
- Auction houses and real estate auctions to operate remotely.
- Real estate inspections – by appointment only.
- Remember to always maintain physical distancing of at least 1.5 metres from those you don't live with.

**Culture and entertainment**

- Galleries, museums, national institutions, historic sites, outdoor amusement parks, zoos and outdoor arcades – closed.
- Indoor and outdoor cinemas, movie theatres, concert venues, theatres and auditoriums – closed.
- Outdoor amusement parks and arcades: closed.
- Drive-in cinemas: closed.
- Arenas and stadiums: closed.
- Casinos and gaming: closed.

**Shopping and retail**

- Restaurants and cafes: take away and delivery only.
- Pubs, bars, clubs, nightclubs: closed.
- Bottle shop: take away only.
- Food courts: closed.
- Beauty, hairdressers and personal care services: closed.
- Saunas and bathhouses: closed.
- Auction houses: operate remotely.

**Sports and recreation**

- Community sport: closed.
- Indoor sport and recreation: closed.

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary**

- Recreational activities such as fishing, golf, boating, tennis, surfing and driving range shooting are not allowed including all public boat ramps, piers and jetties under Council's management are closed to recreational boating and fishing activities.
- Outdoor sporting facilities: closed.
- Swimming pools: closed.
- Playcentres: closed.
- Playgrounds: closed.

**Schools**

- Remote learning state-wide, including year 11 and 12s, except for vulnerable children and children of permitted workers.
- Specialist schools open for vulnerable children and children of permitted workers. (Effective from Wednesday 5 August 2020).
- Childcare and kinder: closed, except for vulnerable children and children of permitted workers. (Effective from 11.59pm Wednesday 5 August 2020).
- Higher education and TAFE: remote learning and training only.

**Travel**

- Travel in a vehicle with a person outside your home not permitted, with some exceptions.
  - Travel within Victoria outside Metropolitan Melbourne: allowed for work, education (if necessary) and care/compassionate purposes only.
  - Holiday accommodation and camping: closed except for residents, emergency accommodation, or work purposes.
  - Second place of residence - You cannot visit second place of residence with limited exceptions (e.g. emergency or maintenance; shared custody; to stay with intimate partner who does not live with you).
- People on holidays can complete their holiday. Since 11.59pm on 8 July 2020, people have not been permitted to travel for a holiday.
  - In addition to the above, on Sunday 19 July 2020, the Victorian Government announced that the wearing of face covering was mandatory effective from 11:59pm Wednesday 22 July 2020. All Council officers have been provided with facemasks and have been instructed to follow the regulations set by the Victorian Government.
  - Due to Stage 4 restrictions, Council's workforce has had to make alternative arrangements to ensure compliance with the restrictions including working from home options for additional staff who can work from home and coordinating redeployment for staff that cannot.
  - As at 31 July 2020, over 28.5% of Council's staff are working remotely.
  - The total hours of redeployment is 19,315 hours of activity (since 30 March 2020).

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary****Provision of Customer Service and Community Advice during COVID-19**

With the introduction of mandatory face coverings it was decided to close Council's face-to-face customer service centres in Langwarrin and at the Civic Centre as of Monday 27 July 2020. This closure is in place until the end of current restrictions.

Council has experienced a decline in the number of customer service interactions over the last reporting cycle (three weeks between the 6 - 24 July 2020).

Key highlights for the past three week cycle include (refer to Attachment A for full details):

- Prior to closing service centres the average number of face-to-face enquiries per day have declined by 23 per cent to an average of 141 customers per day.
- While phone calls continue to remain the primary source of contact with Council – with 5,209 calls answered in the reporting period, this reflects an 11 per cent decline in the average number of phone calls per day.
- However, the popularity of our online customer contact points (including FaceBook, live chat via Council's website, Snap Send Solve and ePathway) continues to grow – with our daily average interaction increasing by 3 per cent to 158 per day.
- Understandably with increased restrictions, but also with a wide range of grants available to the community to support them through this time, the number of COVID related enquiries increased by 200 per cent.

**Communication**

Council continues to broadly promote Council's \$6.434 million Relief and Recovery Package (Package) using the 'For the love of Frankston' campaign – specifically targeting sectors of our community to ensure people are aware of the support that they can access.

The Herald Sun featured a positive story on the support being provided to the Frankston City community on the 24 July. Officers have shared this on Council's Face Book page.

Elements of the Package have also been widely promoted using social media – with a recent Face Book post on the rates relief waiver reaching 23,605 people, see table below.

**Promotion**

General Promotion	Promotional Activities Undertaken YTD
All COVID-19 Relief and Recovery Grants	FCC Facebook FCC Twitter FCC Instagram FCC eNews Frankston City News FCC Website (banner)

## 12.2 Update on Coronavirus (COVID-19) - 10 August 2020

**Executive Summary**

	Email – community distribution list Let's be Frank newsletter Sport & Recreation newsletter
<b>Targeted Promotion</b>	<b>Promotional Activities Undertaken YTD</b>
<b>COVID-19 Recovery Grants</b>	Sport & Recreation newsletter
<b>Youth Grants</b>	Youth Service Facebook Youth Service Instagram Email - youth network distribution list Email – high school wellbeing team email distribution list
<b>Inclusion Support Grants</b>	Sport & Recreation newsletter
<b>Student Scholarship Grants</b>	Libraries Facebook Libraries Instagram Libraries eNews Chisholm contacts notified
<b>Fast Business Grants</b>	IF eNews LinkedIn

**Council's major events**

Council has still no indication of when the State and Federal Government COVID-19 restrictions, which do not currently allow mass gatherings of the events' scale, is likely to be lifted. It may be 12 to 18 months.

There is two significant impacts, firstly, the budgeted sponsorship revenue from the 2020/2021 will be impacted together with a reduction in anticipated ride sales and stallholders due to social distancing measures. Council officers will again revise the income and expenditure as the season progresses in line with the government restrictions.

'Pets Day Out' will be postponed to a later date.

Christmas Festival of Lights will be redesigned as primarily an online experience, some live elements, over an extended period may be delivered, it is important to note, this planning is in its early stages.

The '*Mayors Family Picnic*' will be a totally on line event with pre-recorded content being played on the date of the originally planned live event.

**12.2 Update on Coronavirus (COVID-19) - 10 August 2020****Executive Summary****Financial Impact**

Council continues to monitor its financial outcomes during this time ensuring the necessary adjustments are made to operate within the established budget parameters. Officers are continually reviewing and as required working with the relevant level of Government to ensure funding options that maybe available to Council are acted upon.

Council at its Ordinary meeting on Monday 11 May 2020 adopted the COVID-19 Relief and Recovery Package, containing 53 initiatives and valued at \$6.434 million.

The redeployment of staff to Impact Volunteering for the purpose of recruiting volunteers for the homeless shower is no longer required. It is recommended this is discontinued and any available staff be redeployed to critical support services.

**Financial Impacts on Tenants of Council-operated Neighbourhood Houses and Community Centres**

Councillors were advised through a memorandum distributed on 20 July 2020 that the tenants at the Council operated Neighbourhood Houses and Community Centres have not been permitted to utilise these facilities during the COVID-19 shutdown period.

Council approval is sought to waive their fees and charges for the period that these groups have not had access to their leased facilities and to only recommence charging them again once access has been restored. This is calculated to be \$47,462 for the March to August 2020 period, and then \$8,700 per month of shut-down thereafter. These groups include: University of the 3rd Age (U3A), Community Kinders Plus (CKP), Ardoch, Wallara, Brotherhood of St Laurence, Frankston Life, Frankston Toy Library, Mission Australia, Peninsula Wig Library, St John Ambulance and Uniting Church.

**COVID-19 Relief and Recovery package – grants update**

A summary of the current grants relating to the COVID-19 Relief and Recovery package and promotions surrounding this package is listed below noting that the COVID-19 Relief and Recovery Grants have only recently opened. Promotions commenced in July 2020 with 'Round one' for the Recovery Grants closing on 31 July 2020 and is subject to assessment and recommended allocations.

**COVID-19 Community Support Grants**

<b>Program</b>	<b>Budget</b>	<b>YTD allocation</b>	<b>Available funds</b>	<b>Comments</b>
<b>COVID-19 Recovery Grants</b>	\$514,665	\$0	\$514,665	The panel is scheduled to determine funding allocations for submissions received to the July 2020 funding round on 26 August 2020. Details will be included with the COVID-19 CEO report to Council in September 2020.
<b>Environmental Sustainability Grants*</b>	\$5,000	\$0	\$5,000	The panel is scheduled to determine funding allocations for submissions received to the July 2020 funding round on 11 August

## 12.2 Update on Coronavirus (COVID-19) - 10 August 2020

**Executive Summary**

				2020. Details will be included with the COVID-19 CEO report to Council in September 2020.
<b>Arts Project Grants</b>	\$32,000	\$0	\$32,200	The panel is scheduled to determine funding allocations for submissions received to the June/July 2020 funding round on 30 July 2020. Details will be provided at Councillor Briefing on 17 August 2020.
<b>Creative Industries PD Grants</b>	\$20,000	\$0	\$20,000	The panel is scheduled to determine funding allocations for submissions received to the June/July 2020 funding round on 30 July 2020. Details will be provided at Councillor Briefing on 17 August 2020.
<b>Youth Grants</b>	\$10,000	\$0	\$10,000	Applications received to the July 2020 funding round will be assessed by officers in August and scheduled for authorisation by CEO on 25 August 2020. Details will be included with the COVID-19 CEO report to Council in September 2020.

**COVID-19 Rapid Response Grants**

<b>Program</b>	<b>Budget</b>	<b>YTD allocation</b>	<b>Available funds</b>	<b>Comments</b>
<b>COVID-19 Urgent Grants*</b>	\$50,000	\$0	\$50,000	One application has been received; however the organisation is not eligible to receive a COVID-19 Urgent Grant. It is noted that organisations/community groups are applying to the COVID-19 Recovery Grants Program in accordance to the guidelines.
<b>Inclusion Support Grants*</b>	\$45,000	\$0	\$45,000	Nine applications have been received; however due to stage three restrictions, all sports have been put on hold or cancelled until further notice. Applicants have been informed.

12.2 Update on Coronavirus (COVID-19) - 10 August 2020

**Executive Summary**

<b>Student Scholarship Grants</b>	\$30,000	\$0	\$30,000	No applications received. It is noted that tertiary students incur majority of expenses at the commencement of the calendar year.
<b>Fast Business Grants</b>	\$270,000	\$10,500	\$259,500	27 grant applications received, seven approved and paid, two awaiting final approvals, five ineligible, ten requiring further information, three currently being assessed. There are also 49 started applications that have not yet been submitted for assessment.

\*COVID-19 Urgent Relief Grants and Inclusion Support Grants share the pool of \$95K.

**Consultation**

See above sections.

**Analysis (Environmental / Economic / Social Implications)**

Not applicable.

**Legal / Policy / Council Plan Impact**

Charter 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

See above sections.

Policy Impacts

See above sections.

Officer's Declaration of Interests

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

**Risk Mitigation**

See above sections.

**Conclusion**

That the report be received.

12.2 Update on Coronavirus (COVID-19) - 10 August 2020

**Executive Summary**

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**ATTACHMENTS**

Attachment A: [↓](#) Customer Service Innovation Interaction Report - 6 - 24 July 2020

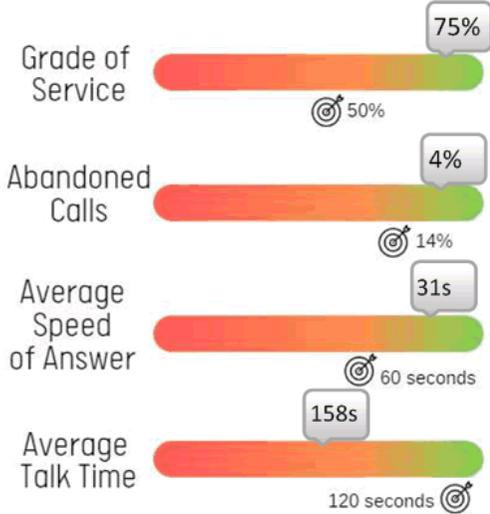
Attachment B: [⇒](#) Fast Business Grants Program - Application Summary 2020-21 -  
Recommendations - prepared 28 July 2020 (*Under Separate  
Cover*)



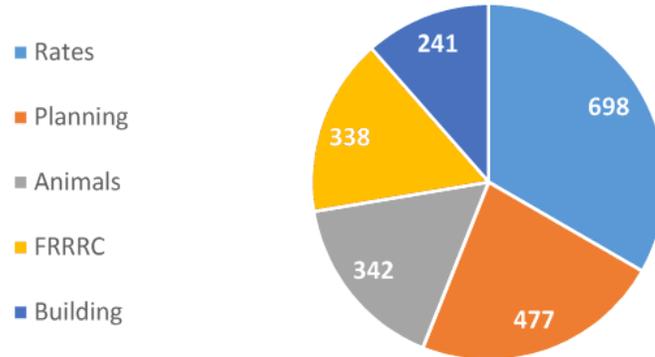
JUL 6 - JUL 24  
2020

# CUSTOMER SERVICE REPORT

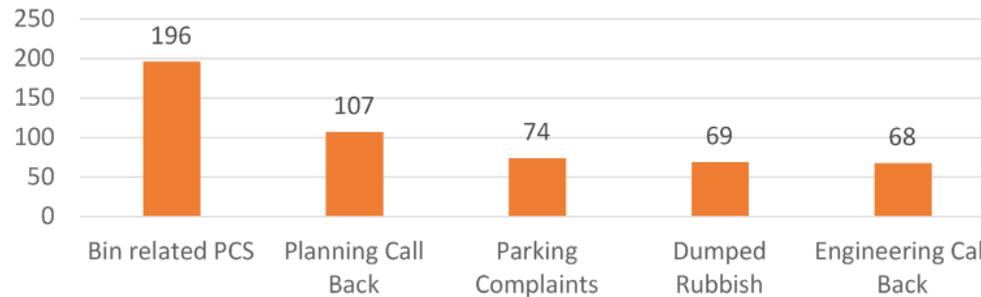
## Monthly Snapshot



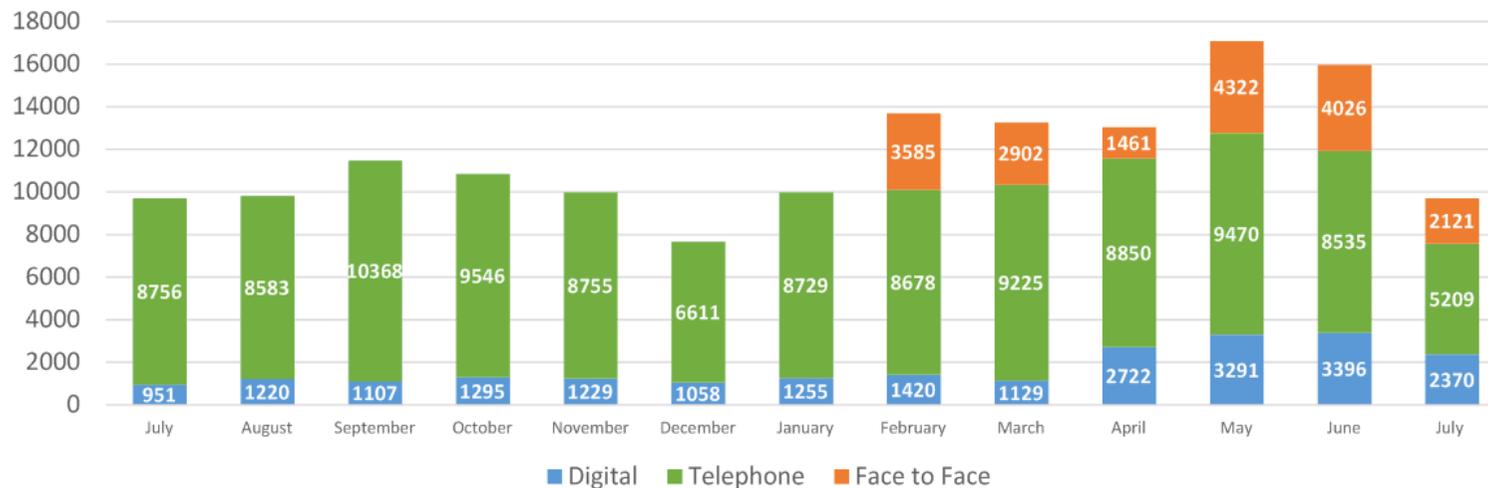
Top 5 Call Topics



Top 5 PCS Request Types by CSO's



Customer Service Interactions



- 5,209 Calls Answered
- 24% of calls resulting in PCS
- 2,370 Digital Conversations
- 2,121 Visits to a Service Centre
- 1,244 Total Customer Requests

- 180 COVID-19 Phone Calls

- 3 COVID-19 PCS Requests

- 124 COVID-19 Live Chats

## Executive Summary

### 12.3 Draft Councillor Induction Policy

*Enquiries: (Brianna Alcock: Chief Financial Office)*

#### Council Plan

Community Outcome:	3. A Well Governed City
Strategy:	3.1 Accountable Governance
Priority Action	3.1.1 The elected representatives will provide clear and unified direction, transparent decision makers and good governance

#### **Purpose**

To seek Council's support to publicly exhibit the draft Councillor Induction Policy.

#### **Recommendation (Chief Financial Officer)**

That Council:

1. Notes the draft Councillor Induction Policy (Policy);
2. Endorses the draft Policy to be publicly exhibited for a period of four (4) weeks;
3. Seeks a report back by no later than the 21 September 2020 Council Meeting to adopt the Policy, taking into account any feedback received by the community;
4. Notes the Policy will be updated once the amended Local Government Regulations comes into operation, to reflect the prescribed matters for the Councillor Induction Program; and
5. Notes the report back to Council is subject to Council's response to the COVID-19 pandemic.

#### **Key Points / Issues**

- Section 32 of the Local Government Act 2020 (the new Act) requires a Councillor to complete Councillor Induction Training (Training) within 6 months after the day the Councillor takes the oath/affirmation of office.
- Councillors, including returning Councillors, must make a written declaration at the conclusion of the Training, which must be dated and signed before the Chief Executive Officer. Failure to do so, will result in the Councillor's allowance to be withheld.
- The draft Councillor Induction Policy (the Policy) demonstrates Council's commitment to ensuring newly elected and returning Councillors are provided with a comprehensive induction program and any associated support, to fulfil their roles and responsibilities.
- The Policy details the topics that will be covered in the Councillor Induction Program (Program), some of which includes team building, OH&S obligations, social media training, integrated planning and reporting, understanding of the new Act and the role of the Local Government Inspectorate. The incoming Council will also be provided with an opportunity to discuss their priorities for the term.
- The Program must be conducted in the prescribed manner and address the prescribed matters that will be detailed in the amended Local Government Regulations (Regulations). The amended Regulations are still being finalised and it is not known, at this stage, when this will come into operation. The Policy will be updated once the amended Local Government Regulations come into effect.

**12.3 Draft Councillor Induction Policy****Executive Summary**

- A memo was circulated to Councillors on 15 July 2020 to obtain their input and feedback into the Policy. Officers received feedback from one (1) Councillor.
- It is recommended that the Policy be placed on public exhibition for a period of four (4) weeks and that a report to adopt the Policy be presented for consideration at the 21 September 2020 Council Meeting.

**Financial Impact**

There are financial costs, however, these costs can be accommodated within existing budgets.

**Consultation****1. External Stakeholders**

No formal consultation has been undertaken with external stakeholders. The Policy will be placed on public exhibition following in principle support by Council.

**2. Other Stakeholders**

Councillors and Governance have provided input into the development of this Policy.

**Analysis (Environmental / Economic / Social Implications)**

The Policy formalises Councils commitment to ensuring newly elected and returning Councillors are provided with a comprehensive induction program.

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Legal

There are no statutory obligations associated with the development of the Policy.

Section 32 of the new Act requires a Councillor to complete Training within 6 months after the day the Councillor takes the oath/affirmation of office.

Policy Impacts

There are no policies or protocols that will affect the decision of this report.

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 risks associated with this report.

**Conclusion**

Section 32 of the new Act requires a Councillor to complete Training within 6 months after the day the Councillor takes the oath/affirmation of office.

The attached Policy outlines the topics that will be covered in the Program. The Program must also be conducted in the prescribed manner and address the prescribed matters that will be detailed in the amended Local Government Regulations

**12.3 Draft Councillor Induction Policy****Executive Summary**

(Regulations). The amended Regulations are still being finalised and it is not known, at this stage, when this will come into operation.

It is recommended that the Policy be placed on public exhibition for a period of four (4) weeks and that a report to adopt the Policy be presented for consideration at the 21 September 2020 Council Meeting.

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**ATTACHMENTS**

Attachment A: [↓](#) Draft Councillor Induction Policy

# Councillor Induction Policy



A3967553

*Lifestyle Capital of Victoria*

## 1. Purpose and Intent

This Policy demonstrates Council's commitment to ensuring newly elected and returning Councillors are provided with a comprehensive induction program and any associated support, to fulfil their roles and responsibilities as elected members and to provide good governance to the municipality.

## 2. Scope

This Policy applies to all newly elected and returning Councillors at Frankston City Council.

## 3. Definitions

Act: means Local Government Act 2020

Council's: means Frankston City Council

Councillor: means the individuals holding the office of a member of Frankston City Council

## 4. Authorisation

This Policy is managed by the Governance and Information Department, and is approved by Frankston City's Mayor and Council's Chief Executive Officer (CEO):

-----  
Mayor, Frankston City

-----  
CEO, Frankston City Council

in accordance with Frankston City Council resolution at its Ordinary Council Meeting of xxxx.

## 5. Policy

### 5.1 Councillor Induction Training

5.1.1 A person elected to be a Councillor must complete Councillor Induction Training within 6 months after the day the Councillor takes the oath or affirmation of office, in accordance with s32 of the Local Government Act 2020.

5.1.2 A Councillor must make a written declaration before the Chief Executive Officer after completing Councillor Induction Training, which must be dated and signed by both the Chief Executive Officer and Councillor.

5.1.3 Failure to take Councillor Induction Training will result in the Councillor's allowance to be withheld until the training has been completed, in accordance with s33(1) of the Local Government Act 2020.

5.1.4 Failure to complete a written declaration statement, will result in the Councillor's allowance to be withheld, until the declaration has been dated and signed by both the Chief Executive Officer and Councillor, in accordance with s33(1) of the Local Government Act 2020.

## 5.2 Notice of Councillor Induction Program

5.2.1 Any person wanting to run for Council will be provided with sufficient notice of the proposed Councillor Induction Program, to ensure they fully understand the expectations and commitment of a Councillor during the first few months and throughout their entire term of Council.

5.2.2 An outline of the Councillor Induction Program will be highlighted at the Councillor Information Session scheduled by Council and a copy will be made available on the Council website for all prospective candidates in the lead up to the Council Election.

## 5.3 Professional development for Councillors

5.3.1 Professional development for each Councillor will follow the 70/20/10 principle:

- a. 70% learning from experience i.e. on the job learning, self-directed learning, experience and practice;
- b. 20% learning through others i.e. professional training (i.e. Councillor Development Weekend), coaching, mentoring, feedback from others and annual performance review; and
- c. 10% learning through a structured program i.e. in-house workshops, seminars or webinars, e-learning and professional development opportunities. It should be noted that professional development opportunities are paid for by an individual Councillor from their respective training budgets in accordance with the Councillor Professional Development Policy.

5.3.2 At the end of the Councillor Induction Program, it is expected that each Councillor will have the working knowledge and understanding of areas in order to perform their role effectively.

## 5.4 Topics to be covered in the Councillor Induction Program

5.4.1 The following areas will be included as part of the Councillor Induction Program:

- a. Orientation to Council facilities within the municipality;
- b. Introduction to Council, establishing an agreed way of working, getting to know and understand Councillors
- c. Overview of the key issues and tasks for the new Council, including workshops on integrated planning and reporting or any other topics where a Councillor may want to obtain a better understanding;
- d. The legislation, rules, principles and political context under which Council operates, which will include a refresher\*\*;
- e. Media training and understanding social media\*\*;

- f. OH&S obligations, which will include a refresher\*\*;
- g. Roles and responsibilities of a Councillor and Mayor\*\*;
- h. Council's organisational structure, including the roles and responsibilities of each area within Council;
- i. Relevant Council policies and procedures a Councillor must comply with, including Councillor Code of Conduct, which will include a refresher\*\*;
- j. Role of a Councillor and Mayor during Council meetings and Councillor Briefings and how to participate effectively in them;
- k. Role of the Local Government Inspectorate\*\*;
- l. Statutory Planning requirements\*\*;
- m. Process for taking the oath and election of the Mayor and Deputy Mayor;
- n. Support available to Mayor and Councillors and where they can go for information or assistance;
- o. Councillor Information Manual and information that is contained within the document;
- p. Team Building session with the incoming Council to build relationships and understand priorities for the term\*\*;
- q. Ongoing relationship building to ensure a cohesive and collaborative team\*\*; and
- r. Role of the Mayor, how they chair meetings, their responsibilities and civic/ceremonial duties.

\*\* Mandatory topics. Further details on other prescribed matters to be included in the program to be provided, once the amended Local Government Act Regulations are available.

5.4.2 All sessions will be scheduled as either a workshop or e-Learning module over the 6 month period.

5.4.3 Relationship building and workshop discussions may be held on a weekend.

5.4.4 Refresher sessions will be undertaken either annually or bi-annually and may be scheduled as a workshop during a Councillor Briefing Session or e-learning module.

5.4.5 Additional sessions can be scheduled in consultation with the incoming Council.

## 6. Roles and responsibilities

- Each Councillor must attend each session that is offered as part of the Councillor Induction Program during their term of Council.
- Each Manager, Director and the Chief Executive Officer is responsible for providing support, where required, to a Councillor during their term of Council.
- The Manager Governance and Information is responsible for planning, scheduling and facilitating the induction for Councillors, in consultation with the Chief Executive Officer.

## 7. Policy non-compliance

Non-compliance with the Councillor Induction Program will result in a Councillor's allowance being withheld until the training has been completed.

## 8. Related documents

The following will need to be read in conjunction with this Policy:

- Councillor Code of Conduct;
- Councillor and Staff Interaction Policy;
- Councillor Professional Development Policy; and
- Local Government Act 1989 and 2020.

## 9. Implementation of the Policy

This Policy (in conjunction with other Related Documents) will be implemented upon the commencement of the newly elected Council in November 2020.

## 10. Document History

Date approved	Change Type	Version	Next Review Date
	New	2	July 2024

**Executive Summary****12.4 Frankston City Community Engagement**

*Enquiries: (Tim Bearup: Communities)*

Council Plan

Community Outcome:	3. A Well Governed City
Strategy:	3.1 Accountable Governance
Priority Action	3.1.2 The elected representatives will promote powerful advocacy, meaningful engagement and credible reputation

**Purpose**

To brief Council on the draft Interim Community Engagement Policy and engagement processes for the development of the Frankston City Community Vision 2040 and Council Plan 2021-2025

**Recommendation (Director Communities)**

That Council:

1. Endorses the Community Engagement Policy to be publicly exhibited from 11 Aug 2020 to 8 Sep 2020;
2. Supports the development of the Community Vision 2040; and
3. Approves the Community Engagement Plan for the Community Vision 2040 and Council Plan 2021-2025.

**Key Points / Issues**

- Council is required to have a Community Engagement Policy (the Policy) that complies with the new *Local Government Act 2020* (the Act) which received royal assent in March. This Act describes a higher standard of community engagement to be applied to a range of Council activities including the development of the Community Engagement Policy. One of the new requirements entails the use of “deliberative engagement” practices for high value Council projects, plans and policies. ‘Deliberative engagement’ refers to the practice of involving community members, representative of those affected by an issue/decision to consider relevant facts from multiple points of view, identifying options and coming to group recommendations or a group decision.
- Under the new Act, all Victorian councils must develop a 10 year Community Vision to shape the future strength and wellbeing of the community and identify the priorities which may relate to policy development, plans, services and infrastructure. While the legislative timeframe for Community Vision of 10 years there is no upper restriction on time and a number of Council’ have taken the opportunity to extend the timeframe to 20 years or more the accommodate the nature of strategic plan delivery to drive long term change. Officers are recommending the Frankston Community Vision to 2040.
- Both the community vision and four year Council Plan must be developed in accordance with Council’s community engagement policy which includes a requirement for deliberative engagement.
- According to the new Local Government Act 2020, the revised Community Engagement Policy is required to be adopted by March 2021. However, if the Policy is to underpin the engagements being undertaken in the coming months for the Community Vision and Council Plan, it would need to be adopted sooner.

**12.4 Frankston City Community Engagement****Executive Summary**

- There is not sufficient time to undertake engagement that would meet required new standard for the revised Community Engagement Policy to be adopted prior to caretaker period commencing from 22 September 2020. It is therefore proposed an interim Community Engagement Policy be adopted with administrative amendments and the inclusion of additional content such as ‘deliberative engagement’ practices to achieve compliance with the Local Government Act 2020 (see Attachment A). This would ensure:
  - a) a compliant policy platform for the imminent engagement work associated with the Vision and Council Plan (including 4 weeks public exhibition of the Interim Community Engagement Policy),
  - b) the opportunity for deeper level engagement work to be undertaken on the long term Community Engagement Policy – which would be brought to Council for adoption in March 2021.
- The Community Vision; proposed to 2040, is being developed alongside the new Council Plan 2021-2025 through a joint community engagement process, which, pending Council support will run from August through to April 2021, pausing for the caretaker period – see Community Engagement Plan (Attachment B). Note, the development of the Community Engagement Plan has been significantly impacted by the COVID-19 pandemic, creating the need to conduct the majority of engagement online.

Council approval is sought for the Community Engagement Plan to aid the development of the Community Vision 2040 and the Council Plan 2021-2025.

**Financial Impact**

There are financial costs, however, these costs can be accommodated within existing budgets.

**Consultation****1. External Stakeholders**

Local Government Victoria was consulted on the design of the Community Engagement Policy. This included an opportunity to benchmark Council’s Policy and approach against other councils.

Legal advice was obtained from Maddocks to seek guidance on how we might achieve interim compliance with the Local Government Act 2020 in relation to the Community Engagement Policy and the engagement activities required for the Vision and the Council Plan. The course of action recommended in this report is consistent with this advice.

Consultants have been engaged to support the design and implementation of the community engagement process for the Community Vision 2040 and Council Plan 2021-2025, which includes establishing a representative Community Panel to be made up of a cross-selection of residents to undertake the deliberative engagement elements.

**12.4 Frankston City Community Engagement****Executive Summary****2. Other Stakeholders**

Internally, the Governance and Commercial Services departments were consulted and their input was included in the revision of the Interim Community Engagement Policy.

An inter-departmental Community Engagement Working Group has been established to guide the community consultation process for the Community Vision 2040 and Council Plan 2021-2025.

**Analysis (Environmental / Economic / Social Implications)**

An interim Community Engagement policy will provide guidance to the use of deeper community engagement methods in developing the Community Vision and Council Plan. These methods will assist with building community trust in Council. Community is defined broadly to include residents, businesses, community groups, sporting clubs, students and visitors.

The Council Plan and Community Vision seek to will positively contribute to environmental, economic and social outcomes within Frankston City.

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Legal

Legal advice from Maddocks determined that Council's existing CE policy required updating so that it provides an accurate policy platform for proposed forms of upcoming engagement. Additionally, they advised that Council's existing CE policy and framework be consolidated to meet the LGA 2020 requirements of including 'deliberative practices'. The course of action recommended in this report is consistent with this advice.

Policy Impacts

While this report seeks adoption of an Interim Community Engagement Policy, more thorough community engagement is required for the long term policy to comply with the Act by 31 March 2021. This engagement is not possible before the caretaker period begins on 22 September 2020 and it is proposed to undertake this community consultation in November/December 2020. This will leverage off planned deliberative engagement activities occurring in the same period.

Officer's Declaration of Interests

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

**Risk Mitigation**

Adopting an interim CE policy mitigates the risk of non-compliance with the Act by:

- Aligning the engagement practices for developing the Community Vision and Council Plan with those included in the policy, and
- Allowing for more thorough community engagement in the development of Council's long term Community Engagement Policy to be adopted in March 2021.

**12.4 Frankston City Community Engagement****Executive Summary****Conclusion**

The adoption of the Interim Community Engagement Policy will enable Council to meet its statutory obligations under the new *Local Government Act 2020*, and also provide a compliant policy platform for the community engagement process being undertaken for the Community Vision and Council Plan 2021-2015.

It is recommended the Community Vision be developed and adopted as a 20 year vision.

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**ATTACHMENTS**

Attachment A: [↓](#) Draft Interim Community Engagement Policy (and Protocols) - 10 Aug 2020

Attachment B: [↓](#) Community Engagement Plan - Council Plan and Community Vision 2040

# Interim Community Engagement Policy

(A4267458)

This interim Community Engagement Policy has been developed as a short-term measure which allows for further engagement with the community to be undertaken to inform the formulation of the long term Policy (scheduled for adoption in March 2021). The interim Policy provides guidance in this intervening period to ensure that Council's community engagement activities are compliant with the new requirements of the Local Government Act 2020.

## 1. Purpose and Intent

Council recognises that consultation and engagement are essential foundations of a strong community and promote active citizenship, participation and a healthy democracy. Community engagement enables a closer relationship between Council and its community through an active exchange of information and ideas promoting shared understanding, innovation and decisions which better represent the interests of the broad community.

The policy outlines Council's position, role and commitment to ensuring community engagement is integrated into all Council activities. This policy has been reviewed and revised to respond to the requirements of the Local Government Act 2020 which mandates a Community Engagement Policy. It will also provide a consistent approach to Council's engagement of its community and will contribute to the improvement of Council's coordination of community engagement, knowledge and skills and effective decision-making.

Frankston City Council is committed to demonstrating transparent, open and accountable leadership and will engage the community's talent, knowledge and resources to help shape the future diversity, liveability and wellbeing of the city and its suburbs. Council recognises that effective integrated engagement of the community enables input from people who have a stake and an interest in issues affecting their quality of life and the future of their community.

Council will continue to engage its community, including but not limited to: key issues of interest; proposed new or amendments to policy and strategy; infrastructure / capital works projects; legislative requirements; services delivery; and service delivery standards. The results of these engagements will form part of the information for consideration when Council makes decisions.

## 2. Scope

This policy applies to all Council officers and covers all forms of community consultation and engagement.

The scope includes the requirement for a documented engagement plan together with an evaluation of the completed engagement to understand and apply the learnings about what worked well and less well in future engagement and consultation. Deliberative practices will be used in developing the Community Vision, Council Plan, Financial Plan and Asset Plan.



The policy is guided by values, ethics and Public Participation Spectrum of the International Association for Public Participation (IAP2) as included in the Community Engagement Framework.

Major decisions will include consideration of community engagement outcomes and continue to be subject to debate and a vote at Council Meetings.

### 3. Definitions

**COMMUNITY:** All residents, ratepayers, landowners and members of the general public including individuals, groups, visitors, organisations, government and business.

**DELIBERATIVE PRACTICES:** Involve a group of representative community members considering relevant facts from multiple points of view, identifying options and coming to a group decision (adapted from MosaicLab 2020)

### 4. Authorisation

This Policy is managed and promoted by the Community Strengthening Department, and is approved by Frankston City's Mayor and Council's Chief Executive Officer (CEO):

-----  
Mayor, Frankston City

-----  
CEO, Frankston City Council

in accordance with Frankston City Council resolution at its Ordinary Council meeting of xxxx.

### 5. Policy

Community engagement describes the variety of methods used by Council to inform, consult and involve the community in civic life; for example the development of Council policies, plans, strategies and infrastructure, local issues and areas of concern including the standards of Council's services.

Council will use a range of methods to seek to hear the diverse views of its community as a means to understand their ideas, needs and aspirations. Council will identify stakeholders likely to be affected by a decision and include them in any community engagement. All community engagement will include evaluation and reporting back to those involved.

The following key principles will underpin all community engagement activities undertaken by Council, and will ensure meaningful community engagement and compliance with the Local Government Act 2020.

**Democracy and civic participation** - democracy is strengthened when the community is given opportunities to participate in discussing and debating ideas with Council

- **Sustainability** - community engagement allows for the public voice to be heard and aims to achieve long term and sustainable outcomes
- **Good governance** - a clear understanding by the community of opportunities for engagement and decision making processes, demonstrate Council's good governance
- **Accountability and transparency** - Council will provide a clear scope for each community engagement and report back the results to the public and explain how their input was considered in the decision.
- **Risk management** - appropriate community engagement with people representative of those affected by the matter builds community ownership and support for the Council decision
- **Empowerment and capacity building** - objective, relevant material, in a variety of formats, is provided to promote meaningful and informed participation.
- **Equitable access and inclusion** - reasonable supports will be made available to enable the participation of community members who may otherwise face barriers to their access. Consideration must be given, but is not limited to : people living with disability; people who have a caring role; people with little or no digital access; people facing cultural barriers and; people with low literacy.

### 5.1 Rationale for engagement

There are many benefits to be gained from engaging communities in decision making and planning.

For Council these benefits include the ability to:

- Gain a deeper understanding of local issues, opportunities, needs and aspirations including emerging -issues that can be pre-emptively managed;
- Build and maintain trust, exemplify openness, accountability, transparency and legitimacy;
- Enable better decision-making and project outcomes by utilising local, cultural, experiential and situational knowledge, which promotes long-term effectiveness and sustainability;
- Develop higher levels of participation that will lead to higher levels of citizen satisfaction, resource acquisition and use, shared responsibility, volunteerism and community spirit; and
- Fulfil legislative requirements to consult and engage the community (a range of legislation, including Local Government Act 2020 specifies the requirement for community engagement).

For the community, benefits include:

- Policy and project outcomes are suitable to the needs and aspirations of the community; as well as infrastructure and services that are more appropriate and accessible for users;
- The opportunity to constructively raise concerns and influence decision-making

- 
- Enriching community understanding and building capacity in community leadership and governance;
  - Building relationships between Council, other organisations and members of the community;
  - Harnessing valuable talent, skills and knowledge in the community; and
  - Gaining a better understanding of Council processes through ongoing dialogue and deliberation.

## 5.2 Requirements for Engagement

The trigger for engagement with the community and the type of engagement to be undertaken will differ and will need to be proportionate for each project. The Community Engagement Principles provide guidance when planning the engagement approach. The following minimum requirements are to be adhered to:

- For the development of Council policies, strategies and plans, engagement with relevant stakeholders will take place to inform the scope and purpose at the beginning of the process and again at the end. This may include deliberative engagement.
- For Capital Works/Major Projects and Redevelopments, engagement with stakeholders both internal and external would be required at various stages of the project lifecycle including: Identification & Feasibility; Development, Implementation and Finalisation. Specific details including meetings, approvals and reporting will be included in the Community Engagement Plan. The level of engagement and identification of stakeholders will be determined during the Identification and Feasibility stages of the project lifecycle.
- The Community Vision and Council Plan, in accordance with the Local Government Act 2020, requires deliberative engagement to be included in their development. It is intended that Council may use any of the following methods for this process:
  - surveys;
  - face to face pop ups;
  - virtual workshops (targeted and community) in light of COVID-19,
  - face to face workshops (post COVID-19),
  - showcase events,
  - online community engagement platforms, and
  - a community panel.

The establishment of a representational deliberative community panel will form a key element of the engagement plan to inform these key pieces of work. Other key activities include (but are not limited to) surveying and provision of information via the website and social media. The deliberative community panel will also consider and contribute to the development of the long-term Community Engagement Policy.

- The Financial Plan and Asset Plan are also required by the 2020 Local Government Act to incorporate deliberative engagement processes in their development. Learnings from the engagement on the Vision and Council Plan will be used to formulate the specific engagement activities for these plans which will be documented in an Engagement Plan for Council's approval.
- When considering sale of public land publishing of a Public Notice is required under legislation, this allows members of the public to submit their views on the proposed sale.
- Engagement on Planning Applications is mandated (See Attachment B: Community Engagement Protocols).

### 5.3 Preparation of an Engagement Plan

A Community Engagement Plan must be developed in accordance with the Community Engagement Policy for all key activities ie: policy, plan, strategy or major infrastructure development.

The Community Engagement Plans for all projects, policies and strategies of municipal significance, will be presented to Council for approval before commencement.

The relevant director will determine if the project warrants seeking Council approval for the Community Engagement Plan, and has authority to approve all others that do not require this.

Examples of projects requiring Council approval for the Engagement Plan may include:

- Demolition / change of use of assets
- Change or cessation of a service
- Development of a new Policy, Plan or Strategy
- New infrastructure projects on Council land
- Sale of Council land (except where this is a governance responsibility)
- Projects that may have reputational or political consequences
- Projects that impact Aboriginal cultural heritage sites

### 5.4 Community Engagement Service Standards

The following Service Standards must be applied, which build on the Community Engagement Principles:

- Each Engagement Plan must define the focus area and the critical stakeholders impacted by the project along with the relevant engagement methodologies, key messages and frequently asked questions.
- The IAP2 (International Association for Public Participation Australasia) spectrum will be applied to help determine the type of engagement and the methodology (Attachment A).
- Broad, diverse interests must be represented ensuring barriers of participation (ie. barriers to participation including disability, language, literacy, cultural, socio-economic are mitigated).

- Consultation activities are to be promoted through a variety of channels such as print, online and direct mailing (and others) to maximise attendance. It is necessary to promote engagement activities to the community and allow/receive input for a minimum of three weeks.
- A feedback process must be established so that participants can understand how their input has been used.
- The completed Engagement Plan and the Engagement Evaluation will be saved into Council's Electronic Document Management System as an auditable document.

For each of these engagements the suitable level of public participation will be defined, selected from the Public Participation Spectrum from the International Association of Public Participation (IAP2). The activities chosen for the engagement will align with the level selected to ensure clarity as to the community's role and influence on the project from the engagement.

## 6. Roles and responsibilities

Community engagement is the responsibility of all Council service areas, teams and employees.

All staff with management responsibilities shall be accountable for compliance with this policy.

Director approval is required for all community engagement plans as designated in the engagement plan template in Schedule 1, Community Engagement Framework. Where the engagement is of municipal significance the engagement plan must be approved by Council (as determined by the relevant Director).

Manager Community Strengthening shall be responsible for the development and review of this policy, providing advice for staff where necessary.

## 7. Policy non-compliance

Failure to comply with this Policy could result in legislative non-compliance, adverse impacts on the reputation of Council, and poorer outcomes for the community.

## 8. Related documents

Implementation of this policy is supported by a Community Engagement Framework that has been designed to guide engagement and read as Schedule 1 to this policy.

The *Local Government Act 2020* outlines the governance principles and obligations of Council. These governance principles include:

*"priority is to be given to achieving the best outcomes for the municipal community, including future generations"[Div 1, s9(2)(b)] and*

*“the municipal community is to be engaged in strategic planning and strategic decision making”*  
 [(Div 1, s9(2)(d))]

The *Planning and Environment Act 1987* prescribes engagement tools for the Planning Scheme, Town Planning Permits and the Municipal Strategic Statement

Council also has a range of responsibilities aligned with the principles outlined in this policy prescribed by legislation including:

- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- The Age Discrimination Act 2004
- Emergency Management Act 2013
- The Human Rights and Equal Opportunity Commission Act 1986
- Public Health and Wellbeing Act 2008

## 9. Implementation of the Policy

This Policy (in conjunction with other Related Documents) informs the planning, implementation and evaluation of community engagement by Council. The Community Engagement Framework will guide staff undertaking community engagement through use of templates such as the Community Engagement Plan and Review document. All Managers are responsible for implementation of this policy. To aid implementation, engagement and consultation training shall be offered.

## 10. Document History

Date approved	Change Type	Version	Next Review Date

ENDNOTE

[A Short Guide to Deliberative Engagement for Victorian Councils](#), MosaicLab, 2020



## Attachment A: IAP2 Spectrum of Public Participation

# IAP2 Spectrum of Public Participation



**Public participation goal**

### Inform

To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

### Consult

To obtain public feedback on analysis, alternatives and/or decisions.

### Involve

To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.

### Collaborate

To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.

### Empower

To place final decision-making in the hands of the public.



*opportunity » growth » lifestyle*

# Community Engagement Protocols

A guide to assist staff to plan and undertake community engagement

AUGUST 2020



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## Introduction to Community Engagement

The purpose of this document is to enable all Council staff to apply a consistent approach to planning and conducting their community engagement activities.

This framework outlines key elements that are to be considered before engaging with the community and provides an engagement plan template for use, which importantly highlights the need for evaluation of the engagement to enable revision or input into the project /policy/ plan / strategy.

This Protocol Document will help to:

- Identify stakeholders and introduce awareness and consistency of who, when and how to engage;
- Provide certainty in situations requiring sign-off by the Executive Management Team (EMT) and identify 'negotiable and non-negotiable' items where stakeholders can influence;
- Build transparency in the engagement process including how to 'close the loop' on engagement forums and how to feedback information to participants on how their input has been and will be used;
- Increase understanding of the need to plan for community engagement and reflect the time required in project planning.



## Plan for success

An Engagement Strategy Matrix has been prepared to highlight the types of engagement approaches for key bodies of work; some of which have statutory engagement requirements. The Matrix can be found at Attachment 1.

Before commencing any community consultation or engagement it is important to consider the guidance of the matrix and also:

1. What are the fast facts / evidence and what is negotiable and not-negotiable? What can the community influence and how will you manage expectations?
2. What resources are required for this engagement and is this factored into your budget?
3. Who do you need to engage or consult with? How many people or groups? Do you need a small or larger representation? Don't be lured into thinking that broad engagement is better (i.e through a survey). Consulting with a select group on a deeper level may be better.
4. Looking at your stakeholders, what would be the best way to engage? If you want to maximise participation in your engagement, select three modes to maximise participation (online, face-to-face, or group activity).
5. What other consultation is being undertaken? Check in with your department and colleagues and check the Corporate Calendar on Grapevine, is anyone else consulting with these groups that you could tag your questions onto the start or end of?

**Please note:** Market Research can be a valid form of consultation but may not foster in-depth engagement. If you are working on a significant project and/or something that requires meaningful and thoughtful community discussion, surveys may provide one entry point to engagement but will need to be complemented by other techniques. The completion of a community survey does not always mean you have effectively engaged with community.



## Preparing Your Community Engagement Plan

### Introduction

Community engagement guides input and involvement in Council's work, is a requirement of Council's Engagement Policy and is subject to formal audits.

A Community Engagement Plan template is included on page 7 and a checklist of considerations is on page 11. The template includes notes to assist, in particular, a range of scenarios where community engagement is either required or recommended together with appropriate techniques is provided at page 15.

A folder has been created in Council's electronic document storage (REM ref QA362696) housing the Community Engagement Plan template (REM ref A4001899).

Once completed, all Community Engagement Plans and their evaluations must be saved into this folder and listed in the Community Engagement Plan Register (REM ref A4003832).



## Community Engagement Plan (Template)



### Level of Community Involvement – IAP2 spectrum

The IAP2 Spectrum of Public Participation (below) will guide you. Various activities will be included in your engagement depending on the purpose of your community engagement.

<b>Community engagement Purpose:</b>	<b>To Inform:</b> Provide balanced and objective information to assist understanding of a topic, alternatives, opportunities and/or solutions.	<b>To Consult:</b> Obtain community feedback on analysis, alternatives and/or decisions.	<b>To Involve:</b> Work with the community throughout the process to ensure that concerns and aspirations are consistently understood and considered.	<b>To Collaborate:</b> Partner with the community in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	<b>To Empower:</b> Place the final decision-making in the hands of the public.
<b>Council's Promise to the community</b>	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how community input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decision to the maximum extent possible.	We will implement what you decide.
<b>When to use this element</b>	This element is utilised to enhance knowledge, understanding, support and transparency.  It provides the community with information on something that has been decided and is to be implemented.	This element is used to gather information and have discussions with the community.  Feedback is provided to the community on the outcome of those discussions.	This element actively seeks the input of the community into any policy, plan or activity which may directly or indirectly affect them.  Alternatives are sought from the community and feedback is provided on how that information was used in forming the decision.	This element is utilised when Council seeks to work in partnership with communities to identify joint solutions and develop initiatives.	This element is used when Council is prepared to put into place the decision made by community.



# Community Engagement Plan

**Project name:** XXX

**Approved by:** XXXX

**Date:** XXXX

<b>The project has been endorsed by EMT</b>	<b>The project has been approved by Council</b>
<b>Are planning permit approvals required</b> XXX	<b>Are building permit approvals required</b> XXX
<b>Key Risks:</b>	<b>Risk Mitigation:</b>

**Purpose of the engagement is to:**

X

X

**Key messages:**

X

X





**CHECKLIST (Tick all elements below when completed and prior to seeking approval)**

1.  The purpose of the engagement is clear.
2.  The risks of the project are identified with mitigation
3.  Project phase/s are listed in the plan together with applicable engagement activity/technique (see example attached)
4.  Materials/resources required listed with each engagement activity (eg venues, whiteboard, butchers paper, blutack etc...)
5.  The purpose of the engagement has been selected for the engagement (tick inform or consult or involve or empower) for each engagement activity.
6.  Stakeholders are listed and identified in the plan as critical, influential, interested or mildly interested. (There are many ways to collate a stakeholder list and you can do an internet search any of the following terms:
  - a. Stakeholder mapping
  - b. Circle of influence
  - c. Stakeholder Matrix)
7.  Timelines/deadlines are noted and achievable for each activity.
8.  The responsible staff member is listed and updated if any changes occur.
9.  The Engagement Plan is approved.



## Community Engagement Plan - Evaluation



## Community Engagement Plan - Evaluation

Project name: \_\_\_\_\_

Evaluated by: \_\_\_\_\_

Date: \_\_\_\_\_

Background:

Purpose of the engagement was to:

- X
- X

Consider all elements of your consultation:

- Stakeholders identified
- Questions asked and engagement activities used
- Presentation materials used
- Venue booked
- Time and date of engagement activity
- Promotional material and campaign timeframe to promote the event
- Facilitator and supports

An effective debrief can use these following questions:

- Was the activity responsive and inclusive to the needs of all participants?
- Did the activity achieve the desired outcomes?
- What worked well? Why?
- What was challenging?



	To Inform	To Consult	To Involve	To Collaborate	To Empower	Stakeholders	Evaluation	Comments
<p><b>Step 1:</b></p> <ul style="list-style-type: none"> <li>Engagement activity</li> <li>Timeframe</li> </ul> <p><b>Step 2:</b></p> <ul style="list-style-type: none"> <li>Engagement activity</li> <li>Timeframe</li> </ul> <p><b>Step 3:</b></p> <ul style="list-style-type: none"> <li>Engagement activity</li> <li>Timeframe</li> </ul> <p><b>Step 4:</b></p> <ul style="list-style-type: none"> <li>Engagement activity</li> <li>Timeframe</li> </ul> <p><b>Step 5:</b></p> <ul style="list-style-type: none"> <li>Engagement activity</li> <li>Timeframe</li> </ul>								<p>Your evaluation should detail how successful the engagement activity was; who and how many were the stakeholders were consulted, the feedback results; what feedback was taken into account to modify the project. Engagement activities can take many forms. For example: If a survey breakdown the number of respondents and how they responded. In particular; was the engagement successful or not. Should there be further engagement to expand the numbers. What is your recommendation for future engagement.?</p>

## Attachment 1: Engagement Strategy Matrix – regular Council activities requiring consultation

This matrix can be referenced to determine suitable techniques for the regular Council activities requiring community engagement. The matrix includes the benefits of various techniques as well as identifying potential risks needing mitigation.

This matrix offers appropriate practices for community consultation when undertaking the following :

- Community Vision, Council Plan, Financial Plan and Asset Plan
- Major Project
- Capital Improvement/Redevelopment
- Town Planning Application
- Town Planning Scheme Amendment
- New Council Policy, Strategy, Plan and Budget
- Proposed Sale or Lease of Land

As a means to improve engagement of local area residents in issues relating to them and their area (there 7 local areas in the municipality) a specific methodology for Local Area Consultation has been referenced in the Community Engagement Policy. A commitment to engage with each local area



at least once per year on broad range of items will be included in the organisational calendar. This specific engagement will be overseen by the Executive Management Team and be delivered by a selected group of relevant departmental staff who will cover capital works proposals, key maintenance or upgrade works, policy changes, strategy or plan development together with service satisfaction and expected standards.

SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
<b>Community Vision, Council Plan, Financial Plan, Asset Plan</b>  <i>In accordance with LGA 2020 deliberative engagement practices must be included in the development of these plans.</i>	<b>Media release</b>	<ul style="list-style-type: none"> <li>• informs the media</li> <li>• can influence a feature story as content is often used directly by the media</li> </ul>	<ul style="list-style-type: none"> <li>• media may not use it</li> <li>• may be placed in a poor location in the paper or at a poor time on radio/tv</li> </ul>
	<b>Fact sheet</b>  Details evidence the community may not be aware of and helps them to provide improved feedback / involvement.	<ul style="list-style-type: none"> <li>• can be inexpensive to produce</li> <li>• can reach large target audience</li> <li>• provides context</li> <li>• allows for technical discussion of issue</li> </ul>	<ul style="list-style-type: none"> <li>• Needs a good distribution method</li> <li>• Materials may not be read</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	<p><b>Face to face questionnaire</b></p> <p>Can be completed at home or at event or open day</p>	<ul style="list-style-type: none"> <li>• provides good data</li> <li>• can reach a range of people</li> <li>• can be more personal</li> <li>• can get more in-depth information and identify other stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• time consuming</li> <li>• can be difficult to organise</li> <li>• people may not be interested</li> </ul>
	<p><b>Stakeholder interviews</b></p> <p>Meeting with an individual or small group to gain information to help design public consultation or work on consensus building</p>	<ul style="list-style-type: none"> <li>• allows for in-depth information exchange</li> <li>• permits feedback from all stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• time consuming</li> <li>• can be difficult to organise</li> <li>• people may not be interested</li> </ul>
	<p><b>Social Media</b></p>	<ul style="list-style-type: none"> <li>• can be quickly and easily shared and responded to</li> <li>• accessible through broad networks</li> </ul>	<ul style="list-style-type: none"> <li>• may not invite thoughtful comment</li> <li>• risks 'kneejerk' reaction</li> </ul>
	<p><b>Internet survey</b></p>	<ul style="list-style-type: none"> <li>• may attract people who don't/can't attend meetings</li> </ul>	<ul style="list-style-type: none"> <li>• can't control geographical area of response</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
		<ul style="list-style-type: none"> <li>• gets input from a wider range of population</li> <li>• if promoted well, higher response rate</li> </ul>	
	<p><b>Community meeting or forum</b></p> <p>Formal meetings can be held at any part of the process. Often a broad community survey may precede or follow a formal forum or meeting.</p> <p>A formal meeting can also often start with a presentation.</p>	<ul style="list-style-type: none"> <li>• if well planned provides participants with the opportunity to learn and speak out</li> <li>• opportunity to hear a range of views</li> <li>• can be cost effective</li> </ul>	<ul style="list-style-type: none"> <li>• requires good facilitation to be productive</li> <li>• can be hijacked or dominated</li> <li>• only vocal people will speak up</li> <li>• can polarize people – unpredictable outcome</li> <li>• can be difficult to get people to attend unless issue is of major interest</li> </ul>
	<p><b>Deliberative Democracy</b></p> <p>A small group of citizens is selected to form a panel to learn about an issue including the context, options and also receive specialist advice. This panel considers all the information and</p>	<ul style="list-style-type: none"> <li>• good opportunity to thoroughly explore an issue before the public</li> <li>• public can identify with the panel members</li> <li>• good way to gauge public opinion</li> </ul>	<ul style="list-style-type: none"> <li>• requires high level of labour and a sufficient number of experts</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	provides their recommendation to the decision maker.		
<b>Major Project</b>	<p><b>Newsletter</b></p> <p>Consultation information provided in a regular publication. Any article should both inform and encourage feedback</p>	<ul style="list-style-type: none"> <li>• can reach large target audience</li> </ul>	<ul style="list-style-type: none"> <li>• no guarantee it will be read</li> <li>• more likely that those with strong views will respond</li> </ul>
	<p><b>Fact sheet</b></p> <p>Details evidence the community may not be aware of and helps them to provide improved feedback / involvement.</p>	<ul style="list-style-type: none"> <li>• can be inexpensive to produce</li> <li>• can reach large target audience</li> <li>• provides context</li> <li>• allows for technical discussion of issue</li> </ul>	<ul style="list-style-type: none"> <li>• needs a good distribution method</li> <li>• materials may not be read</li> </ul>
	<p><b>Internet survey</b></p>	<ul style="list-style-type: none"> <li>• may attract people who don't/can't attend meetings</li> <li>• gets input from a wider range of population</li> <li>• if promoted well, higher response rate</li> </ul>	<ul style="list-style-type: none"> <li>• can't control geographical area of response</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	<p><b>Community meeting or forum</b> Often with formal presentations at the start.</p>	<ul style="list-style-type: none"> <li>• if well planned provides participants with the opportunity to learn and speak out</li> <li>• opportunity to hear a range of views</li> <li>• can be cost effective</li> </ul>	<ul style="list-style-type: none"> <li>• requires good facilitation to be productive</li> <li>• can be hijacked or dominated</li> <li>• only vocal people will speak up</li> <li>• can polarize people – unpredictable outcome</li> <li>• can be difficult to get people to attend unless issue is of major interest</li> </ul>
	<p><b>Letters</b> An addressed letter to all affected people. It outlines issues and requests participation and/or invites comments or provides a comment form.</p>	<ul style="list-style-type: none"> <li>• permits comment</li> <li>• good for a targeted consultation</li> <li>• can reach a wide audience</li> </ul>	<ul style="list-style-type: none"> <li>• only as good as your stakeholder list</li> <li>• materials may not be read</li> <li>• may get lost in all the ‘junk’ mail</li> </ul>
	<p><b>Brochure</b> A special publication with information</p>	<ul style="list-style-type: none"> <li>• can reach a large audience</li> <li>• allows feedback</li> </ul>	<ul style="list-style-type: none"> <li>• can be relatively expensive to produce and distribute</li> <li>• material may not be read</li> </ul>
	<p><b>Face to face questionnaire</b></p>	<ul style="list-style-type: none"> <li>• provides good data</li> <li>• can reach a range of people</li> </ul>	<ul style="list-style-type: none"> <li>• time consuming</li> <li>• can be difficult to organize</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	Can be completed at home or at events	<ul style="list-style-type: none"> <li>• can be more personal</li> <li>• can get more in-depth information</li> </ul>	<ul style="list-style-type: none"> <li>• people may not be interested</li> </ul>
	<p><b>Stakeholder Interviews</b></p> <p>One-on-one meetings with stakeholders to gain information to help design public consultation or to work on consensus building</p>	<ul style="list-style-type: none"> <li>• allows for in-depth information exchange</li> <li>• permits feedback from all stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• time consuming</li> <li>• can be difficult to organize</li> <li>• people may not be interested</li> </ul>
	<p><b>Media release</b></p>	<ul style="list-style-type: none"> <li>• informs the media</li> <li>• can influence a feature story as content is often used directly by the media</li> </ul>	<ul style="list-style-type: none"> <li>• media may not use it</li> <li>• may be placed in a poor location in the paper or at a poor time on radio/tv</li> </ul>
	<p><b>Community Panel</b></p>	<ul style="list-style-type: none"> <li>• robust and thorough form of engaging the community</li> <li>• builds legitimacy for final decision</li> </ul> <p>involves a range of people representative of those affected</p>	<ul style="list-style-type: none"> <li>• requires thoughtful planning</li> <li>• need to consider incentives for participation</li> <li>• may require use of independent experts</li> </ul> <p>Time commitments need to suit community</p>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	<b>Advertisement</b>	Can reach a broad audience of reading public	Can be expensive Must be kept short
•			
<b>Capital Improvement / Redevelopment</b>	<b>Letters</b> An addressed letter to all affected people. It outlines issues and requests participation and/or invites comments or provides a comment form.	<ul style="list-style-type: none"> <li>permits comment</li> <li>good for a targeted consultation</li> <li>can reach a wide audience</li> </ul>	<ul style="list-style-type: none"> <li>only as good as your stakeholder list</li> <li>materials may not be read</li> <li>may get lost in all the 'junk' mail</li> </ul>
	<b>Stakeholder interviews</b> Meeting with an individual or small group to gain information to help design public consultation or work on consensus building	<ul style="list-style-type: none"> <li>allows for in-depth information exchange</li> <li>permits feedback from all stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>time consuming</li> <li>can be difficult to organise</li> <li>people may not be interested</li> </ul>
	<b>Internet survey</b>	<ul style="list-style-type: none"> <li>may attract people who don't/can't attend meetings</li> <li>gets input from a wider range of population</li> </ul>	<ul style="list-style-type: none"> <li>can't control geographical area of response</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
		<ul style="list-style-type: none"> <li>if promoted well, higher response rate</li> </ul>	
	<p><b>Community meeting or forum</b> Often with formal presentations at the start</p>	<ul style="list-style-type: none"> <li>if well planned provides participants with the opportunity to learn and speak out</li> <li>opportunity to hear a range of views</li> <li>can be cost effective</li> </ul>	<ul style="list-style-type: none"> <li>requires good facilitation to be productive</li> <li>can be hijacked or dominated</li> <li>only vocal people will speak up</li> <li>can polarize people – unpredictable outcome</li> <li>can be difficult to get people to attend unless issue is of major interest</li> </ul>
	<p><b>Face to face questionnaire</b> Can be completed at home or at events</p>	<ul style="list-style-type: none"> <li>provides good data</li> <li>can reach a range of people</li> <li>can be more personal</li> <li>can get more in-depth information</li> </ul>	<ul style="list-style-type: none"> <li>time consuming</li> <li>can be difficult to organize</li> <li>people may not be interested</li> </ul>
	<p><b>Signage</b></p>	<ul style="list-style-type: none"> <li>Informs people nearby locations</li> <li>Seeks input via formal process</li> </ul>	<ul style="list-style-type: none"> <li>Other stakeholders may not be aware of application</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
<p><b>Town Planning Application</b></p>	<p><b>Public Notice</b> Notice provided to materially affected persons consistent with State Planning regulations. (<i>Section 51 Planning and Environment Act</i>). Usually by way of individual letters to surrounding properties and a sign on site.</p>	<ul style="list-style-type: none"> <li>• facilitates input from affected persons</li> <li>• ensures that people’s rights to make a submission are preserved</li> </ul>	<ul style="list-style-type: none"> <li>• expensive if notice spread too widely (and beyond regulatory power)</li> <li>• people not interested or confused by the notice provided to them</li> <li>• May needlessly involve persons who won’t actually be affected</li> </ul>
	<p><b>Resident discussion meetings</b> There is no requirement in planning regulation to hold discussions with objectors/submitters to an application. However Frankston City Council encourages parties to share information and if possible reach agreements which satisfy both applicants and objectors/submitters needs. To this end, where the applicant and objectors/submitters (where there are less than 10) agree to meet a Resident Discussion Meeting is</p>	<ul style="list-style-type: none"> <li>• allows for information sharing, and clarification of issues between community members and Councillors/Council staff</li> <li>• allows for mediation over areas of conflict and consideration of solutions</li> <li>• facilitates possible areas of agreement that can be reflected in outcome of application</li> </ul>	<ul style="list-style-type: none"> <li>• agreement may not be possible between parties, however each can have opportunity to understand alternative points of view.</li> <li>• potential points of agreement may not be able to be legally enforced/implemented by Council.</li> <li>• community member/objector concerns may not be able to be addressed by Council within the</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	<p>scheduled as provided for in Council’s adopted <i>Town Planning Processes Guide for Councillors</i> on Council’s website at <a href="http://www.frankston.vic.gov.au">www.frankston.vic.gov.au</a>. Please note that in order to achieve the intention of the meeting is necessary for the applicant to attend.</p>		<p>confines of the statutory planning framework.</p>
	<p><b>Submitter Information Sessions</b>                      There is no requirement in planning regulation to hold discussions with objectors/submitters to an application. However Frankston City Council encourages parties to share information and accordingly were there are 10 or more people who have made an objection/submission a Submitters Information Session will be scheduled as provided for in Council’s adopted <i>Town Planning Processes Guide for</i></p>	<ul style="list-style-type: none"> <li>allows for information sharing, and clarification of issues between community members and Councillors/Council staff</li> </ul>	<ul style="list-style-type: none"> <li>agreement may not be possible between parties, however each can have opportunity to understand alternative points of view.</li> <li>potential points of agreement may not be able to be legally enforced/implemented by Council.</li> <li>community member/objector concerns may not be able to be addressed by Council within the</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	<p>Councillors on Council’s website at <a href="http://www.frankston.vic.gov.au">www.frankston.vic.gov.au</a>.</p> <p>This provides a forum for sharing information and views, however mediation with this number of people is not practical.</p>		<p>confines of the statutory planning framework.</p>
	<p><b>Councillor Requested meeting</b></p> <p>Councillors may request Council officers to convene a meeting with interested community members who may also be objectors to an application.</p>	<ul style="list-style-type: none"> <li>allows for information sharing, and clarification of issues between community members and Councillors/Council staff</li> </ul>	<ul style="list-style-type: none"> <li>community member/objector concerns may not be able to be addressed by Council within the confines of the statutory planning framework.</li> </ul>
	<p><b>VCAT process</b></p>	<ul style="list-style-type: none"> <li>provides an avenue for applicants and submitters to be heard by an independent tribunal</li> </ul>	<ul style="list-style-type: none"> <li>may take six months or more to get to a VCAT hearing</li> <li>adds delays and expense for all parties</li> <li>provides an avenue for applicants and submitters to be heard by an independent tribunal</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
<p><b>Town Planning Scheme Amendment</b></p>	<p><b>Amendment Public Exhibition</b> Notice provided to all affected persons and property holders consistent with State Planning regulations.(<i>Clause 19 Planning and Environment Act</i>). Usually by way of individual letters to all properties directly affected by the draft amendment.</p>	<ul style="list-style-type: none"> <li>• facilitates input from affected persons</li> <li>• ensures that people’s rights to make a submission are preserved</li> </ul>	<ul style="list-style-type: none"> <li>• expensive if notice spread too widely</li> <li>• may needlessly involve persons who won’t actually be affected</li> </ul>
	<p><b>Further engagement</b> Convene information meetings for interested persons</p>	<ul style="list-style-type: none"> <li>• allows for additional opportunities to be informed including public meetings, on-line forums, surveys and mail outs</li> <li>• provides more context for people who may wish to make a submissions</li> </ul>	<ul style="list-style-type: none"> <li>• people may not be interested</li> <li>• strategic planning may seem too technical – people may prefer to be engaged when actual development applications occur, not the drafting of planning controls</li> </ul>
	<p><b>Independent Panel Review by Planning Panels Victoria</b></p>	<ul style="list-style-type: none"> <li>• formal submitters are provided an opportunity to make their case to an</li> </ul>	<ul style="list-style-type: none"> <li>• the overall process may be lengthy and the hearings may be technical in nature, making it</li> </ul>



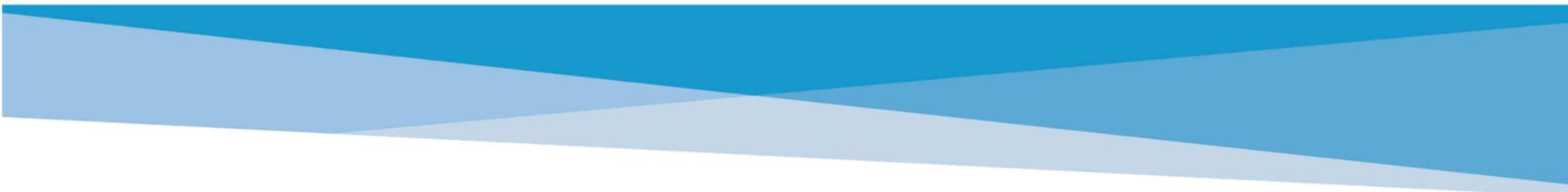
SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	Planning regulations allow for people who made a written submission to be heard at an Independent Panel Hearing.	independent party before Council makes a decisions	difficult for people to understand what is required
<b>New Council Policy, Strategy, Plan or Council Budget</b>	<b>Internet survey</b>	<ul style="list-style-type: none"> <li>• may attract people who don't/can't attend meetings</li> <li>• gets input from a wider range of population</li> <li>• if promoted well, higher response rate</li> </ul>	<ul style="list-style-type: none"> <li>• can't control geographical area of response</li> </ul>
	<b>Deliberative Democracy</b> A small group of citizens is selected to form a panel to learn about an issue including the context, options and also receive specialist advice. This panel considers all the information and provides their recommendation to the decision maker.	<ul style="list-style-type: none"> <li>• good opportunity to thoroughly explore an issue before the public</li> <li>• public can identify with the panel members</li> <li>• good way to gauge public opinion</li> </ul>	<ul style="list-style-type: none"> <li>• requires high level of labour and a sufficient number of experts</li> </ul>
	<b>Community Meeting or Forum</b>	<ul style="list-style-type: none"> <li>• if well planned, provides participants with the</li> </ul>	<ul style="list-style-type: none"> <li>• requires good facilitation to be productive</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	Often with formal presentations at the start.	<ul style="list-style-type: none"> <li>opportunity to learn and speak out</li> <li>opportunity to hear a range of views</li> <li>can be cost effective</li> </ul>	<ul style="list-style-type: none"> <li>can be hijacked or dominated</li> <li>only vocal people will speak up</li> <li>can polarize people – unpredictable outcome</li> <li>can be difficult to get people to attend unless issue is of major interest</li> </ul>
<b>Proposed Sale of Land</b>	<b>Public Notice</b>	<ul style="list-style-type: none"> <li>legislative compliance</li> <li>includes salient points</li> <li>can reach a broad audience of reading public</li> </ul>	<ul style="list-style-type: none"> <li>can be expensive</li> <li>must be checked by Governance department to ensure correct</li> </ul>
<i>The applicable legislation is LGA 1989 s.189(2)(a) s.189(3) s.223</i>	<b>Website</b>	<ul style="list-style-type: none"> <li>broad reach</li> <li>can provide more detail than the Prescribed Notice</li> </ul>	<ul style="list-style-type: none"> <li>needs to be visible on website</li> </ul>
	<b>Letters</b>	<ul style="list-style-type: none"> <li>good for a targeted consultation</li> <li>can reach a wide audience</li> </ul>	<ul style="list-style-type: none"> <li>materials may not be read</li> <li>may get lost in all the 'junk' mail</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
	<p>An addressed letter to all affected people. It outlines the matter and invites comments or provides a comment form.</p>		<ul style="list-style-type: none"> <li>• consideration needs to be given to identify “affected” parties</li> </ul>
	<p><b>Fact sheet</b>                      Details information the community may not be aware of, such as the history of a site and helps them to provide improved feedback / involvement.</p>	<ul style="list-style-type: none"> <li>• can be inexpensive to produce</li> <li>• can reach large target audience</li> <li>• provides context</li> <li>• allows for technical discussion of issue</li> </ul>	<ul style="list-style-type: none"> <li>• needs a good distribution method</li> <li>• materials may not be read</li> </ul>
	<p><b>Community information meeting</b>                      Often with formal presentations at the start.</p>	<ul style="list-style-type: none"> <li>• if well planned provides participants with the opportunity to learn and speak out</li> <li>• opportunity to hear a range of views</li> <li>• can be cost effective</li> <li>• beneficial for a proposed sale that is of major community interest</li> </ul>	<ul style="list-style-type: none"> <li>• requires good facilitation to be productive</li> <li>• can be hijacked or dominated</li> <li>• only vocal people will speak up</li> <li>• can be difficult to get people to attend unless issue is of major interest</li> </ul>



SCENARIO	TECHNIQUE AND DESCRIPTION	BENEFITS	OTHER CONSIDERATIONS
<p><b>Proposed Lease of Land</b></p>	<p><b>Public Notice</b></p>	<ul style="list-style-type: none"> <li>• legislative compliance</li> <li>• includes salient points</li> <li>• can reach a broad audience of reading public</li> </ul>	<ul style="list-style-type: none"> <li>• can be expensive</li> <li>• must be checked by Governance department to ensure correct</li> </ul>
<p><i>The applicable legislation is LGA 1989</i>  <i>s.190 (3)</i>  <i>s.190(4)</i></p>	<p><b>Website</b></p>	<ul style="list-style-type: none"> <li>• broad reach</li> <li>• can provide more detail than the Prescribed Notice</li> </ul>	<ul style="list-style-type: none"> <li>• needs to be visible on website</li> </ul>

## Attachment 2: Tips to assist undertaking successful engagement

### Tip 1 - Stakeholder Analysis

Speaking to the right people is probably the most important part of the process, closely followed by planning.

There are many ways to create a stakeholder list and you can Google any of the following terms:

- Stakeholder mapping
- Circle of influence
- Stakeholder matrix

What you are trying to determine is who is *interested* and/or *affected* by the project, as well as how much control or influence the stakeholder has over the project.

Stakeholders can be divided into different categories. To help you think about all of the stakeholders interested, consider those involved with a football match:

**Critical or immediate stakeholders – *this group is immediately affected by your subject.*** Stakeholders might include the key players, referees, head coaches and subs on the bench.

**Influential stakeholders – *this group is influential to the project, they may have specific expertise, be able to change the outcome of a project or be a key decision maker.*** Stakeholders might include partners of players, the sports physicians and doctors and your sponsors.



**Interested stakeholders** – *this group may have a specific viewpoint, in this case their team winning. Often once their idea or issue is addressed they may move out to mildly interested.* Stakeholders might include the passionate members sitting behind the goal posts and those watching from the rest of the stadium.

**Mildly interested stakeholders** – *similar to the interested group, they may have a specific issue or focus.* Stakeholders might include the supporters that watch the occasional game from home or like to read the results in the paper.

Use the table below to brainstorm and categorise key stakeholders in your project using the analogy above:

Critical	Influential	Interested	Mildly Interested

It is important to recognise that stakeholders may move between the categories depending on the project and stage.

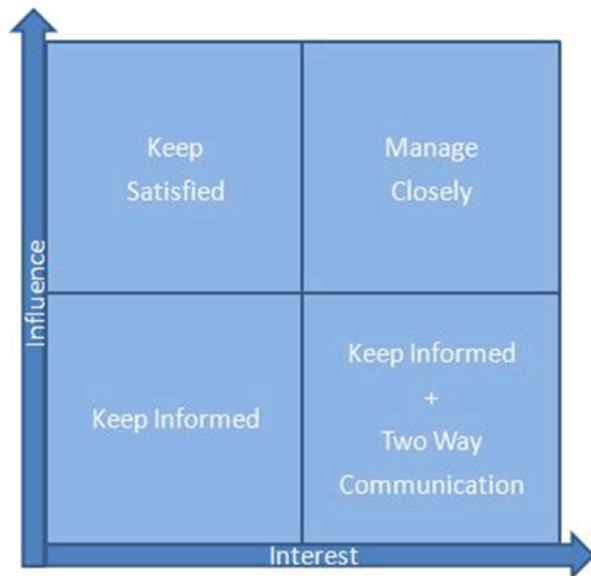
If your project is particularly sensitive or topical, it can be a good idea to map their *circle of influence*. Using the list of stakeholders in your influential list consider:

- Connection and relationship to other stakeholders?
- Worst case scenario? Best case scenario?



- Strategies to minimize risk and maximize participation.

To understand the level of communication and timing of communication consider the diagram below.





Alternative ways of mapping stakeholders

Another way to consider who your stakeholders are is geographically, particularly when the consultation is regarding a particular location. In the example below residents within a 500m radius of the subject area (in purple) were invited to an event. The distance will depend on the size and impact of the project. In this instance 500m was considered walking distance.

**Stakeholders within a 500m radius of subject**



### Statistical Relevance

What is a statistically relevant engagement size? Is there such a thing? Do you need a small or larger representation?

Don't be lured into thinking that broad engagement is better (i.e through a survey). Consulting with a smaller group, with diverse views on a deeper level may be better. Again this depends on the subject matter and data you are hoping to find out from the engagement.

If consultation is to decide between two mutually exclusive alternatives or hypotheses, a minimum survey sample can be used. The precision of a survey sample, the extent the findings from a sample precisely reflect the population, is based on the idea of probability and 'level of confidence'. This is quite complex and further reading is recommended.

A sample size can be calculated using the online calculator: <http://www.surveysystem.com/sscalc.htm>

### Specialist Stakeholder Groups

There are a number of Council committees and networks with the ability to share specialist knowledge and understanding of particular issues. The members often have links to their broader community and lived experience expertise that complements the knowledge of Council staff. The following groups can be consulted :

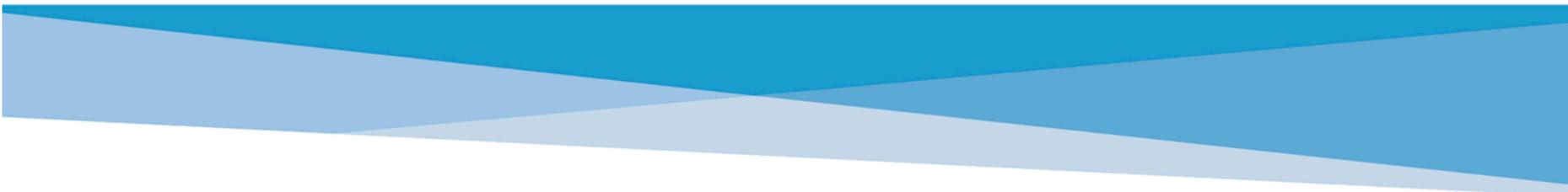
- Disability Access and Inclusion Committee (DAIC) requests consultation on any policy or major infrastructure projects during planning and implementation.
- Frankston Environmental Friends Network (FEFN) have an interest in environment, conservation and land management, wildlife rescue and beach clean ups



**Tip 2 - Pros and Cons of Using an External Facilitator**

Using an external facilitator can help to facilitate conversation and create an open dialogue between parties. It can also provide an unbiased third party in the eyes of the community, particularly if there are trust issues; a skilled facilitator can also help to manage complex or emotional situations. However, at times using an external facilitator can cause further frustration and complication, particularly if the facilitator is not well briefed on the subject matter or appears disconnected from the situation.

USING AN EXTERNAL FACILITATOR – PROS AND CONS	
Pros	Cons
<p>Help to manage a group with diverse interests, draw out discussion from quieter community members.</p> <p>Help to manage conflict and emotionally driven conversations.</p> <p>Help to provide an unbiased or neutral third party.</p> <p>Potentially more skills and experience in facilitating, ability to use a diverse range of engagement tools.</p>	<p>Lesser project knowledge and experience in the subject matter.</p> <p>Often fly in and fly out, risk of losing information and recommendations if in charge of the write up also.</p> <p>Often expensive and may be perceived by the community as being a <i>waste of money</i>.</p> <p>Council staff are not given the opportunity to test and develop their facilitation skills.</p> <p>Does not improve relationship with the community, as a third party is brokering the relationship.</p> <p>Sometimes community feels “over facilitated, unable to portray their views adequately”.</p>



Consider the following questions to help you to decide if you need an external facilitator.

<b>1. Is this the first time you have spoken to the group?</b>
YES - Facilitating a conversation/workshop can be a good way of getting to know the community NO - Facilitating a conversation/workshop can be a good way of getting to know the community
<b>2. How complex is the topic/subject matter?</b>
The community may get frustrated with a facilitator that is not well versed in the topic. Likewise, a technical expert may not be empathetic to the community's concerns. If the topic is both complex, with a difficult relationship, consider partnering a trained facilitator with a technical expert from Council or outside the organisation.
<b>3. How comfortable are you with facilitating a group discussion/workshop?</b>
It doesn't matter if it is the easiest topic and the loveliest community group. Facilitating a session can be scary, especially if you are new to facilitation. Speak to the Community Strengthening Department to see if you can get advice, training or even assistance on the day.

## Attachment 3: Engagement and Best Practice Town Planning

### 1. Strategic Planning

All planning projects will require an element of community engagement, whether they are small and locally focused or of city wide interest and impact. Eligible strategic planning projects will include local area plans, planning and land use policies, urban renewal projects, capital works projects and open space master plans.

Activities such as preparing and implementing planning scheme amendments and drafting of local laws and related regulation have mandatory public exhibition and consultation requirements that are set out in legislation. However these too may benefit from additional engagement measures, to inform and involve interested people and to improve the effectiveness of the new regulatory provisions that are being developed and applied to development activity in Frankston.

The Council's Community Engagement Policy (considered by Councillors in July 2019) and its use of the IAP2 endorsed framework (Spectrum of Public Participation) and engagement tools should be applied in the planning and preparation of any new Strategic Planning project or initiative. Stakeholder engagement and public participation should be designed in at a number of stages of the project plan. The extent and scope of public participation may be modified to reflect constraints of budget, timeframes and availability of relevant skills and resources. However in all cases engagement should be designed to be effective and meaningful for those involved.

Engagement activities should be 'baked in' to project budgets and used to inform the reasonable timeframes for an 'outward facing' planning projects (i.e. projects that will have an impact on people outside the Council organisation, such as residents). This is to allow for opportunities for interested participants to get involved and also for meeting the reasonable expectations of the wider community for the timely delivery of these planning projects.



The strategic planning branch has typically used on-line platforms and resources and public meetings to undertake community engagement. Surveys, information stalls in public streets and parks, as well as outreach to community organisations are common methods in use. More intensive engagement activities include use of facilitated workshops and appointment of deliberative committees and advisory groups to inform and advise Council on achieving better planning outcomes. There are multiple methods for good quality engagement and there are many skilled contractors and consultants that Council may seek to procure for its planning projects. . Matching engagement tools to different projects needs to be thoughtfully done and communicated via an engagement plan that remains consistent with Council’s adopted Community Engagement policy.

## **2. Statutory Planning**

In Victoria, The Planning and Environment Act 1987 and associated regulations as well as Ministerial Guidelines and Information Sheets provide clear information on the expectations and requirements for public participation in statutory planning processes such as assessment of Town Planning applications. Council officers must take care that these requirements are closely adhered to as they may involve the statutory rights of permit applicants, property owners and other affected or interested persons.

### **2.1 Providing Notice of a Planning application**

Section 51 of the P7E Act requires that applications are to be made available to the public for inspection.

The responsible authority must make a copy of every application at its office for any person to inspect during office hours free of charge until the statutory periods for making applications for review have expired.

### **2.2 Notice of application**

Notice of an application (in a prescribed form) must be provided —

- 
- to the owners and occupiers of allotments or lots adjoining the land to which the application applies unless the responsible authority is satisfied that the grant of the permit would not cause material detriment to any person; and
  - to any person to whom the planning scheme requires notice to be given to.
  - to any other persons, if the responsible authority considers that the grant of the permit may cause material detriment to them

Note that Council does not need to notify local residents or business owners if it does not consider they would experience any detriment from the application. Additionally, some forms of application are specifically exempted from public notice and appeal provisions as provided for in the Frankston Planning Scheme. This is important as persons who are not affected by a particular development will have little real ability to influence the outcome of an application if they are unable to show that it will affect them.

Notice may be given in a number of ways. These include all or any of the following ways—

- by placing a sign on the land concerned;
- by publishing a notice in newspapers generally circulating in the area in which the land is situated;
- by giving the notice personally or sending it by post; or
- in any other way that the responsible authority considers appropriate

The responsible authority may give any further notice that it considers appropriate of an application for a use or development which is likely to be of interest or concern to the community

### 2.3 Objections

Any person who may be affected by the grant of the permit may object to the grant of a permit. The responsible authority must make a copy of every objection available at its office for any person to inspect during office hours free of charge until the end of the period during which an application may be made for review of a decision on the application.

### 2.4 Decision on applications

The responsible authority may decide on an application once 14 days have elapsed after the giving of the last notice (where there are no referrals involved, which may take a longer time).



An objector may apply to the Tribunal for review of a decision of the responsible authority to grant a permit.  
An applicant may apply to the Tribunal for a review if the Responsible Authority has failed to determine the application within 60 days (not counting any periods where the applicant had to give notice of the application or supply further information to Council for assessment purposes.)

2.5 *Additional measures provided by Council to acknowledged submitters to an application.*

Frankston City Council formally adopted its ***Town Planning Processes Guide for Councillors*** on 13 June 2017 as part of the Councillor and Staff Interaction Policy 2017.

It was modified by NoM 2018/31 on 4 June 2018. Appendix G of this document includes a detailed *Planning Application Submitters and Objectors Engagement Procedure*. This sets out a number of ways in which Council officers may further engage with applicants and with formal submitters and objectors during the application assessment process.

Through this Guide and associated Procedure, Frankston City provides for submitters and applicants to be invited to participate in Residents Discussion Meetings, or Submitter Information Sessions (depending upon the number of people involved). These are opportunities for submitters to better understand the detail of a planning application and how it may affect them. It also allows for submitters and applicants to discuss and consider possible modifications to the application's development design and to explore if there can be any agreement about such changes.

Note that where applicants are unwilling to attend such a meeting, there is little that can be achieved with regard to determining the application, however where a Councillor requests a meeting can be held with interested community members or objectors to share information, whether the applicant will attend or not. Note also that the time needed to schedule such a meeting at a time acceptable to all proposed participants may cause the total assessment period to extend beyond the statutory 60 days for a determination and may risk a 'failure to determine' appeal by the applicant..

### 3. Points for Further Consideration

- 3.1 For strategic planning projects, there is no reason why these cannot be managed to ensure close compliance with Council's adopted Community Engagement Policy. The principles and considerations set out in the policy and template provide an appropriate framework for informing and populating a project specific community engagement plan.
- 3.2 For statutory planning applications, Council has already committed to undertake additional measures beyond the statutory requirements for providing notice and for involving people in the planning permit assessment process. These are welcome and useful practices, but are not strictly 'engagement' activities as they have an important contribution to make to a statutory process. The RDMs and SISs are forums for potential collaboration and cooperation between applicant and submitter and not specifically to engage with Council. So arguably these are very specialist activities. However they do have the side-benefit of improving community and development industry understanding of the operation of the town planning system.
- 3.3 There are sufficient checks and balances with the planning act and regulations to ensure that adequate notice of planning applications is provided. Each proposal is separately assessed by Council officers for how it can be properly notified to the public. There is a risk in mandating a standard advertising practice for all applications in that this may add additional expense and inconvenience to the process, without any real benefit to people who may not be affected by the specific application proposal. As noted earlier, formal notice of this sort may mislead people into thinking that they may be able to affect the decision process when there is no reasonable case for them to be affected by the proposal.
- 3.4 Persons with a more general interest in the statutory planning process may inspect Council's register of planning applications which must be maintained under the P&E Act.



People may also regularly log on to the on-line applications on public notice page of the Council website and they can then inspect all current planning applications on public exhibition even if they have not been formally notified. They are welcome to make submissions to these if they wish to do so.

- 3.5 The Statutory Planning process and the planning scheme amendment process already have prescriptive engagement measures set out in legislation and regulation. Even here there is some limited flexibility to adapt to the context and circumstance of the application or the amendment itself.
- 3.6 When preparing additional engagement plans and procedures for both strategic planning projects and for statutory planning applications, the selection of appropriate engagement tools and the extent of notice to be provided to the community should be undertaken on a performance rather than prescriptive basis. These decisions should be made on principles of engagement derived from the adopted Community Engagement Policy rather than arbitrary prescriptive measures which are likely to be costly and inappropriate in practice.
- 3.7 Evaluation of engagement procedures should be done on a regular basis, especially to elicit responses from community participants about their experience. This evaluation can be used to inform better design of project plans and to address the needs and objectives of different stakeholders within the community. This can also be used to assess overall satisfaction with different engagement measures and tools used by Frankston Council.



# Community Engagement Plan

**Project name: Community Vision and Council Plan**

**Approved by:** Executive Management Team

**Date:** 20 July 2020

**Endorsed by Council:** TBC

**Date:** 10 August 2020

**Are planning permit approvals required:** No

**Are building permit approvals required:** No

<p><b>Key Risks:</b></p> <ul style="list-style-type: none"> <li>• The impact of the COVID-19 pandemic resulting in:             <ul style="list-style-type: none"> <li>– Not being able conduct face-to-face engagement activities</li> <li>– Community members not feeling safe to engage in face-to-face activities</li> <li>– Online engagement not reaching all local areas as effectively as what was originally planned with the face-to-face engagement activities</li> <li>– Community members not feeling digitally experienced to engage in online activities</li> </ul> </li> <li>• The potential for the community consultation process to be influenced by stronger willed individuals and not reaching a diverse range of community members.</li> </ul>	<p><b>Risk Mitigation:</b></p> <ul style="list-style-type: none"> <li>• Engaging professional community engagement consultants to assist with the planning, development and facilitation of the engagement activities in response to the current limitations.</li> <li>• Face-to-face engagement activities to be run in accordance with current restrictions and other COVID-safe measures to ensure the safety of participants and staff, with the project team monitoring the situation.</li> <li>• A range of consultation methods will be provided to involve a broader range of stakeholders to ensure diversity of voices and opinions are included.</li> <li>• Focus groups will be used to target key groups and populations not adequately reflected in the broader consultation.</li> <li>• The consultation process will be widely advertised and will run for an extended period to encourage community participation.</li> </ul>
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### Consultation timeframe:

The community engagement will be conducted over the following three stages and implemented in partnership with Corporate Planning for the development of the Council Plan (note, the following may be required to be modified due to the ongoing impacts of the COVID-19 pandemic):

#### Stage 1 – Community Vision:

##### a) Wider community consultation – early-August to mid-September 2020 (6 weeks)

**Purpose:** To explore what matters most to the community to identify the community's needs and priorities. To invite interest in the project and raise curiosity, and to profile why this project is important and ways to participate.

**Key engagement methods:** Survey (online and phone), virtual workshops (targeted and open) and targeted activities

*Inputs:*

- Online community engagement platform (landing page) to direct online traffic and keep the wider community informed
- Data presented as infographics, videos and community vox pops
- Communication materials
- Engagement materials – i.e. guided conversation kits
- Engagement experts

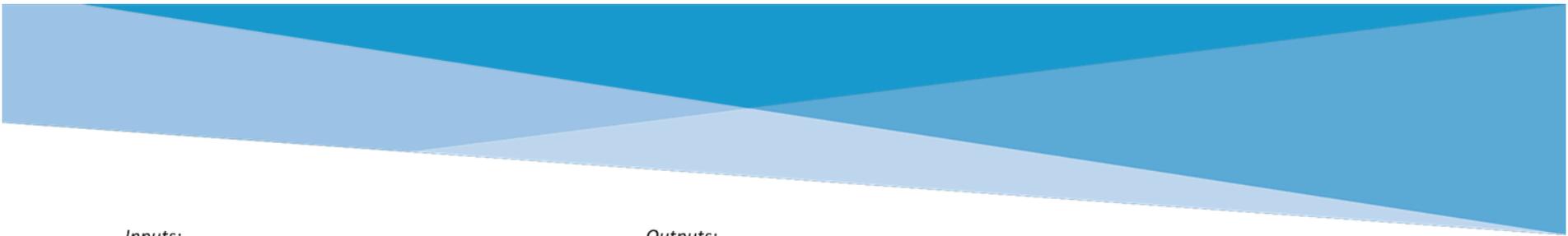
*Outputs:*

- Report providing an analysis of the community and staff engagement
- Data and high level community themes to inform the deliberative Community Panel
- Interested members for Community Panel

##### b) Community Panel: Deliberating community priorities – early November 2020

**Purpose:** To consider community feedback and establish a set of community priorities and Community Vision themes for testing. To profile Community Panel members to bring credibility to the project and process. To introduce Panel Members to Council's strategic planning process.

**Key engagement methods:** Community Panel



*Inputs:*

- Online community engagement platform (landing page) to direct online traffic and keep the community informed
- Representative Community Panel (established by independent consultant)
- Report providing an analysis of the community engagement
- High level themes to inform the deliberative forums, including the Community Panel (different formats, video, print, etc)

*Outputs:*

- Community Panel's recommendations for Community Vision themes
- Staff, stakeholders and Council response to the Community Panel's recommendations
- Gaps in data or stakeholder groups to inform targeted conversations

**Stage 2 – Council Plan:**

**a) Community consultation to dive deeper into the data – mid/late-November 2020 to early-December 2020 (6 weeks)**

**Purpose:** To test and strengthen the community's priorities and Community Vision themes recommended by the Community Panel, and further unpack these themes with the wider community and also with people not previously engaged. To fill any gaps identified by the Community Panel. To drill down to identify the medium-term priorities and actions for the Council Plan.

**Key engagement methods:** Survey, face-to-face pops ups, virtual workshops (targeted and community) and targeted activities

*Inputs:*

- Online community engagement platform (landing page) to direct online traffic and keep the wider community informed
- Discussion Guides for conversation
- Data presented as infographics, videos and community vox pops
- Communications and engagement materials
- Engagement experts (Conversation Caravan)

*Outputs:*

- Report providing an analysis of the community and staff engagement
- Community dilemmas (tensions for Community Panel discussion)

**b) Community Panel: Deliberating Council's priorities – mid-January to early-February 2021**

**Purpose:** To deep dive into community feedback and consider Council's role in delivering, advocating and or partnering in the delivery. Agree on the priorities and outcomes for the Council Plan and generate ideas for initiatives and actions, making recommendations to Council.

**Key engagement methods:** Community Panel

*Inputs:*

- *Online community engagement platform (landing page) to direct online traffic to keep the wider community informed*
- *Representative Community Panel*
- *Report providing an analysis of the community engagement*
- *Discussion Guides for conversation*
- *Community dilemmas (tensions) for discussion*

*Outputs:*

- Community Panel's recommendations
- Staff, stakeholders and Council response to the Community Panel's recommendations

**Stage 3 – Public Exhibition:****a) Public exhibition – March 2021 to April 2021 (6 weeks)**

**Purpose:** To test and strengthen the Draft Community Vision 2040 and Draft Council Plan 2021–2025.

**Engagement method:** Online community engagement platform, showcase events within key local areas

*Inputs:*

- Online community engagement platform (landing page) to direct online traffic
- Draft Community Vision 2040 and Council Plan 2021-2025
- Communications material – ie. Media release, social media posts

*Outputs:*

- Final Community Vision and Council Plan for presentation to Council

**Community Engagement Working Group:**

- Coordinator Social Policy & Planning, Community Vision Project Manager
- Coordinator Corporate Planning, Council Plan Project Manager
- Senior Social Policy & Planning Officer, Project Management Support
- Coordinator Community Engagement
- Team Leader Community Development
- Coordinator Advocacy & Engagement
- Coordinators, Policy, Planning & Environmental Strategy Department

**Purpose of the engagement *is to*:**

- Provide the community with the opportunity to contribute to the development of the Community Vision 2040 and Council Plan 2021-2025 to guide Council's strategic direction and decision-making for the future of Frankston City.
- Seek input from the community and stakeholders to gain a deeper understanding of the key local issues that are important to the community along with the community's aspirations for the future of the municipality.
- Make the community part of the decision-making process and for them to feel that their voices are valued and that their needs and aspirations are being considered in the strategic policies and plans developed by Council.
- Gain honest and meaningful feedback from a cross-section of the community to inform the development of the Community Vision 2040 and Council Plan 2021-2025.
- Involve council staff in the community engagement process to build understanding and commitment of the community's needs and aspirations.

**Key messages:**

- What will Frankston City look and feel like in 20 years' time?
- What are your needs and aspirations for the future of Frankston City? Help us to decide how best to invest in, plan and deliver community assets and programs to make Frankston City a community where we can all enjoy good health and wellbeing.
- We want to create a vision for Frankston City that reflects our diverse community voices.
- It's important you have your say so that your needs and aspirations are understood and considered.
- We need to keep you safe while we are listening to you during the COVID-19 pandemic, so for now we need to do our engagement activities online or by telephone. We look forward to being able to listen to you in person when it is safe to do so.
- We want you to feel proud when you read the vision for Frankston City, like it belongs to you.
- We want you to be a part of Council's decision-making and strategic planning and invite you to participate in the Community Panel.
- Our Community Panel will bring together diverse members of our community to imagine and plan our shared future.
- We want you to have your say and you will have from now until February 2021 to be involved. We'll need to take a short break from 22 September to 24 October during the Local Government Elections (while in caretaker mode). Our promise is to keep you informed and present you with the Draft Community Vision 2040 and Draft Council Plan 2021-2025 in March for your feedback.

Community Engagement Plan:

**Stage 1. a) Wider Community Consultation – 11 August to 18 September 2020**

Community engagement activity	What is your engagement activity objective?					Who is involved?	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Community (everyone who lives, works or visits Frankston City)</b>									
Online community survey, with QR Code <i>Survey promoted via:</i> <ul style="list-style-type: none"> <li>• Online platforms – website, social media, e-news, department bulletins, Council Plan Our Say web page</li> <li>• Local media</li> <li>• Collateral – posters, postcards, etc</li> </ul>		✓				<ul style="list-style-type: none"> <li>• Internal Community Engagement Working Group</li> <li>• Consultant</li> </ul>	11 Aug. 2020 to 18 Sept. 2020 (6 weeks)	Social Policy & Planning Corporate Planning Comms	Online survey and phone calls
Mayor’s message <i>Video launching the community engagement asking the community to participate</i>	✓					<ul style="list-style-type: none"> <li>• Internal Community Engagement Working Group</li> </ul>	11 Aug. 2020	Social Policy & Planning Corporate Planning Comms Mayor’s Office	Online engagement
Media release <i>To launch the community engagement</i>	✓					<ul style="list-style-type: none"> <li>• Local media</li> </ul>	11 Aug. 2020	Social Policy & Planning Corporate Planning Comms	Media

**Stage 1 Community Consultation continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<p>Approx. 3 x 1-hour virtual events facilitated by the Conversation Caravan</p> <p><i>These are to be designed and developed by the Conversation Caravan</i></p> <p>Note, these were intended to be pop-up engagement events will now be conducted online due to impacts from the COVID-19 pandemic</p>		✓				<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> <li>Consultant</li> </ul>	Early Sept. 2020	Social Policy & Planning Corporate Planning	Online engagement – zoom
<p>Social media and website promotion of survey and online engagement events</p> <p><i>To include targeted social media to encourage participation from all local areas</i></p> <p><i>Regular information to be disseminated about the engagement to build interest and encourage participation</i></p>	✓					<ul style="list-style-type: none"> <li>Consultant</li> </ul>	11 Aug. to 20 18 Sept. 2020	Social Policy & Planning Corporate Planning Comms	Online engagement
<p>CEOs message</p> <p><i>Video to thank community for their participation and to communicate the next steps</i></p>	✓						18 Sept. 2021	Social Policy & Planning Corporate Planning Comms	Online engagement

**Stage 1 Community Consultation continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Target groups</b>									
<p><b>Families:</b> Family dinner survey</p> <p><i>Short survey to be disseminated via community engagement platform asking families to discuss two questions over a family dinner</i></p>		✓				<ul style="list-style-type: none"> <li>Families</li> <li>Consultant</li> </ul>	11 Aug. to 18 Sept. 2020	Social Policy & Planning Corporate Planning	Survey (same survey questions as online survey)
<p><b>Primary school aged Children:</b> Children’s activity, ‘the place I imagine’</p> <p><i>These are to be designed and developed by the Conversation Caravan</i></p> <p><i>Schools will be asked for children to answer a question about their hopes for the future of Frankston City and to draw a picture</i></p> <p>Note, this survey may not be able to be conducted or done differently due to impacts from the COVID-19 pandemic</p>		✓				<ul style="list-style-type: none"> <li>Schools</li> <li>Children and their families</li> <li>Consultant</li> </ul>	11 Aug. to 18 Sept. 2020	Social Policy & Planning Corporate Planning	Worksheet
<p><b>People with disabilities:</b> Disability Access and Inclusion Committee (DAIC)</p>		✓				<ul style="list-style-type: none"> <li>DAIC</li> </ul>	1 Sept. 2020	Social Policy & Planning Community Strengthening	Focus Group Face-to-face, via Zoom

**Stage 1 Community Consultation continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<p><b>Cultural groups:</b> Community leaders from religious and faith groups</p> <p><i>Personal invitation for them to:</i></p> <ul style="list-style-type: none"> <li>Go online and complete the survey</li> <li>Attend one of the online engagement events, or hold own discussion</li> <li>Spread the word via social networks</li> </ul>		✓				<ul style="list-style-type: none"> <li>Religious and faith groups</li> <li>Consultant</li> </ul>	11 Aug. to 18 Sept. 2020	Social Policy & Planning Community Strengthening	Email and online survey (translation services to be explored)
<p><b>Young people:</b> Online focus group and photo competition</p> <p><i>Focus group with young people facilitated by the Youth Council</i></p>		✓				<ul style="list-style-type: none"> <li>Youth Council</li> <li>Consultant</li> </ul>	Aug. 2020	Social Policy & Planning Community Strengthening	Focus Group Face-to-face, via Zoom
<p><b>Aboriginal and Torres Strait Islanders:</b> Focus Group</p> <p><i>Consultation facilitated by Grant Lea</i></p>		✓				<ul style="list-style-type: none"> <li>Nairm Marr Djambana</li> </ul>	Aug. 2020	Social Policy & Planning Community Strengthening	Focus Group Face-to-face, via Zoom

**Stage 1 Community Consultation continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<p><b>Older people:</b> Focus Groups with the Positive Ageing Network and Peninsula Health PAG</p> <p><i>Also explore the possibility of phone calls to vulnerable residents</i></p>		✓				<ul style="list-style-type: none"> <li>Peninsula Health</li> </ul>	Aug. 2020	Social Policy & Planning Family Health Support Services	Focus Group Face-to-face, via Zoom
<p><b>LGBTQI+:</b> Out on the Peninsula (perhaps a targeted focus group with us)</p>		✓				<ul style="list-style-type: none"> <li>Peninsula Health</li> </ul>	Aug. 2020	Social Policy & Planning Community Strengthening	Focus Group Face-to-face, via Zoom
<p><b>Businesses and commercial property owners/Frankston Business Network</b></p> <p><i>Personal invitation for them to:</i></p> <ul style="list-style-type: none"> <li>Go online and complete the survey</li> <li>Attend one of the online engagement events, or hold guided discussion at own meeting</li> <li>Spread the word via professional networks</li> </ul>		✓				<ul style="list-style-type: none"> <li>Frankston Business Network</li> <li>Commercial property owners</li> <li>Consultant</li> </ul>	11 Aug. to 18 Sept. 2020	Corporate Planning Social Policy & Planning Economic Policy & Planning	Letter/email and online survey
<p><b>Service clubs:</b> Invitation to participate</p> <p><i>Personal letter inviting them to:</i></p> <ul style="list-style-type: none"> <li>Go online and complete the survey</li> <li>Attend one of the online engagement events, or hold guided discussion at own meeting</li> <li>Spread the word via social networks</li> </ul>		✓				<ul style="list-style-type: none"> <li>Lions Clubs</li> <li>Rotary Clubs</li> <li>Zonta</li> <li>CWA</li> <li>Consultant</li> </ul>	11 Aug. to 18 Sept. 2020	Social Policy & Planning Community Strengthening	Letter/email and online survey

**Stage 1 Community Consultation continued**

Community engagement activity	What is your engagement activity objective?					Who is involved?	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<p><b>Residents Groups:</b> Invitation to participate</p> <p><i>Personal letter inviting them to:</i></p> <ul style="list-style-type: none"> <li>Go online and complete the survey</li> <li>Attend one of the online engagement events, or hold guided discussion at own meeting</li> <li>Spread the word via social networks</li> </ul>		✓				<ul style="list-style-type: none"> <li>Seaford Community Committee</li> <li>Long Island Residents Groups</li> <li>Langwarrin Township Committee</li> <li>Probus Clubs</li> <li>Men’s Sheds</li> </ul>	11 Aug. to 18 Sept. 2020	Social Policy & Planning	Letter/email and online survey
<p><b>Environmental Friends Of Groups:</b> Invitation to participate</p> <p><i>Personal letter inviting them to:</i></p> <ul style="list-style-type: none"> <li>Go online and complete the survey</li> <li>Attend one of the online engagement events, or hold guided discussion at own meeting</li> <li>Spread the word via social networks</li> </ul>		✓				<ul style="list-style-type: none"> <li>Frankston Environmental Friends Network</li> </ul>	11 Aug. to 18 Sept. 2020	Social Policy & Planning Environmental Policy & Planning	Letter/email and online survey
<p><b>Tertiary students:</b> Social media</p> <p><i>Link to online survey to be disseminated through Monash University and Chisholm social media platforms</i></p>		✓				<ul style="list-style-type: none"> <li>Chisholm</li> <li>Monash University</li> </ul>	11 Aug. to 18 Sept. 2020	Social Policy & Planning Economic Policy & Planning	Online engagement

**Stage 1 Community Consultation continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Council staff</b>									
Staff update and participation in the review of the current Council Plan  <i>Communicated via:</i> <ul style="list-style-type: none"> <li>• Updates in CEO's weekly emails</li> <li>• Grapevine posts</li> <li>• Video message from Corporate Planning Officer</li> </ul>		✓				• Council staff	July to Aug. 2020	Corporate Planning Social Policy & Planning	Online engagement
EMT – Stage 1 community consultation report on key findings				✓			Sept./Oct. 2020	Social Policy & Planning Corporate Planning	Written report and meeting

**Stage 1. b) Community Panel: Deliberating community themes and priorities – early to mid November 2020**

Community engagement activity	What is your engagement activity objective?					Who is involved?	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Community (everyone who lives, works or visits Frankston City)</b>									
Community Panel Session 1 – Introduction (TBC) <i>Introductory session</i> Note, these may need to be conducted online due to impacts from the COVID-19 pandemic					✓	<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> <li>Consultant</li> </ul>	Nov. 2020	Corporate Planning Social Policy & Planning	Deliberative panel Face-to-face (if possible)
Community Panel Session 2 – Community Vision (TBC) <i>Forum to deliberate community consultation feedback, set priorities and make recommendations</i> Note, these may need to be conducted online due to impacts from the COVID-19 pandemic					✓	<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> <li>Consultant</li> </ul>	Nov. 2020	Corporate Planning Social Policy & Planning	Deliberative panel Face-to-face (if possible)

**Stage 1 Community Panel: Deliberating community themes and priorities continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Staff</b>									
All staff and EMT – Community engagement update and next steps			✓			• Council staff	Nov. 2020	Corporate Planning Social Policy & Planning	Emails, grapevine posts, written report and meeting
<b>Councillors</b>									
Councillor Memo – Community engagement update and next steps	✓					• Councillors	Nov. 2020	Corporate Planning Social Policy & Planning	Report

**Stage 2. a) Community Consultation to Diver Deeper into the Data – mid/late-November 2020 to early-December 2020**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Community (everyone who lives, works or visits Frankston City)</b>									
2 x 2-hour pop-up engagement events, facilitated by the Conversation Caravan <i>Note, these may need to be conducted online due to impacts from the COVID-19 pandemic</i>		✓				<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> <li>Consultant</li> </ul>	Nov. to Dec. 2020	Corporate Planning Social Policy & Planning	Face-to-face engagement event (if possible)
3 x 4-hour pop-up engagement events, facilitated by the Conversation Caravan <i>Note, these may need to be conducted online due to impacts from the COVID-19 pandemic</i>		✓				<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> <li>Consultant</li> </ul>	Nov. to Dec. 2020	Corporate Planning Social Policy & Planning Community Strengthening	Face-to-face engagement event (if possible)
Social media and website promotion of survey and online engagement events <i>Disseminate regular information about the engagement to build interest and encourage participation</i>	✓					<ul style="list-style-type: none"> <li>Consultant</li> </ul>	Nov. to Dec. 2020	Corporate Planning Social Policy & Planning Comms	Online engagement
Professional stakeholder forums		✓				<ul style="list-style-type: none"> <li>Professional stakeholder – i.e. Peninsula Health, tertiary sector, SEM Group, etc</li> </ul>	Nov. to Dec. 2020	Corporate Planning Social Policy & Planning	Face-to-face engagement event (if possible)

**Stage 2 Community Consultation continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
Target group focus groups as required (with groups identified at the Stage 1 Community Consultation)		✓				<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> </ul>	Nov. to Dec. 2020	Corporate Planning Social Policy & Planning	Focus groups
<b>Council staff</b>									
All staff engagement showcases <i>Showcase what the community said and what the staff said – set priorities and make recommendations</i> <b>Note, these may need to be conducted online due to impacts from the COVID-19 pandemic</b>				✓		<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> </ul>	Dec. 2020	Corporate Planning Social Policy & Planning	Forum
EMT – Community consultation report (key findings)				✓			Dec. 2020	Corporate Planning Social Policy & Planning	Written report and meeting
<b>Councillors</b>									
Councillor Memo/Briefing – New Council community engagement update	✓						Dec. 2020	Corporate Planning Social Policy & Planning	Forum

**Stage 2. b) Community Panel: Deliberating Council Priorities – mid-January to February 2021**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Community (everyone who lives, works or visits Frankston City)</b>									
Community Panel Session 3 – Council Plan <i>Forum to deliberate community consultation feedback, set priorities and make recommendations</i>  Note, these may need to be conducted online due to impacts from the COVID-19 pandemic					✓	<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> <li>Consultant</li> </ul>	Mid Jan. 2021	Corporate Planning Social Policy & Planning	Deliberative panel Face-to-face (if possible)
<b>Staff</b>									
MTM half-day session – Community Vision, setting priorities and actions for the Council Plan					✓	<ul style="list-style-type: none"> <li>Managers, Coordinators and Team Leaders</li> <li>Consultant</li> </ul>	Early Feb. 2021	Corporate Planning Social Policy & Planning	Facilitated workshop
<b>Councillors</b>									
EMT/Councillor half-day session – Feedback on recommendations from Community Panel, Draft Community Vision, setting priorities and actions for the Council Plan					✓	<ul style="list-style-type: none"> <li>Councillors</li> <li>Consultant</li> </ul>	Feb. 2021	Corporate Planning Social Policy & Planning	Facilitated workshop

**Stage 3. a) Public Exhibition – March 2021 to April 2021**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Community (everyone who lives, works or visits Frankston City)</b>									
Public Exhibition engagement activities (to be confirmed)		✓				<ul style="list-style-type: none"> <li>Internal Community Engagement Working Group</li> </ul>	March to April 2021	Corporate Planning Social Policy & Planning	TBC
Email to prior consultation participants notifying of public exhibition and inviting them to view and complete the survey		✓					March 2021	Corporate Planning Social Policy & Planning	Email
<b>Council staff</b>									
Staff Survey		✓					March 2021	Corporate Planning Social Policy & Planning	Online survey – Survey Monkey
EMT Meeting – review of recommendations post Public Exhibition & approval to adopt by Council					✓		Apr/May 2021	Corporate Planning Social Policy & Planning	Forum

**Stage 3 public exhibition continued**

Community engagement activity	What is your engagement activity objective?					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement
	To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>Councillors</b>									
Councillor Memo/Council OM – Draft Community Vision and Draft Council Plan (endorsement for public exhibition)					✓		Feb./Mar. 2021	Social Policy & Planning	Forum

## Executive Summary

### 12.5 Domestic Animal Management Plan 2020-2024

Enquiries: (Leonie Reints: Communities)

#### Council Plan

Community Outcome:	2. Liveable City
Strategy:	2.3 Health and Well-being
Priority Action	2.3.3 Enhance equitable access to sport and leisure opportunities

#### Purpose

To brief Council on of the results of the public consultation of the Domestic Animal Management Plan and to present the draft 2020-2024 Domestic Animal Management Plan.

#### Recommendation (Director Communities)

That Council:

1. Notes the public consultation results for 2020-2024 Domestic Animal Management Plan; and
2. Endorses the 2020-2024 Domestic Animal Management Plan and action plan; and
3. Approves the plan to be submitted to the Department of Agriculture in accordance with the Domestic Animals Act 1994

#### Key Points / Issues

- The Domestic Animal Management Plan (DAMP) is a statutory requirement of Local Government required to be reviewed every four (4) years as described in the *Domestic Animals Act 1994*. The review has been brought forward to 2020 due to the many issues raised by the community.
- The DAMP assists ensuring compliance with the *Domestic Animals Act 1994*, *the Community Local Law* and other associated Acts and regulations
- The total number of submissions made to Council was 733; these submissions were made by completing a survey online or by written submission directly to Council. It should be noted that an anomaly was reported to Councillors with regard to up to 43 submissions and were subsequently excluded from the survey results. A confidential memo is attached to this report for information.
- The community consultation undertaken for this Domestic Animal Management Plan identified 8 key issues relating to animals in the community these were:
  - Dog waste not being picked up by owners in public areas
  - Dogs being walked off lead and irresponsible owners
  - Cats roaming during the day and night
  - Dog regulations in foreshore areas
  - Not enough fenced dog free roam parks and dogs being walked on sports ovals
  - Dog regulations in the Central Activities Area of Frankston

**12.5 Domestic Animal Management Plan 2020-2024****Executive Summary**

- Dog attacks and public safety
- Stronger Enforcement from Council's Compliance Officers
- The draft DAMP has been developed to further engage with the community on key issues. If Council elects to make significant changes to the proposed DAMP, further community consultation will be required prior to its adoption. .

**Financial Impact**

There are no financial implications associated with this report.

**Consultation****1. External Stakeholders**

Council consulted the community between the start date of May to 15 June 2020. The surveys were advertised via all Council media platforms including website and a media release issued by the Mayor. The Community had the ability to provide feedback by completing a detailed survey or by providing a written submission. The total number of submissions made to Council was 733, these submissions were made by members of the community completing a survey online or by written submission directly to Council.

It was noted feedback was provided from the community regarding the type and the length of questioning in the survey, officers have noted this feedback and any further consultation will be more direct and shorter in duration.

**2. Other Stakeholders**

The survey and invitation for submissions was available to all organisations including:

- RSPCA
- Aware Wild life Rescue
- WHOMP Rescue Mornington Peninsula
- Animalia Wildlife Shelter
- Dogs Victoria
- Lost Dogs Home

Feedback was also received from internal departments namely, Parks & Reserves, Sport & Leisure and Community Safety

**Analysis (Environmental / Economic / Social Implications)**

It is anticipated making changes to the Domestic Animal Management Plan will support improvement of the wellbeing and health of the community.

The Domestic Animal Management Plan sets the strategic direction for animal management within Frankston City over the next four years to enable the safety, amenity and health and wellbeing of the community.

**Legal / Policy / Council Plan Impact****Charter of Human Rights and Responsibilities**

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

**12.5 Domestic Animal Management Plan 2020-2024****Executive Summary**Legal

Any measures or changes must be considered within the Domestic Animal Management Plan framework under the Provisions of the Domestic Animals Act 1994. Section 68A Councils to prepare Domestic Animal Management Plans.

A Domestic Animal Management Plan prepared by a Council must:

- (a) *Set out a method for evaluating whether the animal control services provided by the Council in its municipal district are adequate to give effect to the requirements of this Act and the regulations; and*
- (b) *Outline programs for the training of authorised officers to ensure they can properly administer and enforce the requirements of this Act in the Council's municipal district; and*
- (c) *Outline programs, services and strategies which the Council intends to pursue in its municipal district—*
  - (i) *To promote and encourage the responsible ownership of dogs and cats; and*
  - (ii) *To ensure people comply with this Act, the regulations and any related legislation; and*
  - (iii) *To minimise the risk of attacks by dogs on people and animals; and*
  - (iv) *To address any over-population and high euthanasia rates for dogs and cats; and*
  - (v) *To encourage the registration and identification of dogs and cats; and*
  - (vi) *To minimise the potential for dogs and cats to create a nuisance; and*
  - (vii) *To effectively identify all dangerous dogs, menacing dogs and restricted breed dogs in that district and to ensure those dogs are kept in compliance with this Act and the regulations; and*
- (d) *Provide for the review of existing orders made under this Act and local laws that relate to the Council's municipal district with a view to determining whether further orders or local laws dealing with the management of dogs and cats in the municipal district are desirable; and*
- (e) *Provide for the review of any other matters related to the management of dogs and cats in the Council's municipal district that it thinks necessary; and*
- (f) *Provide for the periodic evaluation of any program, service, strategy or review outlined under the plan.*

Policy Impacts

A key recommendation highlighted in the Domestic Animal Management Plan is to develop a Dogs in Public Places Policy. The proposed policy will aim to provide guidelines about access to and management of dogs in public places in Frankston City. The policy will focus on planning and providing for people with dogs, as legitimate users of public places in Frankston, while minimising the conflict with other users.

**12.5 Domestic Animal Management Plan 2020-2024****Executive Summary**Officer's Declaration of Interests

Council officers involved in the preparation of this report have no Conflict of Interest in this matter. Some comments were provided by internal Council Officers and subsequently a memorandum was provided to Councillors on 6 July 2020. (*Attachment C - Confidential*)

**Risk Mitigation**

Council actively promotes responsible pet ownership through media campaigns and the Pet's Day Out to encourage compliant behaviour. The actions outlined in the action plan within the DAMP provide further opportunity to review and refine measures to achieve responsible pet ownership holistically and with further in-depth community consultation.

**Conclusion**

After extensive community consultation with 733 response received it is clear that there is polarisation of community views with regard to current Council Orders, being 24/7 cat curfew, restrictions of dogs on the foreshore and city centre and how dogs are exercised in the public realm. Further exploration of these topics as outlined in the provided action plan is recommended.

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**ATTACHMENTS**

- Attachment A: [↓](#) DRAFT 2020-2024 Domestic Animal Management Plan - July 2020 (A4244549)
- Attachment B: [↓](#) Domestic Animal Management Plan - Survey Monkey Questions - June 2020 - A4244552
- Attachment C: [↓](#) Domestic Animal Management Plan - Survey Results - June 2020 (A4244551)
- Attachment D: [⇒](#) Domestic Animal Management Plan - Memo to Councillors (*Under Separate Cover*)

## 12.5 Domestic Animal Management Plan 2020-2024 Officers' Assessment

### Background

The Domestic Animal Management Plan (DAMP) is a State Government requirement under the Domestic Animal Act 1994 and requires every Victorian Municipal Council to develop, implement and submit a DAMP to the Department of Agriculture every 4 years. (due November 2021). However, as many issues have been raised in relation to animal management this review has been brought forward to 2020.

The development of the DAMP is guided by legislative parameters and aims to increase the relative profile and importance of domestic animal management functions and responsible pet ownership within the local government sector.

### Issues and Discussion

There were 733 submissions to the Domestic Animal Management Plan. This community consultation identified 8 key themes relating to animals in the community these were:

1. Dog waste not being picked up by owners in public areas
2. Dogs being walked off lead and irresponsible owners
3. Cats roaming during the day and night
4. Dog regulations in foreshore areas
5. Not enough fenced dog free roam parks and dogs being walked on sports ovals
6. Dog regulations in the Central Activities Area of Frankston
7. Dog attacks and public safety
8. Stronger Enforcement from Council's Compliance Officers

Whilst no questions or comments were sought in relation to dog regulations in the central activities area of Frankston, the broad range of views expressed during our community consultation process shows the issue of dogs in central Frankston remains a contentious issue. If council endorse the Domestic Animal Management Plan further targeted community consultation will take place with traders and general users of the central activities area of Frankston subject to Council approval of the Community Engagement Plan.

A full break down of the issues / themes are contained on pages 10 to 17 within the draft Domestic Animal Management Plan

### Options Available including Financial Implications

The DAMP Action Plan includes actions to further review and refine measures to achieve responsible pet ownership. The recommended action plan has been provided below.

New Action	Scheduled
Increase media highlighting the need for the community to carry dog waste bags and to pick up after their dogs.	Ongoing
Undertake an audit of all dog waste bin locations and the relevant signage in parks and reserves	July 2021
Purchase dog waste bags for Compliance Officers to give out to the community during proactive patrols and at events	Ongoing

**12.5 Domestic Animal Management Plan 2020-2024****Officers' Assessment**

Increase Compliance Officer patrols in hot spot locations	<b>Ongoing</b>
Develop a Dogs in Public Places Policy	<b>December 2022</b>
Undertake a detailed audit of all signs in public areas in relation to the exercising of dogs	<b>July 2021</b>
Investigate new ways to engage with pet owners including digital platforms and Smart Phone Applications	<b>July 2022</b>
Review the current resources that provide information on free roam areas and responsible pet ownership	<b>July 2021</b>
Review the current Council Order of the night time cat curfew to consider extending it to a 24/7 cat curfew	<b>December 2021</b>
Participate in consultation on state wide feral cat management	<b>Ongoing</b>
Increase the public education campaign to encourage and enforce residents to keep cats on their property, highlighting the benefits to native fauna and their cat's safety	<b>Ongoing</b>
Review the current Council Order restricting dogs on beaches	<b>December 2021</b>
Undertake a detailed audit of all signs in Foreshore areas in relation to the exercising of dogs on beaches	<b>July 2021</b>
Upgrade conservation area signs where necessary	<b>July 2021</b>
Construct a fenced free roam area at Sandfield Reserve, Carrum Downs	<b>July 2021</b>
Review the current Council Order restricting dogs in the city centre	<b>December 2021</b>
Provide stronger education and media surrounding how to prevent dog attacks	<b>Ongoing</b>
Develop tools and resources for owners on how to prevent dog attacks	<b>July 2021</b>
Schedule out of business hours proactive patrols, in particular on days of good weather	<b>Ongoing</b>
Publish successful court outcomes through the relevant media channels	<b>Ongoing</b>
Where proactive patrols are being undertaken ensure officers are highly visible	<b>Ongoing</b>
Increase media to show the enforcement measures council is applying in the community	<b>Ongoing</b>
Increase community awareness and encourage reporting dog attacks to Council	<b>Ongoing</b>

# Domestic Animal Management Plan



2020 - 2024

*Lifestyle Capital of Victoria*

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## 1. Acknowledgement of Country

Frankston City Council (Council) acknowledges the traditional land of the Boon Wurrung and Bunurong in this special place now known by its European name, Frankston.

Council recognises the contribution of all Aboriginal and Torres Strait Islander people to our community in the past, present and into the future.

## 2. Mayors Message

Many Frankston City residents consider pets to be important members of their families and are very mindful of their responsibilities as pet owners.

In fact, 5,395 cats and 15,148 dogs are currently registered with Council. It is important that guidelines are in place to manage these pets so that they can live in harmony with neighbours, the wider community, local wildlife and the environment. This is the purpose of the Domestic Animal Management Plan.

This well-considered plan was updated following community consultation earlier this year. It covers areas such as dogs on the foreshore and in our parks and reserves, free roam areas, cat curfews and general responsible pet ownership matters.

The plan also demonstrates the work underway to improve services, programs and policies relating to domestic animals and Council's continued focus on education. We are confident many issues and conflicts can be avoided by arming our community with the knowledge to make informed decisions about their pets.

I want to take this opportunity to thank you for your interest and contributions, and for working with us to ensure pets enrich the lives of Frankston City residents for the next four years.

**Frankston City Council Mayor  
Sandra Mayer**

## 3. Frankston City Council Demographic Profile

The Frankston City Municipality, located on the eastern shore of Port Phillip Bay approximately 45 kilometres south east of Melbourne, is known for its beautiful coastline, award-winning beaches and natural bushland, vibrant lifestyle, diverse community and growing business, arts, education and health facilities.

The city currently is home to 134,143 (ABS Census 2016) people, which is expected to increase to 152,494 people by 2036. Frankston is ideally located with a stunning aspect next to the Bay and also connected to the rest of Melbourne and state highways by both rail and freeways.

As the strength and diversity of the city continues to grow, we will experience increasing attendances at festivals and events and participation in recreation and community groups.

#### Frankston City Council Animal Demographic Profile

Category	Figures as at 30 June 2020 for Financial Year 2019-2020
Population	134,143 (2016 Census)
Households	56,873
Area	129.6km
EFT Authorised Compliance Officers	46.41
Hours of training per officer annually	Ref FCC learning and development framework
Registered dogs	15,148
Registered cats	5,395
Registered dangerous dogs	5
Animal prosecutions at court	86
Animal Infringements	477
Impounded dogs	682
Dogs reunited with owner	529
Dogs adopted through Lost Dogs Home	70
Other adoptions (Foster Care) 84Y Agreements	4
Dogs euthanized	45
Cats impounded	556
Cats reunited with owner	111
Cats adopted through Lost Dogs Home	183
Cats euthanized	226
Other adoptions (Foster Care) 84Y Agreements	22

#### 4. What is a Domestic Animal Management Plan

Under the provisions of The Domestic Animals Act 1994 all Councils in Victoria are legislated to have developed a Domestic Animal Management Plan which will be renewed every 4 years.

This plan outlines the services, programs and policies the Council has established to address the administration of the Act and the management of domestic animal issues in their community.

##### **Purpose of the Domestic Animal Management Plan:**

The Domestic Animal Management Plan sets the strategic direction in terms of animal management within Frankston City for the next four years and will allow review on an annual basis if required. It will reflect what Council does in relation to animal management and develop ways to improve current practices and set future directions and action plans.

In developing a Domestic Animal Management Plan (DAMP) the plan must address the following responsibilities.

- Develop a domestic animal management plan that promotes responsible pet ownership and the welfare of dogs and cats in the community, and protects the community and the environment from nuisance dogs and cats.
- Identify a method of evaluating whether the animal management services provided by the Council are adequate and outline the training programs for their Authorised Officers to ensure these Officers are capable in administering and enforcing the provisions of the Act.
- Provide information on the day to day operation of the Council, the current programs Council has in place and the policies the Council has adopted in relation to the following standards of animal management:
  - a) To promote and encourage the responsible ownership of dogs and cats
  - b) To ensure that people comply with this Act, the regulations and any related legislation
  - c) To minimise the risk of attacks by dogs on people and animals
  - d) To address any over-population and high euthanasia rates for dogs and cats
  - e) To encourage the registration and identification of dogs and cats
  - f) To minimise the potential for dogs and cats to create a nuisance
  - g) To effectively identify all dangerous dogs, menacing dogs and restricted breed dogs in that district and to ensure that those dogs are kept in compliance with the Act and the Regulations
- Identify the current Local Laws and Orders made under the Act and provide a review of these to determine if they are effective. Similarly the Council must identify any other specific animal management issues within their municipal district.
- Review the plan annually and publish an evaluation of the implementation of their plan in the Council's annual report. The plan, including new initiatives, is required to be fully reviewed every 4 years.



### Summary of Current Animal Management Programs & Services:

Frankston City Council provides a range of programs and services to manage the day to day requirements set out in the *Domestic Animals Act 1994*, *Local Government Act* and any other applicable piece of legislation or regulation. These services and programs have been highlighted below.

