

When is bin night?

Waste collection dates for your location are available online, visit: frankston.vic.gov.au/MyAddress then enter your details. Alternatively, phone: **1300 322 322**

Foreshore parking permits

Local residents must display their permit to be eligible to park **free-of-charge** at designated car parks along Frankston Foreshore. Time limits still apply. Contact Council to apply for your permit.

New residents kit online

Everything you need to know is available in one convenient location on Council's website.

Visit: frankston.vic.gov.au/ResidentsKit

Computer access

Online computer access is available **free-of-charge** to Frankston City Library members at: Frankston Library, Carrum Downs Library, Seaford Community Centre and Langwarrin Customer Service Centre.

Impact Volunteering

If you want to volunteer in your community, but don't know where to start, then contact Impact Volunteering to find out more.

The helpdesk is located inside Frankston Library and open weekdays, 9am–4pm, phone **9770 6492** or register online impactvolunteering.org.au

Contact Council

Civic Centre
30 Davey Street,
Frankston, Victoria
Australia
Phone: **1300 322 322**
Hours: **Monday–Friday, 8.30am–5pm**
Email: info@frankston.vic.gov.au
Mail: **PO Box 490, Frankston VIC 3199**

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Frankston City website
frankston.vic.gov.au



If you need
an interpreter



National Relay Service

Telephone **133 677** for people with a hearing impairment

Frankston Visitor Information Centre

7N Pier Promenade, Frankston Waterfront
Open seven days, 10am–4pm
1300 322 842 or visitfrankston.com

Carrum Downs Customer Service Centre and Library

203 Lyrebird Drive, Carrum Downs
Monday to Wednesday, 11am–6pm
Thursday, 1–8pm
Friday, 9.30am–4.30pm
Saturday, 11am–4pm
Sunday, 12–4pm | weekend phone 8773 9539

Seaford Community Centre

Customer Service and Library
Corner of Station and Broughton Streets, Seaford
Open Monday to Friday, 9am–5pm
Saturdays, 9am–11.45am | weekend Library 9784 1048

Langwarrin Customer Service Centre

Shop 6, The Gateway shopping centre
Cranbourne-Frankston Road, Langwarrin
Open Monday to Friday, 9am–5pm
Saturdays, 9am–12pm

Welcome to Frankston City

frankston.vic.gov.au



Message from the Mayor

Frankston City is well and truly on its way to becoming the Lifestyle Capital of Victoria.

Our Council's Plan 2017–2021 outlines how we are helping create:

1. A planned city that is vibrant and offers an enviable lifestyle
2. A liveable city with an active and healthy community
3. A well governed city with a Council that is driven by the privilege of serving its community
4. A well managed city that proudly delivers services to improve the community's lifestyle

Investment in the city centre, including the new Frankston Station Precinct, redeveloped Station Street Mall and the now underway \$160 million redevelopment of Karingal

Hub indicate our city's transformation is still going strong.

As a Council, we have cemented our position as a leader in environmental sustainability, adopting a number of plans, policies and initiatives that will positively impact our planet. Council also stood united to declare a state of climate emergency in November 2019.

Council will continue to advocate on behalf of the community and will work with all levels of government to secure positive outcomes for everyone. See inside for a brief introduction to the various services Council offers you. Connect with us online, including on social media for regular updates, event information and local opportunities.

Visit: frankston.vic.gov.au

Frankston City Mayor
Councillor Sandra Mayer



Aged and disability services

Council assists residents by providing a range of services to older people, people with disabilities and their carers — to enable them to maintain dignity and live independently in their own home. This includes seniors advocacy, positive ageing, volunteering and a community transport service

Advocacy (lobbying)

On behalf of the community, Council represents local views to other levels of government to help secure funds towards local projects and programs

Assets and infrastructure

Planning and maintaining Council's \$1.3 billion worth of assets including 336 buildings, 701 km local roads, traffic management, 967 km pathways, 928 km stormwater drains, 34,804 stormwater pits, 8,764m fencing, parking areas, street lighting, signage, boardwalks and 112 bridges

Aquatic centres (swimming pools)

- Peninsula Aquatic Recreation Centre (PARC), corner of Cranbourne Road and Olive Grove, Frankston.
Contact: **9781 8444** or **parcfrankston.com.au**
- Pines Forest Aquatic Centre, Forest Drive, Frankston North (open November to March).
Contact: **9786 4568** or **pinesfrankston.com.au**

Bicycle and walking paths

Explore Frankston City by foot or on bicycle

Boat ramps

Contact Council to apply for recreational boating and parking permits for Olivers Hill and Kananook Creek boat ramps

Building services

Building advice, property information, permit applications, safety inspections and advice is available to residents

Children's services

Council provides preschool facilities and enrolment services plus a range of support

and education for young families.

The Mahogany Rise Child and Family Centre in Frankston North is Council owned

Citizenship

Australian Citizenship Ceremonies are available, contact Council to learn more

Community Centres/ Neighbourhood Houses

A range of courses, activities and social opportunities available locally:

- Belvedere Community Centre, Seaford, **9776 8922**
- Ebdale Community Hub and Learning Centre, Frankston, **9293 7102**
- Frankston North Community Centre, **8773 9546**
- Frankston South Community and Recreation Centre, **9293 7122**
- Karingal PLACE Neighbourhood Centre, **8786 6650**
- Langwarrin Community Centre, **9789 7653**
- Lyrebird Community Centre, Carrum Downs, **9782 0133**
- Orwil Street Community House, Frankston, **9783 5073**

Community development

Council plans and policies are developed in consultation with the community and include: Community Plan, Council Plan and the Health and Wellbeing Plan

Community grants

Council awards funds each year to help local groups deliver projects, programs and new or improved services that benefit Frankston City. Miscellaneous grants are also available