#### Identification and Registration

##### Services

- Media Releases
- New animal owner packs
- Vet packs
- Social Media
- Website
- Proactive registration door knocks
- Provide education and enforcement for offences committed
- Reduced registration fees for assistance & service dogs

#### Dog Nuisance Complaints

##### Services

- Provide barking dog information kits to residents
- Advertise helpful information via Council website
- Provide education and enforcement for offences committed

#### Dangerous/declared dog Complaints

##### Services

- Yearly inspection program conducted
- Case review team allocated to assess intentions to declare
- Respond to complaints received
- Provide education and enforcement for offences committed
- Discounted dog obedience training

#### Routine Patrols

##### Services

- Patrol register to record complaints received and follow up patrols
- Proactive patrols conducted of parks and reserves
- Provide education and enforcement for offences committed ie dogs off leash/unregistered
- Provide educational signage

### Pound Operational Hours

#### Services

- Monday – Friday 10:00am – 6:00pm
- Saturday 9:00am – 1:00pm
- Sunday 9:00am – 1:00pm

### Microchipping

#### Service

- Lost Dogs Home undertake a discounted microchipping program

### Desexing Voucher Program

#### Service

- Ongoing program provided by Council for pensioner/healthcare/war veteran card holders
- Council legislated compulsory desexing

### Cat Nuisance Complaints

#### Services

- Cat cage loan program
- Advertise helpful information via Council website
- Current cat curfew between sunset and sunrise
- Provide education and enforcement for offences committed

### Domestic Animal Business

#### Services

- Inspection program conducted
- Ensure compliant with Codes of Practice
- Respond to complaints received
- Provide education and enforcement for offences committed

### Dogs Controlled In Public Areas

#### Services

- Order in place requiring dogs on lead in a public place
- Orders allowing dogs off leash in 33 designated free-roam areas and 4 fenced free roam parks
- Review of fenced dog free roam areas
- Respond to complaints received
- Provide education and enforcement for offences committed

### Prohibited Areas

#### Services

- Orders in place to protect native flora and fauna reserves/ environmentally sensitive areas
- Conduct patrols
- Respond to complaints received
- Provide education and enforcement for offences committed

### Communication and Education

#### Services

- Council advertising
- Officers liaison with community stakeholders
- Attend Council events
- Information kits provided by Council
- Provide education and enforcement for offences committed

### Council Orders to Manage Domestic Animals

- Order – Dogs restricted in Central Activities Area of Frankston
- Order – Dogs restricted access to Foreshore areas during summer
- Order – Dogs not permitted to be walked off lead in Foreshore Areas
- Order – Dog free roam areas in Frankston City, including fenced dog parks
- Order – Cats not permitted to roam between dusk and dawn

### Domestic Animal Businesses

All domestic animal businesses must be registered annually with Frankston City Council and comply with the appropriate mandatory Code of Practice. Council Officers undertake regular inspections of domestic animal business facilities and they are required to register each year. Council reports the number of domestic animal businesses registered within the municipality annually to the Department of Agriculture.

## 5. Community Consultation

### How we consulted with the Community

Council consulted the community during the period from the start of May to 15 June 2020. The surveys were advertised via all Council media platforms including website and a media release issued by the Mayor. The Community had the ability to provide feedback by completing a detailed survey or by providing a written submission. The total number of submissions made to Council was 733, these submissions were made by members of the community completing a survey online or by written submission directly to Council.

The community consultation was somewhat restricted by the COVID-19 Pandemic which limited Council's ability to engage with the community face to face, during events or by holding community meetings, however 733 responses is a very strong response from the community.

### What the Community Said

The community highlighted several areas of concerns, in order to clearly focus on key issues the top 8 issues the community highlighted were:

1. Dog waste not being picked up by owners in public areas
2. Dogs being walked off lead and irresponsible owners
3. Cats roaming during the day and night
4. Dog regulations in foreshore areas
5. Not enough fenced dog free roam parks and dogs being walked on sports ovals
6. Dog regulations in the Central Activities Area of Frankston
7. Dog attacks and public safety
8. Stronger Enforcement from Council's Compliance Officers

### Community Feedback Sample Statements:

*"The reason why I received the survey invitation was that I borrowed a cat trap from the council back in February. The service and follow up I received was first rate but the cat was far too cunning to trap. I requested the trap because my wife witnessed a cat after dusk mauling and killing a ring tail possum and its suckling young right in front of her whilst emptying the recycle bin"*

*"If Frankston City Council could include responsible dog owners freedom it would go a long way to bringing back residents to Frankston. Many now go to Mornington where dogs are accepted as part of the community family. Dogs make people happy as you will see anytime you have Pets Day Out. They get people talking and smiling. We need something to make us smile these days with the COVID -19 lockdown"*

*"I have only lived in Frankston City for 4 years however I must say it has been the worst experience I've ever had when it comes to irresponsible pet owners and I'm a pet owner myself so I don't hate animals. I lived in the Mornington Peninsula Shire for over 20 years prior and NEVER experienced the problems I have daily since moving here. I love the parks and walkways provided by Frankston City (much better than Mornington Peninsula) but unfortunately pet owners ruin these"*

*"I would fully support any rule changes or education programs that are encouraging pet owners to take more responsibility of their pets. I have two small kids and we are sick of people having their dogs off their leash and running up to our kids while they say 'don't worry they are friendly.' It scares my kids and makes us feel that we need to pick them up to protect them. I understand that everyone loves their own dog but we don't trust other people's dogs around our children"*

*"Everywhere you look in parkland there is dog waste. How are kids meant to play there? Keep dogs of the sporting grounds. Every time a group wants to use it they have to pick up other people's dogs waste"*

*"At 79 I'm a very keen cyclist (and I think a considerate one) but prefer to avoid the road areas as much as possible. The bike tracks are perfect and while pedestrians are one thing, dogs running free in these areas frighten me a lot"*

## 6. Identified Issues

### Issue 1:

#### Dog Waste

Any person who is in the control of a dog in a public space is responsible for picking up after their dog and must carry an appropriate device to do this at all times. Council's authorised officers have the ability to issue on the spot infringements to those that do not comply with this Local Law.

#### COMMUNITY FEEDBACK

- *"This is important to me because - 1. Because this is my workplace, 2. Stepping in waste and taking it back to vehicle to have lunch and 3. Running over dog waste with the mower or worse hitting it with the brush cutter defiantly makes for a bad day, because it stays with you all day"*
- *"I do not have a dog, but very annoyed when I walk along the Frankston board walk between Oliver's Hill and Frankston Pier and almost always there are remnants of dog droppings"*
- *"Everywhere you look in parkland there is dog waste. How are kids meant to play there? Keep dogs of the sporting grounds. Every time a group wants to use it they have to pick up other people's dogs waste"*

#### WHAT WE CURRENTLY DO

- Compliance Officers undertake regular patrols of parks, reserves and open space areas to educate dog walkers and issue infringements where required
- Compliance Officers respond to complaints made by the public and undertake targeted enforcement where required
- Compliance Officers respond to complaints made by the public and undertake targeted enforcement where required

#### NEW ACTIONS FOR 2020-24

1. Increase media highlighting the need for the community to carry dog waste bags and to pick up after their dogs.
2. Undertake an audit of all dog waste bin locations and the relevant signage in parks and reserves

## Issue 2:

### Dogs Being Exercised Off Lead

It is a requirement that dogs are kept on a lead in all public areas, unless signs indicate otherwise such as in designated free roam areas. The purpose of this requirement is to reduce dog attacks and general conflict between dogs in the community.

Frankston City Council provide 33 free roam areas municipality wide and designated 4 fenced free roam areas at Frankston North, McClelland Drive, Langwarrin and Ballam Park. Whilst dogs may be exercised off lead in these areas it is important that dog owners follow the requirements specific to that park as these areas are also used by the general public.

#### COMMUNITY FEEDBACK

- *“Dog off lead areas can be great, but if they are near a road they need to be fenced for everyone’s safety. Also, I tend to avoid off lead areas as so many people do not have their dogs under effective control and my dogs get harassed unwantedly”*
- *“There are no leash free areas in Frankston South and I don’t want to have to drive to be able to use one”*
- *“There are plenty of open spaces that could be properly fenced to allow more leash free areas locally”*
- *“A designated leash free area can be used to promote responsible dog ownership. Rangers have the opportunity to interact with owners and provide them tips and ideas in better dog management”*
- *“I don’t believe off lead areas are necessary”*

#### WHAT WE CURRENTLY DO

- Compliance Officers undertake patrols of foreshore areas in peak periods or undertake blitzes when required
- Compliance Officers respond to complaints made by the public and undertake targeted enforcement where required
- Compliance Officers undertake regular patrols of parks, reserves and open space areas to educate dog walkers and issue infringements where required
- 33 Free Roam Parks provided throughout the Municipality with 4 dedicated fenced free roam areas
- Provide maps and education material in relation to free roam areas and how to exercise dogs safely

#### NEW ACTIONS FOR 2020-24

1. Develop a Dogs in Public Places Policy by December 2021, which identifies suggested locations for future dog parks and the minimum standards they should be built to
2. Undertake a detailed audit of all signs in public areas in relation to the exercising of dogs
3. Investigate new ways to engage with pet owners including digital platforms and Smart Phone Applications
4. Increase Compliance Officer patrols in hot spot locations
5. Review the current resources that provide information on free roam areas and responsible pet ownership

## Issue 3:

### Cat Curfews

Irresponsible cat ownership has a large impact on our community. Frankston City Council has a current cat curfew between dusk and dawn this means there is a legal requirement for a cat to be secured inside a private property during these times. This prevents cats from wandering or roaming onto neighbouring properties at night. Council currently provide a cat cage hire service so cats may be trapped during night time hours.

An owner of a cat is legally required to microchip, register and desex their cat and the cat must also be wearing a collar with a council registration tag on it. Residents are also encouraged to put a bell on the cat's collar and keep it inside at night.

#### COMMUNITY FEEDBACK

- *"Cats left out to roam during the day or overnight killing native fauna is an issue that bothers me"*
- *"Constant roaming of cats - damaging property, killing other pets and causing significant environmental damage"*
- *"Too many cats are prowling the streets and in other people's gardens including ours during the day and between dusk and dawn. This is a big issue and they defecate in our garden and in our veggie patch. Yuck! Owners don't adhere about keeping cats on their property, they let them roam"*
- *"Cats roaming. There should be a 24 hour curfew"*
- *"Tighten policing and registration of cats"*

#### WHAT WE CURRENTLY DO

- Provide a cat cage hire service to residents
- Investigate and respond to complaints in relation to cats roaming from their home property
- Enforce the cat curfew from dusk to dawn
- Encourage and educate residents to comply with the cat curfew
- Collect and impound stray cats when captured in a Council supplied cat cage

#### NEW ACTIONS FOR 2020-24

1. Review the current Council Order of the night time cat curfew to consider extending it to a 24/7 cat curfew
2. Participate in consultation on state wide feral cat management
3. Review the current processes and procedures in relation to the management of cat nuisance complaints
4. Increased public education campaign to encourage and enforce residents to keep cats on their property, highlighting the benefits to native fauna and their cat's safety.

## Issue 4:

### Dogs on the Foreshore

Most Frankston coastal areas contain areas of high environmental significance, such as sand dunes and these are important to wildlife, for this reason Council has restrictions for dogs in beach areas, these include;

- Dogs not permitted on any Frankston City beach between the hours of 9.30am and 7.30pm during; December, January, February, March.
- Dogs are permitted at all other times provided they are under the effective control of a chain, cord or leash.

#### COMMUNITY FEEDBACK

- “Not all beaches should have roam free areas. All nature reserves should either have no dogs or dogs on leads”
- “The current restrictions with dogs on beaches should stay the same”
- “There are often dogs at the beach on sunny days even in summer and I think it is unfair to ban them. I would love to be able to take my leashed dog to the beach on a warm summer evening”
- “Please allow dogs on leads in Frankston city and a dedicated dog beach or after hours/winter access. We would use and contribute to Frankston economy and business much more if we can take our whole family and pets were included”
- “I’d love to be able to take my dog to an off leash area so I can enjoy the beach with my dog. Currently have to drive to Carrum or even Safety Beach where there is an amazing one”

#### WHAT WE CURRENTLY DO

- Undertake Compliance Officer patrols of foreshore areas in peak periods or undertake blitzes when required
- Restrictions for dogs on beaches between 1 December and 31 March
- Compliance Officers respond to complaints made by the public and undertake targeted enforcement where required
- 33 Free Roam Parks provided throughout the Municipality with 4 dedicated fenced free roam areas

#### NEW ACTIONS FOR 2020-24

1. Develop a Dogs in Public Places policy by December 2021 that includes requirements for dogs being exercised on beaches and free roam areas
2. Review the current Council Order restricting dogs on beaches
3. Undertake a detailed audit of all signs in Foreshore areas in relation to the exercising of dogs on beaches
4. Upgrade conservation area signs where necessary

## Issue 5:

### Fenced Free Roam Areas

Socialisation for dogs is important, in particular for young dogs when they are learning to interact with other dogs. Dog parks provide an opportunity for dogs to become aware of other dogs and reduces the likelihood of dog attacks in the community.

Fenced dog parks also provide benefits for people including, opportunities for people with mobility issues to exercise their dogs freely and safely, promotes social engagement and sense of community and can provide a safe place for social interaction.

#### COMMUNITY FEEDBACK

- "I also think FCC should consider fenced dog parks. My dogs have good recall but I don't trust unfenced off-lead areas"
- "There are no leash free areas in Frankston South and I don't want to have to drive to be able to use one. There are plenty of open spaces that could be properly fenced to allow more leash free areas locally"
- "Fenced areas are important but they need to be more than just grass. They need to have trees, water, bins and natural enrichment"
- "Off lead areas should be well signed and/or fenced off for the protection of other pedestrians"
- "Dogs can exercise freely in these areas. They should be on leads at other times"

#### WHAT WE CURRENTLY DO

- Provide 4 fenced free roam areas at, Telopea Reserve Carrum Downs, Melaleuca Reserve Langwarrin, Ballam Park Karingal and McClelland Dive Skye
- Compliance Officers undertake regular patrols of parks, reserves and open space areas to educate dog walkers and issue infringements where required
- Compliance Officers respond to complaints made by the public and undertake targeted enforcement where required
- Provide maps and education material in relation to free roam areas and how to exercise dogs safely

#### NEW ACTIONS FOR 2020-24

1. Develop a Dogs in Public Places policy by December 2021, which identifies suggested locations for future dog parks and the minimum standards they should be built to
2. Construct a fenced free roam area at Sandfield Reserve, Carrum Downs

## Issue 6:

### Dogs in Central Frankston

The broad range of views expressed during our community consultation process shows the issue of dogs in central Frankston remains a contentious issue. The current dog ban in central Frankston is in place to reduce the likelihood of dog attacks and dog faeces in high pedestrian areas.

#### COMMUNITY FEEDBACK

- “Frustrating that you can’t walk your dog in parts of Frankston”
- “Frankston City Centre current rules basically have me shopping or visiting elsewhere - pushing my business elsewhere. It doesn't encourage a friendly, vibrant city that I want to be a part of”
- “I would like to express my dissatisfaction that Frankston City is a dog free area. To be honest, if a dog is on the lead at all times, I cannot understand how this can be an issue”
- “Please DO NOT change the current restrictions for the city centre of "no pets", I have never experienced so many problems with leash free dogs”
- “Please keep Frankston City free of dogs”
- “PLEASE DO NOT ALLOW DOGS INTO THE TOWN CENTRE as this will only make matters worse - if owners can't control their dogs and/or clean up after them in residential areas I'd hate to see the state of the city centre”

#### WHAT WE CURRENTLY DO

- Compliance Officers respond to complaints made by the public and undertake targeted enforcement where required
- Where resources allow, undertake daily patrols of central Frankston
- Provide regular media articles in relation to the dog ban in central Frankston
- Provide education to the community, advising that dogs are not permitted in central Frankston

#### NEW ACTIONS FOR 2020-24

1. Develop a Dogs in Public Places policy by December 2021, which further consults with the community regarding dogs in central Frankston
2. Review the current Council Order restricting dogs in the city centre
3. Increase patrols and enforcement of the current dog ban order until such time the order is reviewed

## Issue 7:

### Dog Attacks

Dog attacks range in severity from a dog rushing to a serious attack causing injury or death, attacks can involve people, domestic pets and livestock. Often there are medical costs, legal costs and physiological trauma associated with an attack and it is for these reasons all reported dog attacks are treated with the highest priority from Council Officers. With the right training and management dog attacks are preventable.

#### COMMUNITY FEEDBACK

- "One of my dogs has been attacked around 4 times in her 3 years of life in Frankston Council"
- "Greater consequences for owners allowing off lead dogs with no recall to approach others and make them feel unsafe/attacking their on lead dog"
- "Dogs getting out of their Property and attacking dogs on a lead being taken on their daily walk"
- "Too many dogs in leash area that are off leash and attacking or rushing other dogs on leads."
- Owners don't care"
- "My on lead dog keeps being attacked by different off lead dogs when we walk in neighbourhood streets or parks"
- "Recently new people are walking in the area and have no control of their dog off the lead hence attacks occur"

#### WHAT WE CURRENTLY DO

- Yearly inspection program conducted for declared dangerous and menacing dogs
- Discounted dog obedience training program
- Immediate response or as soon as possible response from a Compliance Officer
- Seize dogs and prosecute where necessary
- Record and investigate all dog attacks
- Where required declare dogs dangerous or menacing

#### NEW ACTIONS FOR 2020-24

1. Provide stronger education and media surrounding how to prevent dog attacks
2. Develop tools and resources for owners on how to prevent dog attacks
3. Increase community awareness and encouragement to report dog attacks to Council
4. Increase patrols of hot spot areas or where there have been increased reports of aggressive dogs

## Issue 8:

### Enforcement by Council Officers

Council employs 14 Compliance Officers to manage and respond to animal related matters. The officers are qualified and strive to provide the best possible outcomes for the broader community. Unfortunately given the size of our municipality it is not always possible to have an officer in the right place at the right time, however every effort is made to respond and act to all complaints made to Council in a timely manner.

#### COMMUNITY FEEDBACK

- "There needs to be more enforcement of leash laws during the hours when people are actually out walking their dogs (ie after hours and weekends)"
- "There is no enforcement of the rule that cats aren't allowed to roam at night. There should be checks and fines issued, so that cat owners start to do the right thing"
- "There needs to be proactive enforcement by council rangers"
- "Enforcement need so be publicly obvious, consistent and continuous with adequate resources"
- "I have never seen an enforcement officer there"
- "I have lodged a complaint in the last 12 months re the problem and suggested more enforcement patrols to penalise irresponsible owners. More publicity re the council laws and significant more enforcement activity is necessary"

#### WHAT WE CURRENTLY DO

- Employ 14 dedicated Compliance Officers to respond to animal management matters
- Respond to approximately 4,000 animal management matters per year
- Prosecute approximately 100 animal management matters at court every year
- Undertake proactive patrols in all council reserves, parks and public areas
- Provide responsible pet ownership education to the community via correspondence, phone and in person
- Issue infringements for non-compliance and animal related offences (868 issued for financial year 2019/2020)

#### NEW ACTIONS FOR 2020-24

1. Increase media to show the enforcement measures council is applying in the community
2. Where proactive patrols are being undertaken ensure that our officers are highly visible
3. Publish successful court outcomes through the relevant media channels
4. Schedule out of business hours proactive patrols, in particular on days of good weather

## 7. Action Plan

Council meeting held on **Insert Date** acknowledged the communities feedback and agreed to the below action plan this included the need to further explore, a free roam area on the foreshore, a 24 hour cat curfew and to permit dogs on lead in the Central Activities Area.

<b>New Action</b>	<b>Scheduled</b>
Increase media highlighting the need for the community to carry dog waste bags and to pick up after their dogs.	<b>Ongoing</b>
Undertake an audit of all dog waste bin locations and the relevant signage in parks and reserves	<b>July 2021</b>
Purchase dog waste bags for Compliance Officers to give out to the community during proactive patrols and at events	<b>Ongoing</b>
Increase Compliance Officer patrols in hot spot locations	<b>Ongoing</b>
Develop a Dogs in Public Places Policy	<b>December 2022</b>
Undertake a detailed audit of all signs in public areas in relation to the exercising of dogs	<b>July 2021</b>
Investigate new ways to engage with pet owners including digital platforms and Smart Phone Applications	<b>July 2022</b>
Review the current resources that provide information on free roam areas and responsible pet ownership	<b>July 2021</b>
Review the current Council Order of the night time cat curfew to consider extending it to a 24/7 cat curfew	<b>December 2021</b>
Participate in consultation on state wide feral cat management	<b>Ongoing</b>
Increase the public education campaign to encourage and enforce residents to keep cats on their property, highlighting the benefits to native fauna and their cat's safety	<b>Ongoing</b>
Review the current Council Order restricting dogs on beaches	<b>December 2021</b>
Undertake a detailed audit of all signs in Foreshore areas in relation to the exercising of dogs on beaches	<b>July 2021</b>
Upgrade conservation area signs where necessary	<b>July 2021</b>
Construct a fenced free roam area at Sandfield Reserve, Carrum Downs	<b>July 2021</b>
Review the current Council Order restricting dogs in the city centre	<b>December 2021</b>
Provide stronger education and media surrounding how to prevent dog attacks	<b>Ongoing</b>
Develop tools and resources for owners on how to prevent dog attacks	<b>July 2021</b>



Schedule out of business hours proactive patrols, in particular on days of good weather	<b>Ongoing</b>
Publish successful court outcomes through the relevant media channels	<b>Ongoing</b>
Where proactive patrols are being undertaken ensure officers are highly visible	<b>Ongoing</b>
Increase media to show the enforcement measures council is applying in the community	<b>Ongoing</b>
Increase community awareness and encourage reporting dog attacks to Council	<b>Ongoing</b>

## 8. Progress & Reporting

All Councils are required to renew their Domestic Animal Management plan every 4 years and undertake a review annually, these reviews are provided to the Department of Agriculture as required under the Domestic Animals Act 1994.

The success of the Frankston City Domestic Animal Management Plan will be assessed based on the following achievements.

- ✓ Council Promotes and encourage the responsible ownership of dogs and cats
- ✓ We ensure that people comply with regulations and any related legislation
- ✓ The plan minimises the risk of attacks by dogs on people and animals
- ✓ Officers address any over-population and high euthanasia rates for dogs and cats
- ✓ Council encourages the registration and identification of dogs and cats
- ✓ The plan minimises the potential for dogs and cats to create a nuisance
- ✓ We effectively identify all dangerous dogs, menacing dogs and restricted breed dogs and ensure that those dogs are kept in compliance with the Act and the Regulations
- ✓ Frankston is regarded as a trusted, knowledgeable resource for pet owners
- ✓ Frankston residents are not negatively impacted by irresponsible pet owners
- ✓ Harm to wildlife by domestic animals is minimised

We will measure the performance of this plan by:

- ✓ Monitoring the amount of domestic animals that are registered
- ✓ Evaluate the amount of domestic animals that are impounded / seized
- ✓ The amount of animal management complaints received by Council
- ✓ The amount of domestic animals that are fostered / rehomed

## 9. Staff Training

All of our staff are suitably trained and have the relevant experience to undertake all animal management tasks and duties.

Our officers are required to have a Certificate IV in Animal Control & Compliance, Certificate IV in Government Statutory Compliance or extensive industry experience.

Our Compliance Officers regularly undertake refresher training in animal handling, court proceedings and conflict resolution. A training register is maintained, detailing all the qualifications and training



courses completed by each Compliance Officer. Frankston City Council also offers our staff the ability to further their skills and qualifications by offering an attractive study support program.

## 10. Endorsement

At the Frankston City Council Meeting held on **Insert Date** Council resolved:

1. Council endorses the Frankston City Domestic Animal Management Plan 2020-2024
2. Adopts the action plan as outlined in section 7 of the Domestic Animal Management Plan

DRAFT





## Domestic Animal Management Plan

### Overview

Council is preparing a new Domestic Animal Management Plan and is keen to have your input. The plan will provide the framework for animal management services for the next 4 years and will consider matters such as:

- How important pets are to people in the Frankston City
- Concerns you have about animal related matters
- Ideas and resources to assist residents and pet owners manage and care for their pets
- Dogs in Parks, Reserves and Foreshores
- Suggestions that ensure pets and people live together harmoniously
- How well information provided by Council regarding pets and animal management address your needs
- Opportunities for partnerships to promote positive pet and people relationships

The survey will take about 15 minutes to complete. Should you encounter any troubles completing the survey, or wish to pick up a hard copy, please contact Bruce Gardiner on 1300 322 322.

#### **Privacy:**

*Frankston City Council is collecting this survey information using SurveyMonkey to inform the development of the Domestic Animal Management Plan. You may complete the survey anonymously. Any identifying information you choose to provide will not be included in public reports of the survey results. Your information will only be used and disclosed as authorised by law. For further detail about how your personal information will be handled, or to access your information, please see Council's privacy policy at [frankston.vic.gov.au](http://frankston.vic.gov.au) and SurveyMonkey's privacy policy at [surveymonkey.com](http://surveymonkey.com) or contact Council's privacy officer on 1300 322 322.*



## Domestic Animal Management Plan

### Animal Management Services in Frankston City

**How effective do you think the following initiatives would be in increasing responsible pet ownership in the Frankston City Council? Please select one response in each initiative**

\* 1. Increase the number of dog-off-leash Reserves within the Frankston City

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 2. Increase promotion of the benefits of pet ownership

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 3. Increase Pets and People Events

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 4. Increase information on dog and dog owner etiquette

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 5. Increase the cost of pet registration if they are not desexed

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 6. Increase the number of patrols in the dog-off-leash Reserves

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 7. Allow pets to exercise on Sporting Grounds/Reserves outside of Sporting times

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 8. Increase foreshore regulations for pets

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 9. Allow pets at the beach all year round

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 10. Maintain foreshore access dates and time restrictions

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 11. Increase signage at Parks, Reserves and Foreshore areas

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 12. Increase recreation activities for pets and their owners

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 13. Increase pet information on Council website

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 14. Receive additional information when registering pets with Council

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 15. Implement cat 'no roaming' during the day and night

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective

\* 16. Mandate dog on lead at all times in Parks and Reserves

- Extremely effective    Very effective    Somewhat effective    Not so effective  
 Not at all effective



## Domestic Animal Management Plan

### About you and your pets

Please tell us whether the following statements are true for you. You can respond whether you have pets now or had pets in the past.

\* 17. My/Our pet/s are an important part of my/our family

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 18. I exercise more because of my pet/s

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 19. My family exercises more because we have a pet/s

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 20. I socialise more because I have a pet/s

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 21. It is important for me to have a pet/s in my life

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 22. My pet/s provide me great comfort in times of need

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 23. Pets teach my children about compassion and responsibility

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 24. I regularly take my pet/s to dog-off-leash parks

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 25. I regularly take my pet/s to the beach

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 26. I choose my recreational activities based on being able to take my pet/s

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 27. There are times when I have not picked up the droppings of my dog

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 28. I have or do walk someone else's dog or have borrowed a dog for some 'company'

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 29. As long as dogs are on a lead it is okay for them to be near, but not in, playgrounds

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 30. When I walk my dog in a park I feel safe around other dogs

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 31. I would like more information about adopting pets from animal shelters

Strongly agree     Agree     Neither agree nor disagree     Disagree

Strongly disagree

\* 32. Council understands and recognises the importance of pets

Strongly agree     Agree     Neither agree nor disagree     Disagree

Strongly disagree

\* 33. Council animal management staff are helpful and courteous

Strongly agree     Agree     Neither agree nor disagree     Disagree

Strongly disagree



## Domestic Animal Management Plan

### Parks, Reserves and Foreshores

**Which of the following situations within Parks, Reserves and Foreshores have been an issue for you**

\* 34. Owners not picking up their dog's droppings or leaving their poo bags behind

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 35. Owners letting their dogs run through my or my children's sporting activities

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 36. Owners letting their dogs annoy my dog/s

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 37. Owners letting their dogs annoy other people

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 38. Owners letting their dogs dig up parks, sporting grounds and foreshore areas

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 39. Owners not adhering to the current foreshore regulations

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 40. Feeling unsafe when I use a park around other dogs

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 41. No free roam on the foreshore

Currently an issue

An issue in the last 12 months

Never been an issue



## Domestic Animal Management Plan

### Picking up Dog Droppings

Please tell us which of the following would encourage you to pick up after your dog

\* 42. Not relevant to me as I don't have a dog or walk a dog

Yes

No

\* 43. If I thought someone was watching me

Yes

No

\* 44. If my children/partner were with me

Yes

No

\* 45. If my children/partner told me off

Yes

No

\* 46. If I didn't have to carry it around

Yes

No

\* 47. If more doggie bags were available at parks and reserves

Yes

No

\* 48. Greater controlling of dogs at parks and reserve

Yes

No

\* 49. Fines and enforcements

Yes

No

\* 50. Education - If I knew there was a real environmental impact

Yes

No

\* 51. Not relevant to me, I always pick up after my dogs droppings

Yes

No

\* 52. Nothing would encourage me to pick it up

Yes

No

53. Any other comments?



## Domestic Animal Management Plan

### Dog-of-Lead Areas

**Why are dog-off-lead areas beneficial? Please tell us which of the following are true for you?**

\* 54. They are good for dogs that live in a small yard

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 55. Dogs can socialise freely with other dogs

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 56. Owners and families can play freely with their dogs

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 57. Owners can exercise their dogs

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 58. Dogs can run around even if their owners cannot or don't want to

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 59. Dog owners make new friends through their pets; they are social areas for people

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

\* 60. Families can go to the park together and do different things

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 61. Off lead areas are a destination I walk to or drive to

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 62. Fenced dog off-lead area because they give me peace of mind

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 63. I get to practice my recall with my dog

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 64. Dogs should not be off lead in any public space

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 65. I feel safer when dogs are confined to a fenced dog off lead area

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 66. I feel my dog is safer in a fenced dog off lead area

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 67. Dog off lead areas should not be fenced

- Strongly agree     Agree     Neither agree nor disagree     Disagree  
 Strongly disagree

\* 68. Frankston City Council provides adequate exercise areas for dogs

- Strongly agree     Agree     Neither agree nor disagree     Disagree
- Strongly disagree

69. Any other benefits?



## Domestic Animal Management Plan

### About Cats and Dogs in your Neighbourhood

**Which of the following are an issue for you now or have been an issue in the last 12 months?**

\* 70. The number of dog attacks I have seen

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 71. Barking dogs

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 72. Dogs that bark at front fences when I walk past

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 73. Wandering pets

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 74. Cats that wander into my garden

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 75. Pets that wander into nearby parklands

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 76. The welfare or treatment of an animal in my neighbourhood

- Currently an issue                       An issue in the last 12 months  
 Never been an issue

\* 77. Animals that have been subjected to domestic violence/abuse

Currently an issue

An issue in the last 12 months

Never been an issue

78. Any other pet related issues in your neighbourhood?



## Domestic Animal Management Plan

### Pet Welfare Concerns

#### How important are the following issues for you

\* 79. The high rate of euthanasia of cats and kittens

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 80. The abandonment of pets

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 81. Puppy farms/unscrupulous breeders

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 82. Barking dogs

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 83. The welfare of animals in domestic violence situations and how they can be made safe

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 84. Unowned cats that people feed but do not take full responsibility for

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 85. Animals unrestrained within or in the back of vehicles

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 86. People not desexing their pets

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

\* 87. People not registering their pets

- Extremely important    Very important    Somewhat important    Not so important  
 Not at all important

88. Any other concerns?



Domestic Animal Management Plan

Additional Comments

**Please feel free to provide us with any further comments that you would like us to consider as part of the development of the Domestic Animal Management Plan.**

89. Comments:



## Domestic Animal Management Plan

### Personal Information

#### Optional

90. Are you male or female?

- Male  
 Female

91. Please tell us what age group you fit into:

- Under 18                       45-54  
 18-24                          55-64  
 25-34                          65+  
 35-44

92. I live on my own

- Yes  
 No

93. I live with my partner

- Yes  
 No

94. I live with my partner and children

- Yes  
 No

95. I live with alone with my children

- Yes  
 No

96. I live with my parents

- Yes  
 No

97. I live in a shared house

Yes

No

98. Other

Yes

No

99. What suburb do you live in?

Seaford

Frankston

Langwarrin

Langwarrin South

Karingal

Skye

Frankston South

Frankston North

Carrum Downs

Sandhurst

Kananook

100. How many cats and dogs do you own?

0

1

2

3

4

5+

101. How many cats and dogs do you anticipate to own by 2025?

0

1

2

3

4

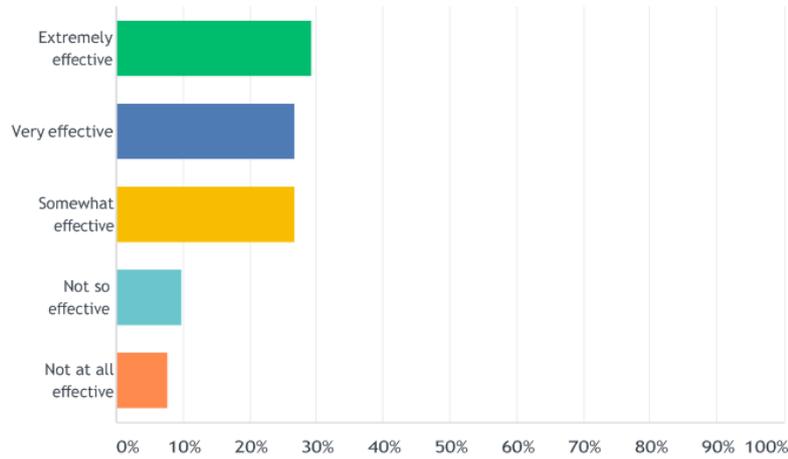
5+

102. Please list other pets that you have ie rabbit, guinea pigs, birds etc...

Domestic Animal Management Plan

**Q1 Increase the number of dog-off-leash Reserves within the Frankston City**

Answered: 614 Skipped: 0

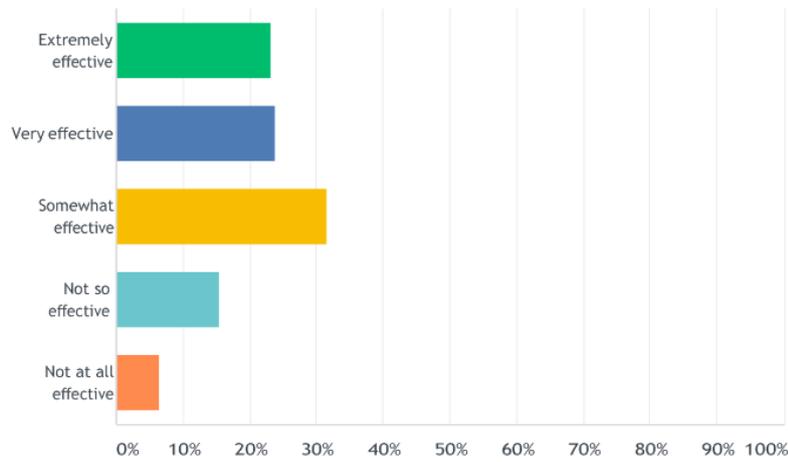


ANSWER CHOICES	RESPONSES	
Extremely effective	29.32%	180
Very effective	26.71%	164
Somewhat effective	26.87%	165
Not so effective	9.77%	60
Not at all effective	7.82%	48
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q2 Increase promotion of the benefits of pet ownership**

Answered: 614 Skipped: 0

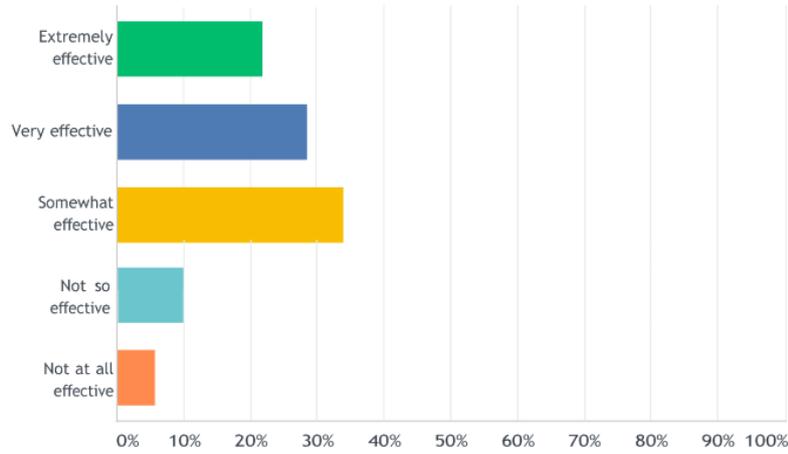


ANSWER CHOICES	RESPONSES	
Extremely effective	23.29%	143
Very effective	23.94%	147
Somewhat effective	31.60%	194
Not so effective	15.47%	95
Not at all effective	6.51%	40
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q3 Increase Pets and People Events**

Answered: 614 Skipped: 0

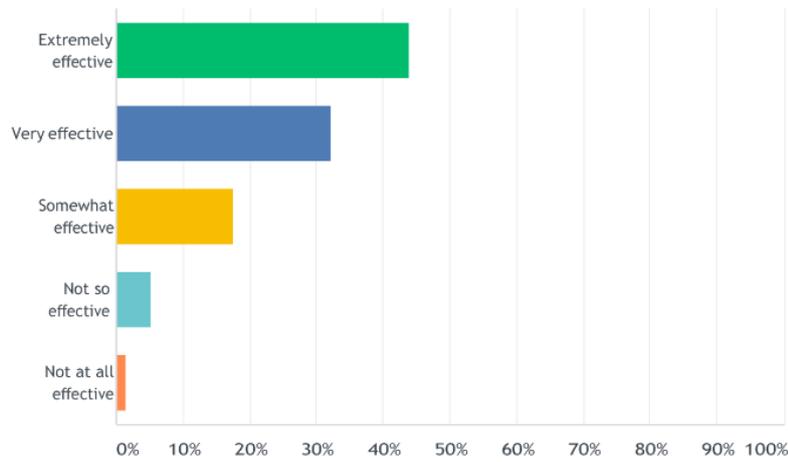


ANSWER CHOICES	RESPONSES	
Extremely effective	21.99%	135
Very effective	28.66%	176
Somewhat effective	34.04%	209
Not so effective	10.26%	63
Not at all effective	5.86%	36
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q4 Increase information on dog and dog owner etiquette**

Answered: 614 Skipped: 0

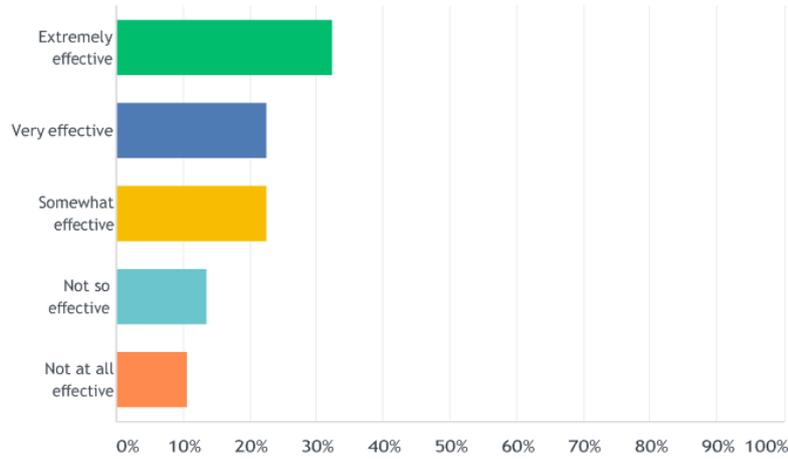


ANSWER CHOICES	RESPONSES	
Extremely effective	43.97%	270
Very effective	32.25%	198
Somewhat effective	17.59%	108
Not so effective	5.21%	32
Not at all effective	1.47%	9
Total Respondents: 614		

Domestic Animal Management Plan

Q5 Increase the cost of pet registration if they are not desexed

Answered: 614 Skipped: 0

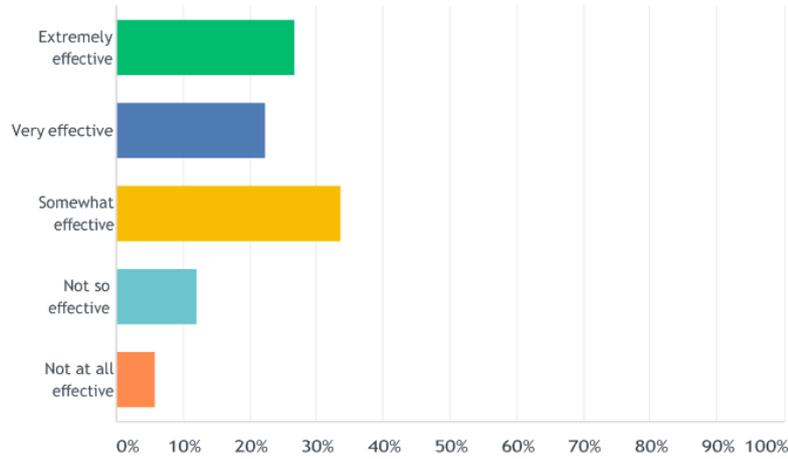


ANSWER CHOICES	RESPONSES	
Extremely effective	32.41%	199
Very effective	22.64%	139
Somewhat effective	22.64%	139
Not so effective	13.52%	83
Not at all effective	10.59%	65
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q6 Increase the number of patrols in the dog-off-leash Reserves**

Answered: 614 Skipped: 0

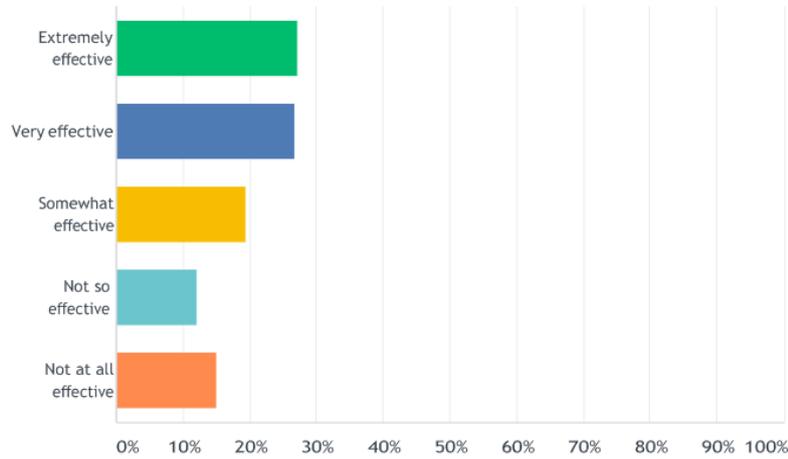


ANSWER CHOICES	RESPONSES	
Extremely effective	26.71%	164
Very effective	22.48%	138
Somewhat effective	33.71%	207
Not so effective	12.05%	74
Not at all effective	5.86%	36
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q7 Allow pets to exercise on Sporting Grounds/Reserves outside of Sporting times**

Answered: 614 Skipped: 0

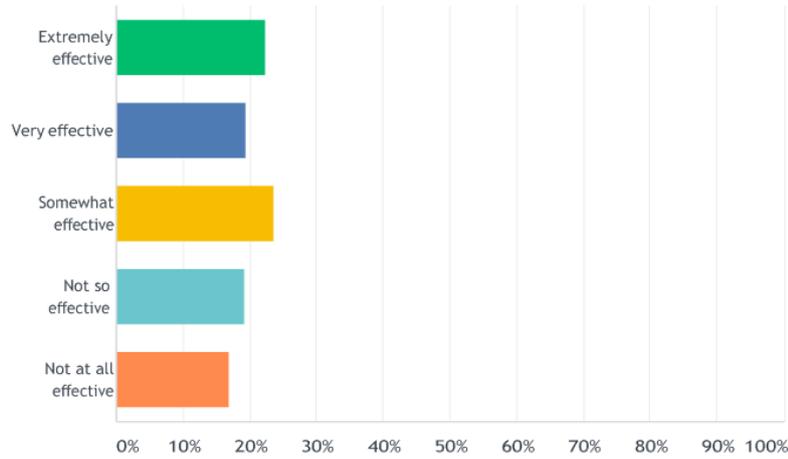


ANSWER CHOICES	RESPONSES	
Extremely effective	27.20%	167
Very effective	26.71%	164
Somewhat effective	19.54%	120
Not so effective	12.05%	74
Not at all effective	15.15%	93
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q8 Increase foreshore regulations for pets**

Answered: 614 Skipped: 0

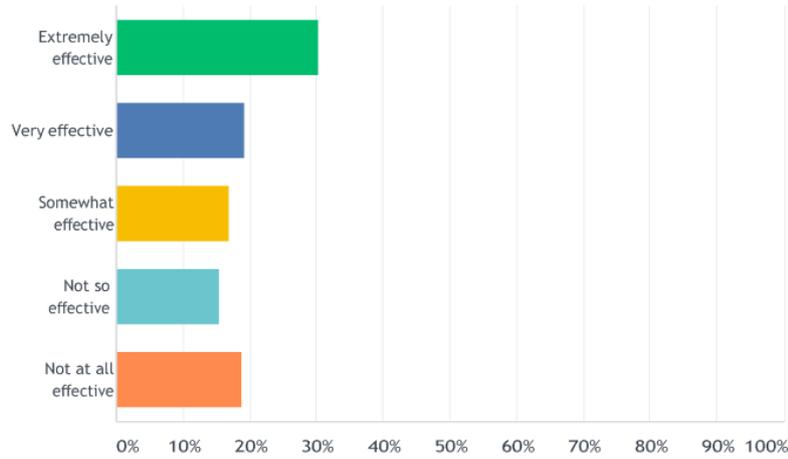


ANSWER CHOICES	RESPONSES	
Extremely effective	22.48%	138
Very effective	19.38%	119
Somewhat effective	23.62%	145
Not so effective	19.22%	118
Not at all effective	16.94%	104
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q9 Allow pets at the beach all year round**

Answered: 614 Skipped: 0

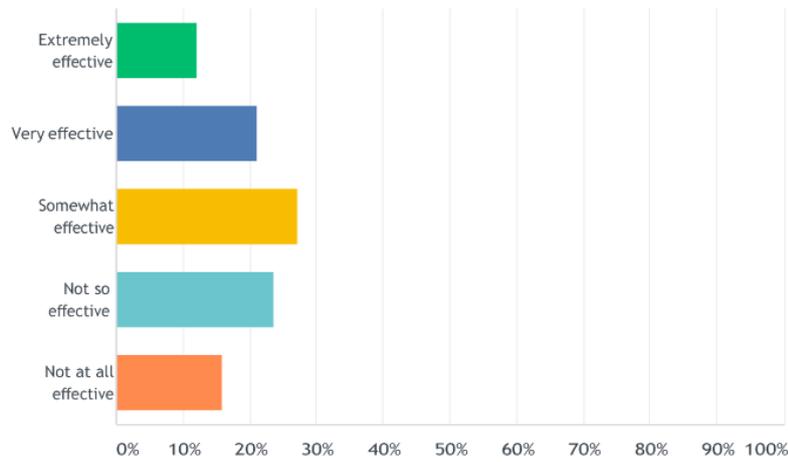


ANSWER CHOICES	RESPONSES	
Extremely effective	30.29%	186
Very effective	19.22%	118
Somewhat effective	16.94%	104
Not so effective	15.47%	95
Not at all effective	18.89%	116
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q10 Maintain foreshore access dates and time restrictions**

Answered: 614 Skipped: 0

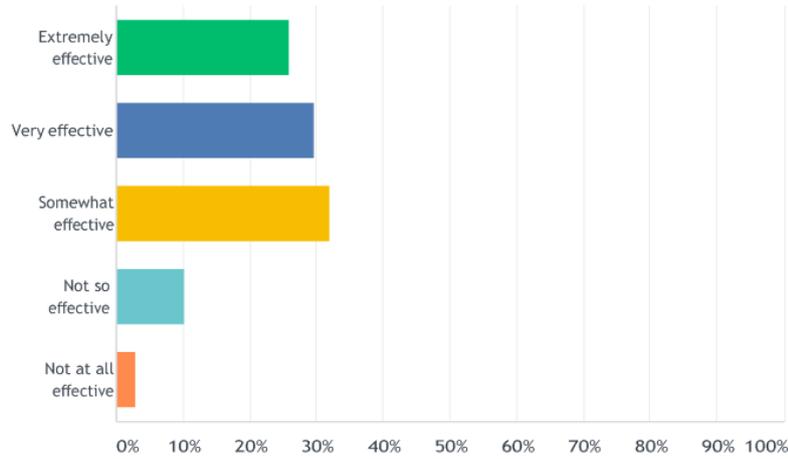


ANSWER CHOICES	RESPONSES	
Extremely effective	12.21%	75
Very effective	21.17%	130
Somewhat effective	27.20%	167
Not so effective	23.62%	145
Not at all effective	15.96%	98
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q11 Increase signage at Parks, Reserves and Foreshore areas**

Answered: 614 Skipped: 0

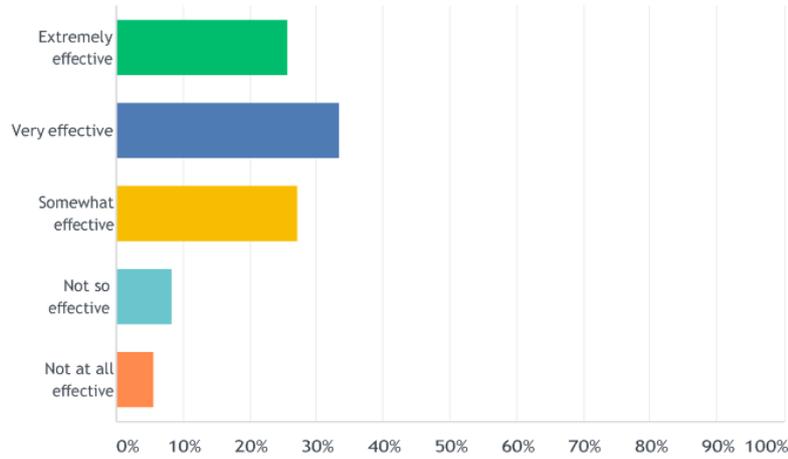


ANSWER CHOICES	RESPONSES	
Extremely effective	25.90%	159
Very effective	29.80%	183
Somewhat effective	31.92%	196
Not so effective	10.26%	63
Not at all effective	2.93%	18
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

Q12 Increase recreation activities for pets and their owners

Answered: 614 Skipped: 0

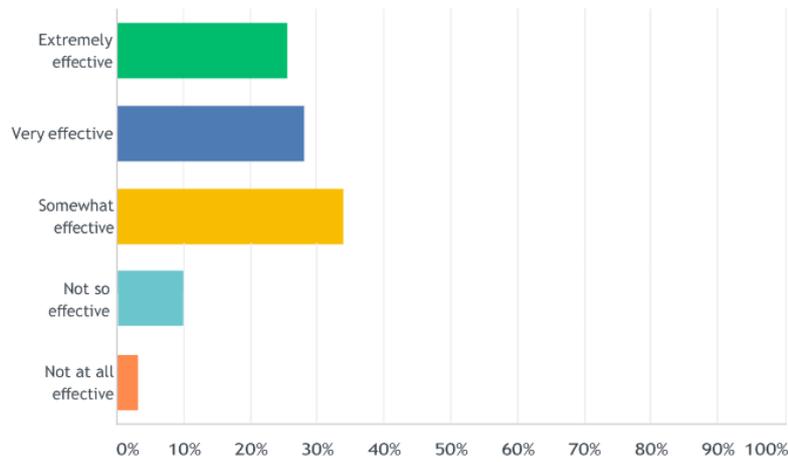


ANSWER CHOICES	RESPONSES	
Extremely effective	25.73%	158
Very effective	33.39%	205
Somewhat effective	27.20%	167
Not so effective	8.47%	52
Not at all effective	5.70%	35
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q13 Increase pet information on Council website**

Answered: 614 Skipped: 0

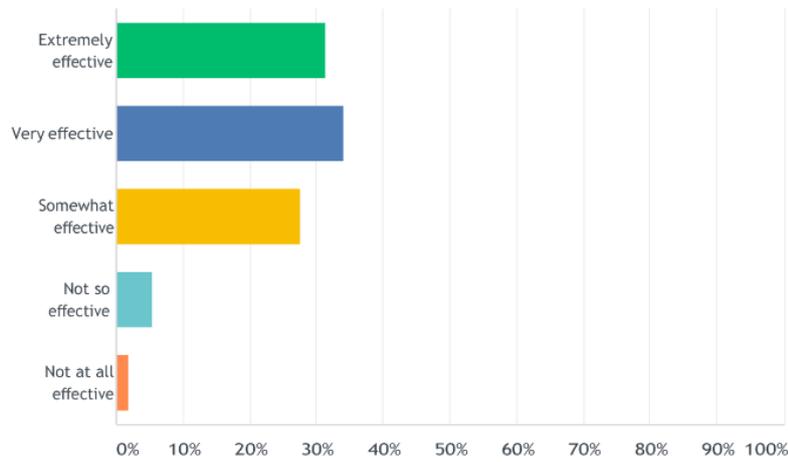


ANSWER CHOICES	RESPONSES	
Extremely effective	25.73%	158
Very effective	28.34%	174
Somewhat effective	34.20%	210
Not so effective	9.61%	59
Not at all effective	3.26%	20
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

Q14 Receive additional information when registering pets with Council

Answered: 614 Skipped: 0

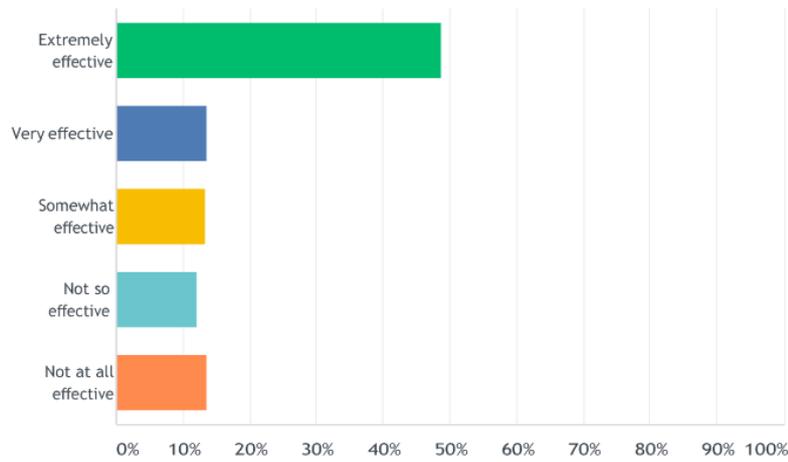


ANSWER CHOICES	RESPONSES	
Extremely effective	31.43%	193
Very effective	34.04%	209
Somewhat effective	27.69%	170
Not so effective	5.54%	34
Not at all effective	1.95%	12
Total Respondents: 614		

Domestic Animal Management Plan

Q15 Implement cat 'no roaming' during the day and night

Answered: 614 Skipped: 0

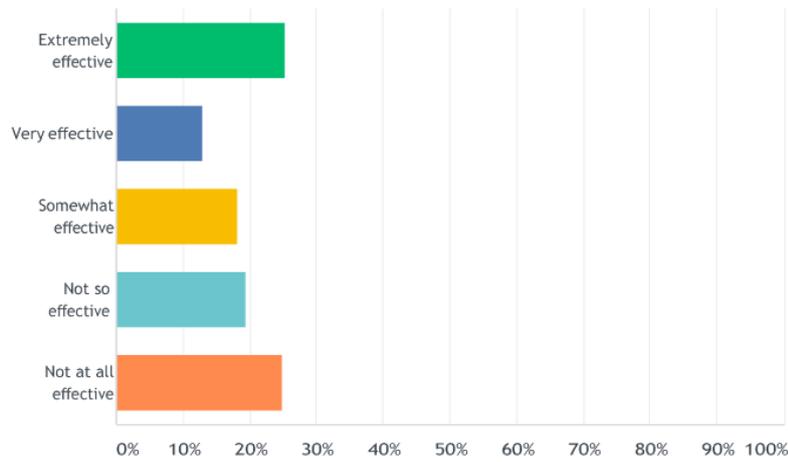


ANSWER CHOICES	RESPONSES
Extremely effective	48.70% 299
Very effective	13.68% 84
Somewhat effective	13.36% 82
Not so effective	12.21% 75
Not at all effective	13.52% 83
Total Respondents: 614	

Domestic Animal Management Plan

**Q16 Mandate dog on lead at all times in Parks and Reserves**

Answered: 614 Skipped: 0

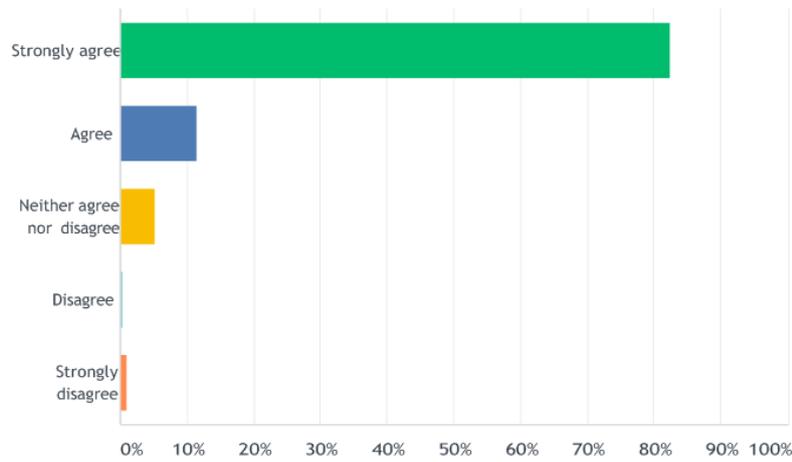


ANSWER CHOICES	RESPONSES	
Extremely effective	25.24%	155
Very effective	13.03%	80
Somewhat effective	18.24%	112
Not so effective	19.38%	119
Not at all effective	24.92%	153
<b>Total Respondents: 614</b>		

Domestic Animal Management Plan

**Q17 My/Our pet/s are an important part of my/our family**

Answered: 585 Skipped: 29

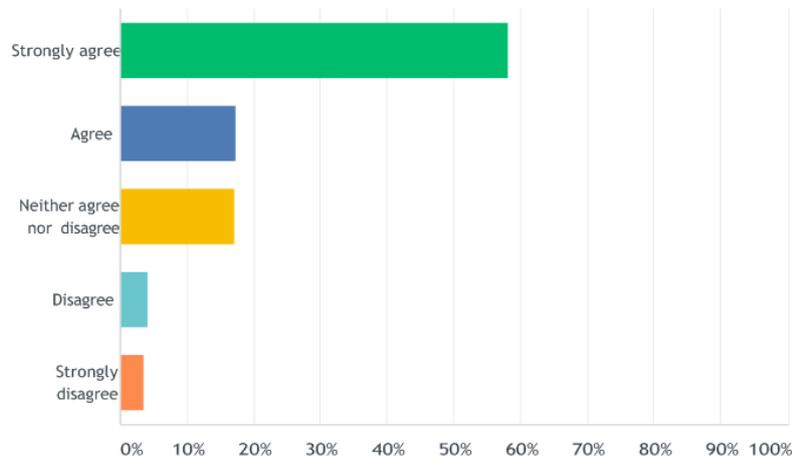


ANSWER CHOICES	RESPONSES	
Strongly agree	82.39%	482
Agree	11.45%	67
Neither agree nor disagree	5.13%	30
Disagree	0.34%	2
Strongly disagree	1.03%	6
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

**Q18 I exercise more because of my pet/s**

Answered: 585 Skipped: 29

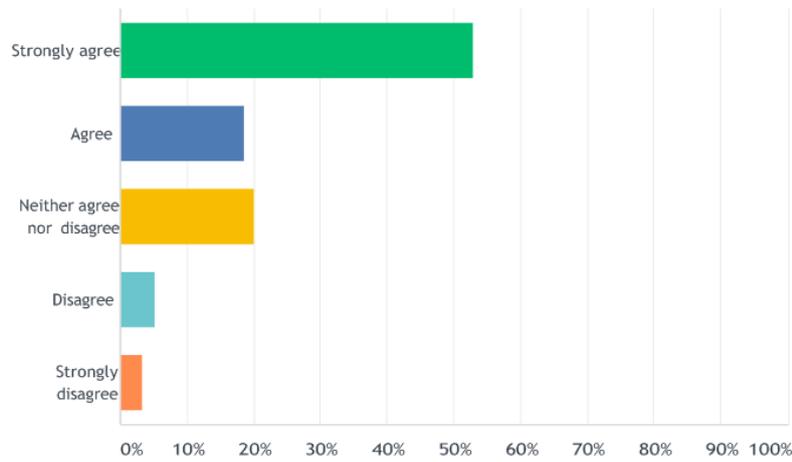


ANSWER CHOICES	RESPONSES	
Strongly agree	58.12%	340
Agree	17.44%	102
Neither agree nor disagree	17.09%	100
Disagree	4.10%	24
Strongly disagree	3.59%	21
Total Respondents: 585		

Domestic Animal Management Plan

**Q19 My family exercises more because we have a pet/s**

Answered: 585 Skipped: 29

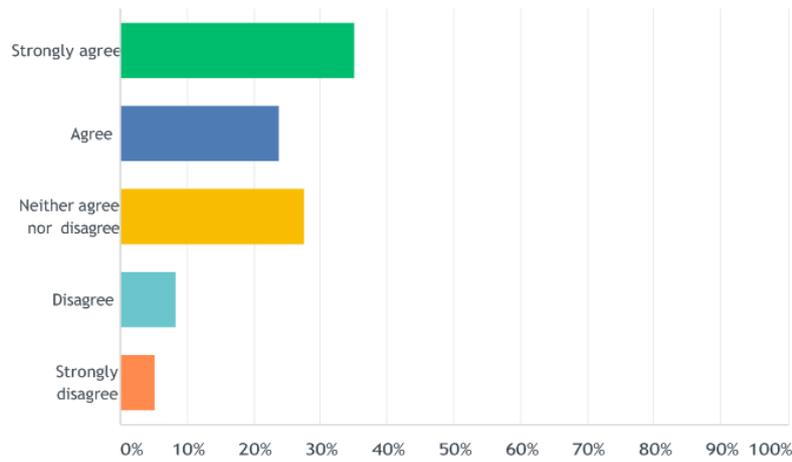


ANSWER CHOICES	RESPONSES	
Strongly agree	52.99%	310
Agree	18.63%	109
Neither agree nor disagree	20.17%	118
Disagree	5.30%	31
Strongly disagree	3.42%	20
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

Q20 I socialise more because I have a pet/s

Answered: 585 Skipped: 29

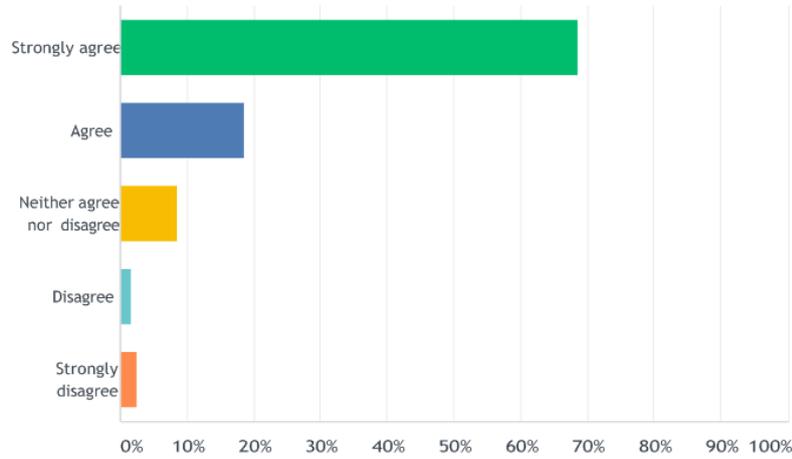


ANSWER CHOICES	RESPONSES	
Strongly agree	35.04%	205
Agree	23.76%	139
Neither agree nor disagree	27.69%	162
Disagree	8.38%	49
Strongly disagree	5.30%	31
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

**Q21 It is important for me to have a pet/s in my life**

Answered: 585 Skipped: 29

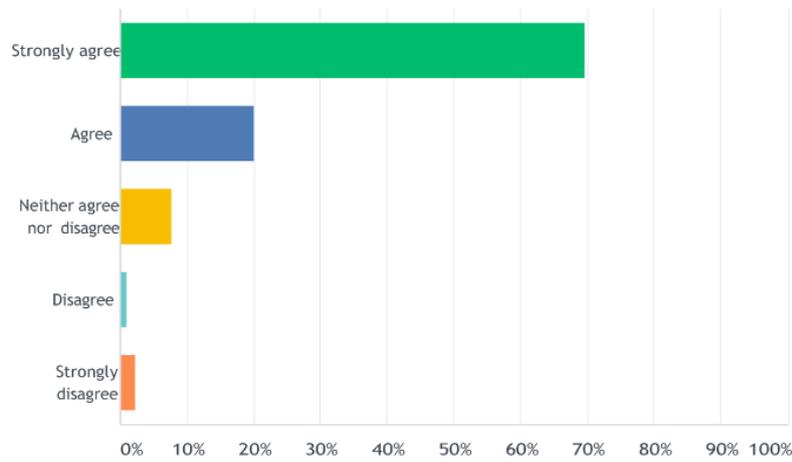


ANSWER CHOICES	RESPONSES	
Strongly agree	68.55%	401
Agree	18.63%	109
Neither agree nor disagree	8.55%	50
Disagree	1.71%	10
Strongly disagree	2.56%	15
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

Q22 My pet/s provide me great comfort in times of need

Answered: 585 Skipped: 29

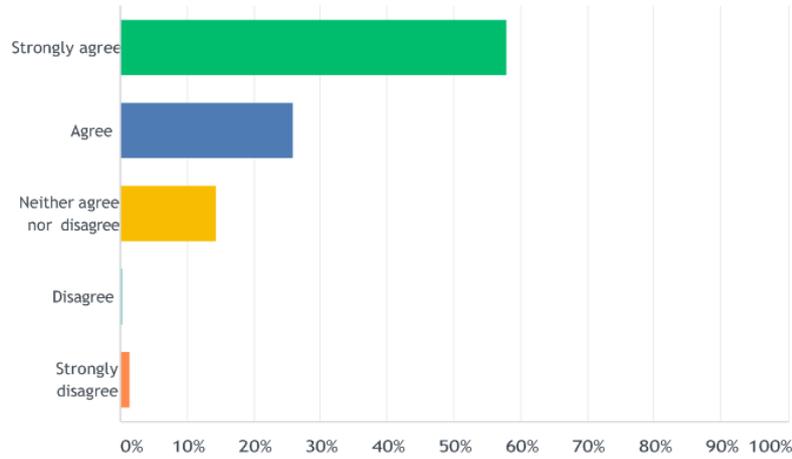


ANSWER CHOICES	RESPONSES	
Strongly agree	69.57%	407
Agree	20.00%	117
Neither agree nor disagree	7.69%	45
Disagree	1.03%	6
Strongly disagree	2.22%	13
Total Respondents: 585		

Domestic Animal Management Plan

**Q23 Pets teach my children about compassion and responsibility**

Answered: 585 Skipped: 29

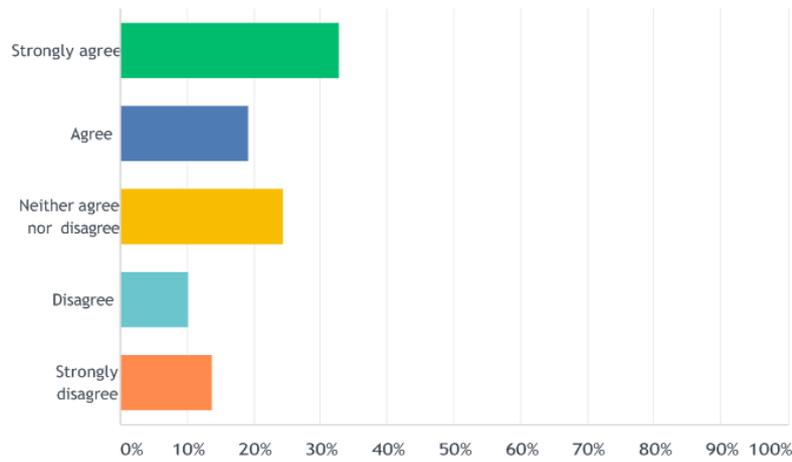


ANSWER CHOICES	RESPONSES	
Strongly agree	57.95%	339
Agree	25.98%	152
Neither agree nor disagree	14.36%	84
Disagree	0.51%	3
Strongly disagree	1.37%	8
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

**Q24 I regularly take my pet/s to dog-off-leash parks**

Answered: 585 Skipped: 29

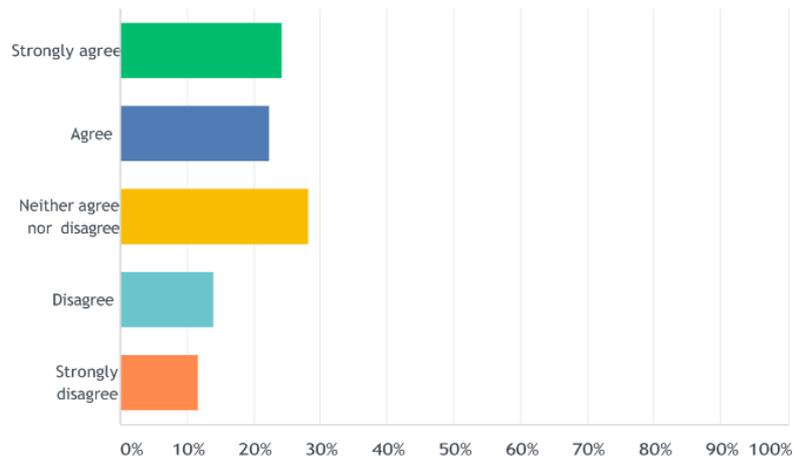


ANSWER CHOICES	RESPONSES	
Strongly agree	32.82%	192
Agree	19.32%	113
Neither agree nor disagree	24.44%	143
Disagree	10.26%	60
Strongly disagree	13.85%	81
Total Respondents: 585		

Domestic Animal Management Plan

**Q25 I regularly take my pet/s to the beach**

Answered: 585 Skipped: 29

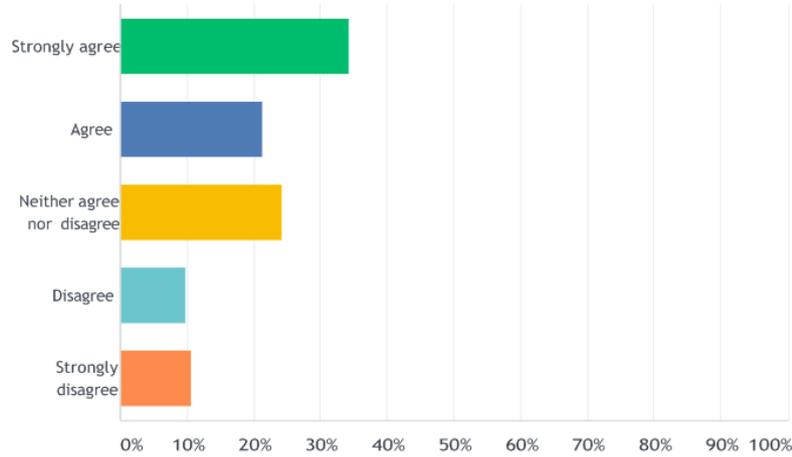


ANSWER CHOICES	RESPONSES	
Strongly agree	24.27%	142
Agree	22.39%	131
Neither agree nor disagree	28.21%	165
Disagree	14.02%	82
Strongly disagree	11.79%	69
Total Respondents: 585		

Domestic Animal Management Plan

**Q26 I choose my recreational activities based on being able to take my pet/s**

Answered: 585 Skipped: 29

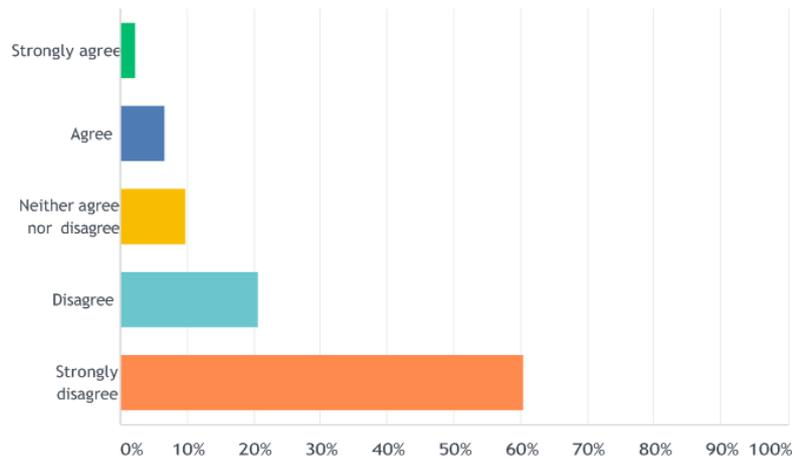


ANSWER CHOICES	RESPONSES	
Strongly agree	34.36%	201
Agree	21.37%	125
Neither agree nor disagree	24.27%	142
Disagree	9.91%	58
Strongly disagree	10.60%	62
Total Respondents: 585		

Domestic Animal Management Plan

Q27 There are times when I have not picked up the droppings of my dog

Answered: 585 Skipped: 29

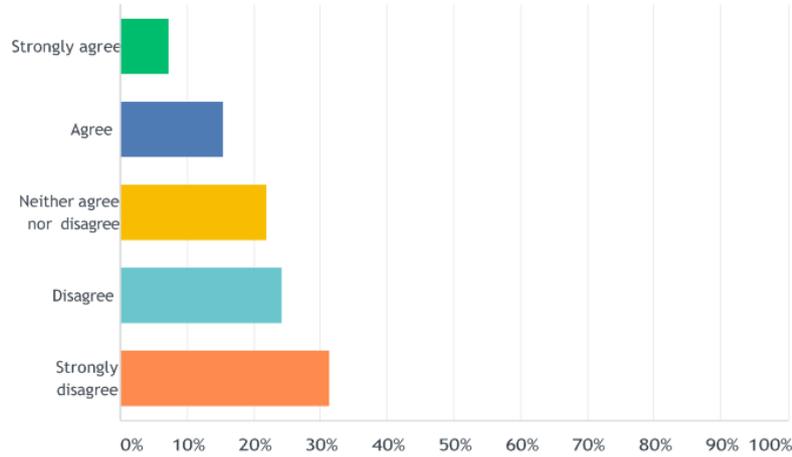


ANSWER CHOICES	RESPONSES	
Strongly agree	2.39%	14
Agree	6.67%	39
Neither agree nor disagree	9.91%	58
Disagree	20.68%	121
Strongly disagree	60.51%	354
Total Respondents: 585		

Domestic Animal Management Plan

**Q28 I have or do walk someone else’s dog or have borrowed a dog for some ‘company’**

Answered: 585 Skipped: 29

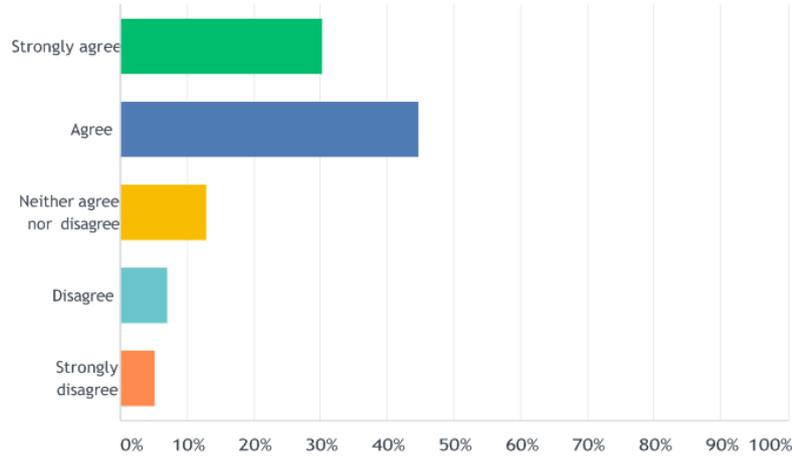


ANSWER CHOICES	RESPONSES	
Strongly agree	7.35%	43
Agree	15.56%	91
Neither agree nor disagree	22.05%	129
Disagree	24.27%	142
Strongly disagree	31.28%	183
Total Respondents: 585		

Domestic Animal Management Plan

**Q29 As long as dogs are on a lead it is okay for them to be near, but not in, playgrounds**

Answered: 585 Skipped: 29

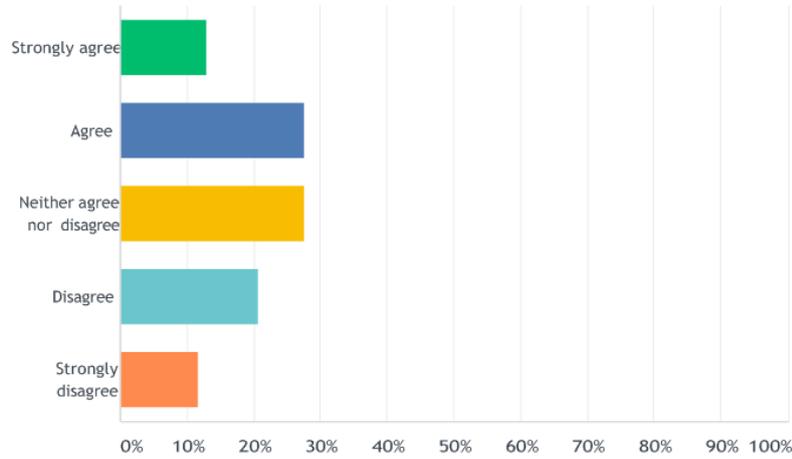


ANSWER CHOICES	RESPONSES	
Strongly agree	30.26%	177
Agree	44.79%	262
Neither agree nor disagree	12.99%	76
Disagree	7.18%	42
Strongly disagree	5.30%	31
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

Q30 When I walk my dog in a park I feel safe around other dogs

Answered: 585 Skipped: 29

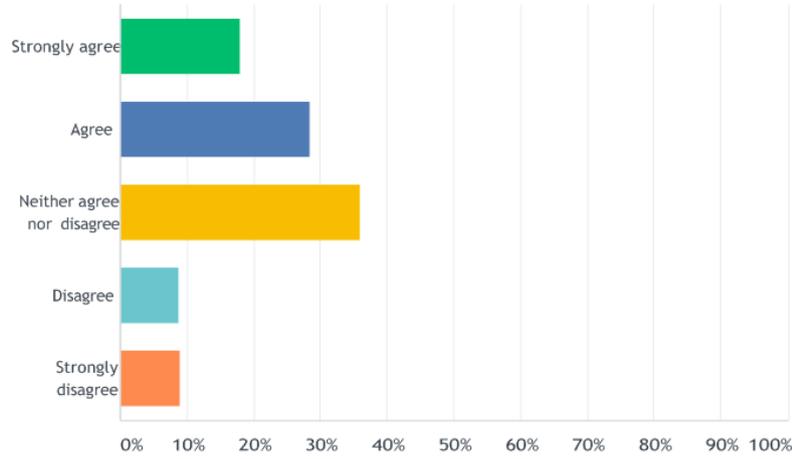


ANSWER CHOICES	RESPONSES	
Strongly agree	12.99%	76
Agree	27.69%	162
Neither agree nor disagree	27.69%	162
Disagree	20.68%	121
Strongly disagree	11.62%	68
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

**Q31 I would like more information about adopting pets from animal shelters**

Answered: 585 Skipped: 29

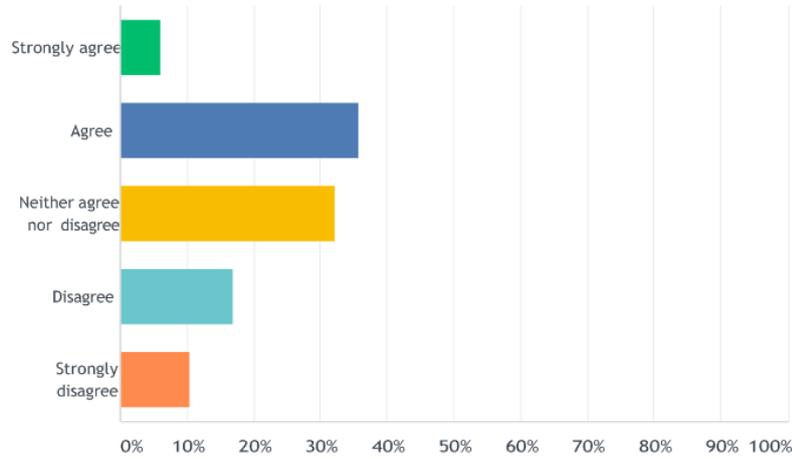


ANSWER CHOICES	RESPONSES	
Strongly agree	17.95%	105
Agree	28.55%	167
Neither agree nor disagree	35.90%	210
Disagree	8.89%	52
Strongly disagree	9.06%	53
Total Respondents: 585		

Domestic Animal Management Plan

**Q32 Council understands and recognises the importance of pets**

Answered: 585 Skipped: 29

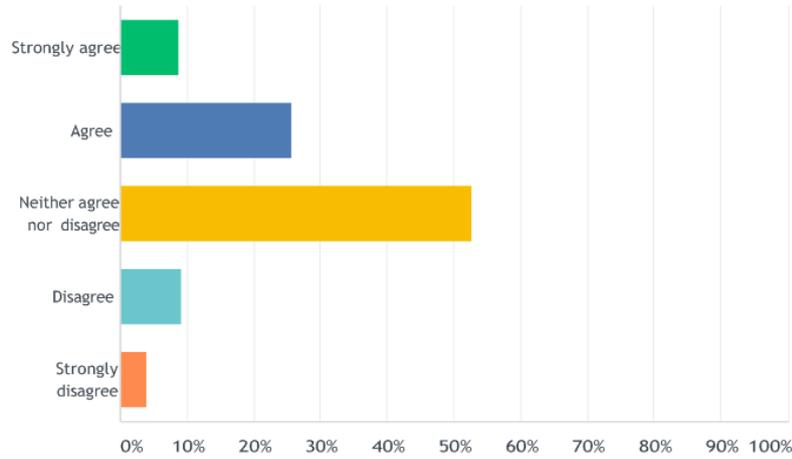


ANSWER CHOICES	RESPONSES	
Strongly agree	5.98%	35
Agree	35.73%	209
Neither agree nor disagree	32.14%	188
Disagree	16.92%	99
Strongly disagree	10.43%	61
<b>Total Respondents: 585</b>		

Domestic Animal Management Plan

Q33 Council animal management staff are helpful and courteous

Answered: 585 Skipped: 29

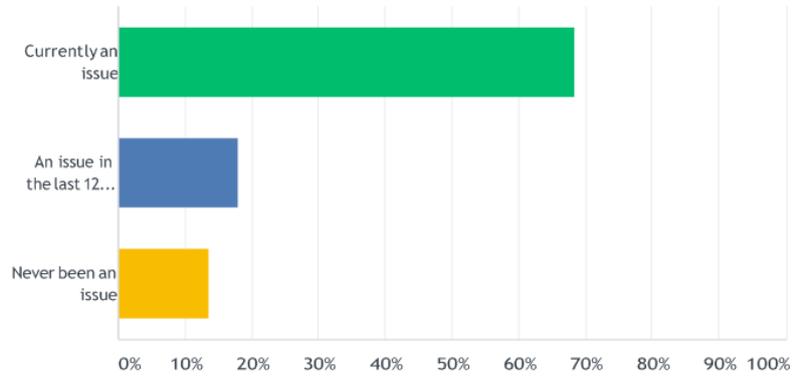


ANSWER CHOICES	RESPONSES	
Strongly agree	8.89%	52
Agree	25.81%	151
Neither agree nor disagree	52.82%	309
Disagree	9.23%	54
Strongly disagree	3.93%	23
Total Respondents: 585		

Domestic Animal Management Plan

Q34 Owners not picking up their dog's droppings or leaving their poo bags behind

Answered: 567 Skipped: 47

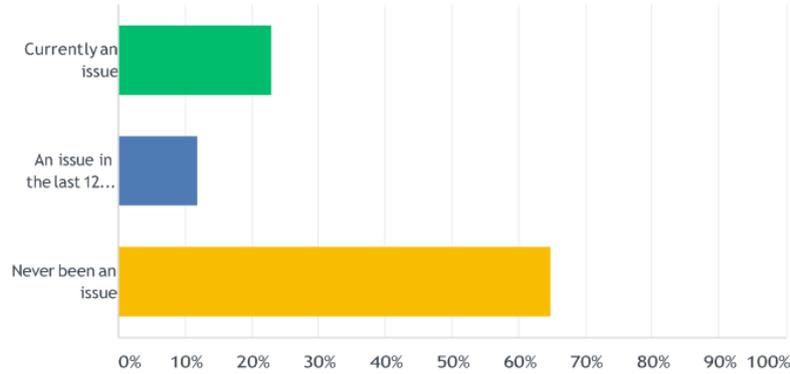


ANSWER CHOICES	RESPONSES
Currently an issue	68.43% 388
An issue in the last 12 months	17.99% 102
Never been an issue	13.58% 77
Total Respondents: 567	

Domestic Animal Management Plan

Q35 Owners letting their dogs run through my or my children's sporting activities

Answered: 567 Skipped: 47

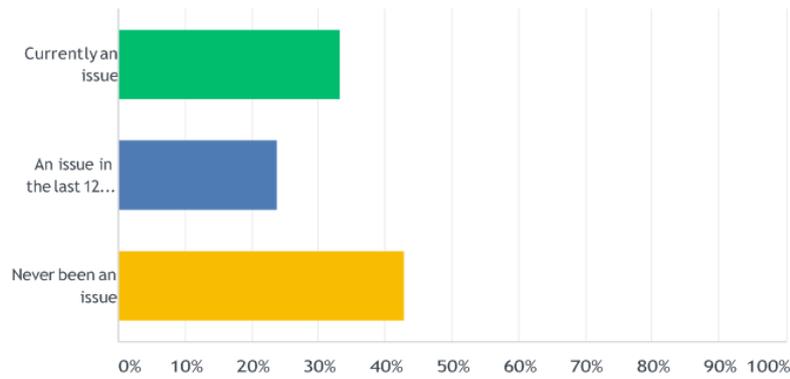


ANSWER CHOICES	RESPONSES
Currently an issue	23.10% 131
An issue in the last 12 months	11.99% 68
Never been an issue	64.90% 368
Total Respondents: 567	

Domestic Animal Management Plan

Q36 Owners letting their dogs annoy my dog/s

Answered: 567 Skipped: 47

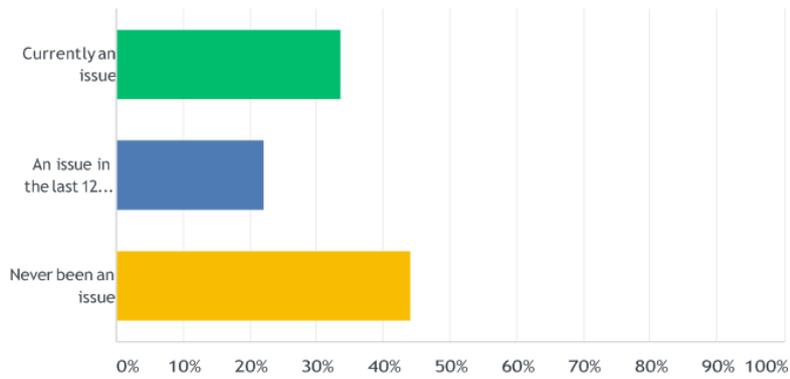


ANSWER CHOICES	RESPONSES
Currently an issue	33.33% 189
An issue in the last 12 months	23.81% 135
Never been an issue	42.86% 243
Total Respondents: 567	

Domestic Animal Management Plan

**Q37 Owners letting their dogs annoy other people**

Answered: 567 Skipped: 47

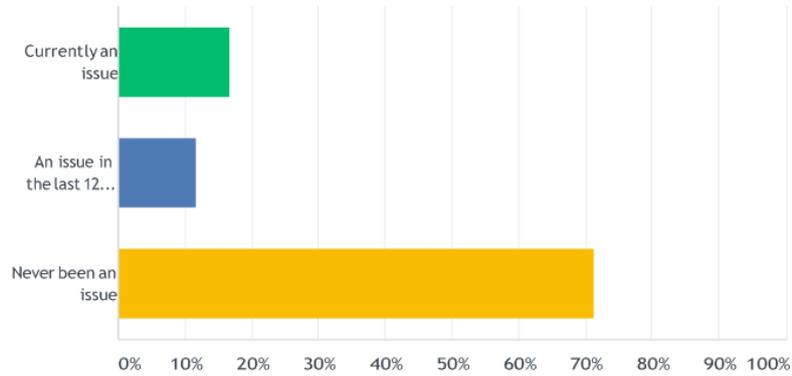


ANSWER CHOICES	RESPONSES	
Currently an issue	33.69%	191
An issue in the last 12 months	22.22%	126
Never been an issue	44.09%	250
Total Respondents: 567		

Domestic Animal Management Plan

**Q38 Owners letting their dogs dig up parks, sporting grounds and foreshore areas**

Answered: 567 Skipped: 47

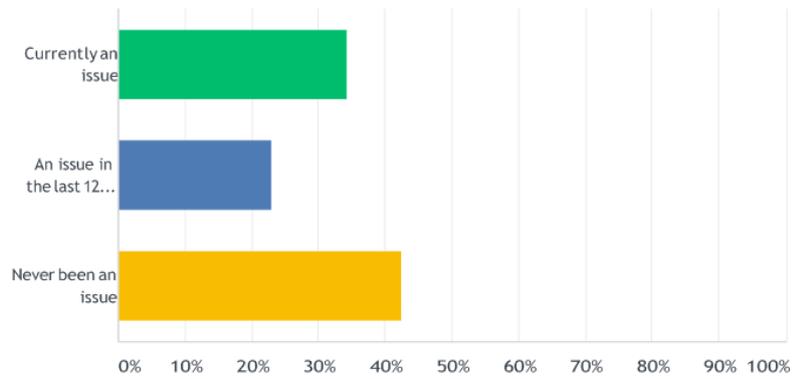


ANSWER CHOICES	RESPONSES	
Currently an issue	16.75%	95
An issue in the last 12 months	11.82%	67
Never been an issue	71.43%	405
Total Respondents: 567		

Domestic Animal Management Plan

**Q39 Owners not adhering to the current foreshore regulations**

Answered: 567 Skipped: 47

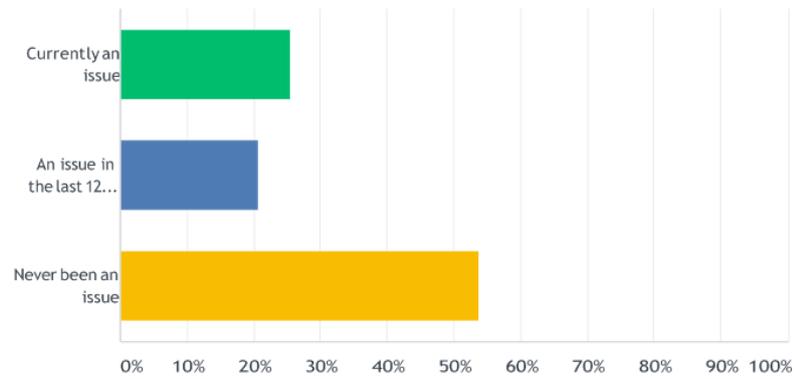


ANSWER CHOICES	RESPONSES	
Currently an issue	34.39%	195
An issue in the last 12 months	23.10%	131
Never been an issue	42.50%	241
Total Respondents: 567		

Domestic Animal Management Plan

### Q40 Feeling unsafe when I use a park around other dogs

Answered: 567 Skipped: 47

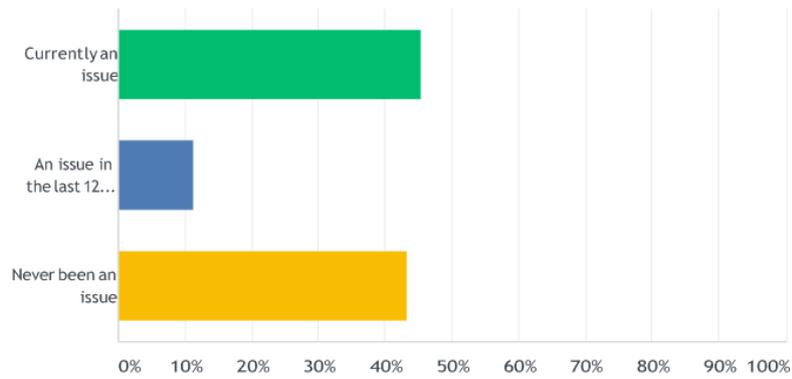


ANSWER CHOICES	RESPONSES
Currently an issue	25.57% 145
An issue in the last 12 months	20.63% 117
Never been an issue	53.79% 305
Total Respondents: 567	

Domestic Animal Management Plan

**Q41 No free roam on the foreshore**

Answered: 567 Skipped: 47

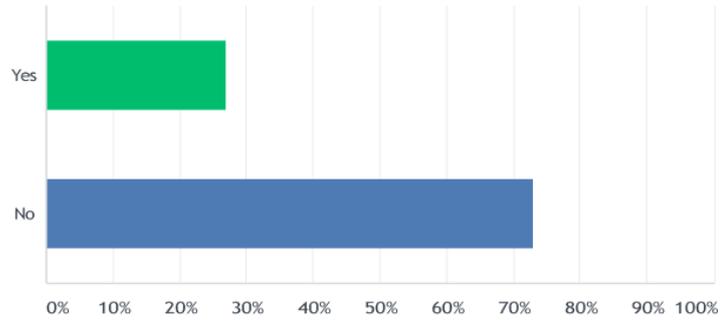


ANSWER CHOICES	RESPONSES	
Currently an issue	45.33%	257
An issue in the last 12 months	11.29%	64
Never been an issue	43.39%	246
Total Respondents: 567		

Domestic Animal Management Plan

Q42 Not relevant to me as I don't have a dog or walk a dog

Answered: 548 Skipped: 66

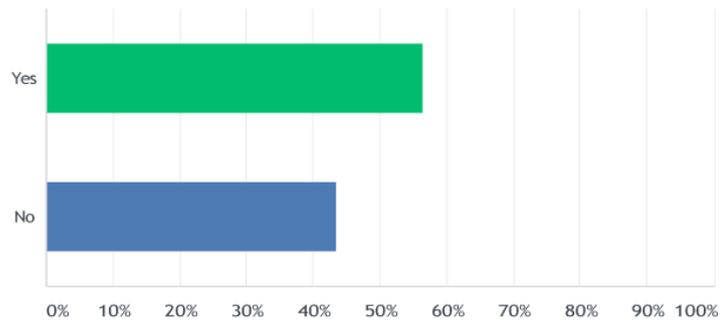


ANSWER CHOICES	RESPONSES
Yes	27.01% 148
No	72.99% 400
Total Respondents: 548	

Domestic Animal Management Plan

Q43 If I thought someone was watching me

Answered: 548 Skipped: 66

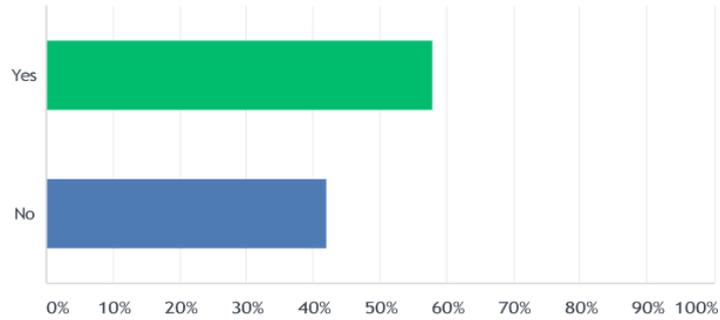


ANSWER CHOICES	RESPONSES
Yes	56.39% 309
No	43.61% 239
Total Respondents: 548	

Domestic Animal Management Plan

Q44 If my children/partner were with me

Answered: 548 Skipped: 66

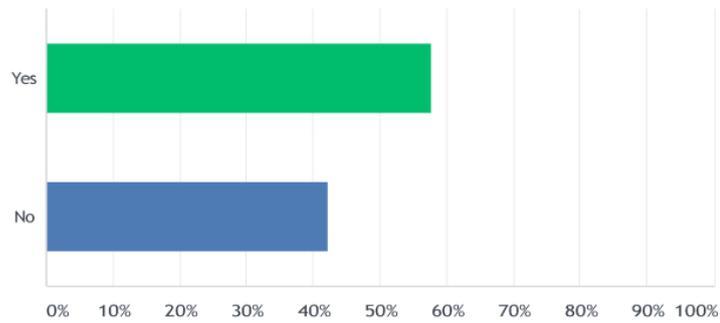


ANSWER CHOICES	RESPONSES
Yes	58.03% 318
No	41.97% 230
Total Respondents: 548	

Domestic Animal Management Plan

Q45 If my children/partner told me off

Answered: 548 Skipped: 66

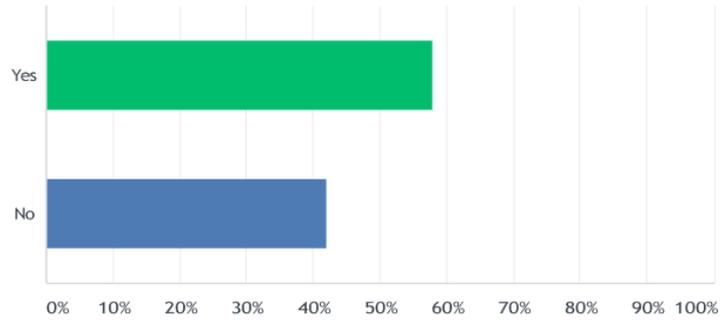


ANSWER CHOICES	RESPONSES	
Yes	57.66%	316
No	42.34%	232
Total Respondents: 548		

Domestic Animal Management Plan

Q46 If I didn't have to carry it around

Answered: 548 Skipped: 66

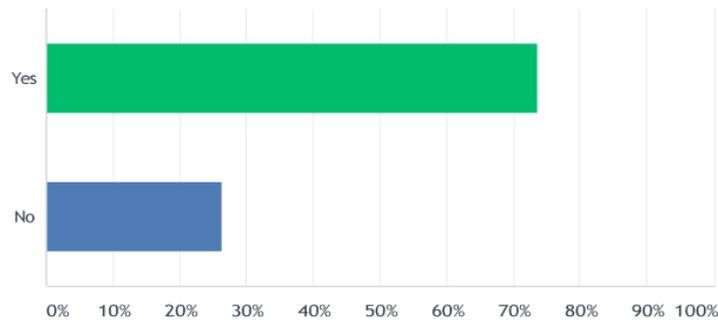


ANSWER CHOICES	RESPONSES	
Yes	58.03%	318
No	41.97%	230
Total Respondents: 548		

Domestic Animal Management Plan

Q47 If more doggie bags were available at parks and reserves

Answered: 548 Skipped: 66

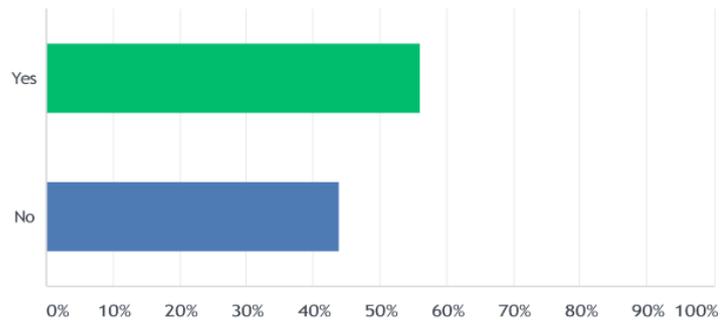


ANSWER CHOICES	RESPONSES	
Yes	73.54%	403
No	26.46%	145
Total Respondents: 548		

Domestic Animal Management Plan

### Q48 Greater controlling of dogs at parks and reserve

Answered: 548 Skipped: 66

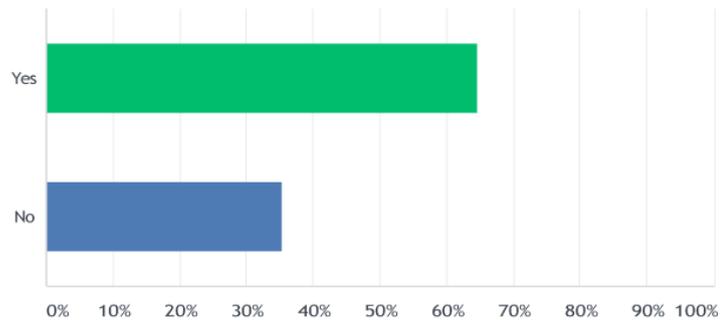


ANSWER CHOICES	RESPONSES	
Yes	56.02%	307
No	43.98%	241
Total Respondents: 548		

Domestic Animal Management Plan

### Q49 Fines and enforcements

Answered: 548 Skipped: 66

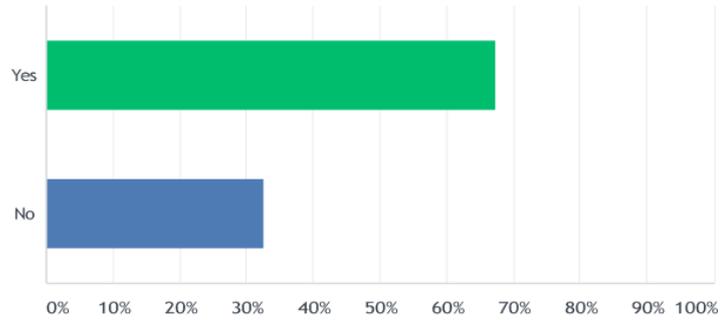


ANSWER CHOICES	RESPONSES
Yes	64.60% 354
No	35.40% 194
Total Respondents: 548	

Domestic Animal Management Plan

Q50 Education - If I knew there was a real environmental impact

Answered: 548 Skipped: 66

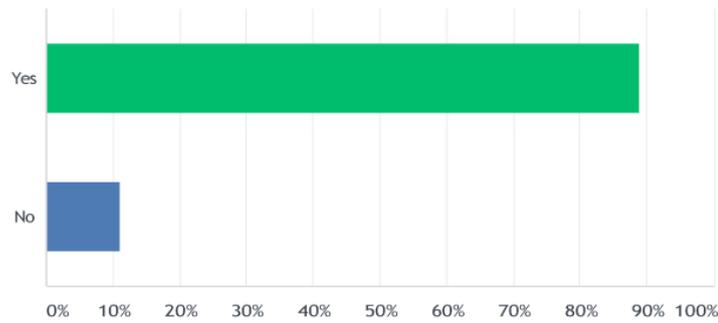


ANSWER CHOICES	RESPONSES	
Yes	67.34%	369
No	32.66%	179
Total Respondents: 548		

Domestic Animal Management Plan

Q51 Not relevant to me, I always pick up after my dogs droppings

Answered: 548 Skipped: 66

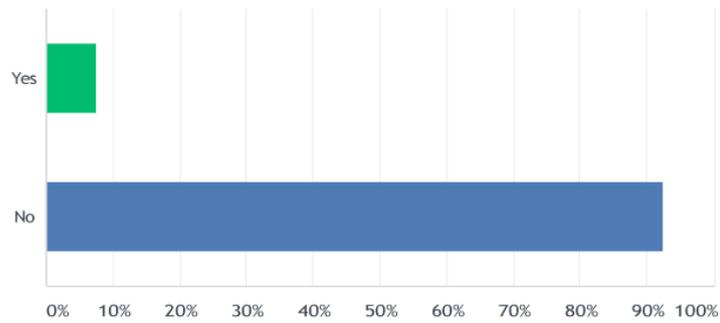


ANSWER CHOICES	RESPONSES
Yes	88.87% 487
No	11.13% 61
Total Respondents: 548	

Domestic Animal Management Plan

Q52 Nothing would encourage me to pick it up

Answered: 548 Skipped: 66



ANSWER CHOICES	RESPONSES
Yes	7.48% 41
No	92.52% 507
Total Respondents: 548	

Domestic Animal Management Plan

**Q53 Any other comments?**

Answered: 263 Skipped: 351

## Domestic Animal Management Plan

#	RESPONSES	DATE
1	Always pick up droppings, and always have leash on!	6/15/2020 8:02 PM
2	This is important to me because 1. because this is my workplace, 2. stepping in shit and taking back to vehicle to have lunch and 3. running over dog shit with the mower or worse hitting it with the brush cutter defiantly makes for a shitty day, because it stays with you all day.	6/15/2020 11:41 AM
3	Not all beaches should have roam free areas. All nature reserves should either have 'no dogs' or 'dogs on leads'.	6/15/2020 12:22 AM
4	Dont have a dog, but in peak times i have seen dogs on the foreshore off a lease and running around near children and people enjoying the sun. When the seal was stranded on the frankston foreshaw a couple had their dog, go close and upsetting the animal when strict notice board stated no do to be allow near animal, think that there should be no dog on foreshore especially in peak seasons. not taking into account owners not cleaning up after their dogs in summer, the flies etc are terrible.	6/14/2020 10:21 PM
5	I do not have a dog, but very annoyed when I walk along the Frankston board walk between Olivers Hill and Frankston Pier and almost always there are remnants of dog droppings.	6/14/2020 8:06 PM
6	There need to at least be more bins available at all parks and ideally poo bags at all parks.	6/14/2020 5:59 PM
7	Education. This is not a common practice all over the world, so new immigrants or different cultures, or children of those who have never had pets in the past.	6/13/2020 8:06 PM
8	definitely more poo bins at seaford beach so I didn't have to walk around with it	6/13/2020 4:35 PM
9	Everywhere you look in parkland there are dog turds. How are kids meant to play there? Keep dogs of the sporting grounds. Everytime a group wants to use it they have to pick up other people's dogs turds. It's no different from me going around to their place and taking a crap on their lounge room floor. Our kids have to play on it!!!	6/12/2020 1:59 PM
10	Dog owners that do not pick up their dog poo especially on my children's sporting grounds is a HUGE problem, these should be patrolled more than telling dogs to get off the beach. Significant fines should be giving for people letting their dog poo on footpaths and parks and dog off lead areas. I am not the culprit but so many are.	6/12/2020 9:58 AM
11	I frequent a number of reserves in Langwarrin and in six years have NEVER seen anyone policing pet/owner behaviour. Some people are not perturbed by the presence of council workers and will still leave their dog's poop	6/12/2020 8:41 AM
12	I don't own a dog anymore and I always picked up droppings. They are spread along pier board walk every day. Your questions above were irrelevant to me but I had no choice but to answer them	6/11/2020 9:09 AM
13	make doggy bags biodegradable, I'm always finding plastic poo bags thrown into the bush	6/11/2020 7:52 AM
14	It's an ongoing issue at reserves and sporting ovals that owners walk around with their dogs off lead and not have them under effective control - they will let them approach people and other dogs who may not be receptive. and make them fearful or lash out. There are also owners who will just let their dog off on sporting ovals, close the gates and not watch them and not pick up after them. Then when the kids go to play sport there is dog poo over the oval. Dogs should not be permitted on the sporting ovals at any time. There should be signage at the grounds stating this as well as more proactive patrols. The current restrictions with dogs on beaches should stay the same. There are still issues with dog poo and people flouting the rules but to ease them would just increase the issues.	6/10/2020 8:00 PM
15	The dog owners of Frankston know that they are highly unlikely to ever be fined for not removing dog waste. Good people do good things, bad or apathetic people do bad or apathetic things unless forced to do otherwise.	6/10/2020 2:29 PM
16	I have always picked my dogs poo up as i know about the environmental effect and it looks horrible when everywhere and is just the right thing to do if you are a responsible pet owner. I get sick off the ignorant people that tell me its biodegradable at leash free areas i always reply not when its on the bottom of my shoes, and the people that pick it up when someone is around then drop it somewhere when no one is looking shame they cant be nice as their dogs.	6/9/2020 6:12 PM
17	These questions are very badly worded. I pick up after my dog always, so nothing would	6/9/2020 11:46 AM

Domestic Animal Management Plan

encourage me to behave differently, however, I witness on a daily basis other pet owners who just don't care about picking up after their dogs.

18	Dog droppings increase in the winter when people walk their dogs in the dark and think no one is watching so they dont pick it up	6/9/2020 10:14 AM
19	Bins to put it in would help	6/8/2020 8:41 AM
20	Besides no: 51 it is difficult to answer these questions. Most of them infir I would only pick up under the circumstances stances asked or if I answe no it infurs I would never pick up. I always pick up due to respect for others just to make it clear	6/8/2020 7:07 AM
21	Too many dog owners are irresponsible- they don't pick droppings up.	6/5/2020 9:26 AM
22	No	6/5/2020 4:23 AM
23	No	6/5/2020 12:01 AM
24	Always pick up after my pup though more bins along foreshore would be helpful not to carry poo bags for sooooo long !!	6/4/2020 3:08 PM
25	The availability of poop bags and rubbish bins in dog friendly areas would encourage people to pick up droppings. Mostly from what I have observed people are mostly responsible though	6/4/2020 1:48 PM
26	Na	6/4/2020 12:17 PM
27	there needs to be more signage showing the penalties for not picking up, more stations to get doggy poo bags and more visible enforcement of the regulations by council officers	6/4/2020 11:45 AM
28	Not sure i ansered the first few questions correctly as I always pick up my dogs droppings.	6/4/2020 11:11 AM
29	This section of the survey needs to be reviewed, all questions are compulsory even if they are not relevant. I do not own a dog.	6/4/2020 10:45 AM
30	We always pick up after our dog so mostly the questions were irrelevant. They questions are also badly composed as depending on how you read them the answers are probably skewed and not at all what the person responding thinks they are saying.	6/4/2020 9:25 AM
31	Bags and bins are great. Very impressed with these measures.	6/3/2020 10:42 PM
32	So many dogs in Langwarrin Flora Fauna Reserve and the amount of dog poo around the Woodlands school area and on the foreshore boardwalk constantly is absolutely vile. Ban dogs on the Frankston boardwalk full stop.	6/3/2020 9:54 PM
33	I do not have a dog!	6/3/2020 9:51 PM
34	Not sure if I answered these questions correctly as I always pick up and always carry bags. Don't need fines, people watching me or a partner to yell at me. It's about respect for others and doing the right thing. That's why I always pickup.	6/3/2020 8:43 PM
35	I have always picked up my dog's droppings so there is nothing more that I can do to improve.	6/3/2020 8:09 PM
36	Over regulation makes me wonder if I'll have pets in future. If cats arnt allowed out I'd have mine put down as caging them permanently os cruel	6/3/2020 8:01 PM
37	I always pick up, and usually pick up other people's as well.	6/3/2020 7:30 PM
38	I always pick up after my dog but the amount of people that don't is doing my head in . Start fining people \$500	6/3/2020 7:29 PM
39	I observe many people not picking up their dog's waste.	6/3/2020 6:51 PM
40	We always carry poo bags and pick up. It annoys us that some people pick up and leave the bag somewhere. That is annoying.	6/3/2020 6:46 PM
41	I think most people are responsible and understand the importance of this	6/3/2020 6:30 PM
42	There is dog poo consistently on footpaths and nature strips in suburban Seaford. It is disgusting and every pet owner should be informed that if they dont pick up their dogs poo they will lose the privilege of having a pet. There should be dna testing like in europe.	6/3/2020 5:29 PM
43	I ALWAYS pick up after my dogs. The ranger needs to patrol the Sandhurst Golf Estate where I	6/3/2020 3:05 PM

## Domestic Animal Management Plan

live as so many people walk their dogs off leash and don't pick up after their dogs.

44	Occasionally there are no poo bags at park, luckily I always walk with other dog walkers so can always get one. Nobody can use the excuse of not picking up after their dog, we all know it's disgusting. There's always going to be some people who just don't bother regardless of anything.	6/3/2020 2:01 PM
45	I always pick up after my dogs. I think puppy schools need to educate dog owners and make sure its part of the norm to carry bags and pick up after dogs. I live in Sandhurst estate it would make it easier if there were specific bins for dog droppings. Everyone would get to know the location of bins ( I lived in Sanctuary Cove Qld they had specific bins it seemed to work well, no dog droppings there)	6/3/2020 1:02 PM
46	a responsible dog walker would always pick up after themselves, but having poop bags in the park would be very helpful if dog pooped more than usual, and owner ran out	6/3/2020 11:29 AM
47	Do not have a dog but get angry seeing dog poo not picked up or bag of poo left on path/grass etc	6/3/2020 11:23 AM
48	It doesn't matter who is with me, or watching or not watching, I always pick it up.	6/3/2020 10:58 AM
49	If only all dog and cat owners would be responsible and think of others. It can also become a health issue	6/3/2020 10:36 AM
50	We always pick up after our dogs, but would love to see more bins in Sandhurst	6/3/2020 10:22 AM
51	The above questions and answers are written in a confusing way. Unsure which answer is positive response	6/3/2020 10:14 AM
52	I always pick it up but any encouragement or deterrent for others is needed	6/3/2020 10:07 AM
53	Don't have a dog	6/3/2020 9:55 AM
54	This section is confusing. Answering yes to #51 Should be at the beginning which would negate the need to navigate the rest.	6/3/2020 9:37 AM
55	I think you can train your dog to not go on naturestrips or middle of walkways etc but train it to go on your return.home.Carry bag for emergency.	6/3/2020 7:22 AM
56	If bags are biodegradable, provide more bin opportunities in park areas.	6/3/2020 4:55 AM
57	Dog droppings are a major issue at the moment. plastic bags to pick up are one thing but owners if out walking havn't got a bag should be spoken to or even fined. Owners caught tossing the bag with dog poo in it should get even harsher fines. If bags are provided in an area drop off points need to be available.	6/2/2020 10:35 PM
58	No	6/2/2020 10:31 PM
59	I don't have a dog but answered from moral grounds	6/2/2020 9:47 PM
60	This section was poorly designed & did not make sense in relation to the question	6/2/2020 8:01 PM
61	Bins are important but bags in easy to reach places. Water fountains also need to be considered.	6/2/2020 7:47 PM
62	This is a big problem and there definitely needs to be something done ASAP	6/2/2020 7:17 PM
63	No	6/2/2020 6:28 PM
64	I always pick up after my dog, whether anyone is watching or otherwise.	6/2/2020 6:12 PM
65	These questions were difficult to comprehend. I always pick up after my dog.	6/2/2020 5:30 PM
66	No dogs on sporting fields because of this problem	6/2/2020 3:38 PM
67	q 42 - 53 not relevant but survey would not allow me to skip	6/2/2020 1:57 PM
68	I'm not convinced that people will answer truthfully.	6/2/2020 12:37 PM
69	Need more bins to encourage owners to pick up droppings and for general rubbish	6/1/2020 10:11 PM
70	No	6/1/2020 7:50 PM

## Domestic Animal Management Plan

71	Compostable bags provided (not just biodegradable) as you are putting something organic in a bag that will be in landfill for a long time XOXO	6/1/2020 5:42 PM
72	Not relevant to me as I don't own a dog	6/1/2020 1:42 PM
73	I don't own a dog just a cat	5/31/2020 3:57 PM
74	Council by-laws broken repeatedly in Sandfield Reserve Carrum Downs every single day.	5/30/2020 9:01 PM
75	Most people do the right thing it's the minority that seem not to we who do the right thing shouldn't be penalised	5/30/2020 8:18 PM
76	more bins available. having just 1 (or no)bin in a large area with only 1 poop bin in an area/ entrance not often frequented by most people is really inconvenient in a large dog park.	5/30/2020 11:46 AM
77	I pick up other dogs poo esp in a place where kids play sports	5/29/2020 2:03 PM
78	When I had dogs I respected other dog owners and their dogs and enjoyed many social events with friends and their pets as they were all well trained. However many wish to prove how well trained their pets are by flaunting the guidelines and supporting. "This dog is under voice control." My mother was attacked by two neighbours dogs that attended "doggie school" under voice control while her pet was restrained in her front yard (tied to a tree). Owners intentionally accompanying dogs around the streets unrestrained is inexcusable.	5/29/2020 12:09 PM
79	There are often dogs at the beach on sunny days even in summer and I think it is unfair to ban them. I would love to be able to take my leashed dog to the beach on a warm summer evening. I also think FCC should consider fenced dog parks. My dogs have good recall but I don't trust unfenced off-lead areas. I'm sick of having to drive outside the areas to let my dog have a run. I would appreciate a fenced dog beach like Brighton has. I also think your survey is confusing and the answers don't match some of the questions. Poorly designed surveys are the worst.	5/29/2020 12:56 AM
80	The local walking tracks are disgusting they are covered in dog poo in Carrum downs it's hard to exercise and social distance when your avoiding people and dog poo	5/28/2020 11:53 PM
81	I would pick up after my dog if there were more bins available to me. I can't walk for over an hour and effectively socialise my dogs carrying poo. I'd rather leave it where it can naturally go instead of leaving inside a plastic bag on the ground that can harm the environment.	5/28/2020 10:51 PM
82	Dog bags in parks, walking tracks	5/28/2020 10:17 PM
83	I/we own a dog and ALWAYS pick up after it, only irresponsible pet owners don't	5/28/2020 8:55 PM
84	Fine people who don't walk their dog with a poop bag. It's not councils responsibility to provide dog poop bags, it's the dog owner. Casey council recently changed their local law so they can issue infringements. Hire more local laws people to have a regular presence in parks and issue fines. Banyan reserve, carrum downs recreation reserve, peninsula reserve, Lloyd park & ballam Park have dog poop everywhere it's disgusting. The mowing operators with their brushcutters get covered in it which can't be too healthy to get it in their faces, eyes & mouth. Keep dogs off sports playing surfaces, the pedestrian gates off the ovals so the owners have to watch that their dog doesn't run away & have it under their control	5/28/2020 7:16 PM
85	Sick of seeing bags of dogshit dropped anyplace.	5/28/2020 6:41 PM
86	No	5/28/2020 5:36 PM
87	Always pickup so largely not an issue.	5/28/2020 3:42 PM
88	Don't throw your dog pooh in people's private bins when walking your dog.	5/28/2020 2:34 PM
89	I always pick up after my dog	5/28/2020 1:57 PM
90	These questions are confusing. This is not relevant to me. I ALWAYS pick up after my dog.	5/28/2020 10:06 AM
91	Sometimes the dog bins are overflowing on the Seaford Foreshore and there are no bags.	5/27/2020 10:16 AM
92	I hate the wording in this section as I'm unsure if I have gotten my point across. I always pick up after my dog, but I think the above measures would encourage others.	5/26/2020 1:12 PM
93	Always pick up after my dogs, I actually find it is the older generation who do not pick up after their animals the ones who 'never had to do it in my day, why start now'. I think a campaign with strong enforcement over the first couple of weeks would work well once word got around, like	5/26/2020 11:44 AM

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when the beach restrictions end, everyone hears about the person who got caught the day after restrictions lift even if you don't see the officers again.

94	It seems to be the larger dogs that poo is not being picked up. I was walking my dogs on a sports ground yesterday, as I always do, and found 4 different huge dropping piles. I picked up one but they smelt so bad did not do any more	5/25/2020 12:27 PM
95	Locals in our community often leave spare dropping bags or used bread bags tied up in public areas for the convenience of other patrons which has been very effective in areas with no council bag bins.	5/25/2020 10:58 AM
96	It's plain disgusting that some owners feel they don't need to pick up their dogs droppings. I have children and we enjoy going for walks, but don't like having to dodge dog poo. This is not the dogs fault, it's the owners.	5/25/2020 7:23 AM
97	Providing more bins and bags would encourage more people to pick up i think	5/25/2020 5:54 AM
98	More bins and bags definitely needed in of leash areas	5/24/2020 11:25 PM
99	I a.ways pick up after my dog, more bins around would be great	5/24/2020 10:12 PM
100	Having scheduled times for dogs off leash on the foreshore would be a massive improvement, even just a designated area, especially near seaford.	5/24/2020 9:46 PM
101	The majority of dog owners pick up after their dog. There will always be a minimum number of irresponsible people in society. But Im always impressed at how little droppings there are due to people doing the right thing.	5/24/2020 8:17 PM
102	The poo bins and bags are great, but in some places they are too far apart or in odd places (eg st the wrong end of the walking track) and although they are generally well stocked with bags, some seem to get very full and are not emptied frequently enough. I try to remember to take my own bag/s but have been caught short a few times. This and pooping deep in the bushes is the only time I dont pick up poop. Lost of people seem to walk their dogs along suburban footpaths and not pick it up. This is causing an issue in my street as there is often quite a bit of poop around (there is an off leash area nearby with not enough poo deposit boxes) I think that scattering a few more bag stations and poo bins around might be a good idea.	5/24/2020 7:42 PM
103	Pick it up! It's of that hard! I always do it	5/24/2020 7:03 PM
104	Everyone should pick up after pets	5/24/2020 6:58 PM
105	Thank you	5/24/2020 6:50 PM
106	Not a very well written section.. I always take poo bags with me every time I take my dog out. I would like to be able to let me dog roam free on the beach. I always would put my dog on a lead if near people/children or other dogs. I usually find dog poo on walking tracks and used poo bags left on the walking track.. NOT ENOUGH BINS AROUND FOR PEOPLE TO USE. Hence the amount of rubbish humans leave everywhere.. more human rubbish left around than dog poo!!	5/24/2020 6:44 PM
107	There is an issue with free roam areas and owners not watching their dogs and then do not see them poo.	5/24/2020 6:32 PM
108	I think majority of owners pick up after their dogs but occasionally see people not picking up.	5/24/2020 6:30 PM
109	Many of these questions assume you have a dog. You should be automatically skipped over those. I have answered no to most of the questions, but that's because I don't currently have a dog.	5/24/2020 6:10 PM
110	my dog is always leashed and therefore it is easier to identify where she poops, many people that walk to the leash free area have their dogs off leash (in streets prior/surrounding) & they tend to be less responsible for collecting after their dogs, also in the leash free areas there is a high disregard to collect after their animals. I would like to use an enclosed sports ground for a leash free time with my dog but know that others would not clean up after their dog so would ruin it for those that can not use the unfenced leash free areas	5/24/2020 6:01 PM
111	Don't have a dog	5/24/2020 5:32 PM
112	Compostable poo bags are essential!! Please!!	5/24/2020 5:16 PM
113	Some people just don't feel any sense of responsibility.	5/24/2020 4:36 PM

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114	these were silly questions for any responsible dog owners to answer as we pick up after our dogs	5/22/2020 9:15 AM
115	Badly worded question . Questions are not relevant as I do not have a pet. Does no mean I would or yes mean I would?	5/20/2020 8:28 PM
116	Dangerous dogs have been a problem to me & my grandson on the beach & at Sweetwater Creek.	5/18/2020 11:42 PM
117	There is dog shit everywhere	5/18/2020 7:28 PM
118	I'm looking forward to the day when there will be DNA testing for dog poo..... can't come soon enough D	5/18/2020 4:55 PM
119	I don't own a dog, why can't I skip these questions. I trust we are going to address the issue of CATS.	5/18/2020 4:41 PM
120	I always carry bags and pick up poo, there are plenty of bags and bins provided by Council so everyone needs to pick up their dog poo, especially on boardwalk and heavy traffic areas. Those who leave their dog poo are making it tough for us responsible doggie owners!	5/18/2020 8:45 AM
121	I always pick up after my dog, but your questions didn't allow me to skip the above questions, please disregard my answers in this section, I had to choose an answer to continue, but they don't reflect my views.	5/17/2020 9:34 AM
122	Questions not really relevant for someone that ALWAYS picks up! Nothing would encourage me as I already do it.	5/17/2020 9:31 AM
123	Please allow dogs on leads in Frankston city and a dedicated dog beach or after hours/winter access. We would use and contribute to Frankston economy and business much more if we can take our whole family pets included. Also we often pick up other peoples dog droppings it makes me so mad when a few ruin it for responsible dog owners. So fines might work.	5/16/2020 7:24 AM
124	You probably should have had a professional write this. It is a bit of a mess and I don't think k it will result in any meaningful daya. Some of the questions don't make sense or are leading. You are forced to answer even if irrelevant. Very surprised this survey was approved by comms and councillors.	5/15/2020 11:17 PM
125	It is common courtesy as well as being a Council regulation. There are always dog bags available for use where I go and I always have a spare or two just in case.	5/15/2020 3:30 PM
126	People that go to off leash parks should at least be certain that their dog will come when called straight away.	5/15/2020 11:55 AM
127	a few fines for not picking up would reverberate through the community.	5/15/2020 11:27 AM
128	yes: place sufficient rubbish bins: none along many Frankston paths which are frequented by many people daily. The problem with dogs are the large and those of an aggressive nature: actually the problem are their owners! Those who do not pick up dog's poo must be fined on the spot. All dogs/cats must be neutered and must be walked on the leash when going along the streets of Frankston (also in residential areas). Foreshore: one should be able to take the dogs - same in Frankston beach but, those people who do not respect others and do not control their dogs must be banned. Cats: few ferals around really: good to have them indoors at night specially in Summer time.	5/14/2020 7:08 PM
129	We always have doggy bags to ensure we clean up after our dog	5/14/2020 4:11 PM
130	Owners throwing/leaving bags of dog poo are irresponsible especially in Nature Reserves	5/14/2020 12:24 PM
131	Too many regulations, so I limit my walks to places I know. Don't go to beach - not sure when? & parking charge. Not sure where I can walk my dog in Frankston, apart from my close park. I can't afford a fine!	5/14/2020 12:08 PM
132	Living in Sandhurst there is a real issue with CATS roaming around - this area is full of wildlife and its sad to see dead ducks, birds. We have swans and their babies, CATS are a menace particularly in our area - they should not be allowed to roam at all. CATS also tease dogs causing them to bark as they roam all over parks and our golf course. The golf club is strictly adhering to Council rules around pets so please pass the LOCK UP OF CATS at all times. thank you	5/13/2020 2:27 PM

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133	The majority of regular dog walkers pick up their dogs droppings just because we dont think it's fair others accidentally step on it. The new Covid 19 park people dont seem to know the rules and have been quite rude. I would like to bring up the issue of the cricketers & soccer people that deliberately leave their rubbish/food on the fields and around the park and in the bushes - we have a beautiful park at Baxter & they're ruining it! There are bins everywhere - No Excuses! Please inform their leadership. We don't need patrolling & policing - the majority of us regulars are grateful and so we are very responsible. Our dogs have so many friends and we have a big group to socialise with. It's always such a pleasant experience at Baxter and the dogs love walking around the park with us. I'm 61 and never been fitter in my life. Alot of Your questions above do Not have a Yes or No answer - is this a trick?	5/13/2020 2:01 PM
134	Confusing questions. I pick up 100% the time. Others don't as they are lazy and can't find bags to use.	5/13/2020 12:29 PM
135	Really needs to be more enforcement	5/13/2020 12:09 PM
136	Fine people who don't pick up dog poo. There is so much shit on and around footpaths when trying to take kids for walks.	5/13/2020 10:29 AM
137	I pick up the droppings 99% of the time, unless its too wet to pick up or out of the way of a path. Sometimes I feel its better for the environment to save on the plastic bag if its not anywhere near to where people walk	5/12/2020 10:09 PM
138	sick of people letting their dogs poo and then just walk off, especially on my nature strip, or property.	5/12/2020 9:12 PM
139	People not picking up their dog droppings is a real issue for me in Frankston South and when I walk in Overport Park.	5/12/2020 6:26 PM
140	This survey was worded very poorly. The answers didnt relate to the questions. Whoever wrote this needs to get advise next time. I should have been able to answer that I always pick up my dog droppings from the beginning. Ridiculous work.	5/11/2020 9:06 PM
141	dont have a dog	5/11/2020 12:18 PM
142	Hard to understand this question, but when we had animals we ALWAYS picked up their droppings.	5/11/2020 10:40 AM
143	None	5/10/2020 11:54 PM
144	This section is not well,worded. I pick up my dogs dropping's always because it's the right thing to do,and I don't like seeing dog poo let in public. The questions do not influence my behaviour though answering them may skew the results.	5/10/2020 8:20 PM
145	More bags and bins means more poo pick up	5/10/2020 5:02 PM
146	More bags and fines needed please. There is an awful amount of poo being left behind.	5/10/2020 1:16 PM
147	I pick up after my dog all the time; there are not enough places to dispose of droppings so i see that people have just dropped them.	5/10/2020 11:56 AM
148	More bins to dispose of bags around streets would be helpful plus more bag dispensing bins at regular parks	5/10/2020 9:39 AM
149	We always pick our pups poo up. We know it is out responsibility. When we were in prahran it was less of an issue surprisingly. It's quite bad down here- Seaford. In prahran in puppy school we were educated and there was always bins and bags available. So education & availability of bags/bins are our suggestion. However we're aware it's probably more complex then that. Thank you for seeking feedback, really appreciated! Thank you, and good luck! :)	5/9/2020 8:09 PM
150	I always pick up my dog's droppings but have answered as I might if I didn't	5/9/2020 3:53 PM
151	I think people are more compliant when 1. the job is made easy for them to comply 2. compliance is enforced (public embarrassment)	5/9/2020 1:45 PM
152	There seems to be a ridiculous held belief by many that (dog) poo is natural, and will compost and even is good for the environment! People seem truly shocked to learn that is a massive pollutant on (for example) waterways.	5/9/2020 8:21 AM
153	More bins to dispose droppings instead of carrying around Seaford Wetlands.	5/9/2020 8:17 AM

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154	I love having the free bags so I am happy to pick up others dog poo	5/8/2020 3:54 PM
155	Despite what people say, they don't pick up after their dogs.	5/8/2020 3:07 PM
156	Dogs are the property of their owners, dog owners are responsible for their dogs actions	5/8/2020 11:59 AM
157	It's disgusting that people aren't even picking up their dogs poo on the footpaths or side paths atm... this has increased massively along nepean hwy since covid 19. There needs to be more signs / bags / bins along the footpaths AND Why don't we have bins at Seaford beach???? There needs to be bins all along the beach!!	5/8/2020 11:38 AM
158	Stupid I don't have a dog	5/7/2020 9:49 PM
159	Extra bins	5/7/2020 8:29 PM
160	Don't have a dog, so the above questions weren't relevant	5/7/2020 4:19 PM
161	I dont currently have a dog. I find it totally inconsiderate of dog owners who walk their dog in an onlead area e.g. a Nature Reserve off the lead and who don't pick up their dog's droppings. Runners with a dog offlead have no idea when their dog does its business. The rest of us then get it on our shoes.	5/7/2020 4:01 PM
162	I am constantly picking up poo bags dumped behind grasses etc need poo bins closer together and something thats natural so that the environmental impact is not a issue. Considering we have seals and whales in the bay ALONG WITH DOLPHINS that would eat a plastic bag thinking its a jelly fish then it causes a blockage and kills them this is the worst form of environmental and animal cruelty	5/7/2020 2:49 PM
163	These questions were difficult to understand so I just guessed the correct answer. I always pick up after my dog and poo bag stations are a wonderful idea and help keep the area clean.	5/7/2020 1:19 PM
164	In Sweetwater Nature Reserve we have a big problem with people not picking up after their dogs. Also in my street some people walk their dog/dogs every day but never pick up after their dog.	5/7/2020 9:41 AM
165	seems the questions are geared towards certain answers that the council wants	5/6/2020 7:30 PM
166	I walk a lot in Ballam Park, lead free is a problem as often I have had dogs rush at me, including whilst I have a broken arm which is clearly visible to owners as it the issue of irresponsible dog owners not cleaning up their dogs droppings	5/6/2020 5:33 PM
167	all dog owners should pick up dog poo - i have seen others ignore their dogs pooing and leaving it behind. it leaves for a nasty surprise if someone steps on it!	5/6/2020 3:48 PM
168	There needs to be more bins around.	5/6/2020 3:48 PM
169	I didn't pick up a dog poo when it had diarrhoea, it was impossible.	5/6/2020 2:05 PM
170	I always have bags but more bins would be helpful	5/6/2020 1:23 PM
171	no	5/6/2020 12:21 PM
172	no	5/6/2020 11:58 AM
173	Not sure on this section's question's.	5/6/2020 11:47 AM
174	I always puck up after my dog	5/6/2020 10:52 AM
175	I think this is a very important community issue. When a woman is pregnant this can become a real issue when looked into and it's one thing to be able to control it at home. But having no control out in public is a concern most definitely. I also don't believe that a lot of the public understand the health implications of leaving poo around.	5/6/2020 10:51 AM
176	Fear of council enforcement officers patrolling would be a major reason for owners to pick it up	5/6/2020 10:45 AM
177	Please keep frankston city free of dogs. Cats should have a 24 hour curfew.	5/6/2020 9:50 AM
178	I always pick up after my dog if she is in a public area.	5/6/2020 9:22 AM
179	I always pick up after my dog	5/6/2020 7:18 AM
180	Provide free bags, have them fully stocked and bins provided. Other councils do this! Need	5/6/2020 7:10 AM

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them everywhere. Also, fine People for not picking up the poo

181	We need dog poo bins and bag supplies at all entrances to parks and reserves with normal bins, and then people will use them	5/5/2020 10:59 PM
182	The impact on Seaford wetlands must be a concern of the council. The phosphates in droppings can create unhealthy wetlands. Could a roll of bags every year upon registration encourage more people to pick up poo? Most of the time I see it happen, it looks like the owners do not have bags with them.	5/5/2020 8:48 PM
183	Always clean up after my dog	5/5/2020 8:44 PM
184	I appreciate that poo bags are at most parks but always have my own in the event none are available at the park I'm walking in. I do often pick up after other people who don't seem to care though so clearly there is a problem.	5/5/2020 8:25 PM
185	More bins would be nice but happy to take home. I always pick up after my dogs	5/5/2020 7:49 PM
186	I pick up my dog droppings	5/5/2020 7:18 PM
187	I always pick up after my dog. It's getting worse and especially during the covid 19 crisis. Often the worst offenders are those who have their dogs unleashed. There needs to be more bins on the walking tracks, Seaford wetlands especially	5/5/2020 7:10 PM
188	N/A	5/5/2020 7:02 PM
189	Most owners are lazy. It is very upsetting to walk along the beach tracks through Seaford, along the wetlands and on the beach with dog poo	5/5/2020 6:29 PM
190	Availability of baggies is the biggest issue.	5/5/2020 4:54 PM
191	questions and answers don't make sense	5/5/2020 4:01 PM
192	This is a very confusing section of the survey the leading question "Please tell us which of the following would encourage you to pick up after your dog" assumes that I don't pick up after my dog - which I do with no encouragement except that it is the right thing to do so the way each question wants a yes or no is not relevant to me except #51. None of the options (42 - 50) would 'encourage' me to do it as I always do it. Not sure how getting a yes / no answer can give you statistical accurate feedback from participants - should have been a choose which of the following would encourage you to pick up if and only if you don't always pick up droppings. How do people without a dog answer all the questions after that as they are not relevant!	5/5/2020 3:33 PM
193	It is also disgusting in srrreets when dog owners do not pick up!	5/5/2020 3:27 PM
194	The wording of these questions is bizarre. I don't think your results will be accurate because the questions are poorly worded, in a lot of cases I didn't know whether to answer yes or no even though I had strong opinions	5/5/2020 3:20 PM
195	I always pick up my dogs droppings	5/5/2020 2:55 PM
196	Responsible dog ownership MUST be enforced with fines if necessary. There are too many off-lead dogs throughout Frankston, especially in reserves.	5/5/2020 2:52 PM
197	I have always picked up my dog's poo over the last 25 years. It is part of responsible dog ownership.	5/5/2020 2:38 PM
198	Ethics is what we do when no one is watching. Always pick it up as that was commitment when owning dog.	5/5/2020 2:07 PM
199	Secure fenced area for small dogs. Due to earlier experiences, my dog is not comfortable with large dogs. I never walk her off-leash in the off-leash area for this reason.	5/5/2020 2:00 PM
200	always have ever since I had a dog picked up dog poo as it is the right thing to do. Since this year I seen a lot more of it on the footpath in the park. People are coming from other areas and parking next to the park and walking around, which never really happen before this year.	5/5/2020 1:19 PM
201	owners pick up after their dogs but hang the droppings in a tree on my road reservation	5/5/2020 1:14 PM
202	No	5/5/2020 1:12 PM
203	More doggy bag stations at parks would be great	5/5/2020 1:11 PM

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204	It would be very helpful if there were more dog dropping bins to encourage more people to pick up after their dogs	5/5/2020 12:39 PM
205	This is an important issue but people are almost never fined for it.	5/5/2020 11:49 AM
206	If more bins were at parks and reserves I would do it, I want to I just don't want to carry it around for my hour long walk	5/5/2020 10:50 AM
207	I don't have a dog.	5/5/2020 10:36 AM
208	I always have dog poo bags and would never not pick up after him.	5/5/2020 9:00 AM
209	Education is the key.	5/5/2020 7:27 AM
210	No	5/5/2020 6:53 AM
211	I always make sure I take a Bag as I always pick up after my dog but also get very frustrated when others don't especially when walking with my kids	5/5/2020 4:43 AM
212	More regular refilling and emptying of dog poo bags and bins	5/4/2020 9:04 PM
213	More bins & bags in the bins would be great!	5/4/2020 8:53 PM
214	Who will clean it up in the end????	5/4/2020 8:46 PM
215	I pick up after my dog so not an issue	5/4/2020 8:40 PM
216	I don't have a dog.	5/4/2020 8:23 PM
217	Re dog droppings, recently been to Frankston north flora fauna park- we pick up dog droppings and then have to take it home in the car and put up with the smell. Very discouraged to pick it up because of that. Also frequent Carrum downs recreation area and the council doggy bin with bags is near the scout hall and a lot of people don't know it's there as they drive in and park and go straight to oval. Foreshore is sadly always an issue, I'd love to be able to take my dog to an off leash area so I can enjoy the beach with my dog. Currently have to drive to Carrum or even safety beach where there is an amazing one. Put Frankston on the map and make a decent dog beach. And if you want to bring people to the cbd area it really needs that cafe culture like Seaford where we can take our dog to brunch with us.	5/4/2020 7:37 PM
218	Provide biodegradable bags and more bins	5/4/2020 7:27 PM
219	I always pick up and often pick up poo that other people haven't picked up too! In most cases there seems to be no where near enough poo bag/bins in reserves and parks (often just one per park), so unless you bring them with you like I do, a lot of people are caught out without a bag.	5/4/2020 7:20 PM
220	Those questions were a bit confusing / contradictory as to the context of the survey taker. Anyway, lots of people do not pick up their poo at Lloyd Park - i put in a request via snap send solve for poo bins at each entry/exit to help this. If we had many like at ballam park i think people would be better!	5/4/2020 7:06 PM
221	We need a dedicated space at the beach (gated) for off lead dogs.	5/4/2020 6:55 PM
222	Questions were quite ambiguous and I don't believe give a clear snapshot of my opinion. I always pick up my dog's poo because it washes into waterways and damages the environment and it's gross to step in, end of story. These things won't make me more likely to do it because I already always pick up dog poo	5/4/2020 6:49 PM
223	I really like you provide bags. But annoys me people who pick up with a bag and just leave the bag on the ground! Like come on ... I'd prefer them not to pick up if that's the case. So lazy!	5/4/2020 6:44 PM
224	I always pick up my dogs droppings and carry at least 3 dog poop bags with me at all times but I have noticed so many dogs droppings lately especially along the beach boardwalk and naturestrips.	5/4/2020 6:39 PM
225	More bins around to put bags into, especially along the Baxter trail near main roads. Too often have seen poop bags just tied off to a fence or left on the ground	5/3/2020 6:07 PM
226	I don't have a dog so most of those questions are irrelevant to me personally. I do strongly believe people should pick up after their dog and be fined if they don't	5/2/2020 2:10 PM
227	I have lived in Frankston City for 4 years now and have NEVER been so disgusted with pet	5/2/2020 11:14 AM

## Domestic Animal Management Plan

owners. Roaming cats digging/crapping in my garden and terrorising my birds in their aviary + leash free dogs every day in my neighbourhood. I walk my dog daily ON A LEAD and pick up his poop but unfortunately the majority of people around here don't. I see leash free dogs everyday, often with owners half a mile down the road chatting away to a friend, they don't even seem to care where their dog is and it is often in a persons front yard crapping on their lawn so of course the crap never gets picked up. I have to watch where I put my feet every day so I don't step in the large "mounds" of dog crap left - seems to be larger dogs owners who don't like picking up the huge mounds of faeces their dogs leave. I have even seen a person who takes their dog out to the nature strip "leash free" every morning to let it roam out there until it has crapped on the nature strip while they wait in the driveway playing on their mobile, then they call it back into their yard and leave the crap there - obviously don't want to have to clean up their own yards. All the leash free walkers have NO control over their dogs, I cross the road with my dog to avoid them but often have their dog come running across the road (in front of cars almost causing an accident at times) to terrorise my dog - I'm honestly waiting for my dog to get attacked but don't see why I haven't got the right as a ratepayer to safely walk my dog daily around the neighbourhood ON A LEAD when I pick up his crap. What the hell can be done about this? I would never take my dog to a leash free park as most owners who think their dog is perfect have no control over their dog and I don't believe you EVER know for certain whether your dog will bite so they should be on leads at all times so not sure if there are leash free areas here, perhaps there isn't and that is the problem? I lived in the Mornington Peninsula Shire for over 20 years and NEVER experienced this leash free problem and excessive dog faeces around my previous neighbourhood but it certainly is an issue in Frankston and something needs to be done about it. PLEASE DO NOT ALLOW DOGS INTO THE TOWN CENTRE as this will only make matters worse - if owners can't control their dogs and/or clean up after them in residential areas I'd hate to see the state of the city centre if dogs were allowed in it, I'd definitely be leaving Frankston NEVER to return. I think unfortunately laws make no difference here, these people need to be caught and fined as you can have signs galore up but residents just don't take any notice - I see dogs daily in the school yards near me (especially leash free dogs) but they all clearly have signs at the gate saying "no dogs" so obviously these Frankston residents can't read or simply don't care. It really is a shame as I like the parks and walkways provided for use and think they are maintained well but it seems the majority of pet owners here have no respect for the town or anyone else and are just selfish, irresponsible people who ruin many of these areas leaving their dog poop all over paths and playing areas.

228	More stations with bins and bags.	5/1/2020 7:41 PM
229	More bins & bags are needed	5/1/2020 6:24 PM
230	I Always pick up after him. More bins that get emptied often would be good. They are always full	5/1/2020 4:52 PM
231	Not sure if i answered these correct. I don't need any encouragement, I always pick them up as I hate seeing poo left anywhere and my own dog has recently been extremely sick from being too quick for me and eating another dog's poo!	5/1/2020 4:08 PM
232	From what I've seen in my years of being a dog owner I Frankston it is rare to see much poo not picked up. Sometimes you do but sometimes dogs poo and you can't find where they did it. Or do it when you were distracted and didn't notice them do it. It's more innocent than it's made out to be and I believe fussy people overreact to the poo situation .	5/1/2020 2:35 PM
233	1. Regular FCC staff patrols of tracks by the Seaford foreshore and Kananook Creek areas • FCC Staff patrols to collect dog-shit and bags of discarded dog-shit would reduce rubbish and flies as well as provide employment and an audit of dog-shit owner compliance. • At the same time FCC Staff may locate some of the many unleashed-dog-owners for compliance.	5/1/2020 1:50 PM
234	I don't have a dog but I get annoyed at others not taking care of their dog's droppings.	5/1/2020 1:25 PM
235	This set of questions are not appropriately phrased, responses could be construed or interpreted in a way that is opposite to my intended response. That is, a no could be interpreted as my having a bad approach to this issue where I actually have a good approach. Yet a yes could also be deemed to be a bad approach. Unnecessarily confusing. I have concerns about how some Councillors may interpret the responses.	5/1/2020 12:21 PM
236	This is very confusing with the wording! Not relevant to me should be at the top as I always pick up and have no need to answer the other questions	5/1/2020 11:54 AM
237	with more dogs being walked due to covid19 there are much more droppings around. Need	5/1/2020 9:43 AM

## Domestic Animal Management Plan

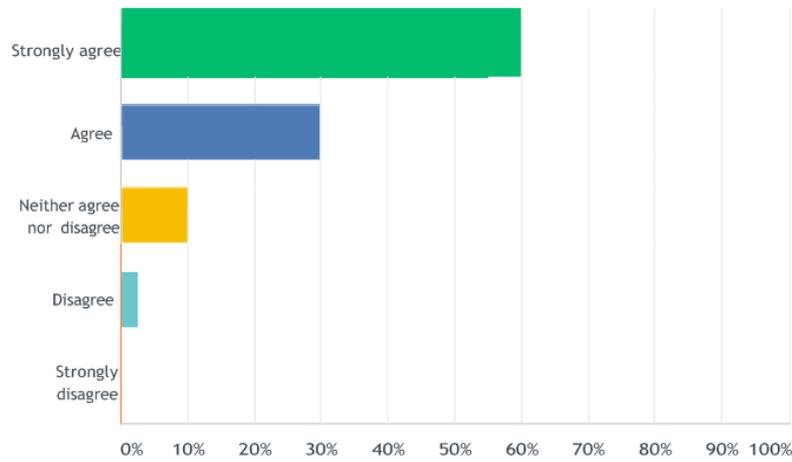
education for all those new dog walkers.

238	No	5/1/2020 9:31 AM
239	No. Clean up after your dog.	5/1/2020 9:27 AM
240	I always pick up after my dog (and will pick up other droppings if they cross my path - disgusting that people don't pick up after their dog) I answered no to the majority of questions above because those factors don't influence me - I always pick up after my dog	5/1/2020 8:30 AM
241	More bins available	5/1/2020 7:55 AM
242	Allowing dogs on leads back through the town centre allows people to shop while out walking or socialising with other animal lovers	5/1/2020 6:19 AM
243	Need off leash dog beach areas - at least between certain time allocations morning / night. Fine dog owners that don't pick up their dogs poo or take out their unfriendly dogs. Some People using the boardwalk along the beach are not picking up their dogs poo. Need to put up signs that they will be fined, also advise someone to patrol even for a short period of time to get the message out there.	4/30/2020 11:46 PM
244	No	4/30/2020 10:21 PM
245	None of those questions make sense	4/30/2020 10:20 PM
246	Very poorly constructed questions	4/30/2020 10:00 PM
247	I am a responsible pet owner and always pick up droppings. I also see others doing this.	4/30/2020 9:52 PM
248	No matter the enforcements there will always be people that don't pick up their pets droppings. From me I always carry poo bags. I find most people I see, especially at the beach or at leash free parks do the right thing. It's others that just do the usual walk around the streets that don't!	4/30/2020 8:34 PM
249	X	4/30/2020 8:33 PM
250	Greater consequences for owners allowing off lead dogs with no recall to approach others and make them feel unsafe/attacking their on lead dog.	4/30/2020 8:09 PM
251	Not sure how I was meant to answer those questions. I always pick up my dog's poo unless I can't find it which happens only occasionally at off leash	4/30/2020 7:55 PM
252	More bins in parks, more emptying of bins as sometimes they are overflowing with poo bags	4/30/2020 7:47 PM
253	Questions here are confusing and do t make sense	4/30/2020 7:31 PM
254	Dog waste disposal/ compost bins are needed.	4/30/2020 7:25 PM
255	Na	4/30/2020 6:39 PM
256	I not only pick up after my own dog but if I see a dog dropping I'll pick that up and dispose of it also	4/30/2020 5:16 PM
257	its the owners responsibility to look after the dog	4/30/2020 3:25 PM
258	There are periods of time when there are no extra bags at the Foreshore which can make it difficult. Usually this is not an issue, only in the very busy months	4/30/2020 3:24 PM
259	We always pickup after our dogs and very rarely see others not doing the right thing. However we can pickup others if required	4/30/2020 1:41 PM
260	Question replies were hard to define, no cats in this? No barking dogs etc many dogs are not on leash in this area. Cats roaming all day killing wildlife etc	4/30/2020 12:46 PM
261	Confused by the wording of some of the questions I always pick up poo	4/30/2020 12:31 PM
262	There should be more bags and bins in parks and reserves.	4/24/2020 8:35 PM
263	Have patrols out keeping a check on pet owners during peak times, having bags and bins available as much as possible	4/24/2020 3:44 PM

Domestic Animal Management Plan

**Q54 They are good for dogs that live in a small yard**

Answered: 527 Skipped: 87

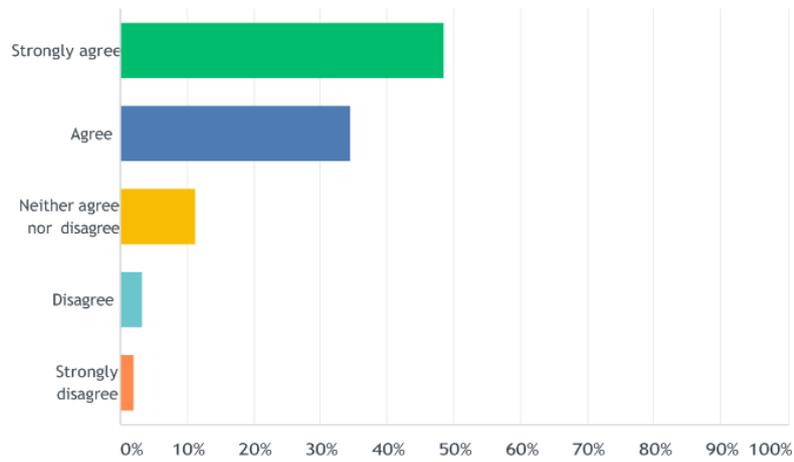


ANSWER CHOICES	RESPONSES	
Strongly agree	55.22%	291
Agree	30.36%	160
Neither agree nor disagree	9.87%	52
Disagree	2.66%	14
Strongly disagree	1.90%	10
<b>Total Respondents: 527</b>		

Domestic Animal Management Plan

**Q55 Dogs can socialise freely with other dogs**

Answered: 527 Skipped: 87

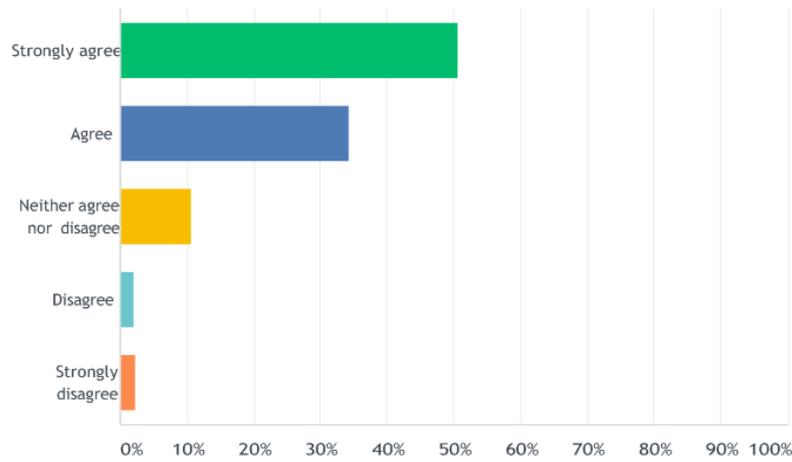


ANSWER CHOICES	RESPONSES	
Strongly agree	48.58%	256
Agree	34.54%	182
Neither agree nor disagree	11.39%	60
Disagree	3.42%	18
Strongly disagree	2.09%	11
<b>Total Respondents: 527</b>		

Domestic Animal Management Plan

Q56 Owners and families can play freely with their dogs

Answered: 527 Skipped: 87

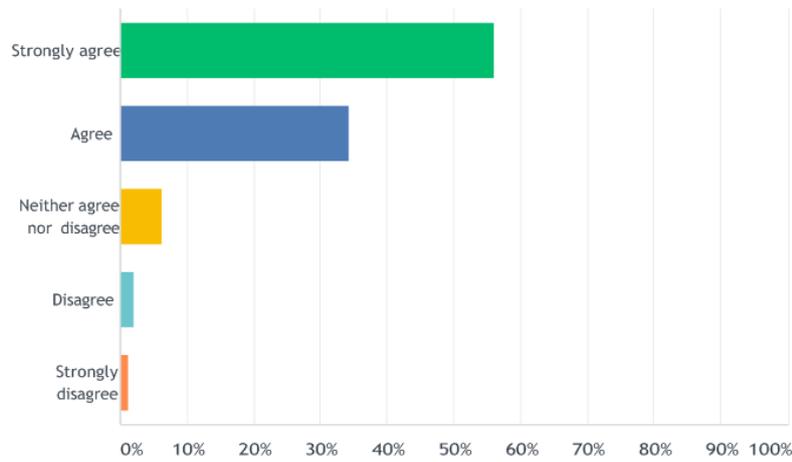


ANSWER CHOICES	RESPONSES	
Strongly agree	50.66%	267
Agree	34.35%	181
Neither agree nor disagree	10.63%	56
Disagree	2.09%	11
Strongly disagree	2.28%	12
Total Respondents: 527		

Domestic Animal Management Plan

Q57 Owners can exercise their dogs

Answered: 527 Skipped: 87

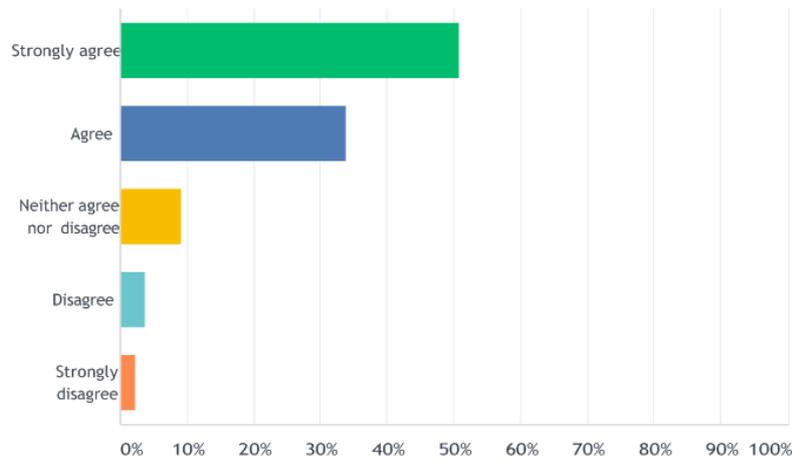


ANSWER CHOICES	RESPONSES	
Strongly agree	55.98%	295
Agree	34.35%	181
Neither agree nor disagree	6.26%	33
Disagree	2.09%	11
Strongly disagree	1.33%	7
Total Respondents: 527		

Domestic Animal Management Plan

Q58 Dogs can run around even if their owners cannot or don't want to

Answered: 527 Skipped: 87

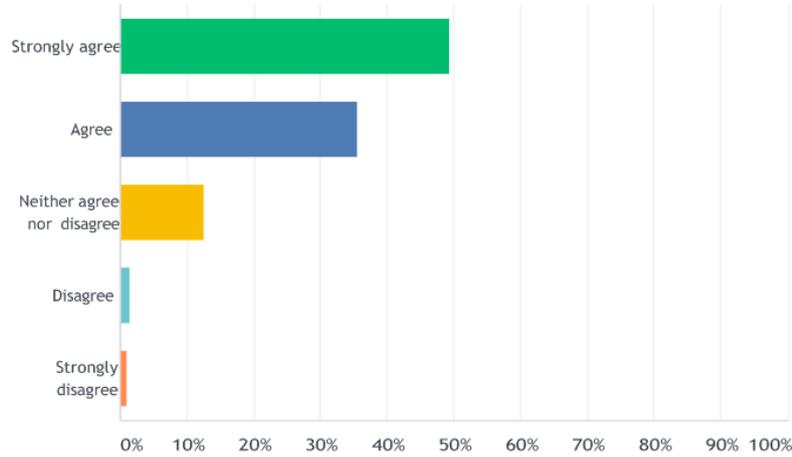


ANSWER CHOICES	RESPONSES	
Strongly agree	50.85%	268
Agree	33.97%	179
Neither agree nor disagree	9.11%	48
Disagree	3.80%	20
Strongly disagree	2.28%	12
Total Respondents: 527		

Domestic Animal Management Plan

**Q59 Dog owners make new friends through their pets; they are social areas for people**

Answered: 527 Skipped: 87

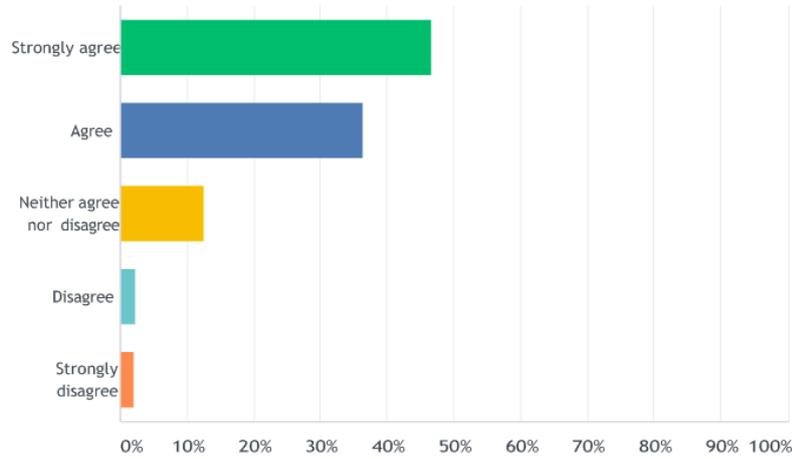


ANSWER CHOICES	RESPONSES	
Strongly agree	49.34%	260
Agree	35.48%	187
Neither agree nor disagree	12.52%	66
Disagree	1.52%	8
Strongly disagree	1.14%	6
Total Respondents: 527		

Domestic Animal Management Plan

Q60 Families can go to the park together and do different things

Answered: 527 Skipped: 87

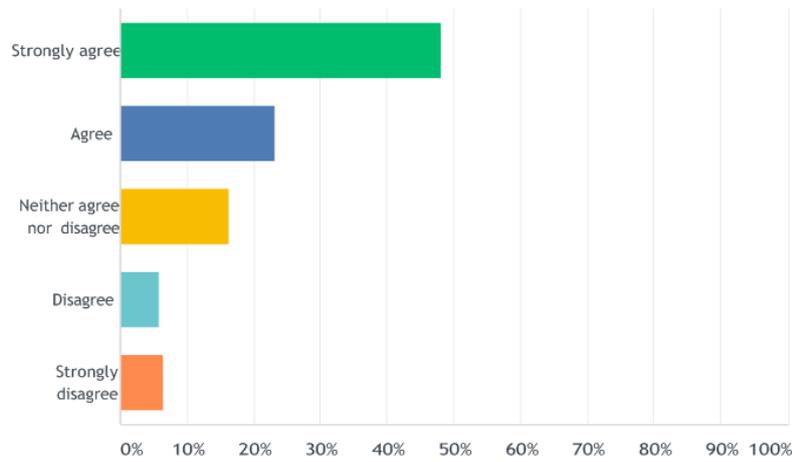


ANSWER CHOICES	RESPONSES	
Strongly agree	46.68%	246
Agree	36.43%	192
Neither agree nor disagree	12.52%	66
Disagree	2.28%	12
Strongly disagree	2.09%	11
Total Respondents: 527		

Domestic Animal Management Plan

Q61 Off lead areas are a destination I walk to or drive to

Answered: 527 Skipped: 87

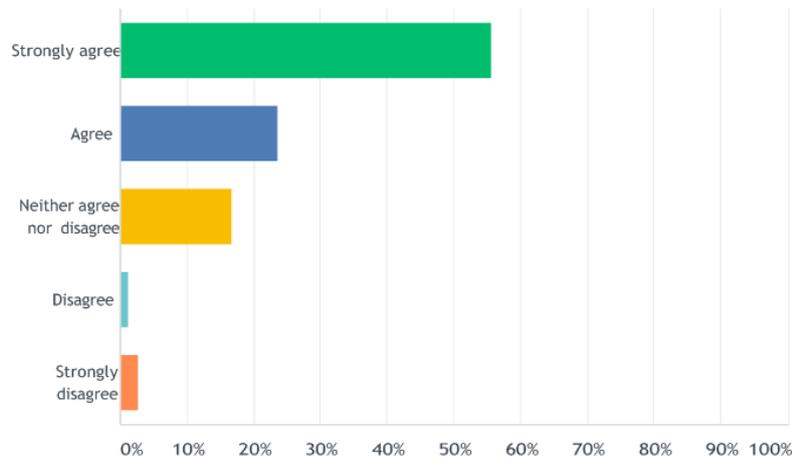


ANSWER CHOICES	RESPONSES	
Strongly agree	48.20%	254
Agree	23.15%	122
Neither agree nor disagree	16.32%	86
Disagree	5.88%	31
Strongly disagree	6.45%	34
Total Respondents: 527		

Domestic Animal Management Plan

**Q62 Fenced dog off-lead area because they give me peace of mind**

Answered: 527 Skipped: 87

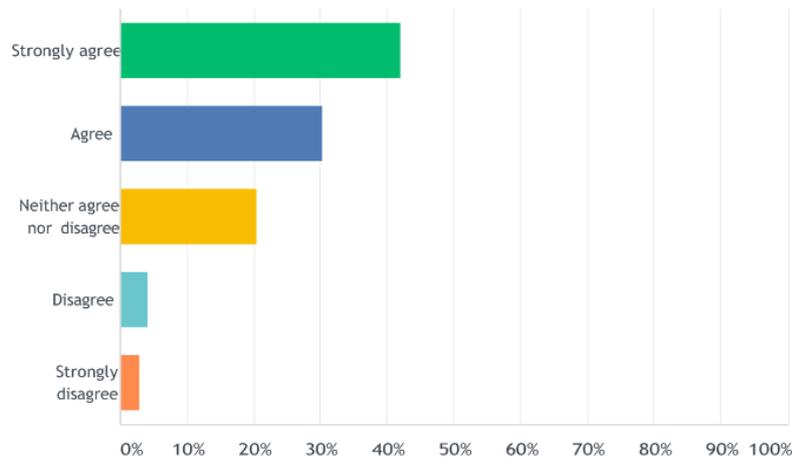


ANSWER CHOICES	RESPONSES	
Strongly agree	55.60%	293
Agree	23.72%	125
Neither agree nor disagree	16.70%	88
Disagree	1.33%	7
Strongly disagree	2.66%	14
<b>Total Respondents: 527</b>		

Domestic Animal Management Plan

**Q63 I get to practice my recall with my dog**

Answered: 527 Skipped: 87

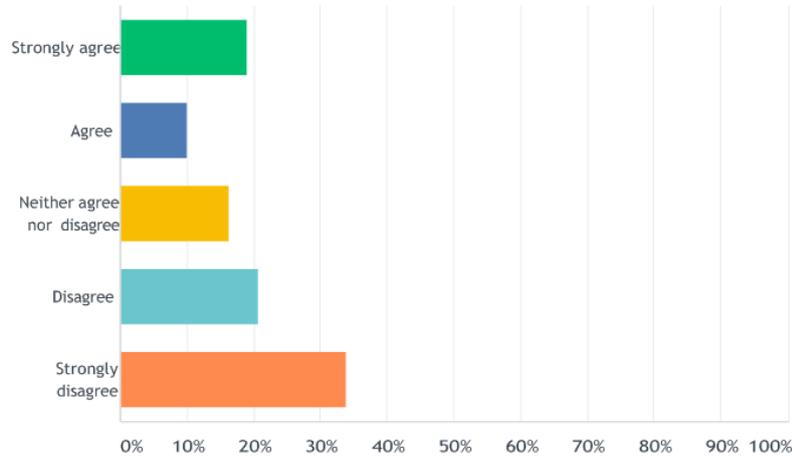


ANSWER CHOICES	RESPONSES	
Strongly agree	42.13%	222
Agree	30.36%	160
Neither agree nor disagree	20.49%	108
Disagree	4.17%	22
Strongly disagree	2.85%	15
<b>Total Respondents: 527</b>		

Domestic Animal Management Plan

**Q64 Dogs should not be off lead in any public space**

Answered: 527 Skipped: 87

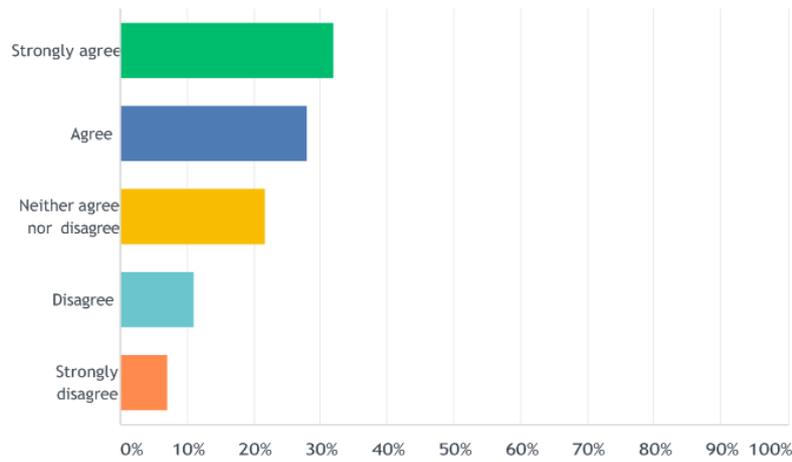


ANSWER CHOICES	RESPONSES	
Strongly agree	18.98%	100
Agree	10.06%	53
Neither agree nor disagree	16.32%	86
Disagree	20.68%	109
Strongly disagree	33.97%	179
Total Respondents: 527		

Domestic Animal Management Plan

**Q65 I feel safer when dogs are confined to a fenced dog off lead area**

Answered: 527 Skipped: 87

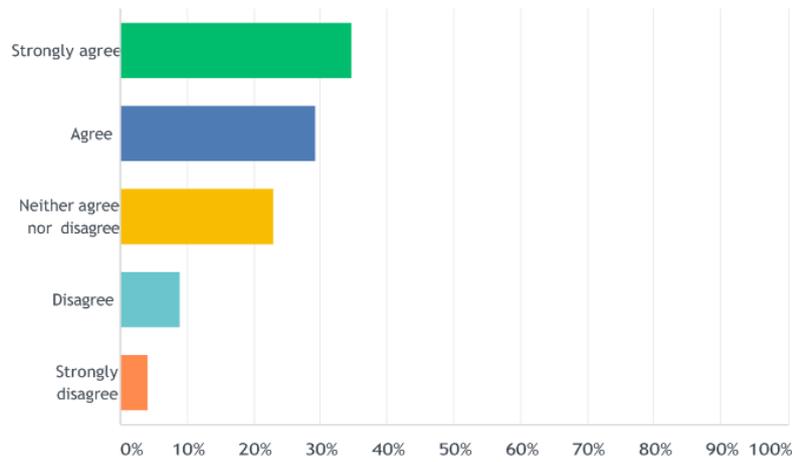


ANSWER CHOICES	RESPONSES	
Strongly agree	32.07%	169
Agree	28.08%	148
Neither agree nor disagree	21.82%	115
Disagree	11.01%	58
Strongly disagree	7.02%	37
Total Respondents: 527		

Domestic Animal Management Plan

Q66 I feel my dog is safer in a fenced dog off lead area

Answered: 527 Skipped: 87

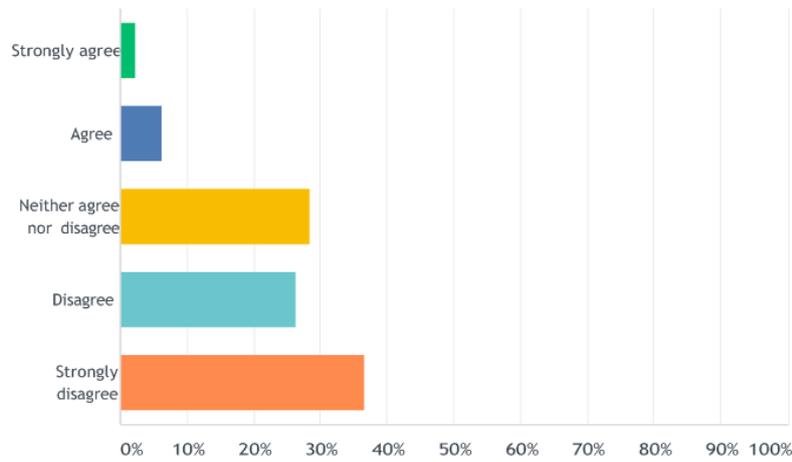


ANSWER CHOICES	RESPONSES	
Strongly agree	34.72%	183
Agree	29.22%	154
Neither agree nor disagree	22.96%	121
Disagree	8.92%	47
Strongly disagree	4.17%	22
Total Respondents: 527		

Domestic Animal Management Plan

Q67 Dog off lead areas should not be fenced

Answered: 527 Skipped: 87

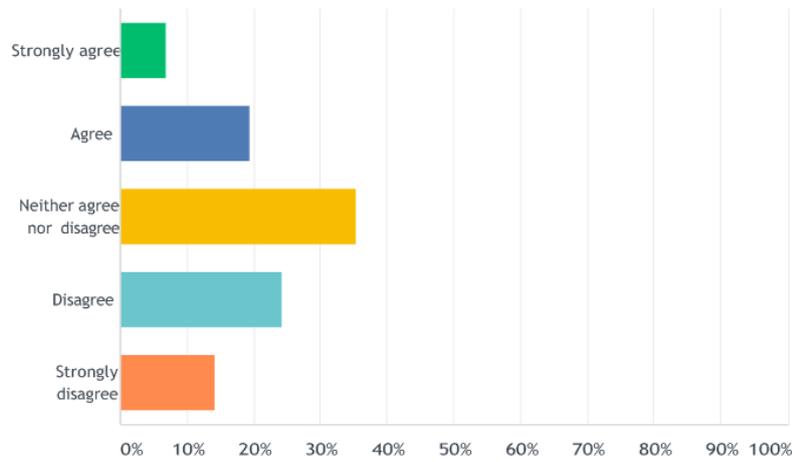


ANSWER CHOICES	RESPONSES	
Strongly agree	2.28%	12
Agree	6.26%	33
Neither agree nor disagree	28.46%	150
Disagree	26.38%	139
Strongly disagree	36.62%	193
Total Respondents: 527		

Domestic Animal Management Plan

**Q68 Frankston City Council provides adequate exercise areas for dogs**

Answered: 527 Skipped: 87



ANSWER CHOICES	RESPONSES	
Strongly agree	6.83%	36
Agree	19.35%	102
Neither agree nor disagree	35.29%	186
Disagree	24.29%	128
Strongly disagree	14.23%	75
<b>Total Respondents: 527</b>		

Domestic Animal Management Plan

**Q69 Any other benefits?**

Answered: 145 Skipped: 469

Domestic Animal Management Plan

#	RESPONSES	DATE
1	It's very frustrating to live in this area and be unable to take your dog to the beach off leash without having to drive miles. I get home late, I want to walk my dog while it's light and safe to do so. With the current times over summer I'm basically restricted to walking her on a leash at sunset. I think it's more about education rather than restricting the beach access. I can assure you if it's a hot day I am not taking my dog to the beach. She wouldn't be happy and neither would I. I really don't understand the councils later hour restrictions, when I go down there, the humans have left and destroyed more with their garbage and broken glass than my dog has. I don't see fines handed out to them. Dogs are a part of your family as well and I believe we should be able to exercise them off leash - especially when it gets cooler - there's literally no one on the beaches! Why shouldn't I be able to throw a ball along the beach for my dog and my own enjoyment? I pay my rates like anyone else, yet am restricted. Frustrating	6/17/2020 3:13 PM
2	Helps dogs socialise with each other	6/15/2020 8:20 PM
3	They allow problematic dogs that are difficult to train freedom. This does not mean that dog owners are removed of responsibility for the control of these dogs.	6/15/2020 11:46 AM
4	I think off lead animals should use such parks not the beach and board walk annoying when people hog board walking dogs and you can't over take them as spread right across the board walk	6/14/2020 10:25 PM
5	Dog off lead areas can be great, but if they are near a road they need to be fenced for everyone's safety. Also, I tend to avoid off lead areas as so many people do not have their dogs under effective control and my dogs get harassed unwantedly. Then there are the owners that are too busy on their phone or talking to people and not paying attention to their dog, and as a result they don't prevent their dog from harassing others or being bullied by others. People don't understand dog interaction and body language well and off lead areas often have dogs that are bullies or not appropriate for the space. So even though I have dogs I find these spaces quite scary due to irresponsible owners.	6/14/2020 6:05 PM
6	Seaford Wetlands should be off lead it is a walking path.	6/12/2020 10:00 AM
7	They must be fenced on lead for their own safety and children	6/11/2020 9:16 AM
8	It would be great if there were designated off-lead areas on the foreshore, so that people can have that choice. Most people ignore the signs & let them off-lead all along the foreshore.	6/11/2020 7:56 AM
9	One problem with fenced in off lead areas is that the fences do not reach the ground and young dogs just crawl under the fence and 'escape' their area.	6/9/2020 10:17 AM
10	Probably just better signage so people who don't enjoy dogs can avoid lead free areas fenced or not	6/8/2020 7:11 AM
11	No	6/5/2020 4:24 AM
12	Na	6/4/2020 12:18 PM
13	not that I can think of	6/4/2020 11:49 AM
14	There are no leash free areas in Frankston South and I don't want to have to drive to be able to use one. There are plenty of open spaces that could be properly fenced to allow more leash free areas locally.	6/4/2020 9:27 AM
15	Keeps dogs off the beach	6/3/2020 9:53 PM
16	Not sure THERE ARE NONE IN KARINGAL, the forgotten area of Frankston	6/3/2020 8:02 PM
17	A designated leash free area can be used to promote responsible dog ownership. Rangers have the opportunity to interact with owners and provide them tips and ideas in better dog management	6/3/2020 7:32 PM
18	I don't use them as I don't trust other people's dogs. More small single use areas would be beneficial.	6/3/2020 7:31 PM
19	Aggressive dogs should be muzzled not just specific breeds	6/3/2020 7:31 PM
20	We need a beach where our dogs can run. Kingston Council has a great beach where we take our dogs. It is so good for them to run.	6/3/2020 6:49 PM

## Domestic Animal Management Plan

21	Regardless of the benefits to us humans - dogs love running around playing in an open space. Big dogs especially need to burn off energy which they can't do on a lead	6/3/2020 2:03 PM
22	I don't believe offlead areas are necessary	6/3/2020 1:51 PM
23	It wears the dogs out so they sleep more and bark less !!!	6/3/2020 10:25 AM
24	Socialising for people who have no one else	6/3/2020 10:18 AM
25	The majority of people have a dog these days and having more areas for exercise for both dog and owner is beneficial to their health.	6/3/2020 9:42 AM
26	fenced off areas where native animals might roam is a priority	6/2/2020 10:38 PM
27	No	6/2/2020 10:33 PM
28	Fenced areas are important but they need to be more than just grass. They need to have trees, water, bins and natural enrichment. The Ballam Park agility area is too small and boring. Other areas have great fully fenced large areas for dogs that have natural elements like sand pits, rocks, wooded areas. It's also great to have separate big and little dog spaces. I'd also like to advocate for a concrete path so people with disabilities can have equal access to these spaces	6/2/2020 7:54 PM
29	I personally don't take my dog out off lead. Some dogs are better trained than others but how can you know? Safest for all if off lead dogs are contained/separated from public spaces	6/2/2020 7:22 PM
30	No	6/2/2020 6:30 PM
31	Would be good if small breeds could be with small breeds etc, my small dog is dwarfed by bigger, more playful dogs.	6/2/2020 6:14 PM
32	More dog off lead areas would be much better for everyone.	6/2/2020 3:15 PM
33	No	6/1/2020 7:51 PM
34	Some states have areas designated to small dogs only. I think this would be good (I have a big dog but see this as being a good thing for the little ones) x	6/1/2020 5:45 PM
35	Cannot provide adequate feedback on this topic as I don't have a dog	6/1/2020 1:45 PM
36	Unsure as I don't own a dog	5/31/2020 3:58 PM
37	Dog fights are very common. Once a week or more during summer.	5/31/2020 10:55 AM
38	No benefit to having dogs off the lead in a public park or place where there are playgrounds frequented by children and their families.	5/30/2020 9:05 PM
39	Dogs need to be off lead to socialise properly. People just need to ensure they do the work with training the dog to behave which comes back to education.	5/30/2020 8:20 PM
40	Residents in neighboring properties will not have to be concerned with "runaway" dogs or their interactions with each other should they become "out of control"	5/29/2020 12:14 PM
41	No	5/28/2020 11:55 PM
42	I hope that one day the current Victorian legislation stating greyhounds must be on-lead even in leash free areas is repealed. Dogs should be considered as individuals, not as breeds.	5/28/2020 11:28 PM
43	It allows me to give my dog adequate exercise because he is a cattle dog and needs massive areas to run and chase toys. He looks forward to going off lead and actually behaves better that way.	5/28/2020 10:54 PM
44	If owners are responsible they are a valuable asset, but a lot of time's the owners don't clean up after their dog or just sit on the chair looking at their phone whilst their dog harasses other dogs. Some people are abit precious & territorial and think if they were there first no other dog can come in. Not my problem if your dog can't socialise or have good recall, it's a public space for everyone	5/28/2020 7:20 PM
45	Great for family members to picnic together and play	5/28/2020 5:35 PM
46	Greater education about the types of dogs that should be at an off lead park. They are not the place for social anxious uncontrolled dogs	5/28/2020 1:49 PM

## Domestic Animal Management Plan

47	If we had an off lead beach, I wouldn't have to drive to the next council every time I want to exercise my dog off lead (1-2 times a week)	5/28/2020 10:08 AM
48	Dogs need to run, not just walk on a lead, but people still need to be in full control of their dog off lead.	5/27/2020 10:18 AM
49	Good socialisation of dogs from a young age is the responsible thing to do, although needs to be properly fenced some ovals are inadequate. The younger you socialise the better and more well behaved a dog will be. The more exercise a dog gets the less destructive and disruptive they are, less dogs rehomed and less complaints from neighbours about bored barking dogs, or dogs escaping. Improves quality of life for older people to have somewhere to socialise and also improves mental wellbeing for members of the community.	5/26/2020 11:48 AM
50	A dog off lead area at the beach should be available year round	5/25/2020 6:37 PM
51	More off leash areas for dogs especially in Seaford	5/25/2020 12:29 PM
52	I think that leash free areas are a great idea, I don't personally use them as I am scared about dogs fighting.	5/25/2020 7:26 AM
53	No	5/25/2020 5:56 AM
54	I am happier when I am around my dog and think many people benefit from dog interaction. Therefore, I believe there should be more places I can visit with my dog.	5/24/2020 11:29 PM
55	Making times for off leash on seaford foreshore	5/24/2020 9:48 PM
56	I'm a vet nurse in the municipality. dog owners are terrible at reading their dogs body language and frequently misread 'highly stimulated' as friendly/Happy. dog fight in free roam areas give us LOTS of work from the fights, and seem to encourage owners sense of entitlement for allowing. their dogs to just around wherever. In addition, free roam parks often replace lead walking so owners are not exercising themselves, dog get stress injuries, and there is NO owner/pet communication. it's just a lazy lazy way to 'exercise' a dog. there should be better regulations and controls around use, such as at KCC park (btw this is the only free roam area I use for my dogs because of the rules that ARE respected by the educated users of the facilities	5/24/2020 7:58 PM
57	Off lead non fenced areas seem to be cleaner and more free of disease than fenced exercise areas. It's a good way of meeting local people and socializing your dog.	5/24/2020 7:44 PM
58	I let my dog roam off-leash at Seaford North Soccer Ground. Unfortunately this is not entirely fenced, so my inquisitive dog escapes the boundaries. Where is it safe for me to let her run & not escape????	5/24/2020 7:07 PM
59	pets get socialising	5/24/2020 6:53 PM
60	Most dog owners are responsible and do the right thing.. there are some that don't do the right thing.. but why should the ones who do the right thing be punished.	5/24/2020 6:47 PM
61	Q62 badly phrased. I don't have a dog at present, so while I agree with many of the likely benefits, I don't receive them.	5/24/2020 6:12 PM
62	Off leash areas are better unfenced. First reason is that people keep a better eye on their dog and more likely to pick up after it. Secondly is that people who train their dogs to be social and have good recall go to these parks, instead of people who have dogs that aren't trained or have no recall /social skills.	5/24/2020 6:05 PM
63	Local community contact	5/24/2020 5:18 PM
64	Some dogs and owners should not be allowed to use off lead areas. All must have control of the dog and a sense of responsibility.	5/24/2020 4:39 PM
65	Off lead areas should be encouraged whereas other parks should have either no dogs or dogs on leads. Off lead areas are better than dogs on the beach. There should be no off lead areas on the beach.	5/18/2020 11:46 PM
66	Do idea.	5/18/2020 4:42 PM
67	In some groups foster animals are not allowed off lead so if there is a fenced area with no other animals foster carers can practice training at off peak times	5/16/2020 7:26 AM
68	Questions need a ' not applicable' along with other options. You do know not e everyone owns	5/15/2020 11:20 PM

## Domestic Animal Management Plan

	a dog, right?	
69	yes, owners are the problem ....not the dogs IF they have been trained and... are not of an aggressive nature. OWNERS MUST BE PENALIZED IF THEY DO NOT CONTROL THEIR DOGS AT ALL TIMES: no excuse accepted. Pls ensure to have sufficient rubbish bins all over the show. Tks	5/14/2020 7:11 PM
70	Off lead areas should be well signed and/or fenced off for the protection of other pedestrians	5/14/2020 12:28 PM
71	Carrum Downs is lacking in off-leash areas for dogs - they are not big enough for the amount of residents.	5/13/2020 2:29 PM
72	Fencing dogs in is asking for trouble. There will be dog fights and scared owners that freak out because a dog is too close to their dog. Fencing is never a good idea. We need to be able to move away from situations and crazy people	5/13/2020 2:06 PM
73	Small dog owners are usually discriminated against in these areas when certain reactive dogs aren't kept in control (both ways). I do not go near off leash areas for this reason.	5/13/2020 12:13 PM
74	Dogs should not be off lead (dog owner for 30+ years)	5/13/2020 12:00 PM
75	The exercise for the dog is extremely important and necessary. As well as the stimulation she gets from sniffing all the different smells. It would be great to have more areas around me that are within walking distance	5/12/2020 10:13 PM
76	Dog off lead areas should not be gifted to a certain set of the community e.g. training clubs, who have zero tolerance for dogs that are learning outside their systems. They are for everyone and council shouldn't encourage this type of entitlement.	5/11/2020 9:10 PM
77	Fenced areas allow for safety. However summer people use it as an opportunity to let dogs run out of control and bully other dogs	5/10/2020 5:04 PM
78	Adds to the sense of community. It's really lovely meeting other people with dogs, it makes me feel the sense of community. You can also get tips on other dog friendly places in the area, i.e. cafes, off lead parks from those interactions.	5/10/2020 3:29 PM
79	Native flora and fauna would benefit from dogs remaining on leashes. Fewer dog deaths caused by dogs running in front of cars. Fewer people incurring dog bites if dogs stayed on leashes.	5/10/2020 3:04 PM
80	There is no offleash area on the foreshore and every single other shire has an off leash area on the beach. but why not frankston council. Please do something about this	5/10/2020 11:59 AM
81	There should be more with bush so that dogs can enjoy exploring and sniffing in natural environments for their brain stimulation	5/10/2020 9:41 AM
82	Designated off lead areas are beneficial as they potentially steer dogs and their owners away from environmentally sensitive areas such as bushland	5/9/2020 1:49 PM
83	Fenced Off-lead areas provide the additional benefit of a very clear boundary: 'off-lead from this point and within this space only'. Un-fenced areas are really interpreted by the owner as to where the off-lead/on-lead starts and finishes, which is extremely problematic	5/9/2020 8:26 AM
84	Provides an opportunity to educate dog owners of their responsibilities	5/8/2020 12:02 PM
85	We need off leash zones in Seaford	5/8/2020 11:39 AM
86	We need more off leash areas, however, for many owners who are still working on recalls, fenced areas would provide a lot more security. My female dog often gets chased by children (she's extremely cute obviously but doesn't like hugs being forced on her) I think fenced playgrounds would provide greater security for dog owners and parents	5/7/2020 10:02 PM
87	Dogs should meet other dogs socially for their benefit	5/7/2020 9:51 PM
88	More fenced in off lead areas would be great!	5/7/2020 8:00 PM
89	Dogs can exercise freely in these areas. They should be on leads at other times.	5/7/2020 4:04 PM
90	good social skills for dogs from puppy schooling helps best and carries into the future for dogs	5/7/2020 2:52 PM
91	There needs to be an all year round off leash beach area.	5/7/2020 1:28 PM

## Domestic Animal Management Plan

92	A big problem with irresponsible dog ownership at Ballam Park. I have had a number of dogs rush at me. Owners are a considerable distance away and just let their dogs run far away from them, I can be seen in the distance including currently with a broken arm in a sling. I had one owner take his dogs off a lead just in front of me only for the dog to nip me in the leg. Council needs to patrol this park more often and enforce penalties. The response I have had from dog owners, "this is an off lead park don't walk here if you don't like it." I am concerned of serious injury happening to me or to an elderly person. Off lead should only be in a fenced area. Owners seem to not understand what "immediate recall means" Often they could prevent the issue if they called the dog to them when in the vicinity of others if they know their dog has a propensity to rush at others. They seem to know their rights but not their responsibilities. I would like to see a greater council presence in Ballam Park especially on weekends - Sunday and later in the afternoon.	5/6/2020 5:38 PM
93	I think basic education for people with dogs is important, I'm heavily involved in the dog world and most people don't teach their dogs basic manners. Which is detrimental to these leash free areas	5/6/2020 2:18 PM
94	There should be more so people who want to exercise their dogs but not with lots of other dogs can still have space. Multiple spaced fences with rules only 1 dog or group at a time allows people with dogs that aren't necessarily dog friendly but still deserve to run and play, a chance to do so.	5/6/2020 1:23 PM
95	no	5/6/2020 12:23 PM
96	no	5/6/2020 12:03 PM
97	No.	5/6/2020 11:50 AM
98	For some walking around the neighbourhood can be hard with a dog that just wants to run, this could be because of being elderly, young children or a disability. These community members don't deserve to be without a dog because of these limitations, this has been great to find off lead dog parks that are fenced for myself and family because it gives our big pup a chance to run around and socialise and really run which she can't do in any sized backyard. They need to burn a lot of energy and this is really important for their wellbeing as well as the families.	5/6/2020 10:54 AM
99	If fully fenced offlead parks are provided they MUST include multiple fenced spaces, with areas for small/older dogs, and areas for larger/younger dogs. This would stop a lot of the issues currently at offlead parks, when big, young dogs hurt or harass smaller and older dogs. These separate areas should all contain a significant amount of enrichment activities for the dogs - such as trees and plants for them to sniff, water for them to drink and cool off, etc. It is also vital that the different areas have sufficient signage, so it is very clear which area, each owner should use.	5/5/2020 11:06 PM
100	Frank St Dog Park has introduced me to a number of neighbours I would never have met otherwise. It is a community building park.	5/5/2020 8:50 PM
101	To many people let there dogs off lead, when they have no training, no recall, is a major problem	5/5/2020 8:48 PM
102	Getting outside	5/5/2020 7:20 PM
103	N/A	5/5/2020 7:05 PM
104	The biggest issue with free-roam areas is people who don't train their dogs. We have large dogs who are well-behaved and well-trained. When we take them to a dog park they are modded by little terriers who have no training and jump on them, bark and bite while their owners look on obliviously. Fortunately our dogs know not to retaliate, but if they ever did it would be us being charged with having an aggressive dog. If we have these parks, there needs to be a degree of supervision or firm guidelines for these oblivious owners who refuse to control their animals.	5/5/2020 4:58 PM
105	If part of the Frankston beach was an off leash area it would allow dogs to swim - great exercise for them. Can even swim with me and my family - lots of fun and exercise for us too.	5/5/2020 3:36 PM
106	I currently have to drive to take my dog for a walk in an area that I don't think I am allowed to (nature reserve). Having designated areas to take her off leash LOCALLY to me would mean that this nature reserve is respected (hundreds of people are currently walking their dogs there because there is no where else to go)	5/5/2020 3:23 PM

## Domestic Animal Management Plan

107	Dog parks are an unnatural environment for dogs, but responsible owners who train their dogs and/or attend dog school will find them useful s dogs do need to have a good run sometimes. Fenced off lead areas are disasters waiting to happen, as dogs cannot escape if they get into a situation with untrained or unsocialised dogs.	5/5/2020 2:43 PM
108	Lose weight	5/5/2020 2:37 PM
109	People with disabilities or elderly often cannot own dog due to exercise requirements. If had dog then suffered l'll health pets often surrendered due to this. Off leash areas with adequate fencing are so important. I drive to other council resources ( shire)to exercise dog due to recent accident and did not wish to give up my dog. Ballam park off leash fenced area is considerably lacking in fence height and space. Cannot use at all	5/5/2020 2:11 PM
110	Both are necessary.	5/5/2020 2:04 PM
111	If the owner can control their dog without a lead my family feels safe regardless if it is fenced off or not. Recently new people are walking in the area and have no control of their dog off the lead hence attacks occur.	5/5/2020 1:22 PM
112	No	5/5/2020 1:13 PM
113	Protection of biodiversity	5/5/2020 11:11 AM
114	socialising is most important for all dogs	5/5/2020 9:05 AM
115	Dogs are often less aggressive when not on a lead. They can feel trapped and intimidated by other dogs. If they can get away they are often fine to play.	5/5/2020 7:31 AM
116	No	5/5/2020 6:55 AM
117	It would be wonderful to have a dedicated off lead beach space for dogs off leash like the Oliver's Hill end of the beach	5/4/2020 8:43 PM
118	Whilst fully fenced dog parks are important for young bigger dogs with no training, I would never take my well trained, older and small dog to one, as he wouldn't be safe. It seems to work best when there is a decent sized fenced area for those dogs and then unfenced offlead areas nearby for older, well trained dogs like mine, that just want to wander around and sniff things, without being hassled by other dogs.	5/4/2020 7:24 PM
119	Only have to go to ballam park at 5 o'clock to see the social nature	5/4/2020 7:08 PM
120	Cater for dog wAlkers as they pay rates and should be catered for.	5/4/2020 6:59 PM
121	Frankston city needs more fenced off lead areas. We currently travel to Mornington Peninsula Shire to fenced off lead park for peace of mind	5/4/2020 6:59 PM
122	We need dedicated fenced off lead beach areas for dogs.	5/4/2020 6:57 PM
123	I have an old dog who cannot always keep a consistent "on lead" pace. Having off lead areas mean that she can "potter" around and rest as she needs to.	5/4/2020 6:51 PM
124	Give us off leash section on beach! Sick of driving up to Kingston city council.	5/4/2020 6:45 PM
125	Unfortunately no-one has complete control over their dog and won't take responsibility for the damages that can take place ie fighting with another dog, crapping everywhere or damaging property. I NEVER use leash free areas and have no interest in starting - I simply take my dog for a walk ON LEAD, it's not difficult	5/2/2020 11:17 AM
126	There's so many benefits listed in the above questions! And not having enough opportunity for free roam results in no opportunity to train the dogs, results in frustrated and hyperactive dogs, unhealthy obese dogs, and possibly less people owning them as they themselves can't run or get to a free roam destination. There needs to be a balance of totally free roam areas that are not fenced (they're almost always too small an area), some fenced free roam areas, some areas with on-lead only, and some areas with no dogs at all. Currently there is not a balance.	5/1/2020 2:40 PM
127	3. Build a fenced-free-roam area within the Riviera Park to free the Rugby and athletic fields from dog-shit and dog nuisance.	5/1/2020 1:53 PM
128	Not everyone likes dogs, it is better for everyone if the dog owners can have a safe environment where they can exercise their dogs without forcing them on others.	5/1/2020 12:34 PM

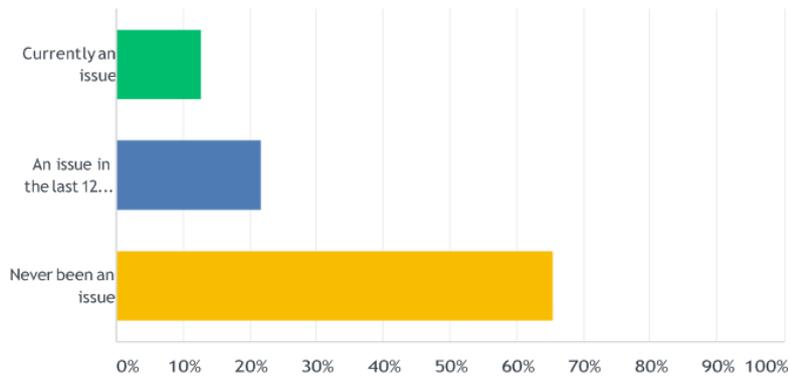
## Domestic Animal Management Plan

129	training. When a new dog is acquired, time and a safe area is needed while the owner bonds and trains the dog/puppy.	5/1/2020 9:49 AM
130	No	5/1/2020 9:32 AM
131	Socialisation of dogs and people is very strong at dog parks it becomes its own community	5/1/2020 6:42 AM
132	Need off leash dog beach areas.	4/30/2020 11:48 PM
133	Encourage people to get out and improve overall well-being.	4/30/2020 9:54 PM
134	Please make Ballam Park are leashed park only.	4/30/2020 9:51 PM
135	Great environmental enrichment. Fabulous for socialization for my dog. If I were in a backyard in my own all day while I was at work I would want a safe place to visit at the end of the day where I could see other people and socialize! So yes, I think they are fabulous for all those reasons.	4/30/2020 8:37 PM
136	Better segregation between on and off lead areas would help avoid issues.	4/30/2020 8:34 PM
137	X	4/30/2020 8:34 PM
138	Off lead places are overrun by untrained dogs who bully or attack other dogs and is not a good or safe social environment for the dogs.	4/30/2020 8:23 PM
139	Many ovals the fences are not complete or have gaps therefore small dogs can get out and on to roads etc so if they are fenced and off leash they need to be fully enclosed	4/30/2020 7:33 PM
140	Off leash areas are only beneficial if owners have command control over their dogs. Under socialised or non friendly dogs should be in off leash at all even if leashed	4/30/2020 7:28 PM
141	More fenced off areas for my dogs to be off lead would be great. My partner and I think at the end of weatherston road Seaford would be a great place to put a small fenced dog off lead area.	4/30/2020 7:28 PM
142	Na	4/30/2020 6:41 PM
143	Physically and mentally the best thing is to be exercising & socialising outdoors with dogs.	4/30/2020 1:45 PM
144	As in humans, walking is just as good as running	4/30/2020 12:50 PM
145	Safety for dogs in fenced areas	4/30/2020 12:32 PM

Domestic Animal Management Plan

Q70 The number of dog attacks I have seen

Answered: 521 Skipped: 93

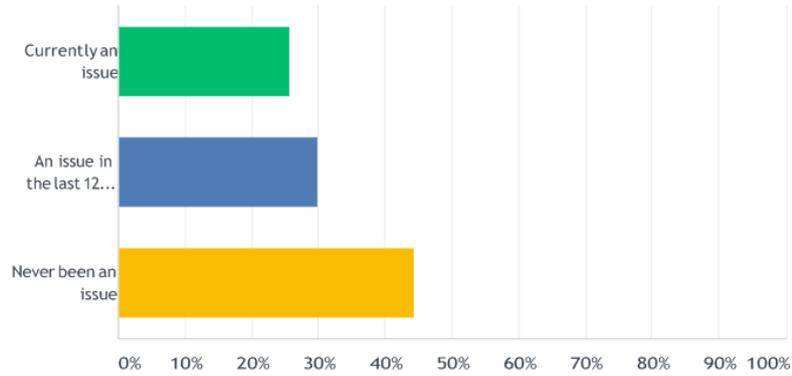


ANSWER CHOICES	RESPONSES
Currently an issue	12.86% 67
An issue in the last 12 months	21.69% 113
Never been an issue	65.45% 341
Total Respondents: 521	

Domestic Animal Management Plan

**Q71 Barking dogs**

Answered: 521 Skipped: 93

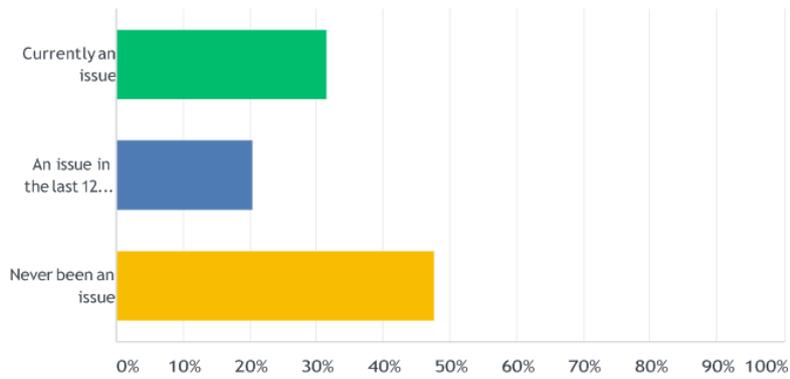


ANSWER CHOICES	RESPONSES	
Currently an issue	25.72%	134
An issue in the last 12 months	29.94%	156
Never been an issue	44.34%	231
Total Respondents: 521		

Domestic Animal Management Plan

**Q72 Dogs that bark at front fences when I walk past**

Answered: 521 Skipped: 93

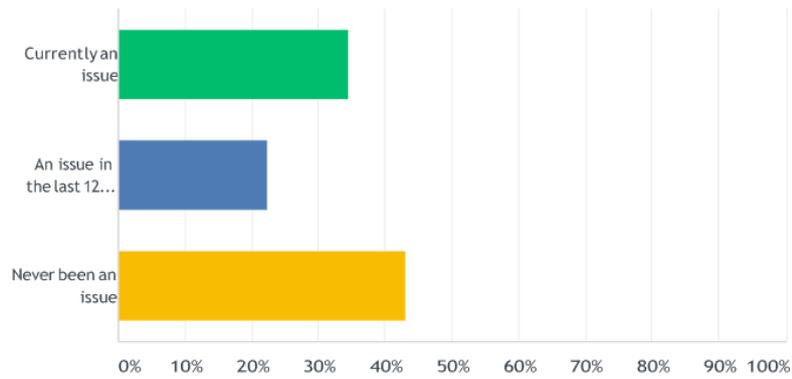


ANSWER CHOICES	RESPONSES	
Currently an issue	31.67%	165
An issue in the last 12 months	20.54%	107
Never been an issue	47.79%	249
Total Respondents: 521		

Domestic Animal Management Plan

### Q73 Wandering pets

Answered: 521 Skipped: 93

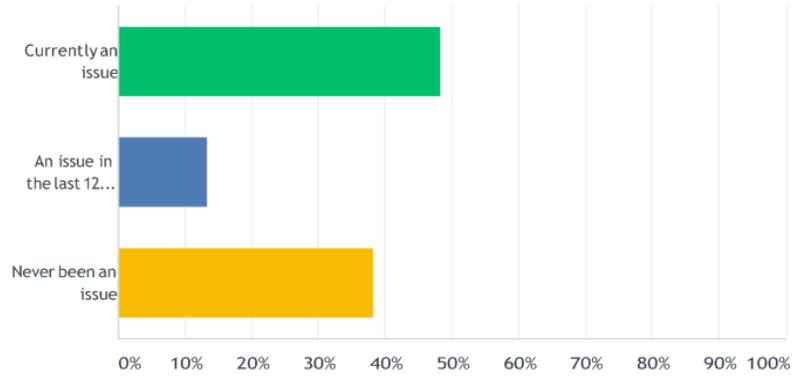


ANSWER CHOICES	RESPONSES
Currently an issue	34.55% 180
An issue in the last 12 months	22.46% 117
Never been an issue	42.99% 224
Total Respondents: 521	

Domestic Animal Management Plan

Q74 Cats that wander into my garden

Answered: 521 Skipped: 93

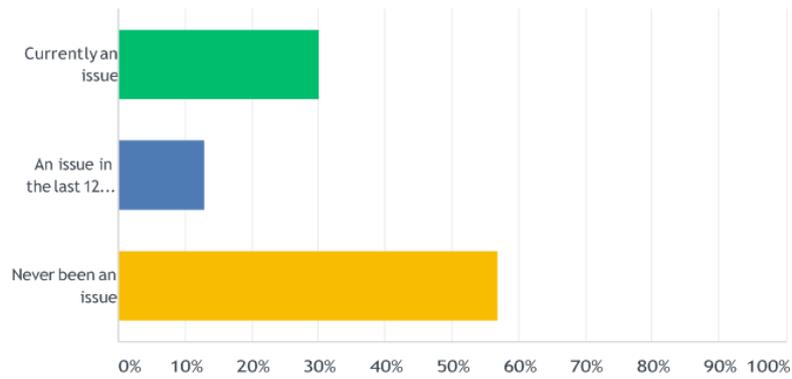


ANSWER CHOICES	RESPONSES	
Currently an issue	48.37%	252
An issue in the last 12 months	13.44%	70
Never been an issue	38.20%	199
Total Respondents: 521		

Domestic Animal Management Plan

### Q75 Pets that wander into nearby parklands

Answered: 521 Skipped: 93

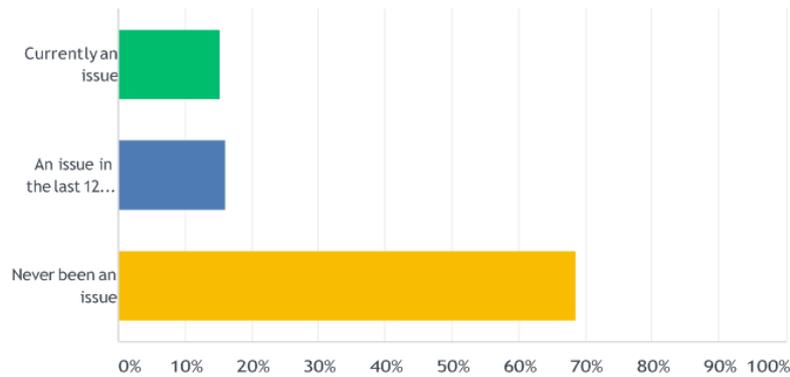


ANSWER CHOICES	RESPONSES
Currently an issue	30.13% 157
An issue in the last 12 months	13.05% 68
Never been an issue	56.81% 296
Total Respondents: 521	

Domestic Animal Management Plan

**Q76 The welfare or treatment of an animal in my neighbourhood**

Answered: 521 Skipped: 93

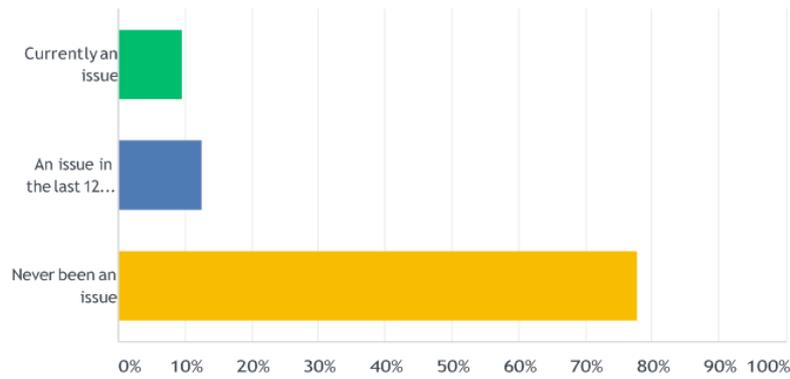


ANSWER CHOICES	RESPONSES	
Currently an issue	15.36%	80
An issue in the last 12 months	16.12%	84
Never been an issue	68.52%	357
Total Respondents: 521		

Domestic Animal Management Plan

### Q77 Animals that have been subjected to domestic violence/abuse

Answered: 521 Skipped: 93



ANSWER CHOICES	RESPONSES	
Currently an issue	9.60%	50
An issue in the last 12 months	12.48%	65
Never been an issue	77.93%	406
Total Respondents: 521		

Domestic Animal Management Plan

**Q78 Any other pet related issues in your neighbourhood?**

Answered: 208 Skipped: 406

## Domestic Animal Management Plan

#	RESPONSES	DATE
1	I haven't seen any of the above - not to say it isn't happening but i've not witnessed it. Dogs barking at me as i walk past isn't an issue (the only option above ) - it's just them doing what they do and protecting their house.	6/17/2020 3:16 PM
2	No	6/15/2020 8:22 PM
3	just barking dogs and wandering cats	6/15/2020 11:48 AM
4	cat owners should keep cats in an closure as is the rule in the dandenongs because of wild life. so annoying having other people cats droppings in you garden or chasing birds	6/14/2020 10:28 PM
5	One of my dogs has been attacked around 4 times in her 3 years of life in Frankston council. Attack = rushed at aggressively and had hair pulled out of her coat. Each time was in the street or in an on leash park; she was on leash and the attacking dog was off leash. There needs to be more enforcement of leash laws during the hours when people are actually out walking their dogs (ie after hours and weekends). There also needs to be better signage to clearly indicate on/off leash areas.	6/14/2020 6:09 PM
6	Some people hate cats without knowledge. When dogs are near small children, people are not concerned enough.	6/13/2020 8:12 PM
7	Unregistered Pit-bull cross that barks when it's in the yard and climbs fence. It also jumps at the fence attempting to get through. Owner is schizophrenic.	6/12/2020 2:05 PM
8	People using private access gates to let their dogs into 'no dog' bushland areas. People walking their dogs into clearly signed 'no dog' bushland areas and assuming this is ok because it's a shortcut to their own back gate / on a lead /something they've been doing for years / only running along the track. Cats jumping from back yards into bushland reserves- I frequently see them sneaking through the bush and I sometimes see signs of attacked birds and lizards.	6/12/2020 8:51 AM
9	Dogs running at children on the beach during the day and owners laughing and being rude and abusive when asked politely to control them. People should not be harassed by dogs and and frightened by any dog	6/11/2020 9:23 AM
10	Cats left out to roam during the day or over night killing native fauna is an issue that bothers me	6/10/2020 4:03 PM
11	Constant roaming of cats - damaging property, killing other pets and causing significant environmental damage.	6/10/2020 2:31 PM
12	To many cats roaming at night needs more education for owners.	6/9/2020 6:16 PM
13	Domestic Cats seen in reserves obviously hunting	6/8/2020 8:44 AM
14	Mostly just a roaming cat in my neighbourhood that kills wildlife a lot	6/8/2020 7:14 AM
15	Cats everywhere outside their properties at any time, getting into backyard and scratching cars	6/6/2020 7:13 AM
16	Too many cats are prowling the streets and in other people's gardens including ours during the day and between dusk amd dawn. This is a big issue and they defecate in our garden and in our veggie patch. Yuck! Owners don't adhere about keeping cats on their property, they let them roam.	6/5/2020 9:31 AM
17	Mostly cats wandering around and out at night	6/5/2020 4:25 AM
18	cats coming into my yard and argivating my dog inside	6/4/2020 3:10 PM
19	Live in Sandhurst. Pet owners overall seem very responsible. Pets seem well trained and well behaved	6/4/2020 1:51 PM
20	Cats scratching my cars. Leaving hair everywhere causing severe allergic reactions for me.	6/4/2020 12:20 PM
21	cats roaming at night when they should be locked in by their owners. I know that there are regulations regarding this however if they are not enforced then the regulations are not effective. Council should provide some guidance on how to enforce the regulations; perhaps by trapping the offending animal and then tracking the owner.	6/4/2020 11:53 AM
22	Constant barking day and night, neglected dogs, reports ignored. Take the dogs from irresponsible owners and put them with loving families!!!	6/3/2020 9:57 PM

## Domestic Animal Management Plan

23	Too many wandering cats	6/3/2020 9:54 PM
24	I've had enough of cats digging up my veggie garden to do their business (daily event) and over the past 12 months cats have killed numerous birds in my yard. The cats live local and the owners believe it's the cats right to roam. I've had enough of cats in my property. What about my rights as a property owner.?? Stop the cats from roaming day and night.	6/3/2020 8:49 PM
25	Vigilantes poisoning and harming cats	6/3/2020 8:03 PM
26	Cats roaming. There should be a 24 hour curfew.	6/3/2020 7:32 PM
27	Cats that roam free	6/3/2020 7:32 PM
28	Dogs being able to escape yards and walking in front of cars.	6/3/2020 6:55 PM
29	Cats should not be allowed to roam freely as they go in parks and cause problems there. Cats MUST be kept inside at night.	6/3/2020 6:50 PM
30	There should be a curfew for dogs that bark continuously - day and night, does not invite a good sleep for neighbors!	6/3/2020 6:15 PM
31	Dogs Constantly being allowed to roam off leash in nature reserves when it is illegal (Flora and fauna reserve in particular) and this occurs every single day multiple times	6/3/2020 6:03 PM
32	Cats allowed to roam kill wildlife. All cats should be in a cat run or inside.	6/3/2020 3:11 PM
33	We have a feral cat that occasionally comes into our garden and attacks our cats.	6/3/2020 2:06 PM
34	Cats in my garden are an annoyance to my dogs. When asked the owners to contain their cat they responded with it likes to roam and explore. very frustrating	6/3/2020 12:46 PM
35	Constant barking!! Neighbours cats harassing my cat through our glass.	6/3/2020 11:00 AM
36	Sick of cat's wandering in my yard to poop. Should be kept on their own property in a cat run 24/7	6/3/2020 11:00 AM
37	Neighbours who have inappropriate yards and never walk their dog. Inappropriate as in absolutely no grass areas all rocks	6/3/2020 10:40 AM
38	Cats destroying native fauna	6/3/2020 10:09 AM
39	Cats not kept inside, dogs walked off leash/uncontrolled on paths of Sandhurst	6/3/2020 10:03 AM
40	All dogs bark, most are doing their job of protecting their owner/property. Bigger dogs are penalised more than smaller yappy dogs. I find smaller dogs more aggressive to start a fight, and the larger dog gets the blame. Little dogs don't know they are little	6/3/2020 5:03 AM
41	Cats wandering	6/2/2020 10:33 PM
42	Cats fighting possums	6/2/2020 9:50 PM
43	We live near the flora and fauna reserve in an estate that states no cats. Yet multiple neighbours have cats and let them roam free and they kill all of the native birds and animals.	6/2/2020 8:53 PM
44	Cats are a pest & very damaging to native wildlife	6/2/2020 8:03 PM
45	Please read this. <a href="https://www.publish.csiro.au/wr/WR19174">https://www.publish.csiro.au/wr/WR19174</a> and then mandate that cats are retained on their owners's property. The VicGov, via the Domestic Animals Act, does not require cats to be contained on owners property - deferring that responsibility to local government (cheeky dodgers hey). So given that City of Frankston was one of the first LGAs to appoint a Cat Ranger (Steve Moore) in 1996, it perhaps about time that the council to take action to limit the impact on wildlife caused by irresponsibly owned cats. It might be that cat owners get to their enjoy their pet for many more years given that the cat won't be subject to fight, road traffic incident or breeding. Kinda makes sense doesn't it. It might also assist in having parity between cats and dogs - could be a good thing. It would also allow better pest control operations in conservation areas such as Parks Vic estate. These operations are currently compromised by DAA allowing cats to wander where they like - even if there is a no dogs and cats sign at the park gate.	6/2/2020 7:25 PM
46	Loose cats conflicy	6/2/2020 7:23 PM
47	Cats out after dark on our property	6/2/2020 6:36 PM

## Domestic Animal Management Plan

48	SICK OF CATS COMING INTO MY BACKYARD!!!!	6/2/2020 6:31 PM
49	Wandering cars are the biggest, doesn't seem to be enforced, hard to see them or catch them in your garden but plenty of evidence they've been there.	6/2/2020 6:15 PM
50	Extremely worried about the amount of cats wandering in the neighbourhood and attacking native wildlife.	6/2/2020 3:16 PM
51	These questions are biased to give you the answers you want	6/2/2020 2:00 PM
52	Cats spraying and making noises at my windows, both at night and during the day.	6/2/2020 12:38 PM
53	So many cats wandering at night in and around Seaford wetlands and into our gardens fighting in the middle of the night wake us up. Sharing leash free area of Maple st. Reserve with zooming cyclists is a danger to children and pets needs a separate bike path	6/1/2020 10:18 PM
54	No	6/1/2020 7:52 PM
55	No 24 hour curfew for cats. Foxes are out of control. They come up my driveway every night and I don't have any chickens...	6/1/2020 5:47 PM
56	Cats not kept inside after 6.00pm curfew even when owners know the rules	6/1/2020 1:47 PM
57	Cats being allowed by owners to roam and coming into my yard making my indoor only cat fearful and attack us via redirected aggression	5/31/2020 4:00 PM
58	Dog fights. Dogs chasing, especially young children	5/31/2020 10:57 AM
59	Too many dogs in my street and surrounding streets getting out. Owners who allow their dogs to wander the street while mowing their lawn.	5/30/2020 9:07 PM
60	No off lead parks that are big enough in walking distance of where I live in Skye.	5/30/2020 8:22 PM
61	A cat that is out 24/7 and wanders into our yard everyday and poops in our front yard. The owners don't care about it. And it has been abused by their son in the past.	5/30/2020 7:09 PM
62	Dogs let off lead on streets and other reserves that aren't off lead areas. People have poor recall and anxious dogs do not have a good time. Owners are anxious too. Too many people state their dogs are friendly but it doesn't matter when you have a dog who is terrified of all dogs. Fenced off lead areas would be good	5/30/2020 6:18 PM
63	Irresponsible owners allow cats to wander at all times. Properties are adjoining or in proximity to a natural bushland. Owners consider this area the cat's playground protected Wildlife has been decimated, especially lizards and small birds.	5/29/2020 12:22 PM
64	The lost dogs home killed a dog I found because he was aggressive in the pound. I had him for a couple of hours before he was picked up and he was fine. The lost dogs home has a terrible performance record in general and shouldn't give the pound contract for Frankston.	5/29/2020 1:01 AM
65	X	5/28/2020 11:55 PM
66	Cat fights	5/28/2020 10:21 PM
67	Just wandering cats	5/28/2020 10:16 PM
68	Roaming cats	5/28/2020 8:57 PM
69	Cats being primarily outdoors and harassing my animals	5/28/2020 7:42 PM
70	Some dogs bark because they are so lonely, neglected and forgotten. Some people really shouldn't have pets it's quite disturbing. And why can't people get their head around keeping their cat indoors or in a cat run. It's better for the wildlife and it's better for your cat. Some people are deliberately cruel to cats	5/28/2020 7:22 PM
71	No	5/28/2020 5:38 PM
72	Heaps of cats out n about every night	5/28/2020 3:08 PM
73	Cats on my roof, in my yard day and night. They need to be confined 24/7.	5/28/2020 1:50 PM
74	Too many dogs of leads approaching my kids	5/28/2020 1:42 PM

## Domestic Animal Management Plan

75	Many cats wonder around my unit complex today and night!!!! So irresponsible! I have rung the council about this and given addresses but council they can't do much and to consider hiring a cat trap.	5/28/2020 12:35 PM
76	domestic cat/s pooping in my garden and I have no idea whos cat it is.	5/26/2020 1:18 PM
77	Mostly just barking and people buying homes with tiny yards that have active pets like Kelpies and hardly walk them. It has been amazing during COVID the number of people out with their dogs for the first time having regular walks - disgusting that they don't think walking them at least once a day should be the norm, and then moan when the dog wrecks something in the home out of boredom to express that energy.	5/26/2020 11:51 AM
78	Biggest issue is the fact that responsible ownership of cats is something many do not understand nor consider. The amount of cats freely roaming during the day and night is alarming, as too is the impact upon wildlife these 'pet' cats are having. Cats should not be allowed to roam freely.	5/25/2020 1:34 PM
79	Not so much experienced in the neighbourhood but the online forums talking about cats roaming and ways to fix. Alot of those comments are disturbing. Eg, drowning them.	5/25/2020 7:30 AM
80	No	5/25/2020 5:57 AM
81	Dogs off leash on the beach running up to my toddler, and so many during prohibited times in the summer! Council doesn't seem to care but there would be sooooo many fines for the budget to collect!	5/24/2020 9:25 PM
82	there are several streets I now won't walk down at all due to dogs that have charged me more than once, yet the problem continues. I also walk with a stick because yep, bloody other idiots dogs running at me. often some clueless person will be happily calling that the dog 'just wants to say hello'. major problem that is often happening in the evening or on weekends, when I can't even get help from council because unless I'm actually injured (My dog being bitten isn't a public safety risk apparently) it's 'not an emergency' according to the call centre you divert after hours calls to	5/24/2020 8:04 PM
83	Dog poo on footpaths.	5/24/2020 7:46 PM
84	Nop	5/24/2020 6:54 PM
85	Constantly when walking my 2 dogs on leads dogs come past off leash, because dogs are social they come too my dogs, causes my dogs to pull and become a little aggressive, causes anxiety for myself and the dogs, I'm talking track in wetlands, wish they would keep them on leads or take them to a dog park, happens regularly.	5/24/2020 6:37 PM
86	Wandering and feral cats are s major issue in my area. There needs to be much stronger messaging of the requirement to keep them.inside at night. Council should also promote the use of external cat cages or runs.	5/24/2020 6:14 PM
87	Frustrating that you can't walk your dog in parts of frankston	5/24/2020 6:07 PM
88	Cat roaming anywhere and everywhere all day and night. Cats spraying on other people property	5/24/2020 5:11 PM
89	Cats in my yard and reserve during day or night. Dead birds, dirty paw prints on cars, smelly parts of my garden dug up and used by cats for toilet. Stalking birds and frightening them from my garden	5/21/2020 10:18 AM
90	Dog/ cat droppings left on walking tracks.	5/20/2020 8:32 PM
91	no one in my area looks after their cats properly. always on our property day and night. I have to deal with faecal matter and dead native animals on the regular. when we catch the cats for the council we get abused!	5/19/2020 6:29 PM
92	Supervision of dogs in Sweetwater Creek to ensure they are on a lead not harassing visitors or Indigenous animals and birds.	5/18/2020 11:48 PM
93	Cats shiting, fighting and killing wildlife on my property	5/18/2020 7:31 PM
94	Cats freely roaming during the day and night and our native and small bird population has noticeably declined	5/18/2020 5:02 PM
95	Tighten policing and registration of cats.	5/18/2020 4:43 PM

## Domestic Animal Management Plan

96	Just barking dogs, they have been reported to council but remains an ongoing issue	5/17/2020 9:37 AM
97	There needs to be an answer for 'issue in the past >12 months. Forced to answer incorrectly. And it may have been an issue in the past as well as now. Survey faults if you answer both.	5/15/2020 11:25 PM
98	Dogs that are not under effective control in the off lead dog park (Robinsons Park)	5/15/2020 11:59 AM
99	Some people work the whole day and leave pets alone: some dogs cry and/or bark: not right and also annoying. Many pet owners do not keep their dogs warm in Winter or cool in Summer = animal cruelty!	5/14/2020 7:13 PM
100	Cats fighting in our garden is waking our baby constantly in the night	5/14/2020 4:13 PM
101	Roaming/hunting cats day and night	5/14/2020 12:29 PM
102	Dogs are not the issue. ..people are!	5/14/2020 12:11 PM
103	The only issue I have is dogs growling at fences and trying to break through fences but I can leave a note in their mailbox	5/13/2020 2:10 PM
104	Cats that come into my yard and terrorise the dog.	5/13/2020 10:33 AM
105	Wandering cats, cats out at night a big issue and I see wildlife that has been attacked and killed by wandering cats. I would love to see cats have to be confined to properties at all times unless on a lead, as is the case for dogs.	5/12/2020 6:30 PM
106	dogs being walked down the street off lead and lots of them pooping on the paths without being picked up.	5/11/2020 12:21 PM
107	Freely roaming cats	5/11/2020 10:40 AM
108	Keep cars contained! They are pests, kill wildlife and poo in everyone's yard	5/10/2020 5:07 PM
109	I recently witnesses 2 dogs playing and one ran in front of a car and was killed. Also, an unleashed dog recently ran in front of and collided with my friend who was cycling. My friend broke his hip. This was an unnecessary accident.	5/10/2020 3:07 PM
110	The amount of Dog poo in Ballam park is ridiculous	5/10/2020 3:06 PM
111	My on lead dog keeps being attacked by different off lead dogs when we walk in neighborhood streets or parks (not in off lead areas) Not happy!	5/10/2020 1:21 PM
112	i hear dogs barking when i have been socially isolating. i wonder where it comes from and it concerns me that no-one responds. also i have two dogs that throw themselves at the fence and i'm in the middle and worry that they will get out; no neighbour seems to care and i know they hear their dogs doing that	5/10/2020 12:01 PM
113	Lots of poo around the footpaths	5/10/2020 9:43 AM
114	Neighborhood cats roaming then defecating in my garden has been an issue. I am worried about the diseases they bring into my garden and I also worry that my children will pick it up as these cats don't cover their waste.	5/9/2020 3:56 PM
115	Cat faeces from neighbouring cats on our property. Cats hunting native animals resulting in depleted numbers of small reptiles and mammals. Owners disregarding current dusk to dawn cat curfews. The ignorance of cat owners regarding cat behaviour eg "they wouldn't hurt a fly", "they sleep all day" when statistics prove that all cats are strong effective hunters. The lack of enforcement of current cat curfews.	5/9/2020 1:56 PM
116	Unleashed dogs pooping in my garden as they walk past with their owners	5/9/2020 10:10 AM
117	Domestic cats killing local wildlife Domestic cats 'marking' around my property at night Domestic dogs' droppings not being picked up by dog walkers/owners	5/9/2020 8:28 AM
118	More than 2 dogs in 1 house/yard Attacking each other in that yard	5/9/2020 8:22 AM
119	Sick of cats pooping in my front garden	5/8/2020 3:57 PM
120	Unregistered Pit Bull Cross climbing fence and owner refusing to stop it.	5/8/2020 2:20 PM
121	Wandering cats leaving dropping in my yard	5/8/2020 1:23 PM

## Domestic Animal Management Plan

122	cats entering wetlands fragile area	5/8/2020 12:24 PM
123	Pet owners need to be educated about their responsibilities constantly	5/8/2020 12:04 PM
124	We have frequent cats wandering into our yards disturbing the bird life! This needs to be stopped! I used to get so many birds in my yard and now none and I think it's because neighboring cats are allowed to roam day and night. I have also noticed an issue in my street of a lady who lets her dog roam the street and comes and poops in our front yard and doesn't pick it up! This greatly annoys me and isn't very respectful. People need to be made aware this isn't allowed	5/8/2020 11:42 AM
125	How would you know what happens in someone's yard. There is a roaming cat in my area regularly comes in my house uninvited which I hate. Think it's a feral	5/7/2020 9:54 PM
126	Concerns about cats heading into local reserves and parks and killing wildlife. Periodically find dead birds in adjacent reserve and my yard killed by wandering neighbourhood cats.	5/7/2020 4:23 PM
127	Cats wandering in a Nature Reserve attacking our native animals and fighting amongst themselves.	5/7/2020 4:07 PM
128	Cats coming into my back yard and hunting which is a haven for Thornbills, eastern spine bills, spotted pardalotes, bushrats, superb fairy wrens, sugar gliders and possums is greatly effecting my over all biodiversity on my property and causing an issue with neighbours. I dont want roaming cats ever Im sick of finding headless possums and bird feathers in my yard, it dosent matter what time of the day it is they kill everything. They should be in an enclosure not only for the wildlife but also for the cat reduces feline aids and car hit fatalities to cats. This is pretty much a no brainer moving forward should be a number one priority to educate owners and ban roaming 24/7	5/7/2020 3:00 PM
129	Wandering cats, even overnight when they are supposed to be confined	5/7/2020 9:45 AM
130	Dog walking into my property because of poor fences on off leash areas	5/6/2020 7:47 PM
131	Barking dogs in Seaford - owners not getting training - solution is to just keep them inside when neighbours complain rather than address the problem. Many Dogs off lead along foreshore paths and wetlands.	5/6/2020 7:43 PM
132	The amount of dogs of certain breeds, not good with other animals, that wander as they seem to be continually getting out of yards	5/6/2020 7:34 PM
133	big problem with irresponsible dog ownership at Ballam Park. I have had a number of dogs rush at me. Owners are a considerable distance away and just let their dogs run far away from them, I can be seen in the distance including currently with a broken arm in a sling. I had one owner take his dogs off a lead just infant of me only for the dog to nip me in the leg. Council needs to patrol this park more often and enforce penalties. The response I have had from dog owners, " this is an off lead park don't walk here if you don't like it." I am concerned of serious injury happening to me or to an elderly person. Off lead should only be in a fenced area. Owners seem to not understand what " immediate recall means" Often they could prevent the issue if they called the dog to them when in the vicinity of others if they know their dog has a propensity to rush at others. They seem to know their rights but not their responsibilities. I would like to see a greater council presence in Ballam Park especially on weekends - Sunday and later in the afternoon.	5/6/2020 5:39 PM
134	Guinea pigs roaming onto my property	5/6/2020 3:29 PM
135	There is a cat that urinates on my front security door everynight	5/6/2020 2:08 PM
136	I see a lot of people with reactive dogs walking them and have no idea how to redirect the behaviour so yell or smack the dog - more education and recommendations of getting trainers out early is needed	5/6/2020 1:28 PM
137	no	5/6/2020 12:24 PM
138	unneutered animals	5/6/2020 12:06 PM
139	No.	5/6/2020 11:51 AM
140	Feral cats in reserves and residential areas	5/6/2020 10:55 AM
141	Feral/domestic cats are not the issue, it's the increase if foxes and people letting their dogs	5/6/2020 9:59 AM

## Domestic Animal Management Plan

wander around the streets at all hours.

142	Cats should be kept in 24 hours a day. I have a wonderful indigenous garden and the cats really annoy me and scare away the birds.	5/6/2020 9:53 AM
143	There is no enforcement of the rule that cats aren't allowed to roam at night. There should be checks and fines issued, so that cat owners start to do the right thing.	5/5/2020 11:07 PM
144	Off lead dogs rushing on lead dogs in on lead parks. Owners have no control of dog, no recall, often on phone, May yell my dog "Friendly" while it menaces another dog no understanding of dog body language.	5/5/2020 10:16 PM
145	Native birds can be vulnerable to domestic cats. We have tried to plant a garden that attracts birds, only for Mia next door to prey on the poor birds.	5/5/2020 8:52 PM
146	Sorry some of these questions are very hard to answer without comment	5/5/2020 8:50 PM
147	No	5/5/2020 7:20 PM
148	I live near the wetlands and there are numbers of cats that are not being confined to the owners property and I'm seeing more evidence of cat predation when I walk my dog around the wetlands	5/5/2020 7:14 PM
149	N/A	5/5/2020 7:06 PM
150	We have people walking their dogs along a trail near our house very often. This is not a leash-free area, but most people let their dogs off the leash. Many of these dogs find their way onto our land and bother our animals.	5/5/2020 5:01 PM
151	Cats cats cats should never be in my garden	5/5/2020 3:30 PM
152	Dogs being walked off lead around the streets or are uncontrollable by their owners	5/5/2020 3:25 PM
153	Feral cats - a neighbour has about 50 cats and they multiply every couple of months. They are flea ridden and disgusting.	5/5/2020 3:25 PM
154	Some of my neighbours don't feel the need to pick up dog poo. They're happy to let their dog poo on my nature strip.	5/5/2020 2:45 PM
155	Dogs bark - that's what they do	5/5/2020 2:35 PM
156	Free roam cats attacking wildlife at dusk & overnight	5/5/2020 2:27 PM
157	Our neighbours have made complaints to council about neighbours dogs barking to intimidate them. They are parents and household extremely abusive daily and violence. They have used local laws so nearby residents too fearful of backlash if report them etc. The family's dog often crying in yard during escalated arguments and our pets come inside concerned.	5/5/2020 2:15 PM
158	Important to have a cat curfew!	5/5/2020 2:07 PM
159	renters moving into properties and not registering.	5/5/2020 1:25 PM
160	Wandering cats into my property have devastated the native bird population on 2700m2 property. 3 adjoining properties have cats which I regularly see from the house windows	5/5/2020 1:18 PM
161	Dogs that don't get walked and never get out of their backyard. Responsible ownership ?	5/5/2020 1:15 PM
162	Cats in The Pindara Estate when it's meant to be a cat free zone. Would be an issue if they were kept inside.	5/5/2020 1:14 PM
163	Dogs that do not ever get walked by their owners, but are left to get their "exercise" by rushing at their front fences when people walk past with their dogs. This is unsafe and dangerous (my dog has been frightened and/or rushed at the fence, pulling me over and I have injured myself) and very unfair to the dog behind the fence	5/5/2020 12:43 PM
164	Wandering cats should be confined to their owner's property. Why is it OK to share your cat with the rest of the community?	5/5/2020 11:55 AM
165	Impacts to wildlife	5/5/2020 11:13 AM
166	Impacts to wildlife	5/5/2020 11:13 AM

## Domestic Animal Management Plan

167	one person who walks their dog is very verbally abusive to dog but doesn't hit it. I had commented to him if he praises dog when it does follow command he will be more successful.	5/5/2020 9:08 AM
168	No	5/5/2020 7:32 AM
169	No	5/5/2020 6:56 AM
170	Consistent barking dogs day and night. Cats wandering day and night. Cats fighting during all hours of the nighttime. Cats spraying on others property's as in front porches and garages.	5/4/2020 9:50 PM
171	No	5/4/2020 8:55 PM
172	Cats regularly kill native wildlife on my property. I am a gardens for wildlife member of frankston and encourage wildlife to my yard. It is very very sad to see this. I've trapped cars here in the past. 4 in total. No success trapping this year.	5/4/2020 8:50 PM
173	No	5/4/2020 8:44 PM
174	People not picking up dog poo in and around Overport Park. People not having their dogs under control around Overport Park. This area is for everyone and some people do not like dogs 'up in their grill'. Some owners have control while others do not.	5/4/2020 8:26 PM
175	Cats leaving droppings in my yard - it should be enforced that they must stay in their own homes, especially at night.	5/4/2020 7:26 PM
176	No	5/4/2020 7:09 PM
177	Cats being housed in a no cat estate, should be better policed	5/4/2020 7:01 PM
178	No	5/4/2020 7:00 PM
179	Pet ownership in my neighborhood is generally pretty good.	5/4/2020 6:52 PM
180	So many people walk their dogs off leads and have run up to my little dog and she gets scared. We have to pick her up. We have had owners get annoyed because we have done this.	5/4/2020 6:44 PM
181	Cat owners don't seem to know the rules - we have had issues with cats owned by multiple neighbours multiple times in letting them out at night. Got a trap from the council but as we also have lots of possums in the area, we just kept catching possums	5/4/2020 6:42 PM
182	Dogs getting out of their Property and attacking dogs on a lead being taken on their daily walk	5/4/2020 1:54 PM
183	Off-leash dogs in a known leash area. Trail along the train line between Leawarra and Pen Link	5/3/2020 6:11 PM
184	Cat poo on paths and in my garden!	5/3/2020 12:30 PM
185	Irresponsible pet owners - they are the issue NOT the animals	5/2/2020 11:18 AM
186	Agressive dogs	5/1/2020 7:21 PM
187	My main gripe is cats allowed out at night & also neighbours cats that use my garden as their toilet.	5/1/2020 6:51 PM
188	Too many dogs escaping yards when the bad weather, fences not maintained or gates not secured or dogs being left outside in storms where there are scared and jump fences. I've picked up a fair few dogs over the years.	5/1/2020 4:14 PM
189	Barking dogs are very often bored dogs. They aren't getting to burn enough energy. This is something that happens in every Neighbourhood I've ever lived in but is not a big issue for me, but it is for the dog in question. I'm not sure why communities expect dogs not to exhibit dog behaviors. They bark. They need to run. They need to be social and interact with other people and dogs.	5/1/2020 2:43 PM
190	2. Regular after-5pm FFC staff patrols- to further increase compliance.	5/1/2020 1:55 PM
191	Dogs off lead in the street also in carparks on their way to an off lead area.	5/1/2020 9:53 AM
192	No	5/1/2020 9:33 AM
193	Not that I'm aware of	5/1/2020 8:32 AM
194	Too many wandering cats	4/30/2020 11:50 PM

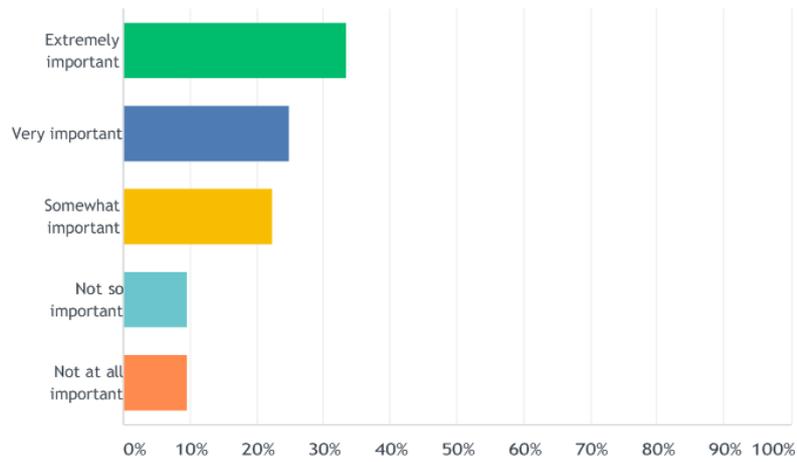
## Domestic Animal Management Plan

195	Yes discrimination by council towards Pet owners	4/30/2020 9:55 PM
196	Cat fights are an issue and cats killing birds.	4/30/2020 9:53 PM
197	Some of those issues have been the case in the past but currently in my area none of those are an issue.	4/30/2020 8:39 PM
198	C	4/30/2020 8:36 PM
199	Off lead dogs in the streets. Escaped and people walking them off lead in suburbs. It's difficult to find somewhere safe to walk your dog with so many irresponsible owners. Many dogs who are biologically unfulfilled that leads to excessive barking and escaping. I strongly support knowledgeable and responsible pet ownership	4/30/2020 8:26 PM
200	We need to be able to walk our pets through the CBD legally like every other council.	4/30/2020 8:02 PM
201	Council notice of barking dogs is issued without any evidence but accepted on a vixacious complaint.	4/30/2020 7:29 PM
202	Na	4/30/2020 6:42 PM
203	There are very frequently off lead dogs on the Frankston Beach. I run with my Boxer who does not enjoy unfamiliar dogs running up to him which has happened to us several times. I deliberately choose to run with him in a leashed area so that this doesn't happen as often. Leash regulations need to be better enforced at the beach, so that people who don't have their dogs under voice control are fined.	4/30/2020 3:28 PM
204	Cats using our block as a highway through to the nature reserve behind us. Then attacking & killing wildlife.	4/30/2020 1:47 PM
205	people not using poo bags on streets	4/30/2020 12:52 PM
206	No	4/30/2020 12:33 PM
207	There are lots of cats that roam free day and night and then come into my yard and my go barks. I get stressed that my dog is annoying the neighbours but its not her fault that the cats are out and coming into our yard - especially all through the night.	4/30/2020 11:25 AM
208	Dogs escaping from their yards. They're often scared and impossible to approach and help. Some escaped dogs can be angry and vicious.	4/24/2020 8:38 PM

Domestic Animal Management Plan

**Q79 The high rate of euthanasia of cats and kittens**

Answered: 515 Skipped: 99

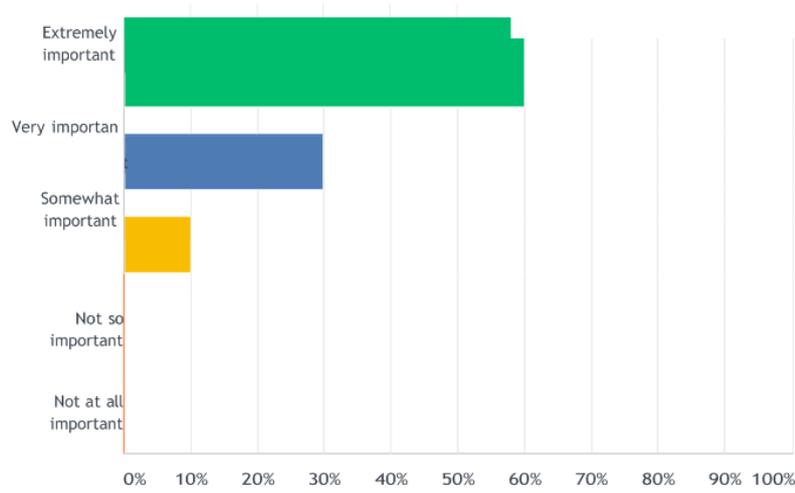


ANSWER CHOICES	RESPONSES	
Extremely important	33.40%	172
Very important	24.85%	128
Somewhat important	22.33%	115
Not so important	9.71%	50
Not at all important	9.71%	50
<b>Total Respondents: 515</b>		

Domestic Animal Management Plan

**Q80 The abandonment of pets**

Answered: 515 Skipped: 99

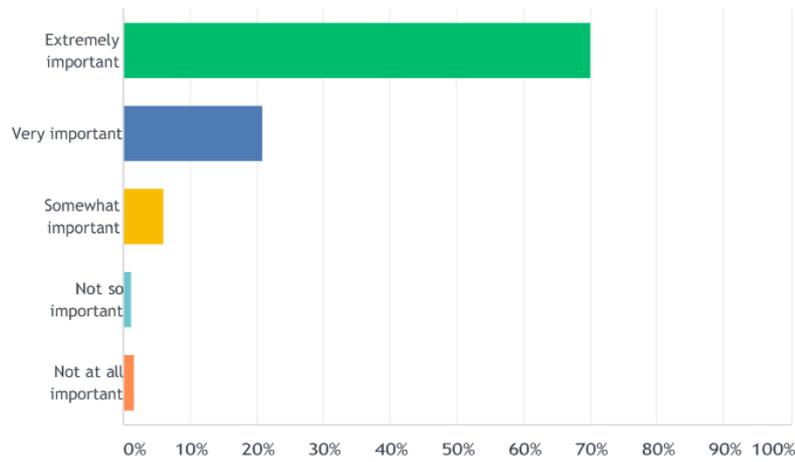


ANSWER CHOICES	RESPONSES	
Extremely important	58.06%	299
Very important	29.71%	153
Somewhat important	9.51%	49
Not so important	1.36%	7
Not at all important	1.36%	7
<b>Total Respondents: 515</b>		

Domestic Animal Management Plan

Q81 Puppy farms/unscrupulous breeders

Answered: 515 Skipped: 99

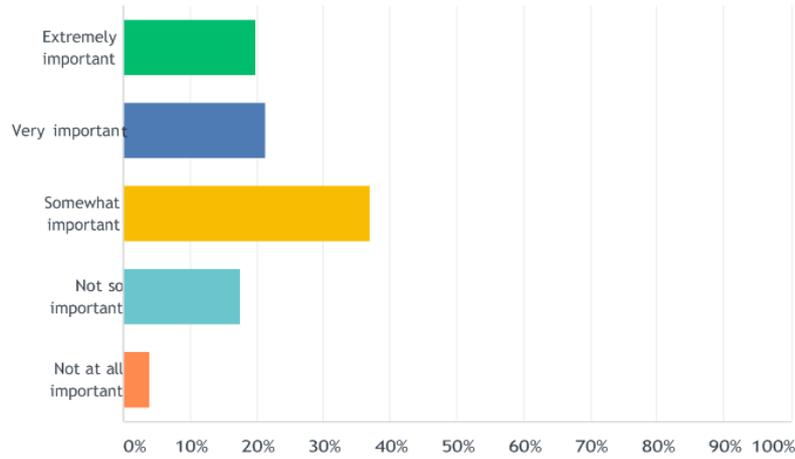


ANSWER CHOICES	RESPONSES	
Extremely important	70.10%	361
Very important	20.97%	108
Somewhat important	6.02%	31
Not so important	1.17%	6
Not at all important	1.75%	9
Total Respondents: 515		

Domestic Animal Management Plan

**Q82 Barking dogs**

Answered: 515 Skipped: 99

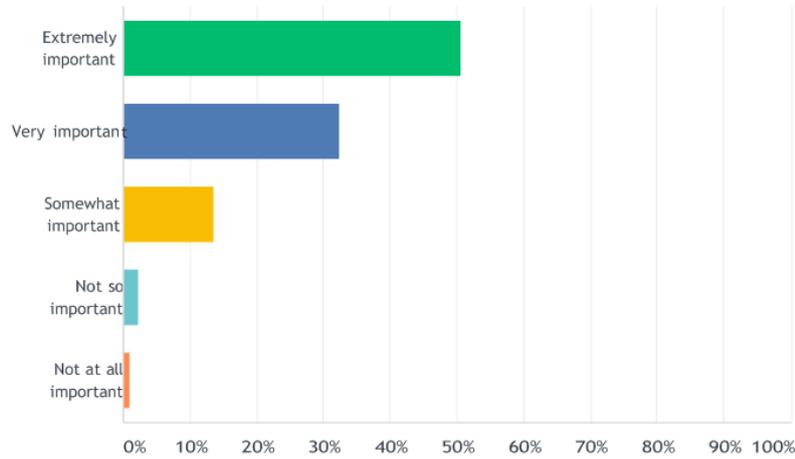


ANSWER CHOICES	RESPONSES	
Extremely important	19.81%	102
Very important	21.36%	110
Somewhat important	37.09%	191
Not so important	17.67%	91
Not at all important	4.08%	21
<b>Total Respondents: 515</b>		

Domestic Animal Management Plan

**Q83 The welfare of animals in domestic violence situations and how they can be made safe**

Answered: 515 Skipped: 99

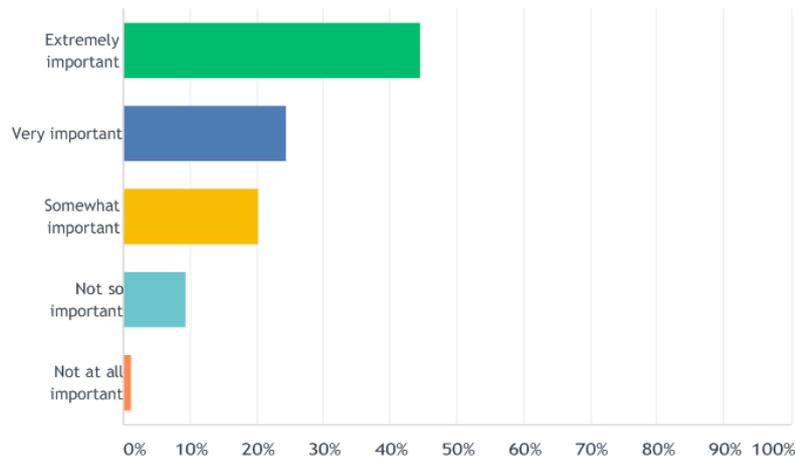


ANSWER CHOICES	RESPONSES	
Extremely important	50.68%	261
Very important	32.43%	167
Somewhat important	13.59%	70
Not so important	2.33%	12
Not at all important	0.97%	5
Total Respondents: 515		

Domestic Animal Management Plan

**Q84 Unowned cats that people feed but do not take full responsibility for**

Answered: 515 Skipped: 99

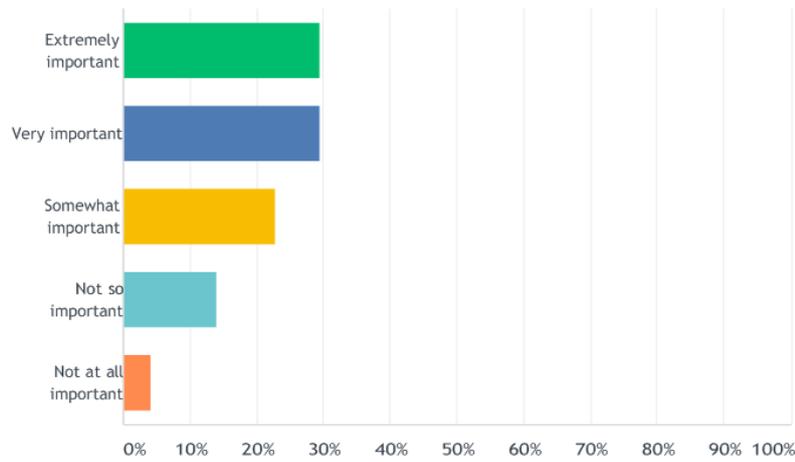


ANSWER CHOICES	RESPONSES	
Extremely important	44.47%	229
Very important	24.47%	126
Somewhat important	20.39%	105
Not so important	9.51%	49
Not at all important	1.17%	6
<b>Total Respondents: 515</b>		

Domestic Animal Management Plan

**Q85 Animals unrestrained within or in the back of vehicles**

Answered: 515 Skipped: 99

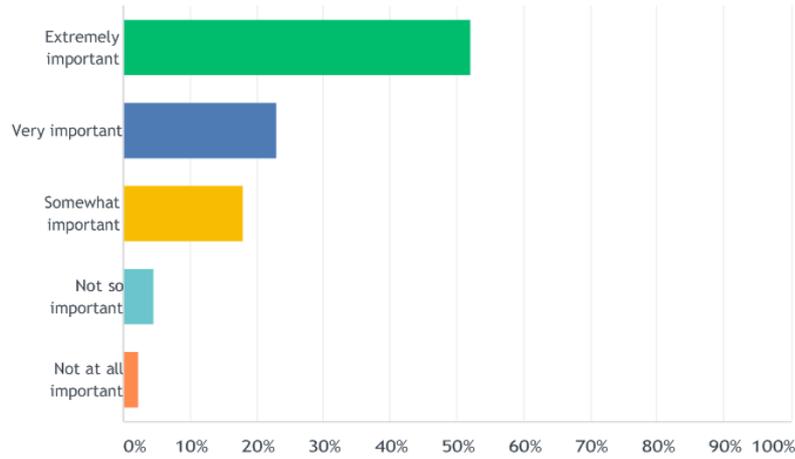


ANSWER CHOICES	RESPONSES	
Extremely important	29.51%	152
Very important	29.51%	152
Somewhat important	22.72%	117
Not so important	13.98%	72
Not at all important	4.27%	22
<b>Total Respondents: 515</b>		

Domestic Animal Management Plan

Q86 People not desexing their pets

Answered: 515 Skipped: 99

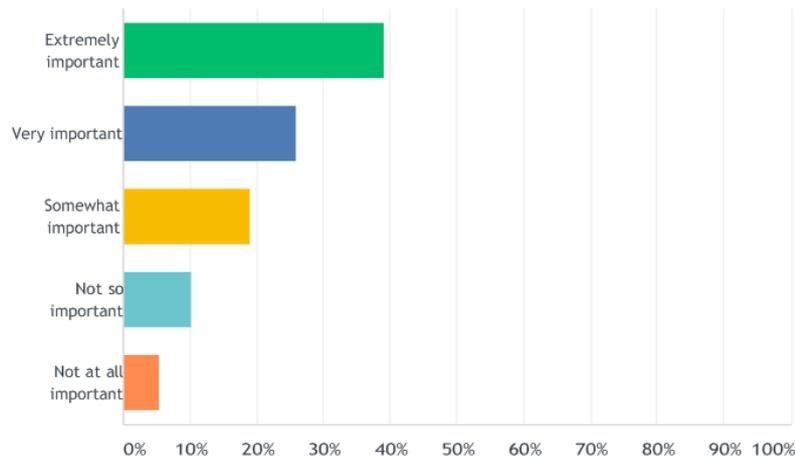


ANSWER CHOICES	RESPONSES	
Extremely important	52.04%	268
Very important	22.91%	118
Somewhat important	18.06%	93
Not so important	4.66%	24
Not at all important	2.33%	12
Total Respondents: 515		

Domestic Animal Management Plan

**Q87 People not registering their pets**

Answered: 515 Skipped: 99



ANSWER CHOICES	RESPONSES	
Extremely important	39.22%	202
Very important	26.02%	134
Somewhat important	19.03%	98
Not so important	10.29%	53
Not at all important	5.44%	28
<b>Total Respondents: 515</b>		

Domestic Animal Management Plan

**Q88 Any other concerns?**

Answered: 108 Skipped: 506

## Domestic Animal Management Plan

#	RESPONSES	DATE
1	Number 86 - i think it depends on the animal - cats yet as they eat the bird life and get dumped more often. Dogs - not so much an issue i don't think	6/17/2020 3:17 PM
2	Cats killing native animals, re possums and birds.	6/15/2020 8:26 PM
3	people who have pets should be help responsible for them	6/14/2020 10:30 PM
4	Agressive pets in parks. Owners just don't care and need to be taught a lesson.	6/12/2020 2:06 PM
5	People thinking cats have different rights to dogs, thinking it doesn't matter if they're not registered, letting them do what they want and wander where they want and kill what they want, when that kind of behaviour in a dog would probably lead to it's being put down	6/12/2020 8:53 AM
6	Not enough rangers enforcing laws	6/11/2020 9:26 AM
7	It would be good if people had the choice to pay a higher registration for non-desexed pets	6/11/2020 8:00 AM
8	Dog owners not being considerate of other people/dog walkers when walking their dogs off lead and not controlling them adequately.	6/10/2020 8:08 PM
9	Council not employing a 24/7 cat curfew leaving cats free to roam and kill native fauna	6/10/2020 4:04 PM
10	Roaming cats killing wildlife and defecating in other people's gardens etc.	6/5/2020 9:33 AM
11	People backyard breeding	6/5/2020 4:26 AM
12	Free roaming cats	6/4/2020 12:21 PM
13	no	6/4/2020 11:55 AM
14	Again lots of your questions are vague. Perhaps put some contact around them so people understand what they are answering	6/4/2020 9:29 AM
15	Registration has become so obscenely expensive that many cannot afford it, make it affordable, I had someone tell me they were thubking of dumping their pet because the council fees were so high	6/3/2020 8:06 PM
16	Roaming cats are the biggest problem. And lack of beach for running on whole year is frustrating for us. We go to Kingston or Flinders.	6/3/2020 6:52 PM
17	Does Frankston Council rangers ever spot check pet registrations by complaints? Are fines issued or just a warning? Own a pet, register your pet - or there should be consequences.	6/3/2020 6:18 PM
18	Free to good home and backyard breeders	6/3/2020 6:04 PM
19	My dog ate a cookie left by someone in a bbq area at Baxter Park. I saw her eating it but didn't think too much about it until she collapsed a couple of hours later. I thought she was having a stroke but then tested positive for marijuana in urine. According to vet this is very common!!!	6/3/2020 2:10 PM
20	Council should have animal cruelty inspectors that work with the RSPCA and police	6/3/2020 11:36 AM
21	Pets left unattended in vehicles	6/3/2020 10:42 AM
22	Pets damaging wildlife including birds	6/3/2020 10:23 AM
23	cats should be kept on 24hr curfews. and have proper cat enclosures	6/2/2020 10:45 PM
24	No	6/2/2020 10:34 PM
25	Cats are a pest & extremely damaging to native wildlife	6/2/2020 8:04 PM
26	Containing cats on owners property. Ring up Steve, now at Animal Welfare Vic, and tell him that Frankston is going to take a lead because it will lead to animal welfare benefits to cats and wildlife. Just makes sense.	6/2/2020 7:28 PM
27	From previous section: cats and the garden for wildlife program don't mix	6/2/2020 7:26 PM
28	SICK OF THE CATS COMING INTO MY BACKYARD!!	6/2/2020 6:33 PM
29	Pet registration is encouraged, the fee is too much though. Hard for families to find the extra \$50 when you get nothing at all for it.	6/2/2020 6:17 PM

## Domestic Animal Management Plan

30	No	6/1/2020 7:53 PM
31	There are serious animal pet welfare issues In Frankston. Repeat human offenders buying new dogs. Frank reserve and Balkan park are dog fight hot spots.	5/31/2020 11:00 AM
32	Yes there is going to be an influx of abandoned dogs once everything starts opening up again and people return to work due to the high adoption rate experienced in covid lockdown. I hope council has a plan for this.	5/30/2020 8:24 PM
33	Would prefer to see cat curfews within 1 km radius of reserves and bushland / green wedge areas (e.g. golf courses) to be 24/7 or cat free zones. Proactive enforcement of this by council rangers. When I enquired about catching wandering cats I was advised that I must have a council cage, catch the animal, notify council to collect the cat and cage. There were 3 animals in total. Delay/ wait time for a cage : 3 months !!!!	5/29/2020 12:31 PM
34	X	5/28/2020 11:56 PM
35	Cats allowed to wander	5/28/2020 8:58 PM
36	It should be illegal for dogs to be in flat tray utes and their should be proper restraints for them in any vehicle	5/28/2020 7:24 PM
37	No	5/28/2020 5:41 PM
38	Cats wandering around all day and night.	5/28/2020 1:52 PM
39	More needs to be done to ensure owners confine their cats!!	5/28/2020 12:37 PM
40	No	5/25/2020 6:00 AM
41	Council don't care for cat owners just a revenue thing	5/24/2020 9:58 PM
42	A trap neuter return program for community cats will decrease the number of homeless cats/kittens and reduce the number of wildlife deaths	5/24/2020 8:27 PM
43	the reason people don't desex and/or register their pets is often the cost, as well as lack of education. Council should be doing more to help offset the cost to people in genuine need, especially during covid19 when a lot of external support was suspended (such as pets in the park). your current desexing vouchers do not go terribly far towards the cost of desexing in a lot of cases, especially when microchip often needs to be implanted and that cost eats up a lot of the savings pensioners may have made. Whitehorse vouchers are a far bigger cost saving when you start looking at the cost of desexing a mature large breed female for example (they are often a 2 hour plus surgery) and vets actually barely cover cost of desexing as it is (it's a loss leader for vets) so cannot reduce even more to help out yet another family in need	5/24/2020 8:11 PM
44	Council should lower the fee for registering undesexed animals. It is extremely high and it discourages people from registering their pets if they are not desexed. It would be good if council could implement some kind of scheme where if an animal isnt desexed at the time of registration a financial assistance plan could be offered to those who may not be able to afford it - (eg a payment/pay back scheme to council to pay for desexing) rolled into registration fees.	5/24/2020 7:50 PM
45	The first question is poorly phrased. I have no idea what the rat of euthanasia is, or whether it's high or not. I certainly agree with the crackdown on puppy mills. However one result has been that breeders and rescue groups are charging ridiculous amounts for dogs. I looked at one website the other day where the breeder wanted \$7,000 for a puppy! There will be many people who are shut out of buying a dog at those prices. It's not fair if only wealthy people can afford a dog. There needs to be a happy medium.	5/24/2020 6:20 PM
46	Dogs on the beach without leads.	5/24/2020 5:36 PM
47	there are other reasons for people not desexing their dogs for example health and growth concerns for early desexing in large breeds. this should not be punished with our registration	5/22/2020 9:19 AM
48	cats out all the time even after curfew.	5/19/2020 6:31 PM
49	Roaming cats are killing Indigenous birds that come to my garden. Dogs off leads in parks, reserves & public spaces could be fined to discourage this practice.	5/18/2020 11:51 PM
50	No	5/18/2020 4:44 PM
51	Roaming cats	5/16/2020 8:08 PM

## Domestic Animal Management Plan

52	People walking/running their dog off leash down my court and around surrounding streets and near busy roads whilst they ride a bike behind the dog on the footpath.	5/15/2020 12:01 PM
53	People who are not able to afford dental care as well as vet services: I find special prices should apply at the RSPCA and other organizations to help people in need including pensioners who cannot afford high fees and, at times...are forced to give their adored pets for adoption or else!!	5/14/2020 7:15 PM
54	there are not enough clubs around where people can take their pets to train them - OR - they are not advertised very well	5/13/2020 2:30 PM
55	People not exercising their dogs need to be aware that it makes for an aggressive dog. If they can't handle their dogs they need to know where to take them for obedience training.	5/13/2020 2:14 PM
56	Another poorly written section. Well done.	5/11/2020 9:12 PM
57	This is a very pro pet ownership survey. It fails to address the damage to the environment caused by domestic pets.	5/11/2020 10:42 AM
58	No other comments	5/10/2020 5:07 PM
59	I am concerned that adequate shelter for animals who are confined outdoors is not always provided eg dogs, horses	5/9/2020 1:58 PM
60	Dog owners thinking their dog can do no wrong and the rules don't apply to them	5/9/2020 10:12 AM
61	Owners allowing their cats to free-roam. This is not just an issue for local wildlife. This endangers the life and welfare of the cat. There has also been a lot of animals (particularly cats) hit and killed on our roads. This can be a very traumatic experience for someone to experience.	5/9/2020 8:32 AM
62	Neglect of health of animals	5/8/2020 3:59 PM
63	Dangerous breeds kept in residential areas	5/8/2020 2:21 PM
64	How can you report puppy farms?	5/8/2020 11:43 AM
65	No	5/7/2020 9:55 PM
66	Domestic animals should be restrained, trained, desexed and monitored by their owners. Cats should not roam outside their home properties.	5/7/2020 4:09 PM
67	Walking dogs down a street unleashed I've nearly hit one dog several times at night the owner seems to be low socio economic background and has no idea how close his dog has been to being killed several times it greatly upsets me the dog also runs into people's properties and aggravates other animals	5/7/2020 3:04 PM
68	We need more Officers patrolling reserves so people do not take any notices that dogs should be on leads at all times	5/7/2020 9:47 AM
69	Desexing is something that can't be answered in a tick box. I have purebred dogs that I keep entire responsibly until they finish growing for health and development reasons in consultation with vet and breeder. I shouldn't be penalised for this. Not desexing at all due to ignorance is a different thing.	5/6/2020 1:32 PM
70	no	5/6/2020 12:25 PM
71	no	5/6/2020 12:08 PM
72	No.	5/6/2020 11:53 AM
73	Cats should have 24 hour curfew	5/6/2020 9:54 AM
74	Limiting the number of animals people have	5/5/2020 7:21 PM
75	N/A	5/5/2020 7:07 PM
76	Too many fur babies... why do so many people need 2 or 3 pets?	5/5/2020 3:32 PM
77	It would be devastating to see fines/punishments increased for unrestrained animals in cars if other areas like abuse or overbreeding (whether deliberate or accidental due to negligence) are ignored.	5/5/2020 3:27 PM

## Domestic Animal Management Plan

78	Off-lead dogs in nature reserves.	5/5/2020 2:56 PM
79	Need more ranger partrols of streets on sunny days. So many people around Rosedale Drive area walk dogs off leash.	5/5/2020 2:16 PM
80	It is very difficult to get any sustained action regarding mistreated pets.	5/5/2020 2:09 PM
81	uncontrolled dogs in parks and owners do not care.	5/5/2020 1:27 PM
82	No	5/5/2020 1:16 PM
83	Enforcement of roaming animals not strict enough	5/5/2020 11:15 AM
84	Enforcement of roaming animals	5/5/2020 11:14 AM
85	you shouldn't be able to register an animal unless it is desexed. Unless you are a breeder.	5/5/2020 9:10 AM
86	No	5/5/2020 7:34 AM
87	No	5/5/2020 6:57 AM
88	Feral cats need to be better managed. More incentive for cat owners to keep them within their property	5/5/2020 4:47 AM
89	Better management of attendance and pro activity to stop barking dogs and to complaints of barking dogs.	5/4/2020 9:53 PM
90	No	5/4/2020 8:56 PM
91	The annual registration for deserved dogs is too high. Especially for multiple animals. I am a responsible owner.	5/4/2020 8:51 PM
92	No	5/4/2020 8:46 PM
93	I do not like Council partnering with the Lost Dogs Home for strays and dogs that are out. Their kill rates are disgusting	5/4/2020 7:28 PM
94	No	5/4/2020 7:10 PM
95	People having their dogs off leads and their dogs pestering our dog who is only small. Owners not calling their dogs back. Irresponsible owners.	5/4/2020 6:45 PM
96	Irresponsible pet owners, that seems to the majority here in Frankston - I feel sorry for the pets	5/2/2020 11:20 AM
97	The cost of pet registration is ridiculously high resulting in people choosing not to register or cant afford to, as a pet owner I feel I get nothing for my hard earnt spent money, reduce the cost and people will become more compliant	5/1/2020 4:17 PM
98	Penalties are not harsh enough for people that mistreat animals.	5/1/2020 4:15 PM
99	Council and the community expect dogs and pets to behave, and not get enough free roam activity, but won't enforce desexing strongly enough and won't police 'backyard breeding' hard enough, so more and more pets are being produced, dumped, or kept but mistreated, neglected, left to get bored and unstimulated, then they become a nuisance to everyone. This isn't fair. Free roam isn't nearly as big of an issue as this. And again, free roam is opportunity for dogs to be trained and get used to being off lead, and makes exercising a dog much easier.	5/1/2020 2:48 PM
100	increasing registration for entire dogs probably leads to dog not being registered.	5/1/2020 9:57 AM
101	No	5/1/2020 9:34 AM
102	X	4/30/2020 8:36 PM
103	Permits for excess animals is overpriced. Also why are new permits needed just because a different breed is bought if the household already has a permit for that number of dogs? If the property is suitable for eg 3 dogs a new permit should not be needed if one animal dies and a new one is brought in to the family. Seems like Council is just rate revenue rather than being considerate	4/30/2020 7:32 PM
104	Na	4/30/2020 6:43 PM
105	There needs to be an option for undesexed dogs to be registered, as there is in many councils. There is a growing body of scientific knowledge about the health and behavioural benefits of	4/30/2020 3:30 PM

## Domestic Animal Management Plan

not desexing, particularly for large breed, male dogs.