Communications

Information about local services, events and more available in Council's newsletter *Frankston City News* and the 'Your Council, Our Community' advertisement printed in the local Leader newspaper. Also connect with Council online via social media, website or subscribe to the free fortnightly email newsletter: **frankston.vic.gov.au/enews**

Download the free web app: **frankston.vic.gov.au/myfrankston**

Community safety

Working towards keeping our community safe including safety campaigns, CCTV security cameras, safe taxi rank, school crossing supervisors, crime prevention and parking services

Council Meetings

Meetings are usually held every three weeks on a Monday at 7pm at the Frankston Civic Centre. Live streaming will be available from early 2018. See website for dates, agendas and meeting minutes

Dental care

Frankston North residents can access free dental checks at the Frankston North Community Centre, phone **9784 8184**

Economic development

Council provides a range of programs to assist new and existing businesses. Investment attraction is also a key focus

Emergency management

The local Municipal Emergency Management Plan addresses how to prevent, respond to and recover from local emergencies

Environment

Council is working to reduce greenhouse gas emissions and build a local culture of looking after the environment. This includes energy, waste and water reduction initiatives, sustainable living education, tree protection, biodiversity and environmental volunteer groups

Environmental health

Ensuring local businesses are clean, safe and operating in accordance with standards including food safety. Also supporting the community with repetitive noise concerns, public health issues and waste water management

Events

Supporting local community events and managing annual major events including: Frankston's Christmas Festival of Lights, Waterfront Festival, Sand Sculpting Australia exhibition, Pets' Day Out and Ventana Fiesta. Like **Frankston Events** on Facebook

Fire prevention

Council helps prepare for the fire season with more than 1,400 property inspections, fire prevention works at natural reserves and firebreak maintenance. Council also patrols reserves on days of high fire danger and manages applications for permits to burn

Frankston Arts Centre

Second largest stage in Victoria, 800 seat theatre, art gallery, Cube 37, functions, conference facilities and exhibition space. Contact: **9784 1060**, **thefac.com.au** or Like 'Frankston Arts Centre' on Facebook

Frankston Charitable Fund

Sub-fund of the Lord Mayor's Charitable Foundation with interest and dividends returned to local charities through an annual grants program

Frankston Regional Recycling and Recovery Centre (FRRRC)

20 Harold Road, Skye
Open seven days, 8am–4pm
Accepts hard waste, green waste, recyclables and more. Many items accepted free-of-charge including paint, e-waste and scrap metal. Details: **1300 322 322** or **frankston.vic.gov.au/FRRRC**

Golf course

Centenary Park Golf Course, McClelland Drive, Frankston
Popular public golf course, par 72.
Contact: **9789 1480**

Graffiti

Removal, prevention and control programs; 24 hour graffiti removal hotline: **1800 NO TAGS** (66 8247)

Hall/venue hire

A range of venues available for meetings or events at Frankston Arts Centre, public halls and community centres. Contact Council for details

Hoon driving

Report antisocial driving behaviour including monkey bikes (unregistered motor cycles) 24 hours a day, seven days: Crime stoppers: **1800 333 000** **crimestoppersvic.com.au**

Indigenous nursery

Council has native plants suitable for local conditions for sale at affordable prices:

Frankston Indigenous Nursery, 7 McMannis Way (off McCulloch Avenue), Seaford. Open between autumn and spring on Wednesdays and first Saturday morning of the month. Contact: **9768 1513**

Libraries

- Main libraries are in Frankston and Carrum Downs
Details: **library.frankston.vic.gov.au** or **9784 1020**
- Branches at Seaford Community Centre, Langwarrin Customer Service Centre, Karingal PLACE Neighbourhood Centre and Frankston North Community Centre

Local Laws

To help protect resident wellbeing, including traffic enforcement, car parking, abandoned vehicles, litter control, fire prevention, alcohol bans in public places, monkey bikes and foreshore parking permits

Maintaining our City

Street sweeping, grading and dust suppression; city centre and neighbourhood shopping centre cleaning and gardens

Major projects

Current projects include revitalisation works in Frankston's city centre, the Ballam Park East sporting pavilion and the Carrum Downs Recreation Reserve community sporting pavilion

Maternal and Child Health and Immunisation

Child health assessments available across 13 Maternal and Child Health Centres. Council also offers free vaccinations, available through the National Immunisation Program Schedule

Parks and gardens

Planting and maintaining street trees and protecting 425 parklands, natural reserves, gardens and playgrounds including the George Pentland Botanic Gardens

Pet registration and animal management

Council helps support responsible pet ownership with information and dog free-roam areas. Animal management services include stray-cat traps and enforcing the local law. Register your dogs and cats and update any changed details with Council and your microchip register

Sport and leisure

Numerous sporting facilities, playgrounds and skate parks are available. Council supports sports development strategies

Tourism

Promoting Frankston City to visitors by providing information through award-winning visitor services. Contact: **1300 322 842** or **visitfrankston.com**

Town planning

Development and planning support including permits, subdivisions and compliance

Urban design

Designing public spaces, landscape upgrades and community parks

Waste and recycling

Garbage, recycling and green waste kerbside collection service, hard waste collection, public place recycling, waste transfer centre and waste education

Wi-Fi

Wi-Fi available free-of-charge to members at library branches in Frankston, Seaford and Carrum Downs. Also available at the Frankston Visitor Information Centre.

Youth Hangouts and Frankston Youth Central

Advice, referral, support and activity groups for young people, school holiday sessions for teenagers, music recordings, school transition program and L2P Learner Driver Mentor program. Six community youth Hangouts are based in Seaford, Langwarrin, Frankston North, Frankston South, Carrum Downs and Karingal. Like **'The Hangouts – Frankston'** on Facebook or **9768 1366**