106	Many probably not registered	4/30/2020 12:54 PM
107	No	4/30/2020 12:33 PM
108	Registration is expensive. Pets are already expensive to own.	4/24/2020 8:40 PM

Domestic Animal Management Plan

**Q89 Comments:**

Answered: 251 Skipped: 363

## Domestic Animal Management Plan

#	RESPONSES	DATE
1	Please continue to patrol Sweet Water Creek at different times. All throughout the day there are always dogs off leash and people seem to feel it's their right to have their dog off leash because they are local residents. I think it's extremely unfair as a dog owner with an anxious dog. It makes me feel more anxious when a dog is off lead and heads towards my dog knowing he is extremely scared. We have rights to be there without having the fear of people doing the wrong thing. It's unfair that my dog has to be exposed to a dog potentially coming up to his face and also for people that have the right to be enjoying a walk and not wanting unleashed dogs coming up to them. I know not all dogs in there are vicious but that is why local residents are lucky to have so many off leash options within this council. They need to get in their car and drive to an off leash park as a responsible dog owner.	6/17/2020 5:10 PM
2	I would ask that you look at your strict and non friendly pet rules. Pets are a huge part of family and single people's lives. The restrictions on them don't help the situation - education is needed - not more restrictions. Frankston city centres current rules basically have me shopping or visiting elsewhere - pushing my business elsewhere. It doesn't encourage a friendly, vibrant city that I want to be a part of. It is disappointing as I choose to live here because I love my environment. Ease restrictions on dogs on beach - I get during the day - but lessen them at 6pm - most people are going home for dinner. This gives people who are working time to enjoy a walk with their dogs and relax in the evening after battling traffic and their working day! Honestly past Feb the beaches are empty - so Dec - Feb more than covers a restriction during the day. Police the ferrets on the beach who leave their rubbish and broken glass who are drunk or high on drugs. They are the issues - not dogs wanting to chase a ball or frolic in the waves with their owners.	6/17/2020 3:21 PM
3	Thank you for this survey	6/15/2020 8:34 PM
4	We have cats wander into our yard and have killed wildlife. We keep our dog in at night and choose not to have a cat so are disappointed that other cats are allowed to roam, they should be kept inside at all times.	6/15/2020 12:29 AM
5	don't want to see dogs on beach in summer periods till late periods if at all. that dropping be reported as terribly putting off droppings on beach and Frankston board walk	6/14/2020 10:31 PM
6	As previously stated, I am annoyed at the dog droppings left near the beach and board walk between Olvers Hill and Frankston Pier. This area should not be increased at all with extra times for pets i.e. dogs. IF anything reduce the times.	6/14/2020 8:13 PM
7	Cats eating wildlife is an issue for me	6/13/2020 3:13 PM
8	More patrols in parks to fine people not cleaning up after their dogs.	6/12/2020 2:07 PM
9	Hi There, I would like to express my dissatisfaction that Frankston City is a dog free area. To be honest, if a dog is on the lead at all times, I cannot understand how this can be an issue. I feel this is impacting the local economy and local businesses alike. The fact I cannot walk my pet to get a coffee during the day, especially given the recent COVID-19 restrictions has left me dumbfounded. Maybe it's an educational thing, but I would be surprised if other LGA follow a similar precedent.	6/12/2020 11:25 AM
10	The FCC website needs updating- there are 'no dog' parks that are not listed, or that you can find listed in some places but not others- Paratea Reserve and Stringybark Bushland Reserve, for example. These are among the best conservation value reserves in the municipality, they should be clearly listed (and policed). The information about where dogs are not allowed / can be off lead could be made more prominent, and made clearer with maps	6/12/2020 8:54 AM
11	You must stop dogs running around beach at beach cafe below car park near South East water off lead. Owners feel they have a right to harass mother's and children. In fact the whole beach has dogs running around loose and not under control. where are the rangers. Never seen one	6/11/2020 9:31 AM
12	Assisting people to trap roaming cats.	6/11/2020 8:01 AM
13	Increasing the minimum age of dogs/cats for registration to 6 months as it isn't recommended by most vets to sterilize them before that age. Still have people report/lodge a form with council to say that they have a puppy but then process the registration at 6 months	6/10/2020 8:15 PM
14	I am all for responsible pet ownership, that to me means, owners have secured pets that are not free to wander and kill native fauna or neighboring pets like chickens.	6/10/2020 4:07 PM

## Domestic Animal Management Plan

15	Cats should be inside or confined to the owners property at all times and never allowed to roam free beyond their confines	6/10/2020 3:49 PM
16	A 24/7 cat curfew is essential - how can allowing roaming cats even be legal? By not enacting/enforcing a 24/7 cat curfew you are essentially saying its acceptable for cats to harass and kill pets responsibly confined within yards, damage private property and decimate native wildlife with impunity. The only reason I can see that cats are allowed to roam is because they are relatively hard to contain - this is not a valid reason. Imagine if dogs roamed in the way cats did - no one would accept this. By enacting a a 24/7 curfew, FCC could go along way towards ending the slaughter of the precious remaining wildlife we have here in Frankston.	6/10/2020 2:40 PM
17	In close property areas the amount of roaming cats has increased excessively over the past 2 years. During the day wondering and digging into other gardens, and at night fighting and screaming. The more cats there are outside the more they encourage others in that area. Always finding birds, baby birds and eggs that the cats have managed to get hold of. Hate to think of the damage to our lovely wildlife.	6/10/2020 11:50 AM
18	I feel the cat roaming situation should change to 24 hour cat curfew as on Peninsula Shire ,to many roaming at night killing native wildlife and roaming around the day ,I found my neighbours cat attacking a ring tail and i had to put the poor possum down as was extremely torn up and back appeared broken ,I dropped a letter to let them know and about night curfew but was left to roam so I got one of your traps and caught it. They have got him back but seems like financial penalties is the only thing some people understand.	6/9/2020 6:26 PM
19	It would be great if there were more options around registeiring non desexed pets. At the moment, you need to have either a medical reason from your vet, or you need to join Dogs Victoria. I don't think pet owners should be forced to join Dogs Victoria. It's certainly not an organisation I want to be associated with. So having a third option for responsible pet owners who have reasons not to desex their pet would be great.	6/9/2020 11:52 AM
20	There needs to be more publicity to the need to pick up dog droppings. I have been surprised at the amount left in Seaford since I moved from Greensborough.	6/9/2020 10:20 AM
21	Domestic cats need to be restricted to owners property and this should be enforced better	6/8/2020 8:47 AM
22	Incentives to de sex pets. Certain breeds of dogs should be banned	6/8/2020 7:17 AM
23	Cats fine most be more effective	6/6/2020 7:15 AM
24	None	6/5/2020 4:26 AM
25	more control of cats out alone. More poo bag bins !	6/4/2020 3:11 PM
26	More fenced, off leash designated dog only areas in the council region would be lovely. Also at these areas providing poop bags incase people forget. More signage to encourage owners to be responsible	6/4/2020 1:55 PM
27	Council needs to set up hidden cat traps in the suburbs. Doing regular checks. So many cats are causing trouble in the area!!!	6/4/2020 12:23 PM
28	management plans are all good however to be effective they need to be communicated and enforced. Communication of the plan needs to be frequent and ubiquitous. Enforcement need so be publicly obvious, consistent and continuous with adequate resources.	6/4/2020 11:58 AM
29	I think there are huge gaps in the councils handling of animal matters. The rubbish strewn everywhere that animals pick up and eat; the enormous amount of dog droppings everywhere. You can't walk down Frankston/Flinders Rd without having to step over it. There are no bins anywhere that you can drop dog bags into. Without fail we pick up after our dog but obviously not many others do. There are also no leash free areas in our estate. Perhaps encouraging developers to include them their plans would be a good idea. Blocks are getting smaller all the time and houses bigger so dog parks should be encouraged. There is one area in our estate that all the locals use for their dogs, but there is no secure fencing. Perhaps enclosing some of these open spaces is worthwhile.	6/4/2020 9:32 AM
30	Coming from mps where dog parks are abysmal and beautiful parks and beaches remain empty because of no dog policies, I am so impressed with the facilities provided for exercising dogs in Frankston. Parks are beautiful, well maintained and have plenty of bins and free bags. thankyou from a grateful dog owner.	6/3/2020 10:48 PM

## Domestic Animal Management Plan

31	Cats should be contained within their owners property just like dogs.	6/3/2020 9:56 PM
32	As stated before stop cats from roaming day and night. They kill the wild life, fight outside my window at night and ruin my garden.	6/3/2020 8:51 PM
33	No cat curfew daytime or restrictions, that is absurd and if brought in will see many family pets dumped or euthanised rather than be kept inside	6/3/2020 8:07 PM
34	I think there needs to be more council checks on free roaming cats and inspectors at dog parks checking for aggressive dogs	6/3/2020 7:34 PM
35	Stop penalising ethical, Dogs Victoria breeders and owners. Shut down puppy farms.	6/3/2020 7:32 PM
36	Your biggest issue are roaming cats as they kill so many birds etc. Please introduce a curfew.	6/3/2020 6:53 PM
37	People need to be warned/fined for walking dogs off lead in public areas. Unless it's an off leash area.	6/3/2020 6:32 PM
38	Pet registration fees should be included on Frankston Council rates notices - just like waste and recycling bins etc.	6/3/2020 6:21 PM
39	It would be great to see more fenced dog off leash areas to allow more people to use them as well as fenced areas that are for dogs that aren't good with other dogs but need to be able to run around freely - perhaps an honesty system where it's 10mins a go for people who are waiting but you can take as long as you want if it's just you and no one else is waiting?	6/3/2020 6:06 PM
40	I thought this survey was about cat curfews which I believe are very important and need to be implemented as the neighbouring cats are responsible for lots of dogs barking and wildlife being killed. I watch the neighbours cat climb the high trees hunting the birds and they tease my dog. There were almost no questions about Cats - too much focus on dogs (which I dislike dogs off lead as they come up to my dog and puts me and my kids in a situation I can't control) however I believe you need to focus on the cat issue as a priority. Heavy fines for owners who let their cats out of their own yard at all!!!	6/3/2020 5:25 PM
41	Cats must be kept in cat run or inside as they roam outside and kill wildlife. Cats should NEVER be allowed to roam outside unrestrained.	6/3/2020 3:13 PM
42	Continue to provide off-lead areas for dogs both in parks and on beaches. Provides great exercise for dogs and owners	6/3/2020 2:22 PM
43	Domestic cats are tarred with the same brush as feral cats. I've had cats all my life and have never known them to catch a possum or a bird. Cats catch other birds/animals if they're starving so I can see why people think they're all bad. Feral cats and foxes are definitely an issue but not domestic cats who might wander into neighbours garden.	6/3/2020 2:14 PM
44	As I mentioned before there should be more regulation of cat owners allowing their pets to roam. Dogs have to be confined to yards, then so should cats.	6/3/2020 12:48 PM
45	I have everybody's cat in my yard day and night , The poop every part off my garden and spray my back door.	6/3/2020 12:25 PM
46	1. If an animal ends up in the pound, why is that animal not scanned and then the owner notified? I have never heard of the pound ringing the owner, but I always see on Facebook lost and found sites, and talking to people, that they have to ring around to find their pet. 2. The council should have animal cruelty inspectors that work along side the RSPCA and police to investigate cruelty cases in their area. Who council knows it's area the best, it would help the RSPCA inspectors in investigating more cases and rescuing animals.	6/3/2020 11:41 AM
47	More people need to be made aware that it is illegal to have their pet unrestrained in a vehicle. Cats need to be kept on their own property 24/7. If they want to go outside then owners must build a suitable cat enclosure. I shouldn't have to be cleaning up after someone else's pet. It costs me time and money and is unfair.	6/3/2020 11:03 AM
48	I believe that if cats are allowed to roam it should be compulsory for them to have a collar with a bell. We have beautiful birds around here and they need protection too.	6/3/2020 10:43 AM
49	I would like you to consider that some grumpy people who despise cats are ordering cat traps and luring them into their gardens to trap, during the day. This is unfair as cats will roam into their gardens that they never usually would have. Especially unfair because Cats are allowed to roam during the day.	6/3/2020 10:30 AM

## Domestic Animal Management Plan

50	Limiting the number of dogs permitted in an off leash area. Both fenced and open.	6/3/2020 10:26 AM
51	There should be cat curfews from 6pm at night to 6am in the morning to protect native wildlife as well as to avoid unwanted cat pregnancies and cat fights	6/3/2020 10:25 AM
52	Increase off leash beach area's and time restrictions. Dedicate certain beach area's as dog friendly year round (of a reasonable size). This is done in other peninsula districts and works well. Families without a dog have plenty of choices to visit. Mornington has a dog friendly beach that is predominantly rocks which is not appropriate for exercise.	6/3/2020 9:52 AM
53	Cats are out of control and half the reason dogs and possums and other animals cause issues. Not to mention the mess they leave everywhere. Set a curfew or full confinement. Also council needs greater involvement in addressing barking dogs, they should not be promoting bad relationships between neighbours by promoting that method of resolution first.	6/3/2020 6:02 AM
54	Situations can't be generalised in regards to barking. I have a dog that barks and I am aware of being on top of it.my dog is doing her job, protecting me & my home. I am surrounded by barking dogs, they all set each other off. Council only sees it one way from the complainant. I dislike the attitude of council employees towards me.	6/3/2020 5:11 AM
55	getting escapee animals back to their owners quickly is very important. some sort of help or inspections on how the animals escape and how to keep them in could be useful.	6/2/2020 10:47 PM
56	Dog owners should be allowed to walk dogs strictly on leash at Frankston Nature Conservation Reserve	6/2/2020 10:01 PM
57	No cats allowed outside.	6/2/2020 9:52 PM
58	My husband and I are sick of neighbours cats coming into our back garden, stalking birds and attacking the wildlife. Langwarrin is loved by everyone for the flora and fauna, but with cats roaming free there won't be much fauna left.	6/2/2020 9:39 PM
59	I feel as though this survey was predominantly aimed at dog owners. I am currently a cat owner and feel I have not had any where near enough of a say about specific topics that frequently seem to arise about domestic cats. There was one small section and more directly about 3 questions in this whole survey that was aimed at cat owners. So please don't make any decisions about cat curfews and the like when the topics were not fully addressed.	6/2/2020 9:03 PM
60	Why is this survey so focussed on dogs when cats are clearly the more damaging species? This survey is poorly designed & not at all objective	6/2/2020 8:05 PM
61	A large fenced section of beach would be great with bins, fresh water, poo bags	6/2/2020 7:58 PM
62	I would be very upset if a 24h cat curfew was put in place. We moved from within the mornington peninsula shire because we don't agree with it at all, we'd would love to be able to stay where we are	6/2/2020 7:54 PM
63	Cats to be contained on owner's property. Cats to be contained on owner's property. Please. <a href="https://www.theguardian.com/environment/2020/may/15/keep-pet-cats-indoors-say-researchers-who-found-they-kill-230m-native-australian-animals-each-year">https://www.theguardian.com/environment/2020/may/15/keep-pet-cats-indoors-say-researchers-who-found-they-kill-230m-native-australian-animals-each-year</a>	6/2/2020 7:30 PM
64	Pets day out very successful, perhaps another similar event during the year	6/2/2020 7:27 PM
65	Please STOP the cats roaming at night. Up the fines and take that cats from their negligent owners.	6/2/2020 6:34 PM
66	Sports fields should be out of bounds for pets. Nothing worse than picking up after owners before sports competitions!	6/2/2020 3:43 PM
67	We need something to deal with the large amount of cats out at night	6/2/2020 3:20 PM
68	I have never seen a council representative doing anything about owners flaunting dog laws. I go to Jubilee Park almost daily and usually 75% of the dogs aren't on leads. Maybe once a fortnight, they're off leads on the main fenced oval. Dog owners normally verbally abuse me in front of my kids, when I'm not being aggressive and asking them to obey the law.	6/2/2020 12:40 PM
69	Needs to be a leash free beach and a park not the soccer oval for leash free play on beach side of Seaford. Need more rubbish bins to dispose of droppings and general waste.. Cat owners need to be made accountable for their pets I have had a mother cat give birth at the side of my house in Nov prior to getting my puppy and I am aware of at least 3 cats on the wetlands at	6/1/2020 10:28 PM

## Domestic Animal Management Plan

night at Austin Rd end whilst cats in our neighborhood have become a problem fighting at night and terrorising the birds and possums. Cats should be baited in the same way foxes are if people are so irresponsible to protect wildlife. It's not the cats fault but they are hunters and need to be controlled

70	-	6/1/2020 7:53 PM
71	Issue of Council providing contact details of residents who catch cats in traps to the owners of cat that was caught	6/1/2020 1:50 PM
72	Registration for indoor only cats should be abolished	5/31/2020 4:02 PM
73	Remove dogs free roam from frank st reserve due to frequent dog attacks between dogs. Free roam dogs next to young children playground is not responsible or safe practice. Long standing issue 7 years +	5/31/2020 11:02 AM
74	Each household should be allowed only 1 dog for ownership. Obedience school should be compulsory. Owners should be tested by the council as to the awareness of council by-laws concerning free roam areas.	5/30/2020 9:11 PM
75	Please open up the beaches and CBD for dogs. Dogs aren't going anywhere. They are family members and should be allowed. Council needs better animal management and to be more proactive in promoting responsible dog ownership and penalizing the people that actually do the wrong thing.	5/30/2020 8:27 PM
76	Cats that are not cared for by their owners and that are left outside day and night.	5/30/2020 7:12 PM
77	cats should be contained to their own property 24/7 i am sick of them upsetting my dog	5/29/2020 7:19 PM
78	Need more fenced dog parks to allow dogs to freely run around so the owners do not need to go into a park or a reserve	5/29/2020 2:51 PM
79	Thankyou for opportunity to take part in survey.	5/29/2020 12:32 PM
80	X	5/28/2020 11:56 PM
81	Frankston Council does not consider people who foster pets short term during an adoption process. Paying a full year registration when a dog might only be with you for a week to a few months is not good.	5/28/2020 11:33 PM
82	Limit to ownership of cats and dogs 2 maximum unless fostering	5/28/2020 10:23 PM
83	Frankston Council seems to be all over regulating dogs, but does nothing about cats. Previously proven fact, if you go to the trouble of getting council rangers to set traps to catch wandering cats, privacy is not considered, thus the Council directly causes more conflict between Neighbours. Possibly also breaches the Privacy Act	5/28/2020 9:01 PM
84	Good luck making people responsible. Some owners act so entitled. Please patrol parks more and issue fines, the dog poop is so much worse the last few months as everyone is at home from corona and walking their dog more	5/28/2020 7:25 PM
85	Cats are extremely damaging to the environment and should be kept in runs. Dogs and dog owners should have to undergo some form of accredited dog training	5/28/2020 3:46 PM
86	Pets should not be considered lesser than us and made to stay outside in the cold all night. Rules on dogs in rental properties should be looked at to find a middle ground that cares for the pet as well as the property. Dogs bark - that is their nature. People without dogs or cats and find them annoying, have pressured for rules that restrain them and cause the pet stress. It is so daunting trying to balance the council laws, catering for the people who don't like pets and keeping your pets happy.	5/28/2020 2:09 PM
87	Cats to confined to owners premises. They should not be free to cause destruction at any time. I have to keep my dog confined, cats should be no different.	5/28/2020 1:54 PM
88	Dogs should not be off lead in public places at all. Too many dogs approach people and kids and the owners have no care or control.	5/28/2020 1:44 PM
89	Dogs should be permitted in Central Frankston on lead	5/28/2020 9:40 AM
90	Cats need to be kept on their own property, I hate seeing them come into my yard and chase native birds. Dogs need a swimming beach during summer.	5/27/2020 10:22 AM

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91	I would like to see ALL cats confined to their premises (can be walked on a leash) to help protect our native wildlife and reduce unwanted litters and in turn reduce the number euthanased.	5/26/2020 1:23 PM
92	Please don't tar everyone with the same brush, most people are doing or want to do the right thing. the trouble is the sort of people that cause trouble won't be the sort registering their pets to begin with. Dog should be aloud off leash on the beach outside of peak summer times - there is no one on the beach especially before 9am during work times, let someone make use of the beach.	5/26/2020 11:54 AM
93	When we lost our dog of 15 years we discovered very quickly that there are a lot of domestic cats wandering around during the day. As our yard has a lot of shrubs they found it ideal hiding for the attacks. We lost two wild lorikeets to these pests. The council for some strange reason do not require cat owners to keep these animals within the confines of their homes during the day. The rule may be that domestic cats are not allowed out of the owners yard but this is a useless rule without the ability to trap these cats during the day. I have in the past trapped cats at night but the birds that cats love to kill are not out at night. A cat is designed to kill. It is irrelevant whether it is labelled domestic or not. If a cat is to be free in the owners yard then it needs to be on a lead or in a cat enclosure. We now have another dog and our cat problem has stopped. Our wild native birds are once again safe from the cats as they don't enter a yard which has a dog odour present. Istrogly urge the council to change its policy about not being able to trap during the day. This doesn't affect us directly at the moment but the wild life in our reserves must be under sustained attack.	5/25/2020 2:29 PM
94	I see a fair few found and lost posts on the different sites. The main reason people try and find the owners is because they don't trust the council's policies and procedures for this. I myself included would rather post a found post on the local sites than contact council for a ranger to come out. That being said if it was an aggressive dog I wouldn't hesitate	5/25/2020 7:37 AM
95	Please consider a section of the beach for all year off lead. The beach is a fantastic place for the whole family, not only for excersise, but for the mental wellbeing of our family and pets. In summer, its a place to cool off with a swim, in winter its a place to warm up with a run in the sand. It would be really nice not to have to drive to carrum for an off lead beach!	5/25/2020 6:05 AM
96	I'd like to see more animals allowed before an extra permit is required. 2 animals is very limited, and way lower than most other councils. I believe 2 dogs AND 2 cats (or combo) should be allowed before an excess pet permit is required.	5/24/2020 10:19 PM
97	Lower cat fees we get nothing for the money	5/24/2020 9:59 PM
98	That council starts to realise that Animals are a part of our family and would like to see a 24/7 off lead beach section at Frankston like Kingston and Bayside and Mornington Council. That the restriction of off lead at the beach also be throughout winter and in summer off lead after 7.00pm. Dogs are an integral part of our family.	5/24/2020 8:25 PM
99	Council really really needs to go out and talk to animal professionals to see what we are seeing. not the pet shops; talk to the vets, the animal physios, the professional dog trainers, even the boarding kennels. currently the system is broken and desperately needs help if you want to encourage better welfare for the pets. better educated owners, better support services, more compliance officers out and about. and a tip line for animal professionals :)	5/24/2020 8:15 PM
100	Overall I have found most pet owners locally to be responsible. I think that a slight reduction in fines or a grace period for collecting animals (eg within 12 hours of animal being picked up) would be a good idea. I thought there was already a cat curfew in place.... a financial assistance program for desexing I think would be great.	5/24/2020 7:52 PM
101	My cat is confined 24/7, yet I am offered no discount of registration fees? I find the fees exorbitant and ever increasing. Not conducive to responsible pet ownership.	5/24/2020 7:11 PM
102	Dogs off lead in leashed areas is a problem	5/24/2020 7:02 PM
103	I believe it is necessary to have bins on the beach near the entrances to the beach.. this would stop people leaving their rubbish behind.. and dog poos!	5/24/2020 6:52 PM
104	Frankston is notorious for the lack of free roam beaches, this needs to be remedied as people leave the area to walk on the beach with dogs	5/24/2020 6:44 PM
105	I've heard a fenced dog park coming in Carrum, a wonderful idea for this area, in the past I've	5/24/2020 6:41 PM

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driven to Mordialloc, can't wait, would be even better if an area for little dogs, my dogs not little but makes me nervous at dog parks, seen some moment when people not watching big dogs with the littles.

106	I'd really like Council to do more education on the benefits of encouraging native wildlife to flourish. One of the best ways people can contribute to that is responsible pet ownership, particularly of cats. I get a lot of pleasure from watching birds in my garden and local area. Will Council ever do a strategy for increasing wildlife numbers? There's so much that could be easily done. For example, Maple Street reserve has hardly any nectar producing plants: easy landscaping fix.	5/24/2020 6:25 PM
107	Allow people to walk their dogs in all parts of Frankston	5/24/2020 6:07 PM
108	not having their dog leashed on streets leading up to leash free areas	5/24/2020 6:06 PM
109	Beach should be free of dogs, or at least on leads at all times.	5/24/2020 5:37 PM
110	Some people will never be responsible owners. With some, all we can do is try. More rubbish bins would certainly help.	5/24/2020 4:51 PM
111	the frankston area including the beach has no good offleash areas. there should be a beach area like mornington has that is leash free year round. there is enough beach to accomodate this so im not sure why there isnt. there are alksno no good fenced leash free parks	5/22/2020 9:21 AM
112	I believe cats must not be allowed to venture beyond their own yard at ALL TIMES. See previous comments. Dog owners in public should be fined if they are not carrying bags or suitable waste disposal.	5/21/2020 10:22 AM
113	Allowing pets on leads to approach mean when I walk towards them, I often feel in danger of tripping over the animal. Cats killing birds in my backyard. Cats, on some occasions using my garden to empty their bowels.	5/20/2020 8:36 PM
114	you need to make the repeat offender fines go up to stop owners not taking responsibility!	5/19/2020 6:34 PM
115	The damage of cats to local wildlife needs to be highlighted & stopped with much more local information in the Council newsletter & by much stricter regulation & fines. The Council needs to lead in making a change in public perceptions of the choice to own a cat & the cost associated with confining it.	5/18/2020 11:55 PM
116	Cats should be kept on there own property day and night. I'm sick of picking up other people's cat shit so my children can use their own backyard.	5/18/2020 7:34 PM
117	I would like to see cats confined to their yards the same as dogs	5/18/2020 5:13 PM
118	None	5/18/2020 4:44 PM
119	Thank you Frankston Council for providing great areas for my dog to run and multiple poo bins/bags around the municipality, unlike Mornington Pen. Shire - nothing!	5/18/2020 8:50 AM
120	24 hour car curfew. They have a great impact on wildlife and should be confined to the owners property. Allow more access for dogs on beaches all year round. I've never understood why they are banned during peak periods altogether. Dogs are a huge part of people's lives and should be allowed there on lead more often.	5/17/2020 9:40 AM
121	They are some of the happiest places where dogs and people have a dedicated stretch of beach even with restricted hours.	5/16/2020 7:29 AM
122	Hopefully pet owners will see the benefits of dog training so they can be proud of having a well trained dog that gets effective exercise whilst under effective control.	5/15/2020 12:03 PM
123	Educate pet owner and penalized those who do not align to basic rules and etiquette. I cannot accept people who walk in front without checking on what their dog is doing...and, of course avoiding to collect the poo! disgusting	5/14/2020 7:16 PM
124	Too many regulations from Councils.	5/14/2020 12:13 PM
125	I've been walking dogs for many years and have met the nicest of dog owners. We stick to rules - we control our dogs. Obviously mistakes can happen. My dog ran into an open footy field wanting everyone to pat her - stopping their recreation - I now put her on a lead. NOT one person was upset but I can imagine if it kept happening they would be. If fences are needed it would be around recreational areas not dogs. Bad idea to lock dogs up with crazy owners!	5/13/2020 2:32 PM

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Please do something about the cricketers & footy groups and their litter around the entire park and falling out of bins

126	PLEASE CREATE A LOCAL LAW THAT CATS SHOULD BE CONFINED IN PROPERTIES AND NOT ALLOWED TO WANDER DAY OR NIGHT - THEY KILL WILDLIFE - THEY CAUSE DOGS TO BARK - IT IS DISTRESSING FOR PEOPLE TO SEE DEAD CATS ON ROAD - THIS IS THE OWNERS FAULT	5/13/2020 2:31 PM
127	Too many dogs in leash area that are off leash and attacking or rushing other dogs on leads. Owners don't care. Need more controls by rangers.	5/13/2020 12:35 PM
128	Keep cats confined to their own properties 24/7 to protect our wildlife. Do something about pet owners with small dogs not on lead letting them run up to small kids and other dogs. Larger dogs on leads tend to react due to no fault on their own when a small dogs tries to run up to the larger dogs owner unrestricted, then the smaller dog owner gets upset when the larger dog protects its owner.	5/13/2020 10:40 AM
129	I strongly believe that we need more off leash areas in and around Langwarrin. So many people let their dogs off lead within the local reserves as it is either unclear whether they can, or they just need a local area where their dogs are free to roam. If we had a specific local place for dogs to freely exercise, the general community would adhere to the rules more. I know I can use Ballam Park, and I do, but I have to drive there specifically. It would be greatly appreciated if we could have a dedicated off lead area in Langwarrin to take our dogs.	5/12/2020 10:21 PM
130	Dogs off lead in reserves like Sweetwater Creek are a nuisance and problem to wildlife and other walkers. I see the impact of cats on wildlife and strongly believe cats need to be confined 24 hours in homes or cat runs.	5/12/2020 6:32 PM
131	I'd like to see common sense allowing well behaved dogs <input type="checkbox"/> FF the lead on the beach when it's not busy	5/12/2020 2:53 AM
132	A fine example of council's disdain for the community by not allowing a conversation about dogs in the city centre. Terribly written survey. Pay someone who knows how to construct a sentence.	5/11/2020 9:15 PM
133	This is a very pro pet ownership survey. It fails to address the damage to the environment caused by domestic pets.	5/11/2020 10:43 AM
134	Get rid of the ridiculous ban on animals in the CAA and bring in a dog beach. I go to 2 areas for the dog beaches, one in Kingston and one in Mornington. I spend money in those areas every visit.	5/10/2020 8:25 PM
135	More controls on cats - indoor only or outdoor on a lead.	5/10/2020 5:08 PM
136	Coming from Prahran are in the last 6 months, there were bins everywhere because of the population density/chapel st. The number of bins made it easy to dispose of dog poo quickly (so you weren't carrying it for ages), and as a result there was a lot less on the street than here in Seaford. As a dog owner it's disappointing to see others not doing the right thing.	5/10/2020 3:36 PM
137	The high mortality rate of native birds and reptiles by cats and dogs. Dogs and cats bring pests and potentially pathogens into native reserves. The impact on native animals on the remnant forests that we have not yet destroyed is significant. Unleashed dogs regularly run in front of cyclists. This has happened to me 3 times in the past year. One 2 occasions I fell from my bike. Fortunately no significant injuries sustained. I conclude that it is imperative for native wildlife and the wellbeing of citizens that dogs are leashed and cats restricted. At least 2 cat bells per cat should be mandatory.	5/10/2020 3:16 PM
138	Make cat registration more expensive so people don't let their cats to wonder the streets..	5/10/2020 3:08 PM
139	More fines need to be issued in the city of Frankston for pets not on leads and owners not picking up after their dogs.	5/10/2020 1:23 PM
140	Please do something about the foreshore area and dogs (even if they are on leash) during the summer months. My dog loves a swim and so do i and the corner near olivers hill would be perfect. why oh why isn't there an area for dogs during the summer months?	5/10/2020 12:03 PM
141	I think it is very important for Frankston to have at least one dog beach. My family goes to the beach far less than we want to because our dog cannot come. It is a disgrace that this area doesn't have a single one, and detracts from the wholesome family appeal we feel it could	5/10/2020 9:49 AM

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otherwise have. Please open up one stretch of beach for dogs. Fine people whose dogs misbehave or who don't pick up poo. Just let our dogs enjoy the beach too! It is one of the great joys in life and you are currently keeping it from us, or forcing us to drive out of our area to get it. The lack of a dog beach is a real thorn in the side of responsible dog owners.

142	I would really like to see an area of beach be dedicated as a dog beach. During the summer it can be extremely hot during the day and it would be nice for my dog to be able to go for a swim. The current time restrictions make it difficult for me to take my dog early in the morning or after dinner as I have young children.	5/9/2020 3:59 PM
143	I would like to see a 24 hour curfew introduced for cats accompanied by a public education program. Cats can be humanely accommodated indoors. It is about cultural expectations and how people perceive their animals' needs	5/9/2020 2:01 PM
144	As part of a volunteer ream in a nature reserve we are often abused for asking dog walkers to put their dog on a lead. Often, they unleash their dog the moment they enter the reserve as if they regard it as a free roam area despite signposts to the contrary.	5/9/2020 10:14 AM
145	I am a responsible dog owner, and also a wildlife carer. My biggest and constant frustrations are: Dogs being allowed off lead in on-lead areas. I no longer feel I can take my dog to some areas, (i.e the beach and kannanook creek) because, despite my efforts to follow the rules and go at a time where dogs are allowed on-lead, (i.e before 9am in summer), I have constantly come across people doing the wrong thing, and having their dogs off lead. I have never seen an enforcement officer there. The dynamic shift when two dogs meet, one on lead and one off is completely tilted and can lead to terrible outcomes, even when there is no history of aggression from either dog. As a wildlife carer we often receive animals that have been attacked by domestic animals, particularly cats. Dogs off-lead in areas of environmental sensitivity have also seen animals come into care unnecessarily, having been attacked ie. little penguins from Frankston beaches	5/9/2020 8:45 AM
146	More dog poo bins along the beach front would be great. Off leash area in the wetlands during certain times like beach restrictions.	5/8/2020 10:22 PM
147	Being able to walk the dog off leash at the beach at non peak times would be great for all the family.	5/8/2020 4:02 PM
148	Dogs should not be allowed on any sporting ground ever. You cannot have children playing sport when dog droppings are all over the ground.	5/8/2020 3:11 PM
149	Aggressive dogs in leash parks can be a concern when dogs are used to socialising.	5/8/2020 2:23 PM
150	Dogs and other introduced species need to be excluded from natural reserves to protect the biodiversity in the reserves. Our native flora and fauna reserves are borrowed from the next generation they require our protection so we can hand over as much biodiversity as possible to future generations. Pet owners continually prove they cannot be trusted with the responsibilities of pet ownership, public areas need to be separated into either dogs off leash or no dogs at all. People think their lovely pet couldn't possibly cause a problem yet if you walk anywhere in public for 20mins you will see dog poo.	5/8/2020 12:28 PM
151	many of the public facilities lack adequate water supplies. eg seaford wetlands has 1 tap for the entire 7km Circuit for both pets and people.	5/8/2020 12:26 PM
152	There's alit if focus on dogs and zero to support cats	5/7/2020 9:56 PM
153	Build obstacles and play areas in fenced off free roam areas. My dog doesn't get the benefit of an off lead area that is an empty paddock	5/7/2020 7:47 PM
154	Wandering cats are a real issue in my area, especially in the reserve adjacent to us. Owners need to keep their cats on their own property at all times.	5/7/2020 4:26 PM
155	Cats are predators and will kill native birds and animals they should be kept on their own properties at all times. We should not have dog droppings to negotiate when out walking. Owners should clean up after their dogs and keep them under control.	5/7/2020 4:12 PM
156	I would like to see the introduction of a 24/7 ban on cat roaming and the implementation of teaching people to become more responsible cat owners. I would like to see the introduction of during hard rubbish/ waste animal hutches, wire and other useful thing to be repurposed for the making of cat runs which could travel an entire yard and provide the cat with safe enrichment for the life of the cat and protect the indigenous wildlife of the area. Most people cannot afford	5/7/2020 3:12 PM

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cat max systems or similar. (young families struggle with other costs id rather they had the money to desex their cat and get it medical help when needed) but they could make amazing home made cat runs with recycled materials it will also improve Frankston city councils carbon foot print and its not been done before so would be a great initiative by council and world leading

157	A 24 hour cat curfew as is the case for Mornington Peninsula Shire, to enable Frankston Compliance Officers more stringent by-laws for irresponsible cat owners who allow their cat/s to freely roam off their property day or night causing nuisance to residents and killing wildlife. A cat cage is available for trapping but if a cat isn't enticed into the cage it will still defecate whilst on the neighbouring property. A 24 hour cat curfew would give the Compliance Officers, by law, more scope to deal with problem cats and irresponsible owners.	5/7/2020 2:32 PM
158	For years we have been asking for a leash free beach area. Please consider. The off leash parks provided are great. Poo bag dispensers are helping keep the area clean. Some parks need more water stations.	5/7/2020 1:36 PM
159	1. 24 hour curfew for cats 2. More patrolling reserves to caution or fine people with dogs off lead	5/7/2020 9:48 AM
160	We have a lot of cats roaming outside (also in nature reserves) in Frankston South during the day and at night. They kill a lot of wildlife.	5/6/2020 8:41 PM
161	enforcement of dogs on lead and barking nuisance.	5/6/2020 8:15 PM
162	The dual suggestions by Council that more pet ownership should be encouraged as it apparently enhances wellbeing, and that higher density living requires more off leash areas, particularly on the foreshore, contradicts the purported aim of promoting "harmony", and will put additional pressure on the environment. Many dog owners deliberately disregard leash regulations and allow their dogs to annoy/rush others, go into the sensitive dune areas, and poop all over the beach. My neighbourhood is regularly a cacophony of dogs barking at all hours. I strongly oppose any move to increase off leash areas/access on the foreshore. Irresponsible dog owners should not be encouraged by making the foreshore more "pet friendly" which would only make the foreshore less people and environmentally friendly.	5/6/2020 7:52 PM
163	Council needs to ensure all off leash areas are well fenced. Currently this is not the case and responsibilities to control dogs lies with owners. However owners don't always do this. We frequently have dogs come into our yard due to no fences on off leash area	5/6/2020 7:51 PM
164	I wish that dogs do not go onto sports grounds whilst playing season is on they should be band. We have had issues with dog shit on the grounds and having to pick it up before any game can be played. Should not be our responsibility	5/6/2020 5:46 PM
165	A big problem with irresponsible dog ownership at Ballam Park. I have had a number of dogs rush at me. Owners are a considerable distance away and just let their dogs run far away from them, I can be seen in the distance including currently with a broken arm in a sling. I had one owner take his dogs off a lead just infant of me only for the dog to nip me in the leg. Council needs to patrol this park more often and enforce penalties. The response I have had from dog owners, " this is an off lead park don't walk here if you don't like it." I am concerned of serious injury happening to me or to an elderly person. Off lead should only be in a fenced area. Owners seem to not understand what " immediate recall means" Often they could prevent the issue if they called the dog to them when in the vicinity of others if they know their dog has a propensity to rush at others. They seem to know their rights but not their responsibilities. I would like to see a greater council presence in Ballam Park especially on weekends - Sunday and later in the afternoon. I live near Ballam Park and love that park but due to irresponsible dog owners at times I am scared to walk there. I am pre diabetic and need to walk for my physical and emotional health. Also I had an issue with an irresponsible dog owner in my street, the dog was off lead and in the street, on one occasion it ran to my front door. A few times council responded with the owner, the last time in early April I was promised a call back that did not eventuate ( I understand this was during covid issues). I found the staff in animal management good but think more needs to be done to make owners take responsibility for their pets, especially dogs which can seriously injure others.	5/6/2020 5:43 PM
166	The cats that are free to roam in Sandhurst and kill the wildlife are a problem	5/6/2020 2:09 PM
167	none at this time	5/6/2020 12:25 PM
168	As cats are not taken for walks it is extremely important that they are allowed out in their	5/6/2020 12:14 PM

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gardens. It is unhealthy and even cruel not to let them. I have always kept to the curfew. It works well and should not be changed.

169	No.	5/6/2020 11:53 AM
170	Very important for people in the community to understand that while their dog may be friendly and seem that way to everyone else, we do not understand dog language and are always learning, it is very important to have full control and not let them roam the street where they live because they think it can do no wrong. I think more responsible ownership is required most especially in dog owners when at off lead areas and around the neighbourhood. I do feel more should be done to police this and if council can take this role then that's great, all dogs should be registered as correct breeds and ensure that people are unable to lie about these conditions.	5/6/2020 11:06 AM
171	As a regular walker in my area and the beach boardwalk I am disgusted at the amount of dog droppings on the footpaths and nature strips. I have lodged a complaint in the last 12 months re the problem and suggested more enforcement patrols to penalise irresponsible owners. More publicity re the council laws and significant more enforcement activity is necessary.	5/6/2020 11:01 AM
172	Encourage 24 hr cat curfew	5/6/2020 10:56 AM
173	Beach free roam area is much needed for pets and owners in frankston	5/6/2020 10:24 AM
174	Curfew for cats	5/6/2020 9:54 AM
175	My key areas for change are allowing a dog off lead beach area - perhaps a zone north or south of Seaford Road entrance and the LSC in Seaford and one near the Long Island Tennis Club? Second key concern is the number of cats roaming freely and impacting on native birds.	5/6/2020 9:25 AM
176	Please allow dogs in the Frankston CBD!!	5/6/2020 7:25 AM
177	Make animal registration pro-rata. ie. if you register mid year you only pay for the months up until next registration due. This may encourage more people to register through out the year so do don't double pay in some cases when you register just before rates are due again.	5/6/2020 7:16 AM
178	I was dissappointed when I moved to the Frankston area that there were no off lead dog beach areas. Their are plenty further up the shoreline towards the city but I'd much prefer something local and not have to drive further up towards Brighton. For a bayside city, it is awfully odd that there wouldn't be a capacity for an offlead beach.	5/6/2020 12:33 AM
179	It is time to trial an offlead 24/7 dog beach, as it is successful in Kingston and Mornington Peninsula, so there is no good reason it can't work for us too. It is important to put the infrastructure in place to support the dog beach, including dog bins/poo bags, area to wash feet and dog off, ample parking.	5/5/2020 11:10 PM
180	I appreciate the current infrastructure provided by the council. The agility pen at Ballam Park is excellent. Could there be another installed at Frank St?	5/5/2020 8:54 PM
181	I have concerns with dogs roaming or being walked off lead, or just owners who own dogs and don't take responsibility	5/5/2020 8:53 PM
182	There needs to be more out of hours help for roaming dogs. I was asked to report a roaming dog everytime I saw it. He roamed at 7am right after his owner went to work. I was put through to someone outside of the council who would be at my street in 30-60 mins. By then the dog would have gone home. Not very good if the council is trying to catch the dog to fine the owners. Especially when the dog gets nasty to passers by.	5/5/2020 8:10 PM
183	It would be nice to have at least a certain area of frankston beach that is dogs allowed 24/7. I currently live in frankston but drive all the way to mentone beach as they have a 24/7 dog area. It would be nice if parks could be fenced more as my puppy loves to run but can't be trusted unless the area is fully fenced. And some of the fenced areas aren't properly secure as my dog can't get under the fence or between the bench seats on football ovals.	5/5/2020 7:09 PM
184	Compulsory training to control your animals before you have your pets in leash free areas. More access and leash free beaches especially in summer	5/5/2020 6:25 PM
185	Frankston City is built along Port Phillip Bay. Many people choose to live in Frankston because of this easy access to the beaches and they are very disappointed when there is no leash free sections of the beach in Frankston council. They need to go to nearby councils to take their dog of the leash - this is not fair to the nearby councils. There is a long expanse of beach in Frankston City and all of them are not busy. These beaches would be most suitable for allowing	5/5/2020 3:43 PM

## Domestic Animal Management Plan

dog owners to take their dog off leash - everyone wins. Dog owners, dogs and even those who do not like dogs - they would know to avoid that beach area as that is where dogs would be.

186	Unannounced visits to repeat offenders of animal abuse. More areas for us to exercise our dogs off leash. Rehome "aggressive" dogs instead of euthanising them - the dogs aren't the problem, the owners are.	5/5/2020 3:30 PM
187	Thank you for this survey. It was good to have my say.	5/5/2020 2:47 PM
188	We have an increasing problem with cats roaming around our area. We have a cat but she has never been allowed to roam outside, instead she has access to a large cage. There are at least 5 cats in our direct neighbourhood who roam at will. We have seen a young ringtail possum being taken by one cat, and another evening my husband witnessed a cat catching what we believe to be a native rat. We had a couple of them on our property but haven't seen them since neighbours moved in and now have 3-4 young cats.	5/5/2020 2:33 PM
189	Discounts on pet rego for people with flawless records etc.	5/5/2020 2:17 PM
190	At renewal send update information to advise people of the duties of a pet owner. Check properties which have animals and make sure they are registered with the local council they live in.	5/5/2020 1:29 PM
191	No	5/5/2020 1:16 PM
192	remove the dog ban in the CAA area - let people bring their dogs into this area on leash Also allow therapy dogs in the library and arts centre	5/5/2020 12:50 PM
193	People should register their pets and, unless they are with them, should keep them on their own property.	5/5/2020 11:57 AM
194	As a dog owner, and a rate payer, I should not be forced to leave the municipality (especially in this new Covid world) to be able to walk my dog along the beach in summer during the day time. Absolutely ridiculous situation, and one that will be affecting my vote at council elections.	5/5/2020 9:36 AM
196	No	5/5/2020 6:57 AM
197	It is cruel to confine a cat 24hrs a day.They need some freedom during daylight hours and brought indoors at night.It is cruel to cage them. They are also animals and deserve to be treated as fairly as any other animal. There are lots of other predators besides cats responsible for killing wildlife . That cannot be blamed solely on cats.	5/5/2020 12:34 AM
198	Rushing dogs on leads is a major problem when waking or exercising. Lack of control of dogs on leads by owners. Dogs leaving property's when owners are out the front and do not care that their dog has left their property to approach walking or exercising families. Education on what to do when taking a large dog breed out into public.	5/4/2020 9:56 PM
199	We have had issues with cats roaming around our yard, killing local wildlife and leaving their corpses in the garden, shitting on our lawn, so on. We have told our neighbours about keeping their cat inside and keeping them off of our property. One neighbour in particular is very unhinged and has yelled at myself and my partner when we have tried to discuss this issue. We do not feel particularly safe in our home due to this. The council has been great when we have reached out and our neighbour is well aware of the cat curfew and rules of cat ownership but, being batshit insane, it doesn't really matter to them and we still have this cat coming onto our property making a mess and killing birds and possums. We're between a rock and a hard place. We have animals of our own that we want to keep safe from roaming cats.	5/4/2020 9:12 PM
200	Leash free dog beach would be fantastic, everyone walks their dog of leash anyway without an issue so why not make it legal so people don't have to feel like they are doing the wrong thing or drive to carrum/Mornington. It's absolutely ridiculous not having one, get it sorted please.	5/4/2020 8:59 PM
201	Would love a dedicated off lead beach area for dogs please	5/4/2020 8:46 PM
202	please ensure all playgrounds are actively signed as NOT leash free areas.	5/4/2020 8:36 PM
203	Allowing dogs on leashes within the Frankston CBD area.	5/4/2020 7:51 PM

## Domestic Animal Management Plan

204	We need beach access 24/7 leash free area with no time limitations	5/4/2020 7:31 PM
205	Please give us an offlead beach 24/7. If it works perfectly well in Kingston and the Mornington Shire, why can't we have it too!! It is ridiculous that this hasn't happened yet!!	5/4/2020 7:29 PM
206	Just want some free roam area on a small section of beach. Hours are too restrictive on the beach in summer months - does not promote any of the benefits you outlined earlier in the survey	5/4/2020 7:12 PM
207	Area on the beach for leash free dogs especially in winter when no ones else is on the beach except dog walkers. In summer there also should be a leash free area. This can be in between Frankston and seaford where most beach goers do not walk to! They sit close to entrances with parking facilities!	5/4/2020 7:05 PM
208	We need an off lead fenced space on the beach. Plus life the dog ban in the CBD. Businesses would make so much more income with people wanting to take their dog out for lunch. Fines could be issued to irresponsible owners which means more patrolling of the CBD - which is needed. The current ban is ridiculous and shows all the all Communities that Frankston is not innovative and only listens to the noisy minority like Cr Aitken and Cr Hampton who are as old as the ban they put in place all these years ago. Listen to your community by doing real and honest engagement.	5/4/2020 7:04 PM
209	Cats being owned in non cat estates should be looked into for the wellbeing of native fauna	5/4/2020 7:03 PM
210	Currently, I drive to another council so that my dogs can access a beach, even though I pay rates and registration in Frankston. More of those green dog poo bag receptacles would be great. Off lead and on lead parks have been a great way to get to know people in my neighborhood. It would be great to have some off lead areas away from bike paths (Maple Street riders come through quite quickly and my dog is old and slow).	5/4/2020 6:57 PM
211	Give us off leash at beach. Sporting fields should be off leash when not being used. Let us walk our dog in City Centre. Be more pet friendly.	5/4/2020 6:47 PM
212	Continual reminding of the rules to registered cat owners with enforced fines. Our experience is that they either don't know the rules or don't care. Cats are always roaming around	5/4/2020 6:44 PM
214	Please DO NOT change the current restrictions for the city centre of "no pets", I have never experienced so many problems with leash free dogs, roaming cats and animal faeces in my life as I have since moving to Frankston. I definitely wouldn't be taking my dog into the city centre shopping with me and as I have to watch closely where I put my feet every day in my neighbourhood so I don't step in poo I can only hope the central city area doesn't get like this as I'd stop going there. The boardwalk is a fantastic place to walk along the beach but unfortunately that normally has dog poo left over it so it's thumbs down all round for Frankston and the irresponsible pet owners who won't control their animals or clean up after them - if you don't like the work and responsibility DON'T GET A PET, it's pretty simple really	5/2/2020 11:22 AM
215	There have been issues of multiple cats roaming the streets in our neighborhood. They have been using multiple backyards as their toilets which is unhygienic for our children and other pets. They have been allowed to roam all day and night and been seen attacking birds. They can also be heard at night having fights amongst themselves and possums. There should be a 24hr curfew for cats as roaming cats present an unwelcomed presence to other homeowners that did not ask for their yards to be dug up and used as toilet, not to mention the destruction to wildlife.	5/1/2020 10:24 PM
216	I like that dogs are not allowed in cbd as so many are untrained ect but it needs to be better enforced	5/1/2020 7:24 PM
217	I feel strongly that beaches should be off lead during Autumn/Winter. Most beaches are deserted so can't see the problem. There should be more dog poo bins at off lead areas eg Boggy Creek has no bins. Cat owners should be regularly reminded of their responsibility to stop their cat roaming.	5/1/2020 6:57 PM
218	Many unused sporting grounds have had gates removed eg east seaford reserve, we were having a regular play group there on a Saturday morning safely running our dogs in the enclosed oval until the gates were removed, we always pick up ours and any other droppings	5/1/2020 4:26 PM

## Domestic Animal Management Plan

and are respectful of others. With no gates our dogs are now unsafe and can wander to childrens playground, removal of these gates is a blatant disregard for responsible dog owners

219	An off leash area at one of the local beaches would be fantastic. I'd love to take my dogs to the beach but it's too far to drive on a daily basis as I work on full-time basis, plus it needs to be available throughout the year. McClelland dog park is still very poor. There's always broken glass on the ground. There needs to be some signage put up telling people to pick up their dog poo, it's been so bad lately you have to walk with your head looking at the ground in case you step in it and as I said previously one of my dogs got very sick from another dog's poo. Also signage on parks stating that people should NOT let their dogs off leash unless they have a good recall. Too many people especially at McClelland have been going there recently and they have no control over their dogs at all which is very frustrating. Maybe some patrolling of the park at busy times would encourage people to do the right thing. Poo bags are being left on the ground where there are bins there to put them in.	5/1/2020 4:20 PM
220	Please do not restrict free roam areas any further. Allow non-dangerous breed dogs back into the CBD on lead. Allow an area of free roam / leash free area on one of the many beaches. These things as they are make FCC a bit backwards and behind the times, compared to other municipalities and I really think should change and be more open minded and progressive. Also please police desexing and responsible pet ownership more. This means more than just picking up poo and keeping your dog on a lead where you're supposed to. It means people knowing and adhering to what the pets needs are as well. (Training, exercise, attention, health, microchipping, the process to follow if your pet is lost... etc.)	5/1/2020 2:56 PM
221	1. Regular FCC staff patrols of tracks by the Seaford foreshore and Kananook Creek areas • FCC Staff patrols to collect dog-shit and bags of discarded dog-shit would reduce rubbish and flies as well as provide employment and an audit of dog-shit owner compliance. • At the same time FCC Staff may locate some of the many unleashed-dog-owners for compliance. 2. Regular after-5pm FCC staff patrols- to further increase compliance. 3. Build a fenced-free-roam area within the Riviera Park to free the Rugby and athletic fields from dog-shit and dog nuisance.	5/1/2020 1:56 PM
222	More focus on the issues of ongoing barking dog issues.	5/1/2020 1:31 PM
223	Of concern are dogs that bark all day while their owners are away. Responsible pet ownership is very important large or very active dogs should not be confined to small units or gardens.	5/1/2020 12:39 PM
224	Please lift the ban on Dogs in Frankston City. The current by-law is outdated and not reflective of current social standards across Victoria and Australia. It makes Frankston look ridiculous.	5/1/2020 12:26 PM
225	I believe pets should be allowed in any area whilst being on leads, or not on leads if in dog parks. There will always be an element of bad ownership, but dogs are part of peoples lives and generally, pet owners love and look after their animals	5/1/2020 12:08 PM
227	There needs to be better education of pet owners on how to train their dogs, how to keep their cats on their own property.	5/1/2020 11:57 AM
228	Would like to see a return of dogs into the city centre.	5/1/2020 11:50 AM
229	increase number of animal officers with a view to educating public not just enforcement of rules.	5/1/2020 9:59 AM
230	No	5/1/2020 9:34 AM
231	Walking with pet through the town on lead mayb during certain daytime & evening hours. As the no dog policy restricts so many people who feel more comfortable walking with thier pet	5/1/2020 6:26 AM
232	Currently I have to travel to Somerville to go to a fenced off leash dog park	5/1/2020 5:18 AM
233	Off lead dog parks where the fencing isn't maintained (specifically banyan reserve)Over winter water collects under the fence and then once it dries there are gaps, making off leash areas unusable for smaller dogs like mine.	5/1/2020 3:33 AM
234	We urge the Frankston City Councillors to allow non dangerous dog breeds to be welcome in the Frankston CBD!	4/30/2020 10:28 PM
235	Need a 24hr car curfew to protect our native wildlife	4/30/2020 10:17 PM

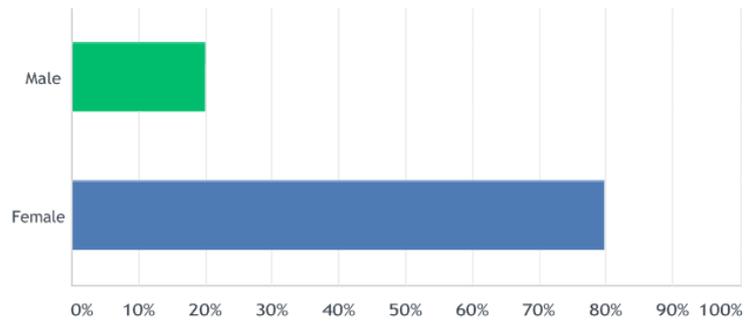
## Domestic Animal Management Plan

236	The CBD dog ban should be listed immediately. This is out of step with all other areas of Melbourne and prevents the full use of the area	4/30/2020 10:04 PM
237	I have a big issue with the fines that people receive for their pets ending up in the pound. A pet owner would not deliberately let their pet wander off and be at risk of being hit, hurt or killed by a car. For that reason I think a massive fine is ridiculous! Instead would that money not be better put to that person fixing whatever the reason for the pet being out in the first place for example fixing the broken fence or gate or if there is a behavioural issue seeking an animal behaviourist. Then showing council evidence of the repair etc and then if that is not undertaken then a fine would be relevant? A huge fine means that owner is more than likely now totally cash strapped and unable to undertake any of that because they have given council all the savings they had, there is no win, win in that and certainly no solution, it also doesn't help reduce euth rates or the high numbers of strays in pounds and shelters not being claimed.	4/30/2020 8:52 PM
238	As someone who can walk to work in Frankston CBD I would like to take my dog to work. I take him now but end up paying for parking and missing out on exercise due to the rules in the CBD. I know a number of businesses take their dogs to work and are dog friendly and it would be brilliant to see a reversal of this law.	4/30/2020 8:37 PM
239	X	4/30/2020 8:37 PM
240	Dogs should be allowed within the CBD area if on lead, especially working (therapy) dogs	4/30/2020 8:28 PM
241	Please allow dogs on leash back into the city centre and set aside a leash free beach area.	4/30/2020 8:04 PM
242	Dogs out of house yard is not investigated or even followed up especially when complaint is made for dog rushing at my dogs who are on lead Pet registration is overpriced and no incentive to register or programs or decent discounts for doing so Dog disposal compost bins are needed around streets	4/30/2020 7:35 PM
243	The most important thing to me is the ban on dogs in the Frankston CBD. Please lift this ban. It is a walk-through to get to beach, walking track etc. It seems out-dated to not let dogs on the street. It means pet owners would go to the CBD less often because they can't bring their dog. Reduced social interactions. My dog is part of my family, he is well behaved and does not make a mess. I regret moving to Frankston because of this rule (which I was not aware of and I was shocked when I found out).	4/30/2020 7:06 PM
244	Na	4/30/2020 6:43 PM
245	Please lift the ban on walking your dog in Frankston. Please provide more off the leash areas for dogs on the beach	4/30/2020 5:25 PM
246	Please allow on lead, under control dogs in the Frankston CBD. The fact that dogs can't accompany their people to an outdoor cafe or for a walk and socialise is a big deterrent, especially as it is easy to instead go to cafes outside the CBD such as Down The Street and Two Boys, One Beagle and a Coffee Shop	4/30/2020 3:33 PM
247	Please allow us to enjoy the foreshore with our dogs off-leash. And to be able to take them into the CBD like any other sensible council would. See how Mornington thrives with their dog friendly cafe & restaurant culture!	4/30/2020 1:51 PM
248	Higher fines, by Council for barking dogs and roaming cats always	4/30/2020 12:56 PM
249	Fenced dog off leash park in Frankston and lift the CBD ban	4/30/2020 12:34 PM
250	There needs to be a dog beach in Frankston.	4/24/2020 8:40 PM
251	Education programs in schools (kinder, primary and secondary) - children are sponges and are strict rule followers, armed with the right information they'll be able to keep their parents in check.	4/24/2020 3:52 PM

Domestic Animal Management Plan

Q90 Are you male or female?

Answered: 491 Skipped: 123

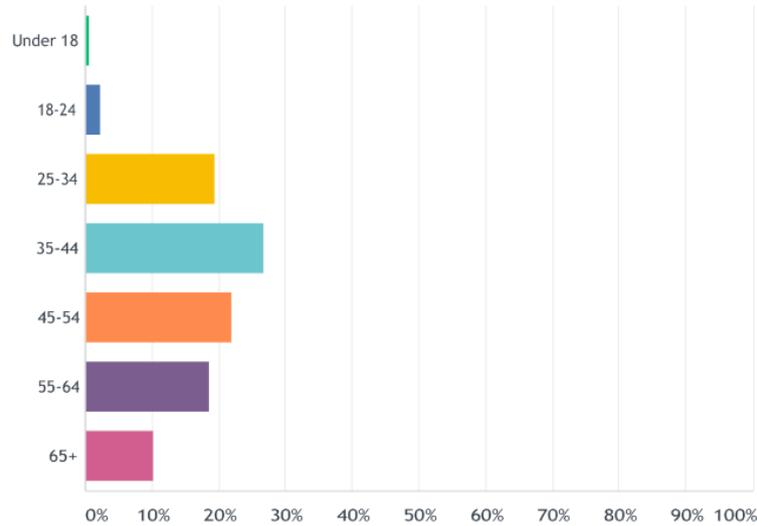


ANSWER CHOICES	RESPONSES	
Male	20.77%	102
Female	79.63%	391
Total Respondents: 491		

Domestic Animal Management Plan

Q91 Please tell us what age group you fit into:

Answered: 488 Skipped: 126

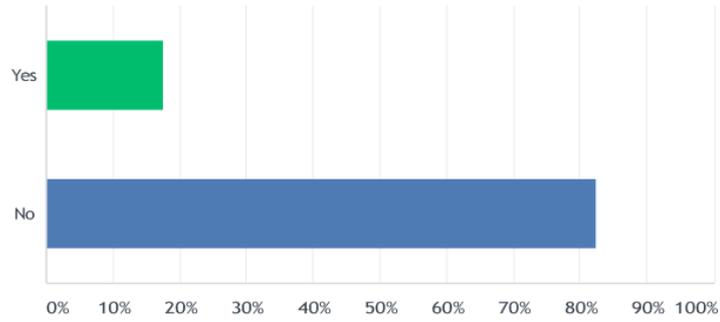


ANSWER CHOICES	RESPONSES	
Under 18	0.61%	3
18-24	2.25%	11
25-34	19.47%	95
35-44	26.84%	131
45-54	21.93%	107
55-64	18.65%	91
65+	10.25%	50
<b>TOTAL</b>		<b>488</b>

Domestic Animal Management Plan

Q92 I live on my own

Answered: 488 Skipped: 126

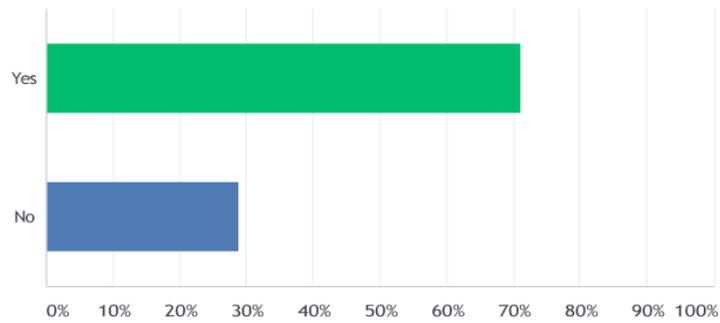


ANSWER CHOICES	RESPONSES	
Yes	17.62%	86
No	82.38%	402
TOTAL		488

Domestic Animal Management Plan

Q93 I live with my partner

Answered: 482 Skipped: 132

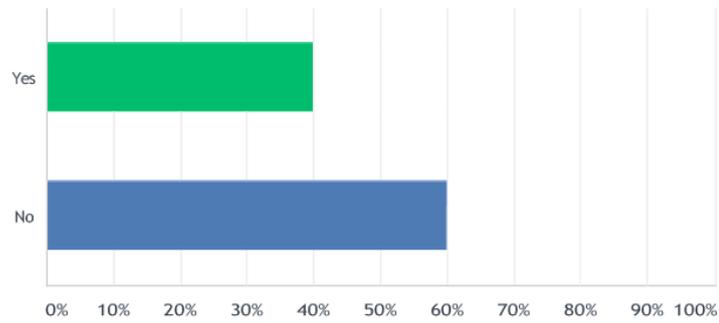


ANSWER CHOICES	RESPONSES	
Yes	71.16%	343
No	28.84%	139
TOTAL		482

Domestic Animal Management Plan

Q94 I live with my partner and children

Answered: 486 Skipped: 128

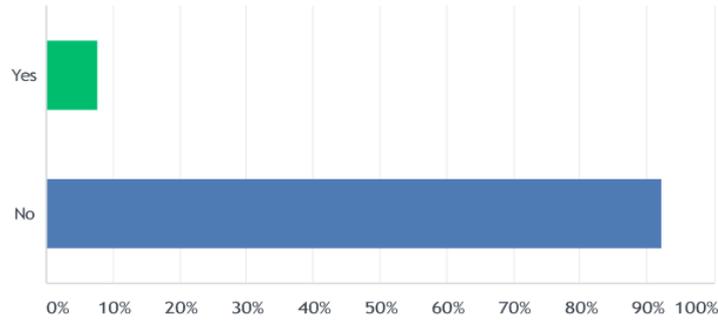


ANSWER CHOICES	RESPONSES	
Yes	39.71%	193
No	60.29%	293
TOTAL		486

Domestic Animal Management Plan

Q95 I live with alone with my children

Answered: 482 Skipped: 132

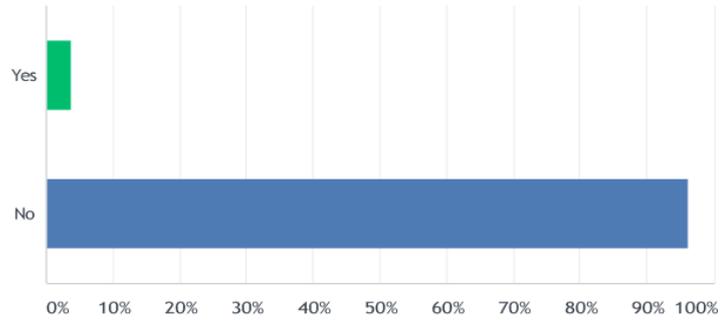


ANSWER CHOICES	RESPONSES	
Yes	7.68%	37
No	92.32%	445
TOTAL		482

Domestic Animal Management Plan

Q96 I live with my parents

Answered: 482 Skipped: 132

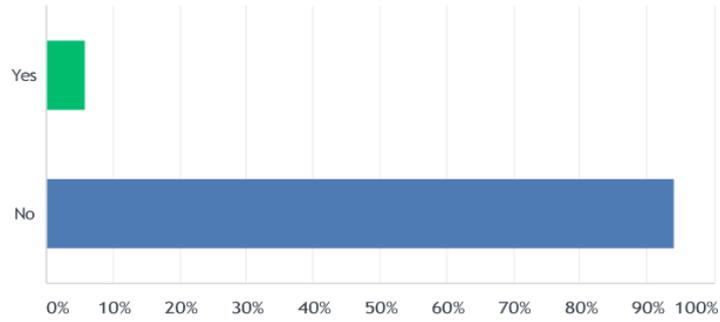


ANSWER CHOICES	RESPONSES	
Yes	3.73%	18
No	96.27%	464
TOTAL		482

Domestic Animal Management Plan

Q97 I live in a shared house

Answered: 479 Skipped: 135

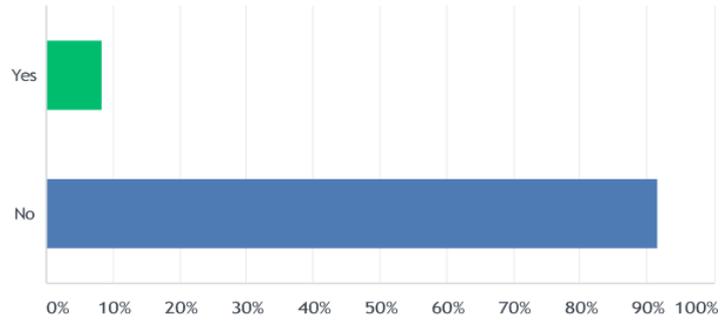


ANSWER CHOICES	RESPONSES	
Yes	5.85%	28
No	94.15%	451
TOTAL		479

Domestic Animal Management Plan

Q98 Other

Answered: 449 Skipped: 165

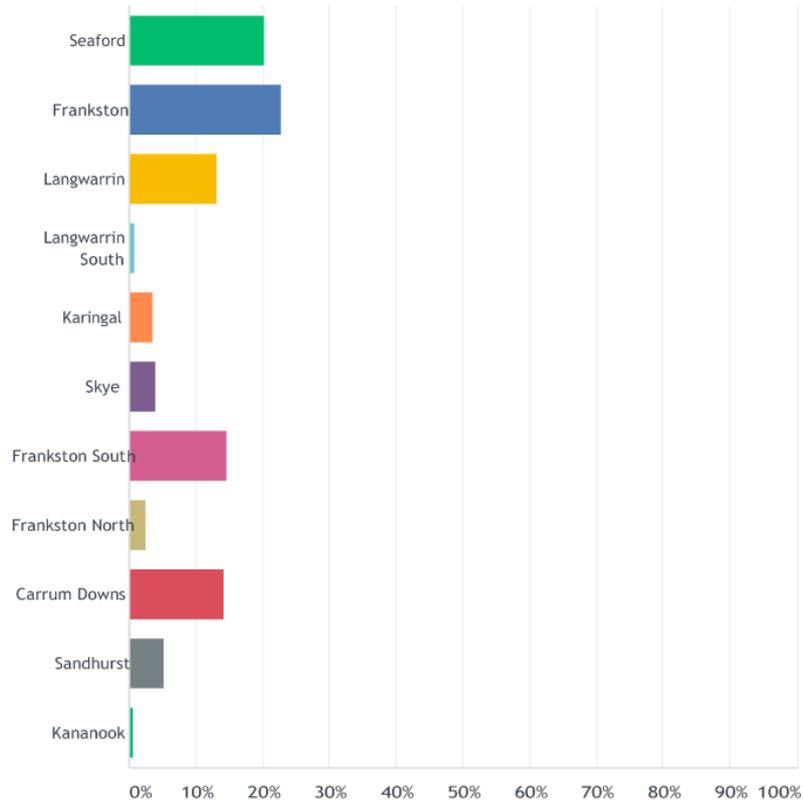


ANSWER CHOICES	RESPONSES	
Yes	8.46%	38
No	91.54%	411
TOTAL		449

Domestic Animal Management Plan

Q99 What suburb do you live in?

Answered: 488 Skipped: 126



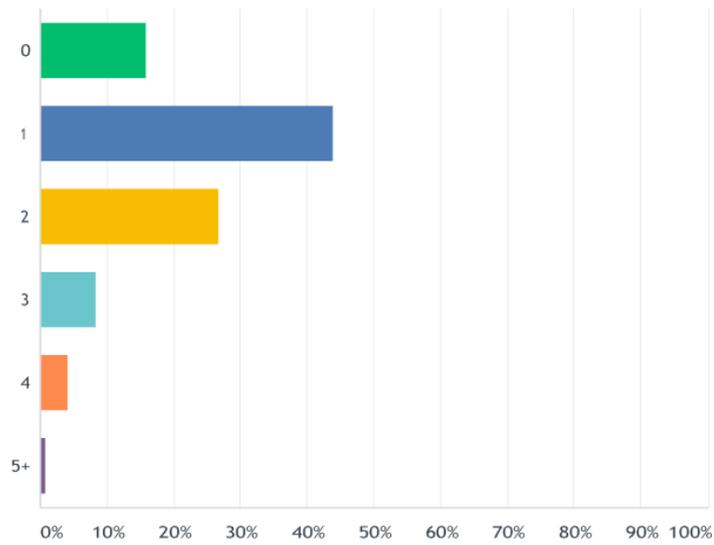
Domestic Animal Management Plan

ANSWER CHOICES	RESPONSES	
Seaford	20.29%	99
Frankston	22.75%	111
Langwarrin	13.11%	64
Langwarrin South	0.82%	4
Karingal	3.48%	17
Skye	3.89%	19
Frankston South	14.55%	71
Frankston North	2.46%	12
Carrum Downs	14.14%	69
Sandhurst	5.33%	26
Kananook	0.61%	3
Total Respondents: 488		

Domestic Animal Management Plan

Q100 How many cats and dogs do you own?

Answered: 493 Skipped: 121

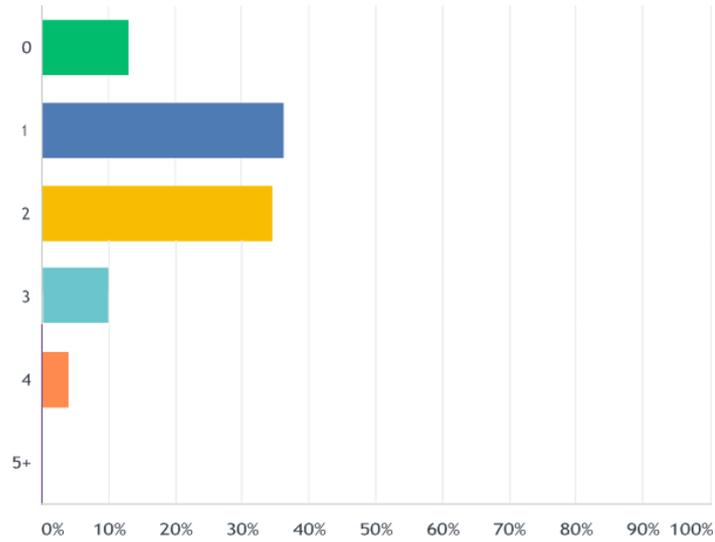


ANSWER CHOICES	RESPONSES	
0	15.82%	78
1	44.02%	217
2	26.77%	132
3	8.32%	41
4	4.26%	21
5+	0.81%	4
Total Respondents: 493		

Domestic Animal Management Plan

Q101 How many cats and dogs do you anticipate to own by 2025?

Answered: 491 Skipped: 123



ANSWER CHOICES	RESPONSES	
0	13.24%	65
1	36.46%	179
2	34.83%	171
3	9.98%	49
4	4.28%	21
5+	1.83%	9
Total Respondents: 491		

Domestic Animal Management Plan

Q102 Please list other pets that you have ie rabbit, guinea pigs, birds etc...

Answered: 184 Skipped: 430

Domestic Animal Management Plan

#	RESPONSES	DATE
1	No others	6/15/2020 8:36 PM
2	guinea pigs	6/15/2020 11:51 AM
3	None	6/15/2020 12:30 AM
4	none	6/14/2020 10:32 PM
5	Chickens	6/13/2020 3:14 PM
6	Stick Insects and Frogs	6/12/2020 1:55 PM
7	N/A	6/12/2020 11:26 AM
8	Worms	6/12/2020 12:27 AM
9	Dogs.	6/10/2020 4:08 PM
10	7 chickens	6/9/2020 6:27 PM
11	dog, cat	6/9/2020 11:53 AM
12	Just to clarify. I do not own a pet and due to work and health issues I don't intend to. But I love dogs and regularly look after 3 dogs which I love doing . So I am familiar with issues regarding dog and people welfare	6/8/2020 7:21 AM
13	None	6/6/2020 10:08 PM
14	Rats, fish	6/5/2020 4:27 AM
15	Rabbit	6/5/2020 12:06 AM
16	N/A	6/4/2020 3:12 PM
17	Rabbit, snake, lizard.	6/4/2020 12:24 PM
18	none	6/4/2020 11:59 AM
19	0	6/3/2020 10:49 PM
20	Horses	6/3/2020 9:58 PM
21	We own 1 dog and 2 birds.	6/3/2020 8:52 PM
22	-	6/3/2020 8:12 PM
23	No other , just a dog.	6/3/2020 6:55 PM
24	None but we will be getting chickens over the next 12 months	6/3/2020 6:22 PM
25	Rabbit	6/3/2020 5:34 PM
26	2 dogs	6/3/2020 12:30 PM
27	Dogs, cats, cockatoo, lorikeet, pigeons, ducks, goldfish.	6/3/2020 11:43 AM
28	Fish	6/3/2020 11:02 AM
29	Nil	6/3/2020 10:44 AM
30	1 Rabbit	6/3/2020 10:31 AM
31	I do not own other pets but I do pet sit and will foster other kittens, cats, dogs from time to time. Plus wildlife rescue.	6/3/2020 10:27 AM
32	2 x geckos	6/3/2020 8:16 AM
33	None	6/3/2020 5:12 AM
34	Rabbit	6/2/2020 11:58 PM
35	none	6/2/2020 10:48 PM

## Domestic Animal Management Plan

36	Chickens, planning on rabbit or quail	6/2/2020 9:53 PM
37	Horses	6/2/2020 9:35 PM
38	Rabbits	6/2/2020 9:22 PM
39	Chickens	6/2/2020 9:04 PM
40	Chooks. Fish.	6/2/2020 7:32 PM
41	Frog	6/2/2020 7:28 PM
42	Guinea pigs and birds... hence why I am sick of these cats!!	6/2/2020 6:35 PM
43	One dog, two fish.	6/2/2020 6:18 PM
44	Insects	6/2/2020 3:21 PM
45	cat	6/2/2020 2:03 PM
46	Fish, in a pond. A lot less after the neighbourhood cats had lunch.	6/2/2020 12:42 PM
47	guinea pigs	6/2/2020 12:20 PM
48	-	6/1/2020 7:54 PM
49	None	6/1/2020 5:49 PM
50	None	6/1/2020 1:51 PM
51	0	5/31/2020 4:02 PM
52	Rabbit, guinea pigs, birds, chickens, lizards.	5/30/2020 11:40 PM
53	2 rabbits	5/30/2020 10:29 PM
54	Cat	5/30/2020 9:12 PM
55	A fish.	5/30/2020 8:28 PM
56	none	5/30/2020 6:19 PM
57	Neighbouring property provides me with natural wildlife and birds visiting my garden	5/29/2020 12:35 PM
58	Parrot	5/29/2020 1:03 AM
59	X	5/28/2020 11:57 PM
60	None	5/28/2020 11:34 PM
61	Fish haha	5/28/2020 7:44 PM
62	Bird	5/28/2020 6:19 PM
63	None	5/28/2020 5:41 PM
64	Fish	5/28/2020 5:21 PM
65	Budgie	5/28/2020 3:47 PM
66	Guinea pig	5/28/2020 3:26 PM
67	Budgies	5/28/2020 3:10 PM
68	Dogs x 3	5/28/2020 2:58 PM
69	Bird and rabbits in the future	5/28/2020 12:38 PM
70	None.	5/26/2020 1:24 PM
71	None	5/26/2020 11:55 AM
72	1 budgerigar	5/25/2020 2:34 PM
73	0	5/25/2020 1:37 PM

Domestic Animal Management Plan

74	Fish frogs	5/25/2020 6:06 AM
75	Nil	5/24/2020 10:01 PM
76	poultry	5/24/2020 8:16 PM
77	1 fish - more to come	5/24/2020 7:12 PM
78	All up 5 Chickens and two dogs Japanese spits and Maltese cross sitsu	5/24/2020 6:58 PM
79	None	5/24/2020 6:45 PM
80	No more	5/24/2020 6:42 PM
81	No pets as such, but I regularly feed several species of bird in my garden.	5/24/2020 6:26 PM
82	O. I enjoy the native birds.	5/20/2020 8:37 PM
83	2 rabbits 3 ducks 5 fish and 50,000 bees.	5/19/2020 6:36 PM
84	Nil	5/18/2020 11:56 PM
85	None	5/18/2020 4:46 PM
86	Rabbit, chickens, bees, hermit crabs	5/17/2020 9:41 AM
87	Livestock, poultry, birds, reptiles	5/15/2020 11:28 PM
88	Chickens (3)	5/15/2020 3:33 PM
89	n/a	5/14/2020 7:17 PM
90	ZERO - ALTHOUGH I AM THINKING OF GETTING SOME CHICKENS	5/13/2020 2:32 PM
91	2 rabbits and 1 chicken	5/12/2020 6:34 PM
92	Dogs x2	5/11/2020 12:30 PM
93	chickens	5/11/2020 12:23 PM
94	0	5/11/2020 10:51 AM
95	Chickens	5/10/2020 5:09 PM
96	Gold fish	5/10/2020 3:09 PM
97	Fish	5/10/2020 1:24 PM
98	None	5/10/2020 9:50 AM
99	2 chickens	5/9/2020 2:02 PM
100	2 birds, both escaped pets that I was unable to re-unite with their owners	5/9/2020 8:46 AM
101	Nil	5/8/2020 4:03 PM
102	2 cockatiels	5/8/2020 3:12 PM
103	2 x Feral Children	5/8/2020 2:24 PM
104	4 chickens	5/8/2020 12:29 PM
105	Just 2 dogs	5/7/2020 10:04 PM
106	None. Make people micro chip and register birds that's a big issue lots birds	5/7/2020 9:58 PM
107	Cockatiel	5/7/2020 4:28 PM
108	None	5/7/2020 4:13 PM
109	none all deceased from old age	5/7/2020 3:14 PM
110	None	5/7/2020 9:50 AM
111	none	5/6/2020 8:42 PM

## Domestic Animal Management Plan

112	Fish	5/6/2020 6:36 PM
113	I don't own other pets. However I have some possum houses built in our trees. I love all animals. The possums had been living in the roof when we moved in, we got a possum person out who built two boxes for them and found a good spot in our trees for them. I enjoy the visiting magpies, crows and other birds Our cats are indoor at all times.	5/6/2020 5:46 PM
114	Fish	5/6/2020 3:49 PM
115	bird	5/6/2020 2:10 PM
116	Chooks and fish	5/6/2020 1:35 PM
117	none	5/6/2020 12:26 PM
118	none	5/6/2020 12:15 PM
119	None.	5/6/2020 11:55 AM
120	2cockateils	5/6/2020 11:41 AM
121	Nil	5/6/2020 11:03 AM
122	None - wonderful native birds.	5/6/2020 9:55 AM
123	fish	5/5/2020 8:11 PM
124	Fish	5/5/2020 7:53 PM
125	None	5/5/2020 7:22 PM
126	N/A	5/5/2020 7:10 PM
127	Some horses and chickens	5/5/2020 5:03 PM
128	Budgies	5/5/2020 3:44 PM
129	None at the moment	5/5/2020 3:33 PM
130	2 parrots	5/5/2020 3:31 PM
131	Lost my dog in January. No other animals.	5/5/2020 2:48 PM
132	Rabbit, dog, budgie, guinea pigs.	5/5/2020 2:40 PM
133	Fish	5/5/2020 2:18 PM
134	nil	5/5/2020 1:30 PM
135	Two guinea pigs	5/5/2020 1:29 PM
136	hand feed native birds	5/5/2020 1:20 PM
137	No other pets	5/5/2020 1:17 PM
138	None	5/5/2020 1:16 PM
139	horse	5/5/2020 12:51 PM
140	Just my lovely dog	5/5/2020 12:46 PM
141	Ferrets	5/5/2020 11:58 AM
142	Iguana	5/5/2020 11:18 AM
143	None	5/5/2020 6:58 AM
144	2 cats 1 dog	5/5/2020 4:48 AM
145	Rabbits and ducks.	5/4/2020 9:13 PM
146	Budgies	5/4/2020 9:11 PM
147	Rabbit, chickens	5/4/2020 9:08 PM
148	None	5/4/2020 8:59 PM

## Domestic Animal Management Plan

149	Fish	5/4/2020 8:47 PM
150	None	5/4/2020 8:47 PM
151	none currently	5/4/2020 8:37 PM
152	Fish	5/4/2020 7:59 PM
153	Parrot	5/4/2020 7:33 PM
154	None	5/4/2020 7:12 PM
155	None	5/4/2020 6:46 PM
156	2 birds in backyard aviary	5/2/2020 11:24 AM
157	Rabbit, guinea pigs and chickens	5/1/2020 7:48 PM
158	Birds and fish	5/1/2020 4:27 PM
159	Just the one dog. One day it might be nice to have 2 dogs. But it's not a goal.	5/1/2020 3:00 PM
160	we feed the magpies meal-worms and maintain a gekko-sanctuary in the compost bin	5/1/2020 2:01 PM
161	My budgie Milo!	5/1/2020 1:32 PM
162	Rabbit	5/1/2020 12:11 PM
163	only dogs	5/1/2020 10:01 AM
164	Na	5/1/2020 9:35 AM
165	chickens	5/1/2020 9:29 AM
166	Lizard & pythons	5/1/2020 3:34 AM
167	One poodle cross Maltese small dog. Open off leash dog beach areas. Across certain times of the day.	4/30/2020 11:54 PM
168	6 birds	4/30/2020 10:19 PM
169	Cat and two dogs	4/30/2020 10:05 PM
170	Bird	4/30/2020 9:57 PM
171	Horses and a sheep but not within the Frankston municipality.	4/30/2020 8:38 PM
172	X	4/30/2020 8:37 PM
173	Dogs only	4/30/2020 8:20 PM
174	Horses and chickens	4/30/2020 8:12 PM
175	Parrot, aquarium	4/30/2020 7:44 PM
176	Birds	4/30/2020 7:38 PM
177	Nil	4/30/2020 7:36 PM
178	Fish	4/30/2020 7:06 PM
179	Na	4/30/2020 6:50 PM
180	Guinea pigs, chickens, fish, Bearded Dragon	4/30/2020 3:34 PM
181	Nil	4/30/2020 1:52 PM
182	none	4/30/2020 12:57 PM
183	None	4/30/2020 12:34 PM
184	Cockatoo.	4/24/2020 8:41 PM

**Executive Summary****12.6 Adoption of Paths Development Plan 2020**

*Enquiries: (Doug Dickins: Infrastructure and Operations)*

**Council Plan**

Community Outcome:	1. Planned City
Strategy:	1.1 Community Infrastructure
Priority Action	1.1.6 Ensure community infrastructure and services match community need

**Purpose**

To brief Council on community consultation on the draft Paths Development Plan and to seek Council adoption of the Paths Development Plan 2020

**Recommendation (Director Infrastructure and Operations)**

That Council:

1. Notes that the draft Paths Development Plan 2020 was publicly exhibited for a period of six weeks and forty seven (47) submissions were received;
2. Adopts the Paths Development Plan 2020; and
3. Notes that officers will notify the submitters of its decision accordingly.

**Key Points / Issues**

- The current Paths Development Plan was approved by Council in December 2015.
- That Plan is now over four years old and requires updating, with over 30 of the high priority projects now complete.
- A report was presented to Council at its meeting on 20 April 2020 At this meeting Council resolved the following;

*That Council:*

1. *Notes the draft Paths Development Plan 2020;*
  2. *Endorses the draft Paths Development Plan 2020 to be publicly exhibited for a period of six weeks;*
  3. *Seeks a report back no later than August 2020, to adopt the Paths Development Plan 2020, taking into account any submissions received; and*
  4. *Notes that the report back is subject to any potential delays and impacts associated with Council's response to the COVID-19 pandemic.*
- Public consultation has now been completed. This was primarily through responding to "Have Your Say" on Council's website between mid-May and 30 June 2020. Publicity for the consultation occurred through Council's Facebook page which also received comments and "likes".
  - Following completion of public consultation, the requests for new paths in road reserves have been added to the list of paths contained in the draft Path Development Plan 2020. These have then been ranked based on the criteria described in the Paths Development Plan (see Attachment D).

**12.6 Adoption of Paths Development Plan 2020****Executive Summary**

- The highest ranking of the eleven new projects added to the plan is for a path between numbers 36 and 52 Hall Road. This project was ranked as priority five. Two other high ranked additions were a footpath along Mountain Avenue between Humphries Road to Moorooduc Highway ranked at eight, and a short path in Williams Street beside the Botanical Garden ranked at 19.
- Feedback was received from residents in Gould Street and Violet Street objecting to the proposal for a path in the street. Therefore these two projects have now been removed from the Paths Development Plan 2020 (See Attachment D and Attachment E).
- As a result of the submissions, three new paths projects have been added to the *List of Paths Projects in Reserves* and one in *Minor Paths in Roads and Streets*. In addition one project was moved from longer paths to minor paths. See Attachment D for a ranked listing of the projects.
- The additional paths included in the Plan result in the estimated cost of delivering all the projects increasing from the draft Plan figure of \$8.612 million to \$10.427 million (noting that the Mountain Avenue path is excluded from this estimate because the feasibility and cost of construction requires investigation).
- Only minor changes were made to the text of the Paths Development Plan, largely to reflect the additional projects and their estimated costs. See Attachment E for the updated Paths Development Plan 2020.
- Council officers will respond to individual submissions following Council adoption of the Plan.

**Financial Impact**

The estimated cost of delivering the paths projects included in the draft Paths Development Plan 2020 is \$10.427 million (excluding the cost of the Mountain Avenue path). Most of the paths located in streets and roads are already included in the Long Term Infrastructure Plan (LTIP). Once approved, the additional projects will be included in the LTIP when it is next updated.

As noted in the Paths Development Plan, paths projects in Council parks and reserves will be considered and programmed as part of future parks and reserve development planning. Some of projects are located on Melbourne Water land where Council will need its approval before proceeding with any paths projects.

The State Government has funded a number of significant paths projects in Frankston in the past or are currently being delivered. Council officers will continue to work proactively to secure seek funding for paths projects and identify paths for which my meet State funding programs when on offer.

Through the annual budget process and review of the Long Term Infrastructure Plan, projects will be incorporated into future capital works programs based upon the priorities in the Paths Development Plan 2020.

**Consultation****1. External Stakeholders**

Public consultation on the Plan occurred from mid-May to 30 June 2020. A summary of the feedback received is contained in Attachment A - Summary of Have Your Say Submissions and Attachment C - Summary of Facebook Postings.

**12.6 Adoption of Paths Development Plan 2020****Executive Summary****2. Other Stakeholders**

Internal stakeholders consulted in developing the Paths Development Plan 2020 include Operations, Community Strengthening, Sustainable Assets, Capital Works Delivery, and Planning and Environment Departments.

Prior to finalisation of the draft Plan, Councillors were provided with a prioritised list of projects seeking their feedback. Officers met with four Councillors individually to obtain their views.

**Analysis (Environmental / Economic / Social Implications)**

Paths provide a vital link to enable the community to maintain its physical and social connectivity. They allow for individuals to access the essential services they need in their daily life. In addition a connected path network provides transport choices for the community to reduce the dependence on motor vehicles and benefit the environment.

A well-built and well-structured path network can deliver an alternative lifestyle to residents and enhance Frankston as the lifestyle capital of Victoria.

**Legal / Policy / Council Plan Impact**Charter 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

Council has a requirement to ensure that its paths are safe and accessible to meet the needs of able bodied, disabled, elderly and younger pedestrians. Paths constructed should meet the obligations in Council's Road Management Plan and the Road Management Act 2004.

Policy Impacts

The Paths Plan contributes to achieving Council's transport and non-transport objectives and targets within the context of Council and State policies, strategies and plans. These include:

- Frankston Integrated Transport Strategy (2013)
- Bicycle Strategies and Plans
- Open Space Strategy (2015)
- Sustainability Policy (2012)
- Health and Wellbeing Plan (2017-21)

Officer's Declaration of Interests

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

**Risk Mitigation**

The Paths Development Plan provides a strategic basis for the future development and enhancement of council's pathway network to provide safe and convenient pedestrian access for the community

**12.6 Adoption of Paths Development Plan 2020****Executive Summary****Conclusion**

The draft Paths Development Plan 2020 was approved for public consultation by Council on 20 April 2020. Overall feedback from public consultation in May and June was favourable, although a number of submitters objected to two of the listed projects. These two projects have now been removed from the Paths Development Plan 2020.

Other submissions have resulted in further paths projects being added to the Plan. These have been included in the project rankings for paths located in streets and reserves. Others will be assessed for inclusion in planning for individual parks and reserves.

The total cost of delivering the Plan projects is estimated to be \$10.427 million (excluding the cost of construction a path in Mountain Avenue). Whilst most of the funding for these projects is likely to come from Council's budgets, funding will be sought from other sources, particularly the State Government.

The Paths Development Plan 2020 has been amended to reflect the feedback received from the community and Council's adoption of the Paths Development Plan 2020, as contained in Attachment E, is recommended

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**ATTACHMENTS**

- Attachment A: [↓](#) Summary of Have Your Say Submissions
- Attachment B: [↓](#) Texts of Have Your Say Submissions
- Attachment C: [↓](#) Summary of Facebook Postings
- Attachment D: [↓](#) Ranked Paths Projects in Streets and Roads
- Attachment E: [↓](#) Draft Paths Development Plan 2020

**12.6 Adoption of Paths Development Plan 2020****Officers' Assessment****Background**

- The current Paths Development Plan was approved by Council in December 2015.
- Public consultation commenced following Council's resolution of 20 April 2020 to publicly exhibit the draft Paths Development Plan, and has now been completed. This was primarily through responding to "Have Your Say" on Council's website between mid-May and 30 June 2020. Publicity for the consultation occurred through Council's Facebook page which received comments and "likes".
- The following summarises the results of public consultation and the changes proposed to the Plan as a result of the consultation and requests for paths received after the draft Plan was completed.

**"Have Your Say" Submissions**

- Responses were received from 34 residents in which submissions were made on 23 current, new, or proposed paths (multiple submissions were received for some roads). Another submission related to paths generally and two were about issues affecting paths.
- Of the submissions received, 9 supported paths proposed for programming in the draft Plan and 13 nominated new paths projects or path extensions.
- Seven submissions opposed construction of a footpath in Gould Street and three were opposed to a footpath in Violet Street.
- Three submissions pertained to the upgrading or changes to existing paths, one raised issues with vegetation encroaching on footpaths, one raised a specific safety issue, and one advocated for paths generally to take into account users of wheelchairs and mobility scooters.
- A summary of "Have Your Say" submissions is contained in Attachment A whilst Attachment B contains the content of the submissions.

**Facebook Comments**

- Comments on the Paths Development Plan were posted by 13 people.
- In addition, 26 "likes" were added to the postings.
- General Facebook "likes" for the Plan numbered 14.
- No dislikes were posted.
- One of the postings requested a path along Golf Links Road connecting the Penlink Trail with Stotts Lane (supported by 5 "likes") and another requested a path along Mountain Avenue (resulting in discussion with another person).
- A further questioned the very low ranking for a path in the southern part of Stotts Lane.
- One posting questioned why a path along Brighton Street was not included. It is noted that this path is currently being designed and is included in Council's 2020/21 capital works budget.
- General comments made through remaining postings included:

**12.6 Adoption of Paths Development Plan 2020****Officers' Assessment**

- Complaints over vegetation encroaching on footpaths (2 postings and 14 “Likes”)
- Need for suitable street lighting (2 postings and 1 “Likes”)
- Need for bike riding paths (2 postings and 3 “Likes”)
- The content of Facebook postings is listed in Attachment C

**Requests Received Since Development of the Draft Paths Development Plan**

- Four requests for entirely new paths have been received since the draft Plan was developed.
- The new paths requested are:
  - Frankston-Flinders Road (Sages Road to Baxter Park entrance)
  - Williams Street (north side extending from Foot Street by 120 metres)
  - Hall Road (36 to 52 Hall Road)
  - Tertullian Reserve (Tertullian Court to Baxter Trail)

**Changes to the Draft Paths Development Plan**

- As a consequence of the submissions and additional paths requests, the following paths have been added to the list of *Longer Paths in Roads and Streets* (Attachment Two in the draft Report):

Street/Road	To and From	Rank
Frankston-Flinders Road	Sages Road to entrance Baxter Park	34
Govan Street	Full Length	52
Marama Drive	Yuille Street to Marama Reserve	66
McKays Road	Centre Road to Yarralumla Link	86
Mountain Avenue	Moorooduc HW to Humphries Road	8
Potts Road	Ballarto Road to 133 Potts Road	69
Robinsons Road	Warrantyte Road to Baxter Trail	61
Robinsons Road	West Road to Warrantyte Road	62
Sages Road	Moorooduc HW to Frankston-Flinders Rd	80
William Street (north side)	Foot St to 120 metres from Foot St	19

- Two projects have been added to the list of *Minor Paths in Roads and Streets* (Attachment Three in the draft Plan). The path is located in Jeremy Way from Water Way to the Frankston Nature Conservation Reserve entrance. It has a ranking of 10. A further project in Wedge Road has been removed from the longer list of paths and added to this minor paths list.
- Three new projects have been added to the *List of Paths in Reserves* (Attachment Four in the draft Plan). They are:

Little Boggy Creek Reserve	From Granite Drive to Lexton Drive
Tertullian Reserve	Tertullian Court to Baxter Trail
Frank Street (Peninsula) Reserve	Jacana Avenue to Frank Street

**12.6 Adoption of Paths Development Plan 2020****Officers' Assessment****Implementation Consultation**

- It is proposed to implement longer paths in streets and roads over two financial years once included in the Long Term Infrastructure Plan and agreed to be included in an annual budget. Detailed project consultation with affected residents and property owners, and design will occur in the first financial year. Subject to resident and property owner support the construction will be carried out in the second.
- A number of submissions to the draft Plan opposed development of paths proposed for Gould Street and Violet Street. As a result these projects were removed from the Paths Development Plan 2020.

**Paths Design and Standards**

- Some submitters and feedback on Facebook noted that paths design should take into account the increasing need to accommodate mobility scooters. With the exception of Shared Use Paths (SUPs) and footpaths in retail centres, footpaths in road reserves are 1.4 to 1.5 metres wide. The cost of providing or upgrading paths to a wider width would be significant. However, it is recommended that Council investigate and program providing wider paths where there is likely to be demand by scooter users, such as close to retirement villages.
- Providing for cyclists occurs in submission and Facebook postings. The State Government has funded a number of significant off-road SUPs and Council has progressively expanded its own SUP network. This is expected to continue as part of future planning for meeting cyclist needs.
- Good path lighting was raised by several submitters and Facebook posts. In particular, the point was made that lighting in streets is not just for motorists, but also needed to benefit pedestrians on footpaths.

**Response to Paths Issues**

- A further issue raised in submissions and Facebook postings was the encroachment of vegetation on paths. This figured in one submission and three postings. The postings, though, resulted in more than half of the “likes” that were posted in Facebook.

**Summary of Have Your Say Submissions**

**ATTACHMENT A : Summary of “Have Your Say” Submissions**

Road	To and From	Comments
<b>Support for Paths Listed in Draft Plan</b>		
Aqueduct Road	53 to 55 Aqueduct Road	Missing section of path. Need to walk on road.
North Road	Warrenwood Pl to Centre Rd	Current unsafe for walking and cycling
North Road	Bergman to Centre Road	Require greater priority. Safety an issue.
North Road (south side)	Bergman to Centre Road	Dangerous and even to walk on
Pratt Avenue	Idon Street to The Crest	A lot of families go to Pratt St Reserve to play
Warrandyte Road	Bevnoil Road to Robinsons Road	Safe cycling access to Baxter Trail
Edward Street	McClelland Drive to Veronica Street	Support for Edward Street pathway
Raymond Ave	Sycamore Street to Long Street	Support paths leading to Patterson Avenue
Turner Rd	Raymond Avenue to 56 Turner Road	Support paths leading to Patterson Avenue
Southgateway Reserve	From existing SUP to Southgateway	Used by school children. Muddy
<b>Request for New Paths Not Already in Draft Plan</b>		
Govan Street	Full Length	Safe access to Cranbourne Frankston Road
Jeremy Way	From Water Way to Reserve entrance	Provide footpath access to Conservation Reserve
Marama Drive	Yuille Street to Marama Reserve	Family access to Pratt St Reserve from Yuille St
McKays Road	Centre Road to Yarralumla Link	Safety issue.
Mountain Avenue	Moorooduc HW to Humphries Road	Not safe for children to walk to school
Mountain Avenue	Moorooduc HW to Humphries Road	Safe path to walk to school
Mountain Avenue	Moorooduc HW to Humphries Road	Supports inclusion of project and Plan generally
Potts Road	Ballarto Road to 133 Potts Road	Walking to Woodlands School
Robinsons Road	Warrandyte Road to Baxter Trail	Safe cycling access to Baxter Trail
Robinsons Road	West Road to Warrandyte Road	Walk to school through reserve
Sages Road	Moorooduc HW to Frankston-Flinders Rd	Create safe path to walk to Baxter Station
Little Boggy Creek Reserve	From Granite Drive to Lexton Drive	Muddy trails heavily used by locals
Montague Park	Within park	Request for paths and seats. Boggy in winter.
<b>Opposition to Paths Listed in Draft Plan</b>		
Gould Street	112 Gould Street to Nepean Highway	Wish to maintain beachside ambience
Gould Street	112 Gould Street to Nepean Highway	Conservation area. F/tpath needs to respect this
Gould Street	112 Gould Street to Nepean Highway	loss of beautiful trees and fauna
Gould Street	112 Gould Street to Nepean Highway	Unique area with a charming and natural feel
Gould Street	112 Gould Street to Nepean Highway	A path will ruin Gould St etc
Gould Street	112 Gould Street to Nepean Highway	Unique nature strips. House foundation issue.
Gould Street	112 Gould Street to Nepean Highway	Loss of trees will affect ambience of area.
Violet Street	Kars Street to Fenton Crescent	Ruin the ambience and unique seaside feel
Violet Street	Kars Street to Fenton Crescent	Use Liddesdale instead
Violet Street	Kars Street to Fenton Crescent	Quiet street. No need for foot paths.
<b>Request to Upgrade Paths</b>		
Golf Links Road	Stotts Lane to Penlink Trail	Upgrade footpath to Shared Use Path (SUP)
Nepean Highway	Olivers Hill footpath	Widen path up Olivers Hill
Robinsons Road	Franciscan Ave to Penlink Trail	Widen and signpost for SUP
<b>Request for General Improvements</b>		
General	Citywide	Create/improve paths for wheelchairs, scooters
<b>Raised Issues</b>		
Potts Road and Quarry Road		Vegetation encroaching on existing paths
Warrandyte Road	Warrandyte Rd/Tyrone roundabout	Barrier creating restriction for pedestrians
<b>Requests for New Paths Received Since Draft Plan Written</b>		
Frankston-Flinders Road	Sages Road to entrance Baxter Park	Unsafe and difficult to access
Williams Street (north side)	Extending 120 metres from Foot Street	Unsafe and difficult to access
Hall Road	36 to 52 Hall Road	Unsafe for walking & mobility scooters. Roots, muddy
Tertullian Reserve	Tertullian Court to Baxter Trail	Crossing over railway line unsafe

**Texts of “Have Your Say” Submissions**

	<b>Aqueduct Road</b>
	Outside 72 sunny vale drive and 55 aqueduct road Langwarrin. Aqueduct road footpath stops for two house blocks forcing people, kids and dogs to walk on the road to pass these two house blocks. Footpath is present stops for two house blocks then continues. To walk on road with cars turning
	<b>Edward Street</b>
	I'm excited that Edward Street on the list. Many elderly people and young families risk walking through the slow points. While paths are being made, could off street parking spots like the ones in Lapwing court be put in? The cars from all the new units, street parking, are dangerous to everyone.
	<b>Golf Links Road</b>
	<p><b><i>New paths not already listed?</i></b>                  Yes, Golf Links Road between Stotts Lane and Mornington Peninsula Freeway / Peninsula Link regional path</p> <p><b><i>New paths leading to key destinations?</i></b>                  Existing narrow width footpath through Robinson Reserve to Peninsula Link regional path -upgrade footpath to shared use path given the increasing amount of cyclists travelling on the footpath impacting on other path users.</p> <p><b><i>Any Other feedback on Plan?</i></b>                  General Note - Signage to be installed on footpaths where there is an ongoing issue with adult cyclists; for example Golf Links Road leading to Robinson’s Rd and through the Reserve towards Pen Link shared path.</p>
	<b>Gould Street</b>
	<p><b><i>Any Comments on Ranking?</i></b>                  No</p> <p><b><i>New paths not already listed?</i></b>                  No</p> <p><b><i>Comments on criteria used for ranking?</i></b>                  No</p> <p><b><i>New paths leading to key destinations?</i></b>                  No</p> <p><b><i>Any Other feedback on Plan?</i></b>                  Yes. We object strongly to the footpaths planned for Gould Street. We do NOT want a footpath and wish to maintain the natural ambience and beachside, sandy, leafy character that we enjoy. A footpath would cause distressing removal of a native ti tree, mature trees and carefully maintained verges.</p>
	<p>Gould Street is a very unique coastal and creek environment. Our street does not fit any general criteria. The 40 speed limit and speed treatment humps generally allow for this to be a shared roadway used by walkers, parents with prams, bikes, joggers and vehicles.</p> <p>Costly footpath construction is unlikely to stop the current practice of using Gould St (road) by these groups. A footpath will result in loss of beautiful trees and fauna and be contrary to the proposed Urban Forest corridors. This should require resident's postal votes.</p>

	<p>Having lived in Gould Street for some 45 years we oppose any construction of concreted pathways. Long Island is a unique area with a charming and natural feel. We have today encountered a tourist from Sweden who stated that he had just encountered paradise who wanted to live here. Don't spoil it.</p>
	<p><b>Any Comments on Ranking?</b>  Please remove Gould St. from the plan. We don't need to be ranked at all.</p> <p><b>New paths not already listed?</b>  I would like to see less constructed overall. Natural paths are more attractive and healthier to walk on. Hard surfaces are bad for ankles, knees and feet. Uneven softer ground is better for these. Children should have the opportunity to walk on natural ground and appreciate their environment.</p> <p><b>Comments on criteria used for ranking?</b>  No</p> <p><b>New paths leading to key destinations?</b>  No, happy to walk and cycle on attractive natural paths which blend into the environment and are better for feet. Children can cope with natural ground under their feet and wheels. Please don't make our parks and reserves ugly and hard surfaced. The picnic tables used to look nicer without concrete.</p> <p><b>Any Other feedback on Plan?</b>  Gould St. has low traffic and a 20k limit. Cyclists should not be on footpaths anyway. It's not close to schools or the CAD. We have an alternative path in this section. Not many reasons to prioritise. A path will ruin Gould St. Please stop wasting our rates.</p>
	<p>We live in Gould Street ...and have just now been informed of the proposed pathway from 112 Gould street to Nepean Highway. We are STRONGLY OBJECTING to this pathway on a number of grounds.</p> <p>Gould Street is a distinct street within Frankston as it has a shared pathway/roadway (whether planned or not) with speed humps to restrict speed and maintain pedestrian safety. It has unique nature strips either side maintained by residents that contain native and some introduced plants. This makes the street special and an attraction of Frankston residents from outside the street for leisure purposes.</p> <p>We are also objecting on personal grounds as our exterior wall with 3 windows to our living room and bathroom directly abuts the proposed pathway and as such invades our privacy with foot traffic being so close.</p> <p>Finally, the double brick wall of our home we believe was constructed around 1940s. As such, the footings are very shallow and any ground work so close to this wall as is the proposed plan would cause significant instability that could lead to major structural weakening.</p>
	<p>We are writing to submit our objection to the proposed pathway construction in Gould Street. The area of long island is a unique one that we don't need to change with concrete. The amount of trees and indigenous vegetation lost will affect the ambiance of the area.</p>
	<p><b>Govan Street</b></p>
	<p>This is great! Langwarrin so desperately needs more paths!</p> <p>I live in Govan Street, Langwarrin. We have no paths along our street and it can be quite dangerous. My children can't ride their bikes because of this. Also our street is used as a</p>

	thorough fair down to Cranbourne road, we have a lot of foot traffic. A path one side would be fantastic!!
	<b>Jeremy Way</b>
	Foot path on the west end of Sanders Road and path on Jeremy Way allowing access on foot into the Frankston Nature Conservation Reserve.
	<b>Little Boggy Creek</b>
	I'd like to see connections through Little Boggy Creek between Lexton and Granite Drive and the off-shooting streets. There is one partially constructed concrete path that leads to nowhere. There are a number of muddy trails through here which is a heavily used reserve for locals.
	<b>McKays Road</b>
	<p><b><i>Any Comments on Ranking?</i></b>                  McKays Road north side from Centre Road to gas line walk through to Yarralumla dve. McKays Road surface is an issue and also the lack of street lighting on McKays, Grassmere and Kingston. 'This is a public safety issue.</p> <p><b><i>Comments on criteria used for ranking?</i></b>                  Yes - criteria seems suitable but this area seems to be overlooked re infrastructure upgrades. E.g. the recent upgrade of Valley Road which is a similar thoroughfare to McKays. People / families are regularly using this area for recreational activities and the McKays Road precinct is unsafe for these pedestrians</p> <p><b><i>New paths leading to key destinations?</i></b>                  McKays Road</p>
	<b>Marama Drive</b>
	Marama Drive in Frankston South is used by a lot of families. There is a playground at Marama reserve and there should be a foot path available from Yuille St to make it easier to get there.
	<b>Montague Park</b>
	<p><b><i>New paths not already listed?</i></b>                  I would like to see paths and seats in Montague Park. It also needs a bike path to get school students off roads to the greatest extent possible.</p> <p><b><i>New paths leading to key destinations?</i></b>                  All Frankston Parks need to include bike paths to cater for school students who ride to school. Many Frankston Parks are almost inaccessible in wet weather and extremely underdeveloped.</p> <p><b><i>Any Other feedback on Plan?</i></b>                  I suggest that planners could look at Victoria Park, Malvern for a park design that really works and is highly patronised by those who live nearby on a daily basis. Frankston could work on designs that accommodate prams, wheelchairs and little kid's scooters. This requires a flat and shaded path in summer.</p>
	<b>Mountain Road</b>
	<p><b><i>Any Comments on Ranking?</i></b>                  There is no path up Mountain Road/Avenue. I have to drive my grandchildren to school at Deryina Primary as there is no safe way for them to walk to school. They live on 94-96 Moorooduc Highway South Frankston. There are children living either side of their property who also need to be driven to school</p>

<p><b><i>New paths not already listed?</i></b>          Yes along Mountain Road why is this not a priority? The way cars and trucks travel up this road a child will be hurt eventually. This is a huge oversight</p> <p><b><i>Comments on criteria used for ranking?</i></b>          Yes all looks like easy projects not related to safety of children. It is also a problem for children attending Frankston High School from this area.</p> <p><b><i>New paths leading to key destinations?</i></b>          As stated above, I'm sure if there was a path along Mountain Road it would be used by many people, not only children attending school and kinder.</p> <p><b><i>Any Other feedback on Plan?</i></b>          I feel it is inadequate for the above stated reasons. Very disappointing.</p>
<p>Myself and local Families would like a safe path for them to walk to school. The Franskton South community would also like a safe path to walk from Rosedale rd to Baxter Station. This will mean a path down Mountain Ave and a path down Sages Road to Baxter Station Health and Safety of the Community. Increasing daily activity helps to reduce the incidence of obesity and encourage health and fitness in our children. My children have experienced several near misses trying to walk to and from school and bus stop.</p> <p>Humphries Road and Mountain Ave are unsafe to walk Mountain Ave and Sages Road footpaths allow pedestrian movement to school and Baxter train station safely.</p> <p>We appreciate the small moves to making walking to Baxter a little safer, such as tree clearance . As Sages Rd is very busy, it needs more infrastructure to ensure safe</p>
<p>On behalf of my local community, I have submitted a request for safe pedestrian infrastructure along Sage Rd and Mountain Ave.</p> <p>This will allow safe movement of Families to Mt Eliza North Primary School, Derinya Primary School and Baxter Station.</p> <p>It will also allow safe walking to Humphries Rd Medical Centre, local shops and bus stops.</p> <p>As my children, and other pedestrians I have spoken to, have nearly been hit by cars travelling up and down Humphries Rd , closest to Moorooduc Hwy, where there is no path, I would like this reviewed with a sense of urgency.</p> <p>Mountain Ave pathway would assist more Residents and has a kinder gradient than Humphries Road so probably the most logical solution.</p>
<p><b><i>Any Comments on Ranking?</i></b>          NO</p> <p><b><i>New paths not already listed?</i></b>          YES . MOUNTAIN AVENUE. FROM HUMPHRIES RD TO MOOROODUC RD</p> <p><b><i>Comments on criteria used for ranking?</i></b>          NO</p> <p><b><i>New paths leading to key destinations?</i></b>          YES. MOUNTAIN AVENUE FROM HUMPHRIES RD TO MOOROODUC RD</p> <p><b><i>Any Other feedback on Plan?</i></b>          I CAN NOT BELIEVE THAT YOU HAVE NOT INCLUDED MOUNTAIN AVE BUT OTHERWISE A FAIR DOCUMENT</p>

	<b>Nepean Highway (Olivers Hill)</b>
	A priority is the widening of the path up Olivers Hill. The number of users of his path have dramatically increased, resulting in congestion and the difficulty to overtake others as the width of the path is too narrow. Over a thousand people walk/jog up and down each day, some with prams/dogs.
	<b>North Road</b>
	On the list, a path for North Road from Union Road to Warrenwood. I would like to suggest the path to continue over North Road hill all the way to Centre Road and further. Many run, ride, walk over this hill and it is extremely unsafe to do so without a path. More would use this road if there was a path.  I believe if a road at least has a path on one side of the road, it has less significance to build another path on the other side of the road than a road that has no path along it. All roads should have a path for people to walk, run or bike ride safely without fear of cars running them down.
	North Rd, Bergman to Centre Rd at 47th requires greater priority. The steep hill, new residential development and lack of any footpath makes this stretch very dangerous. I would regularly walk/run along here without care to visit my parents but cannot do so safely now with a pram and young children.  Criteria 4 and 5 should acknowledge whether there is a reasonable alternative route, as pedestrians walking from Centre Rd would have to travel twice as far and a completely different route to arrive at the same destination on Warrandyte Rd safely.
	<b>Any Comments on Ranking?</b> Yes number 47 North Road South Side Centre Road to Bergman Road. This is a necessary path needing to be built. As there are no paved foot paths or gravel paths on north road leading up to Bergman and it dangerous uneven to walk on. <b>New paths not already listed?</b> Yes Centre Road to join new footpath laid before Timarron Ct again very uneven land to walk on
	<b>Potts Road</b>
	I'm just writing to propose a pathway be built on Potts Rd in Skye.  I have attached a map. There are many students who attend Woodlands Primary school who live in Eden Rise estate and would love to walk/ride or scooter to school safely but currently it is too dangerous to.
	<b>Pratt Street</b>
	Pratt Ave from Idon Ave to The Crest is used by a lot of families as they go to the Pratt St playground. I believe this should be higher priority on the list.
	<b>Robinsons Road</b>
	Robinsons Road between West road and Warrandyte Road  As stated above, my suggestion would link a safe way to walk to the school on Robinson road via the flora and fauna reserve path from the other end of Robinson road, ie from West road where there is a bus stop.
	I live in Langwarrin South. Whilst this is a semi-rural area it lacks any form of constructed or unconstructed paths. There is zero connectivity to any paths for walking and cycling.

	<p>The need for pathways has become even critical during Covid pandemic where only local exercise was permitted. Cycling on the shoulder of busy roads like Warrandyte and Robinsons is not ideal but is necessary to reach cycle trails such as peninsula link or Frankston-Baxter trail. Some gravel would suffice and be in keeping with the rural area.</p>
	<p><b>Sages Road</b></p>
	<p>On behalf of my local community, I have submitted a request for safe pedestrian infrastructure along Sage Rd and Mountain Ave.</p> <p>This will allow safe movement of families to Mt Eliza North Primacy School , Derinya Primary School and Baxter Station.</p> <p>It will also allow safe walking to Humphries Rd Medical Centre, local shops and bus stops.</p>
	<p><b>Southgateway Reserve</b></p>
	<p>I would like to see the Southgateway Reserve Langwarrin footpath closer to the top of the paths list.</p> <p>Southgateway Reserve is a high traffic footpath for high school and primary school students. Currently children are walking in mud to the unfinished footpath as no connecting footpath is present in Southgateway Reserve, around the bbq up towards the basketball court and then beyond and up the hill to connect to the existing footpath.</p> <p>There are no footpaths in Southgateway Reserve that connect to existing footpath that comes out onto Monique Drive. No footpath exiting Southgateway Reserve along Peninsula Crescent Langwarrin. Southgateway footpath stops at Peninsula Crescent they have to cross road.</p> <p>Footpath should be available Peninsula Crescent, Southgateway to Delgany Rise. Outside Southgateway Reserve. Lots of children crossing the road unnecessarily when they could walk along the reserve.</p>
	<p><b>Raymond Road and Turner Road</b></p>
	<p>How fantastic to see a plan to pathway Turner Rd, Raymond Ave and other streets that make their way to Paterson Ave which links to the Lloyd Park oval. If we are lucky, it will be a huge advantage for those living between McClland Drive and Paterson Ave as it will be safer for pedestrians and kids.</p> <p>I am thanking you heaps!!!!!!!!!!</p>
	<p><b>Violet Street</b></p>
	<p>Dear Brian (Cunial) ,</p> <p>As you may be aware Frankston council has proposed to construct a pedestrian footpath in Violet Street along with others in the area .</p> <p>I find this proposal abhorrent in the extreme, as do other neighbours of whom I have made aware of the proposal. I have a number of objections to this the greatest being the seemingly underhanded way in which this project has been handled. It appears that residents have only up until the 29th of May to object to this, short enough notice , however no one that I have spoken to has been made aware of the proposal in the first instance .</p> <p>To construct pedestrian footpaths in Violet street is to absolutely ruin the ambience and unique seaside feel of this picturesque way. The over-hanging branches of the street</p>

	<p>plantations of Eucalyptus Ficifolia combined with the green street verges create a stunning tunnel effect that draws the eye. When flowering and inhabited by hundreds of screeching Rainbow Lorikeets it provides a sight so significant that it could well be noted as a tourist attraction .Our street is almost famous and most certainly notable amongst visitors to and other residents in Frankston and its surrounding environs. No roadside architecture or pavement improvement can possibly embellish what is already a perfect residential streetscape.</p> <p>Apart from this, Council has made great efforts to reduce impact on the structural root systems of the street plantation trees by creating buffers at the base of each tree during recent roadworks. The creation of a fixed impermeable concrete pavement will in multiple and serious ways have direct impact upon these trees, many of which are some of the oldest and most fragile within the greater Frankston area. One in particular opposite my own property at 19 Violet street has an historic plaque attached [now covered by timber] but noted on the Frankston register of significant trees.</p> <p>I would urge you Brian to resist this proposal and call for further information to residents, further time to object and frankly a direct and blanket refusal to accept what to the majority of residents of Violet street is a heinous and destructive project.</p>
	<p>My preference is not to have a footpath in Violet Street. I think Liddesdale is a much more necessary and sensible approach.</p>
	<p><b>Any Comments on Ranking?</b>          Not interested in footpaths in Violet Street thank you</p> <p><b>New paths not already listed?</b>          No</p> <p><b>Comments on criteria used for ranking?</b>          Not interested in any concrete footpaths for this street. City of Frankston spent a lot of funds recently updating the roads and this is more than enough. The street scope is a one dwelling street and is a quiet street. No need for foot paths.</p> <p><b>New paths leading to key destinations?</b>          No</p> <p><b>Any Other feedback on Plan?</b>          No but strongly object to footpaths in Violet street, Frankston South. Thank you</p>
	<p><b>Warrandyte Road</b></p>
	<p><b>Any Comments on Ranking?</b>          Could we please have a fence or safety barriers at the roundabout of Warrandyte Rd/Tyrone St near Wellbeing Natural Health Group to keep the children and parents safe. There is not enough space between the footpath and the road. Only one child needs to fall and there could be fatal consequences.</p>
	<p>I live in Langwarrin South. Whilst this is a semi-rural area it lacks any form of constructed or unconstructed paths. There is zero connectivity to any paths for walking and cycling. The need for pathways has become even critical during Covid pandemic where only local exercise was permitted. Cycling on the shoulder of busy roads like Warrandyte and Robinsons is not ideal but is necessary to reach cycle trails such as peninsula link or Frankston-Baxter trail. Some gravel would suffice and be in keeping with the rural area.</p>
	<p><b>General Comment – Wheelchairs and Mobility Scooters</b></p>
	<p><b>Comments on criteria used for ranking?</b></p>

	<p>Please make sure paths are smooth and sealed wheel chair users and mobility scooters have trouble navigating on unsealed paths also the width is important for those pushing a wheel chair or who have a Carer beside them even for parents pushing double prams so it needs to be wide enough</p> <p><b><i>New paths leading to key destinations?</i></b></p> <p>In bush walking areas like Kananook creek or Mcelland gallery the need to be smoother as well at parks and reserves</p> <p><b><i>Any Other feedback on Plan?</i></b></p> <p>No I think it's well planned just remember to include those with different abilities</p>
<b>General Comments – Vegetation Encroachment</b>	
	<p>New paths are important, but so are the access for existing pathways and pavements around the Potts road/ quarry road, having been out walking during lock-down relay surprised at the level of home owner vegetation allow to encroach on pavement/pathway. Honestly feel for mums with prams/pushers</p> <p>I am concerned that prams and kiddies are being forced closer to the roadway, also with some garden vegetation it's impossible to maintain social distancing, (Never mind the illegally parked cars on the nature strip, but that's another story)</p>

**Summary of Facebook Postings**

**ATTACHMENT C : Summary of Facebook Postings**

Postings	Likes
There should be a path on Golf Links Road from Penlink towards Stotts Lane, there are so many school kids walking and riding their bikes on the road. Also complete the path to connect the Bike track from Penlink to the Frankston Bike Path	5
Mountain Avenue !!! Where can anyone walk, how dangerous for disabled or elderly	0
I have run up and down it probably 300 times in the past 30 years, I see dozens of people out walking that crappy edge, in pairs usually. I don't know where they are going but in recent years I ask them if it is annoying, they ALL agree.	0
.... same as you, exercise because it's a steep hill. Do you reckon nan on her a frame goes up it for exercise? You can't narrow the road, and in some places you'd need to take someone's property. The residents might like it, to raise housing prices, or might not, they coose to be there. Anyway, its not a thoroughfare for the disabled and elderly.	0
It's a narrow road, both my kids went to Baden Powell kinda, and that's the road I took to take them. .... Have you ever worked in civil construction? The whole road would be closed for three months.	0
Disappointed I did not see Brighton on the list. I've had and seen too many calls on that road. It also seems to be getting busier especially with the increasing popularity of the Norman Avenue shops. I've noticed cyclists have started making the shops a destination too.	1
I see Stotts Lane is on the list at 76 does that mean it's the least likely to happen? Would love a Council member to try a bike along that 70m section of road with my very young children while some cars with no respect racing past frightening them. Its so dangerous - mums trying to walk babies in prams and the elderly walking on the terrible uneven road	0
Fix North Road. With the new housing estate we need footpaths to Centre Road	2
Adequate bike riding paths.	1
Take a look at how it is done in the Netherlands and begin the process of change for the future. One of my biggest disappointments in returning to Australia will be that my kids can't jump on a bike and safely go for a ride.	2
Better street lighting to improve people's sense of safety	1
Make sure that street trees are not planted under street lights. People us paths at night as well as daytime. Street lights are for pedestrians as well as cars.	0
All streets need at least one footpath, homeowners need to be strongly encouraged or enforced to keep their front yard grass and nature strip tidy and clear of footpath - too many overgrown cutting a lot of the footpath width which is frustrating and messy to look at.	0
How about forcing property owners to trim back the branches and bushes encroaching well into footpaths so people don't have to duck down or walk over wet grass. Try walking along with a wheelchair to pass some of these.	14
With our aging population maybe we could consider room for mobility devices	0

## ATTACHMENT D : Ranked Paths Projects In Streets and Roads

### Longer Length Paths

	Street/Road	From	To	SUBURB
1	Greaves Court	Old Wells Road	Seaford Wetlands	Carrum Downs
2	North Road (north side)	Warrandyte Road	Union Road	Langwarrin
3	North Road (north side)	Warrenwood Place	West edge of 315 North Rd development	Langwarrin
4	North Road (north side)	Union Road	13/261 Nth Road (Warrenwood S/D)	Langwarrin
5	Hall Road	36 Hall Road	52 Hall Road	Carrum Downs
6	North Road (north side)	151 North Road (west of Korina Court)	Warrandyte Road	Langwarrin
7	Tavistock Road	Towerhill Road	Sycamore Road	Frankston South
8	Mountain Avenue	Moorooduc Highway	Humphries Road	Frankston South
9	Nepean Highway (west side)	600 Nepean Highway	Gulls Way	Frankston South
10	Yuille Street	Hastings Road	Bus stop north of tennis club car park	Frankston
11	Ogrady Avenue	Dandenong Road West	Nepean Highway	Frankston
12	Robinsons Road	Entrance to Bayside Christian College	Baxter Trail	Frankston
13	Warrandyte Road	Benvol Road	Robinsons Road	Langwarrin
14	Woolston Drive	Pratt Avenue	Yuille Street	Frankston South
15	Williams Street	Kars Street	Cliff Road	Frankston
16	Kuranda Street	Warrandyte Road	Wahgunyah Crescent	Langwarrin
17	Hill Street	Random Street	Hillcrest Road	Frankston
18	Paratea Avenue	Sibyl Avenue	Rosedale Grove	Frankston South
19	William Street (north side)	Foot Street	120 metres from Foot Street	Frankston South
20	Jamboree Avenue	The Crest	Yuille Street	Frankston South
21	Overport Road	120 Overport Road	Willora Court	Frankston South
22	Fleetwood Crescent	Nepean Highway	Western boundary of 49 Fleetwood	Frankston South
23	Aqueduct Road	Tisdall Drive	End of Aqueduct Road	Langwarrin
23	Lyons Avenue	Yuille Street	The Crest	Frankston South
25	Lang Road	Warrandyte Road	Lang Link	Langwarren
25	Rosedale Grove	Humphries Road	Alicudi Avenue	Frankston South
27	The Ridge / The Spur	Kars Street	The Crest	Frankston South
28	Saint Ives Avenue	Sibyl Avenue	Sweetwater Creek	Frankston South
29	Beech Street	McClelland Drive	Poplar Grove	Langwarrin
30	Sweetwater Drive	Overport Road	Caledonia Circuit	Frankston South
31	Edward Street	McClelland Drive	Veronica Street	Langwarrin
32	Veronica Street	Cranbourne-Frankston Road	Edward Street	Langwarrin
33	Frankston-Flinders Road	Sages Road	Entrance Baxter Park	Langwarrin
34	Wakfield Street	Woolston Drive	Pratt Avenue	Frankston South
35	Ballarto Road	Skye Primary School	Skye Recreation Reserve	Skye - Sandhurst
36	Ballarto Road	Western boundary 270 Ballarto	Entrance to Flinders Christian College	Carrum Downs
37	Cliff Road	Williams Street	Liddesdale Avenue	Frankston
38	Spring Street	Williams Street	High Street	Frankston
39	Centre Road	Aqueduct Road	North Road	Langwarrin
40	Robinsons Road	McClelland Drive	Barretts Road	Langwarren
41	Sibyl Avenue	Humphries Road	Alicudi Avenue	Frankston South
42	Maple Street	Elm Grove	Poplar Grove	Langwarrin
43	Barretts Road	Robinsons Road	Lawton Reserve	Langwarrin
44	Cranbourne-Frankston Road	existing path at Skatepark (Lloyd Park)	Signals at Lloyd Park	Langwarrin
45	Derinya Drive	Overport Road	Derinya Primary School	Frankston South

**Ranked Paths Projects in Streets and Roads**

	Street/Road	From	To	SUBURB
46	Myrtle Street	Beech Street	Larch Street	Langwarrin
47	Golf Links Road	Moorooduc Highway	Shearer Lane bus stop	Frankston South
48	Larch Street	Myrtle Street	Poplar Grove	Langwarrin
49	North Road (south side)	Bergman Road	Centre Road	Langwarrin
50	Govan Street	Full Length		Langwarrin
51	Frankston-Flinders Road (east side)	Escarpment Drive	Stotts Lane	Frankston South
52	Elm Grove	Larch Street	Sycamore Street	Langwarrin
53	The Crest	Pratt Avenue	Jasper Terrace	Frankston South
54	Pastoral Street	Kars Street	Scoble Street	Frankston South
55	Pratt Avenue	The Crest	Idon Avenue	Frankston South
56	Colemans Road	South Boundary 110R Colemans Road	North Boundary 110R Colemans Road	Carrum Downs
57	Tara Drive	Towerhill Road	Tara Lane	Frankston
58	North Road (south side)	Flame Robin Drive	Existing path link to Black Sheoak Place	Langwarrin
59	Robinsons Road	Warrandyte Road	Barretts Road	Langwarrin
60	Robinsons Road	Barretts Road	West Road	Langwarrin
61	Kelvin Grove	Cranbourne-Frankston Road	McKays Road	Langwarrin
62	Fenton Crescent	Hoadley Avenue	Violet Street	Frankston South
62	Gweno Street	Kars Street	Cliff Road	Frankston
64	Marama Drive	Yuille Street	Marama Reserve	Langwarrin
65	Kars Street	Leslie Avenue	20 m south of Pastoral Street	Frankston South
66	Raymond Avenue	Sycamore Street	Long Street	Langwarrin
67	Potts Road	Ballarto Road	133 Potts Road	Langwarrin
68	Cedar Street	McClelland Drive	Poplar Grove	Langwarrin
69	Turner Road	Front of 56 Turner Road	Raymond Avenue	Langwarrin
70	Harcourt Avenue	Kars Street	Hoadley Avenue	Frankston South
71	Hoadley Avenue	Kars Street	Fenton Crescent	Frankston South
71	Neil Street	Kars Street	Fenton Crescent	Frankston South
73	Alder Street	McClelland Drive	Poplar Grove	Langwarrin
74	Akora Court	Illira Avenue	Dunsterville Reserve	Frankston
75	Picnic Street	Mitic Court	Baden Powell Drive	Frankston South
76	Moorooduc Highway service road	Mountain Road	80 metres north of Harrow Court	Frankston South
77	Sages Road	Moorooduc Highway	Austral Crescent	Langwarrin
78	Poplar Grove	Beech Street	Sycamore Street	Langwarrin
78	Scoble Street	Pastoral Street	Vista Court	Frankston South
80	Sycamore Street	Elm Grove	Turner Road	Langwarrin
81	Stotts Lane	70 metres south of The Strand	Baxter-Toradin Road	Frankston South
82	Old Wells Road	Armstrongs Road	Greaves Court	Seaford
83	McKays Road	Centre Road	Yarralumla Link	Langwarrin

**Missing Links and Shorter Length Paths**

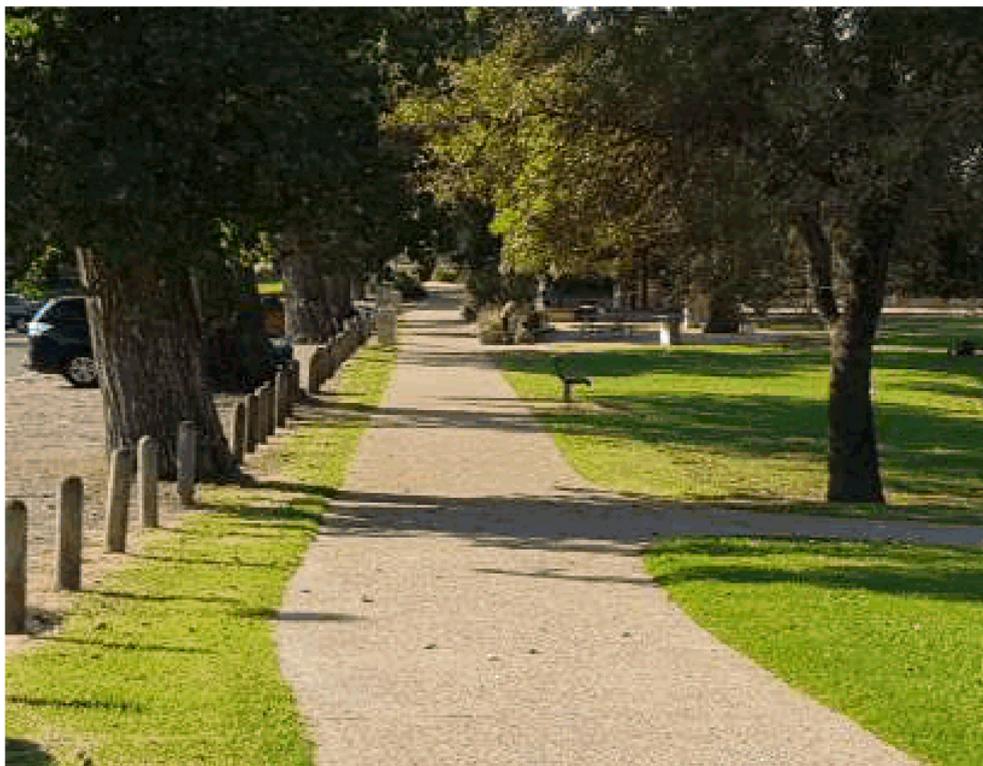
	Street/Road	From	To	SUBURB
1	Reserve Rd	Nepean Highway	Riviera Street	Seaford
2	Smyth Street	Kelso Street	Oates Street	Frankston
3	Brunel Road	Seafood Road	Western end of Belvedere Road	Seaford
4	Wedge Road	Captain Cook Close	Hooper Drive (Whiting Court)	Skye - Sandhurst
5	Brodie Street	Nepean Highway	Beckworth Grove	Seaford
6	Centre Link	Jarman Drive	Cranbourne-Frankston Road	Langwarrin
7	Seabrook Way	Existing footpath on Seabrook Way	End of Seabrook Way	Seaford
8	16 Peninsula Crescent	North entrance 15 Peninsula Crescent	South entrance 15 Peninsula Crescent	Langwarrin
9	Lorraine Avenue	In front of 1-5 Lorraine Ave	In front of 1-5 Lorraine Ave	Langwarrin
10	Aqueduct Road	Outside 53 Aqueduct Road	Outside 53 Aqueduct Road	Langwarrin
11	Jeremy Way	Water Way	Reserve entrance	Frankston South
12	Valentine Road	In front of 42 Lorraine Ave	In front of 42 Lorraine Ave	Langwarrin
13	Clifton Grove	In front of Clifton Grove Reserve	In front of Clifton Grove Reserve	Carrum Downs
14	Lorraine Avenue	34 Lorraine Avenue	42 Lorraine Avenue	Langwarrin
15	Wedge Road	McCormicks Road	Bus Stop west of McCormicks Road	Skye - Sandhurst
16	John Monash Drive	1 John Monash Drive	5 John Monash Drive	Skye - Sandhurst
17	Gateway Drive	Outside 8-10 Gateway Drive	Outside 8-10 Gateway Drive	Carrum Downs
17	Industry Boulevard	Corner with Colemans Drive	Corner with Colemans Drive	Carrum Downs
19	Turner Road	In front of 67 Beech Street	In front of 67 Beech Street	Langwarrin
20	Cranbourne-Frankston Road	Outside 445 Cranbourne-Frankston Road	Outside 445 Cranbourne-Frankston Road	Langwarrin
21	Alicudi Avenue	Western Boundary of 33 Alicudi Ave	Sibyl Ave	Frankston South
22	Malcom Road	Paterson Ave	Parkleigh Court	Langwarrin

# Draft Paths Development Plan 2020



28 July 2020 (A4266115)

*opportunity » growth » lifestyle*





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## 1.0 EXECUTIVE SUMMARY

In addition to providing recreation and exercise benefits, the availability of footpaths and shared paths provide essential access to such destinations as schools, shops and workplaces. Council already manages nearly 1,000 kilometres of formed paths to successfully meet these needs. However, there are parts of Frankston where the paths network has gaps that need filling in, or where roadside footpaths are absent entirely. In a few instances, access to destinations can also be improved by creating all weather surfaces through parks and reserves.

The principal purpose of the *Frankston Paths Development Plan (PDP)* is to assist Council in identifying and prioritising paths projects in order to program, fund and complete Frankston's pathway network. The 2020 PDP revises and updates the first Plan approved by Council in 2015

The PDP catalogues potential paths projects identified in the 2015 PDP and through later requests and investigation. In the first PDP adopted in in late 2015, 151 paths were identified for construction in subsequent years. Since then (to April 2020) 34 have been completed or substantially completed.

This PDP includes three broad categories of projects:

1. Longer length paths in road and streets;
2. Minor paths in road and streets; and
3. Paths located in off-road reserves, such as in parks and natures reserves.

Minor paths projects in road reserves could be funded through a specific allocation in Council's Capital Works budget to implement small paths projects and to respond to urgent small paths improvements.

To assist with the scheduling of the paths projects in roads and streets, each of the minor and larger identified projects has been ranked using a multi-criteria assessment (MCA) process based on such considerations as safety, access and completion of

strategic networks. This methodology provides an ongoing systematic framework for assessing and ranking any newly identified projects in road reserves and for proposing projects for delivery through each future Council annual budget.

A group of paths in the PDP are located in Council reserves. Whilst the Plan prioritises these projects in terms of their role in providing access, it acknowledges that decisions about their scheduling are more likely to be influenced by reserve planning and operational considerations, such as the maintenance costs of existing gravel paths.

A small number of paths in the PDP are also located on land controlled by the State Government. These are likely to be largely funded and managed by Council, but require approval of the relevant government organisation land owner.

In addition to paths planned to be funded and delivered by Council, the PDP includes reference to paths projects which are being funded and delivered by the State Government. These are expected to be managed by Council once completed.

The estimated cost of projects listed in the Plan is \$10.427 million comprising:

Path Location/Type	Est Cost \$millions
Minor Paths in Streets and Roads	0.200
Longer Paths in Streets and Roads	8.786
In Reserves	1.441
<b>Total **</b>	<b>10.427</b>

\*\* Excludes estimated cost of Mountain Avenue path

It is expected that Council will fund the majority of the costs for the paths, but will continue seek State and Federal Government funding for these and any new paths projects. Additionally private funding of some paths may occur as part of development requirements in the statutory planning approval process.

## 2.0 INTRODUCTION

Having safe, convenient, well designed and maintained pathways are core community expectations for meeting the day to day walking needs of residents and their families - particularly for walking to school, work and public transport, and for shopping and recreation. City pathways are also used by cyclists and by those in wheelchairs or on mobility scooters.

City visitors, too, have the same expectations as Frankston's residents for using the City's on and off-road pathways.

### Plan Focus

The PDP focuses on identifying and prioritising pathway projects which primarily provide an access function (as opposed to, for example, paths primarily used for recreation or leisure located in parks and reserves). It incorporates all paths that are within Council's responsibility, outside of the Frankston Major Activity Centre (FMAC). Planning for the pathway network in this area will occur in conjunction with strategic land use planning and as part of specific enhancement projects.

### Purpose of Plan

To meet the expectations of residents and visitor, Frankston City Council is committed to planning, constructing and maintaining good quality paths throughout the City. The Frankston Paths Development Plan (PDP) assists in successfully carrying out these tasks. In particular, the Plan:

- Includes a comprehensive list of potential pathway projects for delivery or advancement by Council;
- Provides a sound methodology for ranking projects located in roads and streets taking into account their relative benefits; and
- Identifies access paths in nature and recreational reserves for inclusion in reserve development and management plans.

Incorporating these features into the Plan provides Council with a systematic and transparent basis for:

- Responding to community request for new paths;
- Assisting in allocating funding for paths projects in annual budgets;
- Seeking Federal and State Government funding for specific projects;
- Coordinating with the planning of other paths that may be provided in the course of private, government or Council developments;
- Maintaining and enhancing the existing pathways network; and
- Demonstrating progress towards achieving Council's Strategic Objectives

### Relevant Strategic Objectives and Actions

Providing infrastructure for pedestrians and cyclists are important in achieving the following Council relevant objectives:

- Frankston City Council Plan 2017-2021 Council Plan Strategy 1.1.6 – "Ensure community infrastructure and services meet community needs".
- Frankston Integrated Transport Strategy - Increase in trips made by walking from 11% (VISTA\* 2009) to 14% of all trips by 2025.
- Frankston Integrated Transport Strategy: Action7-13 "Extend the footpath network".
- Frankston Open Space Strategy 2016-2036: Priority action 7 "Upgrade paths, links and crossing points across infrastructure barriers, routes accessing schools, and open space catering for play".

*\*VISTA is the Victorian Integrated Survey of Travel and Activity, undertaken by the Victorian Government that surveys households on ALL trips for ALL purposes.*

### Environmental Considerations

Providing a long lasting and usable path may create challenges in some projects due to a lack of existing drainage flowpaths and the existing natural

vegetation. This will require Council to consider not only the social benefits to the community in providing safe and accessible connectivity but also the broader benefits of retention and enhancement of vegetation. In constructing paths as part of this plan Council will balance the need for appropriate accessibility particularly for disabled and disadvantaged members of the community, with the desire to minimise vegetation loss. In some cases there may be a need to remove or modify existing vegetation. In such circumstances every effort will be made to keep impact to a minimum and, further, appropriate revegetation will be incorporated into the project.

### Community Consultation

Council approved public consultation on the draft 2020 Paths Plan on 20 April 2020. Formal submissions were received from 34 residents. A further 13 postings were made on Facebook accompanied by 26 “likes”.

As a result of public consultation, 10 new projects were added to the list of projects contained in the draft Plan.

### Plan Content

The remaining sections of the Plan are as follows:

**3.0 City Pathways and Pathway Users:**

**4.0 Relevant Policies, Plans and Projects**

**5.0 Identification and Prioritisation of Paths Projects:**

**6.0 Paths in Streets and Roads:**

**7.0 Paths in Reserves:**

**8.0 Funding and Programing:**

**ATTACHMENT ONE: Description of Multi-Criteria Analysis Criteria and Weighting**

**ATTACHMENT TWO: List of Longer Paths**

**ATTACHMENT THREE: List of Minor Paths**

**ATTACHMENT FOUR: List of Paths in Reserves**

Finally, the PDP is not a fixed plan but is a starting point for the future planning and delivery of Frankston’s pathways. As noted earlier, the methodology adopted for the identification and prioritisation of potential pathway projects provides a sound systematic framework for assessing and ranking any new projects, and for proposing projects for implementation through future Council annual budgets and the Long Term Infrastructure Plan

## 3.0 CITY ACCESS PATHWAYS AND PATHWAY USERS

### 3.1 City Pathways Network

Pathways in Frankston comprise those which are the responsibility of the Frankston City Council and the Victoria State Government and its agencies.

In all, there are currently 994 kilometres of pathways within Frankston managed by the Frankston City Council.

State Government pathways mainly comprise part of the 25 km long Peninsula Link Trail, and paths in the Pines Flora and Fauna Reserve, Langwarrin Flora and Fauna Reserve and Frankston Nature and Conservation Reserve.

The main types of Council pathways are:

**Roadside footpaths** – constructed in concrete or asphalt and occasionally gravel surfaced and generally 1.4 metres wide but up to 2.5 metres in suburban areas and higher in shopping, school and service locations

**Roadside Shared Paths** – constructed of concrete or asphalt and mostly from 2.0 metres to 2.5 metres wide, but some up to 3.0 metres

**Off-Road Formed Footpaths** – constructed of concrete, asphalt or gravel and predominantly located in recreational and nature reserves, with some acting as connecting routes between roads/streets

**Off-Road Shared Paths** – of 2.0 to 3.0 metres in width with concrete, asphalt or gravel surfaces and predominantly located in recreational and nature reserves, with some acting as connecting routes between roads/streets

### 3.2 Location of Paths in Streets and Roads

Table 1 shows the length of path in the nine suburbs in Frankston, together with the proportion of path in each area. A percentage greater than 100 is possible as paths can be on both sides of the road and also within other reserves.

Carrum Downs, Frankston, Frankston North and Seaford are well provided with roadside footpaths. Sandhurst does not have as high a proportion as these four, but has a significant network of connecting off-road paths.

The lower proportion for Skye and Langwarrin are influenced by the extent of rural roads in the east of the City – though the lower proportion for Langwarrin is also influenced by the lack of footpaths in the western part of the Woodside Estate bordering McClelland Drive.

In two areas of Frankston South (between Kars Street/Baden Powell Drive and Nepean Highway and surrounding the Frankston Reservoir) many streets are without footpaths, resulting in a lower proportion overall compared to other established suburbs. Few footpaths exist in Langwarrin South because of its rural and semi-rural environment.



**TABLE 1 – Proportion of Roads with Footpaths**

Suburb	Footpath Total Length (km)	Arterial Road Length (km)	Sub-Arterial Road Length (km)	Local Road Length (km)	Total Road Length (km)	% Footpath
Carrum Downs	153.19	2.64	3.65	92.82	99.11	154.6%
Frankston	334.85	8.47	9.37	167.48	185.32	180.7%
Frankston North	63.41	1.32	-	27.40	28.72	220.8%
Frankston South	92.02	2.18	10.55	90.84	103.57	88.8%
Langwarrin	113.1	5.93	16.43	103.23	125.59	90.1%
Langwarrin South	0.95	1.31	8.42	13.34	23.07	4.1%
Sandhurst	27.46	0.17	2.33	23.46	25.96	105.8%
Seaford	169.59	5.24	-	74.42	79.66	212.9%
Skye	40.06	4.66	5.87	35.80	46.33	86.5%
<b>TOTAL</b>	<b>994.63</b>	<b>31.92</b>	<b>56.62</b>	<b>628.79</b>	<b>717.33</b>	<b>138.7%</b>

### 3.3 Pathway Users

#### Daily Trips

From 2009/10, the Victoria Integrated Survey of Travel and Activity (VISTA), 10.6 percent of daily trips made by Frankston residents were by walking and one percent by cycling. This compares with 9.4 percent and one percent respectively two years previously.

#### Age Profiles

Compared to the Greater Melbourne area, Frankston has a higher percentage of young people under 19 years and a higher percentage of people.

Young people, including school children and those who don't have access to a motor vehicle, frequently walk or cycle to access educational, social and sporting destinations

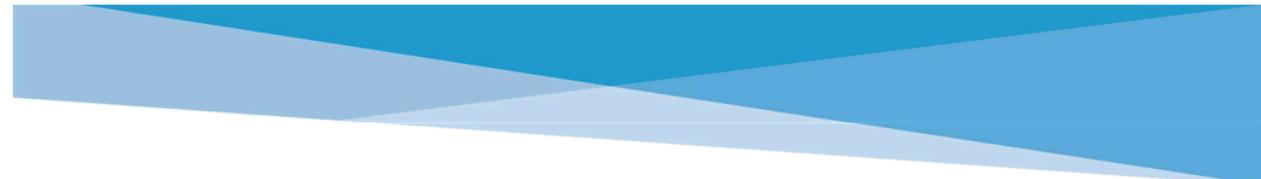
Older people often walk for recreational and/or social purposes and to maintain their fitness and are increasing using mobility scooters on footpaths.

#### Journey to Work

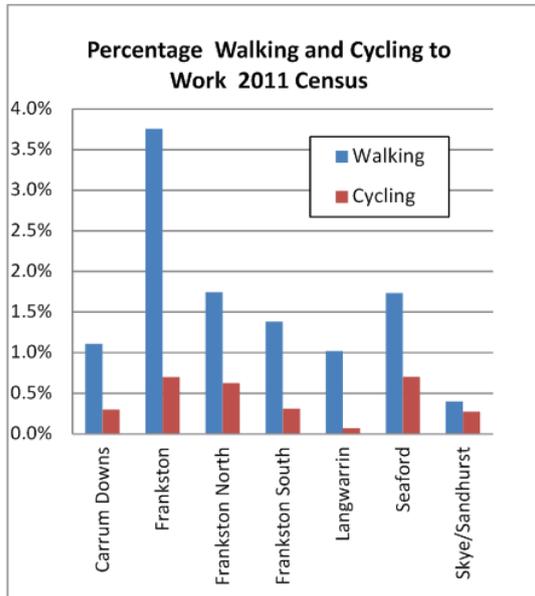
According to the 2011 Census, only 1.6 percent of people living in Frankston City walked to work.

Whilst the proportion walking to work is low, a low proportion of employed residents (31.6 percent) work in the City. Assuming that only residents who live and work in Frankston walk to work, the percentage of these residents walking to work is much higher – about five percent.

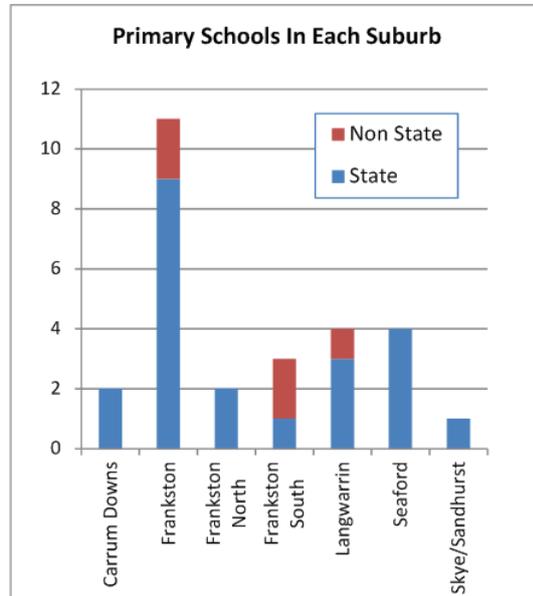
Walking to work is highest in the areas of Frankston with the largest proportion of employment. In 2011, Frankston suburb residents recorded the highest percentage walking to work.



**GRAPH 1 - Percentage Walking to Work from Each Suburb**



**GRAPH 2 – number of Primary Schools in Each Suburb**



Source: ABS Census of Population and Housing 2011

**Walking and Cycling to School**

Over 20,500 students attend 41 schools in Frankston. Of the school pupils approximately 8,500 attend State primary schools, and 7,500 attend State secondary schools. Children aged 12 years and under are permitted to cycle on footpaths under Victoria Road Rules.

Walking is highest in the immediate areas surrounding primary schools with secondary schools having a larger walking catchment. Those suburbs with a higher proportion of schools per head of population are likely to see more pupils walking to school as walking distances will be generally shorter. Private schools have citywide catchments with a high proportion of students bussing, driving or being driven to school.

Graph 2 shows that the suburb of Frankston has by far the highest number of primary schools. The siting of State secondary schools is more evenly spread throughout Frankston.

## 4.0 RELEVANT POLICIES, STRATEGIES, PLANS AND PROJECTS

### 4.1 Relevant Policies and Strategies

As well as providing access to and from destinations within Frankston, walking and cycling on Frankston’s on and off-road pathways are not only great ways to keep fit and healthy, they are also free and enjoyable modes of transport that are great for the environment.

In fulfilling these purposes, the PDP aims to achieve Council’s transport and non-transport objectives and targets within the context of Council and State policies and plans. These include:

#### Frankston Integrated Transport Strategy (2013)

- Action 7-13: Continue to expand the footpath network
- Theme Objective: Encourage greater use of sustainable modes

#### Bicycle Strategies and Plans

- Frankston Bicycle Strategy identifies potential Shared Use Paths (SUPs)
- State Government’s Principal Bicycle network includes SUPs
- Active Transport Victoria commits State Government funding for safer walking and cycling

#### Open Space Strategy (2015)

- Identifies pedestrian cyclist routes leading to and within reserves
- Advocates and plans for improvements to pedestrian and cyclist connections within and to reserves

### 4.2 Asset Management Framework

Council’s Asset Management Policy guides how its assets, including paths, are programmed and managed. The PDP contributes to the asset management process within the overall context of Council decision making and corporate planning and operating as shown below.

Paths in the road reserve are also subject to the requirements of the Road Management Plan, which establishes a paths hierarchy linked to agreed levels of service.

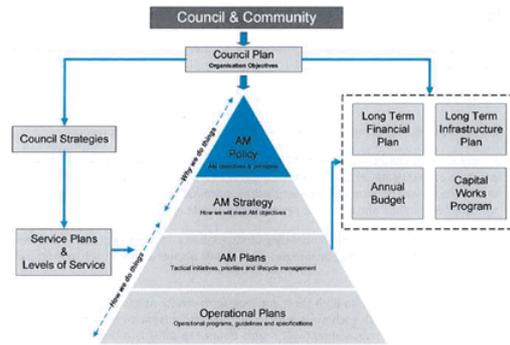


Figure 1: Asset Management Framework

### 4.3 State Government Projects

The State Government sponsored Peninsula Link opened in 2013. It included 25 kilometres of shared use paths (SOPs). Delivered by the Level Crossing Removal Projects (LCRP) the State Government is now constructing a seven kilometre long shared use path along the railway line between Carrum Station and Frankston Station. This is a welcome addition to the pedestrian and cycle network for the City. A number of identified paths in the PDP are a result of and connect to the Carrum to Frankston SUP.

The State Government is also currently funding \$1.0 million of improvements to the SUP in Carrum Downs. A further \$3-4 million of State funding is earmarked for extending the SUP network within and to the Seaford Wetlands.

Apart from raising the opportunity to extend or upgrade the linking complementary Council paths network, the State Government paths projects help promote greater community walking and cycling for recreation and to access schools, shops and work.

## 5.0 IDENTIFICATION AND PRIORITISATION OF PATHWAY PROJECTS

### 5.1 Previously Listed and Newly Identified Projects

Paths included in this Plan largely come from the 2015 Paths Development Plan where the methodology for sourcing these projects can found.

A moderate number of new projects since then have also been identified through the following:

- By Council staff in the course of their day to day responsibilities, for example, because of perceived safety risks.
- As a result of resident requests.
- Through advocacy of Councillors.
- Public consultation on the draft PDP.

In addition, over the last three years State Government has been active in creating or planning new paths, notably the construction of a shared us path along the rail corridor between Carrum and Frankston, to be completed in 2020. A small number of new paths have been identified, or existing Paths Plan projects re-configured as the result of these projects.

### 5.2 Benefits of a Systematic Approach to Paths Planning

The PDP takes a systematic and comprehensive approach to identifying and prioritising pathway projects, the benefits of which include better assisting in:

- Responding to community request for new paths;
- Assisting in allocating funding for paths projects in annual budgets;
- Seeking Federal and State Government funding for specific projects;

- Coordinating with the planning of other paths that may be provided in the course of private, government or Council developments;
- Maintaining and enhancing the existing pathways network; and
- Demonstrating progress towards achieving Council's Strategic Objectives

### 5.3 Categorisation of Projects

The original PDP, included two separate lists of paths projects – one to be funded or part funded by Council and one expected to be delivered by developers. This PDP includes three broad categories of projects:

1. Longer length paths in road and streets;
2. Minor paths in road and streets; and
3. Paths located in off-road reserves, such as in parks and nature reserves.

Longer length projects are budgeted for separately. Over the last three years, expenditure on larger projects has averaged \$1.72 million a year

Minor paths projects in road reserves could be funded through a specific allocation in Council's Capital Works budget to implement small paths projects and to respond to urgent small paths improvements.

Paths in Council reserves fall into two categories:

- Paths in recreational reserves; and
- Paths in nature reserves;

Whilst the Plan prioritises these projects in terms of their role in providing access, it acknowledges that decisions about their prioritising is more likely to be influenced by reserve planning and operational considerations, such as maintenance costs.

In addition to paths in Council reserves, a number of paths listed in the PDP are located on State Government Land. For these paths, it is expected that Council would contribute to all or much of funding for their construction.

## 6.0 PATHS IN ROADS AND STREETS

### 6.1 Prioritisation Methods

Council has finite financial resources and needs to balance competing community interests. A sound method of prioritising paths projects assists Council in developing a pathways construction program that will be funded and implemented over a number of years

A common way to prioritise projects is to carry out a multi-criteria assessment (MCA). This generally involves “scoring” each project according to agreed criteria and ranking the projects based on their total score. In addition some criteria may be given greater emphasis compared to others through a weighting process.

### 6.2 Project Prioritisation

For the PDP, a simplified multi criteria assessment (MCA) has been adopted to rank projects located in streets and roads using the following criteria categories:

- Safety;
- Connectivity;
- Strategic Objectives; and
- Amenity.

Information on the MCA criteria, how they are scored is found in ATTACHMENT ONE.

The prioritised list included in the PDP is based on a weighting of Safety (20%), Connectivity (50%) Strategic (20%) and Amenity (10%).

Desirably, projects which are in the higher priority

### 6.3 Priorities for Longer Path Projects

The PDP lists 86 longer-length paths projects located in city roads and streets. The prioritised list can be found in ATTACHMENT TWO. It includes standard 1.5 metre footpaths as well as paths shared by pedestrians and cyclists (Shared Use Paths or SUP).

The estimated cost of constructing these paths is \$8.786 million (excluding the estimated cost of constructing a path along Mountain Avenue).

Desirably, projects which score the highest MCA scores are to be programmed for construction first as they are assessed to have the highest benefits. However, it is recognised, that some priorities may change as annual budgets are set as a result of changes such as in community expectations, new developments, arising safety concerns and State Government initiatives.

### 6.4 Priorities for Minor Path Paths Projects in Roads and Streets

Council has created a new budget for funding the construction of minor paths. Such paths include short length paths, minor missing links, and urgent minor path improvements – all estimated cost \$15,000 or less.

Where minor paths have been identified, they have been prioritised in the PDP using the MCA procedure. This will assist in developing a program aimed at completing the 20 minor paths listed in the PDP over a period of four to six years (see ATTACHMENT THREE). The estimated cost of these projects is \$200,000.

## 7.0 PATHS IN RESERVES

### 7.1 Responsibilities and Management

Of the 23 paths identified within reserves, 18 are in Council reserves and the remainder are situated on State Government land. In the latter case, there is an expectation that any new paths will be funded and managed by Council.

Paths in Council's reserves are either located in nature reserves or recreational, link and passive community reserves.

In general, Council aims to leave paths in nature reserve as natural as possible without in many cases any surface treatments such as gravel surfaces.

New or upgraded paths in other Council reserves are generally planned for and funded in two main ways:

- As a component of reserve Master Plans: or
- Identified through ongoing maintenance and management.

The following sub-sections elaborate on the separate responsibilities for paths and how they are planned for and funded.

A list of paths identified in reserves and their respective priorities are found in ATTACHMENT FOUR. The estimated cost to construct these paths is \$1.441 million.

### 7.2 Paths on State Government Land

Three of the five paths located on State Government land are informal paths created over time on Melbourne Water reserves as people short-cut between streets. Although Melbourne Water manage and maintain their reserves, Council maintain a number of paths located in Water Reserves. The construction of any permanent paths is therefore expected to be funded by Council.

One of the remaining identified paths is located on railway land and the other on an access road to Penlink off McClelland Drive. Some State Government funding may be available to fund path

construction as could be access benefits for the government agencies involved.

### 7.3 Paths in Council Nature Reserves

Concreting the gravel path between Henry Crescent and East Road through the Austin Reserve is the only identified path located in a nature reserve. It is important link for school children attending Seaford Park Primary School from the Austin Road area and also connects with Belvedere Reserve.

### 7.4 Paths in Other Council Reserves

#### Reserve Master Plans

Larger recreational reserves are generally developed through a Master Planning process, the aims of which are to develop a vision for the reserve and to establish the future direction and long term planning framework for its achievement. The process involves community and stakeholder consultation and results in recommended planned improvements covering landscaping, buildings, sporting facilities and pedestrian and vehicle access.

During the process of developing Master Plans account can be taken of pedestrian and cyclists access to, from and through the reserve.

Currently Master Plans are being developed for the Overport Reserve and Joh Monash Reserve

#### Short Links Between Streets

Within Frankston there are a large number of paths which links between streets, often of short-length such a connecting court bowls. Most of the existing paths are constructed of concrete or asphalt. Those nominated in the PDP are to upgrade to a concrete surface to improve the amenity and safety for users.

Whilst the short-link paths are generally located in narrow reserves there may be some opportunity for landscape improvements.



### **Other Reserve Maintenance and Management**

A large number of reserves are maintained and improved on an ongoing basis without the development of Master Plans. This involves assessments of the need for reserve furniture and infrastructure to be upgraded or replaced. New paths may be constructed or upgraded as a result, particularly where maintenance costs will be reduced and the overall amenity of the reserve is being improved.

In some cases, paths will be upgraded on their own to reduce maintenance costs or to eliminate hazards for users.



## 8.0 FUNDING AND PROGRAMMING

### 8.1 Funding Requirements

An estimated \$10.427 million (excluding the estimated cost of constructing a path along Mountain Avenue) is required to fund the paths projects identified in the PDP. In summary, this is made up of:

Path Location/Type	Est Cost \$millions
Minor Paths in Streets and Roads	0.200
Longer Paths in Streets and Roads	8.786
In Reserves	1.441
<b>Total</b>	10.427

### 8.2 Sources of Funding

The majority of costs for the projects in the PDP will be funded by Council. Developers may provide some of funding where they are required to provide pathway infrastructure as a part of planning approval conditions.

There is also potential for State or Federal Governments to contribute to paths construction via grants, as part of transport projects, or where there are direct benefits, such as sharing paths for access. Council will continue to advocate for paths grants and inclusion of paths construction or upgrading in future transport projects.

### 8.3 Long Term Infrastructure Plan and Annual Capital Expenditure Budgets

Council's Long Term Infrastructure Plan (LTIP) sets out its planned expenditure on capital works projects. Funding for paths construction is specifically included in the current 2020-2030 LTIP in the following budgets:

- Minor Footpath Improvements \$576,000
- Total of individual Major Paths Projects \$5.8 million

Other LTIP budgets may also include allowance for paths construction or upgrading, such as in parks and reserves. Council is committed to improving its open space planning, including greater emphasis on coordinating the plans holistically across Council. This should ensure that PDP paths are included in relevant open space projects.

Whilst the LTIP informs the development of Council's annual capital works programs, the annual budgets can themselves contain new projects not previously identified or prioritised in the LTIP. Inclusion of an allocation for funding of minor paths in Council's Capital Works budget would be such an example.

The LTIP will be updated each year in conjunction with the annual budget. It is expected that this PDP will not only inform development of the 2021/22 Council budget, but the updated LTIP as well.

## ATTACHMENT ONE: Description of Multi-Criteria Analysis Criteria and Weighting

Category	Criteria	Explanation	Values	Scoring	
ACCIDENT RISK (Current)	1 Traffic Volumes	A higher volume of traffic using a street or road increases the risk to pedestrians	>20,000 vpd 10,000-19,999 vpd 5,000-9,999 vpd 2,500-4,999 vpd 1,000-2,499 vpd <1,000 vpd	20 14 10 6 4 2	
	2 Pedestrian and Cyclist Density	The higher the density of pedestrians and cyclists the higher the risk of accidents with passing vehicles (current, mainly comparative pedestrian, volumes)	Very High (e.g. Frankston CAA) High (e.g. area shops) Medium (e.g. local shops, schools) Low (e.g. local streets) Very Low (e.g. cul de sac) None	10 8 6 4 2 0	
	3 Posted speed limit	The higher the speed of vehicles the greater the risk of accidents with pedestrians and cyclists and greater the severity	80 kph or > 70 kph 60 kph 50 kph < 50 kph	20 16 12 8 4	
	4 Road and Pedestrian Environment	The road and verge environment influence how close pedestrians and cyclist may be to vehicles, and affect the visibility and manoeuvrability for both pedestrians/cyclists	Very Poor (e.g. narrow road/verge, poor sightlines and gradients) Poor (e.g. walking difficult but possible) Average (i.e. some impediments to walking) Good/Very good (e.g. wide road/verge, good sightlines & gradients)	9-10 6-8 3-5 0-2	
	5 Alternative Access	Availability of alternative access, such as a pathway on one side of the road, may influence whether pedestrians/cyclists walk or cycle	Not available (no alternative formed route or path available) Alternative route(s) need upgrading Available (e.g. existing path on one side, alternative route available)	5 2 0	
			<b>RAW SCORE (Maximum 65)</b>	<b>65</b>	
			<b>WEIGHTING 20% (WEIGHTED MAXIMUM SCORE)</b>	<b>20</b>	
	CONNECTIVITY (Potential)	6 Activity Node 1	Activity nodes attract both pedestrians and cyclists. More intense activities generate higher demand which increases with proximity to the activity centre. Some activities, such as schools and retirement villages, are also accessed by the more vulnerable and require a higher standard of pathway. (Select highest score and if example not listed use similar	Multiple, primary or secondary schools, larger shopping area Primary or secondary school High use community or recreational facility Shopping centre e.g. Karingal, Carrum Downs Local shops Lower use community or recreational facility Local bus stop	10 8 8 8 4 4 2 0
		7 Activity Node 2	(as for Activity Node 1)	(as for Activity Node 1)	10
		8 Adjacent Land Use	The type and density of adjacent land use influences the level of demand for pathway connections. Higher density areas require a higher standard of pedestrian and cyclists access to support the surrounding land use.	High Density Residential High density commercial Medium Density Residential e.g. units, low multi-level Suburban Residential Medium Density Commercial Low density suburban residential e.g. large lots Low density commercial Industrial Rural	20 16 16 12 12 8 8 8 4
				<b>RAW SCORE (maximum 40)</b>	<b>40</b>
			<b>WEIGHTING 50% (WEIGHTED MAXIMUM SCORE)</b>	<b>50</b>	
STRATEGIC		9 Contributes to completion of existing network(s)	Proposed pathway may contribute to building up or completing a planned walking or cycling network	Major (e.g. contributes to strategic walking/cycling route) Moderate (e.g. contributes to neighbourhood network or links) Minor (e.g. contributes to local walking/cycling network or links)	10 6 3
		10 Supports landuse and other Council plans	Proposed pathway may be essential or contribute to a planned area development or land use activity	Major (e.g. essential component of area plan) Moderate (e.g. important but not essential component of area plan) Minor (e.g. desirable component of area plan)	5 3 1
				<b>RAW SCORE (maximum 15)</b>	<b>15</b>
			<b>WEIGHTING 20% (WEIGHTED MAXIMUM SCORE)</b>	<b>20</b>	
AMENITY	11 Current amenity for pedestrians and cyclists	A new or upgraded pathway will improve the amenity for users and for adjacent land uses. Locations with currently poor amenity will benefit most from pathway construction or	Very poor (e.g. scrub covered, rough terrain, rough surface) Poor (e.g. poor landscaping, natural vegetation) Average (e.g. partially landscaped, natural vegetation variable) Good (e.g. landscaped, good natural vegetation)	9-10 6-8 3-5 0-2	
			<b>RAW SCORE (maximum 10)</b>	<b>10</b>	
			<b>WEIGHTING 10% (WEIGHTED MAXIMUM SCORE)</b>	<b>10</b>	
		<b>TOTAL WEIGHTED SCORE</b>	<b>100.0</b>		

## ATTACHMENT TWO: Prioritised List of Longer Paths in Roads and Streets

	Street/Road	From	To	SUBURB
1	Greaves Court	Old Wells Road	Seaford Wetlands	Carrum Downs
2	North Road (north side)	Warrandyte Road	Union Road	Langwarrin
3	North Road (north side)	Warrenwood Place	West edge of 315 North Rd development	Langwarrin
4	North Road (north side)	Union Road	13/261 Nth Road (Warrenwood S/D)	Langwarrin
5	Hall Road	36 Hall Road	52 Hall Road	Carrum Downs
6	North Road (north side)	151 North Road (west of Korina Court)	Warrandyte Road	Langwarrin
7	Tavistock Road	Towerhill Road	Sycamore Road	Frankston South
8	Mountain Avenue	Moorooduc Highway	Humphries Road	Frankston South
9	Nepean Highway (west side)	600 Nepean Highway	Gulls Way	Frankston South
10	Yuille Street	Hastings Road	Bus stop north of tennis club car park	Frankston
11	Ogrady Avenue	Dandenong Road West	Nepean Highway	Frankston
12	Robinsons Road	Entrance to Bayside Christian College	Baxter Trail	Frankston
13	Warrandyte Road	Bevnoel Road	Robinsons Road	Langwarrin
14	Woolston Drive	Pratt Avenue	Yuille Street	Frankston South
15	Williams Street	Kars Street	Cliff Road	Frankston
16	Kuranda Street	Warrandyte Road	Wahgunyah Crescent	Langwarrin
17	Hill Street	Random Street	Hillcrest Road	Frankston
18	Paratea Avenue	Sibyl Avenue	Rosedale Grove	Frankston South
19	William Street (north side)	Foot Street	120 metres from Foot Street	Frankston South
20	Jamboree Avenue	The Crest	Yuille Street	Frankston South
21	Overport Road	120 Overport Road	Willora Court	Frankston South
22	Fleetwood Crescent	Nepean Highway	Western boundary of 49 Fleetwood	Frankston South
23	Aqueduct Road	Tisdall Drive	End of Aqueduct Road	Langwarrin
23	Lyons Avenue	Yuille Street	The Crest	Frankston South
25	Lang Road	Warrandyte Road	Lang Link	Langwarren
25	Rosedale Grove	Humphries Road	Alicudi Avenue	Frankston South
27	The Ridge / The Spur	Kars Street	The Crest	Frankston South
28	Saint Ives Avenue	Sibyl Avenue	Sweetwater Creek	Frankston South
29	Beech Street	McClelland Drive	Poplar Grove	Langwarrin
30	Sweetwater Drive	Overport Road	Caledonia Circuit	Frankston South
31	Edward Street	McClelland Drive	Veroncia Street	Langwarrin
32	Veronica Street	Cranbourne-Frankston Road	Edward Street	Langwarrin
33	Frankston-Flinders Road	Sages Road	Entrance Baxter Park	Langwarrin
34	Wakfield Street	Woolston Drive	Pratt Avenue	Frankston South
35	Ballarto Road	Skye Primary School	Skye Recreation Reserve	Skye - Sandhurst
36	Ballarto Road	Western boundary 270 Ballarto	Entrance to Flinders Christian College	Carrum Downs
37	Cliff Road	Williams Street	Liddesdale Avenue	Frankston
38	Spring Street	Williams Street	High Street	Frankston
39	Centre Road	Aqueduct Road	North Road	Langwarrin
40	Robinsons Road	McClelland Drive	Barretts Road	Langwarren
41	Sibyl Avenue	Humphries Road	Alicudi Avenue	Frankston South
42	Maple Street	Elm Grove	Poplar Grove	Langwarrin
43	Barretts Road	Robinsons Road	Lawton Reserve	Langwarrin
44	Cranbourne-Frankston Road	existing path at Skatepark (Lloyd Park)	Signals at Lloyd Park	Langwarrin
45	Derinya Drive	Overport Road	Derinya Primary School	Frankston South

	Street/Road	From	To	SUBURB
46	Myrtle Street	Beech Street	Larch Street	Langwarrin
47	Golf Links Road	Moorooduc Highway	Shearer Lane bus stop	Frankston South
48	Larch Street	Myrtle Street	Poplar Grove	Langwarrin
49	North Road (south side)	Bergman Road	Centre Road	Langwarrin
50	Govan Street	Full Length		Langwarrin
51	Frankston-Flinders Road (east side)	Escarpment Drive	Stotts Lane	Frankston South
52	Elm Grove	Larch Street	Sycamore Street	Langwarrin
53	The Crest	Pratt Avenue	Jasper Terrace	Frankston South
54	Pastoral Street	Kars Street	Scoble Street	Frankston South
55	Pratt Avenue	The Crest	Idon Avenue	Frankston South
56	Colemans Road	South Boundary 110R Colemans Road	North Boundary 110R Colemans Road	Carrum Downs
57	Tara Drive	Towerhill Road	Tara Lane	Frankston
58	North Road (south side)	Flame Robin Drive	Existing path link to Black Sheoak Place	Langwarrin
59	Robinsons Road	Warrandyte Road	Barretts Road	Langwarrin
60	Robinsons Road	Barretts Road	West Road	Langwarrin
61	Kelvin Grove	Cranbourne-Frankston Road	McKays Road	Langwarrin
62	Fenton Crescent	Hoadley Avenue	Violet Street	Frankston South
62	Gweno Street	Kars Street	Cliff Road	Frankston
64	Marama Drive	Yuille Street	Marama Reserve	Langwarrin
65	Kars Street	Leslie Avenue	20 m south of Pastoral Street	Frankston South
66	Raymond Avenue	Sycamore Street	Long Street	Langwarrin
67	Potts Road	Ballarto Road	133 Potts Road	Langwarrin
68	Cedar Street	McClelland Drive	Poplar Grove	Langwarrin
69	Turner Road	Front of 56 Turner Road	Raymond Avenue	Langwarrin
70	Harcourt Avenue	Kars Street	Hoadley Avenue	Frankston South
71	Hoadley Avenue	Kars Street	Fenton Crescent	Frankston South
71	Neil Street	Kars Street	Fenton Crescent	Frankston South
73	Alder Street	McClelland Drive	Poplar Grove	Langwarrin
74	Akora Court	Illira Avenue	Dunsterville Reserve	Frankston
75	Picinic Street	Mitic Court	Baden Powell Drive	Frankston South
76	Moorooduc Highway service road	Mountain Road	80 metres north of Harrow Court	Frankston South
77	Sages Road	Moorooduc Highway	Austral Crescent	Langwarrin
78	Poplar Grove	Beech Street	Sycamore Street	Langwarrin
78	Scoble Street	Pastoral Street	Vista Court	Frankston South
80	Sycamore Street	Elm Grove	Turner Road	Langwarrin
81	Stotts Lane	70 metres south of The Strand	Baxter-Toradin Road	Frankston South
82	Old Wells Road	Armstrongs Road	Greaves Court	Seaford
83	McKays Road	Centre Road	Yarralumla Link	Langwarrin



### ATTACHMENT THREE: Prioritised List of Minor Paths in Roads and Streets

	Street/Road	From	To	SUBURB
1	Reserve Rd	Nepean Highway	Riviera Street	Seaford
2	Smyth Street	Kelso Street	Oates Street	Frankston
3	Brunel Road	Seaford Road	Western end of Belvedere Road	Seaford
4	Wedge Road	Captain Cook Close	Hooper Drive (Whiting Court)	Skye - Sandhurst
5	Brodie Street	Nepean Highway	Beckworth Grove	Seaford
6	Centre Link	Jarman Drive	Cranbourne-Frankston Road	Langwarrin
7	Seabrook Way	Existing footpath on Seabrook Way	End of Seabrook Way	Seaford
8	16 Peninsula Crescent	North entrance 15 Peninsula Crescent	South entrance 15 Peninsula Crescent	Langwarrin
9	Lorraine Avenue	In front of 1-5 Lorraine Ave	In front of 1-5 Lorraine Ave	Langwarrin
10	Aqueduct Road	Outside 53 Aqueduct Road	Outside 53 Aqueduct Road	Langwarrin
11	Jeremy Way	Water Way	Reserve entrance	Frankston South
12	Valentine Road	In front of 42 Lorraine Ave	In front of 42 Lorraine Ave	Langwarrin
13	Clifton Grove	In front of Clifton Grove Reserve	In front of Clifton Grove Reserve	Carrum Downs
14	Lorraine Avenue	34 Lorraine Avenue	42 Lorraine Avenue	Langwarrin
15	Wedge Road	McCormicks Road	Bus Stop west of McCormicks Road	Skye - Sandhurst
16	John Monash Drive	1 John Monash Drive	5 John Monash Drive	Skye - Sandhurst
17	Gateway Drive	Outside 8-10 Gateway Drive	Outside 8-10 Gateway Drive	Carrum Downs
17	Industry Boulevard	Corner with Colemans Drive	Corner with Colemans Drive	Carrum Downs
19	Turner Road	In front of 67 Beech Street	In front of 67 Beech Street	Langwarrin
20	Cranbourne-Frankston Road	Outside 445 Cranbourne-Frankston Road	Outside 445 Cranbourne-Frankston Road	Langwarrin
21	Alicudi Avenue	Western Boundary of 33 Alicudi Ave	Sibyl Ave	Frankston South
22	Malcom Road	Paterson Ave	Parkleigh Court	Langwarrin



## ATTACHMENT FOUR: List of Paths in Reserves

Street/Road	From	To	SUBURB
Allied Reserve	Allied Drive	Sophia Court and Marcella Place	Carrum Downs
Austin Reserve	Henry Crescent	East Road	Seaford
Banyan Reserve (S)	Oberon Drive	Luscombe Avenue	Carrum Downs
East Seaford Reserve	End of Belvedere Road	South of Austin Road	Seaford
Franks Street (Peninsula) Reserve	Jacana Avenue	Frank Street	Frankston
Jacana Reserve	Jacana Drive	Szer Way	Carrum Downs
John Link	Union Road	Warrantyte Road	Langwarrin
John Monash Reserve	Alfred Deakin Grove	John Monash Dr, McCormicks Rd	Skye - Sandhurst
Jubilee Park	Hill Street	Nursery Avenue	Frankston
Little Boggy Creek Reserve	Granite Drive	Lexton Drive	Langwarrin
Lyster Close Reserve	Lyster Close	Boonong Avenue	Seaford
Oakwood Reserve	Oakwood Drive	Dexter Mews	Carrum Downs
Orama Reserve	North west corner	Existing path	Carrum Downs
Overport Park	Overport Road	Saint Ives Road	Frankston South
Pat Rollo Reserve	Bursaria Crescent	Mitre Crescent	Frankston North
Peninsula Link Trail Access Track	Peninsula Link Trail	McClelland Drive	Langwarrin
Pimmys Reserve	Pimmys Court	Minka Place, Darnley Place	Skye - Sandhurst
Riviera Reserve	Milroy Crescent	Seabrook Way	Seaford
Roberts Reserve	Roberts Street	Screen Street	Frankston
Sandgate Basin Reserve	Burleigh Court	Sandgate Avenue	Frankston
Southgateway Reserve	Existing shared path	Southgateway	Langwarrin
Swift Link	Swift Court	Woodvale Drive	Carrum Downs
Tangenong Creek Scout Hall Reseve	Kars Street	Baden Powell Drive	Frankston South
Telopea Reserve	Spruce Court	Alder Court	Carrum Downs
Tertullian Reserve	Tertullian Court	Baxter Trail (Willow Road)	Frankston
Valley Link	Saint Austell Court	Sanoma Drive	Skye - Sandhurst
Wade Link	Wade Court	Melanue Court	Langwarrin
Wingham Park	Bushwood Grove	Ashleigh Ave and Karingal Primary	Frankston

**Executive Summary****12.7 Biodiversity Action Plan - Community Engagement Plan**

*Enquiries: (Clare Warren: Communities)*

**Council Plan**

Community Outcome:	1. Planned City
Strategy:	1.3 Natural and sustainable environment
Priority Action	1.3.1 Protect the natural and coastal environment whilst maximising the use and enjoyment of the foreshore

**Purpose**

To brief Council on the Community Engagement Plan associated with the development of the Biodiversity Action Plan

**Recommendation (Director Communities)**

That Council:

1. Endorses the Community Engagement Plan for the development of the Biodiversity Action Plan;
2. Seeks a report back in February 2021 Ordinary Council Meeting with the Draft Biodiversity Action Plan; and
3. Notes the report back is subject to any potential delays and impacts associated with Council's response to the COVID19 pandemic.

**Key Points / Issues**

- Council's Biodiversity Policy, adopted in 2018, sets out a vision for Frankston City to support a healthy ecosystem and strong community connections with nature.
- To achieve this vision Council will develop a Biodiversity Action Plan (BAP). The intention of the BAP is to provide guidance and direction on Management, enhancement and protection of the municipality's biodiversity assets and the allocation of resources to implement this, including initiatives to improve the community's connection with nature.
- A key component in the development of the BAP is a community consultation and engagement program to ensure that local community values are identified and prioritised.
- The BAP Community Engagement Plan (Attachment A) has been developed in accordance with Council's Community Engagement Policy and Framework. The plan proposes 3 stages of community engagement- pre-development, development and public exhibition of the draft BAP.
- The first 2 stages aim to involve local community and key stakeholders in identifying biodiversity values and opportunities, issues and information gaps to inform the draft BAP.
- The draft BAP will then come to Council in February 2021 to seek approval to undertake a 6 week public exhibition period (stage 3) to gain comments and feedback from the community on the draft plan.
- The community engagement plan identifies a wide array of consultation methods from education videos, children's activity sheets, online workshops and surveys. Officers will ensure the consultation is advertised widely to gain maximum uptake from across the City.

**12.7 Biodiversity Action Plan - Community Engagement Plan****Executive Summary****Financial Impact**

There are financial costs, however, these costs can be accommodated within existing budgets including \$10,000 which has been allocated to prepare consultation material and undertake surveys and workshops.

**Consultation****1. External Stakeholders**

- Schools
- Frankston residents and visitors
- Youth Council
- DELWP
- Parks Victoria
- Melbourne Water
- PPWPCMA
- Frankston Environmental Friends Network
- Wildlife Shelters
- Landcare
- Neighboring Councils
- Bunarong Land and Aboriginal Council
- Nairn Marr Djambana

**2. Other Stakeholders**

- Community Safety
- Policy, Planning & Environmental Strategies
- Statutory Planning
- Engineering Services
- Sustainable Assets
- Capital Works Delivery
- Community Strengthening
- Operations
- Communications

**Analysis (Environmental / Economic / Social Implications)**

The BAP will provide a strategic direction for the Municipality's biodiversity to support healthy and resilient ecosystems that provide benefits for the entire community for present and future generations.

The BAP will foster strong community connections with nature in recognition of the multiple health and wellbeing and economic benefits that urban biodiversity provides.

**12.7 Biodiversity Action Plan - Community Engagement Plan****Executive Summary**

Community awareness and education are critical in conserving Frankston's biodiversity assets, resulting in this Community Engagement Plan being a key component to the development of the BAP.

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Legal

Community engagement is a key requirement of the Local Government Act 2020.

Policy Impacts

The Community Engagement Plan has been prepared in accordance with Council's Community Engagement Policy and Framework.

The development of a BAP is consistent with Council's Biodiversity Policy 2018 and Environment Strategy 2014-2024.

Officer's Declaration of Interests

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

**Risk Mitigation**

The BAP Community Engagement Plan aims to achieve the best possible outreach during the COVID-19 pandemic.

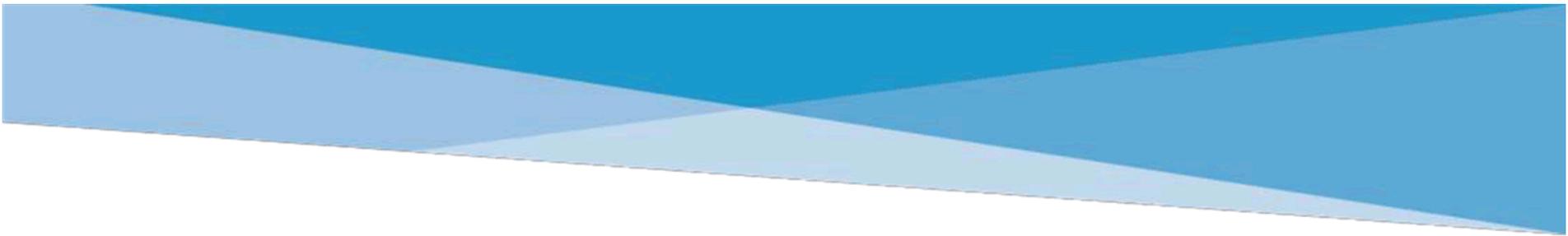
**Conclusion**

Council officers have commenced the development of a Biodiversity Action Plan to provide a strategic direction for the municipality's biodiversity. A Community Engagement Plan has been prepared to ensure extensive involvement of the community in its development.

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**ATTACHMENTS**

Attachment A: [↓](#) Community Engagement Plan - Biodiversity Action Plan 2020



# Community Engagement Plan

Project name: Biodiversity Action Plan 2020

Approved by:

Date:

<b>The project has been endorsed by EMT</b>	Yes	<b>The project has been approved by Council</b>	Yes
<b>Are planning permit approvals required</b>	No	<b>Are building permit approvals required</b>	No
<b>Key Risks:</b> <ul style="list-style-type: none"> <li>• Consultation not reaching all community members</li> <li>• Feedback not being provided</li> <li>• Potential negative feedback/political concern</li> </ul>		<b>Risk Mitigation:</b> <ul style="list-style-type: none"> <li>• Consult using various platforms for greater reach</li> <li>• Hold face-to-face sessions where/ if possible</li> <li>• Advertise Community Consultation period on social media, print media and website</li> </ul>	

**Purpose of the engagement is to:**

- Inform, educate, consult and involve the local community in identifying biodiversity values and opportunities, issues and information gaps
- To gather data from the community, external organisations and internal stakeholders
- To gather feedback on opportunities and issues
- Seek comments and feedback from the key stakeholders on the draft plan

**Key messages:**

The intention of the development of the Biodiversity Action Plan 2020 is to;

- Provide strategic direction for the Municipality's Biodiversity
- Establish different ways the community can engage with nature
- Increase the community's knowledge of biodiversity
- Prioritise areas for protection and management for multiple benefits
- Prioritise actions for protection and enhancement of biodiversity assets for multiple benefits

What are the requirements for the project?	Project step /phase and engagement activity	What is your engagement activity objective?*(tick the relevant objective)					Who is involved? Stakeholders	Timeframes	Who is responsible?	Method of Engagement:
		To Inform	To Consult	To Involve	To Collaborate	To Empower				
<b>1. Pre-development</b>	4 short information videos available on website and Social media to educate the community about Biodiversity	x					Local community	July/August 2020	Biodiversity Policy & Planning Officer  Environmental Interpretation Officer  Communications Officer – Visual Media	Website Facebook
	Activity Sheet - Biodiversity	x					Local Community – children Schools	July/August	Environmental Interpretation Officer	Website Facebook Email
<b>2. Development of draft Technical report and Action Plan</b>	Collection of existing data, plans, strategies etc.	x					Project Working group	July 2020	Consultant  Biodiversity Policy & Planning Officer	Email and meetings (via Zoom)



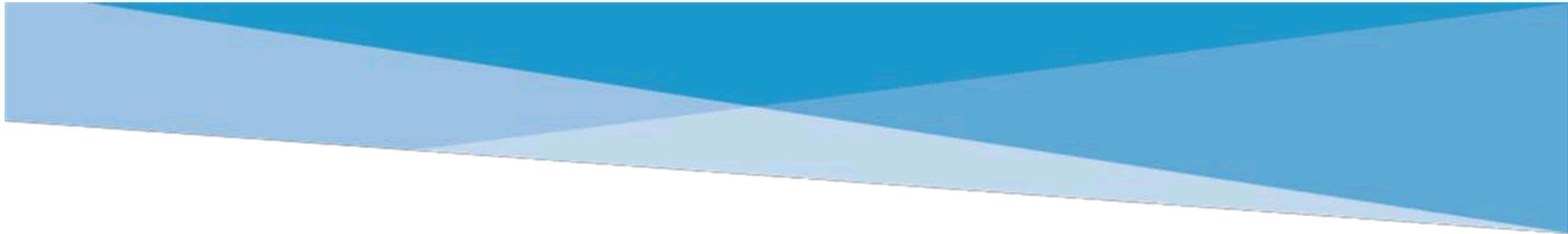
What are the requirements for the project?		What is your engagement activity objective?*( tick the relevant objective)					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		To Inform	To Consult	To Involve	To Collaborate	To Empower				
<i>Project step /phase and engagement activity</i>	<i>Complete details across the plan for each project step /phase</i>						<b>Stakeholders</b>			
	Workshops targeted at various internal departments to identify any data gaps, issues and opportunities		x	x	x		Community Safety Policy, Planning & Environmental Strategies Statutory Planning Engineering Services Sustainable Assets Capital Works Delivery Economic Development Community Strengthening Operations Communications	September 2020	Consultant  Biodiversity Policy & Planning Officer	Workshop (via Zoom)
	Workshops targeted at various external stakeholders to identify any data gaps, issues and opportunities		x	x	x		DELWP Parks Victoria Melbourne Water PPWPCMA Frankston Environmental Friends Network Wildlife Shelters Landcare Neighboring Councils Youth Council	up until 18 September 2020	Consultant  Biodiversity Policy & Planning Officer	Workshop (possibly via Zoom)



What are the requirements for the project?		What is your engagement activity objective?*(tick the relevant objective)					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		To Inform	To Consult	To Involve	To Collaborate	To Empower				
<i>Project step /phase and engagement activity</i>	<i>Complete details across the plan for each project step /phase</i>						<b>Stakeholders</b>			
							Bunarong Land and Aboriginal Council Naim Marr Djambana			
	Survey of community to identify values, issues and opportunities		x	x			Residents Community groups	up until 18 September 2020	Biodiversity Policy & Planning Officer  Communications	Online survey promoted via Website, social media, Frankston City News, e-newsletters and in local parks
	Review of Draft Action Plan and identification of gaps and allocation of responsibility of actions				x		Community Safety Policy, Planning & Environmental Strategies Statutory Planning Engineering Services Sustainable Assets Capital Works Delivery Economic Development Community Strengthening Operations Communications	November 2020	Consultant  Biodiversity Policy & Planning Officer	Workshops



What are the requirements for the project?		What is your engagement activity objective?*(tick the relevant objective)					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		To Inform	To Consult	To Involve	To Collaborate	To Empower				
<i>Project step /phase and engagement activity</i>	<i>Complete details across the plan for each project step /phase</i>						Stakeholders			
<b>3. Councillor Input</b>	Update on Draft Technical document and Action Plan to Councillors	x	x	x			Councillors EMT	February 2021	Manager Policy, Planning and Environmental Strategy	Memo Council Report
<b>4. Public Exhibition of Draft Action Plan</b>	Distribute draft for comments and feedback		x	x			Residents Community Groups	Feb/March 2021	Biodiversity Policy & Planning Officer	Website Social Media Newspapers Forums
<b>5. Consideration of Public Submissions</b>				x			Members of the public who wish to make a formal submission or address Council at the Ordinary Meeting	June 2021	Manager Strategic and Environmental Policy & Planning  Coordinator Environmental Policy & Planning	Council Meeting



What are the requirements for the project?		What is your engagement activity objective?*( tick the relevant objective)					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		To Inform	To Consult	To Involve	To Collaborate	To Empower				
<i>Project step /phase and engagement activity</i>	<i>Complete details across the plan for each project step /phase</i>						Stakeholders			
6. Release of adopted Action Plan		x					Public Council Departments	June 2021	Biodiversity Policy & Planning Officer Comms	Media Articles Email Website Video

## Executive Summary

### 12.8 Adoption of Audit and Risk Committee Charter

*Enquiries: (Kim Jaensch: Chief Financial Office)*

#### Council Plan

Community Outcome:	3. A Well Governed City
Strategy:	3.1 Accountable Governance
Priority Action	3.1.1 The elected representatives will provide clear and unified direction, transparent decision makers and good governance

#### Purpose

To seek Council approval for the establishment of an Audit and Risk Committee and adopt a charter for that Committee. This report provides for Council to meet both of those legislative responsibilities prior to the required time of 1 September 2020.

#### Recommendation (Chief Financial Officer)

That Council:

1. Revoke the Audit and Risk Committee Charter adopted by Council on 16 December 2019;
2. Revoke the Audit and Risk Committee established by Council under subsection 139(1) of the Local Government Act 1989;
3. In accordance with Section 53(1) of the Local Government Act 2020, establishes an Audit and Risk Committee (ARC) take effect from 10 August 2020;
4. Adopts the Draft Audit and Risk Committee Charter as recommended by the Audit and Risk Committee at its meeting held on 17 July 2020 take effect from 10 August 2020 with the inclusion of the following item:
  - a. At its discretion the Committee may consider complaints from the public on referral from Council or officers which may expose inappropriate practices within the Frankston City Council and any subsidiaries;
5. Appoints Mr Neil Greenaway, Mr David Fraser and Ms Lisa Tripodi as external members on the ARC until 31 December 2021, 31 December 2020 and 31 December 2022 respectively;
6. Sets the remunerations levels for external members at \$2,068 per meeting for the role of the Chair and \$1,638 per meeting for the remaining independent members, effective from 1 August 2020;
7. Approves the remuneration for Ordinary Members and the Chairperson be increased by CPI on an annual basis, effective from 1 August 2020 for a three year period;
8. Nominates Mayor Sandra Mayer and Cr Colin Hampton as Councillor members of the Audit and Risk Committee; and
9. Nominates Cr Kris Bolam as the substitute Councillor member in the event one or both of the Councillor members are absent.

#### Key Points / Issues

- The new *Local Government Act 2020* (the Act) has two key requirements that Council needs to fulfil prior to 1 September 2020 which is for Council to appoint an Audit & Risk Committee (ARC) and to adopt a charter for this Committee.

**12.8 Adoption of Audit and Risk Committee Charter****Executive Summary**

The first recommendation in this report will be for Council to establish the ARC in line with Section 53(1) of the Act.

- Given that the ARC is essentially a new Committee rather than a continuation of the previous Committee, it does require external members to be appointed rather than a reliance that the previous appointments simply carry over. It would also be worthwhile to take the opportunity to review the remuneration paid to each member given this was last reviewed by Council in June 2017.
- Council's current three members of the existing ARC (Mr Neil Greenaway, Mr David Fraser and Ms Lisa Tripodi) have term expiry dates of 31 December 2021, 31 December 2020 and 1 December 2022. Mr Greenaway and Mr Fraser will have been members of the committee for nine years at the expiry of their current term with Ms Tripodi joining the Committee in 2019.
- The model industry guidelines for the ARC Charter has suggested that industry best practice should limit members to a maximum term of nine years. Whilst the ARC is a new Committee, previous time served on the Audit and Risk Committee should be taken into account. Accordingly, it is recommended in this report that Mr Fraser be appointed as a member of the ARC until 31 December 2020 and Mr Greenaway be appointed as a member until 31 December 2021. It is also recommended that Ms Lisa Tripodi be appointed as an external member until 1 December 2022.
- In terms of remuneration, external members are paid on a per meeting basis. For the past three years (2017-2018 to 2019-2020), Independent Members remuneration had increased by CPI. The remuneration levels for 2019-2020 were \$2,023 per meeting for the Chair of the Committee and \$1,603 per meeting for the other members. It is recommended that these levels be amended to \$2,068 for the Chair role and \$1,638 for the remaining external members based on a 2.2% CPI increase over the March 2019-March 2020 period.
- Under Section 54 of the Act, Council must prepare and approve an Audit and Risk Committee (ARC) Charter on or before 1 September 2020.
- Local Government Victoria has released model guides in respect of meeting the legislative requirements (**Attachment A**). As such, the Audit and Risk Committee agreed to commence with a completely new document and apply a robust review of the model guide rather than amending its existing Charter. Some of the key changes as required by the new legislation in the Charter include:
  - Requirements to oversee compliance of Council policies and procedures with the overarching governance principles within the Act;
  - Adoption of an Annual Work Plan;
  - Undertaking an annual assessment of its performance against the Charter and providing this to Council for tabling at a Council meeting;
  - Preparation of a bi-annual audit and risk report with this also to be tabled at a Council meeting.
- A robust review was conducted on 17 July 2020 by the Audit and Risk Committee and the Executive Management Team which resulted in some minor changes and inclusions. Mayor Cr Sandra Mayer and Cr Colin Hampton attended this review discussion as Council delegates. Cr Quinn McCormack

**12.8 Adoption of Audit and Risk Committee Charter****Executive Summary**

was an apology. At the Audit and Risk Committee meeting held on 17 July 2020, it was recommended:

*That the Audit and Risk Committee:*

1. *Reviews the draft Audit and Risk Committee Charter; and*
2. *Endorses the Draft Audit and Risk Committee Charter to be presented to Council for adoption at the Ordinary Meeting held on 10 August 2020.*

*Decision: The Audit and Risk Committee amended the Charter and it was recommended to be presented to Council at its next available Ordinary Meeting for approval by Council (**Attachment B**).*

*Moved: Deputy Mayor Cr Hampton          Seconded: Mayor, Cr Mayer*

- It is recommended that Council adopt the revised Audit and Risk Committee Charter.

**Financial Impact**

There are no financial implications associated with this report other than the minor change to remuneration for external Audit and Risk Committee external members.

**Consultation****1. External Stakeholders**

Nil.

**2. Other Stakeholders**

The draft Audit and Risk Committee Charter was considered by the ARC at its meeting held on 17 July 2020. The Committee has recommended its adoption to Council.

**Analysis (Environmental / Economic / Social Implications)**

Not applicable

**Legal / Policy / Council Plan Impact**Charter 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

There are no legal implications associated with this report.

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**

The smooth functioning of the Audit and Risk Committee contributes to the overall management of Council's governance and management risks.

**12.8 Adoption of Audit and Risk Committee Charter****Executive Summary****Conclusion**

As part of the implementation of the new *Local Government Act 2020*, Council is required to establish an Audit and Risk Committee and adopt a charter for that Committee. This report provides for Council to meet both of those legislative responsibilities prior to the required time of 1 September 2020.

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**ATTACHMENTS**

Attachment A: [↓](#) Model Local Government Victoria Audit and Risk Committee Charter

Attachment B: [↓](#) Draft Audit and Risk Committee Charter - 17 July 2020

**ABC Council  
Audit and Risk Committee  
Charter**

DRAFT

**Date of Approval:**

ABC Council – Audit & Risk Committee Charter

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- A. Committee Member Regulatory Obligations – Guidance to Members

## ABC Council – Audit & Risk Committee Charter

### 1. Purpose

The ABC Council has established an Audit & Risk Committee (the Committee) pursuant to Section 53 of the Local Government Act 2020 (the Act) to support Council in discharging its oversight responsibilities related to financial and performance reporting, risk management, fraud prevention systems and control, maintenance of a sound internal control environment, assurance activities including internal and external audit and Council's performance with regard to compliance with its policies and legislative and regulatory requirements. It acts in this capacity by monitoring, reviewing, endorsing and advising on the above matters as set out in this Charter. This Charter has been developed in accordance with Section 54 of the Act.

The appointment of independent members to the Committee as outlined in this Charter enables the Committee to provide advice to Council on matters related to its responsibilities based on broader skills and experience than might otherwise be the case and in so doing bring additional benefits to Council.

The Committee has no executive authority and no delegated financial responsibilities and is therefore independent of management.

#### **Guiding Commentary**

*Whilst the Act requires that Councils establish an Audit & Risk Committee, the key driver for doing so should be to support Council to discharge its responsibilities in complex areas where specialist skills and experience need to be brought to bear.*

### 2. Authority

The Committee is directly responsible to Council for discharging its responsibilities as set out in this Charter. The Committee has no delegated authority from Council unless specifically provided by Council from time to time and any such authority shall be temporary and may only relate to specific matters as directed by Council.

The Committee has the authority to:

- Endorse key documents and reports that must be approved by Council, including annual financial reports, annual performance statements, new or revised policies and other documents that assist in maintaining a strong internal control environment;
- Approve internal and external audit plans, including internal audit plans with an outlook of greater than one year;
- Provide advice and make recommendations to Council on matters within its areas of responsibility;
- Retain counsel of relevant independent experts where it considers that is necessary in order to execute its responsibilities, subject to prior agreement with the Chief Executive Officer;
- Seek any relevant information it requires from Council, Council Officers (who are expected to co-operate with the Committee's requests) and external parties;
- Meet with Council Officers, internal and external auditors and other parties as required to discharge its responsibilities.

The Committee will, through the Chief Executive Officer, have access to appropriate management support to enable it to discharge its responsibilities effectively.

#### **Guiding Commentary**

- 1) *Approval of Internal Audit Plans*

## ABC Council – Audit & Risk Committee Charter

*There is divergence in practice amongst Committees as to whether Committees can/should approve internal audit plans. Often Councils take the view that as the Committee undertakes the detailed review of such plans and has the skill sets in its membership, the Committee should approve the plans. Alternatively, some Councils believe that Council itself should be the approval forum and hence require the Committee to review and endorse internal audit plans for approval by Council. This model takes the position that the Committee will approve the internal audit plans. Both approaches are acceptable so long as Council has made a decision as to its preferred approach.*

*If the Committee is considering a material increase in the size of the internal audit plan and hence seeking an increase in the budget spend for internal audit activity, it is recommended that the internal audit plan be approved by Council.*

### 3. Membership and Tenure

The Committee will consist of five members appointed by Council, three of whom must be independent members. Council employees cannot be members of the Committee. Details of membership and tenure are set out below:

#### *Independent Members*

- 3.1 Independent members will be appointed for three year terms;
- 3.2 Independent members may be reappointed for two additional three-year terms subject to satisfactory performance, that is, a maximum of nine years;
- 3.3 Independent members must collectively have expertise in financial management and reporting and risk management and also experience in public sector management;
- 3.4 Independent members terms of appointment will be set so that as far as possible only one member retires at a time in order to minimise the loss of knowledge of Council's business that may occur on change of membership;
- 3.5 Remuneration will be paid to independent members as approved by Council from time to time;

#### *Councillor Members*

- 3.6 Councillor members will be appointed to the Committee by Council annually;
- 3.7 Should an appointed Councillor member not be able to attend a Committee meeting, Council can appoint an alternate member to act in such circumstances, either on a meeting by meeting basis or for the entire year;

#### *Chairperson*

- 3.8 The Chairperson of the Committee must be an independent member;
- 3.9 Council will appoint the Chairperson of the Committee;
- 3.10 If the Chairperson is unable to attend a meeting, the members in attendance at the meeting will appoint a Chairperson for that meeting from among the attending members;

#### *Quorum for Meetings*

- 3.11 A quorum shall comprise at least one Councillor member and two independent members;

#### **Guiding Commentary**

##### 2) *Committee Membership*

*Whilst a membership of five is generally regarded as the optimum for a Committee, there is flexibility with regard to membership numbers. The critical point is to ensure that the*

## ABC Council – Audit & Risk Committee Charter

*independent members are the majority and as long as that is the case Councils can vary the total number of members to suit individual circumstances.*

*The key considerations are to ensure that the Committee has the right skill mix amongst its independent members, has an appropriate level of Councillor representation and is the right size to ensure that the Committee can conduct its business efficiently and effectively.*

*Councils should decide on the number of members based on the above criteria. Options and variations which may also be considered are noted below:*

- *Membership of seven with four independent and three Councillor members or membership of six with four independent members. If Council has identified specific skill needs to enable its Committee to fully consider issues that might be put before it, increasing the size of the Committee to expand its skill sets may be worthwhile. Considerations with these models will be the challenges in identifying four independent members with the appropriate skill sets and the additional work load for Councillors that may flow from having three Councillors on the Committee. The larger size of the Committee will necessarily require a skilled Chairperson to manage the additional discussion that will flow from such a model;*
- *Membership of three with two independent and one Councillor members. This is generally not a preferred option due to the added pressures that a smaller Committee requires of sitting members, the potential skill gaps that could flow from a smaller number of members and the need for 100% attendance at every meeting to meet quorum requirements;*
- *Councils can appoint alternate Councillor members who can step in to attend Committee meetings when a nominated member is not able to attend. This option is often useful where the Mayor of the day is a member of the Committee and has competing Mayoral duties.*

*The Act applies no restrictions on the number of Councillors who may attend Committee meetings. The restrictions in the Act apply only to the number of voting members. This means that Councillors who are not members of the Committee but who have a keen interest in the business of the Committee and wish to contribute to the discussion may attend meetings but cannot vote on resolutions.*

### 3) Terms of Appointment

*Terms of appointment for independent members are not specified in the Act and tend to vary. The key consideration in setting terms is to ensure that the Committee has access to relevant skills and experience that are refreshed as required. Most Committees appoint independent members for two or three terms of three years each (that is, six or nine years), and in most circumstances that will meet the above criteria. Continuous service on a Committee for longer than nine years is not recommended. Periods of less than six years equally are not recommended unless there are performance concerns.*

### 4) Appointment of Chairperson

*Council has two options as to how it appoints the Chairperson of the Committee as follows:*

- a) *Council can appoint the Chairperson; or*
- b) *Council can allow the Committee to elect its own Chairperson.*

*Generally, if Council wishes to retain control of how it wants the Committee to function, it should retain the power to appoint the Chairperson. In practice both options can work well.*

## ABC Council – Audit & Risk Committee Charter

### 4. Meetings

The Committee will meet at least four times a year, with authority to convene additional meetings, as circumstances require;

- 4.1 A schedule of meetings will be developed annually and agreed by members;
- 4.2 All Committee members are expected to attend each meeting in person, although in special circumstances members can attend through electronic means;
- 4.3 The Committee will invite members of Council's management team, the internal and external auditors and other personnel as appropriate to attend meetings. The Chief Executive Officer and the Director Corporate Services and Manager Finance (or equivalents) will attend all meetings, except for confidential matters;
- 4.4 Committee members and the internal and external auditors can request the Chairperson to convene additional meetings if they feel that is justified to address unexpected matters that may have arisen;
- 4.5 Meeting agendas and appropriate briefing materials will be provided to members at least one week before each meeting;
- 4.6 Minutes will be prepared for all meetings;

#### **Guiding Commentary**

##### 5) Number of Meetings

*There are no legislative requirements regarding the number of meetings a Committee must hold. The key determinate of the number of meetings required is the Committee's capacity to effectively discharge its responsibilities set out in its Charter on a timely basis. In broad terms, four meetings per annum held approximately every quarter will usually allow the Committee to fully discharge its responsibilities*

*Generally, most Committees schedule four meetings per annum although several do schedule five meetings. Where five meetings are scheduled, the fifth meeting is generally devoted to dealing with the various requirements related to the review and endorsement of the annual financial report and the annual performance statement and the outcomes of the audit of those reports.*

*Other circumstances that may result in additional meetings of a Committee are where Council asks the Committee to consider a special issue that cannot be held over until a scheduled meeting or where an auditor or a member of the Committee asks for an additional meeting to discuss significant matters that again cannot be held over until the next scheduled meeting.*

### 5. Responsibilities

The Committee will carry out the following responsibilities.

#### **Financial and Performance Reporting**

- 5.1 At least annually review significant accounting and external reporting issues, including complex or unusual transactions, transactions and balances in areas where judgement is required, changes to accounting policies, recent accounting, professional and regulatory pronouncements and legislative changes, and understand their effect on the annual financial report and the audit thereof;

## ABC Council – Audit & Risk Committee Charter

- 5.2 At least annually review changes to the Local Government Performance Reporting Framework and understand the impact of those changes on Council's performance indicators;
- 5.3 Review the annual financial report and annual performance statement and consider whether they are complete, consistent with information known to Committee members, reflect appropriate accounting treatments and adequately disclose Council's financial performance and position;
- 5.4 Review with management and the external auditors the results of the audit, including any difficulties encountered by the auditors and how they were resolved;
- 5.5 Recommend the adoption of the annual financial report and annual performance statement to Council; and
- 5.6 Review the appropriateness of the format and content of periodic management financial reports and performance statements to Council as required.

### Internal Control Environment

- 5.7 Review the adequacy and effectiveness of key policies, systems and controls for providing a sound internal control environment. This should be done on a rotational basis over a three to four year period;
- 5.8 Determine whether systems and controls are reviewed regularly and updated where required;
- 5.9 Monitor significant changes to systems and controls to assess whether those changes significantly impact Council's risk profile;
- 5.10 Ensure that a programme is in place to test compliance with systems and controls;
- 5.11 Assess whether the control environment is consistent with Council's Governance Principles.

#### **Guiding Commentary**

##### 6) *Internal Control Environment*

*It is widely recognised in both the business and public sectors that a sound and effective internal control environment is crucial to every business to enable them to achieve their objectives. Hence it is not surprising that Audit & Risk Committees are expected to monitor the health of the internal control environment.*

*The most widely recognised model of the Internal Control Framework is the one developed in 2013 by the Committee of Sponsoring Organisations of the Treadway Commission (COSO). It is recognised as one of the leading frameworks for designing, implementing and applying internal controls and in assessing the effectiveness of those controls. The COSO model is based on the view that there are five basic components of the Internal Control Framework as follows:*

- *Control environment;*
- *Risk assessment;*
- *Control activities;*
- *Information and communication;*
- *Monitoring*

*Internal controls help an organisation to achieve its objectives. By identifying risks that might prevent those goals from being achieved, it is possible to identify the effective controls needed.*

*This Charter gives the Committee the responsibility for overseeing and monitoring the above five elements. This section of the Charter deals with monitoring the internal control environment.*

## ABC Council – Audit & Risk Committee Charter

### 7) *Monitoring the Internal Control Environment*

*The intent of the new Act is to establish a set of principles (Governance Principles) that are the foundation of how Council conducts its affairs and interacts with other parties, such as residents, ratepayers, suppliers, contractors, other levels of government, etc. In this context, when developing the regime that monitors how well Council is adhering to these principles, the Committee will need to identify the key policies and controls that Council relies on to achieve compliance.*

*Monitoring the internal control environment (ICE) can be a challenging responsibility for Committees. The two key elements of the Committee's responsibility are as follows:*

- Defining Council's ICE. This can be difficult because the ICE varies from Council to Council. The key question that Committees need to ask when determining what constitutes the ICE is, "What are the key controls that Council relies upon in the course of carrying out its activities to ensure that Council achieves its objectives whilst protecting its assets"?; and*
- Determining how best to monitor Council's ICE.*

*The ICE includes a range of activities undertaken by Council including approval, recording, reporting and communication elements. Key control elements that are likely to be part of the ICE include:*

#### *Governance*

- Council approved Delegations of Authority;*
- Councillor and Employee Codes of Conduct;*
- Human Resource Management Policies (from recruitment and on-boarding to departure);*
- Occupational Health & Safety Policies;*
- Data privacy Policies;*
- Child safe Policies;*
- Data Governance and Security Policies;*
- Protected Disclosure Policies;*

#### *Finance & Accounting*

- Banking and Investment Policies;*
- Asset Accounting Policies;*
- Procurement Policies for all methods of procurement;*
- Purchasing Card Policies;*
- Debt Management/Borrowing Policies;*
- Rates Management Policies;*
- Accounts Receivable Management Policies;*
- High Level Budget Development, Management and Reporting activities;*
- Period End Reconciliations for significant accounts in the finance system;*
- Period End Financial Reports including budget variance analysis;*

#### *Risk Management*

- Risk Management Policies and Framework*
- Risk Appetite Policy;*
- Fraud Prevention Policies, Fraud Control Plans and Fraud Risk Assessments;*
- Business Continuity and Disaster Recovery Plans and Testing;*

## ABC Council – Audit & Risk Committee Charter

- *IT Security and Penetration/Vulnerability Assessment and Testing;*
- *Insurance Programmes*

### *Compliance Management*

- *Compliance management programs for both internal (policies) and external (legislation and regulation) elements;*
- *Payment Card Industry Compliance;*
- *Gifts, Benefits & Hospitality Policies;*
- *Management of Non-Compliance Events*

*In practice, once the ICE has been determined it is not difficult for the Committee to monitor the soundness of the ICE and this is likely to be best done by being documented in the Committee's Annual Work Plan. The key challenge in monitoring these control elements is with Council's management team as reporting on the performance of these controls can require significant resources. Generally, these matters can be included in the Committee's annual work plan on the basis that they are reviewed at least once over a rotational three to four-year cycle.*

### *8) Impact of Governing Principles*

*The new Act requires that the Committee's functions and responsibilities include the monitoring of compliance of Council's policies and procedures with the new overarching Governance Principles now required to be established by Councils in accordance with Section 60 of the Act.*

*Once the Governance Principles have been established by Council, the Committee will need to establish a programme that enables the Committee to monitor compliance with the Governance Principles. As the Governance Principles are likely to be broad in order to apply to the whole of Council's activities, the Committee will need to consider what its monitoring activities should be and how frequently it considers compliance. Once articulated, the monitoring activities can be included in the Committee's annual work plan as mentioned above.*

*If the Committee has done its work in having a clear understanding of its ICE as discussed above, it should not be a difficult or time consuming exercise to align the ICE with the Governing Principles.*

## **Risk Management**

- 5.12 Review annually the effectiveness of Council's risk management framework;
- 5.13 Review Council's risk appetite statement and the degree of alignment with Council's risk profile;
- 5.14 Review Council's risk profile and the changes occurring in the profile from meeting to meeting;
- 5.15 Review Council's treatment plans for significant risks, including the timeliness of mitigating actions and progress against those plans;
- 5.16 Review the insurance programme annually prior to renewal; and
- 5.17 Review the approach to business continuity planning arrangements, including whether business continuity and disaster recovery plans have been regularly updated and tested.

## ABC Council – Audit & Risk Committee Charter

### Fraud Prevention Systems and Controls

- 5.18 Review Council's Fraud Prevention policies and controls, including the Fraud Control Plan and fraud awareness programmes at least very two years;
- 5.19 Receive reports from management about actual or suspected instances of fraud or corruption including analysis of the underlying control failures and action taken to address each event; and
- 5.20 Review reports by management about the actions taken by Council to report such matters to the appropriate integrity bodies.

### Internal Audit

- 5.21 Review the Internal Audit Charter regularly to determine that it provides an appropriate functional and organisational framework to enable Council's internal audit function to operate effectively and without limitations;
- 5.22 Review and approve the three year strategic internal audit plan, the annual internal audit plan and any significant changes to them;
- 5.23 Review progress on delivery of annual internal audit plan;
- 5.24 Review and approve proposed scopes for each review in the annual internal audit plan;
- 5.25 Review reports on internal audit reviews, including recommendations for improvement arising from those reviews;
- 5.26 Meet with the leader of the internal audit function at least annually in the absence of management;
- 5.27 Monitor action by management on internal audit findings and recommendations;
- 5.28 Review the effectiveness of the internal audit function and ensure that it has appropriate authority within Council and has no unjustified limitations on its work;
- 5.29 Ensure that the Committee is aware of and appropriately represented with regard to any proposed changes to the appointment of the internal audit service provider, including being appropriately briefed on the need for any proposed change;
- 5.30 Recommend to Council, if necessary, the termination of the internal audit contractor.

#### **Guiding Commentary**

- 9) *Committee Involvement in Internal Audit Service Provider Appointments*  
Council's internal audit function should be established with an appropriate Charter to protect its independence so that it can complete its work without limitation or constraint. Internal Audit Charters are not difficult to establish and there are many good examples available from a multiplicity of professional sources. It is appropriate, given the nature and content of such charters, that the Committee approve the Charter. Committees should as far as practically possible adopt a charter that aligns with available good practice examples. Heavy tailoring of available charters is not recommended. It is unlikely that once established, such charters will need major change unless there are significant changes in Council's expectations of internal audit.

*It is important that the Committee is appropriately involved in consideration of any proposed change to the internal audit service provider. Such involvement should always begin before any decisions have been made about whether or not to make such a change. The Committee's primary focus with regard to internal audit service provider appointments must necessarily be about ensuring that the internal audit function is fearless and independent, that it has the capability to deliver the internal audit programme effectively on a timely basis, can engage with management in a considered and balanced way in undertaking reviews and can engage effectively with the Committee at meetings.*

## ABC Council – Audit & Risk Committee Charter

*The Committee does not need to be directly involved in a procurement panel for the appointment of an internal audit service provider in order to satisfy itself that the above attributes are achieved, but it can be involved and a member of the Committee may be asked to chair the panel although, again, that is not essential.*

### External Audit

- 5.31 Annually review and approve the external audit scope and plan proposed by the external auditor;
- 5.32 Discuss with the external auditor any audit issues encountered in the normal course of audit work, including any restriction on scope of work or access to information;
- 5.33 Ensure that significant findings and recommendations made by the external auditor, and management's responses to them, are appropriate and are acted upon in a timely manner;
- 5.34 Review the effectiveness of the external audit function and ensure that the Victorian Auditor General's Office (VAGO) is aware of the Committee's views;
- 5.35 Consider the findings and recommendations of any relevant performance audits undertaken by VAGO and monitor Council's responses to them; and
- 5.36 Meet with the external auditor at least annually in the absence of management.

#### **Guiding Commentary**

##### *10) Assessing External Auditor Performance*

*Some Committees see limited value in assessing the performance of external audit because there they have no way of influencing the appointment process due to the Victorian Auditor-General being a permanent appointment for all Councils. However, VAGO is interested in their performance and is likely to receive constructive feedback positively. This Charter takes the view that the Committee has a role to play in providing insightful feedback to VAGO on external audit performance whether VAGO or an appointed agent is responsible for delivering the external audit.*

### Compliance Management

- 5.37 Review the systems and processes implemented by Council for monitoring compliance with relevant legislation and regulations and the results of management's follow up of any instances of non-compliance;
- 5.38 Review the processes for communicating Council's Employee Code of Conduct to employees and contractors and for monitoring compliance with the Code;
- 5.39 Obtain briefings on any significant compliance matters; and
- 5.40 Receive reports from management on the findings of any examinations by regulatory or integrity agencies (whether related to investigations at Council or other agencies), such as the Ombudsman, IBAC, Victoria Government Inspectorate, etc. and monitor Council's responses.

#### **Guiding Commentary**

##### *11) Compliance Management*

*Compliance management relates to Council's responsibilities for compliance beyond the internal control environment – those are dealt with separately above in the Charter. Because of the breadth of Council service provision there is a vast amount of legislation and regulation that Council must be aware of and comply with. This section of the Charter deals with the Committee's role in monitoring Council's compliance performance in these areas. Recent examples of emerging compliance risk are the child safe standards, private swimming pool*

## ABC Council – Audit & Risk Committee Charter

*registration, industrial manslaughter, disclosure of gifts, benefits and hospitality, etc. There are many other examples. The risks to Council in not being aware of these obligations and hence not managing them appropriately can be significant. The Committee should view these obligations through a risk lens and determine whether Council has appropriate controls in place to ensure these exposures are well managed and that significant compliance risk has been appropriately mitigated.*

### 12) Compliance Specifics

*Many Committees like to include review/oversight of specific areas in their programme of activities, particularly where there can be significant reputational risk. Examples of this include:*

- *Review of Councillor and Chief Executive Officer expense reimbursement claims;*
- *Review of Councillor and Chief Executive Officer business travel expenses;*
- *Review of the Gifts, Benefits and Hospitality register*
- *Review of the Conflict of Interests and Declarations of Interest registers*
- *Review of Council approved credit/purchasing/fuel card usage*

*Committee activity in monitoring these and other areas of compliance will vary depending on the individual circumstances for each Council. For this reason, it is recommended that such activity be included in the Committee's Annual Work Plan under the compliance or internal control environment areas.*

## 6. Reporting to Council

- 6.1 Minutes of Committee meetings will be provided to Council at the first available opportunity after clearance by the Committee Chairperson following each Committee meeting;
- 6.2 The Chairperson will prepare a report to Council through the Chief Executive Officer on the Committee's activities twice per annum. One of these reports will be prepared after the meeting at which the annual financial report and the annual performance statement have been considered and recommended to Council for adoption, such report indicating how the Committee has discharged its responsibilities as set out in this Charter for the previous year.

### **Guiding Commentary**

#### 13) Minutes of Meetings

*Traditionally Committees have provided Council with copies of minutes of meetings after review by the Chairperson and many Committees have also provided reports to Council on Committee activities from time to time. The requirements in the Act maintain the practice of providing minutes of meetings and add a separate requirement that Committees report twice per annum on their activities. This will generally mean that Committees will report to Council every second meeting.*

#### 14) Reports to Council

*This model Charter takes the position that minutes of Committee meetings should always be provided to Council as required by the Act and that there should also be six monthly activity reports to Council. The key report will be the one prepared at the financial year end after the Committee has discharged its responsibilities to Council with regard to the annual financial report and the annual performance statement. This report, usually prepared in August or September each year, can be used by Council for inclusion in*

## ABC Council – Audit & Risk Committee Charter

*Council's Annual Report and in fact many Councils have followed this practice for many years.*

*It makes sense that the second report by the Committee now mandated by the new Act should be prepared in the February/March period covering activities for the other six months of the year.*

*Councils may find it useful if the August/September activity report covers the full year of activities so that it can be used for inclusion in Council's Annual Report as noted above.*

*In terms of reporting to Council, there are no specified requirements for content of such reports other than that they be a report on the Committee's activities, but it would make sense that they are structured around the Committee's responsibilities as set out in Section 5 above. In terms of frequency, Councils may decide that they have a preference for such a report after every meeting.*

*Committees should ensure that reports to Council are concise and cover only the material matters they have considered. Good practice would be a report of two to three pages as a maximum.*

### **7. Performance Evaluation**

The Committee shall undertake a process to evaluate its performance annually and report the outcomes of the evaluation process to Council through the Chief Executive Officer, including recommendations for any opportunities for improvement. The evaluation will include feedback from both Committee members and senior officers who have regular interactions with the Committee.

### **8. Committee Member Regulatory Obligations**

Committee members are expected to be aware of their obligations under Section 53 of the Act. These obligations relate to misuse of position as a member of the Committee (Section 123), confidential information (Section 125) and conflict of interest (Sections 126 to 131). Details about these obligations are included in Appendix A to this Charter.

### **9. Review of Charter**

The Committee shall review and assess the adequacy of the Charter every two years or earlier if necessary and submit requests to Council through the Chief Executive Officer for revisions and improvements for approval.

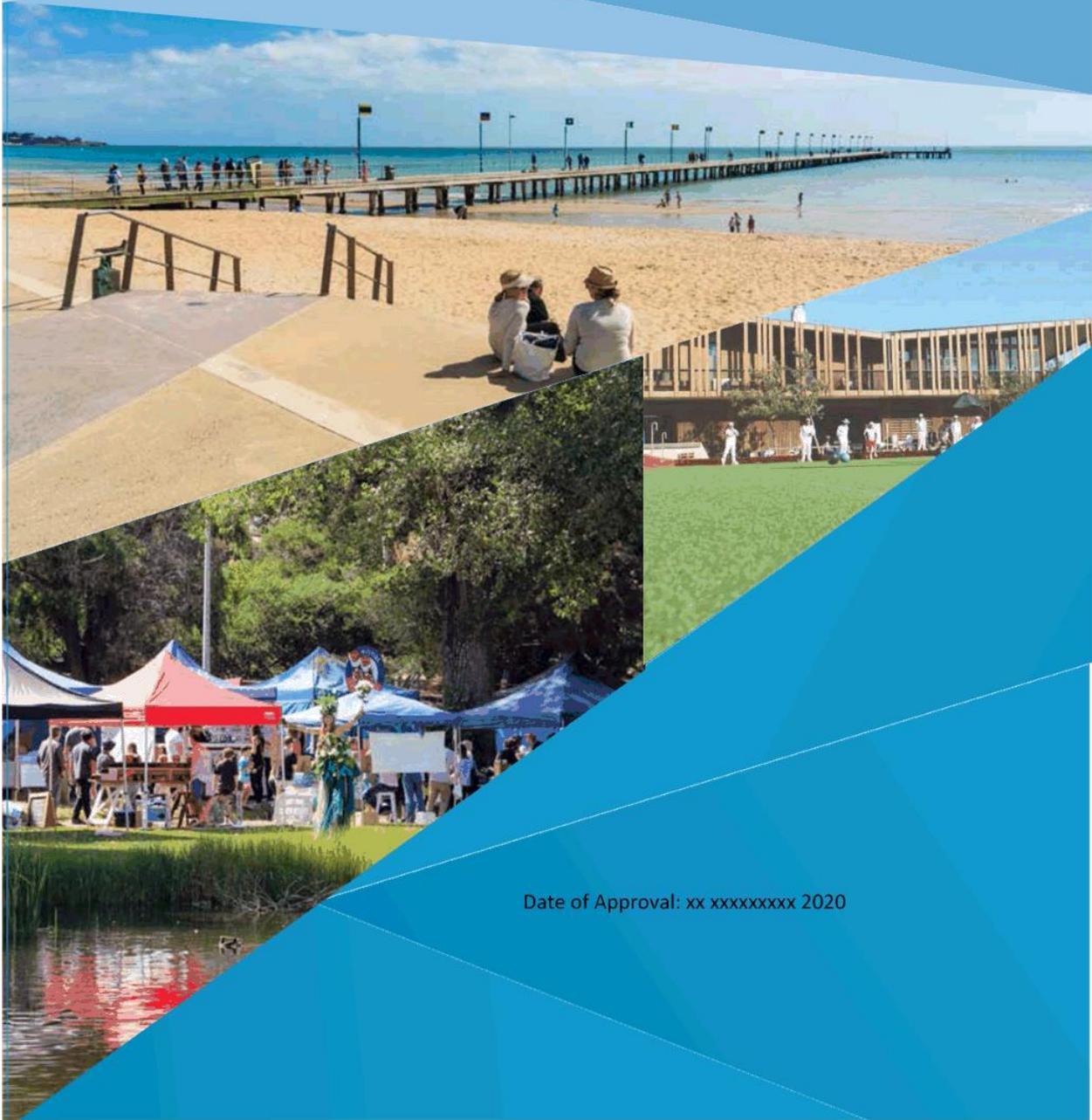
ABC Council – Audit & Risk Committee Charter

**Appendix A**  
**Committee Member Regulatory Obligations**

**Guidance to Members**

LGA Section	LGA Requirement
<b>Misuse of Position</b>	
123(1)	A Committee member must not intentionally misuse their position to: <ul style="list-style-type: none"> <li>a) Gain or attempt to gain, directly or indirectly, an advantage for themselves or for any other person; or</li> <li>b) Cause, or attempt to cause, detriment to the Council or another person</li> </ul>
123(3)	Circumstances involving misuse of a position by a member of the Committee include: <ul style="list-style-type: none"> <li>a) Making improper use of information acquired as a result of being a member of the Committee; or</li> <li>b) Disclosing information that is confidential information; or</li> <li>c) Directing or improperly influencing, or seeking to direct or improperly influence, a member of Council staff; or</li> <li>d) Exercising or performing, or purporting to exercise or perform, a power, duty or function that the person is not authorised to exercise or perform; or</li> <li>e) Using public funds or resources in a manner that is improper or unauthorised; or</li> <li>f) Participating in a decision on a matter in which the member has a conflict of interest.</li> </ul>
<b>Confidential Information</b>	
125	A member of the Committee must not intentionally or recklessly disclose information that the member knows, or should reasonably know, is confidential information. There are some exemptions to this requirement, the key one being that if the information disclosed by the member has been determined by Council to be publicly available.
<b>Conflicts of Interest</b>	
126	A member of the Committee has a conflict of interest if the member has: <ul style="list-style-type: none"> <li>a) A general conflict of interest as described in Section 127; or</li> <li>b) A material conflict of interest as described in Section 128.</li> </ul>
127	A member of the Committee has a general conflict of interest in a matter if an impartial, fair-minded person would consider that the members private interests could result in that member acting in a manner that is contrary to their public duty as a member of the Committee.
128	A member of the Committee has a material conflict of interest in a matter if an affected person would gain a benefit or suffer a loss depending on the outcome of the matter.
<p><b>Please Note</b></p> <p><i>The above guidance is not verbatim from the Act and does not include all details as explained in Part 6, Division 1 of the Act. For a full understanding of the requirements of the Act in relation to the matters summarised above, members are expected to make themselves fully aware of the requirements of the Act.</i></p>	

# Audit and Risk Committee Draft Charter



Date of Approval: xx xxxxxxxx 2020

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## 1. Purpose

Frankston City Council has established an Audit & Risk Committee (the Committee) pursuant to Section 53 of the Local Government Act 2020 (the Act) to support Council in discharging its oversight responsibilities related to financial and performance reporting, risk management, fraud prevention systems and control, Council's performance with regard to compliance with its policies and legislative and regulatory requirements, maintenance of a sound internal control environment and assurance activities including internal and external audit. It acts in this capacity by monitoring, reviewing, endorsing and advising on the above matters as set out in this Charter. This Charter has been developed in accordance with Section 54 of the Act.

The appointment of independent members to the Committee as outlined in this Charter enables the Committee to provide advice to Council on matters related to its responsibilities based on broader skills and experience than might otherwise be the case and in so doing bring additional benefits to Council.

Except as outlined in Section 2, the Committee has no executive authority and no delegated financial responsibilities and is therefore independent of management.

## 2. Authority

The Committee is directly responsible to Council for discharging its responsibilities as set out in this Charter. Except as outlined in this section, the Committee has no delegated authority from Council unless specifically provided by Council from time to time and any such authority shall be temporary and may only relate to specific matters as directed by Council.

The Committee has the authority to:

- Endorse key documents and reports that must be approved by Council, including annual financial reports, annual performance statements, new or revised policies and other documents that assist in maintaining a strong internal control environment;
- Approve internal and external audit plans, including internal audit plans with an outlook of greater than one year;
- Provide advice and make recommendations to Council on matters within its areas of responsibility;
- Retain counsel of relevant independent experts where it considers that is necessary in order to execute its responsibilities, subject to prior agreement with the Chief Executive Officer;
- Seek any relevant information it requires from Council, Council Officers (who are expected to co-operate with the Committee's requests) and external parties;
- Meet with Council Officers, internal and external auditors and other parties as required to discharge its responsibilities.

The Committee will, through the Chief Executive Officer, have access to appropriate management support to enable it to discharge its responsibilities effectively.



### 3. Membership and Tenure

The Committee will consist of five members appointed by Council, three of whom must be independent members. Council employees cannot be members of the Committee. Details of membership and tenure are set out below:

#### ***Independent Members***

- 3.1 Independent members will be appointed for three year terms;
- 3.2 Independent members may be reappointed for two additional three-year terms subject to satisfactory performance, that is, a maximum of nine years ;
- 3.3 Independent members must collectively have expertise in financial management and reporting and risk management and also experience in public sector management;
- 3.4 Independent members terms of appointment will be set so that as far as possible only one member retires at a time in order to minimise the loss of knowledge of Council's business that may occur on change of membership;
- 3.5 Remuneration will be paid to independent members as approved by Council from time to time;

#### ***Councillor Members***

- 3.6 Councillor members will be appointed to the Committee by Council annually;
- 3.7 Should an appointed Councillor member not be able to attend a Committee meeting, Council can appoint an alternate member to act in such circumstances, either on a meeting by meeting basis or for the entire year;

#### ***Chairperson***

- 3.8 The Chairperson of the Committee must be an independent member;
- 3.9 Council will appoint the Chairperson of the Committee;
- 3.10 If the Chairperson is unable to attend a meeting, the members in attendance at the meeting will appoint a Chairperson for that meeting from among the attending members;

#### ***Quorum for Meetings***

- 3.11 A quorum shall comprise at least one Councillor member and two independent members.

### 4. Meetings

The Committee will meet at least five times a year, with authority to convene additional meetings, as circumstances require;

- 4.1 A schedule of meetings will be developed annually and agreed by members;

- 
- 4.2 All Committee members are expected to attend each meeting in person, although in special circumstances members can attend through electronic means;
  - 4.3 The Committee will invite members of Council's management team, the internal and external auditors and other personnel as appropriate to attend meetings. The Chief Executive Officer and the Director Corporate Services and Manager Finance (or equivalents) will attend all meetings, except for confidential matters;
  - 4.4 Committee members and the internal and external auditors can request the Chairperson to convene additional meetings if they feel that is justified to address unexpected matters that may have arisen;
  - 4.5 Meeting agendas and appropriate briefing materials will be provided to members at least one week before each meeting; and
  - 4.6 Minutes will be prepared for all meetings and circulated as soon as practical.

## 5. Responsibilities

The Committee will carry out the following responsibilities.

### ***Financial and Performance Reporting***

- 5.1 At least annually review significant accounting and external reporting issues, including complex or unusual transactions, transactions and balances in areas where judgement is required, changes to accounting policies, recent accounting, professional and regulatory pronouncements and legislative changes, and understand their effect on the annual financial report and the audit thereof;
- 5.2 At least annually review changes to the Local Government Performance Reporting Framework and understand the impact of those changes on Council's performance indicators;
- 5.3 Review the annual financial report and annual performance statement and consider whether they are complete, consistent with information known to Committee members, reflect appropriate accounting treatments and adequately disclose Council's financial performance and position;
- 5.4 Review with management and the external auditors the results of the audit, including any difficulties encountered by the auditors and how they were resolved;
- 5.5 Recommend the adoption of the annual financial report and annual performance statement to Council; and
- 5.6 Review the appropriateness of the format and content of periodic management financial reports and performance statements to Council as required.

### ***Risk Management***

- 5.7 Review annually the effectiveness of Council's risk management framework;

- 
- 5.8 Review annually Council's risk appetite statement and the degree of alignment with Council's risk profile;
  - 5.9 Review Council's risk profile and the changes occurring in the profile from meeting to meeting;
  - 5.10 Review Council's treatment plans for significant risks, including the timeliness of mitigating actions and progress against those plans;
  - 5.11 Review the insurance programme annually prior to renewal; and
  - 5.12 Review the approach to business continuity planning arrangements, including whether business continuity and disaster recovery plans have been regularly updated and tested.

***Fraud Prevention Systems and Controls***

- 5.13 Review Council's Fraud Prevention policies and controls, including the Fraud Control Plan and fraud awareness programmes at least very two years;
- 5.14 Receive reports from management about actual or suspected instances of fraud or corruption including analysis of the underlying control failures and action taken to address each event; and
- 5.15 Review reports by management about the actions taken by Council to report such matters to the appropriate integrity bodies.

***Compliance Management***

- 5.16 Review the systems and processes implemented by Council for monitoring compliance with relevant legislation and regulations, OH&S and the results of management's follow up of any instances of non-compliance;
- 5.17 Review the processes for communicating and monitoring compliance with Council's various Codes of Conduct to Councillors, employees and contractors;
- 5.18 Obtain briefings on any significant compliance matters; and
- 5.19 Receive reports from management on the findings of any examinations by regulatory or integrity agencies (whether related to investigations at Council or other agencies), such as the Ombudsman, IBAC, Victoria Government Inspectorate, etc. and monitor Council's responses.

***Internal Control Environment***

- 5.20 Review the adequacy and effectiveness of key policies, systems and controls for providing a sound internal control environment. This should be done on a rotational basis over a three to four year period;
- 5.21 Determine whether systems and controls are reviewed regularly and updated where required;
- 5.22 Monitor significant changes to systems and controls to assess whether those changes significantly impact Council's risk profile;

- 5.23 Ensure that a programme is in place to test compliance with systems and controls; and
- 5.24 Assess whether the control environment is consistent with Council's Governance Principles.

**Internal Audit**

- 5.25 Review the Internal Audit Charter regularly to determine that it provides an appropriate functional and organisational framework to enable Council's internal audit function to operate effectively and without limitations;
- 5.26 Review and approve the three year strategic internal audit plan, the annual internal audit plan and any significant changes to them;
- 5.27 Review progress on delivery of annual internal audit plan;
- 5.28 Review proposed scopes for each review in the annual internal audit plan;
- 5.29 Review reports on internal audit reviews, including recommendations for improvement arising from those reviews;
- 5.30 Meet with the leader of the internal audit function at least annually in the absence of management;
- 5.31 Monitor action by management on internal audit findings and recommendations;
- 5.32 Review the effectiveness of the internal audit function and ensure that it has appropriate authority within Council and has no unjustified limitations on its work;
- 5.33 Ensure that the Committee is aware of and appropriately represented with regard to any proposed changes to the appointment of the internal audit service provider, including being appropriately briefed on the need for any proposed change; and
- 5.34 Recommend to Council the appointment and if necessary, the termination of the internal audit contractor.

**External Audit**

- 5.35 Annually review and approve the external audit scope and plan proposed by the external auditor;
- 5.36 Discuss with the external auditor any audit issues encountered in the normal course of audit work, including any restriction on scope of work or access to information;
- 5.37 Ensure that significant findings and recommendations made by the external auditor, and management's responses to them, are appropriate and are acted upon in a timely manner;
- 5.38 Review the effectiveness of the external audit function and ensure that the Victorian Auditor General's Office (VAGO) is aware of the Committee's views when appropriate;
- 5.39 Consider the findings and recommendations of any relevant performance audits undertaken by VAGO and monitor Council's responses to them; and
- 5.40 Meet with the external auditor at least annually in the absence of management.



### ***Subsidiaries***

- 5.41 Note and consider the internal audit plan and any significant findings from reviews quarterly;
- 5.42 Note and consider the risk profile annually and the risk matrix identifies the top high rated strategic risks. Note, any new or changing risks that affects the risk profile including controls deemed ineffective;
- 5.43 Note and consider OH&S major incidents, actual potential fraud, legal claims, instances of non-conformance with laws and regulations, material unusual accounting transactions/adjustments;
- 5.44 Note and consider the external Auditors Annual management letter;
- 5.45 Meet with external auditors and review the annual financial report and performance report of the subsidiary; and
- 5.46 The Committee will meet with the Chair and/or Chief Executive Officer of the subsidiary at least annually.

## **6. Reporting to Council**

- 6.1 Unconfirmed Minutes of Committee meetings will be provided to Council at the first available opportunity after clearance by the Committee Chairperson following each Committee meeting;
- 6.2 The Minutes will be confirmed at the next scheduled meeting; and
- 6.3 The Chairperson will prepare a report to Council through the Chief Executive Officer on the Committee's activities twice per annum. One of these reports will be prepared after the meeting at which the annual financial report and the annual performance statement have been considered and recommended to Council for adoption, such report indicating how the Committee has discharged its responsibilities as set out in this Charter for the previous year.

## **7. Performance Evaluation**

The Committee shall undertake a process to evaluate its performance annually and report the outcomes of the evaluation process to Council through the Chief Executive Officer, including recommendations for any opportunities for improvement. The evaluation will include feedback from both Committee members and senior officers who have regular interactions with the Committee.

## **8. Committee Member Regulatory Obligations**

Committee members are expected to be aware of their obligations under Section 53 of the Act. These obligations relate to misuse of position as a member of the Committee (Section 123), confidential information (Section 125) and conflict of interest (Sections 126 to 131). Details about these obligations are included in Appendix A to this Charter.



## 9. Review of Charter

The Committee shall review and assess the adequacy of the Charter every two years or earlier if necessary and submit requests to Council through the Chief Executive Officer for revisions and improvements for approval.

## Appendix A

### Committee Member Regulatory Obligations

#### Guidance to Members

LGA Section	LGA Requirement
<b>Misuse of Position</b>	
123(1)	A Committee member must not intentionally misuse their position to: <ul style="list-style-type: none"> <li>a) Gain or attempt to gain, directly or indirectly, an advantage for themselves or for any other person; or</li> <li>b) Cause, or attempt to cause, detriment to the Council or another person</li> </ul>
123(3)	Circumstances involving misuse of a position by a member of the Committee include: <ul style="list-style-type: none"> <li>a) Making improper use of information acquired as a result of being a member of the Committee; or</li> <li>b) Disclosing information that is confidential information; or</li> <li>c) Directing or improperly influencing, or seeking to direct or improperly influence, a member of Council staff; or</li> <li>d) Exercising or performing, or purporting to exercise or perform, a power, duty or function that the person is not authorised to exercise or perform; or</li> <li>e) Using public funds or resources in a manner that is improper or unauthorised; or</li> <li>f) Participating in a decision on a matter in which the member has a conflict of interest.</li> </ul>
<b>Confidential Information</b>	
125	A member of the Committee must not intentionally or recklessly disclose information that the member knows, or should reasonably know, is confidential information. There are some exemptions to this requirement, the key one being that if the information disclosed by the member has been determined by Council to be publicly available.
<b>Conflicts of Interest</b>	
126	A member of the Committee has a conflict of interest if the member has: <ul style="list-style-type: none"> <li>a) A general conflict of interest as described in Section 127; or</li> <li>b) A material conflict of interest as described in Section 128.</li> </ul>
127	A member of the Committee has a general conflict of interest in a matter if an impartial, fair-minded person would consider that the members private interests could result in that member acting in a manner that is contrary to their public duty as a member of the Committee.
128	A member of the Committee has a material conflict of interest in a matter if an affected person would gain a benefit or suffer a loss depending on the outcome of the matter.
<p><b>Please Note</b></p> <p><i>The above guidance is not verbatim from the Act and does not include all details as explained in Part 6, Division 1 of the Act. For a full understanding of the requirements of the Act in relation to the matters summarised above, members are expected to make themselves fully aware of the requirements of the Act.</i></p>	

## Executive Summary

### 12.9 Draft Property Strategy

*Enquiries: (Martin Poole: Chief Financial Office)*

#### Council Plan

Community Outcome:	3. A Well Governed City
Strategy:	3.1 Accountable Governance
Priority Action	3.1.1 The elected representatives will provide clear and unified direction, transparent decision makers and good governance

#### **Purpose**

To brief Council on the Draft Property Strategy and Plan to guide property decision making and to seek approval for community consultation.

#### **Recommendation (Chief Financial Officer)**

That Council:

1. Notes the Draft Property Strategy and Plan and endorses the Community Engagement Plan;
2. Endorses the Draft Property Strategy and Plan to be publicly exhibited for a period of 5 weeks, commencing 11 August until 15 September 2020;
3. Notes consultation will include proactive engagement of existing tenants of Council assets;
4. Seeks a report back no later than February 2021, to adopt the Property Strategy and Plan, taking into account any submissions received;
5. Notes that further work is being undertaken to establish current utilisation of Council property assets, a report will be provided back to Council no later than March 2021 following the completion of this work; and
6. Notes that the report back is subject to any potential delays and impacts associated with Council's response to the COVID-19 pandemic.

#### **Key Points / Issues**

- Council's property portfolio has been established over many years, and has not always demonstrated a cohesive approach in acquisition, use or disposal.
- Property assets are generally inflexible, are continually impacted by occupation and use, with disposal subject to unpredictable external market forces, and community concern. The nature of such assets, and the cost of related transactions, means that management of Council property can directly affect the success of Council's core service delivery to the community.
- Appropriate and strategically focused property management and decision making is therefore essential to meet the developing needs of the Frankston community, and to properly account for the use of public funds.
- The establishment of a Property Strategy and principles to direct property transactions will over time, enhance the use of property assets, and better align the portfolio with Council's broader strategic aims.
- The draft Property Strategy, which is intended to be a high level umbrella document, and a Property Plan (refer to **Attachments A and B**).

## 12.9 Draft Property Strategy

### Executive Summary

#### Financial Impact

There are no financial implications associated with this report.

The implementation of a Property Strategy and Plan is likely to lead to improved financial outcomes through better financial monitoring, the identification of potential income streams, and the development of a rental/fee charges model for the use of Council land (refer Analysis section of this report) and the Rental/Fee paper (refer to **Attachment C**).

#### Consultation

##### 1. External Stakeholders

Subject to Council approval, public consultation to seek community collaboration and input into the draft Property Strategy and Plan, as well as feedback on criteria to inform any future rental/fee model, is recommended. Officers will proactively seek feedback from existing tenants of Council property assets. For more detail please refer the Community Engagement Plan (**Attachment D**).

##### 2. Other Stakeholders

Consultation in respect of property matters, including concerns, issues and preferred outcomes took place with internal stakeholders in 2018.

Consultation in respect of the draft Property Strategy and Plan was undertaken in 2019, with feedback being considered and incorporated where appropriate.

Internal stakeholders for the above consultation were:

Recreation & Leisure	Communities	Governance
Strategic Planning	Environmental Planning	Engineering Services
Capital Works Delivery	Open Space	Arts & Culture
Asset Planning	Facilities	Specialist Vegetation
Coastal Planning	Compliance & Safety	Finance
Risk	Community Engagement	

The draft Property Strategy and Plan was presented to EMT in March 2020.

Further consultation in respect of an appropriate rental/fee model for the use of Council land took place with relevant stakeholders in May 2020.

#### Analysis (Environmental / Economic / Social Implications)

The draft Property Strategy seeks to implement an achievable vision, as well as principles or values considered necessary to facilitate improved property management.

Both the community and Council will benefit from a clear framework within which property related decisions are made, allowing appropriately evidenced strategic justification for the same, and facilitating equitable treatment of occupiers of Council land. Over time, the implementation of the draft Property Strategy and Plan will address the setting of undesirable precedents as a result of ad hoc property decisions, and encourage occupiers to better focus on the provisions of services to the wider community.

Consultation with the community will allow feedback to be provided.

Acknowledging that the property portfolio is broad with primary and secondary functions, a Property Review in respect of the Leasing/Licensing component only, has also been undertaken by an external consultant.

**12.9 Draft Property Strategy**  
**Executive Summary**

A summary document including recommendations on strategic, policy and process elements, along with officer’s comments and feedback as to whether the recommendations are supported in full or in part (Accepted/Accepted in Principle) or are not supported (Rejected)(refer **Attachment E**).

Occupiers carry out different services and functions, some aimed at providing a community focused service, with some seeing the use of Council land as a more reasonable financial alternative to private land.

Occupiers have access to different sizes and types of facilities, with some facilities being able to generate an income to support the service run. Some occupier groups comprise wholly of volunteers, some groups may have made financial contributions to the upgrade or provision of the facilities used, or secured grant funding to assist in the same.

There is no one size fits all, or best practise model for the setting of fees under leases and licences. Even market valuations by themselves, which generally provide consistent criteria and take into account the nature and use of the facility are not considered a practical baseline for all occupiers in isolation. Such valuations are subject to external and sometime volatile market forces, and would require the expenditure of funds likely to be significantly disproportionate to the income received. Valuations may be a useful tool when combined with other criteria, or some form of discounting model where applicable, such as for community uses.

Therefore, officers are of the view that the community be consulted on the options for appropriate criteria for rentals and fees. This will allow any areas of concern to be identified, as well as an understanding of the value attributed to the use of public land consistent with the Draft Property Strategy, to be gained.

Documents for Council consideration as are follows:

<b>Property Strategy Framework</b>		
<b>Foundation Steps</b>	<b>Responsible Area</b>	<b>Brief details &amp; Status</b>
Property Strategy (Attachment A)	Commercial Services	<p><b>Details</b> This document creates:</p> <ul style="list-style-type: none"> <li>• a vision for how Council Property is to be managed;</li> <li>• identifies what is meant by Council Property;</li> <li>• establishes Property principles that underpin decision making; and,</li> <li>• provides a framework for progress on implementation of enhanced Property practices.</li> </ul> <p><b>Status</b> Submitted to Council for consideration and approval for public consultation</p>
Property Plan (Attachment B)	Commercial Services	<p><b>Details</b> This document creates:</p> <ul style="list-style-type: none"> <li>• overarching values for Property management that will facilitate the Property Vision;</li> <li>• classifies Property by its primary or intended use;</li> <li>• identifies the core Property functions with the intended objective of each function;</li> </ul>

## 12.9 Draft Property Strategy

**Executive Summary**

Property Strategy Framework		
<i>Foundation Steps</i>	<i>Responsible Area</i>	<i>Brief details &amp; Status</i>
		<ul style="list-style-type: none"> <li>provides context for the functions and objectives; and,</li> <li>confirms the legislative framework within which the portfolio must be managed.</li> </ul> <p><b>Status</b> Submitted to Council for consideration and approval for public consultation.</p>
Property (Leasing and Licensing) Review (Attachment C)	Commercial Services	<p><b>Details</b> Consultant Review to assess existing practices and make recommendations for best practice management of Property in a variety of areas.</p> <p><b>Status</b> Completed.</p> <p>Strategic directions incorporated into the draft Property Strategy &amp; Plan, with strategic, policy and process recommendations submitted to Council for context.</p>
Rentals and Fees Paper (Attachment D)	Commercial Services	<p><b>Details</b> This paper explains the need for community input into criteria for a rental/fee model, and provides a sample questionnaire for consultation.</p> <p><b>Status</b> Submitted to Council for consideration and in principle approval for public consultation.</p>
Property Actions	Commercial Services	<p><b>Details</b> Priority actions to be developed following completion of community consultation.</p>

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Legal

Nil.

Policy Impacts

The Property Strategy and Plan are supported by a number of existing policies, strategies and plans, and are intended to compliment such documents.

Officer's Declaration of Interests

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

**12.9 Draft Property Strategy****Executive Summary****Risk Mitigation**

There is limited risk in considering a draft Property Strategy and Plan, and seeking feedback from the public as to its contents and overall direction, in addition to criteria for the setting of a rental/fee model for leases and licenses.

**Conclusion**

A draft Property Strategy and Plan has been prepared for consideration. In principle approval and public notification to seek community collaboration and input is recommended.

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**ATTACHMENTS**

- Attachment A:[↓](#) Draft Property Strategy
- Attachment B:[↓](#) Draft Property Strategy (Property Plan)
- Attachment C:[↓](#) Draft Property Strategy (Rental and Fees)
- Attachment D:[↓](#) Community Engagement Plan
- Attachment E:[↓](#) Leasing and Licensing Review (Summary Recommendations)

# Frankston City Council Property Strategy 2020 – 2024



*Lifestyle Capital of Victoria*





## Property Vision

Council property is managed for the broader community benefit, in a pro-active, clear, adaptable and financially responsible way.

## Background

A guided approach is sought, through the establishment of a Property Strategy, to create an achievable vision, principles and framework for the management of Council Property.

Council owns or manages over 2,500 title parcels of land within the municipality, in addition to improvements, with a total value in excess of \$1 billion.

Council owns or manages land to provide and facilitate the provision of services and amenities to the community, both current and future.

Land parcels differ greatly in area and use, and range from narrow plantation reserves to large sporting reserves, car parks and roads, civic buildings and pristine coastline.

Secured over many years by many different methods, a demonstrated cohesive approach to Council's property portfolio in acquisition, use, or disposal, has not always been evident.

The nature of property assets, which are continually impacted by their occupation and use, and the associated cost of property transactions, is such that effective management of Council Property, can directly affect the success of Council's core service delivery to the community.

Management also requires a measured balance between the interests of the users of Council property, and the interests of Council as a service manager and advocate for users, in addition to being the land owner or manager.

An overarching Property Strategy, with an achievable vision and supporting principles is considered essential to ensure improved, and strategically focused Council Property management both today, and for the future.

## Council Property

Council Property (Property) means any kind of interest, legal or otherwise, which Council holds in both land and improvements.

This includes property where Council is:

- the land owner or registered proprietor of freehold land  
*(land that is free from holds or restrictions for the benefit of the owner in perpetuity); or,*
- the lessee or tenant under a lease agreement  
*(land and/or buildings that are not in Council's ownership, but over which Council has been granted exclusive possession for a specified period of time for a particular use or purpose); or,*
- the appointed Public Land Manager by another agency, such as the Committee of Management over Crown land on behalf of the State Government  
*(land remaining that is not freehold land, but is reserved by Her Majesty The Queen, represented by the Victorian Governor in Council, and delegated to the Department of Environment, Land, Water, and Planning).*

## Property Principles

The Frankston City Council Property Strategy is underpinned by five principles:

## Community Benefit

### Property management and decision making has proper regard for the broader community and public interest needs.

A community benefit approach considers not just the needs of individual groups, but the longer term interests and needs of the whole community, achieving decisions that more closely align with Council's current and future strategic goals, whilst maximising public value.

*(An example of this in respect of the use of Council Property, is to ensure uses are appropriately located and consistent with, or do not detract from, the primary land use and as far as practicable maximise the use of the Council facility. An example in respect of the sale of Council land is to only sell at the assessed Council market value, unless a sale achieves an identified strategic goal, such as a social housing development).*

## Pro-Active

### Property management is pro-active and forward thinking.

A pro-active and forward thinking approach enables sound administrative and financial planning, achieving better overall management of Property.

*(An example of this in respect of the use of Council Property, is to actively consider the need for new occupancy agreements six months from when existing agreements are due to be renewed, with assessments having regard to the medium and long term strategic goals of Council and the service needs of all parties).*

## Clear

### Property management is clear.

A clear approach achieves a better understanding of property management decisions by providing certainty and transparency, and demonstrates equity and accountability to the community, improving relationships with users of Council land.

*(An example of this is to establish agreed criteria to support recommendations or decision making. An example of this in respect of the use of Council Property, is to provide consistency and easily understood language in the terms and conditions of occupancy agreements).*

## Adaptable

### Property management is adaptable.

An adaptable approach responds to the changing needs of the community in service delivery and land holdings, achieving appropriate oversight without compromising sound Property management.

*(An example of this in respect of the use of Council Property is the increase in female participation in sport, and resulting need to provide suitable facilities to cater for the increased demand, in a timely and considered manner).*

## Financially Responsible

### Property management is financially responsible.

A financially responsible approach achieves better community outcomes, ensuring users of Council land can meet obligations, public value is maximised and the use of public funds is properly accounted for.

*(An example of this in respect of the use of Council Property is to review the financial statements of users to assess whether they have sufficient funds to meet obligations imposed by occupancy documents. An example in respect of the sale of Council land, is to identify where the proceeds of any sale are intended to be reinvested.)*

## Framework

This Property Strategy provides a framework and actions for achieving the Property Vision.

### Property Framework

The Property Framework establishes the foundation steps to be completed to build a robust Council Property portfolio.

### Property Plan

A Property Plan is required to guide Property management practices.

The Property Plan will:

- Identify core property functions, and set overarching objectives within each function
- Provide appropriate context/background to support identified objectives
- Identify appropriate classifications for Council Property in accordance with the primary or intended function of the land

### Property Review

A Property Review has been completed by an independent consultant, to provide advice and recommendations in respect of a select group of users of Council Property, to assist in achieving improvement in the current Property management regime.

The Property Review:

- Aligns with best practice
- Has been appropriately benchmarked
- Make recommendations capable of implementation across the wider Property portfolio

### Property Actions

Decision oriented Property Actions will be developed, that identify the priorities for achieving the objectives in the Property Plan and ultimately the Property Vision.

Property Actions will:

- Ascertain the responsible party and timing for each action
- Identify the method by which the action and objective is intended to be achieved
- Be appropriately prioritised

Property Strategy Framework		
Foundation Steps	Responsible Area	Status
Property Strategy	Commercial Services	Submitted to Council for consideration

Property Plan	Commercial Services	Submitted to Council for consideration
Property Review	Commercial Services	Strategic directions incorporated into the draft Property Strategy & Plan, with recommendations submitted to Council for context.
<b>Property Actions</b>		
<i>Foundation Steps</i>	<i>Responsible Area</i>	<i>Status</i>
Property Actions	Commercial Services	Priority actions to be developed following completion of community consultation.

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# Property Plan 2020-2024



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## CHIEF EXECUTIVE OFFICER'S MESSAGE

Property assets are fundamental to the delivery of any service by, or on behalf of Frankston City Council (Council) to the Frankston community.

This is reflected in Frankston's extensive property portfolio, which supports a wide variety of uses and functions.

The Frankston Property Plan (Plan) will guide Council and its delegated officers in making property recommendations and decisions to achieve Council's Property Vision as follows:

*Council Property is managed for the broader community benefit, in a proactive, clear, adaptable and financially responsible way.*

## INTRODUCTION

Council owns or manages over 2,500 title parcels of land within the municipality, in addition to improvements, with a total value in excess of \$1 billion.

Council owns or manages land to provide and facilitate the provision of services and amenities to the community, both current and future.

Land parcels differ greatly in area and use, and range from narrow plantation reserves to large sporting reserves, car parks and roads, civic buildings and pristine coastline.

Secured over many years by many different methods, a demonstrated cohesive approach to Council's property portfolio in acquisition, use, or disposal, has not always been evident.

The effective management of Council Property, can directly affect the success of Council's core service delivery to the community, and therefore it is vital that a considered approach to Property management is established.

## GUIDING VALUES

Overarching values held for the general management and transaction of the property portfolio, irrespective of the particular property function, are as follows:

### 1. Use of Council Property by others delivers public value

Council manages its property portfolio as far as practical, to maximise the broader public benefit and community service delivery needs, striving to maximise the use of all Council Property buildings.

This supports the *Community Benefit* principle of the Property Vision.

### 2. Financial sustainability

Council manages its property portfolio with financial management practices consistent with Council's Long Term Financial Plan.

All property related decisions consider Council budgetary impacts in addition to the financial position of any occupiers of Council owned or managed land, to ensure occupiers are able to discharge their obligations under a Lease or Licence.

This supports the *Pro-active* and *Financially Responsible* principles of the Property Vision.

### 3. Legal and statutory compliance

Council manages its property portfolio in accordance with all legal and statutory requirements, and follows appropriate and documented procedures when making property decisions.

All physical property assets (buildings; facilities and infrastructure) have an established and programmed maintenance regime, and are deemed fit for purposes prior to occupation.

This supports the *Clear* and *Adaptable* principles of the Property Vision.

### 4. Consistent and transparent management

Council manages its property portfolio in a cohesive and consistent manner that aligns with its broader strategic aims.

All property related decisions are to be supported by appropriate property data and analysis where available, to ensure transparent decision making.

This supports the *Clear* and *Pro-active* principles of the Property Vision.

## COUNCIL PROPERTY

For the purposes of the Property Plan, Property means any kind of interest, legal or otherwise, which Council holds in both land and improvements.

This includes Property where Council is:

- the land owner or registered proprietor of freehold land  
*(this means land that is free from holds or restrictions for the benefit of the owner in perpetuity); or,*
- the lessee or tenant under a lease agreement  
*(this means land and/or buildings that are not in Council's ownership, but over which Council has been granted exclusive possession for a specified period of time for a particular use or purpose); or,*
- the appointed Public Land Manager by another agency, such as the Committee of Management over Crown land on behalf of the State Government  
*(this means land remaining that is not freehold land, but is reserved by Her Majesty The Queen, represented by the Victorian Governor in Council, and delegated to the Department of Environment, Land, Water, and Planning).*

Property also includes other types of interests such as, but not limited to easements, s.173 agreements under the Planning and Environment Act 1987, and Public Acquisition Overlays.

Council owns or manages Property for a variety of reasons and uses, current and future. The fundamental purpose of Council ownership or management, is reflected in a property's classification.

This Plan relates to both land management and the use of land, in addition to physical assets such as buildings; facilities and infrastructure, and applies irrespective of a property's classification, or third party encumbrances such as leases and licenses.

## COUNCIL PROPERTY CLASSIFICATIONS

This Plan classifies Council Property in accordance with its fundamental or future intended use.

This supports the *Clear* principle of the Property Vision.

Classification under this Plan is not necessarily reflective of the existing use which may be historical or considered to be short term. As such, Council Property may align with more than one classification.

### Principal Classification

**Civic Use:** This includes Council's office and administrative buildings, depot and recycling centre, as well as drainage and tree reserves. These holdings are essential to the delivery of core Council functions and services.

**Commercial Use:** This includes cafes and restaurants, telecommunications facilities, markets and car parks. The primary function of these holdings is income generation and investment to support Council's operational

and service delivery needs. These types of Property commonly have a secondary function, through the provision of lifestyle/amenity services to the wider community.

**Recreational Use:**

This mainly relates to active sporting precincts and includes sports grounds and ovals, pavilions, and recreational centres/buildings. The primary function of these holdings is to support and encourage community use in leisure activities. This category includes the exclusive private use of public land and Bathing Boxes or Boatsheds, for individual benefit.

**Community Use:**

The majority of Council property falls within this category. This includes the Frankston Arts Centre; Ebdale Hub; accommodation support buildings; libraries; community and maternal and child health centres; senior citizen centres; scouts and guides halls; arts buildings; cultural and historical buildings; parks, and environmental and nature reserves such as the foreshore. The primary function of these holdings is the provision of services and facilities for the benefit of the broader community.

**Educational Use:**

This relates to property holdings used to support delivery of one of the four tiers of education in the state of Victoria, being kindergarten, primary and secondary school, and tertiary education.

**Vacant Land:**

The minority of Council property falls within this category. This is land that has no primary function as it has no existing active use, no demonstrated medium to long term service delivery or essential use, and has been identified as surplus to requirements and considered for potential disposal.

**Strategic Use:**

In a limited number of cases, Council owns property to meet medium to long term strategic goals. Property in this classification may not have an active current use, but may be required to be retained for future operational or service delivery needs.

**Roads:**

Council owns and manages many Roads within the municipality, as the local or coordinating Road Authority. Some roads, which have been determined as not being required for public use, can be considered for discontinuance, either for Council use or for sale to a third party.

## COUNCIL PROPERTY FUNCTIONS

### PRIMARY

Primary or core functions are those which are central to the effective management of Council's Property portfolio.

#### Acquisitions

This function relates to identifying some form of Property need that will support direct Council service delivery, or core function, by way of strategic assessment and analysis.

This includes land acquisitions, including the use of Council's powers as an acquiring authority (compulsory acquisition) as well as securing interests in third party (private) land, such as a drainage easement.

#### Leases and Licenses

This function relates to Council in its capacity as a landlord, irrespective of the end use of the Property.

This includes the assessment, suitability and negotiation of new leases and licenses for occupiers of Council owned or managed Property, as well as the ongoing management and enforcement of lease and license provisions and maintenance of the Lease and Licence register.

This also includes Council's role as a Tenant, whereby property is owned by a third party, but is used by Council to deliver a direct service to the community, or where Council is requested to be party to a Joint Use Agreement.

#### Maintenance

This function relates to actions in respect of routine, responsive and scheduled maintenance of Property assets held or managed by Council, and is fundamental to the ability to achieve direct service delivery to the community. The Building Asset Maintenance Plan details the approved processes and procedures to govern maintenance undertaken by Council.

The Lease and Licence function also determines the type and extent of maintenance if any, to be undertaken by users of Council land.

#### Disposals

This function relates to the assessment of Property assets for which there is no current use, or no demonstrated medium to long term service delivery need, that has or may be identified as surplus to Council requirements and potential disposal.

This includes a comprehensive review of disposal options, consideration of the benefits of disposal or alternative end uses, and the timing of sales to maximise the financial return to Council.

### ANCILLARY

Ancillary functions are those which support the primary functions, and are essential to ensure that administrative and statutory obligations and the overarching strategic aims in respect of Council Property are met.

Further details are provided in Appendix A.

## ACQUISITION

### APPLICATION

The acquisition of property assets by Council is consistent with this Plan and any related policies and guidelines.

This Plan is applicable to all property acquisitions except as stated below.

Exempt acquisitions are:

- Acquisitions proposed to occur between public bodies as defined by the Local Government Act 1989, and Local Government Act 2020 (*such as a purchase of land from Melbourne Water*)
- Acquisitions which are solely the result of a proposed land exchange, or are undertaken purely for the efficient/streamlining of ongoing property management (*such as to correct a historical anomaly, like the realignment of a title boundary*)
- Acquisitions under a Public Acquisition Overlay the approval of which was published in the Victorian Government Gazette within the previous five (5) years

### OBJECTIVES

Council has the following objectives for property acquisition:

- To ensure that all property acquisitions are undertaken for a demonstrated, approved current or future service delivery purpose, provided by or on behalf of Council.
- To ensure that any proposed property acquisition is appropriately assessed to establish acquisition is the best option to deliver the service need in the medium to long term.
- To ensure that any property acquisition demonstrates value for money and financial sustainability in the medium to long term.

The context within which these objectives can be supported, is contained in Appendix B.

## LEASING AND LICENSING

### APPLICATION

The leasing and licensing of property assets, whether land and/or buildings by Council is consistent with this Plan and any related policies and guidelines.

This Plan is applicable to all leasing and licensing of Council owned and managed property except as stated below.

Exempt leasing and licensing matters are:

- Leasing and licensing proposed to occur between public bodies as defined by the Local Government Act 1989, and Local Government Act 2020 (*such as a lease with the Minister for Education and Training*).
- Leasing and licensing which is awaiting the outcome of a disposal determination, either by Council or the Crown (*such as an existing occupancy that is not currently under a formal agreement but where the occupier has made a formal request to purchase the land*).

- Leasing and licensing with a maximum term of two (2) years without options, irrespective of whether procedures under the Local Government Act 1989, and Local Government Act 2020 are required.
- Licensing of any part of a Road reserve, irrespective of whether the Road is constructed.
- Seasonal Tenancies, where the occupant changes once per year.
- Public and community halls which are subject to separate short term hire agreements.

## OBJECTIVES

Council has the following objectives for leasing and licensing Council owned or managed property:

- To ensure that all proposed leasing and licensing is for a demonstrated, approved current or future service delivery, in cases where the service is provided by or on behalf of Council.
- To ensure that the leasing or licensing of Council owned or managed land is the most appropriate option to deliver an indirect service or use.
- To ensure an appropriate Financial Value is returned to Council, in cases where the use is primarily for the commercial benefit of a private operator.
- To ensure that any leasing or licensing demonstrates a satisfactory Service and/or Financial Value where the primary use is not commercial

Information on what is meant by Service and/or Financial Value is contained in Appendix A.

The context within which these objectives can be supported, is contained in Appendix B.

## MAINTENANCE

### APPLICATION

The maintenance of property assets by Council is consistent with this Plan and any related policies and guidelines.

This Plan is applicable to all Council owned and managed property.

Council has policies and procedures which guide the management and maintenance of property assets, including:

- Asset Management Policy 2019
- Asset Management Strategy 2013-2017 (under review)
- Building Asset Management Plan 2016 (planned for review 2020-2021)

This Plan operates in conjunction with current policies and procedures. Further material detailing this function is contained within those policies.

## OBJECTIVES

Council has the following objectives for maintenance under this Policy as it relates to third party occupation of Council owned or managed property:

- To ensure that maintenance responsibilities, actions and processes are clearly identified and documented, where third parties are in occupation of Council Property
- To ensure that appropriate maintenance standards and schedules are upheld where required to be undertaken by third parties in occupation of Council Property

- To ensure that any maintenance undertaken by Council on Property occupied by a third party, demonstrates a satisfactory Service and Financial Value

The context within which these objectives can be supported, is contained in Appendix B.

## DISPOSAL

### APPLICATION

The disposal of property assets by Council is consistent with this Plan and any related policies and guidelines.

This Plan is applicable to all property disposals except those stated below.

Exempt disposals are:

- Disposals proposed to occur between public bodies as defined by the Local Government Act 1989, and Local Government Act 2020 (*such as a disposal of land to the Minister for Education*)
- Disposals which are solely the result of a proposed land exchange, or are undertaken purely for the efficient/streamlining of ongoing property management (*such as to correct a historical anomaly, like the realignment of a title boundary*)
- Disposals to resolve an unauthorized occupancy of Council land, where all other alternatives have been exhausted and protracted legal action is the only other option (*such the construction of a permanent building on Council land*)
- Disposals of any part of a former Road which has been discontinued under the Local Government Act 1989

### OBJECTIVES

Council has the following objectives for Property disposal:

- To ensure that all property disposals undertaken have confirmed the land is surplus to requirements and is not required for the delivery of an ongoing or future service delivery need, provided by or on behalf of Council
- To ensure that any proposed property disposal demonstrates maximum value for money, and appropriately considers any guaranteed community benefits as a direct result of the sale
- To ensure that any proposed property disposal makes recommendations for the proceeds of sale, taking into account relevant legislative requirements

The context within which these objectives can be supported, is contained in Appendix B.

## LEGISLATIVE FRAMEWORK

Property dealings are managed in accordance with a range of legislative provisions and the associated regulations.

The principal pieces of legislation utilised in property management are as follows:

<i>Associations Incorporations (Reform) Act 2012</i>	<i>Native Title Act 1993(Cmth)</i>
<i>Building Act 1993</i>	<i>Occupational Health &amp; Safety Act 2004</i>
<i>Children’s Services Act 1998</i>	<i>Planning and Environment Act 1987</i>
<i>COVID-19 Omnibus (Emergency Measures) Act 2020 (VIC)</i>	<i>Property Law Act 1958</i>
<i>Crown Land (Reserves) Act 1978</i>	<i>Retails Leases Act 2003</i>
<i>Environmental Protection Act 1970</i>	<i>Road Management Act 2004</i>
<i>Health Act 1958</i>	<i>Sale of Land Act 1962</i>
<i>Land Acquisition and Compensation Act 1986</i>	<i>Subdivision Act 1988</i>
<i>Land Act 1958</i>	<i>Telecommunications Act 1997(Cmth)</i>
<i>Local Government Act 1989 (VIC)</i>	<i>Transfer of Land Act 1958</i>
<i>Local Government Act 2020 (VIC)</i>	<i>Valuation of Land Act 1960</i>
<i>Marine and Coastal Act 2018</i>	<i>Wrongs Act 1958</i>

## Strategies, Policies and Guidelines

There are a number of Council strategies and policies in addition to external guidelines which assist in the management of the property portfolio.

Relevant Council documents include:

<i>Building Asset Management Plan 2016</i>	<i>Housing Strategy 2018</i>
<i>Child and Family Plan 2014-2018</i>	<i>Long Term Financial Plan 2019-2029</i>
<i>Coastal Management Plan 2016</i>	<i>Municipal Health and Wellbeing Plan 2013-2017</i>
<i>Community Plan 2017-2021</i>	<i>Open Space Strategy 2016-2036</i>
<i>Council Plan 2017-2021</i>	<i>Sports Development Plan 2013-2019</i>

Relevant external documents include:

<i>Committee of Management Good Practice Guidelines</i>
<i>Charter of Human Rights</i>
<i>National Competition Policy</i>
<i>Local Government Best Practice Guidelines for the Sale and Exchange of Land</i>
<i>Victorian Government Land Monitor Policy</i>

## UPDATES AND REVIEW

Amendments to this plan that are minor, and only reflect a procedural or administrative variation that does not fundamentally impact or alter this document, are able to be approved by the Chief Executive Officer, for example new legislation or an organisational name change to a department.

Amendments that result in a fundamental change to this plan, must be approved by Council.

The owner of the Property Strategy and Plan is the Chief Financial Officer.

Implementation of the Property Strategy and Plan is the responsibility of the Manager Commercial Services.

The next review of the Property Plan is due by June 2024.

## Appendix A

### Ancillary Property Functions

Ancillary functions are those which support the primary functions, and are essential to ensure that administrative and statutory obligations and the overarching strategic aims in respect of Property are met.

These functions include but are not limited to management of the Crown land portfolio together with appointments and approvals; the provision of accurate cadastral title information and/or interpretation and advice; enforcement and compliance particularly in respect of encroachments into/on Council Property and claims for adverse possession; town planning referrals in respect of how private development proposals may impact Council Property particularly where there are established Community user groups; boundary realignments, and legislative interpretation particularly for retail tenants.

#### Property Value

Council Property can be valued in a number of ways.

Financial value can be derived from the monetary amount on Council's asset register, the assessed market value of the asset in a potential use or disposal scenario, as well as any established or potential income received by Council from the use of Council Property.

Established or potential income can be balanced against the annual cost of maintaining the asset, to assist in gaining a more accurate financial value of the income position (net income).

The Financial value of any discounted or reduced rent or fee to an occupier, which is essentially akin to the provision of a grant or subsidy, can also be considered, in either the Financial value or in the context of the Service value.

Service value can be derived from the use or uses of Council Property, and how the use meets or facilitates the needs of the community.

The service may be a direct service which is provided by Council or on Council's behalf, such as a customer service centre or the Meals on Wheels service. Alternatively it may be an indirect service provided by a community group such as educational classes at a community centre, or, provided by a sporting group such as a netball club, that facilitates participation in active sports.

There is no standard or best practice model for quantifying service value, the contribution of which can vary greatly depending on a wide range of factors such as the geographical location, the level of community participation or need, the extent of the service provided and the ease of which the outcomes can be measured. Nonetheless consideration of the Service Value is a vital tool to assist in making decisions and recommendations in respect of Council Property.

## Appendix B

# Objective Contexts for Primary Property Functions

### ACQUISITION

#### *Objectives*

Council has the following objectives for property acquisition:

- To ensure that all property acquisitions are undertaken for a demonstrated, approved current or future service delivery purpose, provided by or on behalf of Council.
- To ensure that any proposed property acquisition is appropriately assessed to establish acquisition is the best option to deliver the service need in the medium to long term.
- To ensure that any property acquisition demonstrates value for money and financial sustainability in the medium to long term.

#### *Context*

By nature, the demographic make-up of all municipalities changes over time. Change can occur over a period of years; generationally; or it can be more rapid, particularly when in response to broader community thinking and expectations.

Changing community needs for service delivery and/or facilities, may mean that an assessment of existing land holdings is required.

One example of this, is the swift increase in female participation in recreational activities and sports in the last few years, encouraged by the establishment of the AFLW and the popularity of televised female sports. Such increases may place pressure on existing land holdings, particularly if participation occurs in areas already identified as requiring additional open space.

In these circumstances, Council may undertake an appropriate strategic assessment for the potential purchase of additional land, or, may consider bringing forward the acquisition of land already identified for future purchase under a public acquisition overlay.

Any acquisition investment by Council ought to maximise public benefit, and minimise associated risks in line with the Guiding Values.

### LEASING AND LICENSING

#### *Objectives*

Council has the following objectives for leasing and licensing Council owned or managed property:

- To ensure that all proposed leasing and licensing is for a demonstrated, approved current or future service delivery, in cases where the service is provided by or on behalf of Council.
- To ensure that the leasing or licensing of Council owned or managed land is the most appropriate option to deliver an indirect service or use.
- To ensure an appropriate Financial Value is returned to Council, in cases where the use is primarily for the commercial benefit of a private operator.
- To ensure that any leasing or licensing demonstrates a satisfactory Service and/or Financial Value where the primary use is not commercial

#### *Context*

Both Council and Community needs change over time, and Council's limited property resources are coming under increasing pressure to meet the demands and expectations of the community.

Just as property acquisitions can take time and be costly, similarly leasing and licensing can effectively remove land, buildings and/or facilities from direct Council control. This can have an impact on Council's ability to deliver core functions and services, with flow on financial implications.

In addition some existing uses of Council owned or managed Property are not maximised; some have a current use that is different to that approved at the commencement of the related occupancy agreement, and most do not provide an economic return in respect of the property asset.

In some cases, Council owned or managed Property has been utilised because it has been viewed as a convenient and cheaper alternative to using private land or facilities. This is inconsistent with best management practices.

Historically many lease agreements gave occupiers exclusive occupancy in the absence of any service standards or requirements, primarily for "peppercorn" rents in exchange for the occupiers undertaking maintenance and capital improvements. Largely over time, lease rents and licence fees have not been benchmarked or reviewed to market, or, amended to reflect the true cost of managing the Property occupied.

Lengthy tenures for the same occupiers, created where occupancy agreements may have automatically been "rolled over", has assisted to create a sense of ownership and entitlement for some groups, often with little or no service standards to ensure an appropriate level of public benefit is maintained. This is particularly but not always the case, where Council has agreed to lease land for the purpose of the construction of a building by a Tenant.

Many newly constructed Council facilities are designed to cater for, and encourage, multiple users however many older facilities and longer tenure groups enjoy exclusively occupancy.

In some cases groups may be resistant to sharing facilities, irrespective of how well the asset is utilised.

Some premises are also hired out to third parties to the extent that hire use exceeds the level of the occupier use. This is inconsistent with the initial basis and decision on which the Council Property was initially leased or licensed.

These issues have the potential to make the implementation of Council driven changes to facilities, the obtaining of financial and usage information, and the introduction of service standard requirements, more challenging.

In addition, the day to day management of occupiers which is related to the nature of the service being delivered, can be unnecessarily complicated in the absence of a dedicated service manager, to develop and assist the ongoing relationship with Council.

Leasing and licensing ought to address historical deficiencies, and demonstrate a consistent and strategically justified approach, in line with the Guiding Values.

## MAINTENANCE

### *Objectives*

Council has the following objectives for maintenance as it relates to third party occupation of Council Property:

- To ensure that maintenance responsibilities, actions and processes are clearly identified and documented, where third parties are in occupation of Council Property.
- To ensure that appropriate maintenance standards and schedules are upheld where required to be undertaken by third parties in occupation of Council Property.
- To ensure that any maintenance undertaken by Council on Property occupied by a third party, demonstrates a satisfactory Service and Financial Value.

### *Context*

Council manages routine and reactive maintenance in a variety of ways, depending on the Property being maintained. This includes for example, the upkeep of a park by mowing grass, or the upkeep of a building structure and/or services, such as painting or the emptying of grease traps.

Primarily, the maintenance of building structures is managed under Council's Facilities Maintenance Contract. For Property that is wholly occupied by Council employees such as the Civic Centre, routine maintenance is relatively straight forward – it is appropriately programmed, undertaken to legislative standards, and can be costed accordingly allowing an accurate account of expenditure to be captured.

Reactive or unscheduled maintenance is not able to be predicted, though the cost of managing such issues can be identified through Council's existing software systems and stored within the Frankston Asset Management Information System (FAMIS).

In cases where Council Property is occupied by a third party, managing maintenance is challenging.

Historically particularly with the leasing of land to facilitate the construction of a building by a Tenant, the majority of occupiers of Council Property have accepted responsibility for maintenance. This has generally been accompanied by very low or "peppercorn" lease rentals or licence fees.

The maintenance level of service, as well as the understanding of legal compliance by occupiers varies considerably. All occupancy agreements contain provisions relating to maintenance, though not all agreements utilise maintenance schedules. Even where express maintenance schedules are utilised, some occupiers have difficulty interpreting agreements, or, do not consider the agreement at all.

In addition, decisions to assist occupiers to undertake maintenance works that are in direct contrast to the agreed obligations in the applicable lease or licence document, creates further complications.

Such actions whilst well intentioned, inevitably raise occupier expectations, and create confusion and ambiguity over whether Council has by its actions, assumed additional responsibilities and therefore the risks, under an existing lease or licence.

Maintenance as it relates to Property occupied by a third party, ought to be consistent with the occupancy document, and demonstrate a clear, consistent and appropriately managed approach, in line with the Guiding Values.

## DISPOSAL

### *Objectives*

Council has the following objectives for Property disposal:

- To ensure that all property disposals undertaken have confirmed land is surplus to requirements and is not required for the delivery of an ongoing or future service delivery need.
- To ensure that any proposed property disposal demonstrates maximum value for money, and appropriately considers any guaranteed community benefits as a direct result of the sale.
- To ensure that any proposed property disposal makes recommendations for the proceeds of sale, taking into account relevant legislative requirements.

### *Context*

Changing community service delivery requirements, and the expense of a potential future need to re-acquire land on the open market or via a compulsory process, suggests that appropriate assessments of current and future service needs must be undertaken before considering any land parcel for potential disposal.

It is not uncommon for municipalities to hold individual land parcels for many years or even decades, with or without a tangible, or easily identifiable use.

Community attachment to such land holdings even where Property is not well utilised, may therefore be significant, and lead to concern where an appropriate strategic assessment cannot be demonstrated.

Consistency with Council's longer term financial planning and the consideration of increasing the value of Council Property through rezoning, sub-division or the obtaining of development approvals, is recommended prior to offering land for sale.

Property disposal therefore requires a consistent and strategically justified approach, in line with the Guiding Values.

# Property Strategy Rental Fees Paper (only) June 2020



*opportunity » growth » lifestyle*



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## Rentals and Fees under Leases and Licenses

### Background

Fees attached to leases and licenses, can cause concern for some occupiers of Council land.

Benchmarking has confirmed there is no one size fits all, or “best practise” model for the setting of rentals and fees when it comes to community and/or recreational/sporting uses.

Some Council’s charge based on the size or type of facility occupied, some on the potential of the facility to generate an income, and some levy a minimal community fee that applies irrespective of the size or particular end use.

In the context of today’s changing community needs and expectations to ensure fair value for the use of public land, an ad hoc or historical approach to rental and/or fee setting, is no longer appropriate.

Providing an equitable model that takes a wide range of factors into account is challenging, and community input is therefore sought to ensure any model achieves the right balance.

### Application and Context

The Draft Property Strategy sets out an overarching Vision to be achieved for Property Management, that:

Council property is managed for the broader community benefit, in a pro-active, clear, adaptable and financially responsible way.

For Leasing and Licensing, a Financially responsible approach is considered to achieve better community outcomes, by ensuring that the users of Council land can not only meet obligations imposed by occupancy documents, but can also demonstrate a level of public value through maximizing use.

From a Council management perspective, any expenditure of public funds on premises that are not under direct Council control are required to be consistent with the overarching occupancy document, and appropriately justified, to ensure transparency.

Consistent with the Draft Property Strategy, both the Financial Value and Service Value<sup>i</sup> of a property asset or use, can be considered relevant when establishing appropriate rentals and/or fees.

### Option Criteria

The most common criteria for the setting of rental and/or fees under Lease and Licenses are:

#### Use (service value)

Generally, where the end use provides some kind of community service, or is run by a “Not for Profit” organisation, there is an expectation that a lower rentals/fees ought to be charged. This often applies irrespective of the separation of functions within a service, for example a national not for profit entity

that runs their administrative arm or office function from a Council premises, where the direct service is delivered at an alternative location within the community.

It is noted that some “Not for Profit” organisations are run in a similar way to businesses, have paid employees, receive grant funding, and enjoy a stable financial position. Examples (pre-COVID-19) would include organisations such as the AFL.

Nature of Facility, size and Income generation (financial value)

Some organisations, particularly in respect of sporting uses, set rentals and fees dependent on the nature of the facility. For example, tennis groups may pay according to the number of courts they manage or can use, or, a distinction may be made if courts are all-weather/indoor or outside courts.

There is a common view that more modern, up to date and larger facilities are better placed to generate income through the hire or third party use of occupied facilities, such as function room and/or kitchen and bar hire. Many groups on Council land routinely hire out parts of their facilities to generate income to support their services and programs.

It is noted that the approval of any such use needs to strike the right balance between facilitating income generation to provide funds for groups to meet obligations, and ensuring that income generation is not undertaken to the detriment of the primary use of surrounding properties.

Capital improvements (financial value)

Not all leased or licensed premises include Council owned buildings. Many ‘land only’ agreements exist where the current occupier may have constructed the building on Council’s land (such as the majority of Scout and Guide buildings), or, the occupier undertakes a use where minimal infrastructure is required (such as Community Gardens).

Some capital investment by occupiers has been supported by grants, some is required to be amortised, and some investment occurred so long ago that the initial value has now depreciated significantly.

It is noted that particularly where a recent capital contribution or investment has been made by an occupier, perhaps for upgrade works to a facility, there is more likely to be a desire to keep rental or fee payments to a minimum.

Council’s own capital programme in providing facilities is also required to be considered, particularly where the investment is significant and facilitates the delivery of enhanced programmes by the occupier.

Membership and Fee for Service (financial and service value)

Groups operating from premises on Council owned or managed land undertake a wide variety of activities and services, and some organisations set a partial fee dependant on membership numbers.

Some groups, such as active recreational groups, may have high membership numbers that allow the costs of running a facility including rentals and licence fees to be spread across more people. Some

groups may have high membership numbers, but wish to keep their membership costs low, to better encourage participation in the services they run, the costs of which may also be subsidised.

It is noted that whilst higher membership numbers can be positive, it invariably places additional pressure on existing facilities.

#### Maintenance and Running Costs (financial value)

Historically, many occupiers of land were allocated facilities at low or peppercorn rentals/fees in exchange for accepting maintenance responsibilities. Over time the ability of some occupiers, many of whom are volunteers, to keep up with the appropriate level, schedule and quality of maintenance in accordance with applicable legislation, has been challenged. Some occupiers rely on Council assistance more and more, even where the maintenance responsibility and obligation rests with the occupier under the associated occupancy document.

From a Council management perspective, any maintenance issue that may affect the safety of users of a facility, is of paramount concern. Essential Safety Measures as legislated are the responsibility of the building owner however, some assets have been constructed by occupiers who may not wish to transfer ownership of the asset to Council.

The ability to undertake an appropriate level of maintenance may also be compromised by the higher cost of running a facility now, when compared to when a premises was first used. Significant increases in utility costs, waste disposal and required insurances may result in routine maintenance not being carried out, or non-licensed professionals being used to undertake works.

It is noted that Council itself manages a substantial Facilities Maintenance contract, the proportionate cost of which is unrealistic to expect to be recovered from user groups. The use of some form of financial contribution to the ever increasing cost of maintenance undertaken by Council is however supported, and could be used to recover some funds either for specific items (such as a charge back for undertaking all ESM tasks) or put towards Council taking on a higher level of general maintenance for occupied premises.

## Community Input

There are many factors that can be considered when setting rentals and fees under leases and licences for non-commercial uses.

Even the most commonly used criteria as explained above, may not be able to be used unilaterally, without considering the particular use or services offered, and providing context with other relevant factors and objectives.

Public input in the form of questionnaire (to be developed) and this explanatory document, will be sought from any occupier with a lease or licence as well as the wider community to help inform any proposed changes in a rental and fees and charges model.

It is intended to seek community feedback at the same time as the Draft Property Strategy and Plan, to ensure that the appropriate context and direction in respect of the property portfolio is given.

Financial value can be derived from the monetary amount on Council's asset register, the assessed market value of the asset in a potential use or disposal scenario, as well as any established or potential income received by Council from the use of Council Property.

Established or potential income can be balanced against the annual cost of maintaining the asset, to assist in gaining a more accurate financial value of the income position (net income).

## Questionnaire (sample questions)

Council wishes to implement a new rental and fee model, for non-commercial groups occupying Council owned or managed land under a Lease or Licence agreement.

Community input is sought to help inform a proposed model, to ensure any proposal is workable, equitable and does not adversely impact the medium to long term use of facilities by occupiers.

Please answer as many questions as you can honestly. You do not need to tell us which group or club you represent, though identifying the general area will assist us to determine if there are any themes within a particular user group.

Sample questions		
	Details	Answers
1	Are you currently an occupier of council land under a lease or licence agreement, or a member of a club, group or association that is?	Yes/No
	If Yes, which area does your club, group or association fall into? eg. Arts & Culture, Sports group, Community group	
	If No, do you live within the Frankston municipality?	Yes/No
	Use	Answers
2	Do you think the end use of a premises is relevant in determining an appropriate rent or occupation fee?	Yes/No
	Please provide any reasons for your answer	
3	Are you supportive of council setting a minimum rental/licence fee for community (not for profit) groups?	Yes/No
4	Do you think this should apply irrespective of the size and nature of the not for profit group?	Yes/No
	If Yes, what is the amount of minimum fee you feel is appropriate?	\$xxx per annum
5	If a not for profit group carries out a separate function on Council land, such as an office use, do you think this should be charged separately?	Yes/No
	Facilities	Answers
6	Do you think a different fee should be charged where the premises under a lease or licence are different?	Yes/No

Sample questions		
	eg. community garden or a building, an older building versus one that has been recently upgraded	
	If Yes, what is the reason?	
7	Do you think a new club, group or association in a Council premises ought to be given different consideration?	Yes/No
	If Yes, what are your suggestions?	
Income		Answers
8	Do you think Council should take into account a group's ability to generate an income when determining rentals or occupation fees?	Yes/No
	If Yes, do you feel a higher, minimum amount should be charged?	Yes/No
9	Do you think a percentage of the income generated is a fairer way to assess all, or part of rental payments?	Yes/No
	If No, what are your suggestions?	
10	If a club, group or association receives any form of grant funding from Council, how do you think this ought to be reflected in the rental or fee assessment, if at all?	
Maintenance		Answers
11	Does your club, group or association undertake any form of maintenance?	Yes/No
12	Is the maintenance undertaken on a regular basis or on an as needs basis?	Yes/No
	If No, what is the reason?	
13	Have you asked Council for maintenance assistance in the last two years?	Yes/No
	If Yes, what was the reason?	
14	Would you prefer for Council to undertake maintenance on your premises?	Yes/No
	If Yes, is that for specific areas of maintenance or all maintenance?	Specific/All (If specific please state the area)
15	Do you support the introduction of an annual maintenance fee where some kind of Council maintenance is undertaken?	Yes/No
16	Do you support Council taking over all Essential Safety Measures for the occupied premises?	Yes/No
	If Yes, would you be prepared to pay a fee for this?	Yes/No
Capital Contributions		Answers

Sample questions		
18	Do you feel capital contributions by clubs ought to be considered when determining rentals and fees?	Yes/No
	If Yes, how do you think this ought to be considered?	
General Comments/Feedback		Answers
19	Please provide any further comments you wish to make in the consideration of setting rentals and fees under leases and licenses.  Don't be shy – all feedback is valued!	

<sup>i</sup> The *Financial value* of any discounted or reduced rent or fee to an occupier, which is essentially akin to the provision of a grant or subsidy, can also be considered, in either the Financial value or in the context of the Service value.

*Service value* can be derived from the use or uses of Council Property, and how the use meets or facilitates the needs of the community.

The service may be a direct service which is provided by Council or on Council's behalf, such as a customer service centre or the Meals on Wheels service. Alternatively it may be an indirect service provided by a community group such as educational classes at a community centre, or, provided by a sporting group such as a netball club, that facilitates participation in active sports.

# Community Engagement Plan

**Project name:** Draft Property Strategy

**Approved by:** Council

**Date:** TBC

<b>The project has been endorsed by EMT</b>		<b>The project has been approved by Council</b>	
<b>Are planning permit approvals required</b>	No	<b>Are building permit approvals required</b>	No
<b>Key Risks:</b> 1. Council tenants and the broader community don't feel as though they can influence the draft strategy and plan or inform any future rental/fee model 2. The objectives of Council are misaligned with the expectations of tenants and the broader community		<b>Risk Mitigation:</b> 1. Outcomes of the community engagement to be reported back to the community and Council 2. Adjust the strategy, plan and any proposed rental/fee model to better align with community expectations where feasible	

**Purpose of the engagement is to:**

- Provide the community with the opportunity to contribute to the development of the Property Strategy and associated plans.
- Seek community collaboration and input into the draft Property Strategy and Plan, as well as feedback on criteria to inform any future rental/fee model.
- Seek input from tenants and the community on a more equitable approach to rentals and fees and whether age or nature of a facility, the group's ability to generate income and the level of capital contribution from the tenant should impact the charges.
- Seek input from tenants and the community on a centralised maintenance approach.
- Obtain candid feedback on the implementation of a more strategically focused Property management approach

**Key messages:**

- Management of Council Property, can directly affect the success of Council’s core service delivery to the community.
- Management requires a balance between the users of Council property, and Council as a land owner or manager.
- We want to create a Vision, with principles and a transparent framework for the management of Council Property.
- We want community involvement to ensure we get the balance right, and consider the diverse range of views of our user groups.
- We want to ensure that any Property Strategy provides an appropriate level of guidance to Council and the community, but is flexible enough to cater for changing community needs.

What are the requirements for the project?		What is your engagement activity objective?*					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		(tick the relevant objective)								
<i>Project step /phase and engagement activity</i>	<i>Complete details across the plan for each project step /phase</i>	To Inform	To Consult	To Involve	To Collaborate	To Empower	Stakeholders			
<b>Development of Fact Sheet to provide overall context for the draft Property Strategy</b>	Fact Sheet to explain current issues, identify desired objectives, provide contact details for further discussions if required.	<input checked="" type="checkbox"/>					Property Management Recreation Communities	29 <sup>th</sup> July 2020-10 <sup>th</sup> August 2020	Commercial Services	Online – Zoom meetings/email
<b>Initial consultation with users of Council land</b>										
<b>Direct/Targeted consultation</b>	Will include Fact Sheet, copy Draft Property Strategy & Plan, & question survey on rental criteria.		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>			All users of Council land under a Lease or Licence agreement as at	11 <sup>th</sup> August 2020- 21 <sup>st</sup> September 2020	Commercial Services	Correspondence and email

**Item 12.9 Attachment D: Community Engagement Plan**

What are the requirements for the project?	Project step /phase and engagement activity	What is your engagement activity objective?*(tick the relevant objective)					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		To Inform	To Consult	To Involve	To Collaborate	To Empower				
	Complete details across the plan for each project step /phase						Stakeholders			
	Will also provide Have Your Say Link and Link to Property In-box for questions/feedback						August 2020. This is a total of approximately 270 groups or individuals.			Fact sheet & associated documents Face to Face discussions will also be encouraged (via Zoom)
Initial Consultation with wider Community	This will include links to all documents (Fact Sheet, copy Draft Property Strategy & Plan, & question survey on rental criteria) on Council's website, as well as a Link to Property In-box for questions/feedback	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				Any interested member of the Public/Community	11 <sup>th</sup> August 2020- 21 <sup>st</sup> September 2020	Commercial Services	Have Your Say page on Council website  Fact sheet and associated documents  Telephone or online discussions will also be available

**Item 12.9 Attachment D: Community Engagement Plan**

What are the requirements for the project?	Project step /phase and engagement activity	What is your engagement activity objective?*(tick the relevant objective)					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		To Inform	To Consult	To Involve	To Collaborate	To Empower				
	<i>Complete details across the plan for each project step /phase</i>						Stakeholders			
Councillor Memo	This will provide an update to advise the consultation has commenced.	<input checked="" type="checkbox"/>						14 <sup>th</sup> August 2020	Commercial Services	Memorandum via email
Further consultation with user groups if required	May require further discussions with specific user groups eg. Bowling clubs etc.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>				Any specific group/s of users if required	Late October 2020-mid November 2020	Commercial Services	Online – Zoom meetings/email Telephone may be preferred by some groups
Councillor Memo	Advise Councillors of any additional consultation requested that may impact time frames	<input checked="" type="checkbox"/>						Late November 2020	Commercial Services	Memorandum via email
Review and collate results of Consultation	This will identify any common themes or concerns and be collated in a summary worksheet	<input checked="" type="checkbox"/>					Property Management	November 2020	Commercial Services	Summary Worksheet
Discuss results and amendments to Draft Strategy to address community feedback/concerns	This will ensure any proposed amendments are workable and a proportionate response		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Property Management Recreation Communities	November 2020 & December 2020	Commercial Services	Online – Zoom meetings/email  Summary Worksheet

**Item 12.9 Attachment D: Community Engagement Plan**

What are the requirements for the project?	Project step /phase and engagement activity	What is your engagement activity objective?*					Who is involved?	Timeframes	Who is responsible?	Method of Engagement:
		(tick the relevant objective)								
		To Inform	To Consult	To Involve	To Collaborate	To Empower	Stakeholders			
Councillor Memo	Advise Councillors of completion of consultation and internal review to revise documentation	<input checked="" type="checkbox"/>						December 2020	Commercial Services	Memorandum via email
Present results of consultation and proposed amendments to EMT	A written summary report of results and proposed amendments/recommendations will be prepared			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		Property Management EMT	December 2020 or January 2021	Commercial Services	Online – Zoom meeting  Summary report  Amended Property Strategy/Plan and Proposed Rental/Fee Model
Present report to Council for adoption of Property Strategy	Report to include results of consultation and proposed amendments/recommendations					<input checked="" type="checkbox"/>	Commercial Services	January 2021 or February 2021	Commercial Services	Report  Amended Property Strategy/Plan and Proposed Rental/Fee Model

\*See definitions for the IAP2 spectrum levels here ([inform, consult, involve, collaborate, empower](#))

# Property (Leasing and Licensing) Review (summary)



## PROPERTY (LEASING AND LICENSING) REVIEW

Council manages over 210 non-commercial groups operating or utilising land and/or facilities on Council owned, or Council managed land.

Recognising the diversity in the nature and pattern of current and future use, a more consistent and equitable approach to the management of such groups is needed.

In this context, an initial Property (Leasing and Licensing) Review (Review) was undertaken to assess the overall management regime of a select group of users, being Scouts, Guides and Bowling Clubs.

### AIM OF INITIAL PROJECT

The overarching aim of the initial property review project was to establish recommendations for, improvement in the existing management regime consistent with best practice, were appropriately benchmarked against other municipalities, and that will achieve an enhanced strategic direction for Property management.

The specific aim of the initial project was to achieve recommendations in the areas of:

- overarching property policies and procedures; and,
- the allocation of facilities; and,
- occupancy documentation and tenure; and,
- asset ownership and risk management; and,
- responsibility for maintenance obligations and capital improvements, and,
- rentals, fees and charges model.

Recommendations were requested to be capable of implementation across the wider Property management portfolio.

### RECOMMENDATIONS

A summary of new strategic or policy and process recommendations from the Review, are listed below. Officers have considered the recommendations and provided comments where appropriate, as to whether a recommendation is supported.

#### Property Framework: Leasing Policy and Property Strategy

Consultant Recommendation	Officers comments
1. That Council adopts a Property Strategy that is guided by a coherent approach to the acquisition, use and disposal of property.	<b>Accepted</b> A high level Property Vision and Plan has been developed for endorsement.
2. That Council adopts a Leasing Policy to provide guiding principles for the leasing and licencing of Council owned or managed land.	<b>Accepted in principle</b> Consideration ought to be given to the development of a Community Leasing Policy, to achieve a better level of engagement and understanding with the community as to

	property matters, without having an excess of policy documents. Specific policies for more unique uses such as Telecommunication sites and Bathing Boxes are already being developed/reviewed.
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### Allocation of Facilities

Consultant Recommendation		Officers comments
1.	A Strategic Property Review must be carried out before offering a new Occupancy agreement to a Tenant of Council Property. This will lead to decisions that clearly and transparently support long term community value across Council's property portfolio.	<b>Accepted</b> This considered to be best practise.
2.	The Strategic Property Review must be carried out by the Commercial Services Team and the relevant Business Unit(s) and referred to internal stakeholders. This provides relevant internal stakeholders the opportunity to comment and provide any additional information relating to the proposed use of the Council Property. Once the review has been carried out, officers can then be satisfied whether to grant an Occupancy agreement and if so, on what terms and conditions.	<b>Accepted in principle</b> Consideration ought to be given to a more formal process for review, to ensure comprehensive input from stakeholders is achieved. The establishment of an internal leasing/licensing panel comprising stakeholders/service managers is recommended by officers.
3.	The Strategic Property Review should address the following: <ul style="list-style-type: none"> <li>▪ Does the Council Property meet current identified Council's services, needs and objectives?</li> <li>▪ Is there a strong demand for the continuation of the Tenant's service within the community from this site?</li> <li>▪ Is the Council Property well utilised by the Tenant? What is the current membership level and intensity of use?</li> <li>▪ Is the Council Property suitable for the permitted use?</li> <li>▪ Does the Tenant's service need exclusive or shared access?</li> <li>▪ Has the current Tenant complied with the terms and conditions of their Occupancy agreement?</li> <li>▪ Are there alternate prospective users in need of access to the Council Property?</li> <li>▪ Are there opportunities for optimising community use of the Council Property where those facilities may not be being utilised or are underutilised?</li> <li>▪ Are there adequate like facilities and opportunity to meet the Tenant's future needs in the area and serving the local community so that use of the facility is potentially not necessary?</li> <li>▪ Is the Council Property strategically significant to Council on a long-term basis?</li> <li>▪ Does Council have alternate uses for the Council Property?</li> <li>▪ Does the Council Property have acceptable recurrent costs and maintenance issues over the anticipated life of the building?</li> </ul>	<b>Accepted in principle</b> Criteria will be developed, including some of the recommended measures, and will be endorsed by the primary stakeholders and leasing/licensing panel.

Occupancy Agreements – Lease or Licence

Consultant Recommendation		Officers comments
1.	<p>To ensure that Council’s facilities are used to their greatest potential and to maximise access to and the use of community facilities, Council should give preference to a Licence rather than a Lease.</p> <p>There still will be circumstances that warrant providing exclusive rights to a single Tenant, provided to do so is:</p> <ul style="list-style-type: none"> <li>▪ in the best interest of the community</li> <li>▪ to recognise capital investment by the Tenant and for the Tenant to amortise that investment over the lease term</li> <li>▪ to secure the desired use and long-term development of the Council Property.</li> </ul>	<b>Accepted</b>
2.	<p>A suite of standard documents need to be developed to form the basis for all Occupancy agreements of Council Property together with a priority plan to negotiate new Occupancy agreements with those Tenants in overholding. This will:</p> <ul style="list-style-type: none"> <li>▪ Ensure Council Property is being used in accordance with the Tenant’s approved current and future service delivery requirements.</li> <li>▪ Provide security to the Tenants for the occupancy of Council Property.</li> <li>▪ Ensure that the terms and conditions align with Council’s policy, reflect current legislative conditions e.g. Occupational Health &amp; Safety, Child Safety Standards, Essential Services, Food compliance.</li> <li>▪ Ensure fair and consistent lease conditions for Tenants and clarify the parties responsibilities.</li> <li>▪ Ensure consistency in decision making.</li> <li>▪ Ensure Tenants commit to supporting shared and multiple use of the facility they occupy.</li> <li>▪ Provide a level of protection to risk exposure and reduce risk liabilities for Council.</li> </ul>	<p>Accepted in principle</p> <p>A number of agreements were previously placed into strategic overholding, pending the outcome of related matters eg. Motorcycle Track-Coronial inquest; Tennis-Strategic Tennis Review. The progress of related matters will assist to develop the priority for implementation of new agreements.</p>
3.	<p>The suite of documents should include the following:</p> <p><i>(a) Standard Templates</i>                      Standard “user friendly and plain English” Occupancy agreements (with the exception of agreements of Crown land which are in a form prescribed by DELWP) templates to be used for all Tenants occupying Council Property but that can be tailored for individual groups through the use of specific special conditions.</p> <p>The standard lease document should include (among other things) an early termination and/or relocation clause to allow Council the flexibility to undertake any proposed redevelopment/refurbishment works on or adjacent to the Council Property and to meet changing service delivery needs.</p>	<b>Accepted</b>
	<p><i>(b) Service Agreements</i>                      Service agreements to operate alongside the Tenant’s use of the facility that are interdependent with the Occupancy agreement. The service agreement should</p>	<b>Accepted</b>

Consultant Recommendation	Officers comments
<p>set out the agreed obligations the Tenant will perform in delivering its service from the Council Property that are actively monitored by Council and reviewed annually.</p>	<p>Service agreements are already being developed for use alongside occupancy agreements.</p>
<p>(c) <i>Maintenance Schedules</i> Maintenance schedules to be attached to all Occupancy agreements. The maintenance schedule should clearly set out maintenance responsibility of both Council and the Tenant. Generally, this will include responsibility for the Tenant to fully maintain elements related to the function of the facility, such as playground and specialist equipment, court surfaces and the like (discussed further below in clause 7.7).</p>	<p><b>Accepted</b> All new agreements include Council standard maintenance schedule, which is prepared in consultation with Councils' Facilities unit.</p>
<p>(d) <i>Tenant Information Pack</i> Tenant Information Pack to be developed and provided to all Tenants in relation to their use of the Council Property, including:</p> <ul style="list-style-type: none"> <li>▪ Reporting templates to enable Council to monitor and assess the Tenant's performance of its obligations under the occupancy agreement and to collaborate with the Tenants to further develop and better utilise Council Property.</li> <li>▪ Tenant Request for Landlord Approval to Works Form - to be submitted by Tenants for Council's (as landlord) approval to the Tenant carry out building works.</li> <li>▪ Hire Agreement for third party use (if applicable).</li> </ul>	<p><b>Accepted in principle</b> Reporting requirements for all occupiers will be developed.</p> <p>In addition, information specific to a particular service delivery will be developed in consultation with the relevant service managers eg) a requirement to facilitate games for disadvantaged sections of the community may be appropriate for some sporting groups.</p> <p>It is recommended that any standard documentation be presented to the Leasing/Licensing panel for endorsement.</p>

### Crown land approvals

Consultant Recommendation	Officers comments
<p>That Council reviews the parcels of reserved Crown land where is has been appointed as committee of management to determine whether it is appropriate to certify the land under section 17(2) of the <i>Crown Land (Reserves) Act 1978</i> to enable it to enter into licences without obtaining Ministerial consent.</p>	<p><b>Accepted in principle</b> Council can already enter agreements over Crown land without Ministerial approval where land is Vested in Council and the authority to issue Tenure has been given. It must however use DELWP prescribed templates which are often confusing for occupiers.</p> <p>The primary benefit Certification of Crown land provides over the Vesting of land already enjoyed by Council, is that Council's own licensing documents can be used. This provides benefits for community users in terms of providing consistency and less complexity.</p>

## Term

Consultant Recommendation		Officers comments
1.	<p>That the maximum term of a community Tenant occupying Council Property is between three and five years. This length of tenure allows Council to have regard to:</p> <ul style="list-style-type: none"> <li>▪ Council's commitment to the Tenant's service delivery objectives and the community expectations.</li> <li>▪ Council's strategic requirements;</li> <li>▪ Flexibility to facilitate the anticipated changes to medium and longer term service delivery needs, circumstances, urban development and community expectations.</li> <li>▪ Ensuring Council Property is delivering the best agreed outcome for the community.</li> <li>▪ Changes in legislation that may impact leasing conditions.</li> <li>▪ Changes in Tenant membership, utilisation or operations that may impact on effectiveness of the Tenant organisation.</li> <li>▪ Planning horizon certainty for Tenants.</li> </ul>	<p><b>Accepted</b></p> <p>This provides an appropriate level of flexibility for Council and the end user, ensuring terms and conditions of documents can be more easily updated to reflect necessary changes.</p>
2.	<p>Longer terms may be considered taking into account:</p> <ul style="list-style-type: none"> <li>▪ Particular circumstances of the Council Property.</li> <li>▪ The Tenant's proposed use of the Council Property for its service delivery and how this relates to the Council Plan.</li> <li>▪ Proposed substantial capital investment by the Tenant that warrants amortisation of that capital.</li> <li>▪ Co-location and multi-use.</li> <li>▪ Council's long-term planning</li> </ul>	<p><b>Accepted in principle</b></p> <p>Consideration of longer terms may also require a review of historical use and investment, and be cognisant of existing or proposed agreement terms and conditions eg) requirements for sinking funds</p>

## Asset Ownership and Risk Management

Consultant Recommendation		Officers comments
1.	<p>That Council complete lifecycle building condition audits on all buildings constructed and owned by the Tenants to determine the anticipated renewal and capital expenditure associated with those assets and to reliably predict future funding requirements to safely retain the assets in a condition that is compliant.</p>	<p><b>Accepted</b></p> <p>Condition Audits are already programmed by the Sustainable Assets unit every 3 years. Consideration of process improvements to ensure that the results are communicated for follow up action is warranted.</p>
2.	<p>For those buildings that are not actively being used by the Tenant and do not meet the criteria for a new Occupancy agreement, the leases should be terminated.</p> <p>Having regard to the anticipated maintenance, renewal and capital expenditure costs as well as considering alternate or additional uses of the asset, Council can then make an informed decision whether to request the Tenant to provide vacant possession or demolish the building and make good the land.</p>	<p><b>Rejected</b></p> <p>Acknowledging that lease termination in these circumstances may be consistent with some elements of the overarching strategy, a more collaborative and community focused approach is preferred by officers. For example, if stakeholder engagement confirms support for the service,</p>

Consultant Recommendation		Officers comments
		service agreements can be utilised to facilitate a staged approach to achieve improvement outcomes. Termination ought to be a last resort, unless there a significant risk/public safety issue has been identified and not addressed by the Tenant.
3.	If a decision is made for the building to revert to Council and the Tenant is not required to make good, then Council will need to make a decision regarding the on-going use of the asset and the impact upon Council's forward maintenance and capital works budgets.	<b>Accepted</b> On surrender of a building an inspection is completed with Facilities to obtain advice to inform decision making as to the future use of a building, if any. As the subject matter experts, it is considered that the Facilities area ought to be responsible for making the final recommendation in respect of the asset.
4.	For those buildings that are actively being used by the Tenant and meet the requirements for a new Occupancy agreement, Council needs to communicate and collaborate with the Tenant to develop a maintenance renewal regime to ensure the buildings are appropriately managed and kept in a standard that is safe and fit for purpose.	<b>Accepted</b>
5.	Tenants must also submit any requests to build any assets on Council land (for example storage sheds, scoreboard) in writing to Council's Recreation and Commercial Services Department to provide Council (as landlord) approval. Depending on the type or work and the proposed cost will determine whether the works are carried out by Council's capital work team or by the Tenant in accordance with such conditions imposed by Council.	<b>Accepted</b> Standard application forms to assist parties in providing the required information will be developed and endorsed by the Leasing/Licensing panel.

### Repair, Maintenance and Capital Improvements

Consultant Recommendation		Officers comments
1.	That Council complete the building condition audits currently being completed on all buildings constructed and owned by the Tenant to identify the current and future maintenance costs to rectify based on what is reasonably required to maintain the building.  This will enable Council to make an informed decision about whether or not to take on a higher level of (structural) maintenance responsibilities and renewal expenditure for community built assets on Council land and to determine rental levels and prioritise funding.	<b>Accepted</b> Awaiting advice as to results of condition audits before further action.
2.	All Tenants be required to carry out a level of maintenance of their facility and be required to maintain the Council Property in accordance with a maintenance schedule attached to their Occupancy agreement. The level of maintenance responsibility	<b>Accepted in principle</b> All occupiers under agreements are required to adhere to maintenance requirements. Consideration ought to be given as to whether it is appropriate for Council to

Consultant Recommendation		Officers comments
	<p>outlined in the maintenance schedule will be determined by a number of factors, such as:</p> <ul style="list-style-type: none"> <li>• the function of the facility;</li> <li>• the degree of community benefit;</li> <li>• hierarchy of sporting grounds;</li> <li>• the Tenant’s ability to maintain the premises;</li> <li>• any special maintenance requirements by the Tenant</li> <li>• the Tenant’s ability to generate revenue;</li> <li>• the level of subsidy or grants received;</li> <li>• rental fee; and</li> <li>• statutory restrictions.</li> </ul>	<p>undertake a higher level of maintenance, potentially subject to an annual fee, to ensure that proactive maintenance to regulatory standards occurs.</p>
3.	<p>Prior to the commencement date of an Occupancy agreement, a condition audit of the buildings is carried out to record the condition of the facility.</p>	<p><b>Accepted</b></p> <p>An agreed proforma to record the results of the audit will be developed in consultation with the Facilities unit and endorsed by the Leasing/Licensing panel.</p>
4.	<p>Council communicates and collaborates with the Tenant to develop a maintenance regime including maintenance and renewal intervention levels, routine maintenance frequencies and program of proactive inspection to ensure the buildings are appropriately repaired and maintained.</p>	<p><b>Accepted in principle</b></p> <p>This will need to be considered in the context of the other recommendations in this paper, as well as any budgetary implications of increasing the maintenance/inspection regime. Other factors such as the potential transfer of assets from third parties to Council, may be appropriate.</p>
5.	<p>Council takes a proactive approach to ensure Tenants comply with their maintenance obligations and develop processes to ensure this is delivered, including regular annual inspections and enforcing lease obligations for Tenants who fail to comply with their repair and maintenance obligations.</p>	<p><b>Accepted</b></p>
6.	<p>Council requires sinking funds as part of new lease requirements for Tenants with exclusive use of buildings.</p> <p>The sinking fund should contribute towards court surface renewals and carrying out building maintenance, structural repairs and capital expenditure, and subject to annual reporting to Council.</p>	<p><b>Accepted in principle</b></p> <p>Further discussion is required to establish what level of guidance it may be appropriate for Council to provide in this respect, in addition to consideration of the Term recommendations of this paper. For example, sinking fund requirements for shorter term tenures may not be viewed as appropriate by occupiers, and guidance may need to be sought from the relevant governing bodies who often have preferred industry standards.</p>
7.	<p>Tenants must submit any requests to undertake proposed building works in writing to Council’s Commercial Services</p>	<p><b>Accepted in principle</b></p>

Consultant Recommendation		Officers comments
	Department to provide Council (as landlord) approval. Depending on the type or work and the cost will determine whether the works are carried out by Council's capital work team or by the Tenant pursuant to conditions imposed by Council	This needs to be considered in the context of other recommendations in this paper, particularly where capital investment by an occupier is required.

## Rental

Consultant Recommendation		Officers comments
1.	<p>That Council develops a transparent and equitable methodology to enable Council to apply an informed pricing policy to setting rentals.</p> <p>The pricing strategy should be based on a discount market rental methodology, where rent is calculated at market value (as determine by a valuer) and subsidised to those tenants that meet specified community benefit criteria.</p>	<p><b>Accepted in principle</b></p> <p>Further development as to the categories and criteria will need to be undertaken, to ensure equity and consistency for groups. For example not all facilities that provide a similar service are comparable, due to the size and age of the premises, the geographical location, and the ability to make, and timing of, capital contributions. The challenges in using market valuations as a baseline must also be considered.</p> <p>In addition a staged approach to any implementation is supported, to minimise any adverse impact on clubs. Public input for any rental model is recommended.</p>
2.	<p>That a minimum rental of \$310 per annum is to be applied to Not for Profit Community Tenants that are deemed eligible for the maximum subsidy and the minimum rental is adopted in Council's annual fees and charges budget.</p> <p>The minimum rent is to cover some administration costs and reflective of the limited capacity to earn income and the substantial community benefit provided by the Tenant organisation.</p>	<p><b>Accepted in principle</b></p> <p>Consistency in the current community fee is supported, with implementation occurring as soon as existing agreements allow, and only following discussion with the service managers and relevant groups themselves.</p> <p>Staggered increases are recommended to minimise any adverse impact on the community.</p>

**Executive Summary****12.10 Visitor Information Centre - 2019-2020 Performance Report**

*Enquiries: (Sam Jackson: Business Innovation and Culture)*

Council Plan

Community Outcome:	2. Liveable City
Strategy:	2.2 Vibrant and Engaged
Priority Action	2.2.2 Promote Frankston City's reputation as an arts, festivals and events destination

**Purpose**

To brief Council on the performance of the Frankston Visitor Information Centre (FVIC) July 2019 – June 2020.

**Recommendation (Director Business Innovation and Culture)**

That Council:

- Notes the 2019-2020 key performance indicator results for the Frankston Visitor Information Centre were not achieved;
- Notes that the cost per enquiry has increased from \$12.52 (2018-2019) to \$24.27 (2019-2020) based on approved budget expenditure; and
- Notes that due to the disruption to services experienced in 2019-2020, all direct key performance indicators will remain the same for 2020-2021.

**Key Points / Issues**

- At its Ordinary Meeting on 17 February 2020, Council resolved the following (extract) in relations to the Frankston Visitor Information Centre (FVIC):

*“That Council:*

*3. Notes a full report providing comparable trend data is scheduled for the Ordinary Meeting on 10 August 2020.”*

This report responds to Item 3.

- The FVIC did not achieve the performance targets set by the FVIC Sub-Committee for 2019-2020.

2019-2020 Direct KPIs	Target	Actual	Variance
Visitation (walk-in customers)	32,000	17,774	-44.4%
Merchandise net profit	\$30,000	\$14,568	-51.4%
Mystery shopping	95%	71%	-24%
2019-2020 Non-Direct KPIs	Target	Actual	Variance
Tours and event commission	\$5,000	\$3,793	-24.1%
Visit Frankston Tourism Partnership			
- Base level	85	64	-24.7%
- Let's Get Social Upgrade	10	2	-80%
- Coverage King Upgrade	5	2	-60%

- Service from the centre was disrupted for three weeks during refurbishment works in early July and the centre closed to the public from 18 March 2020 due to COVID-19. The centre remains closed at the time of preparing this report, with email and phone enquiries being responded to staff now based at the Civic Centre or working from home.

**12.10 Visitor Information Centre - 2019-2020 Performance Report****Executive Summary**

- However, when comparing visitation month on month during the undisrupted months, the centre was experiencing an average 18.3% decline in visitation from August to February, prior to its closure.
- At the end of 2019-2020, walk-in visitation had declined by 42.1% and total enquiries by 39.8%. As a result, the cost per customer enquiry for 2019-2020 was \$24.27 (compared to \$12.52 in 2018-2019) and the cost per walk-in visitor rose to \$27.68 (\$13.72 in 2018-2019).
- In contrast there was continued improved performance (despite COVID-19) across digital communication platforms including the Discover Frankston website, Facebook, Instagram and e-newsletter. In addition, 1,112 people have downloaded the Discover Frankston mobile application.
- The trends being seen reinforce changing preferences in relation to how and when people seek information which is consistent across the tourism industry.
- In 2019-2020 Council's roving visitor services program (incorporating ambassadors and mobile van) engaged with 3,935 customers at events.
- In July 2020 Council endorsed an expression of interest and financial offer from a travel agent to co-locate within the FVIC.
- A digital kiosk promoting local businesses and attractions and providing near-me functionality to support dispersal was installed in PARC just prior to social distancing restrictions being introduced.
- Continued investment to support the growth of the visitor economy more broadly is needed. The continued expansion of visitor servicing in 2020-2021 will activate local business to engage both residents and visitors to support year-round economic returns and community pride.

**Financial Impact**

There are no financial implications associated with this report.

**Consultation****1. External Stakeholders**

Both residents and visitors were interviewed and surveyed as part of the Visitor Services Strategy Review which has identified the tools and resources used to find and share information. This consultation noted that residents were more likely to have used that FVIC and were also more likely to use the centre again in the future. This reinforces the positioning of the centre as a resource for residents.

Research undertaken in developing the *Digital Marketing and Communications Strategy* highlighted that the 'Visit' terminology used on Council's digital platforms implied the resources were for visitors only. As Frankston City has a visitor economy which relies on residents, their visiting friends and relatives and neighbouring residents, it was vital that any perceived barrier was removed. In response, the website and social channels were renamed 'Discover Frankston'. Likewise a future review of the name of the FVIC may also overcome this possible 'barrier'.

**2. Other Stakeholders**

Members of the FVIC sub-committee (including Councillors, Officers and Volunteers) were involved in the creation of the 2019-2020 KPIs. Due to industry-wide uncertainty as to when free-standing visitor information centres will reopen, we have not consulted with the FVIC sub-committee on maintaining the current FVIC

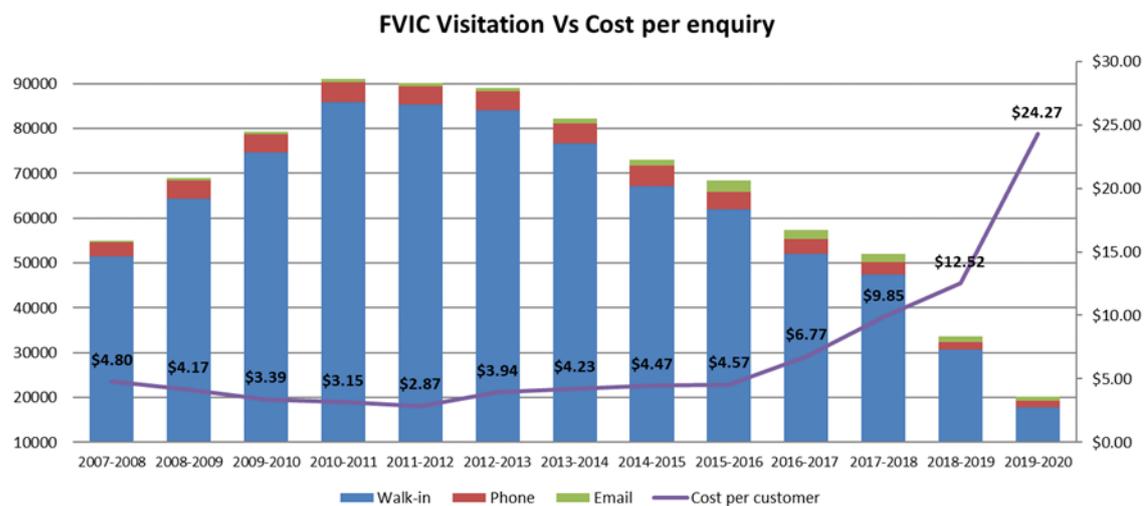
## 12.10 Visitor Information Centre - 2019-2020 Performance Report

**Executive Summary**

KPIs however they will be provided with the final report for the centre's performance in accordance with Council's resolution of 14 May 2018 (Attachment A).

**Analysis (Environmental / Economic / Social Implications)**

Following Council's resolution in 2018, the operations of the FVIC were altered to respond to changing consumer preferences within the Tourism Industry. A range of product and service offerings were introduced, discontinued or reinvented to maintain the FVIC's relevance. While these changes have been well received by the public and no negative feedback has been received the visitation trend chart shows that the changes that have been made have not halted the declining use of the centre by both residents and visitors.



The closure of the FVIC as a result of COVID-19 has exacerbated the decline in use and increased cost per head in 2019-2020. As such it is recommended that the direct performance targets are unchanged in 2020-2021.

The need to expand visitor services including the development of the mobile application and digital kiosks has been supported by the results of the *Visitor Services Strategy* review consultation program. In addition to these initiatives, programmed Business Ambassador Programs will upskill local businesses to provide information to support the visitor experience as well as promote alternate locations to source destination marketing collateral to supplement the services of the FVIC.

In accordance with the requirements of best value service review practices, it is necessary that Council continue to monitor the effectiveness of the FVIC. The continual review and evolution of the centre will maximise value for money and return on investment for both Council and the community in a changing sector.

**Legal / Policy / Council Plan Impact**Charter 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

There are no legal implications stemming directly from this report.

**12.10 Visitor Information Centre - 2019-2020 Performance Report****Executive Summary**Policy Impacts

There are no policy implications directly associated with this report.

Officer's Declaration of Interests

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

**Risk Mitigation**

Short, mid and long term strategies have been developed to incentivise visitation to the FVIC. These include staging events expanding event ticketing offerings.

From an operating perspective, a review of resourcing is needed in light of the risks presented by COVID-19, as the safe operation of the centre relies on volunteers during the off-peak season. Use of temporary part-time staff in the peak season is not an efficient or cost-effective model, due to annual recruitment and training of new staff.

The *2019-2024 Frankston City Visitor Economy Strategy* includes priority programs to enhance visitor servicing across the municipality through the development of industry lead programs. The *Digital Tourism Marketing and Communications Strategy* reinforces the need to feature local residents and business owners as brand ambassadors.

Increased investment to improve and expand visitor services is required to ensure Council is providing residents and visitors with relevant and accessible information. Additional investment and further review of the FVIC will ensure that it does not become ineffective; however this will need to be balanced with the financial cost to the community of operating the service and in light of consumer preference changes.

**Conclusion**

The FVIC has continued to experience a decline in visitation. Varying factors are contributing to this. However, the trend demonstrates that as there is less reliance on face-to-face services Council need to continue to invest in expanded visitor services and investigate opportunities to reinvent the FVIC and its purpose within the community.

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**ATTACHMENTS**

Attachment A: [↓](#) Frankston Visitor Information Centre Progress Report - 2019-2020

**12.10 Visitor Information Centre - 2019-2020 Performance Report**  
**Officers' Assessment****Background**

In October 2017, following a Best Value Service Review of Council's Tourism and Visitor Services, it was noted that usage of the FVIC) was declining steadily and as a result costs to operate the centre were increasing.

In 3 April 2018 Council overturned its previous decision to relocate the service to the Library and Arts Precinct and resolved to maintain the visitor information service in its current location. Council also resolved to expand the City's visitor services program to provide information in accessible formats, including online and via visitor hubs to support the growth of the destination and build capacity within the business community.

The FVIC Sub-Committee (Volunteers, Councillors and Officers) identified appropriate performance targets and initiatives to reinvigorate the centre which are reported back to Council. Implementation against this resolution is detailed in Attachment A.

This report responds to Item 3 of the following resolution from Council's Ordinary Meeting on 17 February 2020 where in the mid-year results were reported:

*That Council:*

- 1. Notes this as an interim report that does not include the full peak season of December – March results.*
- 2. Notes the year to date 2019-2020 Key Performance Indicators, highlighting in particular the figures for the cost per walk-in customer has increased to \$20.09, up from \$12.52 in 2018-2019.*
- 3. Notes a full year report providing comparable trend data is scheduled for the Ordinary Council Meeting on 10 August 2020.*

Other Council decisions relevant to this report are as follows:

- Ordinary Council Meeting on 3 April 2018
- Ordinary Council Meeting on 14 May 2018

**Issues and Discussion**

The Tourism and Visitor Services team have been developing short, mid and long term strategies to incentivise visitation to the FVIC. These include staging events such as Resident Morning Teas, author talks and corporate induction; coordinating street art walking tours; focussing the merchandise range to showcase local businesses; preparing new marketing collateral; and expanding event ticketing offerings.

Despite the declining use of the FVIC, Frankston City's visitor economy outlook is positive. The most recent Local Government Area Profile (2018) Tourism Research Australia data shows that the City's visitation has increased 11.2% from 890,000 per year to 990,000 per year.

A number of factors contributed to the FVIC's inability to meet performance targets:

***Income target - Merchandise***

*\$14,568 net profit (Target = \$30,000. Missed target by 51.4%)*

The closure of the FVIC as a result of COVID-19 has impacted the merchandise income results as a result of reduced visitation.

The refurbishment works at the FVIC has placed a focus on the merchandise available. The centre has reinforced its positioning as place to find local and regional products while met accreditation requirements to stock 80% Australian Made items.

**12.10 Visitor Information Centre - 2019-2020 Performance Report**  
**Officers' Assessment**

New products in 2019-2020 included Frankston Enjoy Every Moment branded soaps, keep-cups, postcards and bookmarks as well as refreshed branding for the I Love Frankston range. These items are low yield; however are popular gifts and mementos for both residents and visitors.

***Income target - Event Commission/Other***

\$3,793 (*Target = \$5,000. Missed target by 24.1%*)

Event commissions were largely supported by the establishment of the Street Art Walking Tours by the Tourism and Visitor Services team. The tours attracted 335 participants in 2019-2020. While the tours are not cost neutral, it has been noted that they are generating intrastate, interstate and international interest, supporting increased pride and improved perception of the city, local business and community. The tours were also a Finalist in the 2019 Australian Street Art Awards.

In 2019-2020 the FVIC also sold tickets for Peninsula Hot Springs, Puffing Billy Railway, Moonraker Dolphin Swim and Enchanted Adventure Gardens on the Mornington Peninsula, gift vouchers for McClelland Sculpture Park + Gallery gift vouchers and tickets for the Chamber Philharmonic Cologne performance. These were commissionable products.

The FVIC also had a signed agreement to sell tickets for 'Under the Southern Stars' concert at Hastings Foreshore which was cancelled due to COVID-19.

This income is not dependent on the FVIC and is not deemed to be a direct measure of the success of the centre.

***Income target - Rent from co-tenancy***

*Nil (Target = One tenant)*

Council endorsed the co-location of a travel agent in the FVIC on 20 July 2020. It is hoped that this will commence late 2020. However, this initiative is unlikely to achieve the identified success factors in regards to increased footfall and income, in light of travel restrictions.

***FVIC Visitation (walk-in)***

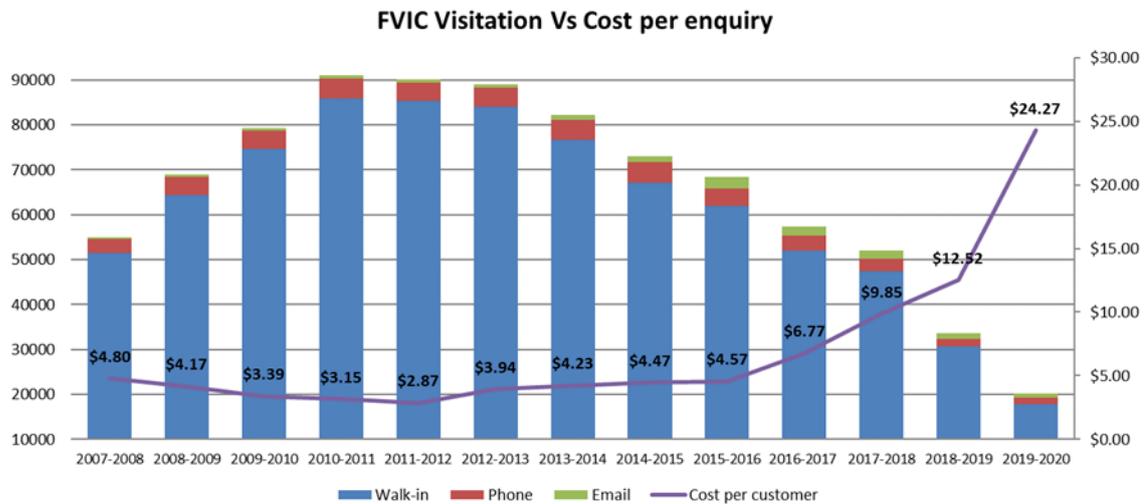
*17,774 visitation (Target = 32,000. Missed target by 44.4%)*

This KPI was based on 2018-2019 figures when the FVIC attracted 30,738 walk-in visitors which reflects the reduced operating hours of the centre. This represents a decline of 42.1% and a decline in total enquiries of 39.8%. When comparing visitation month on month, the centre was experiencing an average 18.3% decline in visitation from August to February, excluding the closures.

The FVIC was closed to the public for three days and had limited access for three weeks in July for refurbishment works. On 18 March 2020, the centre closed due to the risk posed by COVID-19, and remains closed.

As a result, the cost per customer enquiry for 2019-2020 was \$24.27 (compared to \$12.52 in 2018-2019) and the cost per walk-in visitor rose to \$27.68 (\$13.72 in 2018-2019).

12.10 Visitor Information Centre - 2019-2020 Performance Report  
**Officers' Assessment**



Other forms of enquiries to the FVIC are also experiencing declines such as email enquiries, which have declined approximately 30.3% in the last 12 months. Phone enquiries have experienced a small decline of 2.9%. (It should be noted that these services, while modified, are not disrupted by closures).

In comparison other visitor information delivered independent of the FVIC have experienced the following growth:

- Use of the Discover Frankston website has remained stable with 138,526 sessions (10.6% growth) and 280,561 page views (4.1% growth).
- Facebook 'Likes' have grown by 19.2% - 11,078 followers as at 30 June 2019.
- Instagram has grown by 25.7% - 6,744 followers as at 30 June 2019.
- E-newsletter subscribers has grown by 95.7% - 1845 new subscribers.
- Discover Frankston mobile application has been downloaded by 1,112 people

The Roving Ambassador Program (incorporating ambassadors and mobile van) engaged with 3,935 customers at 15 events – this is a decline of 6.5%. This program was impacted by event cancellations as a result of COVID-19.

Changes in the preferences of customers as to when and how they receive information is evident in these figures, as we are seeing major changes in how people get their information or interact with Council's services. Essentially - as the FVIC visitation declines; online platforms are becoming increasingly more popular.

However, the FVIC still provides significant social return on investment to the local community through:

- Connecting with residents,
- Distribution of advice and printed collateral
- Provision of volunteering opportunities to the local community.

Its importance to the local community was reinforced by the results from the *Visitor Services Strategy Review* consultation program which included interviews and surveys with both residents and visitors. The consultation found that:

- Residents (53.3% use regularly or once or twice) were more likely to have used/visited the FVIC than visitors (17.2% have used or intend to use the centre).

**12.10 Visitor Information Centre - 2019-2020 Performance Report**  
**Officers' Assessment**

- In line with this, residents (73.2%) were more likely to use the centre again in the future (41.7% for visitors)
- Residents were more likely to use the centre to pick up physical brochures, to pop in as they were walking/driving by or to get personal recommendations and face-to-face service.
- The highest percentage of visitors who used the centre did so because they have visited the centre in the past, followed by those who were walking/driving by and thought they would pop in and those who wanted to pick up physical brochures.
- Both residents and visitors who used the centre were encouraged to do more, visit somewhere they hadn't considered and stated that the centre had influenced their planning.

***FVIC Customer Service***

*71% (Target = 95%. Missed target by 24%)*

A mystery shopper program using face-to-face visits and phone calls was undertaken in June 2019. The assessment model used focussed on corporate service provision which is different to the service style within the FVIC. As a result the score achieved cannot be compared to previous results.

***FVIC Industry Appeal***

*64 Visit Frankston Tourism Partners (Target = 85. Missed target by 24.7%)*

The Visit Frankston Tourism Partnership program was reinvigorated in 2018-2019 to target local businesses and offer marketing initiatives and online networking opportunities.

In 2020-2021 as part of Council's COVID-19 Relief and Recovery Package, free base membership is being offered to all Frankston City tourism businesses, with upgrades for digital promotions available at a cost.

As this relies on a lot of benefits that are provided outside the FVIC this is deemed to not be a direct measure of the success of the FVIC's performance. As such, it is recommended that this performance target relative to this initiative is removed from the reporting moving forward.

***Other KPI's for noting (but not deemed a measure of the success of the performance of the FVIC)***

*Satellite visitor information displays*

*Three (Target = Three, target achieved)*

Two digital visitor services assets were implemented in 2019-2020.

The Discover Frankston mobile application was launched alongside Frankston's Christmas Festival of Lights 2019 and to-date has been downloaded 1,112 times.

A digital touch-screen kiosk has been developed and installed at PARC as a prototype to trial digital information delivery in the City in set locations. Once PARC opens to the public this asset will be tested and evaluated to determine its appropriateness for further locations.

**Options Available including Financial Implications**

There are no financial implications associated with the report.

**Frankston Visitor Information Centre: 2019-2020 update**

The below is a report on the progress of the resolution of Council on 14 May 2018.

No	Resolution, "That Council:"	Comment	Reporting status
1	<i>Notes this report.</i>	No further action required	Complete
2	<i>Notes that the operational changes can be accommodated within the existing 2017/2018 Budget and the proposed 2018/2019 Budget.</i>	Noted and the operating costs have now been incorporated into the adopted 2018-2019 Frankston City Council Annual Budget.	Complete
3	<p><i>Endorses the following recommendations of the Frankston Visitor Information Centre sub-committee in relation to services offered from the Frankston Visitor Information Centre (FVIC):</i></p> <p><i>a. The FVIC ceases the following services that provide a low or negative return on investment:</i></p> <ul style="list-style-type: none"> <li><i>i. Accommodation bookings</i></li> <li><i>ii. Fishing licences</i></li>   <li><i>iii. Tennis court hire</i></li> <li><i>iv. Coffee for purchase</i></li> </ul> <p><i>b. The following services be investigated to commence being provided from the FVIC:</i></p> <ul style="list-style-type: none"> <li><i>i. Walking Frankston City/arts/bike tours</i></li> <li><i>ii. Feature digital screens/ribbon signage in FVIC windows and have night-time displays</i></li> </ul>	<ul style="list-style-type: none"> <li><i>i. Accommodation bookings no longer provided</i></li> <li><i>ii. Fishing Licences are no longer sold through the Centre. The Centre's iPads are used to help customers purchase themselves through the Victorian Fisheries Association (VFA)</i></li> <li><i>iii. No longer provided</i></li> <li><i>iv. No longer provided</i></li>   <li><i>i. Monthly Street Art Tours have now been developed and implemented.</i></li> <li><i>ii. One (1) digital screen has been installed at PARC. Its success will be evaluated once PARC re-opens to the public. Ribbon signage process commenced once refurbishment completed and operations recommenced to get a better understanding of how the space was being used. Delay in delivery due to interruptions to supply chain as a result of COVID-19. CW funds have been deferred to support COVID-19 Relief and Recovery Package.</i></li> </ul>	<ul style="list-style-type: none"> <li><i>i. Complete</i></li> <li><i>ii. Complete</i></li>   <li><i>iii. Complete</i></li> <li><i>iv. Complete</i></li>   <li><i>i. Complete</i></li> <li><i>ii. Complete/ awaiting future CW funding</i></li> </ul>

No	Resolution, "That Council:"	Comment	Reporting status
3 (cont)	<ul style="list-style-type: none"> <li>iii. 3D experiences</li> </ul>	<ul style="list-style-type: none"> <li>iii. A variety of avenues were explored in relation to 3D experiences in Frankston City, including getting a virtual reality kiosk in the FVIC as part of a short term promotion in conjunction with The Waterfront Festival. After investigating this speciality product it was identified the structure wouldn't fit through the FVIC doors. In addition, a custom virtual reality experience was researched and it was found that an investment of this scale was better to be directed to the development of a city wide app/software, with future ability to host augmented reality/virtual reality experiences to provide a broader reach than the FVIC.</li> </ul>	iii. Complete
	<ul style="list-style-type: none"> <li>iv. Member businesses providing pop up displays and/or demonstrations</li> </ul>	<ul style="list-style-type: none"> <li>iv. The FVIC hosted an author talk with one of the books for sale; 'Dust from and Unmade Road' which proved popular. A Lego experience was scheduled to be trialled for the Easter school holidays; however was cancelled due to COVID-19. The FVIC also hosted the launch of the Discover Frankston app and Discover Frankston Partnership when the refurbished space commended by attendees.</li> </ul>	iv. Complete
	<ul style="list-style-type: none"> <li>v. Initiatives that target the youth market (especially from Chisholm TAFE and Monash University)</li> </ul>	<ul style="list-style-type: none"> <li>v. Council and Monash collaborated to apply for a Study Victoria Grant in order to enhance International Student Experience. Unfortunately this was cancelled due to COVID-19. Van Turismo has attended O-week to provide an onsite visitor information service</li> </ul>	v. Complete
	<ul style="list-style-type: none"> <li>vi. A passenger collection point for Skybus</li> </ul>	<ul style="list-style-type: none"> <li>vi. No current interest from SkyBus in changing location.</li> </ul>	vi. Complete
	<ul style="list-style-type: none"> <li>c. The FVIC continues the following services that provide a good return on investment or positively contribute to the reputation of the Centre and Frankston City:</li> </ul>		
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>i. Hire of the beach wheelchair</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>i. Noted – Continuing – and officers have completed more accessible storage for the wheel chair</li> </ul>	i. Complete
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>ii. Provision of Liberty Swing key</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>ii. Noted – Continuing (affected by playground works)</li> </ul>	ii. Complete
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>iii. iPads for customer use</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>iii. Noted - Continuing</li> </ul>	iii. Complete
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>iv. Multiple languages on website</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>iv. Noted – Continuing and factored into website upgrade</li> </ul>	iv. Complete
	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>v. Familiarisation tours for volunteers and staff</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>v. Noted - Continuing</li> </ul>	v. Complete

No	Resolution, "That Council:"	Comment	Reporting status
3 (cont)	vi. Greater promotion of FVIC in Council's What's On (online and print)	vi. Noted - Continuing	vi. Complete
	vii. Online and social media promotions	vii. Noted - Continuing	vii. Complete
	viii. Keep Frankston City the major focus, whilst linking with the broader Mornington Peninsula region	viii. Noted - Continuing	viii. Complete
	d. The following FVIC services be modified to better meet the needs of customers and achieve operational efficiencies:		d
	i. Investigate broader distribution of quarterly newsletter including major attractions and business within the municipality	i. Quarterly newsletter distribution initially expanded. Review of uptake of the material showed low engagement. Hardcopy publication has been replaced by more frequent blogs on the website, promoted through social media and content included in monthly e-newsletters – this also allows for timely information to be communicated.	i. Complete
	ii. Increase city event ticketing sold through the FVIC	ii. Booking service enhanced. During 2019/2020 the FVIC proactively sought after the below events to ticket: <ul style="list-style-type: none"> <li>• Chamber Philharmonia Cologne</li> <li>• Guided Ranger Activities</li> <li>• Street Art Walking Tours</li> <li>• Under the Southern Stars - cancelled due to COVID-19</li> <li>• Rosebud Rock Festival</li> <li>• Offshore Cinema – cancelled due to COVID-19</li> <li>• Furthermore attractions we also can arrange entry for; Puffing Billy Railway, Peninsula Hot Springs, Moonraker dolphin Swims, Enchanted Adventure Gardens, can facilitate tickets at the FAC and sell gift vouchers to McClelland Sculpture Park + Gallery</li> </ul>	ii. Complete
	iii. Have the current Guided Ranger Tours depart from / return to the FVIC	iii. This can only occur for walks that are based at the Waterfront within 10-4pm, as other times and the centre location could be an inconvenience for other locations. As routes are develop it is recommended that the tour start and finish at the centre.	iii. Complete

No	Resolution, "That Council:"	Comment	Reporting status
3 (cont)	iv. <i>The Residents Morning Tea events continue but be reduced in frequency to quarterly</i>	iv. Residents Morning Teas have been moved to Saturday and run quarterly. Not held recently due to COVID-19	iv. Complete
4	<p><i>Endorses the following recommendations of the FVIC sub-committee in relation to merchandise:</i></p> <p>a. <i>Acknowledgement that merchandise is more than a profit generator, in that there is greater value derived from:</i></p> <ul style="list-style-type: none"> <li><i>i. supporting local businesses</i></li> <li><i>ii. increasing repeat visitation to the FVIC</i></li> <li><i>iii. providing gifts for visitor/locals</i></li> </ul> <p>b. <i>Review and reduce the footprint, quantity and range of merchandise</i></p> <p>c. <i>Upgraded visual merchandising that provides displays of stock to appeal to customers both inside and outside the FVIC</i></p>	<p>a. Noted</p> <p>b. Stock of merchandise is reviewed regularly to ensure constant movement. New displays and layout as part of the refurbishment works.</p> <p>c. New displays and layout as part of the refurbishment works.</p>	<p>a. Complete/Ongoing</p> <p>b. Complete</p> <p>c. Complete</p>
5	<p><i>Endorses the following recommendations of the FVIC sub-committee in relation to the Centre's floorplan:</i></p> <p>a. <i>The floorplan of the FVIC be reviewed to achieve the objectives of:</i></p> <ul style="list-style-type: none"> <li><i>i. Improving access into and through the building</i></li> <li><i>ii. Maximising the return on investment of the building by:</i> <ul style="list-style-type: none"> <li><i>1. facilitating co-tenancy arrangements</i></li> <li><i>2. reducing the space dedicated to merchandise</i></li> <li><i>3. enclosing the rear deck</i></li> </ul> </li> <li><i>iii. Allow customers to sit and enjoy the Centre through the provision of a seating section</i></li> </ul>	<p>a. i. FVIC refurbishment works have resulted in better access – the service counter has been relocated to ensure no bottleneck at the entrance.</p> <p>ii. Co-tenant application has been endorsed by Council. Anticipate the co-tenant will be operational by the end of 2020.</p> <p>iii. The rear deck was not enclosed as part of the refurbishment works as we were advised DELWP would not be supportive.</p> <p>iv. Seating has been provided to allow visitors to sit and enjoy the centre.</p>	<p>a. Complete</p>

No	Resolution, "That Council:"	Comment	Reporting status
5 (cont)	<p>b. Any changes to the layout of the FVIC will be scoped over the coming weeks to better understand any further capital budget implications</p>	<p>b. Additional capital works requests for improved lighting were approved; however returned to the organisation to support the COVID-19 Relief and Recovery Package.</p>	<p>b. Complete</p>
6	<p>Endorses the following recommendations of the FVIC sub-committee in relation to the operating hours of the FVIC:</p> <p>a. The Centre remains open seven days per week</p> <p>b. The Centre opening hours be reduced to 10am – 4pm (from 9am-5pm)</p> <p>c. During opening hours the following staffing levels be provided for face-to-face visitor servicing activities:</p> <p>i. Winter (May - August) - one Council Officer and four volunteers per day (two per shift)</p> <p>ii. Summer (September - April) – two Council Officers and four volunteers per day (two per shift)</p>	<p>a. Noted – this continues to be factored into operations and promotions</p> <p>b. Noted – this continues to be factored into operations and promotions</p> <p>c.</p> <p>i. The off-peak staffing structure has been implemented.</p> <p>ii. The peak staffing structure has been implemented.</p>	<p>a. Complete</p> <p>b. Complete</p> <p>c.</p> <p>i. Complete</p> <p>ii. Complete</p>
7	<p>Notes that the FVIC sub-committee recommended the following actions which don't directly relate to the operations of the FVIC, but which support the strengthening of Frankston City's tourism sector:</p> <p>i. Commence development of satellite visitor information displays at various attractions and thoroughfares throughout Frankston City</p>	<p>i. LED light signage displays at the Civic Centre and Langwarrin Customer Service Centre.                      Roving visitor information program (Van Turismo) Digital Kiosk installed at PARC                      Creation of Business Ambassador Program with 6 businesses on-board to display information in 2020-2021.                      Discover Frankton mobile application developed and launched at Frankston's Christmas Festival of Lights 2019.</p>	<p>i. Complete</p>

No	Resolution, "That Council:"	Comment	Reporting status
7 (cont)	ii. <i>Review events that the Roving Ambassadors attend and expand to include events like Monash 'O-week' to appeal to a different audience</i>	ii. Roving Ambassador Program has been expanded to include 'O Week', external events including Melbourne Dog Lovers Show. Internal expansion has also seen the program tested at local markets and smaller community events. Learnings from the events are being used to develop the 2020-2021 program.	ii. Complete
8	<p><i>Endorses the following recommendations of the FVIC sub-committee in relation to industry memberships:</i></p> <p>a. <i>All Frankston City based businesses that service visitors will feature on the Visit Frankston website (consistent with Council's Economic Development Policy)</i></p> <p>b. <i>Future FVIC based memberships will provide predominantly marketing benefits, with levels of membership benefit differentiated by inclusion in such things as newsletters, brochures in FVIC, FVIC window displays, advertising on digital screens in FVIC.</i></p>	<p>a. Continual website updates are taking place with new content and local businesses.</p> <p>b. 2019-2020 Tourism Partnership was released and 65 members were achieved. The Partnership program will be revised in 2020-2021 as all Frankston City businesses will be offered free membership as part of Council's COVID-19 Relief and Recovery Package</p>	<p>a. In Progress / Ongoing</p> <p>b. Complete</p>
9	<p><i>Endorse the following 2018-2019 key performance indicators as identified by the FVIC sub-committee:</i></p> <p>a. <i>FVIC income targets</i></p> <p>i. <i>Merchandise - \$35,000 net profit</i></p> <p>ii. <i>Event commission/other - \$5,000</i></p> <p>iii. <i>Rent from co-tenancy – figure unknown (to be determined by market from Expression of Interest process)</i></p> <p>b. <i>FVIC visitation - 52,000 walk in visitors</i></p>	<p>a.</p> <p>i. \$24,041 (2018-2019)      \$14,568 (2019-2020)</p> <p>ii. \$1,458 (2018-2019)      \$3,793 (2019-2020)</p> <p>iii. An ATM was trialled as an additional service/incentive for customers. This was not successful. Council has endorsed an offer from a travel agent to co-locate within the FVIC in 2020.</p> <p>b. 30,738 walk-in (2018-2019)    17,774 walk-in (2019-2020) <i>Note: FVIC was closed from 18 March 2020 due to COVID-19</i></p>	<p>a.</p> <p>i. Complete</p> <p>ii. Complete</p> <p>iii. Complete</p> <p>b. Complete</p>

## Item 12.10 Attachment A: Frankston Visitor Information Centre Progress Report - 2019-2020

No	Resolution, "That Council:"	Comment	Reporting status
9 (cont)	c. <i>FVIC Customer Service - Mystery shoppers 95% customer satisfaction</i>	c. 71% achieved in 2019-2020.	c. Complete
	d. <i>FVIC Industry Appeal - 100 FVIC members</i>	d. Currently 40 tourism partners as of March 2019 (While lower membership numbers it was tracking ahead of income expectations).	d. Complete
	e. <i>Other KPIs for noting, but not a measure of success of the performance of the FVIC:</i> i. <i>Satellite visitor information displays - 3</i>	i. Langwarrin Customer Services Centre, Civic Centre, Digital Kiosk at PARC and Roving Ambassador Program. Another 6 venues identified for 2020-2021	i. Complete
	ii. <i>Co-operative tenant located in the FVIC - 1</i>	ii. Co-tenant application approved by Council July 2020.	ii. Complete
10	<i>Endorses the commencement and implementation of these recommendations as of 1 July 2018.</i>	Noted	Complete
11	<i>Endorses the commencement of an Express of Interest process for co-tenants within the FVIC which complement and positively contribute to visitors' experiences of Frankston City.</i>	In July 2020 Council endorsed the recommendation to accept an expression of interest and financial offer from a travel agent to co-locate within the FVIC.	Complete
12	<i>Notes that in accordance with Council's resolution of 3 April, officers will provide a report to Council no later than June 2019 as to the performance of the FVIC against the KPIs and to determine if further modifications are needed.</i>	Bi-annual reports provided to Council for 2018-2019 and 2019-2020	Complete
13	<i>Notes that officers will provide a quarterly report to the FVIC sub-committee on how the Centre is performing against the endorsed KPIs.</i>	Final report for year-ending 30 June 2020 being provided to Committee	Complete

**Executive Summary****12.11 Hartnett Precinct Local Area Traffic Management Study**

*Enquiries: (Doug Dickins: Infrastructure and Operations)*

**Council Plan**

Community Outcome:	1. Planned City
Strategy:	1.1 Community Infrastructure
Priority Action	1.1.6 Ensure community infrastructure and services match community need

**Purpose**

To brief Council on the outcome of the Hartnett Precinct Local Area Traffic Management Study and seek Council endorsement for the Hartnett Precinct Local Area Traffic Management Plan.

**Recommendation (Director Infrastructure and Operations)**

That Council:

1. Adopts the recommended Local Area Traffic Management Plan for the Hartnett Precinct as detailed in the report Hartnett Precinct Local Area Traffic Management Study 2019;
2. Notes funding of \$255,000 is currently allocated in the 2020/21 Capital Works Program to substantially complete the Local Area Traffic Management Plan;
3. Refers funding of \$177,000 for inclusion in the Long Term Infrastructure Plan, in 2021/22 Capital Works Budget as part of the annual budget development process to complete the Hartnett Precinct Local Area Traffic Management Plan;
4. Notes ongoing consultation with residents and property owners directly abutting the proposed traffic treatments during the design and implementation stages of the project;
5. Continues to promote the use of Crime Stoppers as an effective tool to reduce incidents of irresponsible and anti-social driving behaviour in the precinct; and
6. Supports monitoring traffic speeds and behaviour for a period of 12 months after its implementation.

**Key Points / Issues**

- As part of Frankston City Council's Local Area Traffic Management (LATM) Strategy, Hartnett Precinct LATM Study was scheduled to be carried out in 2019/20.
- Hartnett Precinct (bounded by Seaford Road to the north, Frankston-Dandenong Road to the east, Klauer Street to the south and Frankston Freeway to the west) has been the subject of concern by local residents *regarding traffic and road safety, with the majority of concerns relating to irresponsible driving, parking and the safety of various intersections within the precinct.*
- Traffic engineering consultant, HDS Australia Pty Ltd, was commissioned in October 2019 to assist Council in developing a LATM Plan aimed at addressing traffic and road safety concerns in the Hartnett Precinct.

**12.11 Hartnett Precinct Local Area Traffic Management Study****Executive Summary**

- The major traffic issues reported within the industrial sub-precinct are on-street parking, pedestrian access and vehicular movements at the Seaford Road / Hartnett Drive signalised intersection, and a lack of pedestrian access across Hartnett Drive.
- The major traffic issues reported within the residential sub-precinct are safety at some intersections, difficulty entering Seaford Road from side roads, safety at Frankston Freeway exit ramps on to Seaford Road, lack of pedestrian access across Seaford road, relatively high levels of traffic using local roads as a shortcut between Seaford Road and Frankston-Dandenong Road, and hooning/irresponsible driving behaviour.
- The residents in the precinct were consulted in October 2019 through an initial survey and in November 2019 through a public meeting at the start of the study to find out their traffic concerns. A second survey was distributed in February and March 2020 to seek their views on the draft LATM Plan. A Resident Traffic Committee was created including residents who were interested in participating.
- Public Transport Victoria (PTV), the public bus service provider and emergency services (Country Fire Authority, Victoria Police and Ambulance Victoria) were requested to provide feedback on the draft LATM Plan. PTV responded with a list of acceptable types of traffic calming devices for bus routes, however no other responses were received.
- The LATM Plan has been developed to address road safety concerns identified by the community and the traffic consultant's investigations.
- Key features of the plan include the following treatments;
  - Single-lane speed hump on Fellowes Street,
  - Raised intersection treatment at Barry Street and Molesworth Street,
  - Traffic island on Seaford Place at Hartnett Drive,
  - Traffic island with pedestrian refuge on Seaford Road,
  - Two pedestrian access points across the median in Hartnett Drive,
  - Footpath works along the north side of Seaford Road,
  - "Hockey stick" linemarking to better delineate parking in the industrial streets,
  - Parking restrictions close to intersections with Seaford Road,
  - Intersection configuration improvements at Lombard Way/Frankston-Dandenong Road, and
  - Advocacy items to Department of Transport relating to Frankston Freeway ramps at Seaford Rd, improvements at the intersection of Seaford Road / Hartnett Drive / Brunel road and traffic speed on Seaford Road.
- The cost of these improvements is estimated at \$432,000. This figure is subject to further refining during the design stage of some treatments.
- The recommended measures are expected to improve both traffic safety and amenity as well as reduce crash likelihood in the Hartnett Precinct, however should be complemented with enforcement and education. Information provided to Crime Stoppers is particularly effective in identifying and responding to irresponsible and anti-social driving behaviour.

**12.11 Hartnett Precinct Local Area Traffic Management Study****Executive Summary**

- The LATM Plan for the Hartnett Precinct is in Attachment A, and the Hartnett Precinct LATM Study report is in Attachment B.

**Financial Impact**

The preliminary cost estimate of the recommended traffic treatments in the Hartnett Precinct LATM Plan amount to \$432,000. These estimates will be refined through the design and implementation phases.

Funding of \$255,000 is included in the 2020/21 Capital Works Budget to substantially complete the traffic treatments. A further \$177,000 will be required to complete the proposed works. It is anticipated that the additional budget required will be referred for considered during the review of the LTIP for Capital Works Program for 2021/22 as part of the Integrated Planning Process.

**Consultation****1. External Stakeholders**

Consultation with the local community plays a major role in the identification of key issues, and is a useful source of local knowledge.

The study included consultation with the local community by community circulars, public meetings and a Resident Traffic Committee. The Resident Traffic Committee comprised of two community volunteers, Council officers and traffic engineering consultants.

A community circular, which included a questionnaire survey, was distributed to all properties (approximately 1,200 circulars) within the study area in October 2019. This also advised of the LATM study and an upcoming public meeting held in November 2019. A total of 75 responses were received, representing a response rate of 6%. The typical rate for a self-completion questionnaire around metropolitan Melbourne is usually in the order of 5-10%.

The final circular containing the proposed draft LATM Plan was mailed to all residents, their property owners as well as the industrial and commercial properties within the study area in February 2020 seeking feedback on the proposed treatments. A total of 100 responses were received, representing a response rate of 8.5%.

The overall results show general favourable support for the LATM proposals within the local community, with the support for each of the treatments ranging from 75% to 99%. However specific feedback regarding some treatments resulted in some treatments being removed, and some alternative treatments being recommended. Some responses raised new traffic concerns, which were investigated where possible, and new treatments to address these were incorporated into the final LATM Plan.

The proposed Traffic Management Plan was also forwarded to Victoria Police, Country Fire Authority, Ambulance Victoria, PTV and the bus service providers for their review and comments. No objections or feedback was provided by these agencies. PTV responded with a list of acceptable types of traffic calming devices for bus routes, and no other responses were received.

**2. Other Stakeholders**

Internal stakeholders were consulted throughout the study as required, including consultation with Ward Councillors.

**12.11 Hartnett Precinct Local Area Traffic Management Study**  
**Executive Summary**

Where applicable, internal stakeholders will be consulted during the implementation phase of the Plan on particular issues, for example, related to parking and drainage.

**Analysis (Environmental / Economic / Social Implications)**

Implementing the proposed LATM Plan aims to decrease the crash incidents making the roads a safer environment for the community.

Slowing of traffic and improved safety is expected to improve amenity in the precinct and encourage a greater number of people to walk and cycle, thus improving social interaction and health.

The slowing of traffic is also expected to reduce vehicle emissions, but will result in some additional noise at speed humps. Further lighting will be required at some locations, for example, to illuminate slow points and speed humps, but adverse effects can be mitigated through careful site selection.

**Legal / Policy / Council Plan Impact**Charter 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

Not applicable.

Policy Impacts

Council is obligated under the Road Management Act 2004 to manage Council's road network in a manner that ensures its efficiency and safety of road users.

Council's Integrated Transport Strategy 2013 – Action 8-2 is to Develop a Local Area Traffic Management (LATM) 20 year program, including implementing LATM projects.

Officer's Declaration of Interests

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

**Risk Mitigation**

The risk of crashes within the precinct is lowered once the LATM Plan is implemented, thus making the roads a safer environment for motorists, cyclists and pedestrians.

Council has previously supported implementing LATM projects within the municipality, however it is important to implement the recommended actions in a timely manner to ensure the consultation and project delivery are as seamless as practicable.

**Conclusion**

It is recommended that Council adopts the Hartnett Precinct Local Area Traffic Management Study for implementation.

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**ATTACHMENTS**

Attachment A: [↓](#) Hartnett Precinct LATM Plan - June 2020

Attachment B: [↓](#) Hartnett Precinct LATM Study Report - June 2020

**12.11 Hartnett Precinct Local Area Traffic Management Study**  
**Officer's Assessment****Background**

The Hartnett Precinct is bounded by Seaford Road to the north, Frankston-Dandenong Road to the east, Klauer Street to the south and Frankston Freeway to the west. This precinct can be further divided into two sub-precincts: the industrial sub-precinct, and the residential sub-precinct.

Access to the industrial sub-precinct is through Hartnett Drive that connects Klauer Street and Seaford Road in a north-south direction. Access to the residential-sub precinct is from several roads off Seaford Road, and two roads off Frankston-Dandenong Road. Seaford Road also provides access to and from Frankston Freeway which is to the north-west boundary of the precinct. The residential sub-precinct contains approximately 800 properties, and the industrial sub-precinct contains approximately 400 properties. Seaford Hotel, a petrol station and several shops are located at the intersection of Seaford Road and Frankston-Dandenong Road, and there are industrial properties along the north side of Klauer Street. The only bus route within the precinct is on Hartnett Drive, while there are bus routes along the precinct boundary on Seaford Road, Klauer Street and Frankston-Dandenong Road.

**Issues and Discussion***Initial Community Consultation*

A community circular was distributed to all households within the study area in October 2019 including a questionnaire survey on amenity and traffic. The survey sought community suggestions to overcome these traffic problems, and nominations to be part of the Resident Traffic Committee.

A total of 75 responses were received, representing a response rate of 6%. The typical rate for a self-completion questionnaire around metropolitan Melbourne is usually in the order of 5-10%.

Noteworthy findings of the survey results are:

- 25% of respondents stated that speeding is a major traffic issue within both residential and industrial sub-precincts, and 40% of them stated that speed issues occurred all times during the day;
- 25% of respondents stated that traffic volume is a major issue within residential areas, and 50% of them stated that high volumes of traffic on their streets occurred during peak time;
- 55% of respondents stated that there is no issue with heavy vehicles on their streets within both residential and industrial sub-precincts;
- 80% of respondents stated that there is no issue with pedestrian facilities within both residential and industrial sub-precincts;
- 85% of respondents stated that there is no issue with bicycle facilities within both residential and industrial sub-precincts;
- 55% of respondents stated that there is an irresponsible driving issue within both residential and industrial sub-precincts, and 40% of respondents stated that the irresponsible driving occurred during night time;

In addition, a number of respondents raised concerns about various issues within the Hartnett Precinct, as follows;

- Difficulty finding available on-street parking within the industrial area during day time.

**12.11 Hartnett Precinct Local Area Traffic Management Study****Officer's Assessment**

- Vehicles parking too close to their driveways making it more difficult to exit their properties within both residential and industrial sub-precincts;
- Vehicles parking too close to intersections making it more difficult to egress from side roads within residential sub-precinct;
- Difficulty exiting in to Seaford Road from side roads within residential sub-precinct during peak hours;
- Development standards for new infill developments pushing more cars into local streets in residential sub-precinct;
- A relatively high volume of traffic using the Madden Street – Barry Street corridor as a shortcut between Frankston-Dandenong Road and Seaford Road.
- Right turn movements at the Seaford Road / Hartnett Drive / Brunel Road signalised intersection are dangerous due to lack of dedicated right turn phase;
- Safety concerns with vehicle approaching speeds at Holroyd Street / Fellowes Street / Stawell Street intersection;
- Frankston Freeway exit ramps / Seaford Road intersection had long delays and it is hard to find safe gap to turn onto Seaford Road;
- Too much traffic using local roads especially relating to the Holroyd Street and Barry Street as rat-run routes;
- Traffic speed on Seaford Road is relatively high and quite a number of responses raised concern with lack of safe crossing points near the primary school and kindergarten; and
- Hooning and burnout issues within both residential and industrial sub-precincts during night time.

A public meeting was held at Belvedere Community Centre on Wednesday 27 November 2019. Residents and other interested parties were invited to attend via the community circular. The purpose of the public meeting was to outline the traffic study process, provide residents with the opportunity to discuss any local traffic issues and take nomination from community volunteers to form the Resident Traffic Committee group.

The public meeting was attended by 5 members of the local community, 2 Council officers and 2 members of HDS Australia.

The local traffic issues identified at the public meeting are summarised below:

- Safety concerns at the Seaford Road / Hartnett Drive / Brunel Road signalised intersection;
- Safety concerns at the Seaford Road / Frankston Freeway ramps;
- Concerns on multi-dwelling developments resulting in more cars parked on local streets;
- Cars parked too close to driveways and intersections;
- Lack of mid-block pedestrian crossing point on Seaford Road between Wicklow Street and Frankston-Dandenong Road; and
- Rubbish dumping and commercial vehicle parking at end of Seaford Place.

## 12.11 Hartnett Precinct Local Area Traffic Management Study

### Officer's Assessment

Following review of community survey responses, the new traffic count surveys were carried out in a number of locations. The posted or default speed limit, and the recorded 85<sup>th</sup> percentile speed is shown in the table below. The 85<sup>th</sup> percentile speed is defined as the speed at or below which 85% of vehicles surveyed are travelling. That is, a further 15% of vehicles are travelling at a speed greater than the 85th percentile speed. The 85<sup>th</sup> percentile provides a weighted mean which represents the typical vehicle speeds being experienced.

Speed survey results in Hartnett LATM Precinct:

Street	Posted or Default Speed Limit (km/h)	Recorded 85 <sup>th</sup> Percentile Speed (km/h)
Hartnett Drive	60	61.4
Klauer Street	60	68
Sir Laurence Drive	50	49.7
Barry Street	50	43
Molesworth Street	50	39.3
Fellowes Street	50	36
Pimpala Avenue	50	36.7

The high speed observed on Klauer Street will be referred to Department of Transport to investigate as Klauer Street is a declared road. No major speeding issues were observed on Council managed local roads. However speed calming devices have been proposed in the LATM Plan to deter any potential speeding vehicles.

### Proposed Local Area Traffic Management Plan

A draft LATM Plan was developed to:

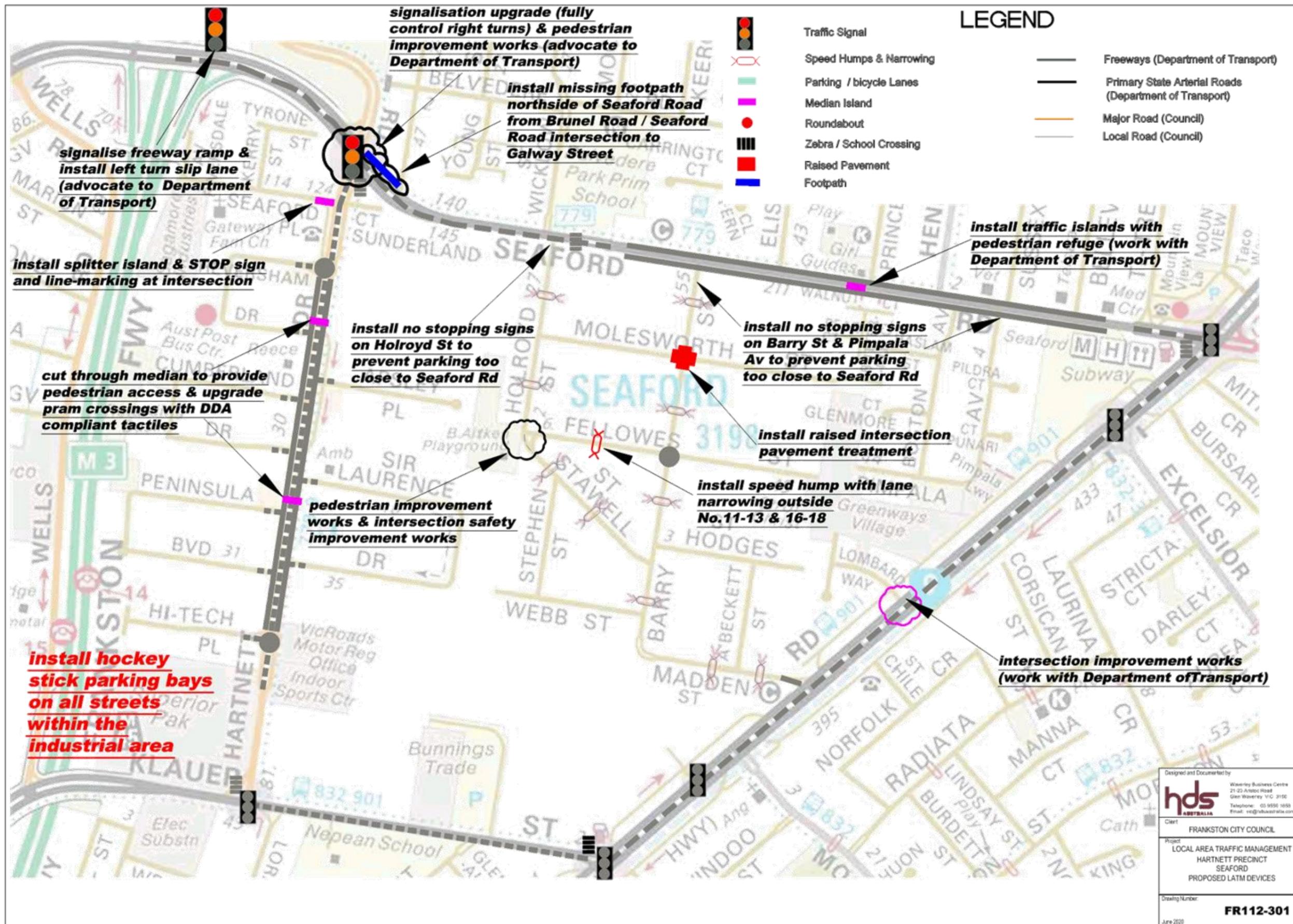
- Improve the safety of local streets by reducing traffic speeds;
- Discourage through-traffic from using the local area, where possible; and
- Address traffic concerns raised by the community, while maintaining adequate levels of accessibility for local residents, local businesses and emergency services.

The draft LATM Plan endorsed by the Resident Traffic Committee was presented to the Hartnett Precinct community for comment via a second community circular and survey in late February 2020. Community comments on the proposed LATM Plan were accepted until 8 April 2019.

The circular included a plan detailing the proposed LATM Plan and some images of typical treatments. The circular sought the community's opinions on whether they support the individual proposed treatments. Residents also had the opportunity to provide their feedback via the Council website.

Letters seeking feedback from PTV, bus service providers and emergency services were sent in March 2020. No objections or feedback was provided by these agencies. PTV responded with a list of acceptable types of traffic calming devices for bus routes, and no other responses were received.

Based on the review of public feedback and further investigations undertaken by HDS Australia, some amendments were made to the draft LATM Plan.



Designed and Documented by  
**hds**  
 Waverley Business Centre  
 21-23 Ararat Road  
 Glen Waverley VIC 3150  
 Telephone: 03 9556 1055  
 Email: info@hds.com.au

Client  
**FRANKSTON CITY COUNCIL**

Project  
**LOCAL AREA TRAFFIC MANAGEMENT  
 HARTNETT PRECINCT  
 SEAFORD  
 PROPOSED LATM DEVICES**

Drawing Number  
**FR112-301**

June 2020

HDS Australia

Civil Engineers and Project Managers



Adelaide • Melbourne • Sydney • Hong Kong

## Frankston City Council

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### LOCAL AREA TRAFFIC MANAGEMENT STUDY – HARTNETT PRECINCT

### Final Report

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**HDS Australia Pty Ltd**

Waverley Business Centre  
21-23 Aristoc Road  
Glen Waverley VIC 3150

telephone +61 3 9550 1858  
email vic@hdsaustralia.com.au

[www.hdsaustralia.com.au](http://www.hdsaustralia.com.au)

30 June 2020

Frankston City Council

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**Frankston City Council**

**1.0 INTRODUCTION**

HDS Australia has been engaged by Frankston City Council to undertake a Local Area Traffic Management (LATM) study for Hartnett Precinct in Seaford. The intent of the study is to consider local traffic issues raised by residents and Council, and to develop a strategic document that addresses the concerns and issues identified during the study process.

**1.1 Study Area**

The study area is bounded by Seaford Road to the north, Frankston-Dandenong Road to the east, Klauer Street to the south and Frankston Freeway to the west. The extent of the study area is generally shown in Figure 1.

Access to this precinct is from various roads off Seaford Road, Klauer Street and Frankston-Dandenong Road. The precinct has a mix of residential and commercial properties, and contains approximately 1,200 properties in total.

Belvedere Park Primary School is located on the north side of Seaford Road which is just outside of the study area. Bus services operate within the area on Hartnett Drive, Klauer Street, Seaford Road and Frankston-Dandenong Road.



Figure 1: Hartnett Precinct LATM Study Area Map

## Frankston City Council

### 2.0 STUDY METHODOLOGY

The objective of this study is to prepare a Local Area Traffic Management (LATM) plan for the Hartnett Precinct, which addresses the main traffic issues in the area.

This has been achieved through a process of extensive community consultation undertaken by HDS Australia and Frankston City Council, including:

- A letterbox drop questionnaire survey to all properties in the study area;
- A mailed questionnaire survey to absentee landlords;
- Use of an online survey which was promoted in the local paper, Council website and social media;
- A public meeting to discuss the project, obtain input and seek representatives to form a Resident Traffic Committee;
- Meetings with the Resident Traffic Committee to oversee the study; and
- A mail out of the draft LATM plan to all properties / business owners for feedback.

The adopted study process consisted of the following components:

- Familiarisation with the study area;
- Data collection and collation;
- Consultation;
- Development of proposals; and
- Reporting.

### 2.1 Community Consultation

A successful LATM study requires an appropriate level of consultation with the local community, as without which, any traffic management scheme is unlikely to gain community acceptance and may not address community concerns. In addition, consultation with the community plays a major role in the identification of key issues and is often a useful source of local knowledge.

On this principle, it follows that in undertaking area wide LATM studies, the views of all residents living or working within the whole study area or precinct should be sought.

The study process is briefly described below.

- Initial Community Circular - A community circular was distributed to all properties in the study area at an early stage of the study, requesting residents to complete a questionnaire survey on traffic problems in their street and the local area. The survey also sought nominations for individuals to act as community volunteers in the Resident Traffic Committee (RTC);
- Public Meeting - A public meeting was held on Wednesday 27 November 2019 to outline the study process, provide community with the opportunity to discuss local traffic issues and to take nominations for community volunteers to form a RTC;
- Selection of RTC – Three residents attending the meeting volunteered to be on the RTC;
- RTC Meetings – 2 committee meetings were held at Belvedere Community Centre, 36 Belvedere Road, Seaford. These meetings were attended by the RTC members, Council officers and members of HDS Australia;
  - RTC Meeting 1 (27 November 2019) – As only five residents attended the public meeting and three of them volunteered to be members of the RTC, the first meeting was held in conjunction with the public consultation meeting. RTC members discussed the key community issues and safety concerns. The feedback assisted HDS Australia in identifying the main traffic issues for the area;
  - RTC Meeting 2 (30 January 2020) – HDS Australia prepared information detailing appropriate traffic management options developed for the area. The

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process focused on developing practical cost-effective options which would address the concerns of the community and any specific safety issues identified by the engineering investigations;

- Second Community Circular – A community circular which detailed the components of the proposed LATM plan was distributed to all properties in the study area in late February 2020 for comment. The document was also sent to other stakeholder agencies such as emergency services (Fire, Ambulance and Police) and public transport providers for feedback.
- A revised and improved LATM plan was emailed to the RTC group for feedback on 17 April 2020. A physical meeting was not held at this time due to Covid-19 restrictions. Instead, information was provided to RTC members including a summary of public feedback from the second community circular.

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**3.0 EXISTING CONDITIONS**

The following sections provide a summary of available data used to establish the existing traffic and land use conditions within the study area. The data included an assessment of road crash information and the results of traffic volume and speed surveys undertaken by Council over recent years. The existing conditions data provided the basis for identifying and quantifying, where possible, traffic problems in the study area and prioritising areas or locations for treatment.

**3.1 Land Use**

The area comprises approximately 1,200 residential and industrial properties. The land uses in the area include:

- General Residential Zone (R1Z);
- Industrial 1 Zone (IN1Z);
- Public Use - Service & Utility (PUZ1);
- Road - Category 1 (RDZ1); and
- Road - Category 2 (RDZ2).

A land use plan for the study area based on the land use zoning map from the Frankston Planning Maps is provided in Figure 2 below.

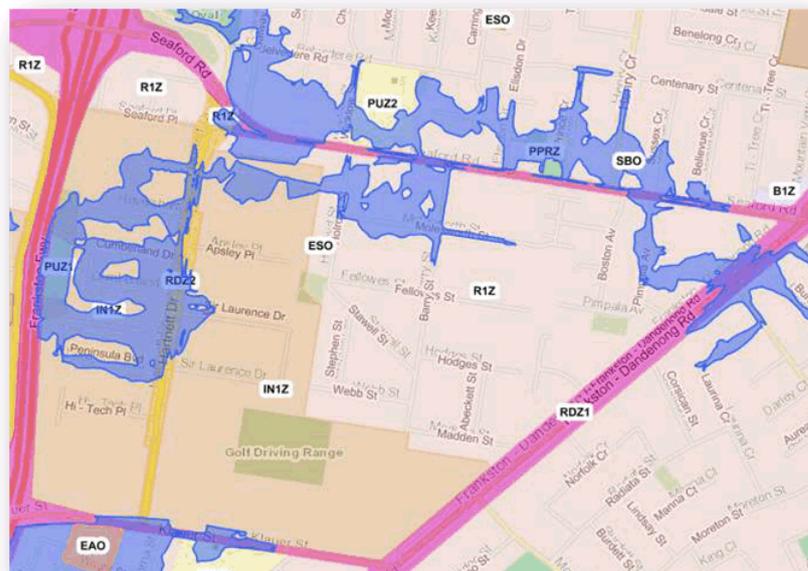


Figure 2: Land Use

**3.2 Public Transport Routes**

Public transport within the Hartnett Precinct is provided via a number of bus services. The locations of these routes are shown in Figure 3.

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The presence of a bus route in a street has implications to the type of traffic management which can be installed. Any traffic management proposal on a bus route requires the approval of Public Transport Victoria and the local bus company.

The following bus services operate in the local area:

- Route 778 (Kananook to Carrum Downs via Lathams Road);
- Route 779 (Frankston to Belvedere via Kananook);
- Route 832 (Frankston to Carrum Downs via Kananook & McCormicks Road); and
- Route 901 (Frankston to Melbourne Airport).

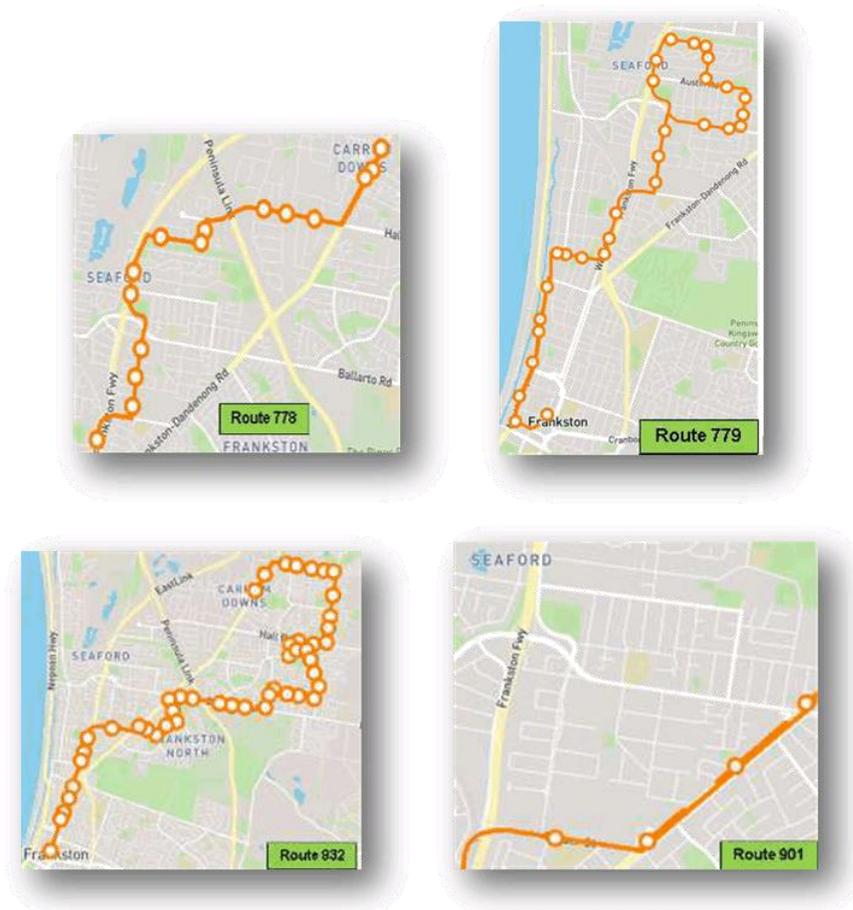


Figure 3: Public Transport Routes

**3.3 Existing LATM Devices**

Existing traffic management has been implemented in the local area by Council and VicRoads as a result of previous traffic management investigations. Treatments have generally been installed at isolated sites or on a street by street basis.

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Key traffic management treatments in the area include:

Traffic signals are provided at the following locations:

- Seaford Road / Brunel Road / Hartnett Drive;
- Seaford Road / Ballarto Road / Frankston-Dandenong Road;
- Excelsior Drive / Frankston-Dandenong Road;
- Klauer Street / Frankston-Dandenong Road; and
- Klauer Street / Hartnett Drive.

Roundabouts are located in the following locations:

- Hartnett Drive / Hi-Tech Place;
- Hartnett Drive / Heversham Drive; and
- Barry Street / Fellowes Street.

Road humps with narrowing treatment are commonly used in the following streets:

- Holroyd Street between Seaford Road and Molesworth Street;
- Holroyd Street between Molesworth Street and Fellowes Street;
- Stawell Street between Fellowes Street and Barry Street;
- Barry Street between Seaford Street and Molesworth Street;
- Barry Street between Molesworth Street and Fellowes Street;
- Barry Street between Fellowes Street and Hodges Street;
- Barry Street between Stawell Street and Webb Street;
- Madden Street between Webb Street and A'beckett Street; and
- Madden Street between A'beckett Street.

Solid or linemarked Median / traffic islands are located in the following streets:

- Hartnett Drive;
- Seaford Road;
- Frankston-Dandenong Road;
- Stawell Street prior to Fellowes Street;
- Madden Street / Frankston-Dandenong Road; and
- All the streets prior to Hartnett Drive within the industrial precinct.

Bicycle lane is located in the following street:

- Hartnett Drive.

Parking lanes are located in the following streets:

- Seaford Road; and
- Hartnett Drive.

Zebra crossings are located in the following locations:

- South east corner of Seaford Road / Hartnett Drive;
- North west corner of Hartnett Drive / Klauer Street;
- North west corner of Klauer Street / Frankston-Dandenong Road; and
- South west corner of Seaford Road / Frankston-Dandenong Road.

A part time school crossing with supervisor is located in the following location:

- Seaford Road at east of Holroyd Street.

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Figure 4 presents the existing LATM devices throughout the study area.

**Frankston City Council****3.4 Traffic Data Information**

Frankston City Council has undertaken traffic volume and speed surveys on Council managed local roads within the study area for the LATM study.

Traffic speed information is provided in terms of the 85<sup>th</sup> percentile speed. The 85<sup>th</sup> percentile speed is defined as the speed at or below which 85% of vehicles surveyed are travelling. That is, a further 15% of vehicles are travelling at a speed greater than the 85th percentile speed. The 85<sup>th</sup> percentile provides a weighted mean which more represents the typical vehicle speeds being experienced.

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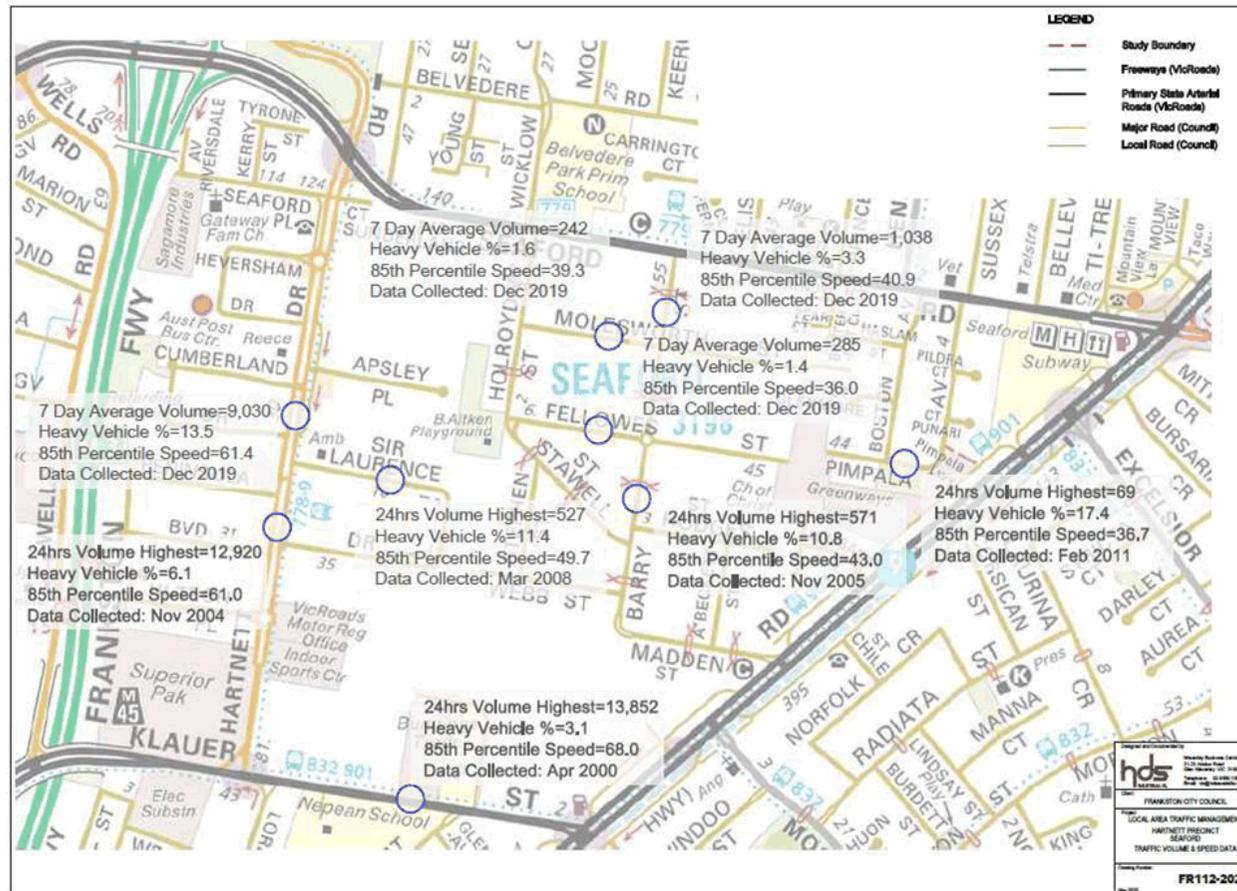


Figure 5 provides a summary of the available traffic data information throughout the study area

## Frankston City Council

### 3.5 Crash History Information

An assessment of the crash history for the study area was undertaken by analysing crash data for the most recent five year period (January 2013 – December 2018), sourced from Department of Transport's (ex-VicRoads) crash statistics database. The data contains all reported (to the police) casualty crashes, which include the categories of 'Fatal', 'Serious Injury' and 'Other Injury' crashes. Non-injury or property-damage only crashes are not included in this database. Similarly, near misses which may have been experienced by residents will not be recorded. This information is able to be obtained from anecdotal information through surveys and meetings with residents.

The categories of crash severity are defined as follows:

- Fatal: one or more persons are killed in the crash, or die within 30 days from injuries sustained in the crash;
- Serious Injury: one or more persons are admitted to hospital as a result of injuries sustained in the crash; and
- Other Injury: one or more persons are given medical treatment for injuries sustained in the crash.

In the five year period between January 2013 and December 2018, a total of 4 minor injury casualty crashes were reported on Council managed local roads within the study area. Numerous other crashes occurred on Department of Transport managed roads.

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Figure 6 shows the location and detail of the crashes.

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### 4.0 TRAFFIC ISSUES REPORTED BY RESIDENTS

The following summarises traffic issues reported by residents during the community consultation phase.

#### 4.1 Community Circular

A circular distributed to all households within the study area on 18 October 2019 included a questionnaire survey on amenity and traffic issues. It also sought their input through seeking nominations on the Resident Traffic Committee. The questionnaire survey sought community views on:

- Traffic speed & volume;
- Heavy vehicles;
- Pedestrian & bicycle facilities;
- Irresponsible driving; and
- Other safety concerns.

The survey sought community suggestions to overcome these traffic problems.

The survey also sought to identify if any of the above problems occurred at a particular time of day.

The local community were asked to identify the worst traffic problems in the whole study area and comment on possible solutions. The local community were also asked to consider problems they encounter when walking, cycling and parking as well as driving.

Section 4.1.1 provides a summary overview of the information obtained from the questionnaire survey responses. This information provided a basis for identifying the main traffic problems perceived by the local community.

A copy of the community questionnaire is provided in Appendix A.

##### 4.1.1 Survey Response

Questionnaire surveys were delivered to all properties in the area in October 2019. The official reply deadline for the survey was 15 November 2019. A total of 75 responses were received, representing a response rate of 6%. The typical rate for a self-completion questionnaire around metropolitan Melbourne is usually in the order of 5-10%.

Statistics of the survey results revealed the following:

- Traffic speed:
  - ✓ 55% of the respondents stated that speeding is not an issue within both residential and industrial area;
  - ✓ 25% of respondents stated that speeding is a major traffic issue and 40% of them stated that speed issues occurred all times during the day.
- Traffic volume:
  - ✓ 50% of respondents stated that traffic volume is not an issue within both residential and industrial area;
  - ✓ 25% of respondents stated that traffic volume is a major issue within the residential streets; and 50% of them stated that high volumes of traffic on their streets occurred during peak time.

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- 55% of respondents stated that there is no issue with heavy vehicles on their streets within both residential and industrial area;
- 80% of respondents stated that there is no issue with pedestrian facilities within both residential and industrial area;
- 85% of respondents stated that there is no issue with bicycle facilities within both residential and industrial area;
- Irresponsible driving:
  - ✓ 55% of respondents stated that there is an irresponsible driving issue within both residential and industrial area; and
  - ✓ 40% of respondents stated that the irresponsible driving occurred during night time.
- 75% of respondents stated that parking restrictions are not an issue within both residential and industrial area;
- 60% of respondents have a problem with finding available on-street parking within the industrial area during day time;
- 80% of respondents stated that current parking enforcement in place is appropriate within both residential and industrial area;
- Respondents raised concerns about vehicles parking too close to their driveways making it more difficult to exit their properties within both residential and industrial area;
- Respondents raised concerns about vehicles parking too close to intersections making it more difficult to egress from side roads within residential area;
- Respondents expressed difficulty about exiting in to Seaford Road from side roads within residential area during peak hours;
- Respondents raised concerns about the development standards for new infill developments pushing more cars into local streets within residential area;
- Respondents raised concerns at Seaford Road / Hartnett Drive signalised intersection with right turns movement being unprotected;
- Respondents raised concerns at Holroyd Street / Fellowes Street / Stawell Street junction;
- Respondents raised concerns at Frankston Freeway exit ramps / Seaford Road with long delay and hard to find safe gap to turn onto Seaford Road;
- Respondents raised concerns about too much traffic using local roads especially relating to the Holroyd Street, Barry Street as rat-run routes;
- Respondents consider that the traffic speed on Seaford Road is relatively high and quite a number of responses raised concern on lack of safe crossing points near primary school and kindergarten; and
- Respondents reported hooning and burnout issues within both residential and industrial area during night time.

**4.2 Public Meeting**

A public meeting was held at Belvedere Community Centre, 36 Belvedere Road, Seaford, on Wednesday 27 November 2019. Residents and other interested parties were invited to attend via the circular, as outlined above.

The purpose of the public meeting was to outline the traffic study process, provide residents with the opportunity to discuss any local traffic issues and take nomination from community volunteers to form the Resident Traffic Committee group. The attendees were presented with

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typical practical traffic calming treatments that meet relevant VicRoads and AustRoads standards and guidelines that can be utilised to address issues.

The public meeting was attended by 5 members of the local community, 2 Council officers and 2 members of HDS Australia team.

The local traffic issues identified at the public meeting are summarised below.

- Safety concern at Seaford Road / Hartnett Drive / Brunel Road signalised intersection;
- Safety concern at Seaford Road / Frankston Freeway ramps;
- Concerns on building development resulting in more cars parked on local streets;
- Cars parked too close to driveway and intersections;
- Lack of mid-block pedestrian crossing point on Seaford Road between Wicklow Street and Frankston-Dandenong Road; and
- Rubbish dumping and commercial vehicle parking at end of Seaford Place.

Copy of the minutes of public consultation is provided in Appendix B.

### 4.3 Resident Traffic Committee

The role of community volunteers in the Resident Traffic Committee was to provide details of local traffic issues and provide feedback on the Local Area Traffic Management proposals. The committee would work with the project team to ensure the community's issues are properly identified, and are adequately addressed through the LATM plan

Copies of the minutes of RTC meetings are provided in Appendix B.

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### 5.0 PROPOSED LATM ENHANCEMENTS

A proposed Local Area Traffic Management plan was prepared to address the main issues for Hartnett Precinct in consultation with the Resident Traffic Committee and Council officers.

#### 5.1 Identified Issues

Following review of community circular responses, the traffic survey results and site inspections / investigations, the following issues were compiled to guide the formation of the proposed LATM plans.

Intersection safety issues:

- Frankston Freeway southbound off ramp has poor sight line and hard to select a gap in traffic to turn out; and
- Unprotected right turn movements at Hartnett Drive / Seaford Road / Brunel Road intersection.

Operational issues:

- Cars parked too close to property driveways;
- Rat-running issue along Barry Street;
- Cars parked on local streets are too close to Seaford Road; and
- Drivers' hoon behaviours.

Pedestrian safety issues:

- Lack of safe crossing point along Hartnett Drive;
- Lack of safe crossing point along Seaford Road; and
- Lack of DDA compliance at Hartnett Drive / Seaford Road intersection.

#### 5.2 Objectives

The objectives of the proposed LATM plan include:

- Discourage through-traffic from using the local area, where possible;
- Develop proposals that address traffic concerns raised by the community, while maintaining adequate levels of accessibility for local residents, local businesses and emergency services.

#### 5.3 Consideration of Proposed LATM Plan

The Resident Traffic Committee considered a range of traffic management treatments including the advantages and disadvantages of various treatments, suitable applications and locations.

The proposed draft LATM plan that was developed for Hartnett Precinct is shown in Figure 7.

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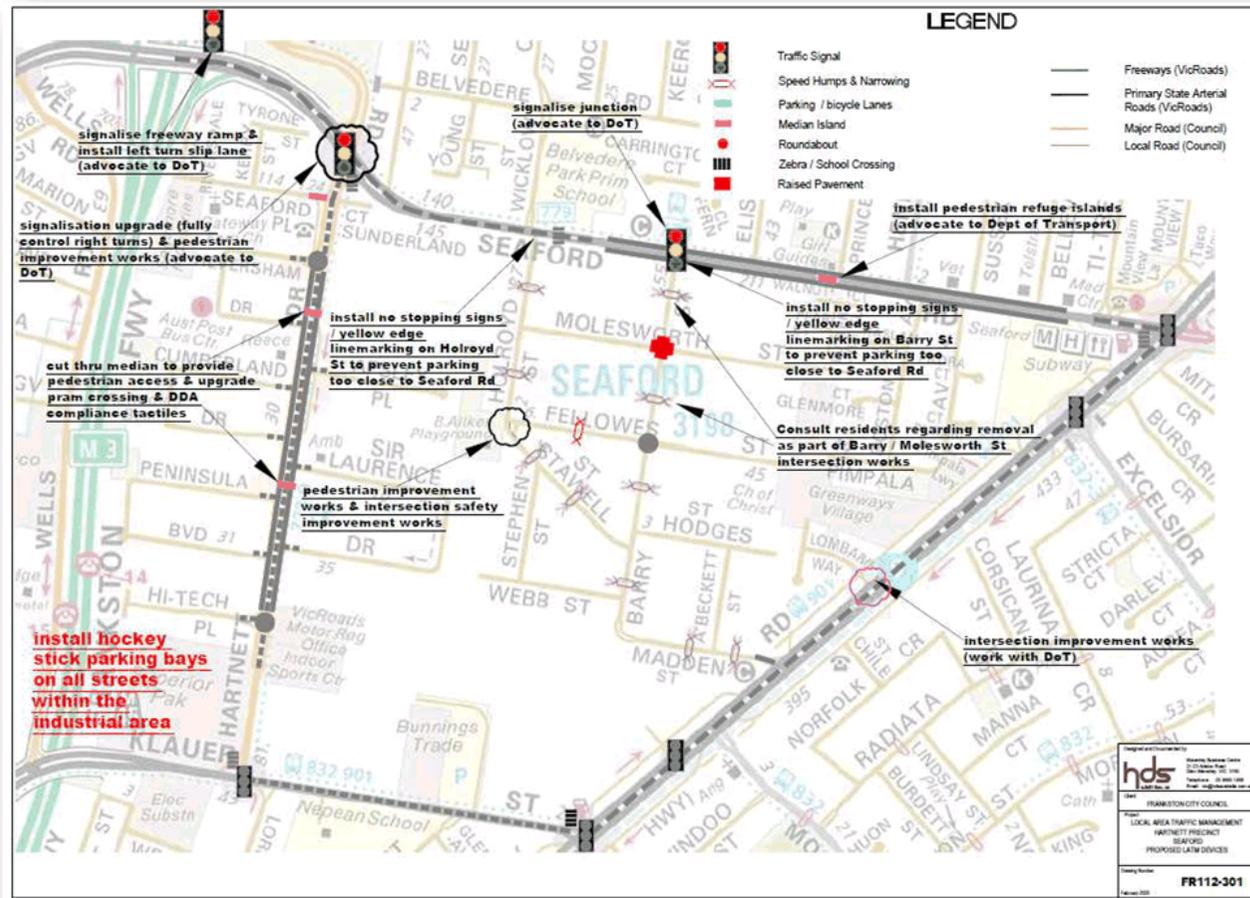


Figure 7: the proposed LATM plan to seek public feedback

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The draft proposal endorsed by the RTC was presented to the Hartnett Precinct community for comment via a questionnaire circular.

A detailed discussion of the community's response to the proposals is outlined in the following section.

### 5.4 Proposed Treatments

The following sections outline the individual treatments that were included in the proposed LATM plan for community consultation.

#### 5.1.1 Madden Street - Barry Street Corridor

Public feedback was received regarding rat-running along this route between Frankston-Dandenong Road and Seaford Road. This results in relatively high traffic volumes and speeds for a local road, and also leads to other problems such as irresponsible traffic behaviour such as the reported 'hoon' driving and congestion problems related to parking, which was also raised by the community throughout the consultation period.

The current network only has a roundabout and several speed humps with lane narrowing treatments along this route. The latest traffic data from December 2019 showed that Barry Street carries more than 1,000 vehicles a day which is significantly more than surrounding streets in the residential area.

To address this issue, it is proposed to install additional traffic management devices along the corridor as follows:

- Install raised pavement treatment at intersection of Barry Street and Molesworth Street;
- Consult residents to remove two existing speed humps near the intersection; and
- Signalise intersection of Barry Street and Seaford Road.

#### 5.1.2 Holroyd Street / Fellowes Street / Stawell Street Intersection

Public feedback was received regarding safety at this location. Mostly feedback refers to high approach speeds to this intersection and lack of conspicuity at the bend on Stawell Street prior to the junction.

The following improvements are proposed to improve safety of the intersection:

- Raise pavement on Stawell Street prior to the intersection;
- Provide extra intersection warning sign on Stawell Street prior to bend;
- Improve pedestrian safety around the intersection; and
- Install additional speed hump on Fellowes St to reduce the approaching speed.

#### 5.1.3 Seaford Road / Hartnett Drive / Brunel Road Intersection

Crash history shows 12 casualty crashes were recorded from 2013 to 2018. Eight crashes involved the right turning vehicle failing to give way to the straight through vehicle at the intersection.

The following improvements are proposed to improve safety of the intersection:

- Fully control all right turn movement;
- Construct pram crossings along western and northern walkways;
- Provide zebra crossings at north east and south west slip lanes; and

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- Construct footpath from north east corner to Galway Street.

### 5.1.4 Frankston Freeway southbound off ramp / Seaford Road

There were 6 casualty crashes (including a fatality crash) recorded from 2013 to 2018. All the crashes were 'at angle' crashes. The sight line to the west for right turn vehicles at the stop line is compromised by the elevated bridge over freeway. The sight line to the west for left turn vehicles at the stop line is also blocked by the vehicles waiting to turn right. Respondents complained about experiencing long delays due to the exit vehicles having difficulty finding a safe gap turning out onto Seaford Road.

The following improvements are proposed to improve safety of the location:

- Construct a left turn slip lane to utilise the road reserve area; and
- Signalise this location to improve safety for vehicles exiting the off ramp.

### 5.1.5 Seaford Road near Princes Crescent

Public feedback was received regarding lack of safe pedestrian crossing point along this section of Seaford Road. Currently there is only one pedestrian refuge island on Seaford Road located east of Holroyd Street. An additional pedestrian refuge island on Seaford Road near Princes Crescent will provide a safer crossing point as a reasonable mid-block location.

### 5.1.6 Lombard Way / Frankston-Dandenong Road Service Road

There are some concerns from local residents with this intersection being a point of conflict due to confused priority at this location. It is proposed to reconfigure this intersection to include a traffic island to minimise confusion at this location.

### 5.1.7 Hartnett Drive

There are some concerns from local residents regarding the lack of mid-block pedestrian crossing points along Hartnett Drive. It is proposed to construct two crossings near Heversham Drive and Peninsula Boulevard to meet desired pedestrian lines. It will also provide better pedestrian connectivity to commuters using the public bus service.

### 5.1.8 Others

Significant public feedback was received regarding some cars parked on Barry Street and Holroyd Street are too close to the intersection of Seaford Road which causes difficulty to enter and exit the roads. It is proposed to provide extra parking signs and linemarking where necessary to prevent this.

Significant public feedback was also received regarding cars parked too close to driveways within the industrial area which causes extreme difficulty for heavy vehicles to enter and exit their premises. It is proposed to install hockey stick style parking bays on all the streets within the industrial area.

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### 6.0 COMMUNITY FEEDBACK ON DRAFT PROPOSED LATM PLAN

A community circular detailing the draft LATM plan for the Hartnett Precinct was mailed to all residents, their property owners as well as the industrial and commercial properties within the study area in late February 2020. A total of 1,174 circulars were mailed, and were personally addressed where possible. Community feedback and responses on the draft LATM plan were received until 20 March 2020.

The community circular included a plan detailing the draft LATM plan and examples / images of typical suggested treatments. The circular sought the community's opinions on whether they support the individual proposed treatments, and any further comments. The circular response was achieved via a simple questionnaire survey and a reply paid envelope. Residents also had the opportunity to provide their feedback through an online survey via the Council website's Have Your Say page.

A copy of the circular is provided in Appendix C of this report.

### 6.1 Review of Individual Responses

The consultation process started on 28 February 2020 and it closed 20 March 2020. Over this period, a total of 100 responses were received comprising 99 hard copy questionnaires and 1 online response representing 8.5% of the properties within the area.

The circular asked respondents to indicate which devices or treatments they did or did not support, and the street of the respondent was also requested to assist in evaluation of each treatment. A summary of the support for each treatment is shown below in Table 1. The recommendations provided in the table were developed with input from the Frankston City Council. **Note that some respondents did not provide a response to every proposed treatment.**

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**Table 1: Community Response to Proposed LATM Plan**

Location	Treatment	Overall Support / No. of Responses Support Rate	Affected Street Support / No. of Responses Support Rate	Specific Community Comments	Comments / Recommendation of Action
<b>Residential Precinct</b>					
Lombard Way	Re-layout Lombard Way intersection and service road	76 / 79 96%	1 / 1 100%	Should remove the arrow for entering movement as they may need to turn right immediately to the service road.	Linemarking to be addressed during detailed design stage. <b>Recommendation of Action:</b> Discuss concept layout / option with DoT then incorporate this treatment into proposed LATM plan.
Seaford Road near Princes Crescent	Pedestrian refuge island	81 / 85 95%	7 / 7 100%		<b>Recommendation of Action:</b> Incorporate this treatment into proposed LATM plan. Work with Department of Transport to implement.
Hartnett Drive / Brunel Road / Seaford Road	New footpath link to Galway Street	79 / 82 96%	12 / 12 100%		<b>Recommendation of Action:</b> Incorporate this treatment into proposed LATM plan.
Hartnett Drive / Seaford Place	Splitter island in Seaford Place at intersection	79 / 83 95%	4 / 4 100%		<b>Recommendation of Action:</b> Incorporate this treatment into proposed LATM plan.
Holroyd Street	Signage & linemarking to prevent parking too close to Seaford Road	84 / 85 99%	8 / 8 100%		<b>Recommendation of Action:</b> Incorporate signage only into proposed LATM plan.

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Holroyd Street / Stawell Street / Fellowes Street	Raise pavement on Stawell Street prior to bend	74 / 83 89%	15 / 16 94%	Intersection should return to original layout where Fellowes Street gives way to others.	The current priority of the intersection has the most suitable sight lines for all legs. Upon further consideration of this option, there will be little benefit to raise pavement at the bend especially as a speed hump with lane narrowing is proposed 50 m to east. A better alternative treatment would be to improve conspicuity of the bend by installing hazard chevrons at the bend with an advanced intersection warning sign, and 'Keep Left' signs on the existing island. Construct two additional pram crossings for better pedestrian connectivity and make DDA compliant.  <b>Recommendation of Action:</b> Incorporate above alternative treatment into proposed LATM plan.
Barry Street	Signage & linemarking to prevent parking too close to Seaford Road	88 / 90 98%	17 / 17 100%		<b>Recommendation of Action:</b> Incorporate signage only into proposed LATM plan.
Barry Street / Molesworth Street	Raised intersection platform	80 / 91 88%	21 / 22 96%	Consider a roundabout instead.	A roundabout is not feasible to construct due to the high cost of relocating the power pole at north east corner of the intersection. A raised intersection treatment will adequately serve the purpose of slowing vehicles down and making the intersection safer for motorists and pedestrians.  <b>Recommendation of Action:</b> Incorporate raised intersection platform into proposed LATM plan.
Barry Street	Remove 2 speed humps between Seaford Road & Fellowes Street	68 / 91 75%	17 / 23 74%	Removal will create hoons on street;  Raised intersection at Barry Street / Molesworth Street is insufficient to slow down traffic.	<b>Recommendation of Action:</b> Retain the humps.
Fellowes Street	Install speed hump with lane narrowing outside No.11-13 & 16-18	72 / 79 91%	6 / 7 86%		<b>Recommendation of Action:</b> Incorporate this treatment into proposed LATM plan.

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Industrial Precinct					
All industrial streets	'Hockey stick' linemarking	78 / 83 94%	9 / 11 82%	Will lose available parking space.	The linemarking is to eliminate or reduce vehicles obstructing access to driveways, and make turning in and out of driveways safer.  <b>Recommendation of Action:</b> Incorporate this treatment into proposed LATM plan.
Hartnett Drive near Heversham Drive	Pedestrian access via median refuge	81 / 84 96%	11 / 13 85%		<b>Recommendation of Action:</b> Incorporate this treatment into proposed LATM plan.
Hartnett Drive near Peninsula Boulevard	Pedestrian access via median refuge	81 / 84 96%	11 / 13 85%		<b>Recommendation of Action:</b> Incorporate this treatment into proposed LATM plan.
Advocacy Items (Department of Transport)					
Frankston Freeway / Seaford Road	Signalise southbound off ramp and provide slip lane	85 / 90 94%	85 / 90 94%	Traffic lights will affect traffic flow on Seaford Road, but slip lane is acceptable.	Due to the high crash rate at the intersection, a fully controlled right turn will reduce the total number of incidents, and severity of the angle crashes.  <b>Recommendation of Action:</b> Refer to Department of Transport for consideration
Hartnett Drive / Brunel Road / Seaford Road	Fully controlled right turns at all approaches	81 / 89 91%	10 / 11 91%	The treatment is unnecessary.	Due to the high crash rate at the intersection, a fully controlled right turn will reduce the total number of incidents, and severity of the angle crashes  <b>Recommendation of Action:</b> Refer to Department of Transport for consideration.
Hartnett Drive / Brunel Road / Seaford Road	Zebra crossings at North East & South West slip lanes	81 / 86 94%	10 / 11 91%		<b>Recommendation of Action:</b> Refer to Department of Transport for consideration.

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Hartnett Drive / Brunel Road / Seaford Road	Upgrade pram crossings	77 / 82 94%	10 / 12 83%		<b>Recommendation of Action:</b> Refer to Department of Transport for consideration.
Seaford Road / Barry Street intersection	Signalisation	75 / 87 86%	21 / 26 81%	Overkill – It is only a problem during peak time;  Slow down Seaford Rd traffic flow during peak hours;  Inconvenience to all locals, adding unnecessary stops and impact traffic flow & time.	The signalisation is likely to attract more traffic on Barry Street. It is relatively a high cost with limited benefit.  <b>Recommendation of Action:</b> Remove this treatment from proposed LATM plan.

**Frankston City Council****6.2 Public Transport Providers and Emergency Services**

The letters seeking feedback from the public transport providers and emergency services (fire department, police and ambulance) were sent on 26 March 2019 however responses were only received from Public Transport Victoria (PTV) during the study. PTV provided a list of acceptable types of traffic calming devices for bus routes.

**6.3 Other Relevant Comments**

Other issues or requests given by respondents to the proposed LATM plan have been summarised and listed in Table 2 (excluding those related to specific proposals listed in the previous table).

Where the same or similar comments has been received by more than one respondent, the total number of respondents is indicated.

As a result, additional proposals have been identified to be incorporated into the proposed LATM plans, which have been highlighted in red in the table.

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**Table 2: Summary of Other Issues / Requests**

Location / Issue	Community Issues	No. of Responses	Action / Response
Seaford Road west of Frankston-Dandenong Road	Street lighting issue from Seaford Hotel to Shops.	1	No night time crash trend attributed to lack of street lighting found in crash history. Council to monitor and report to Department of Transport with any requests for additional street lighting.
Seaford Road near Ti-Tree Crescent	Turn in and turn out movements from shops to Seaford Road are congested and unsafe	2	Council's Traffic Engineers to assess, and request Department of Transport to review if deemed necessary.
Seaford Road / Frankston-Dandenong Road intersection	Speeding & running red traffic light issue.	1	2013-2018 crash data shows 2 crashes at the intersection which possibly involved vehicles running red lights. Refer this issue to Department of Transport and Department of Justice for considering red light camera installation.
Pimpala Avenue	Cars parked too close to Seaford Road.	1	<b>Incorporate new treatment into proposed LATM plan:</b> Install signage to prevent parking too close to Seaford Road
Frankston Freeway northbound off ramp / Seaford Road intersection	Signalisation or other improvements to help vehicles safely turn out.	3	<b>Refer to Department of Transport for consideration.</b>
Abeckett Street	Speeding issue.	2	No traffic data available. Council will carry out traffic count when traffic patterns are back to normal post Covid-19. Treatments should be considered after assessment, through consultation of the residents in those streets.
Hodges Street	Speeding issue.	1	No traffic data available. Council will carry out traffic count when traffic patterns are back to normal post Covid-19. Treatments should be considered after assessment, through consultation of the residents in those streets.

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Seaford Road / Boston Avenue intersection	Request for signalisation.	1	Boston Avenue has limited connectivity and does not warrant signalisation.
Seaford Place / Hartnett Drive intersection	The angle car parking spaces outside Westpac Bank block Seaford Place traffic sightline badly.	1	<b>Incorporate new treatment into proposed LATM plan:</b> Convert 'Give Way' to 'Stop' sign and linemarking.
Residential areas	Car parked close to residential driveway.	1	Council's Community Safety & Enforcement Department to investigate and enforce on a case by case basis when illegal parking is reported.
Barry Street	Busy parking from early morning to late afternoon.	2	No evidence of excessive parking on Barry Street, Council to monitor for further complaints
Madden Street	Left deceleration lane from Dandenong-Frankston Road into Madden Street is dangerous.	1	No crash trend at the location in the last 5 years.  <b>Refer to Department of Transport for consideration.</b>
Hartnett Drive	Need a median crossing on Hartnett Drive between Cumberland Drive intersections	1	The two proposed pedestrian crossing facilities are located near the existing two bus stops which are likely to have more pedestrian activity. A pedestrian survey will be carried out before design stage to ensure the crossing locations are most appropriate.
Seaford Road	Lack of footpath on Seaford Road from Hartnett Drive intersection to the west.	1	There is an existing footpath provided via Seaford Place, and a pedestrian overpass connecting to Wells Road to provide a safe east-west pedestrian connection. There is insufficient space on Seaford Road to provide a safe footpath.
Frankston-Dandenong Road / Lombard Way intersection	Need right turn lane on Frankston-Dandenong Road on southbound into Lombard Way.	1	It is unlikely that Department of Transport will provide right turn deceleration on Frankston-Dandenong Road median due to the limited connectivity through Lombard Way.

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Webb Street	Need speed hump – speeding and short cut route.	1	No traffic data available. Council will carry out traffic count when traffic patterns are back to normal post Covid-19. Treatments should be considered after assessment, through consultation of the residents in those streets.
Webb Street / Barry Street intersection	Need give way linemarking and signage.	1	The intersection is a standard T-junction with good sight lines to both directions. There is no need for linemarking and signage.
Barry Street / Fellowes Street intersection	Change the current roundabout to raised intersection platform.	1	The existing roundabout is suitable to calm traffic from all approaches effectively.
Seaford Road	Road pavement is in poor condition; Drainage issue along the road.	2	<b>Refer this issue to Department of Transport.</b>
Holroyd Street	Hooning and speeding issue along the road.	3	Holroyd Street is 290 m in length and currently has 2 speed humps with lane narrowing treatments at 120-130m spacing which is considered appropriate. Additional works would be unnecessary.
Heversham Drive	Unspecified concern regarding AustPost entry & Exit. No contact details left.	1	No action required. The entry & exit arrangement appear to be appropriate.
Excelsior Drive / Frankston-Dandenong Road intersection	Link the signal with Seaford Road signal. Reason not provided and no contact details left.	1	No action required.
Klauer Street	High speed.	1	<b>Refer this complaint to Department of Transport.</b>

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### 6.4 Additional Recommended LATM Treatments

Based on the review of public feedback and further investigations undertaken by HDS Australia, the following additions to the proposed LATM plan are recommended:

#### 6.4.1 Additional Treatments

- Seaford Place - Change existing Give Way to Stop sign & linemarking; and
- Pimpala Avenue – Install signage to prevent parking too close to Seaford Road.

#### 6.4.2 Amendments to Treatments

- Retain two existing speed humps with narrow treatment along Barry Street;
- Remove the signalisation proposal at Barry Street / Seaford Road junction;
- Install signage only on Holroyd Street, Barry Street to prevent parking too close to Seaford Road; and
- Remove proposed raised pavement on Stawell bend prior to Holroyd Street.

The final proposed LATM plan that was developed for Hartnett Precinct is shown in Figure 8.

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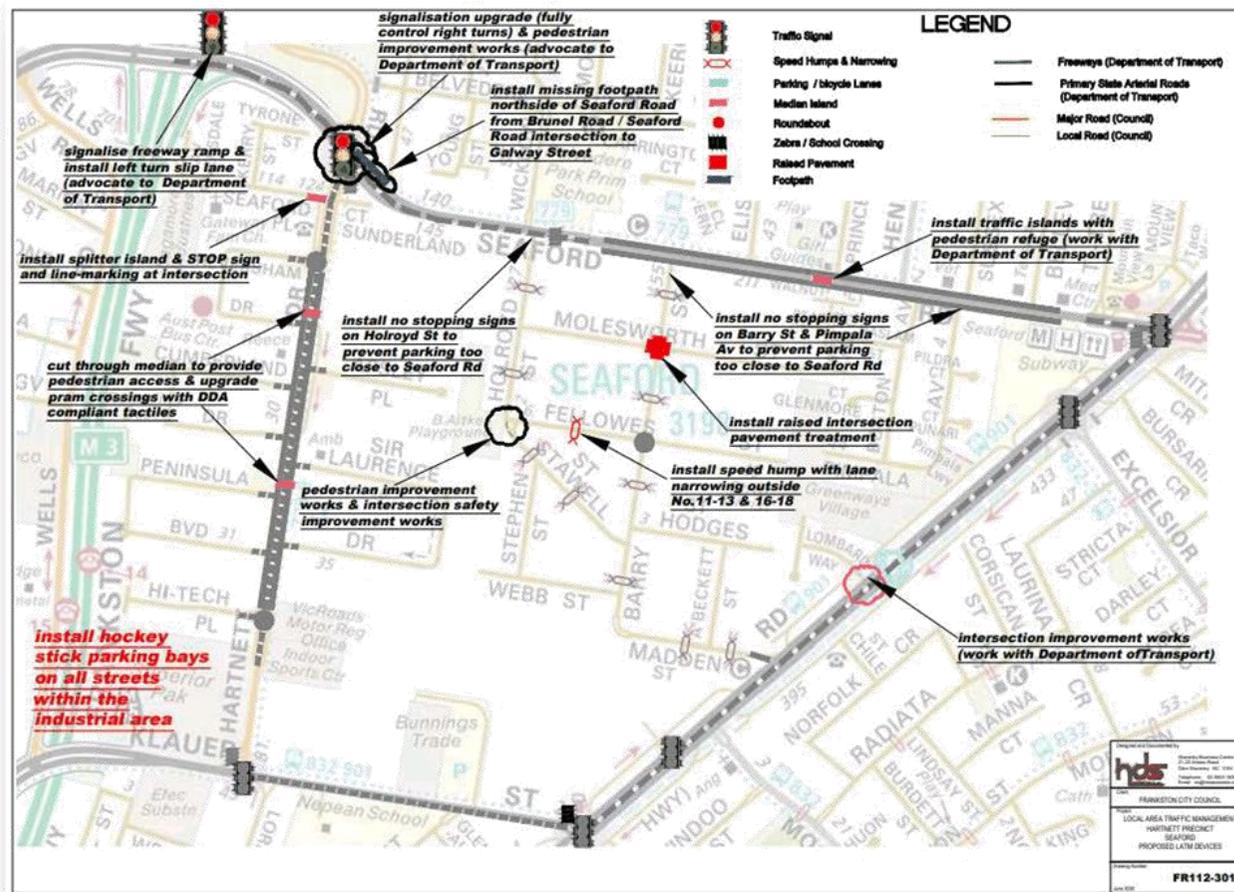


Figure 8: Final proposed LATM plan.

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**7.0 DRAFT FUNDING & IMPLEMENTATION**

**7.1 Cost Estimate and Staging Plan**

Table 3 below outlines the indicative component cost and recommended staging of the LATM plan for the Hartnett Precinct.

The estimated costs are indicative only, and have been arrived at to assist in devising an implementation plan. The installation costs of traffic management can vary considerably and largely depend on the extent and design of devices. The main components which influence construction costs are the materials used, need for kerb reconstruction, impact on existing drainage, and impact to underground services, possible relocation of power poles, and degree and type of landscaping.

In the case of these works, while staging of the scheme is generally necessary due to funding constraints, the staging of works needs careful consideration to minimise the interim impact of treatments on untreated streets.

Frankston City Council

HDS Australia Pty Ltd

**Table 3: Cost Estimate and Staging Plan**

Location	Treatment	Indicative Construction Cost	Indicative Design Cost	Staging			Notes
				1	2	3	
Lombard Way	Re-layout Lombard Way intersection and service road	\$ 125,000	\$10,000			X	
Seaford Road near Princes Crescent	Pedestrian refuge island	\$ 50,000	\$ 10,000			X	
Hartnett Drive / Brunel Road intersection	New footpath link to Galway Street	\$ 25,000	\$ 7,000	X			
Hartnett Drive / Seaford Place intersection	Splitter island on Seaford Place	\$ 20,000	\$ 5,000		X		
Holroyd Street Barry Street Pimpala Avenue	Signage to prevent parking too close to Seaford Road	\$ 5,000	nil	X			
Holroyd Street / Stawell Street / Fellowes Street	Intersection improvement works	\$ 10,000	nil	X			
Barry Street / Molesworth Street	Raised intersection platform	\$ 50,000	\$ 5,000		X		
No.11-13 & 16-18 Fellowes Street	Speed hump with narrowing treatment	\$ 15,000	nil		X		
All industrial streets	'Hockey stick' parking linemarking	\$ 50,000	\$ 5,000	X			
Hartnett Drive near Heversham Drive Hartnett Drive near Peninsula Boulevard	Pedestrian access via median	\$ 35,000	\$ 5,000			X	
Frankston Freeway / Seaford Road	Signalise southbound off ramp and provide slip lane	nil	nil			X	Advocate to Department of Transport
Hartnett Drive / Brunel Road / Seaford Road	Fully controlled right turns at all approaches	nil	nil		X		Advocate to Department of Transport

**Frankston City Council**

**HDS Australia Pty Ltd**

Hartnett Drive / Brunel Road / Seaford Road	Zebra crossings at North East & South West slip lanes	nil	nil		X		Advocate to Department of Transport
Hartnett Drive / Brunel Road / Seaford Road	Upgrade pram crossings	nil	nil	X			Advocate to Department of Transport

**Frankston City Council****7.2 Monitoring and Assessment of the LATM**

It is anticipated that the recommended LATM plan will adequately address the main traffic concerns identified in the Hartnett Precinct.

Following implementation of the traffic management treatments, it is recommended that a monitoring program be introduced to assess the performance of the plan. This would involve a series of traffic speed and volume surveys in treated and untreated streets, where previous surveys have been undertaken. In addition, road crashes and traffic complaints from residents should be monitored.

The monitoring program will enable the performance of the plan to be assessed and determine whether the implementation of additional traffic management is warranted.

## Frankston City Council

### 8.0 CONCLUSIONS AND RECOMMENDATIONS

The objective of this study was to prepare a Local Area Traffic Management (LATM) plan for the Hartnett Precinct in Seaford, which addresses the main traffic issues in the area and reflects the requirements and expectations of the local community.

The LATM study for the Hartnett Precinct has involved extensive consultation with the local community to identify local traffic issues, a review of traffic complaints contained in Council files and engineering investigations undertaken by HDS Australia. Other components of the study have included the collection of traffic volume and speed information and a review of available crash data to quantify traffic problems.

The community consultation component of the study has included questionnaire surveys, circulars and the formation of a Resident Traffic Committee (RTC) to assist the project team with this study. The RTC comprised volunteers from the local community, and the project team was made up of Council officers and traffic engineers from HDS Australia. The RTC provided valuable input into the various stages of the study.

Information gathered through the above sources was used to identify the key traffic issues and provided the basis for formulating traffic management recommendations for the Hartnett Precinct.

A draft LATM plan was developed in consultation with Council Officers and the RTC. A copy of the proposed plan was distributed to the local community and emergency services for public comment in February 2020. The survey responses indicated a high level of support for the proposed LATM plan.

A detailed review of each device was undertaken to assess the overall support from the whole study area, as well as local support at street level. Following this review, items have been added and amended from the draft LATM plan. A recommended LATM plan has been developed which outlines the final recommended treatments for the local area.

On the basis of the comprehensive LATM study undertaken by HDS Australia for the Hartnett Precinct and community feedback on the proposed LATM plan, the following recommendations are made to Frankston City Council:

- Council consider adopting the Recommended LATM plan for the Hartnett Precinct, as detailed in Figure 8 of this report;
- That as part of the detailed design and implementation, Council consult with property owners abutting the device locations to determine the exact locations and design of devices;
- Council investigate / monitor the additional traffic issues raised by the local community identified in Section 6.3 of this report as funding becomes available; and
- Council implement and monitor the LATM plan as outlined in Section 7.1 of this report.

Frankston City Council

## List of Figures

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Figure 4: Existing LATMs

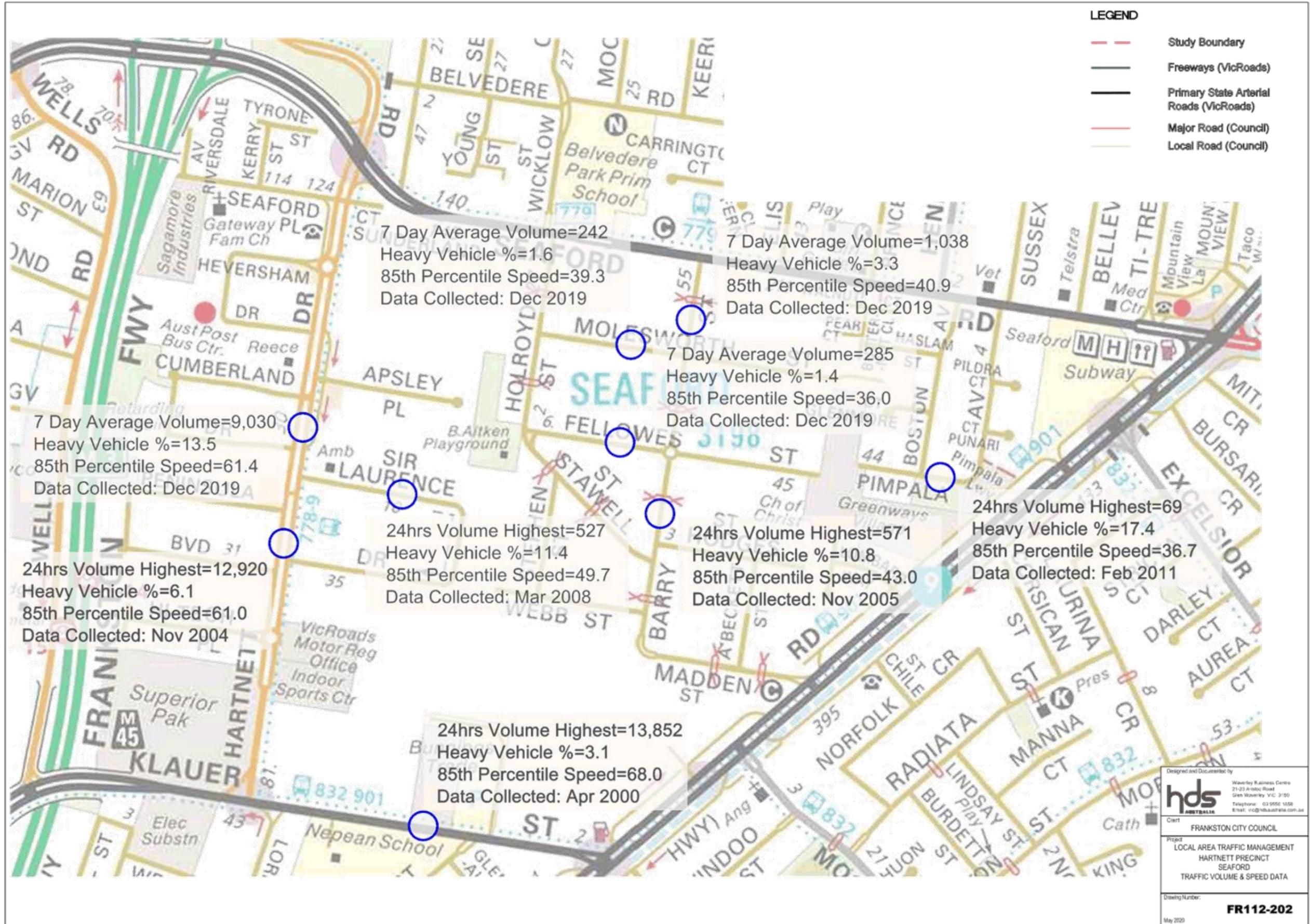
Figure 5: Traffic Data Information

Figure 6: Crash History

Figure 7: Proposed Treatment Draft

Figure 8: Proposed Treatment Final





Designed and Documented by  
**hds**  
 Waverley Business Centre  
 21-23 A'Becket Road  
 Glen Waverley VIC 3150  
 Telephone: 03 9550 1558  
 Email: vic@hdsaustralia.com.au

Client  
**FRANKSTON CITY COUNCIL**

Project  
**LOCAL AREA TRAFFIC MANAGEMENT  
 HARTNETT PRECINCT  
 SEAFORD  
 TRAFFIC VOLUME & SPEED DATA**

Drawing Number:  
**FR112-202**

May 2020

Item 12.11 Attachment B: Hartnett Precinct LATM Study Report - June 2020



Designed and Documented by:  
**hds**  
 hds CONSULTANTS  
 21-23 ARCADE ROAD  
 GLEN HUNTER NSW 2150  
 Telephone: 61 6550 1850  
 Email: info@hdsconsultants.com.au

Client: FRANKSTON CITY COUNCIL

Project: LOCAL AREA TRAFFIC MANAGEMENT  
 HARTNETT PRECINCT  
 SEAFORD  
 CRASH HISTORY 2013-2018

Drawing Number: **FR112-203**  
 May 2020

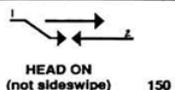
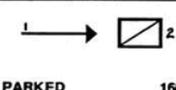
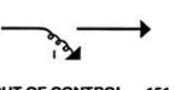
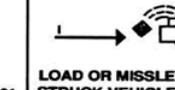
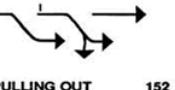
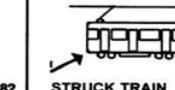
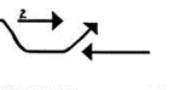
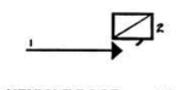
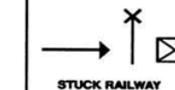
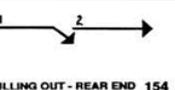
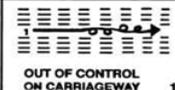
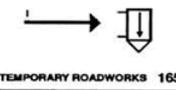


PEDESTRIAN ON FOOT IN TOY / PRAM	VEHICLES FROM ADJACENT DIRECTIONS (INTERSECTIONS ONLY)	VEHICLES FROM OPPOSING DIRECTION	VEHICLES FROM SAME DIRECTION	MANOEUVRING
 NEAR SIDE 100	 CROSS TRAFFIC 110	 1 - WRONG SIDE 2 - OTHER HEAD ON (not overtaking) 120	 VEHICLES IN SAME LANE REAR END 130	 'U' TURN 140
 EMERGING 101	 RIGHT FAR 111	 RIGHT THROUGH 121	 VEHICLES IN SAME LANE LEFT REAR 131	 'U' TURN INTO FIXED OBJECT PARKED VEHICLE 141
 FAR SIDE 102	 LEFT FAR 112	 LEFT THROUGH 122	 VEHICLES IN SAME LANE RIGHT REAR 132	 LEAVING PARKING 142
 PLAYING, WORKING, LYING, STANDING ON CARRIAGEWAY 103	 RIGHT NEAR 113	 RIGHT/LEFT 123	 VEHICLES IN PARALLEL LANES LANE SIDE SWIPE 133	 ENTERING PARKING 143
 WALKING WITH TRAFFIC 104	 TWO TURNING RIGHT 114	 RIGHT/RIGHT 124	 VEHICLES IN PARALLEL LANES LANE CHANGE RIGHT (not overtaking) 134	 PARKING VEHICLES ONLY 144
 FACING TRAFFIC 105	 RIGHT/LEFT FAR 115	 LEFT/LEFT 125	 VEHICLES IN PARALLEL LANES LANE CHANGE LEFT 135	 REVERSING 145
 ON MEDIAN/FOOTPATH 106	 LEFT NEAR 116		 VEHICLES IN PARALLEL LANES RIGHT TURN SIDE SWIPE 136	 REVERSING INTO FIXED OBJECT - PARKED VEHICLE 146
 DRIVEWAY 107	 LEFT/RIGHT FAR 117		 VEHICLES IN PARALLEL LANES LEFT TURN SIDE SWIPE 137	 EMERGING FROM DRIVEWAY - LANE 147
 STRUCK WHILE BOARDING OR ALIGHTING VEHICLE 108	 TWO LEFT TURN 118			 FROM FOOTWAY 148
<b>OTHER PEDESTRIAN</b> 109	<b>OTHER ADJACENT</b> 119	<b>OTHER OPPOSING</b> 129	<b>OTHER SAME DIRECTION</b> 139	<b>OTHER MANOEUVRING</b> 149

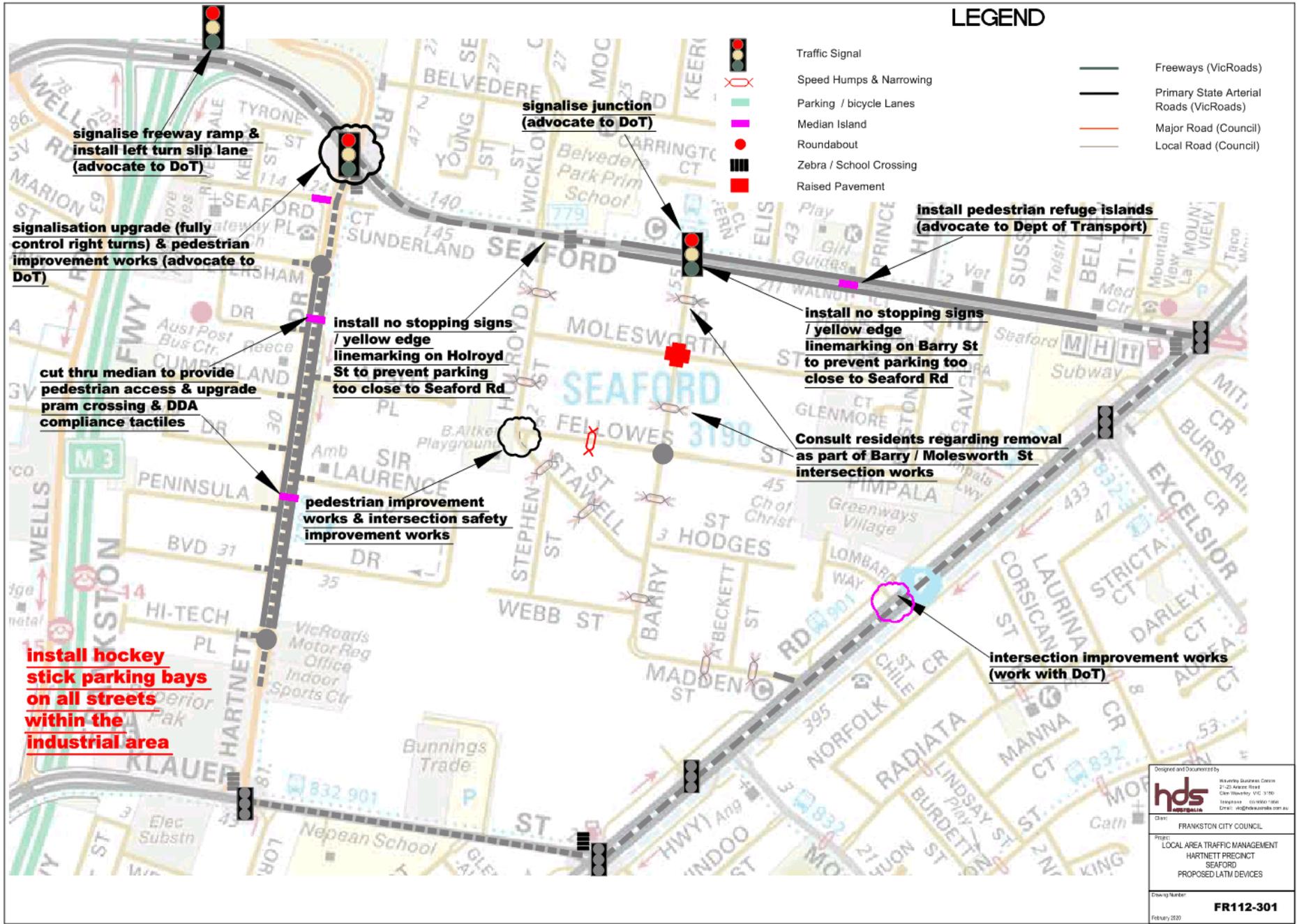
1. Definition for classifying accidents (DCA) should be determined by first selecting a column using the text above & then by diagrammatic sub-division.
2. The sub-division chosen should describe the general movement of vehicles involved in the initial event. It does not assign a cause to the accident.
3. Supplementary codes have been defined for most sub-divisions. These codes give further detail of the initial event.

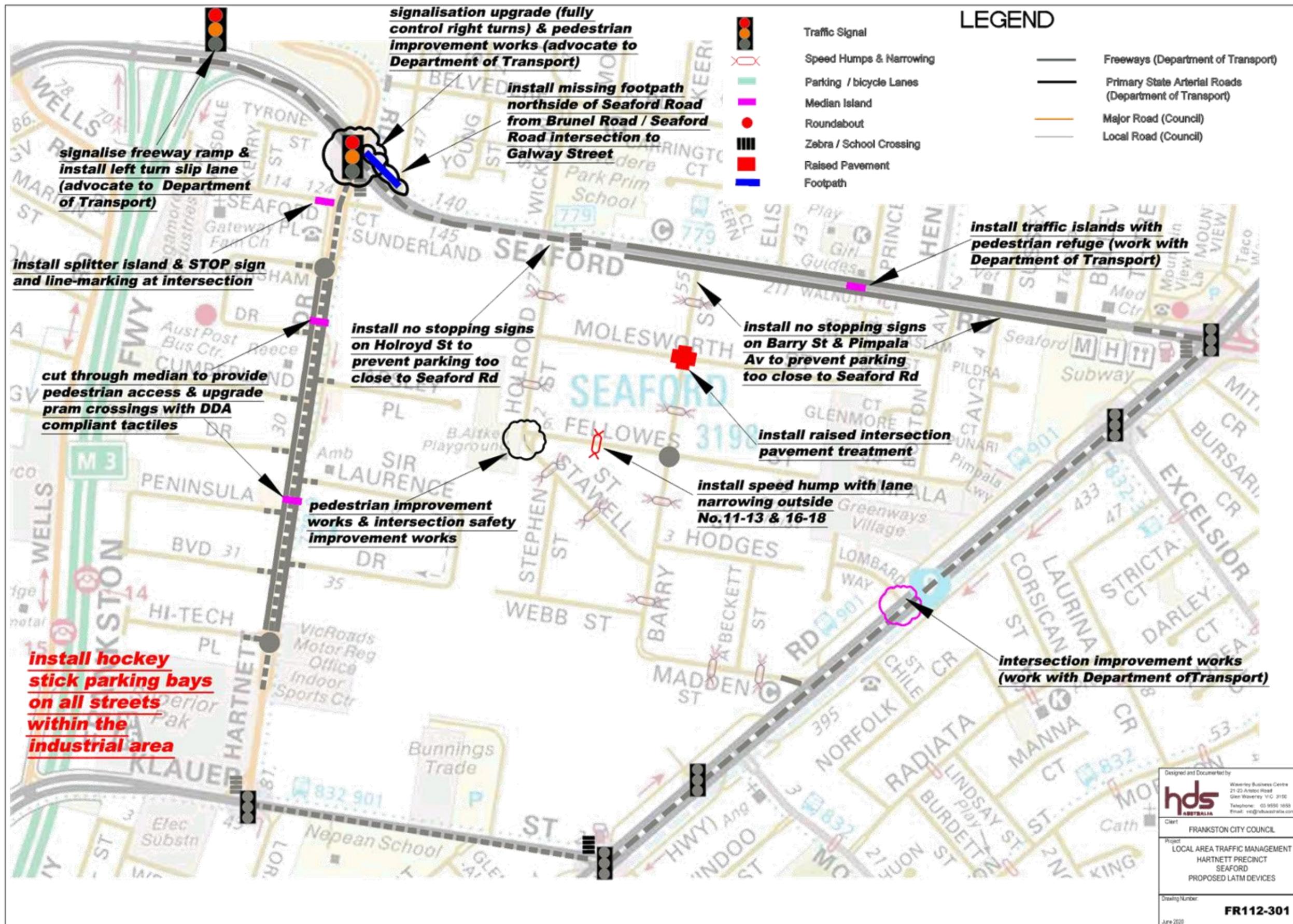
Screen Capture 3-B: DCA Chart

## DEFINITIONS FOR CLASSIFYING ACCIDENTS

OVERTAKING	ON PATH	OFF PATH ON STRAIGHT	OFF PATH ON CURVE	PASSENGER AND MISCELLANEOUS
 HEAD ON (not sideswipe) 150	 PARKED 160	 OFF CARRIAGEWAY TO LEFT 170	 OFF CARRIAGEWAY RIGHT BEND 180	 FELL IN/FROM VEHICLE 190
 OUT OF CONTROL 151	 DOUBLE PARKED 161	 LEFT OFF CARRIAGEWAY INTO OBJECT - PARKED VEHICLE 171	 OFF RIGHT BEND INTO OBJECT/PARKED VEHICLE 181	 LOAD OR MISSILE STRUCK VEHICLE 191
 PULLING OUT 152	 ACCIDENT OR BROKEN DOWN 162	 OFF CARRIAGEWAY TO RIGHT 172	 OFF CARRIAGEWAY LEFT BEND 182	 STRUCK TRAIN 192
 CUTTING IN 153	 VEHICLE DOOR 163	 RIGHT OFF CARRIAGEWAY INTO OBJECT - PARKED VEHICLE 173	 OFF LEFT BEND INTO OBJECT/PARKED VEHICLE 183	 STUCK RAILWAY CROSSING FURNITURE 193
 PULLING OUT - REAR END 154	 PERMANENT OBSTRUCTION ON CARRIAGEWAY 164	 OUT OF CONTROL ON CARRIAGEWAY 174	 OUT OF CONTROL ON CARRIAGEWAY 184	 PARKED CAR RUN AWAY 194
	 TEMPORARY ROADWORKS 165	 OFF END OF ROAD 'T' INTERSECTION 175		
	 STRUCK OBJECT ON CARRIAGEWAY 166			
	 ANIMAL (not ridden) 167			
				<b>OTHER</b> 198
<b>OTHER OVERTAKING</b> 159	<b>OTHER ON PATH</b> 169	<b>OTHER STRAIGHT</b> 179	<b>OTHER CURVE</b> 189	<b>? UNKNOWN</b> 199

4. The number 1,2 identify individual vehicles involved when the DCA is linked with other vehicle/driver information.  
 5. These codes were used for 1987 accidents and replace the Road User Movement (RUM) code.





Designed and Documented by  
**hds**  
 Waverley Business Centre  
 21-23 Ararat Road  
 Glen Waverley VIC 3150  
 Telephone: 03 9556 1055  
 Email: info@hds.com.au

Client  
 FRANKSTON CITY COUNCIL

Project  
 LOCAL AREA TRAFFIC MANAGEMENT  
 HARTNETT PRECINCT  
 SEAFORD  
 PROPOSED LATM DEVICES

Drawing Number  
**FR112-301**  
 June 2020

Frankston City Council

## **Appendix A**

Community Survey Questionnaire October  
2019



**Frankston City Council**

30 Davey Street, Frankston, Victoria, Australia  
 Telephone: 1300 322 322 » +613 9784 1888 » Facsimile: +613 9784 1094  
 PO Box 490, Frankston VIC 3199 » DX 19913 Frankston  
 Website: frankston.vic.gov.au  
 ABN: 49 454 768 065

DATAPROJECT/FR112  
 COUNCIL REFERENCE: A4070528

Friday 18 October 2019

To the resident

**HARTNETT PRECINCT LOCAL AREA TRAFFIC MANAGEMENT STUDY**

Dear Resident

I am writing to invite you to participate in a Local Area Traffic Management (LATM) study in your area.

An LATM study investigates residents' and business owners' concerns about traffic and road safety issues within their precinct. It will be undertaken through the collection and analysis of data, together with information received from the community.

Following identification of issues, a draft traffic management plan will be developed and further consultation with the community. The outcome of the study will lead to measures to improve safety and amenity in your area.

HDS Australia Pty Ltd are engineering consultants appointed by Frankston City Council to manage this study.

**Questionnaire**

Attached to this letter is a plan of the area being investigated as well as a questionnaire to gather your views. The questionnaire is an important opportunity for you to impact the outcome of the study. You are strongly encouraged to complete this questionnaire online in the **Have Your Say** section of Frankston City Council's website ([www.frankston.vic.gov.au](http://www.frankston.vic.gov.au)), or complete and return the attached hardcopy to Council's Engineering Services Department by **Friday 15 November 2019** via one of the following methods:

- Using the enclosed 'Reply Paid' envelope; or
- Scanning and emailing to [EngServices@fankston.vic.gov.au](mailto:EngServices@fankston.vic.gov.au)

**Public Meeting**

To enable residents to meet with the consultants, ask questions and discuss issues, a public meeting will be held from **6:30pm onwards on Wednesday 27 November 2019 at Belvedere Community Centre, 36 Belvedere Road, Seaford.**



**Frankston City Council**

30 Davey Street, Frankston, Victoria, Australia  
Telephone: 1300 322 322 » +613 9784 1888 » Facsimile: +613 9784 1094  
PO Box 490, Frankston VIC 3199 » DX 19913 Frankston  
Website: frankston.vic.gov.au  
ABN: 49 454 768 065

At the meeting you will have the opportunity to provide your input on local street issue and suggestions for improvements.

**Resident Traffic Committee**

A Resident Traffic Committee (RTC) is to be formed comprised of interested community participants. The group will meet up to 3 occasions and will be important in steering the study outcomes. Residents have the opportunity to nominate themselves to be part of the RTC through the questionnaire. The first of the RTC meetings will take place straight after the public meeting.

If you become aware a resident has not received a copy of this letter and questionnaire, they can download a copy from the **Have Your Say** section of Council's website, which also has a link to the online survey.

If you have any queries, please contact [redacted] Strategic Infrastructure Engineer at Frankston City Council on [redacted] or [redacted] of HDS Australia on [redacted].

Yours faithfully



**MANAGER ENGINEERING SERVICES**



## Local Area Traffic Management Study - Hartnett Precinct

### Survey Questionnaire

Please complete this questionnaire online in the **Have Your Say** section of Frankston City Council's website ([www.frankston.vic.gov.au](http://www.frankston.vic.gov.au)), or complete and return this hard copy questionnaire to Council's Engineering Services Department by **Friday 15<sup>th</sup> November 2019** using the enclosed Reply Paid envelope. Alternatively this form can be emailed to [EngServices@frankston.vic.gov.au](mailto:EngServices@frankston.vic.gov.au).

**1. Contact details (optional):**

Address: \_\_\_\_\_

Name: \_\_\_\_\_

Phone no. / Email: \_\_\_\_\_

Resident  Trader  Both

**2. (a) Traffic problems in your street (please tick in the table below)**

	No Problem	Minor Problem	Major Problem
Traffic Speed			
Traffic Volume			
Heavy Vehicles			
Pedestrian Facilities			
Bicycle Facilities			
Irresponsible Driving			
Safety Concerns			
Amenity Issues			

**(b) Do any of these problems occur at a particular time of day?**

	All Times	Day Time	Peak Hours	Night Time
Traffic Speed				
Traffic Volume				
Heavy Vehicles				
Pedestrian Facilities				
Bicycle Facilities				
Irresponsible Driving				
Safety Concerns				
Amenity Issues				

**3. Traffic problems in the whole study area**

What are the worst 3 problems in any part of the whole study area? List the location and nature of the problem. Consider problems you encounter when walking and cycling as well as driving.

1. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**4. Suggestions to solve the traffic problems**

**Do you have any suggestions to overcome the traffic problems?**

**(a) In your street?**

\_\_\_\_\_  
\_\_\_\_\_

**(b) In the whole study area?**

\_\_\_\_\_  
\_\_\_\_\_

**5. (a) Parking problems in your street (please tick in the table below)**

	No Problem	Minor Problem	Major Problem
Parking Restrictions			
Parking Availability			
Parking Enforcement			

**(b) Do any of these problems occur at a particular time of day?**

	All Times	Day Time	Night Time
Parking Restrictions			
Parking Availability			

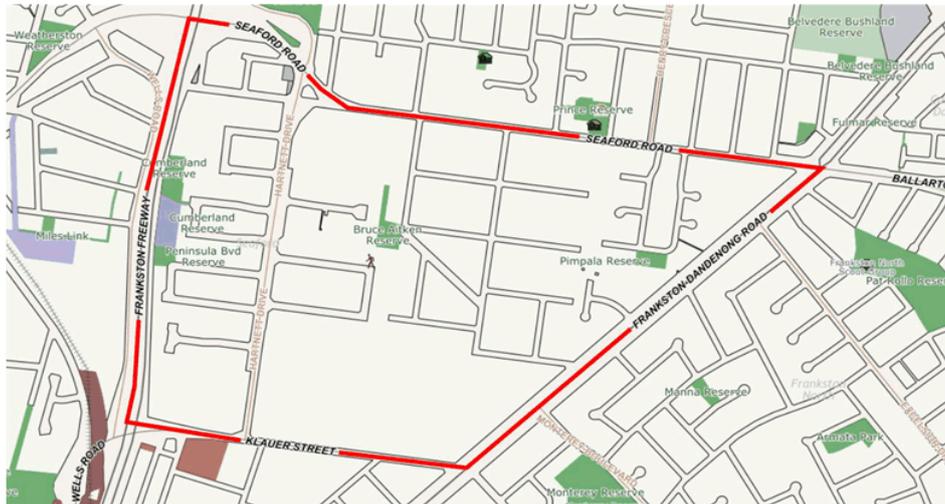
**(c) Suggestions to solve parking problems in your street?**

\_\_\_\_\_  
\_\_\_\_\_

**6. Do you wish to nominate yourself as a volunteer to this LATM study's Resident Traffic Committee? If Yes, ensure your contact details are provided in question 1.**

Yes  No

The Hartnett LATM Precinct is bounded by Seaford Road to the north, Frankston-Dandenong Road to the east, Klauer Street to the south and Frankston Freeway to the west.



Hartnett Precinct, Seaford

**Privacy**

Frankston City Council is committed to protecting your privacy. You can choose to respond to this consultation survey anonymously, however you are required to specify your street. Any information you provide in your survey response will be shared with HDS Australia and used for the purpose of analysing, reporting on and planning for traffic management and road safety in the study area. Public reports regarding the project will include aggregate responses and not identify individuals. If you choose to provide your name and contact details, you may be contacted for further information or with updates regarding the study. Your personal information will only be used and disclosed as authorised by law. For further information about how Council handles personal information, or to request access to your personal information, see [www.frankston.vic.gov.au](http://www.frankston.vic.gov.au) or contact Council's privacy officer on 1300 322 322. For further information about how HDS Australia handle personal information, contact HDS Australia on (03) 9550 1858.

Frankston City Council

## **Appendix B**

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Public Consultation Minutes

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Hartnett Precinct LATM Public Consultation

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# **Hartnett Precinct Local Area Traffic Management Study**



## **Minutes for Public Consultation & Resident Traffic Committee Meeting 1**

Date: Wednesday 27 November 2019

Time: 6:30pm

Venue: Belvedere Community Centre, 36 Belvedere Road, Seaford

## Hartnett Precinct LATM Public Consultation

---

### Attendees:

██████████	Frankston City Council Manager Engineering Services
██████████	Frankston City Council Strategic Infrastructure Engineer
██████████	HDS Australia Pty Ltd Principal Engineer
██████████	HDS Australia Pty Ltd Senior Traffic Engineer
Five Residents	

### 1. Overview of the project and the role of Resident Traffic Committee (RTC)

Background information on the project was presented and discussed during the session.

The objective of the Residents Traffic Committee will be to provide a forum of residents, council staff and the consultants (HDS Australia) to examine issues raised in the community consultation and to examine possible safety improvement within the precinct.

A comprehensive strategy will be developed by the process. A draft will be made public to residents for comment in February. The final report on the project will be considered by Council in May 2020.

### 2. HDS Australia – Introduction and Presentation

██████████ and ██████████ from HDS Australia introduced themselves and outlined their roles.

A survey questionnaire was released to public for feedback on 15 October and has been closed on 26 November 2019. Total of 70 responses were received. HDS Australia shared the statistics and repeated issue raised by community during the session.

### 3. Summary of discussion during the meeting

The following observations were made by the residents attending the meeting and discussed by group to further understand the issues:

- Safety concern at Seaford Road / Hartnett Drive / Brunel Road signalised intersection:
  - Unprotected Hartnett Drive and Brunel Road right turn movements;
  - Poor footpath connectivity and lack of DDA compliance at the intersection.
- Frankston Freeway exit ramps / Seaford Road is at high risk:

## Hartnett Precinct LATM Public Consultation

---

- Poor sightline due to the horizontal bend;
- Experiencing long queue delay during peak hours and hard to select gap to safety across the road.
- Resident feel speeding is not an issue on some local roads;
- Holroyd Road and Barry Street are through road in the residential area could carry slightly more traffic however should be tolerable;
- Concerns on building development push more cars parked on local streets;
- Cars parked too closed to driveway which affect property owners enter / exit their properties, especially in commercial street which required heavy vehicles enter and exit the premises;
- Resident feel that Hartnett Drive is functioning well;
- Lack of mid-block crossing point on Seaford Road between Wicklow Street and Frankston-Dandenong Road;
- Rubbish dumping and commercial vehicle parking at end of Seaford Place.

#### 4. Resident Traffic Committee (RTC)

The three residents attending the meeting volunteered to be on the Resident Traffic Committee.

---

Hartnett Precinct LATM RTC Meeting 2

---

## **Hartnett Precinct Local Area Traffic Management Study**



### **Minutes for Resident Traffic Committee Meeting 2**

Date: Thursday 30 January 2020

Time: 6:30pm

Venue: Belvedere Community Centre, 36 Belvedere Road, Seaford

## Hartnett Precinct LATM RTC Meeting 2

---

### Attendees:

██████████ Frankston City Council Strategic Infrastructure Engineer  
██████████ HDS Australia Pty Ltd Senior Traffic Engineer  
Two RTC Members

### 1. Review of draft LATM improvement plan

The following issues were discussed during the meeting:

- Is this necessary to signalise Frankston Freeway northbound off ramp?
- Explore other possible options such as roundabout for Frankston Freeway northbound off ramp; and
- Explore possibility of left turn slip lane for Frankston Freeway southbound off ramp.

### 2. Things need to be checked now

- Discuss treatment options with VicRoads in relation Frankston Freeway Seaford Road off ramps (Council to provide VicRoads contact person detail);
- Check relevant standard on how much offset needed between crossover and parking bay linemarking in industrial area.

### 3. Timeline for 2<sup>nd</sup> round survey

- Aiming to deliver survey paper to all household by end of February and survey closes on Friday 20 March 2020;
- 3<sup>rd</sup> RTC meeting in mid-April 2020.

Frankston City Council

## **Appendix C**

Community Survey Questionnaire February  
2020



**Frankston City Council**

30 Davey Street, Frankston, Victoria, Australia  
Telephone: 1300 322 322 » +613 9784 1888 » Facsimile: +613 9784 1094  
PO Box 490, Frankston VIC 3199  
info@frankston.vic.gov.au  
Website: frankston.vic.gov.au  
ABN: 49 454 768 065

Reference: A4162770  
Local Area Traffic Management Study

<< Property Owner >>  
<< Street Number & Name >>  
**SEAFORD VIC 3198**

28 February 2020

Dear Sir/Madam

**Hartnett Precinct Local Area Traffic Management Study  
Study Update and Resident Consultation**

I write to you to advise you of the progress with the Hartnett Precinct Local Area Traffic Management (LATM) Study, HDS Australia has worked closely with the Frankston City Council and the Resident Traffic Committee to develop a draft Recommended LATM Plan for the Hartnett Precinct. The information collected from the community through the survey carried out in November 2019 has been useful to identify key traffic issues that need addressing.

**Draft Recommended LATM Plan**

The recommended traffic treatments have been considered on an area wide basis to ensure that treatments do not adversely impact on adjacent streets. The objectives of the LATM plan are to:

- Reduce the incidence and potential for vehicle and pedestrian crashes;
- Improve the safety of local intersections;
- Improve the safety of local streets by reducing traffic speeds;
- Discourage through traffic from using local streets;
- Develop a proposal that addresses traffic concerns raised by the community, while maintaining adequate levels of accessibility for local residents, local businesses and emergency services; and
- Maximise the safety benefits with the available funding, with priority given to reported crash locations and those streets with the greatest level of community concern.

Attached is the draft Recommended LATM Plan and Information Sheet that summaries the traffic issues identified in the precinct, along with the proposed treatments to address these.

**Questionnaire**

Your feedback regarding the proposed LATM treatments is sought to help form the final plan. The attached questionnaire is an important opportunity for you to impact the outcome of the study. You are encouraged to participate in the consultation by providing your feedback to Council through the online survey in the **Have Your Say** section of Frankston City Council's website ([www.frankston.vic.gov.au](http://www.frankston.vic.gov.au)). Alternatively you can complete the attached questionnaire

and return it to Frankston City Council's Engineering Services Department by Friday 20 March 2020 via the enclosed 'Reply Paid' envelope, or e-mail to [EngServices@frankston.vic.gov.au](mailto:EngServices@frankston.vic.gov.au).

Following the consultation period, all responses will help shape the final LATM plan. A report on the Hartnett Precinct LATM Study will be presented to Council at its meeting in April 2020 along with the final LATM plan.

If you have any queries, please contact [redacted] Strategic Infrastructure Engineer at Frankston City Council on [redacted] or [redacted] HDS Australia on [redacted].

Yours faithfully

[redacted signature]

MANAGER ENGINEERING SERVICES

# Hartnett Precinct LATM Study

## Community Survey - Proposed Traffic Management Plan



Please complete and return the questionnaire to Council by Friday 20 March 2020.  
Scan and e-mail to [EngServices@frankston.vic.gov.au](mailto:EngServices@frankston.vic.gov.au) or use the enclosed 'Reply Paid' envelope.

Name (optional): \_\_\_\_\_ Phone No (optional): \_\_\_\_\_

Property Number (optional): \_\_\_\_\_ Street Name (required): \_\_\_\_\_

### Residential Precinct

#### Lombard Way:

- Re-layout Lombard Way intersection and service road  Yes  No

#### Hartnett Drive / Brunel Road

- New footpath link to Galway St  Yes  No

#### Hartnett Drive / Seaford Place:

- Splitter island in Seaford Place  Yes  No

#### Holroyd Street:

- Install signs and linemarking to prevent parking too close to Seaford Road  Yes  No

#### Holroyd Street / Stawell Street:

- Raise pavement on Stawell Street prior to the bend  Yes  No

#### Barry Street:

- Install signs / linemarking to prevent parking too close to Seaford Road  Yes  No
- Raise intersection platform at Molesworth Street / Barry Street  Yes  No
- Remove 2 speed humps between Seaford Road & Fellowes Street  Yes  No

### Industrial Precinct

#### All Industrial Streets:

- 'Hockey stick' line marking in on-street parking areas  Yes  No

#### Hartnett Drive:

- Cut through median to provide pedestrian access
  - near Heversham Drive  Yes  No
  - near Peninsula Boulevard  Yes  No

#### Fellowes Street:

- Install 'Watts Profile' speed hump outside No.11-13 & 16-18  Yes  No

### Advocacy Items (Department of Transport)

#### Frankston Freeway / Seaford Road

- Signalise southbound off ramp and provide slip lane  Yes  No

#### Hartnett Drive / Brunel Road:

- Fully controlled all right turn movements  Yes  No
- Zebra crossings at north-east and south-west slip lanes  Yes  No
- Upgrade pram crossings  Yes  No

#### Seaford Road:

- Signalise Barry Street / Seaford Road intersection  Yes  No
- Pedestrian refuge island near Princes Crescent  Yes  No

If you replied 'No' to any of the proposed treatments, please outline your reasons below.

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If you have any further comments in relation to traffic matters in the local area, please provide your comments below.

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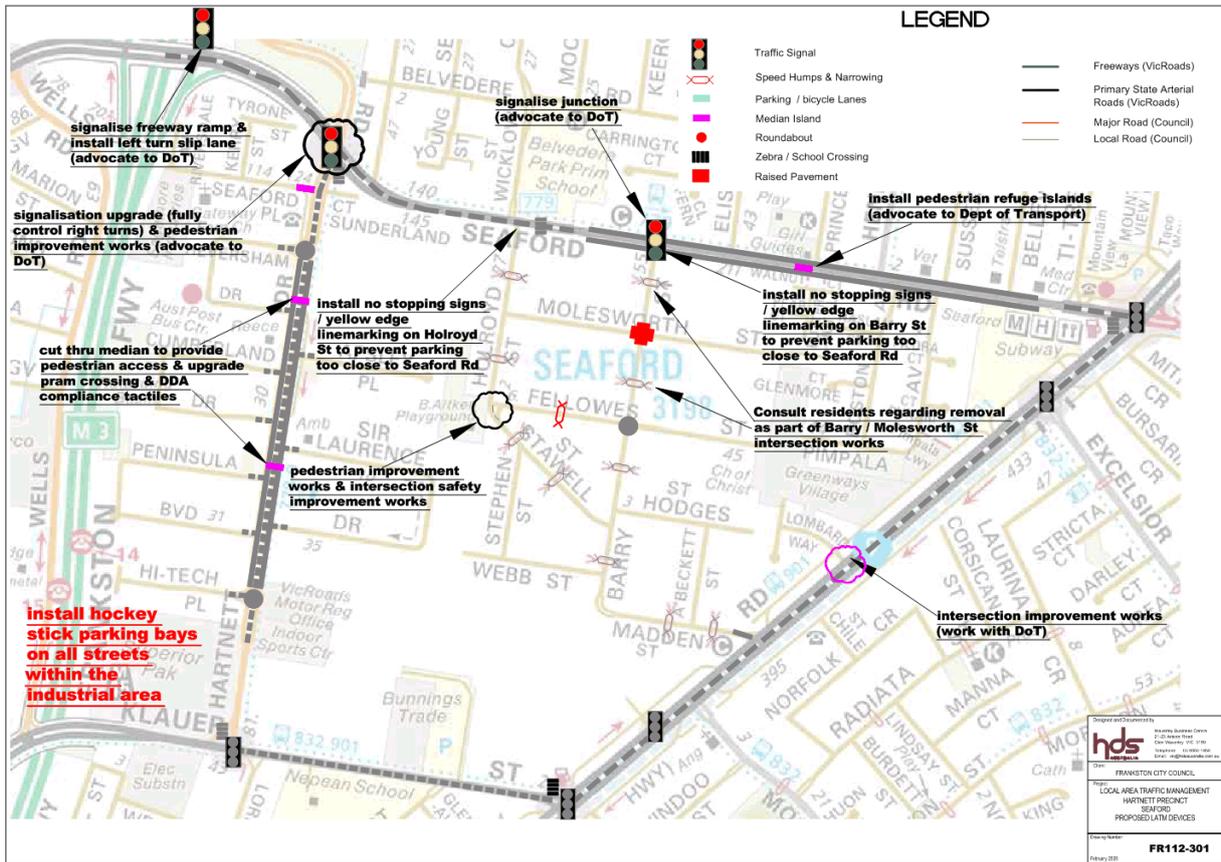
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**Privacy:** Frankston City Council is committed to protecting your privacy. You can choose to respond to this consultation survey anonymously, however you are required to specify your street. Any information you provide in your survey response will be shared with HDS Australia and used for the purpose of analysing, reporting on and planning for traffic management and road safety in the study area. Public reports regarding the project will include aggregate responses and not identify individuals. If you choose to provide your name and contact details, you may be contacted for further information or with updates regarding the study. Your personal information will only be used and disclosed as authorised by law. For further information about how Council handles personal information, or to request access to your personal information, see [www.frankston.vic.gov.au](http://www.frankston.vic.gov.au) or contact Council's privacy officer on 1300 322 322. For further information about how HDS Australia handle personal information, contact HDS Australia on (03) 9550 1858.



# Hartnett Precinct LATM Study

Proposed Local Area Traffic Management Plan, February 2020



## Industrial Precinct

### Key Issues:

- On-street parking is a major issue. Vehicles are parked too close to crossovers which causes difficulty for heavy vehicles to enter / exit the premises.
- Lack of safe pedestrian crossing points along Hartnett Drive.

### Proposed treatments:

- Installation of hockey stick parking bays, 2m from crossovers on all streets in the industrial precinct.
- Cut through medians at two locations on Hartnett Drive near bus stops to assist pedestrians across the road safely.
- Intersection improvement works at Seaford Place include installation of a splitter island.



## Hartnett Drive / Seaford Road / Brunel Road

### Key Issues:

- Lack of dedicated right turn signal phase on both Hartnett Drive and Brunel Road approaches. Crash history shows strong crash trend between vehicles turning right and straight through traffic.
- Poor pedestrian connectivity and lack of appropriate facilities for prams and wheel chairs.

### Proposed treatments:

- Construct missing footpath link to meet pedestrian desire lines (in yellow in diagram below). Advocate to Department of Transport (DoT) to:
- Provide dedicated right turn signal phases for both Hartnett Drive and Brunel Road approaches.
- Install pedestrian crossing (zebra markings) at left turn slip lanes (in orange in diagram below).
- Upgrade pram crossings at the intersection (in red in diagram below).



## Frankston Freeway / Seaford Road

### Key Issues:

- Long delays and safety concerns for vehicles turning right onto Seaford Road from Frankston Freeway southbound off ramp. Crash history shows strong crash trend between right turners and eastbound traffic.
- Safety concerns for vehicles turning left onto Seaford Road from Frankston Freeway southbound off ramp as sight lines are blocked by the vehicles on the right.

### Proposed treatments:

- Advocate to DoT to improve the intersection, through potentially signalling the southbound off ramp.

## Seaford Road / Barry Street

### Key Issues:

- Traffic volume on Seaford Road is high during peak hours, therefore vehicles on side roads has difficulty finding a gap to turn out onto Seaford Road.

### Proposed treatments:

- Advocate to DoT to install traffic signals at intersection of Seaford Road and Barry Street. This treatment will break up the traffic and provide more gaps for vehicles exiting from side roads.

## Seaford Road / Princes Crescent

### Key Issues:

- Lack of safe pedestrian crossing points along Seaford Road between Holroyd Street and Frankston-Dandenong Road.

### Proposed treatments:

- Advocate to Department of Transport (DoT) to install pedestrian refuge island west of Princes Crescent.



# Hartnett Precinct LATM Study

Proposed Local Area Traffic Management Plan, February 2020



## Frankston-Dandenong Road Service Lane / Lombard Way

**Key Issues:**

- Current layout and linemarking at service lane causes confusion and creates risk of conflict.

**Proposed treatments:**

- Work with Department of Transport (DoT) to re-configure the intersection (concept shown below).



## Stawell Street / Holroyd Street / Fellowes Street

**Key Issues:**

- Pedestrian access issues across Fellowes Street due to lack of pram ramps.
- Reports of high vehicle speeds eastbound on Fellowes Street approaching the intersection.

**Proposed treatments:**

- Install 'Watts Profile' speed hump outside No. 11-13 & 16-18 near existing street light.



## Molesworth Street / Barry Street

**Key Issues:**

- The intersection at Molesworth Street and Barry Street carries a relatively high traffic volume compared with other streets in the area, this is due to potential rat running between Seaford Road and Frankston-Dandenong Road.

**Proposed treatments:**

- Install a raised intersection platform, while upgrading existing pram ramps (example below).
- With the addition of the raised intersection, it is deemed that the existing single lane speed hump treatments are not required, therefore their removal is proposed, and feedback from local residents is sought.



- Improve pedestrian connectivity through pram ramps.
- Install hazard chevron markers at the Stawell Street bend for advanced warning of bend and intersection.



## Intersections of Holroyd Street and Barry Street with Seaford Road

**Key Issues:**

- Vehicles parking too close to the Seaford Road intersections on Holroyd Street and Barry Street.

**Proposed treatments:**

- Provide No Stopping signs to ban dangerous parking.

**Executive Summary****12.12 Downs Estate - Business Case for Dwelling**

*Enquiries: (James Robinson: Infrastructure and Operations)*

**Council Plan**

Community Outcome:	1. Planned City
Strategy:	1.1 Community Infrastructure
Priority Action	1.1.6 Ensure community infrastructure and services match community need

**Purpose**

To provide Council with an update on the Downs Estate Community Project (DECP) business case pertaining to the existing dwelling (farm house) on site.

**Recommendation (Director Infrastructure and Operations)**

That Council:

1. Notes and considers the business case prepared by Downs Estate Community Project (DECP) for the retention of the existing farmhouse;
2. Notes DECP, in conjunction with the University of Melbourne (UoM), are preparing a business case for the entire site;
3. Defers the decision on decommissioning of the farmhouse until DECP and UoM complete the Business Case for the entire site including proposed use of the farmhouse;
4. Receives a report detailing the outcomes of the Business Case for the entire site by no later than December 2020 Council Meeting; and
5. Notes that the report back is subject to any potential delays and impacts associated with Council's response to the COVID-19 pandemic.

**Key Points / Issues**

- At its meeting on 23 September 2019 Council resolved:

*"That Council:*

1. *Notes the Down's Estate Master Plan;*
2. *Notes there is a budget allocation of \$350K in the 2019/20 Capital Works Program for delivery of works as per the Master Plan;*
3. *Refers \$100K as part of the 2020/21 Capital Works Program for delivery of the gravel pedestrian path network, vehicle access road and gravel carpark;*
4. *Notes that immediate discussions take place with service clubs and/or other parties, Council and the Down's Committee to ascertain the level of interest and feasibility for the retention of the Down's home and the existing shed with voluntary input and further that the result of these discussions be returned to Council at the 18 November 2019 Ordinary Meeting.*
5. *Notes that the University of Melbourne and Down's Estate Community Group have no more than 30 days from this resolution to provide relevant paperwork regarding additional funding for the Down's Estate that was allocated (but held in abeyance) in 2018. This paperwork, relating to the \$25,000 grant that was awarded on the basis that such*

**12.12 Downs Estate - Business Case for Dwelling****Executive Summary**

*paperwork would be produced, is to be to the satisfaction of Council. If the said relevant paperwork is not provided at the end of 30 days, the funding is to be forfeited forthwith."*

- Subsequent to the 23 September 2019 ordinary meeting a further report was presented to Council on 18 November 2019. At this meeting Council resolved:
  - “That Council:
    1. *Notes discussions have occurred with the Downs Estate Community Project (DECP) subsequent to the Ordinary Meeting 2019/OM12 held on 23 September 2019;*
    2. *Notes the following documents received by Council:*
      - a. *University of Melbourne (UoM) Business Case letter;*
      - b. *DECP Response to Council; and*
      - c. *DECP List of Potential Contributors.*
    3. *Supports officers to further discuss with the UoM their funding and business case proposal and release the \$25K held by Council subject to an appropriate agreement and approvals; and*
    4. *Agrees to the give the DECP a final extension of time to complete a comprehensive business case for the dwelling by 30 June 2020.*
    5. *Notes a further report will be brought back to Council outlining the assessment of the business case at September 2020 Ordinary Meeting.”*
- Following the 18 November 2019 Ordinary Meeting, Council has continued to hold regular meetings with the DECP committee and interested Councillors to discuss current and future works to the site and preparation of the business case.
- On 30 June 2020 the DECP submitted to Council a business case outlining their proposal for the future use of the existing farmhouse dwelling. The business case is attached to this report.
- Below is a summary and extracts from the business case:
  - Executive Summary – *‘While the restoration of the farmhouse will deliver a long term community asset, this proposal for its use is best considered in context as a sub-project of the Down’s Estate Community Project. A Business Case for the whole of site, due to be presented to Council in November 2020, will provide this context, including provision of site infrastructure.’*
  - Future Direction – *‘With the Farm House and whole of site Business Cases we are outlining a move ahead from our establishment phase 2017-2020, to an expansion and consolidation phase through 2021-2025 and beyond. In the future the Farm House could include other facilities in line with project objectives and community needs.’*
  - The DECP seeks to restore, renovate and re-purpose the original farm house located on the site, both to protect its heritage and to activate its use as an all-weather, indoor base for site activities.

**12.12 Downs Estate - Business Case for Dwelling****Executive Summary**

- In accommodating both heritage and utility, the DECP holds the strong view that repurposing the existing House provides the best opportunity to achieve broad based community benefit.
- Restoration of the Farm House asset and making it fit for purpose will both protect heritage and activate the larger site project. It will require substantial financial investment for renovation and modest ongoing maintenance costs.
- Demolition will destroy local heritage and leave DECP with no home base, significantly diminishing its capacity to deliver agreed project goals. It will address the unresolved issues of vandalism and upkeep of the asset. It will also immediately raise the issue of an alternative on site home base for DECP activities.
- “Mothballing” of the building long term is not practicable as it would lead to further deterioration and vandalism.
- Building a new facility would not meet the DECP goals of cultural placemaking and heritage protection. It would provide an all-weather, indoor space for the project. However, it would not be in keeping with DECP values for repurposing, it would not be in keeping with the landscape and it would require significant financial investment.
- A comprehensive whole of site Business Case is being prepared in collaboration with the UoM. Council have contributed \$25K towards this body of work. This will be presented to Council in November 2020.
- DECP requests that the decision relating to the future of the Farm House be made in relation to the whole of site Business Case.
- DECP preferred option is to repurpose the existing House as this provides the best opportunity to preserve local cultural heritage and support the activation of goals for broad based community benefit in this licenced space.
- For Council to make the most informed decision on whether to retain or demolish the farmhouse it would be in Councils best interest to wait for the DECP and UoM to complete their whole of site business case (which includes the farmhouse) and present this to council towards the end of 2020.
- Councils Policies, Planning and Environmental Strategy department are working with the UoM to finalise progress report dates (milestones) as per the funding agreement for the Business Case. It is anticipated that the business case will be completed by the end of 2020.

**Financial Impact**

Council provided UoM a \$25K allocation during FY2019/18 towards the creation of a whole of site business case (in collaboration with DECP)

Budget allocations by Council towards DECP site works:

Financial Year	Council Budget Allocation	Comment
2018/19	\$25,000	At 2018/OM11 on 10 September 2018, Council approved a \$25K contribution to the development of the Business case (subject to UoM funding commitment).
2018/19	\$80,000	Construction of Composting Toilet.

**12.12 Downs Estate - Business Case for Dwelling****Executive Summary**

2019/20	\$350,000	Master plan prepared and design documentation commenced on a number of elements at the site – veranda, path network, carparking, rainwater harvesting. Tree removal and maintenance work completed.
2020/21	\$103,000. Plus a carry forward from 19/20 of \$249,932. Total of \$352,932 to be delivered as part of the 2020/21	Deliver and construct the elements outlined in the Masterplan – veranda, paths, carparking, rainwater harvesting, picnic settings, solar panels.

There is no further funding proposed by Council beyond financial year 2021/22 for site works.

DECP have included a total cost of \$490K to undertake restoration works based on their proposed use of the farmhouse. Primarily a place for the DECP and community to gather and meet for conversations, meetings and workshops.

Depending on the proposed use of the farmhouse, and acceptance by Council to retain and repurpose the farmhouse, further feasibility studies and costings would be required to inform the final cost associated with any future use.

Council officers had previously prepared a budget estimates of between \$1.17M and \$1.38M to restore and repurpose the farmhouse based on for previous uses discussed with the DECP. This included connecting the farmhouse to sewer, power, water, provide toilet facilities and a commercial kitchen which are significant costs.

Ongoing annual preventative and facility maintenance costs of the farmhouse would be required by Council if the building was retained and repurposed.

The DECP Business Case notes that Funding to cover the renovation of the farmhouse will need to be sourced from a combination of grants from Federal, State, local and philanthropic bodies as well as contributions from local business and community support. DECP will also seek in kind support from organisations, including FCC.

**Consultation****1. External Stakeholders**

Council have worked closely with the DECP committee members, interested ward Councillors and the UoM over the 18/19 and 19/20 FY's through working group meetings, site meetings, zoom meeting, emails and phone correspondence.

The DECP have noted in the Business Case that the overwhelming view is that community members support the Down's Estate site activation for use as a "community farm" and that they would much prefer to see the house saved and repurposed along with the shed, as part of the old farm landscape. Further consultation is being undertaken for DECP's whole of site Business Case.

The DECP specific community consultation is outlined in section 2.2.2 (page 5) of their business case (refer attached).

**2. Other Stakeholders**

Ongoing consultation is occurring with Council internal department including Planning and Environment, Building Services and Community Strengthening.

**12.12 Downs Estate - Business Case for Dwelling****Executive Summary****Analysis (Environmental / Economic / Social Implications)**Environmental

The property is zoned as “Green Wedge” and is directly next to an Urban Floodway Zone to its west and a “Public Conservation and Resource Zone” to its South. It should be noted that under the Frankston Planning Scheme the use of “Education Centre” is one that is prohibited in a green Wedge Zone.

An Operational Management Plan is under development by Councils Environmental Planning Department for the portion of the land to the west of the shared user path. The Management plan will inform Council’s long term management of this area as an ecological zone.

Social

The DECP positively contributes to the social fabric of the community through establishment of networks, healthy lifestyles and friendships.

The DECP provide a unique, valuable and inclusive gathering and learning place for diverse community members. They create opportunities for the general community to connect with the natural environment and with each other, participating in farming practices and enjoying a range of social, skills based and recreational activities.

Economic

The DECP seeks to support social enterprises, contributing to the local economy for community benefit.

**Legal / Policy / Council Plan Impact**Charter 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

There are potential OH&S implications for Council if the farmhouse further deteriorates and becomes a hazard to the community or DECP. Currently the farmhouse is fenced off to remove access into the building.

Policy Impacts

Council’s Open Space Strategy is relevant to this proposal and use of the land. Down’s Estate is classified as regional conservation space. The strategy indicates that this land can be used for unstructured recreation, trail and biodiversity connections and environmental education purposes

Officer’s Declaration of Interests

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

**Risk Mitigation**

The dilapidated dwelling on site presents an immediate public safety risk due to its state. Temporary fencing currently envelopes the building and should remain until a decision is made on the future of the farmhouse.

**12.12 Downs Estate - Business Case for Dwelling****Executive Summary****Conclusion**

For Council to make the most informed decision on whether to retain or demolish the farmhouse it would be in Councils best interest to wait for the DECP and UoM to complete their whole of site business case (which includes the farmhouse) and present this to council towards the end of 2020.

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**ATTACHMENTS**

Attachment A: [☞](#) Downs Estate Business Case (30 June 2020) (*Under Separate Cover*)

**Executive Summary****12.13 Level Crossing Removal Projects Asset Handover**

*Enquiries: (Doug Dickins: Infrastructure and Operations)*

**Council Plan**

Community Outcome:	1. Planned City
Strategy:	1.1 Community Infrastructure
Priority Action	1.1.6 Ensure community infrastructure and services match community need

**Purpose**

To advise Council of the proposal from Level Crossing Removal Program (LCRP) to hand over newly created community assets to Frankston City Council, and seek Council approval for the Chief Executive Officer to execute a Memorandum of Understanding subject to receiving a contribution of \$3.5 million towards complementary projects nominated by Council and agreement on assets to be handed over.

**Recommendation (Director Infrastructure and Operations)**

That Council:

1. Accepts a proposal from Level Crossing Removal Program (LCRP) to hand over newly created community assets to Frankston City Council, subject to agreement on handover details and receiving a contribution of \$3.5 million towards complementary projects nominated by Council;
2. Authorises Council officers to complete negotiations with LCRP and other government agencies on the details of the assets to be handed over to Council, together with subsequent access, management and maintenance arrangements;
3. Authorises the Chief Executive Officer to execute a Memorandum of Understanding to give effect to the handover of assets to Council from LCRP under the arrangements agreed to above; and
4. Incorporates additional maintenance and operating expenses of \$265,700 in future annual budgets to recognise the additional assets and services handed over to Council following the LCRP works.

**Background**

- At Council's meeting on 17 February (2020/OM2) a confidential report was presented on proposals by Level Crossing Removal Program (LCRP) for the handover of community assets to Council created as a result of the State Government's Frankston railway crossing removal projects and \$10 million community revitalisation project.
- Council officers were authorised to negotiate the terms of the handover of the assets with LCRP. The negotiations were based on recognition of the maintenance and depreciation costs related to the handover assets. These costs were assessed to be in the order of \$3.5 million over ten years.
- In recognition of these costs, LCRP is proposing to contribute towards capital projects nominated by Council that are complementary to the projects delivered by LCRP.
- As a result of the negotiations, LCRP has now made an offer which is supported by officers for consideration by Council. The offer is contained in the attached letter from the LCRP Chief Executive Officer (see Attachment A).

**12.13 Level Crossing Removal Projects Asset Handover****Executive Summary**

- The offer from LCRP specifies:
  - i. Council is to take over ownership and maintenance responsibilities for nominated community assets created as a result of the railway crossing removal projects and \$10 million community revitalisation project, including shared use paths (SUPs), soft and hard landscaping, drainage infrastructure, car parking, public lighting and other assets provided for community use. The locations of key assets to be handed over to Council are shown in Attachment B.
  - ii. The proposed process for identifying and agreeing on the assets to be taken over by Council.
  - iii. Maintenance and management of assets is to be agreed in a Memorandum of Understanding (MOU) between Council and LCRP. Arrangements with other State entities, primarily Department of Transport (Formerly VicRoads), Metro Trains Melbourne (MTM) and Melbourne Water, will also cover relevant access, management and maintenance arrangements.
  - iv. LCRP will release \$3.5 million to Council to spend on the associated projects after the MOU has been executed, Council has accepted the ownership and maintenance responsibilities of the assets, and any other conditions within the MOU have been met.
  - v. The agreed projects are:
    - Construction of a SUP between Cricklewood Avenue and Beach Street along Dandenong Road East;
    - Delivery of the Kananook Creek Interpretative Trail;
    - Construction of SUPs on Seaford Road and Skye Road;
    - Construction of car parking and kerb works along Bardia Street; and
    - Other related projects nominated by Council from any savings from the above projects.
- By early August, the LCRP is planning to provide to Council final design drawings and schedules of the handover assets showing the proposed allocation of responsibilities.
- These will be reviewed by Council officers prior to providing a response to LCRP. Negotiations are then likely to be required to finalise asset responsibilities and arrangements. This may take several months and will need to work in with the operational requirements of DoT, MTM and Melbourne Water.

**Financial Impact**

Officers have estimated that the annual cost to Council for maintenance and depreciation of community assets to be handed over is \$345,700 (including seven percent contingency). This covers estimated operating costs of \$265,700 a year and \$80,000 for depreciation. The greatest operating expenditure will be for maintenance of garden beds and other planted areas. Costs will also be incurred for removing graffiti and repainting structures and murals. In the early years, expenditure on hard assets is likely to be relatively small, but expenses will be incurred in providing public lighting, operation of traffic signals and clearance of rubbish bins located along the SUP and in the RF Miles playground.

Allowance for this additional operating cost of \$265,700 will be required to be included in future Council budgets.

A broad breakdown of costs is shown in Attachment C.

**12.13 Level Crossing Removal Projects Asset Handover****Executive Summary****Consultation****1. External Stakeholders**

Consultation has occurred with LCRP officers in discussing the proposed handover process and content contained in the offer received from LCRP.

**2. Other Stakeholders**

Internal stakeholders from Engineering Services, Operations, Sustainable Assets and Strategic Planning have been consulted.

**Analysis (Environmental / Economic / Social Implications)**

The funding package negotiated with LCRP will allow the SUP to be completed between Carrum and Frankston stations. Together with other funding for SUP construction along Seaford Road and Skye Road, the city will benefit from improved access for cyclists and pedestrians, particularly from the northern residential areas. Along the rail corridor, they will be able to reach the city centre for work, shopping and visiting using a high quality, safe off-road walking and cycling route.

In addition to improving access for cyclists and pedestrians within Frankston, the SUPs to be funded by LCRP will create a valuable recreational asset which will attract visitors to the city. Delivery of the Kananook Creek Interpretative Trail, too will attract people to Frankston as well as benefitting City residents.

Street improvements along Bardia Avenue will increase attractiveness of the area for businesses and their customers.

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Legal

During negotiations with LCRP and other State Government agencies Council will seek legal advice where needed. It will also have the MOU and other agreements reviewed by Council's legal advisors. Some of the assets to be taken over by Council are located on Crown land. As Council is the Committee for Management in these cases, the Department of Environment Land, Water and Planning (DELWP) will need to be consulted on agreements during the negotiation and final agreement stages.

Policy Impacts

Policy aspects relating to the handover of assets will be addressed during the asset handover negotiation phase.

Officer's Declaration of Interests

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

**Risk Mitigation**

Risk mitigation will be an important focus during the process of responding to the LCRP proposal for the handover of assets. In particular, there may be significant risks if MTM rail operating requirements are not met. Agreements with MTM, DoT and Melbourne Water will also be carefully reviewed to minimise potential risks and costs to Council.

**12.13 Level Crossing Removal Projects Asset Handover****Executive Summary**

As the nominated projects being funded by LCRP are being delivered by Council, risks will be addressed by Council's own project delivery processes.

**Conclusion**

The State Government, through LCRP, has constructed a number of welcome assets which benefit the community of Frankston. The removal of the level crossings themselves improve traffic flows and safety. Other assets, such as the Carrum to Frankston SUP, improve recreational and access opportunities and are attractors to the City.

However the handover of community assets to Council proposed by the LCRP will result in ongoing Council costs, estimated to be nearly \$345,700 annually. After Council approached LCRP about these liabilities, the LCRP has offered \$3.5 million in capital funding to implement a number of complementary infrastructure projects nominated by Council.

LCRP is now seeking Council agreement to proceed with the proposed handover process. This will conclude with LCRP releasing the \$3.5 million funding after the MOU has been executed, Council has accepted the ownership and maintenance responsibilities of the assets and any other conditions within the MOU have been met.

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**ATTACHMENTS**

- Attachment A: ➡ Letter from LCRP Proposing Handover of Assets to Frankston City Council (*Under Separate Cover*)
- Attachment B: ➡ Location of Handover Assets (*Under Separate Cover*)
- Attachment C: ➡ Estimated Maintenance and Depreciation Costs (*Under Separate Cover*)

**Executive Summary****12.14 Award of Contract No 2019/20-77 - Lawton Reserve No 2 Soccer Pitch Reconstruction**

*Enquiries: (Vishal Gupta: Infrastructure and Operations)*

Council Plan

Community Outcome:	1. Planned City
Strategy:	1.1 Community Infrastructure
Priority Action	1.1.6 Ensure community infrastructure and services match community need

**Purpose**

To seek Council approval to award Contract No 2019/20-77 to Hendriksen Contractors Pty Ltd for the provision of Lawton Reserve No 2 Soccer Pitch Reconstruction.

**Recommendation (Director Infrastructure and Operations)**

That Council:

1. Awards contract No 2019/20-77 Lawton Reserve No 2 Soccer Pitch Reconstruction to Hendriksen Contractors Pty Ltd (ACN 093 866 758) for \$657,226.00 GST exclusive;
2. Authorises the Chief Executive Officer to sign the contract;
3. Delegates approval of contract variations to the Chief Executive Officer; and
4. Resolves the attachments 1 and 2 to this report be retained confidential, pursuant to section 77 of the *Local Government Act 1989*, on the grounds that it contains Council business information, being information that would prejudice the Council's position in commercial negotiations if prematurely released, pursuant to 3(1)(c) of the *Local Government Act 2020*.

**Key Points / Issues**

- Lawton Reserve is an important place for the community and sporting groups. Langwarrin Soccer Club are one of the largest soccer clubs in the municipality. Their 2020 seasonal tenancy application indicates that they have 700 participants made up of both male and female players and volunteers.
- The reconstruction of Lawton Reserve No 2 Soccer Pitch has been identified as a priority project to be completed as part of the FY2020/21 programme due to its current condition rating and usage.
- Council installed new sports field lighting to the No 5 Pitch as well as additional access road, car parking and front fence in the 2019/20 financial year. The No 2 Soccer Pitch reconstruction will complement these improvements.

**Background**

The Sporting Grounds – Playing Surface Renewal Program is an annual Capital Works Program allocation to upgrade Council's sports fields. There is a budget of \$1,010,000 (exclusive of GST) allocated in the 2020/21 financial year for this program.

- The address of the scope of works is Lawton Reserve, 60R Barretts Road, Langwarrin South.
- The scope of works for the Lawton Reserve No 2 Soccer Pitch Reconstruction requires for provision of the following:

**12.14 Award of Contract No 2019/20-77 - Lawton Reserve No 2 Soccer Pitch  
Reconstruction****Executive Summary**

- Earthworks to remove existing 250mm surface and reshape the subgrade;
- New sand profile and turfing;
- A sub-surface drainage system;
- A new automatic irrigation system;
- A ball stop fence to the Eastern end;
- New pitch fencing, and
- New concrete spoon drain and mowing edge strip.

**Tender Process**

The request for tender (RFT) was released to market on 5 June 2020 via Council's website and advertised in The Age newspaper on 6 June 2020.

The tender closed at 3.00pm AEST on 30 June 2020.

9 Submissions were received.

No late tenders were received.

**Tender Evaluation**Mandatory criteria

All submissions were assessed against the following mandatory criteria, as advertised in the RFT documents:

Receipt of Addenda's	Conforming
Submission signed and dated	Conforming
All items priced in the pricing schedule	Conforming
Current Insurance Certificates	Conforming

All submissions passed initial checks against the mandatory criteria.

Evaluation criteria

9 submissions progressed to evaluation and were assessed against the following evaluation criteria, as advertised in the RFT documents:

<b>Evaluation Criteria</b>	<b>Weighting (%)</b>
Cost to Council	30%
Capability to Undertake the Specified Work	20%
Experience in Delivery of Similar Projects	20%
Ability to Meet Council's Timeframe	15%
Occupational Health & Safety	10%
Local content	5%

**12.14 Award of Contract No 2019/20-77 - Lawton Reserve No 2 Soccer Pitch  
Reconstruction  
Executive Summary**

Evaluation was guided by the approved Evaluation Plan, which is filed in Council's document management records system, reference [A4258847](#).

The evaluation of submissions is documented in the Evaluation Report, which is provided as Attachment A.

**Negotiations**

All tender negotiations are completed.

**Post award of the contract**

If award is approved by Council at this Ordinary Meeting, all respondents will be notified of the outcome and offered debriefs.

Details of the awarded contract will be published on the Council website.

**Probity**

All Council procurement processes are conducted in a fair, honest, open manner with the highest levels of integrity and in the public interest. All suppliers are treated fairly in an open and transparent manner.

Council must engage an external probity advisor when the value of goods or services exceeds \$5 million (GST inclusive).

An external probity advisor was not appointed for this tender.

The public Request for Tender process undertaken complied with Council's Procurement Policy and Procedures.

**Disclosures of Conflicts of Interest in Relation to Advice Provided in this Report**

Under section 80C of the *Local Government Act 1989* officers and persons engaged under a contract providing advice to Council must disclose any conflicts of interests, including the type and nature of interest.

No person involved in the evaluation of tenders declared a direct or indirect interest requiring disclosure.

No person involved in the preparation or approvals of this report declared a direct or indirect interest requiring disclosure.

**Contract Value**

This is a fixed price contract.

The total contract price is \$657,226.00 GST exclusive.

**Term of the Contract**

The contract term will be 8 months, which includes an allowance of 4 months for construction and 4 months for establishment maintenance.

**Policy Considerations**

This procurement does not conflict with any Council policies

**Financial Implications**

Evaluation indicates a total contract price of \$657,226.00 GST exclusive.

**12.14 Award of Contract No 2019/20-77 - Lawton Reserve No 2 Soccer Pitch Reconstruction****Executive Summary**

There is a budget provision of \$1,010,000 (exclusive of GST) for Sporting Grounds – Playing Surface Renewal Program in the 2020/21 Capital Works adopted budget. Therefore there is sufficient budget to deliver the works.

**Legal/Statutory Implications**

The tender process complies with Section 186 of the *Local Government Act 1989*.

**Environmental/Sustainability Impacts**

The environmental benefits from the improvements include:

- Reduction in water usage due to planting warm season grass which requires less water during the watering season.
- Improved infrastructure with the installation of an efficient watering system.

**Buy Local Impacts**

Hendriksen Contractors are based in Skye and employ staff who reside within the Frankston municipality. They have indicated that they will source 75% of sand and rock locally and this has been demonstrated on previous projects undertaken for Frankston City Council.

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**ATTACHMENTS**

- Attachment A: [⇒](#) Lawton Reserve No 2 Soccer Pitch Reconstruction - Contract No 2019-20-77 - Evaluation Report (*Under Separate Cover*)
- Attachment B: [⇒](#) Lawton Reserve No 2 Soccer Pitch Reconstruction - Contract No 2019-20-77 - Signed Evaluation Summary Report (*Under Separate Cover*)
- Attachment C: [⇒](#) Lawton Reserve No 2 Soccer Pitch Reconstruction - Contract No 2019-20-77 - Site Plan (*Under Separate Cover*)

**Executive Summary****12.15 Joint Submission of the Regional Local Government Charter Group to the Australian Government's Inquiry into Homelessness in Australia**

*Enquiries: (Tim Bearup: Communities)*

Council Plan

Community Outcome:	2. Liveable City
Strategy:	2.3 Health and Well-being
Priority Action	2.3.5 Adopt a Health and Wellbeing Plan 2017-2021

**Purpose**

To seek Council endorsement of the joint submission to the Inquiry into Homelessness in Australia.

**Recommendation (Director Communities)**

That Council:

1. Notes this joint submission as the first joint advocacy item of the Regional Local Government Charter Homelessness and Social Housing Group, which Frankston City Council is a formal member of.
2. Endorses for Frankston City Council to be named as a contributor to the joint submission.

**Key Points / Issues**

- At its Ordinary Meeting on 20 July 2020 Council endorsed Frankston City's involvement with the Regional Local Government Charter Homelessness and Social Housing Group (Charter Group), a coalition of 13 Eastern and South-Eastern Councils united to deliver a shared regional response to homelessness, and advocacy for an increased supply to social housing across Victoria.
- The primary objectives of the Charter Group are to enable a joint voice, and single message on issues pertaining to homelessness and social housing.
- The Charter Group noted the key opportunity to deliver a shared message through the presentation of a joint submission to the Inquiry into Homelessness in Australia (Attachment A), commissioned by the Parliament of Australia.
- Due to COVID disruptions, and the Charter Group's need to commence its shared agenda by formalising the Regional Charter (Attachment B), a submission extension was successfully negotiated with the Committee Secretariat until 31 August 2020.
- Frankston City Council took a lead on developing the joint submission with a small working group comprising representatives from Bayside City Council, City of Casey and the Eastern Regional Group of Councils.
- All 13 Regional Forum Councils are currently undertaking approval and endorsement process to be noted as a contributor to the submission prior to the making our joint submission on 31 August 2020.
- This submission represents the first advocacy output of the Regional Forum since the formalisation of the group itself.

**Financial Impact**

There are no financial implications associated with this report.

**12.15 Joint Submission of the Regional Local Government Charter Group to the Australian Government's Inquiry into Homelessness in Australia****Executive Summary****Consultation****1. External Stakeholders**

All of the following partners and stakeholders have been consulted in the development of this submission:

Monash City Council, City of Casey, Cardinia, Greater Dandenong, Knox City Council, City of Kingston, Manningham City, Maroondah City Council, Mornington Peninsula Shire, City of Whitehorse, Yarra Ranges Council, and Bayside City Council; Municipal Association of Victoria (MAV); Eastern Region Group of Councils (ERG); and Eastern Affordable Housing Alliance.

**2. Other Stakeholders**

The following other stakeholders have been briefed of the submission, and contributed to its development: Frankston City Strategic Housing and Homelessness Alliance; Frankston City Council officers from the Planning & Environment Department.

**Analysis (Environmental / Economic / Social Implications)**

The submission presents 21 recommendations to the Australian Government, each with regional applicability into the Inquiry into Homelessness in Australia. All recommendations presented in the joint submission have been reviewed for consistency with the overall objectives of the Charter Group and approved by participating Charter Group members.

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Legal

There are no legal implications associated with this report.

Policy Impacts

The messages and intent of the regional Charter Group's submission to the Australian Government's Inquiry into Homelessness in Australia are consistent with the Policies and Plans of Council including:

- Draft Municipal Housing Strategy
- 5-Year Housing and Homelessness Strategic Plan (2019-2024)

Officer's Declaration of Interests

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

**12.15 Joint Submission of the Regional Local Government Charter Group to the Australian Government's Inquiry into Homelessness in Australia****Executive Summary****Risk Mitigation**

Any potential risks associated with the Charter Group's submission are mitigated by the robust evidence informed approach used in its development, and the inclusion of government and statutory bodies consulted in its drafting and development.

**Conclusion**

The Regional Local Government Charter Homelessness and Social Housing Group's joint submission represents the joint advocacy voice of 13 East & South-East Councils for how the Australian Government can act to address the urgent need for increased social housing and a more effective, integrated and supported homelessness service system.

It is recommended that Council endorse the joint submission and commits to its shared vision to improve housing and homelessness outcomes across our region.

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**ATTACHMENTS**

Attachment A: [↓](#) Joint Submission \_ Joint Inquiry into Homelessness in Australia

Attachment B: [↓](#) Regional Charter

1

# Regional Local Government Charter Homelessness and Social Housing Group

## Joint Submission

### Inquiry into homelessness in Australia

‘There is a range of services available to support people who are homeless or at risk, and the Committee is particularly interested in hearing from communities around Australia about approaches that are working well, and ideas for improvement.’

#### Terms of Reference

The House of Representatives Standing Committee on Social Policy and Legal Affairs will inquire into and report on homelessness in Australia. The inquiry will have particular regard to:

1. The incidence of homelessness in Australia;
2. Factors affecting the incidence of homelessness, including housing-market factors;
3. The causes of, and contributing factors to, housing overcrowding;
4. Opportunities for early intervention and prevention of homelessness;
5. Services to support people who are homeless or at risk of homelessness, including housing assistance, social housing, and specialist homelessness services;
6. Support and services for people at particular risk of homelessness;
7. The suitability of mainstream services for people who are homeless or at risk of homelessness;
8. Examples of best-practice approaches in Australia and internationally for preventing and addressing homelessness;
9. The adequacy of the collection and publication of housing, homelessness, and housing affordability related data; and
10. Governance and funding arrangements in relation to housing and homelessness, particularly as they relate to the responsibility of Local, State, Territory and Federal Governments.

We acknowledge the Traditional Custodians of the Kulin Nation and pay our respects to Elders past and present and emerging.

COUNCIL LOGO'S TO BE INSERTED

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## **Local Government Charter Homelessness and Social Housing Group – submission**

The *Regional Local Government Charter Homelessness and Social Housing Group (Charter Group)* applauds the government for conducting this inquiry into homelessness in Australia. The *Charter Group* welcomes the opportunity to contribute to this important inquiry.

The Charter Group comprises 13 councils from the middle and outer ring suburbs of south and east metropolitan Melbourne. Our combined residential population is over two million. The councils are Bayside, Casey, Cardinia, Frankston, Greater Dandenong, Knox, Kingston, Manningham, Monash, Maroondah, Mornington Peninsula, Whitehorse and Yarra Ranges. The group is supported by the Municipal Association of Victoria, the Department of Health & Human Services, Eastern Region Group of Councils and Eastern Affordable Housing Alliance. Our work has sparked interest among other Victorian local governments.

Initiated by Monash Council, the Charter Group formed in late 2019 to make a difference for the 22,000 Victorians experiencing homelessness, as over a third of these (7,916<sup>1</sup> Victorians) are in our council areas. As a group we highlight the regional issues associated with homelessness; advocate for systemic reforms to prevent homelessness risks from occurring; and work to improve our responses when they do.

Our advocacy platform is in the form of a *Regional Local Government Homelessness and Social Housing Charter (Charter)* (Appendix 1). The Charter prioritises three levers to reduce homelessness, including to:

1. Work in partnership with federal and state government, public and private sector partners to increase the supply of social housing and respond to homelessness in south and east Melbourne.
2. Scope land within our region with the potential to be re-purposed for the development of social housing.
3. Advocate for inclusive housing growth, including through mandatory inclusionary zoning.

Our definition of ‘homelessness’ aligns with the Australian Bureau of Statistics (ABS) and Council to Homeless Persons’ (CHP) definitions. Both definitions reflect contemporary practice that recognises that homelessness is more than rooflessness. This maintains that: *the experience of homelessness is not just about not having a home – along with rough sleepers it includes every person who is in a dwelling that is inadequate; has no tenure; has a short and non-extendable tenure; or does not allow them to have control of, or access to space for social relations*<sup>2</sup>.

This definition recognises that rough sleeping only makes up around 7 per cent of homelessness, and the remainder is ‘hidden homelessness’ which is common across the eastern and southern region of metropolitan Melbourne. Hidden homelessness includes those in: supported accommodation for the homeless, boarding houses, severely overcrowded dwellings, and temporary staying with other households or in other temporary lodgings<sup>3</sup>.

We acknowledge the complex range of factors that can lead to homelessness and recognise that access to safe and secure housing is one of the most basic human rights and a fundamental aspect of public health infrastructure.

Federal and State Governments have the primary responsibility for the housing system including the prevention of homelessness, but we recognise that a role in the system, albeit limited, is open for

COUNCIL LOGO’S TO BE INSERTED

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local government. The Charter Group is clear that the Australian Government has multiple levers available to create and resource the conditions necessary for an effective and systemic response to reduce homelessness, including working with State Governments, where needed, to:

- Increase the focus on homelessness prevention
- Commit to national, state and regional targets to increase provision of social housing in Australia to meet the current shortfalls
- Identify and fund best practice models of social housing and housing support geared towards specific needs and opportunities at a local and regional scale
- Leverage National Housing and Homelessness Agreements<sup>4</sup> with the States and Territories to increase social and affordable development opportunities and use of government land
- Immediately review the ongoing JobSeeker payment level and policy ending JobKeeper payments to minimise impacts of housing stress and increased risk of homelessness
- Develop an Australian Housing and Homelessness Strategy
- Encourage nation-wide rental reform in the interests of affordable housing.
- Identify alternative ways to generate and maximise housing and homelessness support revenue streams
- Create incentives for private investment in affordable housing (to rent and buy) through taxation, low / no interest loans, long term peppercorn leases / gifting of surplus government land and other measures
- Review Ministerial responsibility for homelessness to better support the new Strategy and the National Partnership Agreement on Homelessness (NPAH), currently sitting with the Minister for Families and Social Services

We believe that through a 'joined up' commitment across three levels of government we will begin to systemically and comprehensively prevent and remove a number of the systemic pre-conditions that increase homelessness risks, and address the escalating rates of homelessness in Australia. To do so effectively, the approach will (and must) address the most glaring homelessness issue - the vast under-supply of available social and affordable housing suitable for people on very low incomes, and for those most vulnerable to homelessness<sup>5</sup>.

The Charter Group has responded to a number of the Terms of Reference for the Australian Inquiry into Homelessness in Australia and sets out its recommendations and responses below.

Please note that the data was collected *prior to the COVID-19 pandemic*.

COUNCIL LOGO'S TO BE INSERTED

## TOR 1: The incidence of homelessness in Australia

### Recommendations:

That the Australian Government:

- Recognise that a 'one size fits all' solution is not appropriate to address homelessness in Australia, and instead generates a range of tailored solutions for people experiencing homelessness which takes their vastly different needs into account.
- Prioritise consideration of family law and school retention levers to reduce the incidence of, and impacts on women and children experiencing, or at risk of homelessness due to family violence.
- Include the national definition of homelessness that reflects the ABS/CHP definitions into the National Housing and Homelessness Agreement<sup>6</sup>.

### Link to Charter

**Context:** *In Victoria 44,152 households are waiting for social housing. In south east and east Melbourne, the situation is dire as 32% of Victorians experiencing homelessness and 40% of people on the social housing waiting list live in this region.*

### Discussion

Our discussion focuses on the dynamics and incidence of homelessness in the south and east of Melbourne, which differ from the rest of Victoria due to local socio-economic and locational factors. This highlights the different homelessness challenges local areas face and how different groups of people are impacted - a reminder that a one size fits all approach will fail to adequately frame the problem and deliver effective solutions.

Two data sources are available to local government to determine local homelessness rates. They are the Australian Bureau of Statistics (ABS) Census data (point in time data collected every five years); and Australian Institute of Health and Welfare (AIHW) service data collected monthly. While not without limitations, when used together, these data sets can provide a good indication of the numbers, drivers and types of homelessness in our region and local areas. Their limitations are discussed further in TOR 9.

According to 2016 ABS Census data there are 7,916<sup>7</sup> people experiencing homelessness in our region, representing one-third of all homelessness in Victoria. We consider this to be an undercount as regional metadata shows up to four times more homelessness than 2016 Census data. For instance, 2016 census showed 546 people as homeless in Frankston, whereas specialist homelessness service data showed that 2,000 people accessed homeless services for the same period.

AIHW data provides a clearer sense of the real-time incidence and types of homelessness in a local area than the ABS census can. According to AIHW data the types and rates of homelessness vary dramatically across our region, warning against a 'one size fits all' solution to address homelessness.

### Pattern of homelessness

The nature of homelessness across the region shows significant variation. Frankston and Mornington Peninsula have the highest rates of people sleeping rough; whereas there are more people living in severely overcrowded dwellings in Dandenong, Manningham, Casey and Cardinia. In the Yarra Ranges more people are couch surfing; while boarding houses are the predominant form

COUNCIL LOGO'S TO BE INSERTED

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of shelter for people experiencing homelessness in Maroondah, Whitehorse and Monash. In Knox, Kingston and Maroondah more people are in supported homeless accommodation, although Maroondah also has a concerning number of people sleeping rough in suburban streets and squats. Homelessness services must be delivered in a way that are responsive to these local circumstances.

**Women and children are over-represented in our region**

Women and young children are the most over-represented homeless cohort across our region, however each local area demonstrates differences in how this homelessness manifests. This is largely due to the causal factor of family violence which is discussed in TOR 2. In 2017/18 women and girls represented 61 per cent of people accessing specialist housing support services. Homelessness is a gendered issue for all age groups in our region (except for children aged 0-9 years, who typically accompany their female parent to these services) as shown in Table 1.



Table 1 AIHW Specialist Homelessness data 2017-2018 south and east region-wide.

A significant area of concern is the incidence of very young children experiencing homelessness. Children (0-9 years) present as the second largest homeless cohort after women (20-49 years), larger than for men of any age.

**First time homelessness is also a gendered issue in Melbourne’s south and east**

We have large numbers of women and children who come into contact with homelessness service providers for the first time. They would not be described as ‘chronically homeless’ but are vulnerable families who, with the right transitional, supported accommodation, will not enter and get stuck in the highly traumatising ‘homelessness system’<sup>8</sup>.

A very high number of clients who receive homelessness services in the south and east region were not homeless the month before. AIHW 2017/18 data shows of the 24,734 clients that received Specialist Homelessness Service provision, 18,037, or 74%, were registered as ‘not homeless’ the previous month. Again, this is a highly gendered dynamic for our region with 14,869 of the 24,734 (61%) clients being female (Table 2.)

COUNCIL LOGO’S TO BE INSERTED

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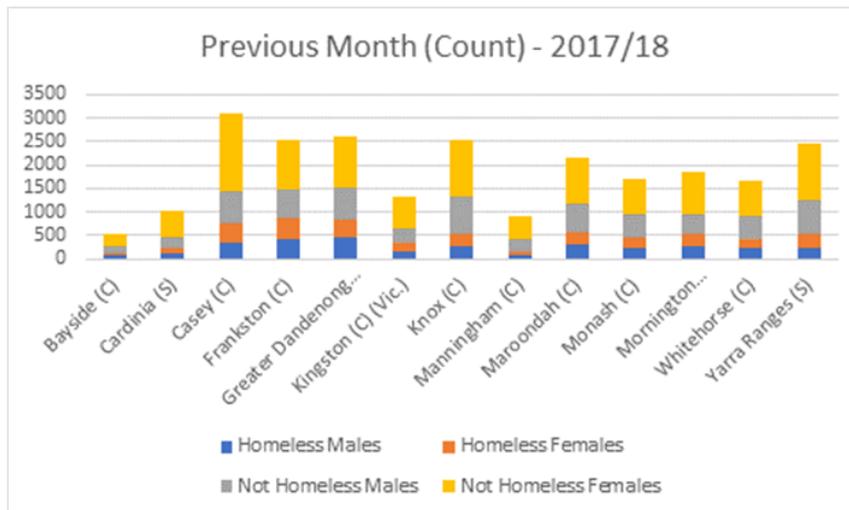


Table 2 monthly count homelessness services - gender and status

This represents a reversal of the dynamic prevalent in Melbourne CBD and other inner metropolitan Councils, where the number of those experiencing repeated or chronic homelessness (i.e. those who were homeless the month prior) outweighs the number of those who were previously housed (735 of 1,448, or 51%).

Further, the gendered dynamics of homelessness are clearly reversed in our region, as of the 1,448 clients in Melbourne CBD, 61% were male (compared to 61% female in the south and east).

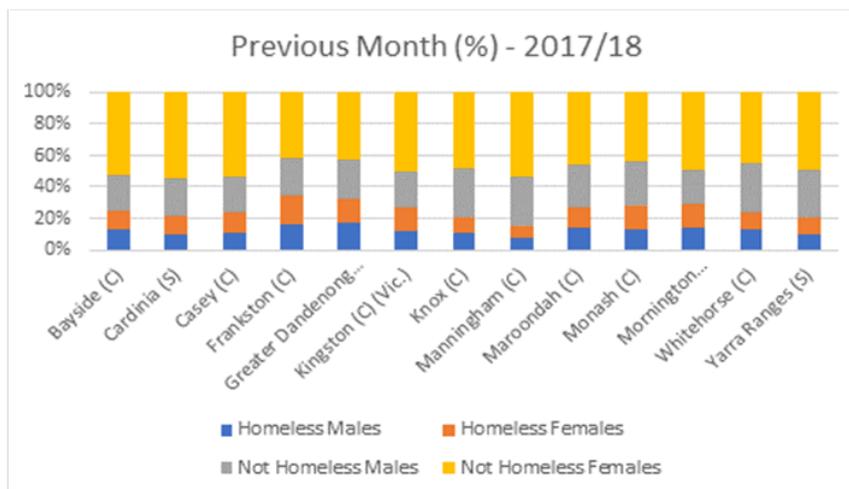


Table 3 Proportion and gender previous month homeless

**Hidden homelessness & rough sleeping is rising - 20% of Victoria's rough sleepers are in our region**

Rough sleeping includes all kinds of living without access to conventional dwellings such as sleeping in cars, derelict buildings, tents, swags and other types of improvised shelter. Historically rough

COUNCIL LOGO'S TO BE INSERTED

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sleeping has been concentrated in and around the CBD and major activity centres. The Charter Group is concerned with the increasing incidence of hidden homelessness and rough sleeping in outer metropolitan suburban areas. The dramatic rise of people who are rough sleeping in our region is evidenced by our region having 20 per cent of all of Victoria's rough sleepers in 2016<sup>9</sup>.

#### COVID-19

The doubling of funding of Housing Establishment Funds (HEF) and Private Rental Access Program (PRAP) in Victoria due to COVID-19 has provided both emergency accommodation and the ability to move people into long term housing in the private market since April 2020. This has demonstrated that most people sleeping rough would respond well to a 'Housing First' model which would have a significant impact on reducing primary homelessness and rough sleeping.

#### **We lack suitable forms of housing/shelter for single person households**

There is a stark deficit of affordable housing in our region. We lack properties suitable for lone person households causing increased reliance on unsuitable forms of housing and shelter for very low income households. Reliance on Rooming House accommodation is increasing across our region. Again we are overrepresented in Victoria, with over a third of Victorians who live in rooming houses, and 37 per cent of Victorians who reside in overcrowded conditions being concentrated in our region.

Evidence suggests that long stays in shared accommodation results in poor health, wellbeing and educational outcomes for children. The lack of autonomy with respect to shared accommodation presents significant health, wellbeing and safety risks for tenants. It is typical for shared accommodation include AOD users, prison leavers, people with a mental health condition or a disability, and (in some areas) parents' families with children. These environments are highly stressful for adults, because living in close proximity with many highly vulnerable people creates its own challenges and stress, and because people can't move on with their lives while they don't know where they will be living longer-term.

#### COVID-19

One of the biggest hurdles Homelessness Services in our region has faced during COVID-19 is finding appropriate accommodation in the rental market for single adults. This has resulted in all single adults being placed in motels for long periods which is unsustainable for the agency and the people who are homeless.

### **TOR 2: Factors affecting the incidence of homelessness, including housing-market factors**

#### **Recommendation:**

That the Australian Government:

#### **Social and economic factors**

- Increase JobSeeker by \$95 dollars a week (Newstart & Youth Allowance base rates) in line with ACOSS' 2020 recommendations

COUNCIL LOGO'S TO BE INSERTED

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- Immediately review how JobKeeper payments will be wound back to minimise impacts of housing stress and the increased risk of homelessness
- Recognise the direct link between family violence and homelessness and the specific needs of this cohort in the design and delivery of homelessness services, supports and housing
- For young people, invest in more Youth Foyers, supported youth accommodation and transitional housing for young people and their families throughout Australia
- Prioritise mental health services and fast track options for people who are homeless or at risk of homelessness

#### Housing market factors

- Introduce a National Housing and Homelessness Strategy, with a holistic and long-term vision for improved connection and efficiencies in homelessness prevention; early intervention and response; including a plan for an additional 500,000 affordable dwellings across Australia over 5 years to meet the current shortfall.
- Incentivise the provision of social and affordable housing through financial incentives for private provision of affordable housing, including build-to-rent and rent-to-buy initiatives
- Identify and fund best practice models of social housing and housing support, geared towards specific needs and opportunities at a local and regional scale
- Introduce an additional clause into the National Housing and Homelessness Agreement (NHHA)(2018) and associated Schedules, to require all States and Territories to:
  - a) Introduce mandatory *Inclusionary Zoning* within state level planning schemes/provisions either directly or with local councils. This will:
    - o commit Australia to national, state and regional targets to increase provision of social housing in Australia to meet the current shortfalls
    - o support new social and affordable housing development
    - o enable local government to enter into local agreements with developers without these being overturned by state level administrative tribunals (VCAT in Victoria)
    - o ensure there are fit for purpose properties coming onto the market for targeted at risk cohorts (such as women and children fleeing family violence)
    - o fund local government pilots to build capability and deliver inclusionary zoning in a quicker, more efficient and scalable way
  - b) Encourage innovation and diversity in social and affordable housing, such as shared equity/community land trusts by providing government owned land under a long-term lease

#### Link to Charter

*The Council to Homeless Persons (CHP) recommends that the **most powerful action local governments can take** to reduce homelessness is to support the delivery of homes that people can afford. For the lowest income households most vulnerable to homelessness, this means the provision of social housing.*

*The housing ‘bottleneck’ keeps individuals and families trapped in homelessness and suffering negative health outcomes and trauma.*

*Regional commitments - Advocating together for inclusive housing growth including mandatory inclusionary zoning.*

#### Discussion

The social, economic, and physical housing-market factors impacting the incidence of homelessness are linked. The main factors are rising rents in the private rental market and the inadequate supply

COUNCIL LOGO’S TO BE INSERTED

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of social housing.<sup>10</sup> AIHW data shows that the key drivers of homelessness across our region are *housing issues and financial reasons* (50%), and *domestic and family violence* (38%)<sup>11</sup>.

Pathways into and out of homelessness are neither linear nor uniform. Individuals and families who experience homelessness may have little in common with each other, aside from their need for adequate housing. This may be due to a lack of income, poor support networks, family violence, an adverse life event or other health issues<sup>12</sup>.

#### **Income - low income households are at risk of homelessness**

Poverty is unequivocally linked with homelessness. Financial vulnerability is the highest determinant of homelessness risk for individuals and households. Very low-income households are at greatest risk of homelessness due to the lack of affordable properties. While income levels differ across the region and the ABS Census 2016 identified all LGA's in the Charter Group as having more households with a combined household income of less than \$650 p/w compared to Greater Melbourne (16.7%) ranging from 17.2 per cent<sup>13</sup> of households in Bayside, to 27.4 per cent of households in Frankston<sup>14</sup>.

#### **Domestic and family violence rates in our region are among Melbourne's highest**

Victoria Police's Crime Statistics Agency data shows that in areas in our region family violence rates are among the highest in metropolitan Melbourne. This is true for areas within Frankston, Casey and Greater Dandenong<sup>15</sup> where the highest rates of family violence police call outs in Melbourne were recorded from 1999 to 2018<sup>16</sup>. This is a gendered issue in our region as 80 per cent of all family violence incidents are perpetrated on women<sup>17</sup>.

Specialist housing services have experienced an increase in the number of women presenting who are escaping family violence and need assistance in leaving their relationship. These women often leave relationships with no housing, work or superannuation. Without a rental history they are often unable to rent in the private rental market. Family violence can quickly translate into homelessness for many women and children in our region and is our second highest single cause of homelessness.

Women and children experiencing the trauma of fleeing a violent relationship should not be placed in situations that result in the added trauma of homelessness.

#### **COVID-19**

A Monash University study has revealed that the COVID-19 lockdowns have seen an increase in women reporting family violence for the first time by over 40%. This study has exposed the widely suspected concern from the sector that family violence is far more prevalent than what is being reported. This is a significant increase on the statistics presented in this document.<sup>18</sup>

#### **Early exposure to homelessness makes it more likely later in life**

Nationwide there has been a 284 per cent increase over the past five years in the number of school students attending Specialist Homelessness Services<sup>19</sup>. Evidence suggests that early exposure to homelessness makes a repeat episode more likely later in life and heightens the risk of chronic homelessness<sup>20</sup>. This is of grave concern for the Charter Group, noting the elevated rates of early childhood exposure to homelessness currently trending across our region. Young people need to be supported and protected in their formative years, so they have the best opportunity to develop personally and socially. Trauma during childhood can have long lasting effects on an individual's future circumstances.

COUNCIL LOGO'S TO BE INSERTED

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#### **Educational attainment – early school leavers can be disadvantaged**

One-third of homeless adults have a high school attainment below year 10<sup>21</sup>. School engagement is recognised universally as a protective factor for young people, with youth homelessness and early school leaving being intimately related. Additionally, more years of schooling lead to higher lifetime incomes, calculated in Australia to be 10 per cent more for each additional year of schooling after nine years.<sup>22</sup>

#### **Timely access to mental health services can prevent homelessness**

People experiencing homelessness have complex and interconnected needs, and mental health issues often play a role. In 2018, 17,772 Victorians who presented at homelessness services cited mental health as one of the reasons they needed help. A study of more than 4,000 homeless people in Melbourne found that 15 per cent were experiencing mental illness before becoming homeless, and a further 16 per cent had developed a mental illness since experiencing homelessness<sup>23</sup>. We support the argument advanced by Justice Connect that to effectively end homelessness, we must make mental health a priority<sup>24</sup>.

The transitioning of community mental health outreach services to the National Disability Insurance Scheme (NDIS) has been a significant factor of people experiencing homelessness. Participants in programs like Personal Helpers and Mentors services (PHaMs) and Partners in Recovery (PIR) were completely cut off in the Southern Metropolitan Region during the rollout of the NDIS. Many clients still cannot access appropriate support to address their homelessness, expressing confusion about eligibility for and access to NDIS.

System reform is needed to provide continuous support for homeless clients transitioning to NDIS and prevent prolonged periods of homelessness while waiting for support. Anecdotal reports from specialist homelessness services advise that up to 12 months is needed to transition eligible homeless clients onto a NDIS support package, yet they are not funded long enough to effectively transition eligible clients.

#### **Housing market factors – we lack suitable, diverse and affordable housing**

Housing market factors continue to contribute to increased rates of homelessness.

Homelessness is rising in areas with a shortage of affordable private rental housing and higher median rents. This is most acute in the capital city areas of Sydney, Hobart and Melbourne<sup>25</sup>. Across Australia, the supply of affordable private rental housing is statistically associated with the variation in homelessness rates.

Affordable housing is calculated on the weekly rent for open market private rental properties. These are deemed affordable where rent is no greater than 30 per cent of total household income<sup>26</sup>. In metropolitan Melbourne the proportion of new affordable private market lettings decreased to 7 per cent in December 2019<sup>27</sup>. In our region, this proportion was as low as 0.5 per cent in Bayside<sup>28</sup>. Nine councils in our region recorded fewer than 5 per cent affordable private rental properties in December 2019.

There is an undersupply of single bedroom dwellings in our region to support the high proportion of lone person households in our region. Between 15 per cent (Casey) and as many as 27 per cent (Frankston and Mornington Peninsula) of properties are tenanted by lone person households in our region. Whereas the total supply of all 0-1bedroom properties (including bedsits) ranges from

COUNCIL LOGO'S TO BE INSERTED

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represents 2.8% in Greater Dandenong, down to 0.6% in Casey. On average, the supply of 0-1 bedroom properties for our region represents only 1.3% of all housing stock (or 27,634 properties) compared to 3.5% for metropolitan Melbourne. What's more, according to the Victorian Government's Quarterly Rental Report – March 2020, only 3.1% of the total supply of 0-1 bedroom properties (only **884** dwellings) were deemed affordable for low and very low income earners across our whole region<sup>29</sup>.

This means more people are unable to find a home, and more lone person low-income households' cycle between marginal accommodation (like rooming house or overcrowded dwellings) and homelessness.<sup>30</sup>

The housing market in Australia is principally privately owned, driven by competitive market forces, and stimulated by years of government subsidies, landlord tax breaks, and interest rate cuts. Rapid population growth, and increased housing demand, coupled with rising unemployment rates places Australia in a perfect storm for increased homelessness. Affordable housing solutions for lower income households must be prioritized.

Anglicare identified that of the 69,485 properties listed for rent in Australia on March 23, 2019 only one property was affordable to a person receiving Youth Allowance and two properties were affordable for a single person on Newstart<sup>31</sup>. In 2017 The Department of Health and Human Services (DHHS) identified less than 0.5 per cent of rental properties were affordable to people solely on Newstart or Youth Allowance in metropolitan Melbourne, and that people solely on disability or aged pensions were only marginally better off. Low-income families are also under enormous pressure with housing affordability; 10 years ago 30 per cent of rental properties in metropolitan Melbourne were considered affordable to struggling families, however, it is now just 5.1 per cent<sup>32</sup>.

#### **Housing market factors – social housing shortfalls are pronounced**

Social housing refers to housing owned by State Government or not-for-profit community housing providers and only rented to very low-income households or those who receive Centrelink payments. Social housing rents are capped at 25 or 30 per cent of household income<sup>33</sup> and in most cases is among the only form of housing a Newstart recipient can afford.

Social housing is critical infrastructure for homelessness prevention and early intervention for low-income households. There is a critical shortfall of social housing. Social Housing supply is reducing while demand grows. Victorian *social housing* shortfalls are worse than the private rental affordability figures above. Social housing is only 3.42 per cent of all dwellings. As at October 2019 there were 44,152 Victorian households on the wait list for social housing, including 17,717 households in the south and east of Melbourne<sup>34</sup>.

Research commissioned by the Victorian State Government in 2016-17 in response to the Royal Commission into Family Violence has identified the scale of demand of social housing over the next 20 years, based on population growth. It outlines:

- 1,700 more social housing homes are needed *each year* over the next 20 years to maintain social housing at its current 3.5% share of the total homes in Victoria. This is an increase of over 30,000 social homes over the next two decades.
- Double this amount of social housing homes is needed over the next 20 years if lower income households, currently facing housing stress in the private rental market, are to have affordable housing<sup>35</sup>

COUNCIL LOGO'S TO BE INSERTED

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Experts agree when it comes to homelessness – social housing is the best solution<sup>36</sup>. Social housing shortfalls are pronounced, and 15,200 dwellings are estimated to be needed each year for the next decade to meet current very low and low-income household need<sup>37</sup> in our region.

**Housing market factors – Inclusionary Zoning should be mandatory nationally**

The Australian Housing and Urban Research Institute (AHURI) developed an ‘Understanding Inclusionary Zoning Brief’ in 2017 to demonstrate how land use planning systems can be leveraged to deliver more social and affordable housing through voluntary or mandatory Inclusionary Zoning (IZ).<sup>38</sup> IZ requires a proportion of multi-dwelling developments to be affordable (ideally 10%) and social housing (ideally 5%). It is voluntary in many jurisdictions across Australia – including Victoria. The Charter Group asserts that mandatory IZ is key to redressing the critical shortfall of social and affordable housing in Australia.

There are many successful examples of mandatory IZ. In our region progress has been slow as changes to state-wide Victoria Planning Provisions only enable site by site negotiation to occur. Direct funding to groups of councils to ‘prove up’ IZ provisions in a number of development contexts is required to support state-wide implementation. A Ministerial Advisory Committee and Panel Report<sup>39</sup> identified that such a local approach is appropriate to address a gap at state level (as for Environmentally Sustainable Design). IZ provisions, while not without urban design and implementation challenges, show promising results and increase affordable housing such as in London and New York<sup>40</sup>. South Australia (SA) and the ACT have adopted clear policy directions regarding affordable and social housing, and SA has made IZ mandatory<sup>41</sup> resulting in steady increases in social and affordable housing since the policies were introduced. In other jurisdictions, particularly the US and UK shared equity/community land trust models are widely used to supply social and affordable housing.

Since 2018 the Victorian Government has encouraged councils to negotiate directly with developers via Section 173 agreements under the State *Planning and Environment Act 1987*. This has led to an ad-hoc and inefficient approach that has failed to address unmet housing need or deliver any sizeable numbers of affordable dwellings.

Embedding mandatory IZ requirements into the Commonwealth State NHHA, with targets will commit planning authorities nation-wide to deliver affordable and social dwellings efficiently and at scale across Australia.

COUNCIL LOGO'S TO BE INSERTED

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### TOR 3. The causes of, and contributing factors to, housing overcrowding

#### Recommendation:

That the Australian Government:

- That the Australian Government review eligibility and maintain adequate funding of the Status Resolution Support Services (SRSS) Program to provide housing security and reduce overcrowding particularly while asylum seeker status is being assessed.

#### Link to Charter

*Councils seek systemic change to increase the supply of permanent, safe, appropriate and timely housing for the most vulnerable members of our community and to embed 'Housing First' as a key foundational principle, fundamental for health, recovery and safety*

#### Discussion

Overcrowding in our region is particularly prominent in Greater Dandenong which also happens to be the municipality with the highest number of asylum seekers in the region. Overcrowding can be conceived of as a community response to preventing people being forced into rough sleeping.

The Status Resolution Support Services (SRSS) Program provides vital support to individuals and families living in the Australian community while they await a decision about their refugee status. It provides help with the basics of life like housing, food, clothing, medical services and the costs of putting kids through kinder and school. It also provides access to counselling and mental health support. Cuts that have been announced to this Program are likely to create even greater risks of homelessness for asylum seekers.

The Federal Government has a responsibility to provide support to people until they get the outcome of their asylum claims and can move forward with their lives in a positive way.

### TOR 4: Opportunities for early intervention and prevention of homelessness

#### Recommendation:

That the Australian Government:

- Prioritise the urgent delivery of new crisis/emergency accommodation in south and east Melbourne that is fit for purpose and meets the needs of the regional cohorts, including single parents with young and infant children.
- Adopt a 'Housing First' approach for chronically homeless people that is client centred, recognises the right to a home and prioritises housing with dedicated homelessness, health and social support services.
- Lock in and leverage the significant reduction in rough sleeping due to COVID-19 housing initiatives.
- Increase the focus on homelessness prevention

#### Link to Charter

*Councils seek systemic change to increase the supply of permanent, safe, appropriate and timely housing for the most vulnerable members of our community and to embed 'Housing First' as a key foundational principle, fundamental for health, recovery and safety*

COUNCIL LOGO'S TO BE INSERTED

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*The Housing First model is a strategic response to homelessness that prioritises permanent and stable housing for people experiencing homelessness (AHURI, 2018)*

#### **Discussion**

Homelessness and rough sleeping rates are growing in our region.<sup>42</sup> A long term plan with a sustained, coordinated and flexible response by a secure housing and homelessness sectors is necessary to prevent and respond to homelessness. This requires coordination between all tiers of government and the service systems. Attributes of such as system are discussed below.

#### **Early intervention is almost impossible in our region**

The *Housing First model* is widely supported by homelessness experts in Australia and overseas as effective in addressing cyclical and chronic homelessness. ‘Housing First’ recognises that housing is a human right, and that client support is separate and not conditional to housing<sup>43</sup>. ‘Housing First’ is an approach to quickly connect individuals and families experiencing homelessness to permanent housing without preconditions or barriers to entry (such as sobriety, treatment or service participation requirements) and service support as long as it is required. It recognises that safe and stable housing are a pre-condition to being able to address the factors leading to homelessness.

The approach is widely documented, and its impacts have been independently assessed. It effectively cuts through the various silos and gaps inherent in our governance and service system and is more cost effective over the longer term<sup>44</sup>.

In 2017 the Victorian Department of Health and Human Services committed \$9.8M to strengthen sector capacity to transition rough sleepers into permanent housing solutions. Nine ‘rough sleeper hot spot’ areas across Victoria were nominated to receive this funding (including 3 of the 13 LGA’s within the Charter Group) and to deliver a two year Towards Home pilot<sup>45</sup>. The pilot, showing considerable success across our region employs ‘Housing First’ principles including assertive outreach and multi-disciplinary, long term housing support to transition people from sleeping rough into housing options. Coupled with dedicated housing this model shows significant promise to reverse homelessness and rough sleeping.

In our region only one *emergency accommodation* service supports 2 million residents and the estimated 7,916 people experiencing homelessness. This single service manages four family units, nine single units, two rooms for couples and three women only places, and is clearly inadequate. Early intervention is unlikely for other than a small handful of cases. Emergency accommodation providers and Specialist homelessness services in our region are often unable to assist people, or can only offer costly, inappropriate (and often unsafe) accommodation such as motel rooms and rooming houses. The only emergency accommodation provider located within our region, advised that the demand for their service is far beyond their capacity to support, noting that in 2019 over 500 women were turned away, unable to be assisted by their service.

#### **Prevention is key for first time homelessness impacting families in our region**

The continual growth of housing prices and limited supply of rental creates a significant housing affordability issue for low-income people and families. Welfare recipients are in significant danger of becoming homeless due to the increasing disparity between the cost of living and benefits. In Melbourne over the past 10 years rental costs have increased by approximately 60 per cent, while welfare payments have increased only 20 per cent<sup>46</sup>.

COUNCIL LOGO’S TO BE INSERTED

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For us, there is a disproportionate number of clients accessing homelessness support for the first time or receiving homelessness services who were not homeless the month before. The Charter Group asserts that this cohort should not be growing faster than others and effective Commonwealth interventions could stem the flow of these at risk families and individuals into the homelessness system. At risk families require funded, transitional supported accommodation to prevent them entering, or getting stuck in the highly traumatising and harmful 'homelessness system'.<sup>47</sup> This system is described in the Crisis in Crisis report prepared by North and West Homelessness Networks<sup>48</sup>.

**Integrated and universal services play a key role in prevention**

Universal access to support services together with available, affordable housing can act as a preventative 'circuit breaker' for those at imminent risk of falling into homelessness and help some people keep housing once it is obtained.

Service planning, funding, and policy development is critical to preventing and ending homelessness by supporting people to manage financial, mental health, family violence, medical or drug and alcohol issues. Integrated, and innovative collaborative models must be strengthened and partnerships with other human service providers encouraged so that homelessness early intervention is fully integrated and a shared responsibility.

This will improve system response and reduce system level failures to prevent people from falling through gaps and into homelessness to begin with. This can be driven through stronger, more coordinated mainstream housing, economic, taxation, welfare and foreign investment systems.

**TOR 5: Services to support people who are homeless or at risk of homelessness, including housing assistance, social housing, and specialist homelessness services; TOR 6: Support and services for people at particular risk of homelessness; TOR 7: The suitability of mainstream services for people who are homeless or at risk of homelessness**

**Recommendation:**

See TOR 2 & 4:

**Link to Charter**

**Purpose:** Address the urgent need for increased social housing and a more effective, integrated and supported homelessness service system

**Principle:** Shared responsibility, accountability and success. We will partner together, leverage our strengths and be accountable to the commitments of this Charter

**Discussion**

We have discussed the importance of early intervention and integrated universal services in preventing homelessness (see TOR 2 & 4). We also highlight the inadequacy of emergency accommodation in our region to support early intervention and deliver a 'Housing First' approach.

COUNCIL LOGO'S TO BE INSERTED

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We note the critical importance of tailored and mainstream support and services and the value of these interventions for people at risk of homelessness and commend the comprehensive efforts of our local service system.

Our greatest concerns relate to the lack of accountability for the supply of affordable housing; access to land for crisis and social housing; and that supply shortages drive the use of motels or other inappropriate housing for emergency accommodation. The Charter Group is concerned that this approach can increase the trauma and placing increase the demands on the localised service system.

Our focus is to prioritise our effort where local government may achieve large-scale change, which we believe relates to the increased provision of social and affordable housing.

### **TOR 8: Examples of best-practice approaches in Australia and internationally for preventing and addressing homelessness**

#### **Recommendation:**

That the Australian Government:

- Provide seed funding and financial incentives to enable innovative solutions and increase private investment in affordable housing.
- Identify alternative ways to generate and maximise housing and homelessness support revenue streams
- Leverage the use of Government owned land through innovative housing models

#### **Link to Charter**

**Purpose:** *Address the urgent need for increased social housing and a more effective, integrated and supported homelessness service system*

**Principle:** *Housing as Core infrastructure: We recognise the ability of local government to influence an increase in social housing in our region.*

*The planning of social and affordable housing supply and specialist homelessness services.*

#### **Discussion**

##### **Networks matter**

The Charter Group is a recent example of a network coming together at a regional scale for common impact. It is innovative, and unusual as it is CEO driven, regional in scale and enables collaboration to improve the homelessness service system and reduce barriers to increase the supply of affordable housing in the south and east of Melbourne. As previously described, there is a significant local variation in the manifestation of homelessness both regionally and locally and networks play a key role aligning effort.

At the local level, the Mornington Peninsula Shire supports a Mornington Peninsula Housing Network to link the work of local charities and Specialist Homelessness Services and other local health and welfare agencies. The Network also has a Multi-agency case review group focussing on an integrated assertive outreach approach to people who are rough sleeping. This local government involvement provides a unique opportunity to understand the gaps in the system and advocate for solutions.

COUNCIL LOGO'S TO BE INSERTED

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**Seed funding matters**

Another example of a promising initiative, worthy of scaling up through Federal Government seed funding or pilot funding is the *Activation of Private Rentals for Social Housing program*, an Australia first initiative trialled at Greater Dandenong in 2019. This program aimed to ‘activate’ unoccupied properties in the municipality. The initiative utilised Council’s knowledge of occupied/unoccupied properties on the municipal rates base and then engaged owners of unoccupied properties to encourage them to offer their properties for social and affordable housing. Forty owners demonstrated interest and were linked to Homeground Real Estate and WAYSS Housing services, resulting in 6 homes becoming available for transitional housing for women and children experiencing family violence funded by the Victorian State Government. While these numbers seem comparatively small, the initiative demonstrates an alternative means of incentivising the release of existing private market properties for use as social and affordable housing.

**Learn from best practice in other jurisdictions**

Options to achieve an increased supply of affordable housing of interest include:

*Community Land Trusts:* The Community Land Trust (CLT) model involves creating a not-for-profit entity to acquire and hold land for community benefit and provide secure affordable access to housing (and sometimes commercial and community services for residents). The CLT acquires land by purchase, or through donations of land, land and buildings, or money to purchase land. This land is held in perpetuity (for instance, on a 99-year lease) so that it can always be used for affordable housing. Access to this land is often limited to very low- to moderate-income households. The Cities of Sydney and Port Phillip are in the process of developing an Australian model of a Community Land Trust<sup>49</sup>.

Council land and redeveloped public housing are not the only sources of free or low-cost land and buildings. In Vancouver, there are also local and senior government supports that build partnerships with churches with surplus land, including 400 units on four United Church sites. Encouraging partnerships and ‘asset bundling’ among not-for-profit groups in order to access better financing terms and serve a broader segment of at-risk populations are within the remit of local government. A target of 1,200 units over 10 years using this mechanism is feasible for Monash, especially working in concert with other Greater Melbourne councils through establishment of a CLT.

*Build-to-rent:* With vacancy rates (DHHS, 2019b) well below the 3 per cent required for a healthy rental market (Kerr, 2018), Melbourne needs more well-located, affordable, purpose built rental dwellings to serve low to moderate-income households and prevent them ‘crowding out’ lower cost private rental options.

One idea being tested to scale up build-to-rent in the Greater Vancouver municipality of Burnaby is rental-only zoning in areas close to trains and other frequent public transit<sup>50</sup>. As part of legislative reforms, developers who demolish rental buildings would need to construct low-cost replacement units, and all new multi-unit developments would be required to provide 20 per cent affordable rental. Preserving low-cost rental is much less expensive than building new low-cost rental, so mechanisms to preserve and expand low-cost market rental should be advocated for by governments as part of planning reform.

**TOR 9: The adequacy of the collection and publication of housing, homelessness, and housing affordability related data**

COUNCIL LOGO’S TO BE INSERTED

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**Recommendation:**

That the Australian Government:

- Improve access to current data to support policy development and service planning,
- Facilitate the AIHW providing interactive data at postcode and LGA area geographies.
- Support the delivery of National street counts at regular intervals as undertaken by the City of Melbourne
- Work with State government to collect and release authoritative homelessness and housing data annually relevant to each Local Government Area, including progress against regional social housing targets.

**Link to Charter**

**Purpose:** *Address the urgent need for increased social housing and a more effective, integrated and supported homelessness service system*

**Principle:** *Housing as Core infrastructure: We recognise the ability of local government to influence an increase in social housing in our region*

**Discussion**

Access to data is critical for councils to effectively influence the amount of social housing in their local area and to facilitate effective, place-based service provision. There are two data sources available to local government to determine local homelessness rates: the ABS Census data (point in time data collected every five years); and AIHW service data collected monthly. These data sets are used together to provide a good indication of the numbers, drivers and types of homelessness across our region, however they have a number of limitations.

The key limitations relate to:

- Lack of an agreed homelessness definition
- Under/over estimation due to inability to determine if people counted are homeless
- Under counting as people are missed
- Many homeless people not seeking out support services and counted in that way
- ABS census is a point in time survey with significant change possible between each census
- Youth, family violence and Aboriginal and Torres Strait Islander populations are poorly estimated

These limitations result in costly local data collection (such as Street Count<sup>51</sup>), gaps in knowledge for planning and a lack of evidence to justify investment.

Access to data is a key planning tool and evidence is required to justify changes to policy and regulatory settings. Guidance and direction is lacking from government regarding sources of data, methodologies and assumptions that should be used to understand and project housing need and future demand. This is inefficient, and councils must purchase data and commission specialist research and analysis in parallel that does not aggregate across councils. Councils must then justify their approach to establish housing targets, and for housing strategies impacting land use planning schemes.

COUNCIL LOGO'S TO BE INSERTED

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## **TOR 10: Governance and funding arrangements in relation to housing and homelessness, particularly as they relate to the responsibility of Local, State, Territory and Federal Governments.**

### **Recommendation:**

That the Australian Government:

- Seek immediate commitment from National Cabinet to prioritise the delivery of social and affordable housing through COVID-19 stimulus and recovery programs
- Leverage National Housing and Homelessness Agreements<sup>52</sup> with the States and Territories to increase social and affordable development opportunities and use of government land
- Improve accountability for housing and homelessness portfolio areas by strengthened governance by reviewing Ministerial responsibility for homelessness to better support the National Partnership Agreement on Homelessness (NPAH), currently sitting with the Minister for Families and Social Services
- Recognise that local government can add value to the planning of social housing and homelessness services and should have a dedicated opportunity to provide input.
- Ensure access to funding for capital expenditure on public, social and community housing to address inadequate income generated from rents

### **Link to Charter**

**Principle: Shared responsibility, accountability and success.** *We will partner, leverage our strengths and be accountable to the commitments of this Charter.*

**Regional commitment:** *Working in partnership with federal and state government, public and private sector partners to coordinate our approach and deliver meaningful outcomes to increase the provision of social housing and respond to homelessness in south and east Melbourne*

**Principle - Urgency, innovation and collaboration.** *We recognise and commit to act on the urgency of the situation which has been compounded by COVID-19*

### **Discussion**

All levels of government, with the community and private sector must play a role in addressing housing and homelessness issues in Australia.

Accountability is clearly shared. When accountability is not shared it too often becomes ‘no ones’ responsibility because no one level of government or actor can address the issue alone.

In this context we all must play a role and the operating environment must be collegiate, flexible and outcome focussed. A focus on outcomes enables a shared goal to drive action and progress to be measured, analysed and adjusted as required. Untied flexible funding under the NHHA is also required.

### **Concluding remarks**

The Charter Group advocates strongly that homelessness policy, strategy and services need to reflect and respond to local and regional circumstances and be informed by specific insights gained through operating at a local and regional level.

COUNCIL LOGO’S TO BE INSERTED

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Homelessness is much more than rough sleeping. The particular and urgent needs of women, families and youth in our area *cannot* be met with the emergency and social housing available. This situation represents and perpetuates a failure to prevent those who are experiencing homelessness for the first time becoming entrenched in homelessness.

Early intervention, the provision of social and affordable housing and a coordinated service response are critical to meet the needs of local populations.

Early intervention and a 'Housing First' response maximise the economic and social return on our collective investment.

COUNCIL LOGO'S TO BE INSERTED

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<sup>1</sup> ABS Census 2016

<sup>2</sup> Council for Homeless Persons definition: <https://chp.org.au/homelessness/>

<sup>3</sup> Council to Homeless Persons 2019, 'Making a Difference – Effective Local Government Responses to Homelessness', commissioned by Monash Council October 2019, p.2

<sup>4</sup> National Housing and Homelessness Agreement <https://www.dss.gov.au/housing-support-programs-services-homelessness/national-housing-and-homelessness-agreement>

<sup>5</sup> *Making a Difference – effective local government response to homelessness*, Council to Homeless Persons, commissioned by Monash Council, October 2019

<sup>6</sup> See [http://federalfinancialrelations.gov.au/content/npa/other/other/NHHA\\_Final.pdf](http://federalfinancialrelations.gov.au/content/npa/other/other/NHHA_Final.pdf)

<sup>7</sup> Australian Bureau of Statistics Census 2016 – *Homeless Estimates Special Report*

<sup>8</sup> See <http://www.nwhn.net.au/Crisis-in-Crisis.aspx>

<sup>9</sup> Australian Bureau of Statistics Census 2016 – *Homeless Estimates Special Report*

<sup>10</sup> Council to Homeless Persons 2019, 'Making a Difference – Effective Local Government Responses to Homelessness', commissioned by Monash Council October 2019, p.1

<sup>11</sup> Council to Homeless Persons 2019 'Making a Difference – effective local government response to homelessness', , commissioned by Monash Council, October 2019

<sup>12</sup> S. Gaetz & E. Dej, *A New Direction: A Framework for Homelessness Prevention*, Canadian Observatory on Homelessness Press, Toronto, 2017, p. 16

<sup>13</sup> See <https://profile.id.com.au/bayside/household-income-quartiles>

<sup>14</sup> See <https://profile.id.com.au/frankston/household-income-quartiles?BMID=20>

<sup>15</sup> Crime Statistics Agency Victoria, Family Violence Incidents by Local Government Area, 2018/2019

<sup>16</sup> Ibid.

<sup>17</sup> <https://www.aihw.gov.au/reports/domestic-violence/family-domestic-sexual-violence-in-australia-2018/contents/summary>

<sup>18</sup> See

[https://bridges.monash.edu/articles/Responding\\_to\\_the\\_shadow\\_pandemic\\_practitioner\\_views\\_on\\_the\\_nature\\_of\\_and\\_responses\\_to\\_violence\\_against\\_women\\_in\\_Victoria\\_Australia\\_during\\_the\\_COVID-19\\_restrictions/12433517](https://bridges.monash.edu/articles/Responding_to_the_shadow_pandemic_practitioner_views_on_the_nature_of_and_responses_to_violence_against_women_in_Victoria_Australia_during_the_COVID-19_restrictions/12433517)

<sup>19</sup> Australian Institute of Health and Welfare, 2018. Specialist Homelessness Services Collection Victoria, 2016

<sup>20</sup> See

<https://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4102.0Main+Features20March+Quarter+2012>

<sup>21</sup> <https://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4102.0Main+Features20March+Quarter+2012>

<sup>22</sup> See [https://publiceducationfoundation.org.au/wp-content/uploads/2018/04/Issues-Paper\\_What-Price-The-Gap.pdf](https://publiceducationfoundation.org.au/wp-content/uploads/2018/04/Issues-Paper_What-Price-The-Gap.pdf)

<sup>23</sup> Council to Homeless Persons (CHP), *Productivity Commission Issues Paper*, The Social and Economic Benefits of Improving Mental Health, Submission 145, April 2019

<sup>24</sup> Justice Connect, Creating a fairer and stronger community for Victorians experiencing mental illness, homelessness & housing insecurity, Submission to the Royal Commission into Victoria's Mental Health System, July 2019

<sup>25</sup> L. Henriques-Gomes, "Homelessness becoming concentrated in Sydney and Melbourne", The Guardian, 30 May 2019 <https://www.theguardian.com/australianews/2019/may/30/homelessness-becoming-concentrated-in-sydney-and-melbourne-studyfinds>

<sup>26</sup> Ibid.

<sup>27</sup> *Rental Report December Quarter 2019*, Victorian Department of Health and Human Services 2019

<sup>28</sup> Ibid.

COUNCIL LOGO'S TO BE INSERTED

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<sup>29</sup> See <https://www.dhhs.vic.gov.au/publications/rental-report>

<sup>30</sup> Council to Homeless Persons 2019, 'Making a Difference – Effective Local Government Responses to Homelessness', commissioned by Monash Council October 2019, p.1

<sup>31</sup> Anglicare Australia (2019) Rental Affordability Snapshot National Report <https://www.anglicare.asn.au/our-work/research-reports/the-rental-affordability-snapshot>

<sup>32</sup> DHHS, (2017) Rental Report: December Quarter <<https://dhhs.vic.gov.au/publications/rental-report>>

<sup>33</sup> *Making a Difference – effective local government responses to homelessness*, Council to Homeless Persons, commissioned by Monash Council, October 2019

<sup>34</sup> Stimulus Paper – Housing Targets for Regions: How Feasible is this for Melbourne's South and East, Professor Carolyn Whitzman, PhD, Fellow, Planning Institute of Australia, October 2019.

<sup>34</sup> See [http://www.nwhn.net.au/admin/file/content2/c7/A%20crisis%20in%20crisis%20doc%20final%20040219\\_1550142202053.pdf](http://www.nwhn.net.au/admin/file/content2/c7/A%20crisis%20in%20crisis%20doc%20final%20040219_1550142202053.pdf)

<sup>35</sup> Department of Health and Human Services, Victorian Government 2017, 'Victoria's Social Housing Supply Requirements to 2036', p.3, <https://www.vic.gov.au/sites/default/files/2019-06/Victorias-social-housing-supply-requirements-to-2036.pdf>

<sup>38</sup> AHURI Final Report No. 120, Australian Housing and Urban Research Institute Limited, Melbourne, <https://www.ahuri.edu.au/research/final-reports/120>.

<sup>39</sup> Advisory Committee and Panel Report, Environmentally Efficient Design Local Policies, April 2004 [http://www.portphillip.vic.gov.au/Environmentally\\_Efficient\\_Design\\_AC\\_Report\(1\).pdf](http://www.portphillip.vic.gov.au/Environmentally_Efficient_Design_AC_Report(1).pdf)

<sup>40</sup> *New directions in planning for affordable housing: Australian and international evidence and implications*, Gurrán, N., Milligan, V., Baker, D., Beth Bugg, L., Christensen, S. (2008) AHURI Final Report No. 120, Australian Housing and Urban Research Institute Limited, Melbourne, <https://www.ahuri.edu.au/research/final-reports/120>.

<sup>41</sup> AHURI Final Report No. 120, Australian Housing and Urban Research Institute Limited, Melbourne, <https://www.ahuri.edu.au/research/final-reports/120>

<sup>42</sup> Australian Bureau of Statistics Census 2016 – Homeless Estimates Special Report

<sup>43</sup> DHHS Towards Home <https://www.housing.vic.gov.au/other-housing-projects>

<sup>44</sup> <https://www.homelessnessaustralia.org.au/campaigns/housing-first-australia>

<sup>45</sup> DHHS Towards Home <https://www.housing.vic.gov.au/other-housing-projects>

<sup>46</sup> See <https://www.parliament.vic.gov.au/publications/research-papers/send/36-research-papers/13840-housing-affordability-in-victoria>

<sup>47</sup> See <http://www.nwhn.net.au/Crisis-in-Crisis.aspx>

<sup>47</sup> T. Walsh, *Homelessness Legislation for Australia: A Missed Opportunity*, UNSW LawJl 30; 2014, 37(3) UNSW Law Journal 820 <http://classic.austlii.edu.au/au/journals/UNSWLawJl/>

<sup>48</sup> See [http://www.nwhn.net.au/admin/file/content2/c7/A%20crisis%20in%20crisis%20doc%20final%20040219\\_1550142202053.pdf](http://www.nwhn.net.au/admin/file/content2/c7/A%20crisis%20in%20crisis%20doc%20final%20040219_1550142202053.pdf)

<sup>49</sup> Crabtree, Louise and Twill, Jason (2019) Foundations of Equity: A Metropolitan Land Trust Policy. Sydney: City of Sydney. Retrieved 1 November 2019 from [https://www.cityofsydney.nsw.gov.au/\\_data/assets/pdf\\_file/0005/314159/Foundations-of-Equity-A-metropolitan-land-trust-policy.pdf](https://www.cityofsydney.nsw.gov.au/_data/assets/pdf_file/0005/314159/Foundations-of-Equity-A-metropolitan-land-trust-policy.pdf)

<sup>50</sup> Gawley, Kelvin (2019) "Burnaby passes bold rental-only zoning plan to protect, create housing," Burnaby Now, May 28, 2019. Retrieved 8 October 2019 from <https://www.vancouverisawesome.com/2019/05/28/rental-only-zoning-housing-burnaby-bc/>

<sup>51</sup> City of Melbourne Street Count <https://www.melbourne.vic.gov.au/community/health-support-services/social-support/what-we-are-doing/Pages/streetcount.aspx>

<sup>52</sup> National Housing and Homelessness Agreement <https://www.dss.gov.au/housing-support-programs-services/homelessness/national-housing-and-homelessness-agreement>



# Regional Local Government **HOMELESSNESS AND SOCIAL HOUSING CHARTER**

## Principles

- **Shared responsibility, accountability and success**
  - » We will partner, leverage our strengths and be accountable to the commitments of this Charter.
- **Housing as core infrastructure**
  - » We recognise that housing solves homelessness
  - » We consider social housing as core infrastructure that can strengthen communities
  - » We understand the ability of local government to influence infrastructure outcomes.
- **Human rights and 'Housing First'**
  - » We recognise that housing is a human right for every person
  - » We recognise the ability of local government to influence an increase in social housing in our region
  - » We will work with the homelessness sector to deliver a housing first response to homelessness.
- **Urgency, innovation and collaboration**
  - » We recognise and commit to act on the urgency of the situation which has been compounded by COVID-19
  - » We reflect this urgency in a well-considered, innovative and timely collective action to deliver outcomes for our region.

## Purpose

Address the urgent need for increased social housing and a more effective, integrated and supported homelessness service system.

## Regional Commitments

Councils will cooperate regionally and take local actions that align with the intent and the principles of this Charter.

### The 13 Councils commit to:

1. Working in partnership with federal and state government, public and private sector partners to coordinate our approach and deliver meaningful outcomes to increase the provision of social housing and respond to homelessness in south and east Melbourne
2. Scoping land within each LGA that has the potential to be re-purposed for adaptable housing needs, and to share these insights on a regional scale with the intention of identifying suitable sites for the development of social housing
3. Advocating together for inclusive housing growth including mandatory inclusionary zoning.

## Context

**Victoria has a homelessness and housing affordability crisis**, made more acute by COVID-19 and the 2019/20 bushfires. A collaborative effort across all tiers of government and partners is required: one that embeds a ‘Housing First’\* approach aligned to the fundamental principle that housing solves homelessness.

The Council to Homeless Persons (CHP) recommends that the **most powerful action local governments can take** to reduce homelessness is to support the delivery of homes that people can afford. For the lowest income households most vulnerable to homelessness, this means the provision of social housing.<sup>1\*\*</sup>

The housing ‘bottleneck’ keeps individuals and

families trapped in homelessness and suffering negative health outcomes and trauma.

**To leverage the collective strengths of regional partnerships**, the City of Monash brought together 13 councils in Melbourne’s east and south east to set a regional agenda. The 13 councils represent more than 2 million residents and are united in striving for an improved homelessness policy-setting and service sector.

These **councils seek systemic change** to increase the supply of permanent, safe, appropriate and timely housing for the most vulnerable members of our community and to embed ‘Housing First’ as a key foundational principle, fundamental for health, recovery and safety.

**In Victoria 44,152 households are waiting for social housing.**<sup>2</sup> In south east and east Melbourne, the situation is dire as **32%** of Victorians experiencing homelessness and **40%** of people on the social housing waiting list live in this region.<sup>3</sup>



\* The Housing First model is a strategic response to homelessness that prioritises permanent and stable housing for people experiencing homelessness (Australian Housing and Urban Research Institute, 2018)

\*\* Social housing refers to housing owned either by state government or by not-for-profit community housing providers that is rented to low income households at either 25% (public housing) or 30% (community housing) of household income. Social housing does not generally include crisis or rooming houses.

### REFERENCE LIST

<sup>1</sup> Council to Homeless Persons 2019, ‘Making a Difference – Effective Local Government Responses to Homelessness’, commissioned by Monash Council October 2019, p.7

<sup>2</sup> *ibid*, p.6

<sup>3</sup> *ibid*, p.5

**Executive Summary****12.16 Response to Petition - 6 Leisureland Drive, Langwarrin**

*Enquiries: (Stuart Caldwell: Communities)*

**Council Plan**

Community Outcome:	2. Liveable City
Strategy:	2.2 Vibrant and Engaged
Priority Action	2.2.5 Improve the presentation and cleanliness of Frankston City

**Purpose**

To enable a Council response to the petition tabled at Council's Ordinary Meeting on 20 July 2020 regarding the proposed development of a Mosque at 6 Leisureland Drive, Langwarrin.

**Recommendation (Director Communities)**

That Council:

1. Notes a petition of 74 signatures raising issues with the expansion of a Place of Worship at 6 Leisureland Drive, Langwarrin was received by Council on 20 July 2020;
2. Notes that any further expansion of the Place of Worship at 6 Leisureland Drive, Langwarrin will be subject to further planning permission;
3. Notes a recent request to extend the permitted hours of operation of the use was refused by Council officers under delegation; and
4. Notes and advises the head petitioner:
  - a. that the most recent expansion of the facility was approved by the Victorian Civil and Administrative Tribunal, despite Council's refusal of the application;
  - b. of the reasoning given by the Victorian Civil and Administrative Tribunal in ordering the approval;
  - c. that Council is aware of the impact that incremental and unplanned expansion of non-residential uses can have on neighbours in residential areas;
  - d. that Council does not have power to roll back the approval ordered to be issued by the Victorian Civil and Administrative Tribunal;
  - e. that Council will determine the nature of its representation at any future VCAT hearings for matters concerning this land according to the complexity and issues presented by the application; and
  - f. that Council will continue to monitor the land for compliance with planning permit conditions.

**Key Points / Issues**

- Council, at its meeting on 20 July 2020, received a petition with 74 signatures which seeks that Council review its handling of an application by the Ahmadiyya mosque in 2018, rolls back approval of an amended permit application granted by the VCAT, and protects residents from further expansion of the mosque.

## 12.16 Response to Petition - 6 Leisureland Drive, Langwarrin

**Executive Summary**

- The land at Leisureland Drive forms part of what was once an amusement park. Following subdivision of the park into low density housing lots, the mosque has occupied a larger 'balance' land parcel at 6 Leisureland Drive in accordance with a permit granted in 2009. The permit limited patron numbers to 80 persons, except on two occasions per year when up to 150 persons may attend. Generally the mosque appears to have operated well with little or no impact to neighbours.
- In February 2018, the mosque sought an amendment to its permit condition - to expand the number of persons able to attend the site on Fridays, Saturdays and Sundays and for special events. Further information was sought, the application was advertised, and 10 objections were received. A Notice of Refusal to Grant a Permit was issued under delegation.
- The mosque sought review of Council's decision at the Victorian Civil and Administrative Tribunal (VCAT). The matter was heard by two experienced VCAT members at a hearing on 15 and 16 May, 2019. The Council was represented by a consultant who is a qualified lawyer and planner. The lead petitioner, Mr. Tredinnick attended the hearing and spoke against the proposal as an objector. The mosque was represented by a solicitor, who called evidence from a traffic engineer, a civil engineer and an acoustic engineer.
- The VCAT determined that it was appropriate to amend the permit, allowing up to 80 patrons Monday to Friday, 250 patrons on a Friday, 350 on a Saturday and Sunday, and up to 700 patrons on up to 6 days per year. It said (para 32 of decision – attached), that *'a balancing exercise therefore needs to occur between managing off-site adverse impacts that arise from more people on site at any one time, against the benefit of using a building and associated infrastructure that is not suitable for residential use and can provide a community resource as a place of worship and community centre.'*
- Council officers recently sought to inspect the operation of the mosque however noted that it was not being used in line with current COVID-19 restrictions.
- The petitioners are unhappy with the outcome of the VCAT hearing. They seek that Council:
  1. prevents any further expansion of the mosque.
  2. protects the area by ensuring only small scale non-residential uses which service local community needs are established.
  3. protects residents from on-going creep and expansion by the Mosque.
  4. conducts an internal review and informs residents into how the mosque was allowed to expand its patron numbers.
  5. Conducts an internal investigation into how the mosque was able to overturn Council's refusal decision at the VCAT in respect of its proposed increased patron numbers.
  6. Investigates and reports back to residents on how the increased patron numbers could be rolled back.
- In respect of issue 1 - any further expansion of the mosque is subject to further planning permission. Council has recently received an application to amend the hours during which the mosque could operate to 5am and 9.30pm. Council has refused this application. However such decision can be reviewed at the VCAT and Council is required to comply with any order of the VCAT.

**12.16 Response to Petition - 6 Leisureland Drive, Langwarrin****Executive Summary**

- In respect of issue 2 – planning policies seek a general outcome that typically small scale non-residential uses which service local community needs are established in residential areas. Typical examples include uses such as child care centres and Places of Worship. In this case the use is a Place of Worship, however the scale of the use is much greater than is typical. To some extent this is related to the size of the existing building and land parcel, factors which influenced the VCAT's consideration.
- In respect of issue 3 – as with issue 1, any further expansion will be subject to further planning permission. A recent application was refused by Council.
- In respect of issue 4 – the basic steps in the application process are outlined in this report above. The mosque was able to expand its patron numbers because it was able to convince the VCAT that such expansion would not unreasonably impact upon neighbours. The applicant's case was supported by the apparent lack of any impact to neighbours for nearly a decade prior to the hearing, the size of the land and distance to neighbours, and technical evidence that the volume of vehicles and traffic movements could be supported by the existing infrastructure in the area and the size of the land, and that patron noise and movements would not create unreasonable nuisance to neighbours.
- In respect of issue 5 – the VCAT was satisfied that it was appropriate to allow for greater patron numbers on the land, to make better use of the building and scarce resources. The VCAT balanced these considerations against the prospect of detriment to neighbours and found that the balance was in favour of the increase in patron numbers.
- In respect of issue 6 – Council does not have power to 'roll back' or otherwise invalidate an amended permit issued at the direction of the VCAT.
- It is understood that residents are disappointed that the VCAT overturned the Council's decision and allowed a significant expansion of the potential number of worshippers at the facility. That decision has been made, however and Council is not able to overturn it.
- Council is required to impartially assess any future applications on their merits in accordance with the Planning and Environment Act and Frankston Planning Scheme. Where that application is not well justified or would clearly result in unreasonable detriment to neighbours, Council may refuse to grant permission. Council can consider and align its approach to representation at any future VCAT hearings according to the nature of the issues presented.
- Although operation of the mosque has been limited by current restrictions, Council can continue to monitor the land for compliance with permit conditions.

**Financial Impact**

There are no financial implications associated with this report.

**Consultation****1. External Stakeholders**

The report notes that Council has received a petition with 74 signatures and recommends a written response to the petition be sent.

**12.16 Response to Petition - 6 Leisureland Drive, Langwarrin****Executive Summary****2. Other Stakeholders**

The report notes that applications for the land from the Ahmadiyya mosque will be considered in accordance with the requirements of the Planning and Environment Act (1987) and Frankston Planning Scheme.

**Analysis (Environmental / Economic / Social Implications)**

The report notes and responds to concerns expressed by petitioners about an amended permit directed for the place of worship previously issued by the VCAT. The VCAT's decision took into account the economic and social benefits which may arise from increased usage of the place of worship and balanced these against the environmental and amenity impacts that might arise as a result.

**Legal / Policy / Council Plan Impact**Charter of Human Rights and Responsibilities

All matters relevant to the Charter of Human Rights and Responsibilities have been considered in the preparation of this report and are consistent with the standards set by the Charter.

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

Legal

There are no specific legal implications relating to this matter.

Policy Impacts

There are no specific policy impacts relating to this matter.

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 specific risks relating to this matter.

**Conclusion**

Council has received a petition with 74 signatures which raise concerns about the VCAT's previous approval of an amended permit which allows for increased attendance at the Place of Worship at 6 Leisureland Drive, Langwarrin. Petitioners seek assurances from Council investigating how the approval was granted, a roll back the approval, and protection from future expansion of the use. It is recommended that Council respond in writing to the head petitioner.

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**ATTACHMENTS**

Attachment A: [↔](#) Petition - 6 Leisureland Drive, Langwarrin (*Under Separate Cover*)

Attachment B: [↓](#) VCAT decision - 6 Leisureland Drive, Langwarrin

**VICTORIAN CIVIL AND ADMINISTRATIVE TRIBUNAL**

**ADMINISTRATIVE DIVISION**

**PLANNING AND ENVIRONMENT LIST**

VCAT REFERENCE NO. P2469/2018  
PERMIT APPLICATION NO. 394/2007/P/A

**CATCHWORDS**

Section 77 *Planning and Environment Act 1987*, refusal to amend an existing permit, place of worship, mosque, number of patrons, traffic, waste disposal, noise, amenity, low density residential zone.

<b>APPLICANT</b>	Ahmadiyya Muslim Association of Australia
<b>RESPONSIBLE AUTHORITY</b>	Frankston City Council
<b>RESPONDENT</b>	Ian Tredinnick
<b>SUBJECT LAND</b>	6 Leisureland Drive LANGWARRIN VIC 3910
<b>WHERE HELD</b>	55 King Street, Melbourne
<b>BEFORE</b>	Alison Glynn, Presiding Member K Birtwistle, Member
<b>HEARING TYPE</b>	Hearing
<b>DATE OF HEARING</b>	15 and 16 May 2019
<b>DATE OF ORDER</b>	5 June 2019
<b>CITATION</b>	Ahmadiyya Muslim Association of Australia v Frankston CC [2019] VCAT 823

**ORDER**

**Alter amended permit application**

- 1 Pursuant to section 127 and clause 64 of Schedule 1 of the *Victorian Civil and Administrative Tribunal Act 1998*, the application to amend the permit is changed by:
  - (a) Seeking to amend the plans endorsed under the permit to include the following car park layout plan filed with the Tribunal:
    - Prepared by: Ergon Design Studio
    - Drawing numbers: TP/101 - Project No. 5002
    - Dated: 24 March 2019



- (b) Changing the proposed amended wording sought to condition 5 of the permit to state:

Except with the prior written consent of the Responsible Authority the premises hereby permitted must not be used by any more than:

- Eighty (80) persons at any one time on Monday to Thursday;
- Two hundred and fifty (250) persons at any one time on Friday; and
- Three hundred and fifty (350) persons at any one time on Saturday and Sunday,

except on six (6) occasions per annum for the purpose of religious festivities by the Ahmadiyya Muslim Association of Australia, when there will be no more than seven hundred (700) patrons on the site at one time.

#### Permit amended

- 2 In application P2469/2018 the decision of the responsible authority is set aside.
- 3 Planning permit 394/2007/P/A is amended and an amended permit is directed to be issued for the land at 6 Leisureland Drive Langwarrin. The permit is amended as follows:
  - (a) Plans endorsed under the permit are amended and the responsible authority is directed to endorse an additional plan being the car parking layout plan TP/101 prepared by Ergon Design Studio Project No. 5002, dated 24 March 2019.
  - (b) New conditions are included in the permit as follows:
    - 23) Upon endorsement of plans and carrying out of works as set out in condition 24) the patron numbers in condition 5) are replaced with new patron limits as follows:
      - a) Except with the prior written consent of the Responsible Authority, the use hereby permitted must not be used by any more than;
        - Eighty (80) patrons at any one time on Monday to Thursday.
        - Two hundred and fifty (250) patrons at any one time on Friday.
        - Three hundred and fifty (350) patrons at any one time on Saturday and Sunday.
      - b) Except otherwise with the prior written consent of the Responsible Authority, up to six (6) days each year, the patron numbers set out in condition 23a) may be varied to allow religious festivities on site by the Ahmadiyya Muslim Association of Australia for up to seven hundred (700) patrons at any one time.



- 24) Prior to the use of the land for patron limits set out in condition 23):
- a) The landscape plan approved in condition 7 and forming part of endorsed plans of condition 1 must be updated to accord with endorsed car parking layout plan to the satisfaction of the responsible authority. This must include tree management measures generally in accordance with the Tree Management Plan prepared by TAG Consulting dated 15 April 2018 but amended to be in accordance with Frankston City Council's 'Arboricultural Report Writing Guide'.
  - b) A Waste Water Management Plan, prepared by a suitably qualified person, to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. The Plan must include but not be limited to:
    - i) Ensure there is no off-site discharge of effluent or detrimental impact to the local environment.
    - ii) Ensure low phosphorus and low sodium detergents are used to improve effluent quality and maintain soil properties.
    - iii) Provision for standard water fixtures be replaced with water saving fixtures and appliances to reduce the effluent load.
    - iv) Provision for a reserve wastewater disposal area of 600m<sup>2</sup> in addition to the existing 600 m<sup>2</sup> wastewater disposal area be provided.
    - v) A detailed plan of the current septic tank system.
    - vi) Provision that a water meter be fixed to the current system to record actual loading of effluent into the system.
  - c) Works set out in the endorsed car parking layout plan, the amended landscape plan in condition 24a) and the waste water management plan in condition 24b) must be completed to the satisfaction of the responsible authority.
- 25) Before the patron numbers permitted in Condition 23b) is acted upon, an Operation Management Plan prepared by a suitably qualified person, to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. When approved, the Operation Management Plan will be endorsed and will then form part of the permit. All activities forming part of the use of the site on religious festivity days must comply with the Operation Management Plan. The Plan must include but not be limited to:



- a) A list of days in each calendar year to which the plan will apply.
- b) The contact details of the nominated person(s) responsible for the management and control of the facility during event days.
- c) Traffic management and car parking management arrangements (within site and when traffic is entering and leaving the site).
- d) Staffing and other measures to ensure the orderly arrival and departure of people.
- e) Measures to control noise emissions from the premises.
- f) Ongoing communication methods (including the provision of signage) advising the users of the premises to respect the amenity of adjoining neighbours.
- g) Measures to discourage patron car parking in the nearby residential streets.
- h) Any other matter that is relevant to the conduct of the use in accordance with the conditions of this permit.

When the plan is approved by the responsible authority, the use on religious festivity days approved in condition 23b) must be conducted in accordance with the approved Operation Management Plan. The Operation Management Plan may be amended by the responsible authority after written request by the owner or the operator of the land.

**Alison Glynn**  
Presiding Member

**K Birtwistle**  
Member

#### APPEARANCES

For Ahmadiyya Muslim  
Association of Australia

Mr Nick Crawford, solicitor. He called the following witnesses:

- Ms Charmaine Dunstan, traffic engineer
- Mr John Lawrey, civil engineer (wastewater)
- Mr Ross Leo, acoustic engineer.

For Frankston City Council

Mr Andrew Crack, town planner of Andrew Crack and Associates Pty Ltd.

For Ian Tredinnick

In person



### INFORMATION

Description of proposal	<p>Alterations to an existing permit that allows the use and development of a place of worship. The amendment is to allow more people on the premises at any one time during general opening hours and for up to six other occasions each year for religious festivities.</p> <p>The proposal does not include any buildings and works other than sealing an existing carpark that is currently unsealed, and line marking the entire existing car park area.</p>
Nature of proceeding	Application under section 77 of the <i>Planning and Environment Act 1987</i> – to review the refusal to amend an existing permit.
Planning scheme	Frankston Planning Scheme
Zone and overlays	<p>Low Density Residential Zone (LDRZ)</p> <p>Design and Development Overlay – Schedule 4 (DDO4)</p> <p>Significant Landscape Overlay – Schedule 1 (SLO1)</p>
Permit requirements	<p>Alterations to the use and development of place of worship – as a ‘section 2’ use in LRDZ.</p> <p>Buildings and works in DDO4.</p> <p>Buildings and works close to defined trees in SLO1.</p>
Scheme policies and provisions of particular relevance	Clauses 11, 13.05, 15.01, 19, 21, 22.04, 32.03, 42.03, 43.02, 52.06 and 65.
Land description	<p>The three hectare site sits high relative to most of its neighbours and has a very large (over 2000sqm) existing building at its top.</p> <p>The building is currently used as a place of worship and community centre for the Ahmadiyya Muslim Association but was originally established as the central building to Leisureland Fair an amusement park that encompassed the entire Leisureland Drive estate.</p>
Tribunal inspection	<p>We undertook an accompanied inspection of the site on Day 2 of the hearing. This included a view inside the main part of the building and the grounds of the site.</p> <p>We then undertook an unaccompanied inspection of the surrounding area.</p>



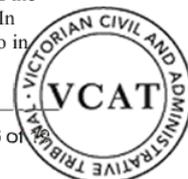
## REASONS<sup>1</sup>

### WHAT IS THIS PROCEEDING ABOUT?

- 1 The Ahmadiyya Muslim Association of Australia (the applicant) currently owns and uses 6 Leisureland Drive, Langwarrin as a place of worship and community centre. It does this in accordance with an existing planning permit that, by condition 5 of the permit, limits the number of people that can be on site at any one time.
- 2 Condition 5 of the existing permit states:
  - 5) The premises hereby permitted must not be used by any more than eighty (80) persons at any one time, except on two (2) occasions per annum for the purpose of religious festivities by the Ahmadiyya Muslim Association of Australia, when there will be no more than one hundred and fifty (150) patrons on site at any one time.
- 3 The applicant now wants to have more people using the site, acknowledging a growth in congregation and community members of the Ahmadiyya Muslim faith. The number of people using the site, as now sought by further circulated changes to the proposed condition 5:
  - Retain the limit of 80 patrons from Monday to Thursday.
  - Increase the number of patrons at any one time on Fridays to 250 people.
  - Increase the number of patrons on Saturday and Sunday to 350 people.
  - Increase the number of occasions that these numbers may be exceeded to six times per year, and on these six occasions, the number of patrons increased to up to 700 people.
- 4 The changes to the amendment to the permit that we substituted also include a revised site plan associated with the permit to confirm that a part of the existing carpark that is not properly sealed will be sealed and all car parking areas will have line marked car spaces. It does not change the area currently assigned for car parking. This area can accommodate 210 cars.
- 5 The only question that triggers a planning decision in this review is therefore whether the additional patron numbers is acceptable having regard to the relevant provisions of the Frankston Planning Scheme.

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<sup>1</sup> The submissions and evidence of the parties, any supporting exhibits given at the hearing, and the statements of grounds filed; have all been considered in the determination of the proceeding. In accordance with the practice of the Tribunal, not all of this material will be cited or referred to in these reasons.



### WHAT ARE THE KEY ISSUES?

- 6 From submissions of the council and Mr Tredinnick there are several questions we identify to determine this matter:
  - a What is the likely impact of the proposed additional patron numbers?
  - b Is unreasonable noise likely to occur from the additional patron numbers?
  - c Is unreasonable additional traffic in the area likely to occur from the additional patron numbers?
  - d Can the site accommodate additional on-site effluent disposal from the increased patron numbers?
  - e Are there any other general amenity reasons why the additional patron numbers should not be approved?
- 7 We address these issues below after firstly setting out some context to determining these issues.

### BACKGROUND

- 8 The review site sits centrally to the Leisureland low density residential estate and on land that is generally elevated from its surrounds. The estate has a somewhat unusual history having been subdivided from a former amusement park 'Leisureland Fair' that operated in the 1980s. This amusement park included a main building that is retained on the review site and sits quite prominently on view from Leisureland Drive as depicted in aerial photos and Google Streetview images in Figures 1 and 2<sup>2</sup>.
- 9 We understand from submissions made that the amusement park closed in the late 1980s or early 1990s and sold to another church organisation that then subdivided the land into low density housing lots in the 1990s.
- 10 On 22 July 2009 a planning permit was granted to alter the building on the site and to allow the site to be used for a place of worship and a community centre, along with a caretakers house. These uses are not proposed to be changed. Since 2009 the site has operated with very little complaint from its neighbours<sup>3</sup>. The council does not refuse the amendment through any concerns about the existing use. Mr Tredinnick also commented in his submission that he has no problem with the current use and that the applicants are good neighbours.

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<sup>2</sup> The Google Streetview image appears to have aligned with an event occurring on the site, as other aerial imagery available via Nearmap and photos tendered at the hearing show the car park is usually mostly empty

<sup>3</sup> The applicant tabled copies of seven recorded compliance enquires with the council. Two relate to building works occurring in 2013 and letters tabled from Mr Tredinnick suggest these complaints relate to works occurring to establish the use, not complaint about the use itself. One refers to a reported late night function in 2016 and the others question how many people can be on site in early 2019. One of these claims the use has resulted in the blue green algae bloom in the adjoining creek.



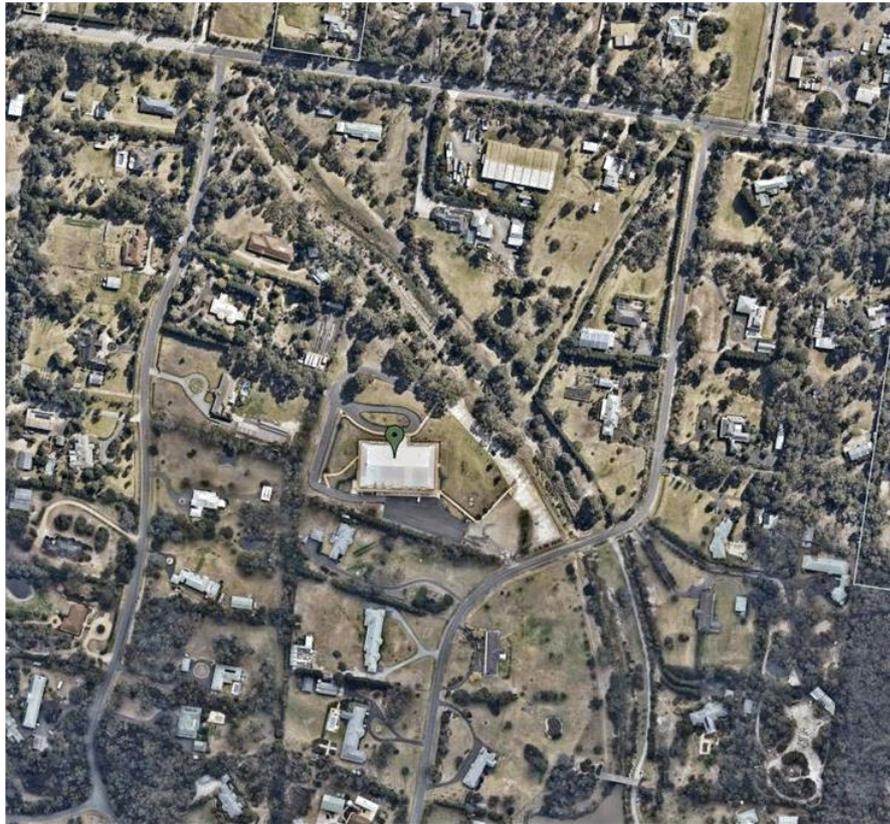


Figure 1 - Nearmap image of site (with green marker) and surrounds - Image date 3 April 2019



Figure 2 - Google Streetview image - October 2013 view of site from north-east of drainage line

**Planning scheme context**

- 11 The site and surrounds are in a LDRZ. This has purposes to implement State and local policy and to provide for low-density residential development on lots that can treat and retain their own wastewater.



- 12 The zone allows planning permits to be considered for a number of uses that are not residential. In accordance with clause 71.03-2 of the planning scheme, just because a permit may be granted, it does not mean it should or will be granted. A decision must be based on the purposes and decision guidelines of the zone, the objectives of the *Planning and Environment Act 1987*, as well as policy and the decision guidelines of clause 65 set out in the planning scheme.
- 13 In considering policy, clause 71.02-3 of the planning scheme also directs that a responsible authority should endeavour to integrate the range of policies relevant to the issue to be determined and balance conflicting objectives in favour of net community benefit.
- 14 In this instance the council and applicant agree the purposes of the zone provide little guidance about what uses, other than residential, are appropriate and there are no specific decision guidelines in the zone.
- 15 State policy relating to places of worship and community centres is also limited to 'encouraging' them to be located in activity centres and with access to public transport. In this instance neither is provided, and ideally such a use would be located in or close to such services. The fact remains, however, that the use exists and utilises building infrastructure that is not suited for use as a single dwelling.
- 16 Local policy at clause 22.04 sets out policy for non-residential uses stating they should be in areas appropriate to their use and have minimal impact on the amenity of the locality and nearby housing. Again, while a local road in a LDRZ area is not generally a preferred area for a place of worship, the specific attributes of this site mean the use can have a minimal impact. This is principally due to the size of the site and the existing infrastructure on the land to support the use.
- 17 The key issue is therefore whether the increase in the limit on patron numbers tips the balance from a community use that appears to operate well and puts existing infrastructure to good use; to something that is too intense because it creates unreasonable adverse amenity impacts to the surrounding low density residential area.

#### WHAT IS THE IMPACT OF THE CHANGES TO CONDITION 5?

- 18 The council maintains that it is opposed to the proposed additional limit on numbers mainly because there are unresolved issues about how additional traffic, noise, water quality and general nuisance will be managed from having more people on the land.
- 19 Three residents of the Leisureland estate submitted written statements of grounds raising concerns about similar issues. One of these is an adjoining landowner to the direct south of the site. A fourth resident, Mr Tredinnick, made extensive and detailed submissions to us about what he says will be the true likely increase in numbers of people on the site, to submit that the amended proposal as put by the applicants does not realistically depict the



actual number of people likely to use the land and the true number will intrude on the current quiet lifestyle enjoyed in this low density residential estate.

**What are the likely patron numbers?**

- 20 Mr Tredinnick calculates what he considers will be the likely numbers of people on site, as a result of the amendment sought and the Muslim faith prayer times that occur each day. With this he calculates that:
- Four days a week, four prayer services may occur each day with 80 people at each prayer service. This results in 320 people per day, or 1,280 per week, or 66,560 people per year.
  - On Fridays 250 people x 4 services means 1000 people each Friday or 52,000 people each year.
  - On Saturdays and Sundays 350 people x 4 services each day means 1,400 people each Saturday and each Sunday, meaning a total of 145,600 people a year on site on weekends.
  - In addition, six occasions a year 700 people will be on site, or 16,800 people through the year (he then discounts 6 x 80 patron days assuming the 700 patron days will replace 80 patron days).
  - In total he estimates the additional patron limits may lead to 279,040 people visiting the site each year.
- 21 We consider this calculation somewhat conflates the actual numbers likely to occur on the site. While there are various Muslim prayer times each day, not all fall within the unchanged operating hours of 8am to 8pm. Mr Tredinnick's calculations also assume that at each prayer time the use will be at capacity, and that every service on every day will be at capacity.
- 22 A distinction needs to be made between setting out a maximum capacity to acknowledge possible numbers, not what is expected to be everyday use. We say this in the same way that most other places of assembly, or similar patron led uses (e.g. restaurants) may have a patron limit, but only occasionally reach that limit. Our general understanding of places of worship is that they are not a 'high turnover' use such as a convenience restaurant where commercial drivers promote a continual roll over of patrons. We concur with observations of Ms Dunstan about her experiences in surveying traffic demand for places of worship that there are expected to be some services where limits will be reached, but most services will not reach the limit and not every service will be well attended.
- 23 From Monday to Thursday we expect daily patronage to be no more than 80 to 160 on an average day. We accept the applicant's submission that Friday afternoons are the core prayer time where currently up to 80 persons attend but they request a limit of 250 to acknowledge a growing congregation and that the Friday afternoon is the key faith prayer time. We also note that as a prayer service it is difficult to understand how a faith leader would turn



away a worshiper on the basis that a patronage limit is exceeded. Having an upper patronage limit that is well beyond what is currently occurring seems prudent to define likely amenity needs, including resultant off-site amenity impacts of traffic and noise.

- 24 The general patron limits also apply to the use of the site as a community centre where we expect there could be events where meeting patron limits is more likely to be common.
- 25 So, while we disagree with Mr Tredinnick's maximum numbers model of the likely regular patronage on the site, we acknowledge that the proposed changes to conditions will lead to the potential for a significant increase in numbers of people attending the site.

**What is the capacity of the site to accommodate more people?**

- 26 The existing building on the land was constructed as part of an amusement park and under the *Building Act 1993* has a capacity to accommodate 2,258 people at any one time<sup>4</sup>. This is well above any of the amended patron numbers sought. Mr Lawrey's wastewater evidence was also that the wastewater treatment plant on the site has capacity for up to 2000 people on the site at any one time, although the existing disposal fields can only manage up to 500 people a day. There are unconnected existing fields that can expand this capacity to 1000 people a day, and there is landscape space on site for further drip line fields if needed.
- 27 There are more than 200 car parking spaces available on the site, and the car parking layout plan is to properly line mark these so that the capacity of the existing car park is maximised. The existing carparking areas therefore can accommodate the full statutory parking requirement for 700 patrons. There is also land on the site, both on driveways and grassed areas to accommodate any overflow parking if actual parking exceeds the statutory requirements.
- 28 There is no visual change resulting from the amended patron numbers sought, other than being able to see that the car park may be fuller on more days. The only physical change is to seal part of the carpark which should reduce dust and noise, as well as improve parking efficiency on the site.
- 29 In simple terms the site has more than enough capacity to meet the demands of the proposed patron limits.
- 30 The only question is then whether it is appropriate to use this capacity in light of any amenity impacts on the surrounding area from noise, traffic and general nuisance.
- 31 We address these issues below. In doing so we also note that the existing context of this neighbourhood is that the building and carpark on this site form an unusual existing facility. Arguably it is underutilised capital

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<sup>4</sup> The applicant tabled a copy of Maintenance Determinations provided for the building under the *Building Act 1993*.



infrastructure that should be put to better use given the investment already made on this site and the history of the site for non-residential use.

- 32 A balancing exercise therefore needs to occur between managing off-site adverse impacts that arise from more people on site at any one time, against the benefit of using a building and associated infrastructure that is not suitable for residential use and can provide a community resource as a place of worship and community centre.

#### **ARE THE LIKELY OFF-SITE IMPACTS UNREASONABLE?**

##### **Noise**

- 33 The existing permit requires an acoustic report to be prepared prior to the use commencing. We understand from the applicant's submission that the council has no record of such a report ever being received, although the council has not ever sought to enforce the condition.
- 34 As part of the proposal to increase patron numbers the applicant has prepared an acoustic report that meets the existing condition and confirms that current operation does not result in amplified sound being heard off-site and SEPP N2<sup>5</sup> requirements are comfortably met as is required by other existing permit conditions.
- 35 The evidence also models having additional people on-site and concludes that general use inside the building can be comfortably managed. This is principally because prayer services, by their nature, are quiet affairs. The main noise is that of the person leading prayers by speaking into a microphone, but this is well within accepted noise limits.
- 36 Mr Leo's acoustic evidence acknowledged that he had not modelled noise from possible outdoor events such as a BBQ that has been held on Australia Day in previous years. His verbal evidence, however, is that such events generate noise from people talking only and that the distance between the site and adjoining houses means that likely noise will remain within accepted reasonable limits.
- 37 We also note that existing conditions will remain to limit noise impacts. These conditions limit amplification and loudspeakers, limit operating hours to between 8am and 8pm, and require the operation to meet SEPP N2 noise policy.
- 38 Mr Tredinnick commented that there have been occasions when, from his property, he has heard people at events on the review site. We estimate it is 190 metres from the front of Mr Tredinnick's house to the western edge of the review site and approximately 240 metres to the front entry of the place of worship building. From the western arm of Leisureland Drive, that is in front of Mr Tredinnick's house, it is possible to see the building on the review site meaning there is no acoustic barrier between the entry to the

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<sup>5</sup> State Environment Protection Policy – 2 control of music noise from public premises.



building and Mr Tredinnick's house. Noise attenuation therefore relies on ensuring the source of sound is reasonable having regard to the distance between the emission point and the houses.

- 39 The planning scheme, and the existing permit conditions do not require no noise to emanate from the use. However, the existing planning permit includes conditions that any amplification or loudspeakers on site must not be audible off site. It also requires general noise to meet State EPA policy SEPP N2 and that general amenity, including the emission of noise must not detrimentally affect the amenity of the area. The amended permit will retain these conditions.
- 40 As a low density residential area there is a quiet feel to the area. While we expect the number of occasions when some noise may be heard will increase, we are satisfied that occasionally hearing people at a community gathering is not an unreasonable expectation or consequence of the amended permit. The use will still need to operate within the confines of other existing permit conditions relating to noise. The time when noise may be at its greatest will be during religious festivity occasions that we specifically address below.

#### Traffic

- 41 The existing permit condition 9 of the planning permit states:
- Prior to the commencement of any buildings and works approved a Traffic Management plan must be undertaken to assess the impact of the traffic generated by this proposal on the function of the existing streets. The report must be submitted to and approved by the Responsible Authority. The plan must recommend any traffic management treatments to be undertaken on the site and within the surrounding streets to ensure that the development will have limited impact on the surrounding area. Such a plan must include the following details:
- a) The types and implementation of traffic calming measures within Leisureland Drive and North Road.
- 42 We assume this plan was prepared and approved by the council given the premises has been operating for some years and we understand has not been the subject of any enforcement action. Neither was anything put to us that the current use, including the two events permissible each year causes traffic problems.
- 43 We accept that the likely peak traffic flow analysis of Ms Dunstan that is derived from the number of cars likely, extrapolated from car parking rates of the planning scheme, and her general experience with similar facilities throughout Victoria. Ms Dunstan acknowledges there will be some peak loads and assumes 100 per cent of traffic enters and exits by car within a half hour of service times. Nor did the council traffic engineers dispute this projected peak load.



- 44 We expect most additional traffic to the site will enter and exit from the eastern end of Leisureland Drive as this is closer to North Road where there is access to the broader road network.
- 45 On general operation days the amenity impacts will be mainly through visually seeing and possibly hearing traffic enter and leave via the eastern arm of North Road. It will have some amenity impact on the general character and ambience of this low density residential estate, but on balance of utilising the existing facility we consider it a reasonable one.
- 46 The council notes the intersection capacity analysis for North Road shows acceptable level of service (using a SIDRA analysis) but considers that safety aspects have not been properly investigated. It says that there has been insufficient consideration to the need to upgrade the layout of the intersection to ensure safety with the expected additional traffic turning at the intersection.
- 47 Ms Dunstan's evidence is that there is no need to modify the existing intersection that has a form of a short channelised right turn (CHR) with a line marked right hand turn lane. She acknowledges it is a modified, or lesser version than that identified in the AustRoads standards. Based on aerial photography, her evidence is that this hybrid between a basic and fully channelised turn was installed sometime between March and December 2017 and is enough for the traffic likely to use the intersection. Ms Dunstan therefore disputes any need to undertake further improvement to the intersection as there is enough room in the right hand turn lane for cars to queue, if needed, while waiting for on-coming traffic.
- 48 Ms Dunstan's evidence disputes the council calculations on which it basis it argues an upgrade of the intersection should be made. Her evidence is that the council estimates are based on an incorrect extrapolation of figures she used in intersection modelling (SIDRA) that she had manipulated to consider the additional loads leading to peaks of half an hour rather than an hour that SIDRA normally uses.
- 49 We agree that the numbers used by the council has somewhat overinflated the peak load, but we see some logic in the right turn analysis undertaken by the council as it inflates the numbers to address the peak 'hour' turn movements being truncated into a half hour as the frequency of cars turning in the peak half hour will be higher than if the peak traffic volume was spread across a whole hour. We therefore accept the council over-estimation of turn volumes, but not through volumes used by the council.
- 50 The more significant discrepancy between the council and Ms Dunstan's modelling is that Ms Dunstan plots her figures onto a graph in an Austroads guide for intersection warrants for a road of 70 km/hr or less, while the council plots its figures into a 2010 Austroads manual graph for roads less than 100 km/hr. Using the lower speed graph, even with a doubling of the turn movements shown by Ms Dunstan (which is really to show a higher load in a half hour period), the turns against through movements for the 250



and 350 patron numbers still sit between needing a CHR(s) and CHR treatment. This is where the council estimates sits for the current operation with a comment that 'the current BAR or CHR is satisfactory and volumes have potentially increased over the years with existing'. The council comments also state that any need to improve the intersection is not derived from turning calculations for 700 patrons as this is only to occur six times a year.

- 51 At the intersection of Leisureland Drive, North Road has a speed limit of 70km/hr and this drops to 60km/hr as it goes over a crest toward the intersection with the Westernport Highway.
- 52 To reconstruct the intersection to a fully channelised treatment with raised median would require extensive alteration to the road reserve that we consider is unwarranted given the expected right hand turn movements for all traffic in a peak hour load are 22 for the 80 person capacity<sup>6</sup>, 40 for a 250 person capacity and 55 for a 350 person capacity. Assuming all movements occur within 30 minutes (and noting these figures are for all traffic turning, not just traffic to the mosque) this still equates to less than one turn every 30 seconds and this only occurs for 30 minutes. Importantly the through volumes in North Road are not significant so there remains safe gaps for cars to make the turn and minimise the queues likely in the centre of the road.
- 53 Ms Dunstan estimates that up to five cars can queue within the current painted turn lane with other cars passing via a through lane to the north. From our inspection and estimates from aerial photography we consider an estimate of four cars is more realistic. Our inspection concurred that passing traffic on a general weekday can easily get by while a car may need to wait and turn into Leisureland Drive.
- 54 Mr Tredinnick questioned when safety may become a concern. Ms Dunstan's evidence is that there is nothing to suggest there is a current safety issue. We appreciate that at some point an increase in traffic volumes is likely to lead to an increase in the potential for crash events if only simply by the fact that there are more cars on the road. However, we are satisfied that reasonable safety can be maintained with the existing intersection. We also note that if safety becomes a greater concern, the council has a capacity to reduce the speed limit in North Road.
- 55 We also agree with the council analysis that the volume for six event days does not warrant a treatment that is to address general / normal loads and expect the turning movements for events may be different. By the sheer number of people to be on-site for such occasions they are not likely to all arrive at the same time. (Noting patrons will seek to arrive earlier to have time to park and be seated knowing a specific event is occurring).

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<sup>6</sup> This is the current capacity and predicted turn movements that the council and Ms Dunstan are satisfied with.



- 56 We therefore see no need for the proposed additional works to the intersection of North Road and Leisureland Drive as sought by the council. There is insufficient nexus or need from the increased patron numbers for the applicants to be required to undertake such works given the existing design of this intersection.
- 57 We also see no need for further line marking in Leisureland Drive. We agree with Ms Dunstan that this may only confuse and de-emphasise existing lines that distinguish curves in the road.
- 58 We are concerned that there is a need to ensure good traffic management on event days. This is not specifically a safety issue but a recognition that up to 210 cars entering and then leaving the site for an event, via a generally quiet rural residential road may create a significant amenity disruption to neighbours. We will therefore include an operation management requirement for the days when up to 700 patrons are on site to be approved by the council to address matters of traffic safety and amenity in the area.

#### **General nuisance**

- 59 While the car park can accommodate the requisite number of cars we agree that the proposed car parking layout plan to seal and line-mark all of this car park can ensure it is utilised to its full capacity and limits issues of dust and noise associated with the part that is not properly sealed. Properly line marking car spaces also reduces the need for on-site parking management or direction, even on busy days, and also ensures new disabled parking spaces can be labelled and sized to meet relevant standards.

#### **CAN THE SITE ACCOMMODATE SUITABLE ON-SITE EFFLUENT DISPOSAL?**

- 60 Evidence of Mr Lawrey is that the existing wastewater treatment system on the site was designed to service up to 2000 patrons, but the irrigation fields constructed can only service up to 1000 patrons, if fully connected. This also relies on the wastewater being held in the storage tanks that form part of the system and irrigated into the fields over a period of time.
- 61 Mr Lawrey's evidence is that the EPA code for wastewater treatment plants estimates two litres of wastewater generated for a person in a one hour occupancy. He calculates water usage at five litres per person per day based on current water usage at the site and his experience of other similar facilities. Nothing put to us leads us to disagree with Mr Lawrey's estimates on this.
- 62 On a weekday this means 400 litres of wastewater generated per day and this can be comfortably treated and disposed of in the existing system and irrigation fields. On event days, where up to 700 people may be on site, the system requires any existing wastewater in the holding tank to be irrigated prior to an event and peak load wastewater then stored in the holding tank



to be irrigated over a number of days based on the more limited capacity of the irrigation fields.

- 63 Mr Lawrey's evidence is that with a wastewater management plan as he has prepared, the operation can occur comfortably with no risk to the broader area from odour or contamination of the adjoining creek. With this he specifically responded to Mr Tredinnick's concern that the system may be adding to issues of blue/green algae occurring in the creek. Mr Lawrey's evidence is that aerial photography of drainage lines into the creek do not show any leakage of wastewater direct into the creek. If there is blue/green algae occurring, it is his view that it is being derived from elsewhere.
- 64 We conclude that the site has more than sufficient capacity to treat wastewater, and with appropriate management dispose of this wastewater on site. This may include additional dispersal beds, of which there is sufficient land to accommodate.
- 65 We will impose a new condition for a wastewater management plan as the additional numbers of people on-site, particularly on event days requires more careful consideration of peak loads and disposal. We have adopted the proposed council condition but without part g) that requires a pump out tank and transporting excess waste after event days. Mr Lawrey's evidence is that this contradicts current EPA guidelines. His evidence confirms that on-site management can occur on and before event days.

#### **WHAT AMENDMENTS TO CONDITIONS ARE APPROPRIATE?**

- 66 The council circulated a completely revised permit in response to the proposed change to condition 5 that increases patron numbers. This included requirements for:
- An operation management plan.
  - A traffic management plan, including a functional layout for the right-hand turn lane that we find is not needed.
  - A wastewater management plan.
  - A waste management plan.
  - An updated acoustic plan.
  - A new landscape plan and a tree protection plan.
- 67 The permit already has conditions that addresses many of these issues and we find no nexus between the additional patron numbers proposed and many of the requirements sought. We will incorporate a condition to properly manage wastewater and for reasons discussed above we consider it prudent to have an operation management plan for event days.
- 68 Conditions already require general amenity to be maintained, require that goods and equipment must not be stored within the front setback or landscaped areas, requires lighting to be baffled and no advertising signs to



- be displayed. The existing conditions also already require an acoustic report and this has now been provided.
- 69 The size of the site and facilities already in place means that there is more than sufficient room for waste trucks to pick up waste. There is nothing particularly complex in the proposal even with additional numbers, that leads us to a view that a waste management plan is needed. The general amenity condition to not detrimentally affect the area through impacts including smell, fumes, dust and waste products provides council with measures to enforce amenity standards if needed.
- 70 We see no need for the proposed council condition that no food preparation or catering services be carried out on the site. There is no wastewater management limitation to preparing food on-site and the existing operation (and endorsed plans) include kitchen facilities. There is an existing condition that prevents the site from being hired out to the community for functions or events. The applicant does not seek to change this condition.
- 71 A new proposed condition to state that the premise is not to be used as a permanent residence (other than for the existing caretakers residence) is also irrelevant to the amended permission sought and unnecessary given the general use restrictions of the zone. We therefore will not impose this additional condition.
- 72 We have only imposed changes to conditions that relate to the amendment sought. This includes updating the landscape plan to address the sealed and line marked carpark.
- 73 To address the need for plans and works to occur before the amended patron numbers are allowed, but to also enable the existing operation to continue before such works do occur, we have retained condition 5 and inserted the proposed amendments to condition 5 in a new condition 23. For the patron limits in condition 23 to be enacted upon, the plans and works required by the landscape, car park and wastewater management plan must be provided and implemented to the satisfaction of the responsible authority.
- 74 As was discussed at the hearing we agree with the council wording to split the last part of the proposed new patron limits for events into a separate sub-condition that allows for the normal patron numbers to be exceeded for specific religious festivities. This allows the site to be used for up to six times a year for up to 700 patrons, but only specifically for religious festivities by the Ahmadiyya Muslim Association of Australia. The applicant confirmed on questions that it accepts the specific limitation that the additional numbers apply only for religious festivities.
- 75 In accepting the 700 patron limit we have modified the wording from that proposed so that it is only for a total of up to 700 patrons at any one time, for up to six days a year in addition to the otherwise approved patron numbers. We have deliberately used the term 'days' in this wording rather



than occasions as we find the term 'occasions' is too broad and could lead to confusion about whether an 'occasion' may extend over many days and mean up to 700 people could be coming and going over an extended period of time. We consider the exception for having up to 700 people on site should be more limited on the basis that these are exceptional events occurring through the year and should not disrupt the general amenity of the low density residential area.

### CONCLUSION

- 76 For the reasons given above, the decision of the responsible authority is set aside. The permit is amended to increase numbers on-site as sought by the applicant but with modification that the religious events can occur up to six days per year and that the car park plan and other plans must be prepared and implemented to the satisfaction of the responsible authority before the additional patron limits come into operation.

**Alison Glynn**  
Presiding Member

**K Birtwistle**  
Member



**Executive Summary****13.1 Response to 2020/NOM9 - Creation of Employment Opportunities**

*Enquiries: (Clare Warren: Communities)*

**Council Plan**

Community Outcome:	2. Liveable City
Strategy:	2.1 Employment, education and economy
Priority Action	2.1.2 Develop a knowledge, creativity and skills based economy that generates employment opportunities

**Purpose**

To brief Council on opportunities identified in response to NOM9 – Creation of Job Opportunities.

**Recommendation (Director Communities)**

That Council:

1. Notes, in respect of the NOM's request to identify changes to processes, strategic position and policy that could aid the creation of more employment opportunities within the city, there is a significant amount of policy work that has been approved by Council to be undertaken over the next eighteen months.
2. Notes the following strategic initiatives have commenced:
  - 2a A Revitalisation Vision and Action Plan, in collaboration with the Office of Suburban Development (Suburban Revitalisation), is to support funded initiatives over the next 10 years in the Frankston city centre. A briefing for the scope of this work has been notionally scheduled for Councillor feedback in August 2020 with an update in January 2021 prior to a Council report in February 2021;
  - 2b The Sustainable Economy Policy and Strategy is being drafted and a report will be submitted to the Ordinary Meeting of Council in January 2021;
  - 2c A Health and Education Precinct Action Plan, as per Council's Plan (2017-2021) priority 2.1.3 'Attract industry and employment in the health and education sectors', for which a briefing is notionally scheduled for Councillor discussion in January 2021. It is anticipated a report will be submitted to Council 1 June 2021;
3. Approves the development of an Industrial Precinct Revitalisation Action Plan noting a briefing of Councillors is being sought in January 2021 with a report to be submitted to Council by April 2021;
4. Approves exploration and feasibility of a Red Tape Process Reform Project. Specific initiatives and related cost estimates will be discussed with Councillors at a briefing to be scheduled in March 2021;
5. Supports the Think Tank project and approves repurposing \$50K of the Community Care Package (currently allocated to sanitisation of the homeless shower) to establishing five \$10K innovation grants to support implementation of ideas arising from the Think Tank. A report will be submitted by the January 2021 Meeting of Council;
6. Notes the preparation of this report has been impacted by delays associated with Council's response to the COVID19 pandemic; and
7. Preparation of the proposed work listed at recommendations 2a to 2c, 3, 4 and 5 above may be impacted by delays associated with Council's response to the COVID19 pandemic.

**13.1 Response to 2020/NOM9 - Creation of Employment Opportunities****Executive Summary****Key Points / Issues**

- At its meeting on 17 February 2020, Councillor Cunial tabled a Notice of Motion 2020/NOM9 – Creation of Employment Opportunities. Council resolved:  
*“Notwithstanding Council’s significant investment in business support and attraction programs, it is noted that there is less than one job per three residents in Frankston City. Council calls for a report to the April 2020 Ordinary Council Meeting outlining any opportunities to be further investigated regarding changes to processes, strategic position and policy that could aid with the creation of more employment opportunities within the City.”*
- Council has approved a significant amount of policy and strategy development work to be undertaken over the next eighteen months. This includes the Economy Policy and Strategy. Post adoption of Council’s Economic development Strategy 2016 – 2022 and prior to the impact of COVID19 the Frankston City economy grew steadily. This has been evidenced by job growth of 22 per cent contributing to a total of 44,934 jobs in the municipality and Gross Regional Product growth of 30 per cent, totalling \$6.5 billion. The region has also experienced considerable population growth and urban development. Following a resolution of Council officers commenced a review of EDS 2016 – 2022, to identify and enable a more comprehensive understanding of opportunities that may exist for the creation of employment. This EDS 2016 discussion paper is provided as Attachment A.
- In respect of the NOM’s request to identify ‘changes to processes, strategic position and policy that could aid the creation of more employment opportunities within the City’ officers provide the following derived from Strategic and process opportunities:
  - **Revitalisation of the Frankston City Centre**  
The State Government has established a new Frankston Revitalisation Board to develop and implement a Frankston City Centre Revitalisation Vision and Action Plan that will support funded initiatives over the next 10 years in collaboration with the Office of Suburban Development. The initiative will focus on activation and business investment within the city centre, residential development and public realm improvements that will connect commerce with culture. This work was approved by Council 20<sup>th</sup> July 2020. A briefing to discuss the scope of this work has been notionally scheduled for Councillor input in August 2020 with an update in January 2021 prior to a Council report in February 2021;
  - **Health and Education Precinct Action Plan**  
Revitalisation of the Hastings and Cranbourne Road precincts requires active pursuit and attraction of med-tech investment, health care, health education providers and significant mixed use developments to achieve optimal job and industry creation.  
Work has progressed on the development of the Health and Education Precinct vision and feasibility which is included as an initiative in the current Council Plan. This work will inform the development of an industry prospectus designed to attract investment in the public realm, housing, transport and accessibility improvements and also be a key contribution to the revitalisation of the FMAC and consideration in the review of Planning Scheme controls of the city centre. A briefing is scheduled for Councillors in January 2021 with an indicative timeframe of June 2021 for a report to be submitted to the Ordinary Meeting of Council.

**13.1 Response to 2020/NOM9 - Creation of Employment Opportunities****Executive Summary**

- **Industrial Precinct Revitalisation Action Plan**

Given the lack of developable industrial land now available Council supported a Frankston City Industrial Land Use Strategy to go out for consultation. The strategy recommends the development and adoption of planning controls to ensure effective use of industry zoned land. This will assist prioritising strong employment outcomes. There is potential for 'gentrification' of aging industrial precincts. The development of an action plan to could include a redevelopment vision and draft concepts for existing industrial precincts and/or specific sites with increased focus on enforcement in response to neglected and derelict sites where there is currently minimal or no employment outcomes. The Action Plan is designed to spur acquisitions of aged industrial buildings, fuel investment activities and provide incentives to support revitalisation efforts. Identified opportunities can be discussed with Councillors (subject to Councillors' availability) in January 2021 with a report submitted to Council by April 2021. Initiatives identified will be subject to Council's 2021/22 annual budget process. This is recommended.

- **Red Tape Reform Opportunities Project**

Following Council's success in completing and implementing reforms for Frankston's small businesses, there is an opportunity to explore further opportunities to streamline other existing processes and regulations that impede job creation / investment. A Red Tape Reform Opportunities Project would be required to undergo an initial feasibility assessment with specific initiatives and related cost estimates projected. This project is notionally scheduled for Councillor discussion and feedback in March 2021 for Council to consider as part of the 21/22 annual budget. This is recommended.

- **Sustainable Economy Policy and Strategy**

This work is approved by Council. Officers have commenced preparation of the 'Sustainable Economy Policy and Strategy'. A draft will be circulated for input and presented to Councillors for consideration at a briefing. A report will be submitted to the Ordinary Meeting of Council in January 2021. The need to develop a Skilled Community Workforce Policy and Strategy; was also approved by Council. This policy will supersede the FCC Learning City Policy 2011.

- **Think Tank and Innovation Grants**

With regard to 'other' opportunities it is necessary to consider the impact of COVID19 and what the opportunities might be in an adapted economy. As such, it is recommended to conduct a think tank comprising leading influencers of innovation. To this end it is proposed the think tank consider the following three questions or scenarios.

1. Risk, resilience and alternate futures in a post COVID-19 economy
2. Future in Sight – Frankston City revitalised
3. Smart Cities – Technology impact and co-creation

Workshopping the problem scenarios would be undertaken in virtual 45 minute sprint sessions over six weeks. The key issues considered and the 'solutions' would then be scoped to promote to entrepreneurs to bid for five \$10K grants. Criteria for the grant would include but not be limited to the ability to grow job opportunities. Grant funding currently exists and

**13.1 Response to 2020/NOM9 - Creation of Employment Opportunities****Executive Summary**

must be used by September 2020, which can meet the costs of the proposed think tank. Funding for the grants is proposed to be repurposed grant funding from the current allocation in the Community Care Package - sanitisation of the homeless shower. These funds have not been used as there has been minimal additional costs due the housing of rough sleepers by the state government as part of the response to COVID19. As a consequence the actual cleaning costs of the homeless shower are being accommodated by the existing cleaning budget. This is recommended.

**Financial Impact**

Costs associated with the options discussed above include:

- **Red Tape Reform Opportunities Project** – subject to a feasibility and costs estimates – to be reported back to Council in March 2021 for further consideration
- **Revitalisation of City Centre** – up to \$50K estimate is included in the existing budget for Policy Planning and Environmental Strategies. A matched contribution would be sought from State Government through the Revitalisation Board
- **Industrial Precinct Revitalisation Action Plan** – Subject to the adoption of the Industrial Land Use Strategy this work is covered by the existing budget. Initiatives will be submitted for consideration a part of the 2021/22 annual budget
- **Health and Education Precinct Action Plan** - The Action Plan will be submitted to Council by June 2021. Initiatives identified will be subject to Council's 2021/22 annual budget process.
- **Think Tank and Innovation Grants** – Associated costs can be accommodated through Grant funding received from Small Business Victoria. Innovation Grants can be funded through the reallocation of the Community Care package – sanitisation of homeless shower. Cleaning costs can be accommodated by the existing budget.

**Consultation****1. External Stakeholders**

Consultation has been factored into the future work program.

**2. Other Stakeholders**

Council was briefed and subsequently approved the work schedule of the new Policy, Planning and Environmental Strategies Department, which includes the development of the Sustainable Economy Policy and Strategy and Skilled Community Workforce Policy and Strategy

**Analysis (Environmental / Economic / Social Implications)**

A strong economy improves the social, health and wellbeing and environmental benefits for the community. Exploration of opportunities to enhance the economy also will benefit the community trying to respond and recover from COVID19

**Legal / Policy / Council Plan Impact**Charter 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.

**13.1 Response to 2020/NOM9 - Creation of Employment Opportunities****Executive Summary**Legal

There are no legal implications associated with this report.

Policy Impacts

A number of Council Policies relate to the development of the new policies, strategies and action plans:

- *Economic Development Policy, 2011*
- *Learning City Policy, 2011*
- *Municipal Strategic Statement within the Frankston Planning Scheme*
- *Environmental Sustainability Policy, 2010*
- *Sustainability Policy, 2012*
- *Procurement Policy, 2019*
- *Compliance and Enforcement Policy, 2012*

Please note, some of the above mentioned Policies are currently being reviewed. Amendments will be considered in the development of the strategies.

Officer's Declaration of Interests

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

**Risk Mitigation**

COVID19 has significantly impacted the local economy resulting in uncertainty for a number of sectors. Recommended opportunities to be actioned or explored are not based on any available science at this time. All approved work will include analysis of available data to ensure investment is prioritised to achieve optimal benefit.

**Conclusion**

A significant amount of policy and strategy development work has been approved by Council to be developed over the next eighteen month. Those relevant to economic development and job creation are discussed within the report.

In addition to the existing approved work being undertaken, the following projects are recommended:

- Industrial Precinct Revitalisation Project Action Plan
- Red Tape Reform Opportunities Project
- Think Tank and Innovation Grants.

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**ATTACHMENTS**

Attachment A: [↓](#) Review of the 2016 Economic Development Strategy



## Attachment A: Review of the 2016 Economic Development Strategy

### Background

In response to 2020/NOM9 – Creation of Employment Opportunities, a review of the 2016-2022 Economic Development Strategy (EDS) has been completed that includes an evaluation of Council's performance when measured against the strategy.

This review has informed recommendations associated with the Response to Notice of Motion 2020/NOM9 – Creation of Employment.

Since the adoption of EDS 2016, Frankston city's economy has grown steadily. This has been evidenced by job growth of 22 per cent contributing to a total of 44,934 jobs in the municipality and Gross Regional Product growth of 30 per cent, totalling \$6.5 billion.

#### Priority 1: World class Frankston Station Precinct with diverse employment opportunities

- *Leverage the Frankston station precinct upgrades to generate significant government and private investment*
- *Investigate ways that government can stimulate investment in the Frankston station precinct through its own activities*

#### *Key findings:*

The \$63 million Frankston Station redevelopment was completed in 2018, with additional streetscape works either completed or still underway. The Station Street Mall upgrade has seen the revitalisation of the thoroughfare that connects both the Frankston Station and Vicinity Centre. Additional streetscape improvements including Clyde Street Mall and Station Street Mall stage two upgrades are also due to commence that will see further activation and enhancement of the surrounding area, including an enhanced interface with Vicinity Centre.

Revitalisation works have leveraged public and private sector investment, all looking to relocate or increase their presence in central Frankston, supporting growth in employment opportunities within the Precinct.

There has also been a consolidation of landholdings along Young Street and increased interest from surrounding land owners to work collaboratively with Council on strong place activation outcomes. However, to date, these have not been redeveloped.

The \$85 million redevelopment of Chisholm Institute was completed in 2019, with a further commitment of \$67 million announced that will see an upgrade to the southern side of the campus, further establishing Chisholm as an advanced modern learning facility in the heart of Frankston's Station Precinct.



With the Precinct now geared towards strong redevelopment and investment pursuits, revitalisation initiatives have been expanded to include additional laneways and spaces that are currently viewed as neglected, unsafe and underutilized.

Priority 2: Knowledge-based local economy generating professional employment opportunities

- *Introduce programs and build on existing initiatives that position Frankston City as a start-up/entrepreneurs hub, including a major start-up event, co-working spaces, entrepreneurs network, boosted incentive schemes, marketing campaigns and strategic partnerships*

*Key findings:*

Generally, businesses defined as startups are represented within the Professional, Scientific and Technical Service (PSTS) industry sector. Since 2016 Frankston has seen an increase of 368 jobs and an increase of \$119 million in output in this sector. Currently the PSTS sector represents 4.3 per cent of jobs in Frankston.

Although Frankston is strategically placed as one of nine Metropolitan Activity Centres in Greater Melbourne, the PSTS sector is still relatively small and underrepresented in comparison to that of Greater Melbourne, where 9.5 per cent of all jobs are in the PSTS sector.

Council has partnered with a number of events to support the development of Frankston's local startup ecosystem, these include newly attracted business conference BiteCon, Peninsula Hack and the Founder Institute. In addition, Council has established multiple programs including specialist mentoring, professional development and leadership programs that all seek to engage and support local startups.

Popular programs such as 'Mumpreneurs' and the 'Entrepreneurs Network' have become increasingly important given the premier local networking group/industry body Frankston Business Network (FBN) has ceased operations.

While Frankston has the beginning of a vibrant and active startup community, Council needs to do more to achieve its ambition of becoming the startup capital of Melbourne's south east. Council can look to develop a stronger investor community, work with existing talent to ensure they have maximum chance of success and connect talent to larger corporates.

The revised and enhanced business grants program is a strong contributor to this sector as it not only attracts businesses looking to activate our city centre, but also provides seed funding to support startups grow. This is a clear benefit for startups located within Frankston and a point of difference to business grants offered elsewhere.

The expanded investment attraction campaign should also increase investment in the PSTS sector as well as other priority sectors that are being targeted (including Education and Health Care & Social Assistance sectors).

There is an opportunity to facilitate further collaboration with key stakeholders to support the development and intensification of Frankston's startup community. This can be achieved



by creating a vision and narrative for the city that is distinguished by its mixed-use city centre precinct with workers, residents and students that support the city's vitality and growth.

Supporting programs that encourage new talent to engage with Frankston's startup community will allow for collaboration whilst raising awareness of local opportunities such as Frankston's critical strength in health, wellbeing and education that is easily accessed by high quality transport infrastructure and services.

Priority 3: Vibrant and resilient small/micro business community

- *Ongoing delivery and continuous improvement of the Build Your Business programs and services*
- *Utilise a proactive Business Engagement Model as a basis to supporting local business*

*Key findings:*

In 2018, the Build Your Business Program (BYBP) was reviewed, consolidated and enhanced to reflect changing needs of the local business community. This included the elimination of programs that had little uptake or were outdated in design, the development of new programs that met a specific need or gap within the community and the revision and improvement of Council's premier grant program – Invest Frankston Business Grants. To ensure continuous improvement, all business support programs are now reviewed on an annual basis.

It has long been acknowledged that there is an ongoing need to work with the business community – utilising proactive businesses as ambassadors for growth and mentoring programs. Therefore, where it is identified that some commercial operators were delivering business development and entrepreneurship programs as part of their engagement program, Council was able to support these initiatives rather than compete against them for participation.

Of note, Council developed the Industrial Precincts Needs Analysis whereby over 300 businesses were surveyed to better understand where opportunities exist to engage with and assist businesses located within their industrial precincts. From this, the Industrial Precincts Action Plan has been formulated with activities currently being delivered as part of the revised BYBP.

Respondents highlighted the lack of locally available accessible training; therefore flexible delivery has become a key focus for the BYBP. This saw the introduction of Lynda online learning, which has proven to be a highly effective and progressive resource that is providing 'on demand' learning for businesses and residents.

Consistently delivering programs that provide tangible outcomes has seen Council continue to be recognised for excellence in economic development, whereby meaningful and strategic outcomes have been achieved through the implementation of strategic programs that support the creation of jobs.

Priority 4: New and rejuvenated employment precincts



- *Undertake a Green Wedge Management Plan with a view to identifying marginal land that could have future employment uses*
- *Undertake an industrial land use strategy with a view to rejuvenating ageing industrial stock and identifying future opportunities*

*Key findings:*

The potential for better use of land bordering Thompsons Road and Frankston-Dandenong Road to support the expansion of industry land/employment use was identified as a key priority for further investigation within EDS 2016. Council has since moved to change its policy priorities, with all references to the potential expansion of the Carrum Downs Industrial Precinct now annulled.

A review of the 2009 Industrial Land Use Strategy has been undertaken with an updated strategy drafted in mid-2019. The revised Frankston City Industrial Land Use Strategy was reported to Council on 29 June 2020.

Given the lack of developable industrial land now available, the Frankston City Industrial Land Use Strategy recommends the development and adoption of planning controls to ensure future effective use of industry zoned land.

This review also prioritises industrial use businesses to occupy these areas, ahead of permit required businesses such as gyms, swim centres, and place of assembly. Currently there are no local planning policies to refuse certain uses that do not have strong employment outcomes or for uses that could be otherwise located within existing commercial precincts.

This review also considers the potential for 'gentrification' of certain industrial precincts that are highly dilapidated, the development of updated industrial development principles/guidelines, signage directions and site layout preferences as well as improvements to road networks and accessibility.

Greater emphasis on these recommendations should now be elevated to become a primary planning and development focus for Council. This will entail the development of an action plan to work with land owners to incrementally renew industrial precincts as part of a broader redevelopment vision for existing industrial sites including an increased focus on enforcement in response to neglected and derelict sites.

Priority 5: Favourable investment conditions

- *Consolidate and expand the Small Business Investment Program, with a view to positioning Frankston as a great place to start or relocate a business*
- *Conduct a full audit of Council processes/practices and provide recommendations to better align the organisation toward job creation and investment*



- *Rejuvenate the Frankston city centre via ongoing investment attraction activities, strategic marketing campaigns and precinct activation programs that generate employment and promote outstanding design*

*Key findings:*

Following the completion of the Frankston City Council Investment Attraction Framework (2014), a revised framework was developed and subsequently endorsed by Council in December 2018. The Framework provides for significant investment attraction activities to be undertaken, including extensive marketing and promotional activities. This enhancement to the Investment Attraction operational budget, coupled with the recruitment of an Economic Investment Lead, is supporting a coordinated approach to attract investment.

Cities across Australia are becoming increasingly competitive - seeking to win investment and jobs for their region and residents. Analysing the value-add that Frankston offers in comparison to other emerging innovation, health and education precincts, is essential to identify Frankston's point of difference and competitive advantage. Understanding where investment and development opportunities exist will also give confidence to investors that future proposals will be considered in a consistent, transparent and productive manner.

Council has recently completed the Better Approvals Project (BAP) - a State Government led business transformation program designed to improve the experience of small businesses when liaising with Council through implementing a range of evidence based reforms. The reforms, currently being implemented, will make the business approvals process faster and easier, will support investment attraction efforts, drive economic growth and influence vibrancy in the Frankston City region.

Attracting significant investment can be stifled where there is a perception of poor safety, poor quality of available property and continual turnover of existing tenants, therefore a range of place activation activities have been developed to enhance the amenity, vibrancy and safety of Frankston's City Centre.

Understanding that revitalisation of a neglected commercial precinct often begins with improvements to a single building or shopfront that signals positive change and stimulates similar improvements in neighbouring buildings, incentive schemes have been developed as part of the Place Activation program (Council and State Government co-funded). This program has been particularly popular with significant uptake and success in revitalising tired shopfronts and activating the city's streets. Through a recently announced new round of funding, this program will continue into 2020-2021.

Priority 6: *Delivery of the Frankston Health and Education Precinct*

- *Implement a land use policy, planning controls and a subsequent investment attraction campaign for the Frankston Health and Education Precinct*

*Key findings:*



Since adoption of the EDS 2016 the Health Care, Social Assistance and Education sectors have grown at a rapid rate. Employment has risen by a combined 2,811 jobs and output by approximately \$583 million per annum. This employment and output outcome far exceeds the ambition of EDS 2016 and again highlights the significant opportunity to support and improve local employment opportunities with interrelated tertiary training prospects.

Planning Scheme amendment C124 encourages development along Hastings and Cranbourne Roads and strengthens Frankston's role as a major health and education hub through the provision and location of complimentary health, medical and educational services.

Cranbourne Road is emphasised as a precinct that should provide a range of commercial and residential uses, complementing the mixed-use and commercial function of the precinct. This includes the development of office suites along Cranbourne Road, increased housing densities on upper levels of new developments and the integration of health and education uses as part of mixed use development.

Given the current lack of student accommodation in the precinct as well as tired allied medical facilities, this significant improvement to Council's planning controls will allow for development to a preferred height of 14 metres (3-4 storeys) and will not require permit approvals for the use of office (up to 250sqm), medical centre (up to 250sqm), food and drink premises (up to 150sqm) and dwellings. Permits are however required for the use of residential building (student accommodation) and retail premises.

These new planning controls will support the attraction of allied health and education investment through the promotion of amended planning controls to student housing providers, allied medical businesses such as surgeries, administration, consulting rooms and accommodation for out-patients from surrounding major hospitals. Furthermore, the potential electrification of the Frankston line will also enhance accessibility to the Health and Education Precinct.

Significant emphasis should now be placed on the revitalisation of the Hastings and Cranbourne Road precincts through active pursuit and attraction of investment, be that of significant mixed use developments, allied services, significant healthcare or education providers etc.

This active pursuit shall include (but not limit to) the development of precinct activation plans that include feasibility studies whereby market demand and potential return on investment is analysed, comprehensive marketing and promotional campaigns, and directly targeting investment such as those mentioned above and medical research institutions, health and education related accelerators and residential developers.

This initiative should also be expanded to meet the requirements of the entire Frankston Metropolitan Activity Centre, providing guidance to potential investors looking to establish a presence in Frankston.

Work is currently underway to identify the sector's needs and the development of a prospectus to target future investors.



### Priority 7: Education Attainment and Employment

- *Advocate to stakeholders to expand course offer to meet industry needs*
- *Implement programs and foster relationships that links students to tertiary courses that can lead to local employment outcomes*

#### *Key findings:*

Frankston City experienced significant growth in residents with bachelor degrees or higher education attainment (an increase of 3,673 (2.6 per cent) between 2011 and 2016). The target to increase the percentage of bachelor and higher qualified residents by 15 per cent was expected to be reached by 2030, however this is now on track to be achieved by 2021. This growth has coincided with significant investment that has been injected into the education sector, including the Monash University Peninsula Campus \$32 million student accommodation development and Chisholm Institute's \$85 million Frankston Learning and Innovation Precinct.

Further investment is also committed to Chisholm Institute's \$67 million Stage 2 expansion and the \$15 million Research Centre of Excellence, delivered in partnership by Monash University and Peninsula Health.

Whilst an increase in participation is anticipated to continue into the future, it should be noted that Frankston is still trailing neighbouring LGA's in higher education attainment. To close this gap, a review of current data to identify key elements that have contributed to this growth in education attainment is essential.

Frankston City's unemployment rate is still on average 0.6 per cent higher than that of Greater Melbourne and Victoria. Additionally the distribution of unemployment is not consistent across the municipality or age cohorts. Given the wide disparity of unemployment rates, considerable focus is currently placed on youth unemployment where 5.49 people are competing for each entry-level job.

Several Council facilitated programs that link students to tertiary education and/or employment outcomes are currently in operation. This includes the Frankston and Mornington Peninsula Education Precinct (PEP), whose primary focus is to create a framework for the identification and management of innovative, regionally specific, educational programs and pathways designed to maximise learning opportunities and outcomes. From early years through to employment, the PEP understands that early intervention is crucial for the long term development and success of young people transitioning from school to work.

Several studies have also been commissioned to better understand skills shortages faced by employers in the Frankston and south east Melbourne region. These include the Industrial Precincts Business Needs Analysis and the recently released South East Regional Skills Study. These studies have both stressed that a supply of highly skilled local workers is critical to underpin growth.

Council has a key role to ensure that the local training system is aligned with the current and future skills needs of local employers. Strong partnerships, linkages and sustained



collaboration are needed to address challenges, and to ensure the usefulness and equity of training and alignment to employment outcomes for all students.

Council should continue to work with regional stakeholders to facilitate opportunities for apprenticeships, traineeships and other entry level jobs that allow young people to transition successfully from school to work.

Priority 8: Tourism and Visitation in Frankston City

- *Implement the Frankston Destination Development Plan*
- *Contribute to the implementation of the Mornington Peninsula Destination Management Plan*

Following the completion of Frankston's Destination Development Plan, the Visitor Economy Strategy (VES) was endorsed in 2019. This Strategy acknowledged the transition from a definition of tourism as being only leisure tourism to now incorporating a Visitor Economy Framework

The VES aligns with the current objectives of the EDS, whereby emphasis is placed on the importance of events that draw visitors and expenditure to the City, the need to attract further accommodation and conferencing investment and the attraction of tourism and experience focussed investment.

To support this initiative, revitalisation of the Frankston/Seaford Industrial Precincts should include the ambition to emerge as a destination point for boutique breweries, coffee roasters and other micro manufacturer artisans, which will provide a variety of unique, small scale experiences. This type of investment, whilst creating an evolving face to Frankston's status as a destination, may also support the rejuvenation of underutilised and derelict sites typically located in this area.

Furthermore, with Frankston's FMAC increasingly becoming a destination for mixed-use developments, predominantly for the purpose of commercial and residential uses, it is expected that significant population growth will be realised within this precinct. Planning for walkable precincts and multiple places that are vibrant, cultural and have a thriving night time economy is essential to support this growth and concentration of people and jobs.

An update on Year One outcomes of the VES will be reported to Council on 10 August 2020.

Frankston City and Mornington Peninsula Shire currently form the Mornington Peninsula tourism region. Region-wide destination marketing and management has been led by the Mornington Peninsula Tourism Board (an independent board initially established by the State Government to provide independent strategic guidance and oversight) through the implementation of the Mornington Peninsula Destination Management Plan. In late 2019 the function, structure and funding of tourism boards was subject to a statewide review. The recommendations of this review have not been released, but it was anticipated that they would be released in tandem with the 2020-2021 Victorian Budget, which has been delayed due to COVID-19.

Priority 9: Major economic infrastructure and an expanded Port of Hastings



- *Council has a role with regional partners to advocate for major infrastructure, including the expanded Port of Hastings. This is a transformational project that will deliver tens of thousands of jobs*
- *Develop a regional voice for business in Melbourne's south east. Council can work with regional partners to form a regional advocacy group containing industry leaders, education institutions and government*

*Key findings:*

In late 2016, Council resolved to cease advocacy for the regionally significant and transformative project, Port of Hastings. If the project is successful, it will see the creation of thousands of local jobs with the opportunity to position Frankston as its central location for associated government departments and as its primary business hub.

Although Council is not actively supporting the proposed expansion for Port of Hastings, other regionally significant projects continue to be at the forefront of Council's advocacy activities.

Evolving from a regional economic development practitioners network, the South East Melbourne (SEM) regional advocacy group was formed with a mandate to advocate for jobs, infrastructure, investment, liveability and wellbeing for the southeast, its residents and workers.

The Cities of Frankston, Knox, Casey, Greater Dandenong, Kingston and Monash cities and the Shires of Cardinia and Mornington Peninsula, have been identifying opportunities to collaborate on projects of regional significance under the following themes:

- *Sustainable economy*
- *Sustainable environment*
- *Stronger families and community*
- *Transport and connectivity*

SEM has secured in principle state and federal government support for a South East Melbourne City Deal. Discussions are ongoing but look to prioritise Frankston's health and education precinct and rail electrification towards the Mornington Peninsula.

An update on SEM group discussions and City Deal progress was provided to Council on 29 June 2020.

**14.1 2020/NOM17 - Park Bench Memoriam for Pat Bentley**

On 20 July 2020 Councillor Toms gave notice of his intention to move the following motion:

That Council investigate the installation of a park bench memoriam, paying tribute to Pat Bentley and her service to the community of Frankston. A report is to come back to Council at its 31 August 2020 Ordinary Meeting providing indicative costings, including for a plaque to be placed on an existing park bench and a proposed timeframe for its installation.

**RATIONALE:**

Background on Pat Bentley (as per the Mayor's Tribute).

Pat was a dedicated environmentalist who had touched endless lives and done so much good since moving to Frankston in 1959.

Over the years, Pat was a valued member of the Frankston Environmental Friends Network, Frankston Beach Association, Foreshore Advisory Committee, Downs Estate Community Project Committee, War Memorial Advisory Committee and the Kananook Creek Association. Pat was also a foundation member of the Western Port Biosphere and a keen advocate for Frankston City becoming a member of the organisation.

Pat ran coffee shops in the CBD and at Karingal Hub in the seventies and eighties and was actively engaged with Council, regularly attending our meetings and making submissions.

Pat's work was respected within and beyond our City by people who I'm sure will continue to carry on her legacy of protecting and improving the local environment for future generations.

**COMMENTS BY CHIEF FINANCIAL OFFICER**

Question for Consideration	
1. Has the NoM been discussed with the CEO and/or the relevant Director or Manager?	YES
2. Is the NoM substantially different from any notice of motion or rescission motion that has been considered by Council and lost in the preceding six months?	YES
3. Is the NoM clear and well worded?	YES

## 14.1 2020/NOM17 - Park Bench Memoriam for Pat Bentley

Question for Consideration	
4. Is the NoM capable of being implemented?	<p><b>YES</b></p> <p>Officer Comments:</p> <p>Any person can submit an application for a commemorative plaque. It should be noted that approval for requests relating to the foreshore, high profile reserves or parks on Crown Land are generally not accepted and would need to be referred to Council for consideration. Any costs associated with a plaque is usually fully funded by the applicant and would only remain in place for a maximum of 10 years only. Any change to this would require a resolution of Council.</p>
5. If the NoM is adopted, will a meeting be required with the relevant Director and Manager and Council officers in order to progress its implementation?	<b>YES</b>
6. Is the NoM within the powers of a municipal Council?	<b>YES</b>
7. Is the NoM free from overlap with matters for which the State and/or Federal Government are responsible?	<b>YES</b>
8. Is the NoM consistent with all relevant legislation?	<b>N/A</b>
9. Is the NoM consistent with existing Council or State policy or position?	<b>YES</b>
10. Is the NoM consistent with Council's adopted strategic plan?	<b>YES</b>
11. Can the NoM be implemented without diversion of existing resources?	<b>YES</b>
12. Can the NoM be implemented without diversion of allocated Council funds?	<b>N/A</b>
13. Are funds available in the adopted budget to implement the NoM?	<p><b>NO</b></p> <p>Officer Comments:</p> <p>There is no budget for commemorative tributes and memorials. These costs are usually fully funded by the applicant. Council would need to authorise the Chief Executive Officer to make a minor adjustment to the Annual Budget.</p>

## 14.1 2020/NOM17 - Park Bench Memoriam for Pat Bentley

Question for Consideration	
14. What is the estimated cost of implementing the NoM?	<b>YES</b> Year 1: \$600 (plaque only incl. installation) Recurring: \$0 Comments: if applicable

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**ATTACHMENTS**

Nil

**14.2 2020/NOM18 - COVID-19 Recovery Initiatives**

On 27 July 2020 Councillor Bolam gave notice of his intention to move the following motion:

1. Noting that financial hardship extends to ratepayers beyond those in receipt of the unemployment benefit, the 21 September 2020 Update on the Coronavirus Council report is to provide the feasibility of extending the current rate deferral provisions in Councils existing Rates Hardship Policy to place on hold:
  - a. The raising of penalty interest on overdue rates payments until 30 June 2021;
  - b. Legal costs relating to all new and existing debt recovery action until 30 June 2021.
2. That in preparation for 2021/2022 Annual Budget and in recognition of the significant impact that COVID-19 is having on our local community, a report be prepared in February 2021 to consider the feasibility of the following initiatives:
  - Extending the current rate relief of a one-off \$200 rate waiver for an owner occupied property, where one or more of the owners are in receipt of a Centrelink unemployment JobSeeker Payment in the 2021/2022 financial year;
  - Waiving all food business registration fee renewals for 2021/2022;
  - The advantages and disadvantages of removing the differential rate applied to CBD Commercial properties for 2021/2022 with re-application for 2022/2023 pending a report to Council;
  - Extending the student scholarship programs during 2021/2022 to keep students on track to complete their studies, with a new focus/breadth on local primary, secondary, vocational and tertiary students; and
  - Place a hold of penalty interest on overdue rates and any dishonour fees incurred if a ratepayer defaults on direct debit payments for 2021/2022.
3. Advocacy to the State Government to suspend or freeze its levies (i.e. Hard Waste Landfill Levy etc.) and service charges (i.e. VicRoads vehicle registration etc.) for 2021/2022.

**COMMENTS BY CHIEF FINANCIAL OFFICER**

Question for Consideration	
1. Has the NoM been discussed with the CEO and/or the relevant Director or Manager?	YES
2. Is the NoM substantially different from any notice of motion or rescission motion that has been considered by Council and lost in the preceding six months?	YES
3. Is the NoM clear and well worded?	YES

## 14.2 2020/NOM18 - COVID-19 Recovery Initiatives

Question for Consideration	
4. Is the NoM capable of being implemented?	YES
5. If the NoM is adopted, will a meeting be required with the relevant Director and Manager and Council officers in order to progress its implementation?	NO
6. Is the NoM within the powers of a municipal Council?	NO The amended Hardship Policy only ceased any new legal action from commencing
7. Is the NoM free from overlap with matters for which the State and/or Federal Government are responsible?	NO
8. Is the NoM consistent with all relevant legislation?	YES
9. Is the NoM consistent with existing Council or State policy or position?	YES
10. Is the NoM consistent with Council's adopted strategic plan?	YES
11. Can the NoM be implemented without diversion of existing resources?	NO The NOM will see a shortfall in Council revenue.
12. Can the NoM be implemented without diversion of allocated Council funds?	NO
13. Are funds available in the adopted budget to implement the NoM?	NO
14. What is the estimated cost of implementing the NoM?	Year 1 2020/21: \$0.14 mil Year 2 2021/22: \$1.65 mil Recurring: \$ Comments: if applicable

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**ATTACHMENTS**

Nil

## 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 1989
- (l) A resolution to close the meeting to members of the public pursuant to section 66(2)(a).

### **Recommendation**

That the Ordinary Council Meeting be closed to the public to discuss the following Agenda items and all documents associated with the consideration and discussion of it, that are designated confidential information by me, pursuant to Section 77(2)(c) of the Local Government Act 1989 (the Act) on the following grounds

#### **C.1 Outcomes of the Audit and Risk Committee meeting**

This document and all relevant attachments have been designated by me, the Chief Executive Officer, pursuant to Section 77(2)(c) of the Local Government Act 1989, as confidential information under Section 3(1) of the Local Government Act 2020:

- on the grounds that it contains information that was confidential information for the purposes of section 77 of the Local Government Act 1989; and
- these grounds apply because the information details of existing audits and other information and would, if prematurely released, impact the status of the audits and release information that is considered confidential.

#### **.C.2 Peninsula Leisure P/L - Strategic Plan, Business Plan and draft 2020/21 Annual Budget**

This document and all relevant attachments have been designated by me, the Chief Executive Officer, pursuant to Section 77(2)(c) of the Local Government Act 1989, as confidential information under Section 3(1) of the Local Government Act 2020:

- on the grounds that it contains private commercial information, being information provided by a business, commercial or financial undertaking; and
- these grounds apply because the information details the financial sustainability of Peninsula Leisure Pty Ltd and would, if prematurely released, impact the relationship between Council and Peninsula Leisure Pty Ltd.

**C.3 Debrief of Ordinary Council Meeting**

This document and all relevant attachments have been designated by me, the Chief Executive Officer, pursuant to Section 77(2)(c) of the Local Government Act 1989, as confidential information under Section 3(1) of the Local Government Act 2020:

- on the grounds that it contains information that was confidential information for the purposes of section 77 of the Local Government Act 1989; and
- these grounds apply because the information details the views of Councillors and would, if prematurely released, impact the reputation of Councillors and Council.:

.....  
Signed by the CEO