

Community Engagement Framework

Engagement Report - June 2021





Executive summary	2
Consultation highlights.....	2
Key engagement statistics.....	2
Barriers to engagement	2
Overview	4
Purpose	5
Objectives.....	5
Council consultation process	6
Community consultation process.....	6
Council consultation outcomes.....	9
Recommendations	18
Next steps.....	19
Consultation materials	21
Social media - Facebook posts	26



Consultation highlights

This consultation was undertaken by Frankston City Council to inform the development of a Community Engagement Framework.

The feedback provided from Council, the Frankston City community and other key stakeholders have significantly influenced the following aspects of the Framework:

- International Association of Public Participation (IAP2) levels of public participation required for different types of Council projects.
- The method, location and projects on which Council engage with the community.
- Sections of the Framework that require more explanation.
- The accessibility of the Framework.

Key engagement statistics

The core components of this consultation included eight Council staffed community pop-up events (211 visitors), an online survey (23 respondents), internal Council workshops and meetings, a key stakeholder meeting, and five Frankston City Council Facebook posts advertising the Community Engagement Framework and/or pop-up events (9,654 people reached), as well as nine Facebook events created for the community pop-ups (4,710 people reached).

Calculating these numbers, it is reasonable to assume that over 10,000 people could have experienced a touchpoint for this consultation.

Barriers to engagement

During community consultations, there are often limitations to the engagement overall and/or specific engagement activities. The limitations of this consultation have been identified as:

Weather

The state of weather on the day and time of each community pop-up had an impact on the amount of people who were at the location at the time of the events.

COVID-19

The COVID-19 environment in Victoria and the changing restrictions over this engagement period had an impact on the amount of community members engaging with Council face-to-face due to safety, fear or restrictions. It also resulted in some community pop-up events being postponed, and staff face-to-face engagement events being cancelled.

Lack of digital platform

Frankston City Council did not have a digital engagement platform that the Frankston City community was familiar with using at the time of this engagement. This may have prevented some community members from participating in the online survey.

Hard to reach audiences

Frankston City Council identified some communities in municipality as 'hard to reach', due to challenges finding the right locations, times and channels to engage with them during this consultation.





Overview

To be compliant with the Local Government Act 2020 Frankston City Council (Council) must adopt a Community Engagement Policy.

Through the development of Council's Community Engagement Policy, the Frankston community provided feedback on their desire for Council to engage/consult more frequently, adopt a more collaborative process towards decision making and hear the outcomes of engagement activities in relation to how the community influenced Council decisions.

Councillors voted in March to adopt the new Community Engagement Policy, including the addition of a sixth Engagement Principle relating to reporting back following engagement activities. The recently adopted Policy has guided the draft Community Engagement Framework.

The Engagement Team seeks to build Council's community engagement culture and capabilities, starting with the development of the Community Engagement Framework to present to Council on 28 June 2021.

The Engagement Team is also seeking to increase the size of the Community Voice Panel from 180 members to 500 members, and to improve the community representation within the group. Expanding Council's existing Panel will ensure a diverse representation of the local community are consistently involved in projects and decisions that impact them, providing valuable feedback and information that will inform Council decisions and plans.

This consultation focuses on improving Council's understanding of how to engage with community members on a wide range of Council decisions and plans; what decisions they want to be involved in; where best to speak with them; and how best to provide information about these opportunities.

This report provides a summary of the consultation undertaken to develop a Community Engagement Framework that embodies Council's Engagement Principles:

- | | |
|------------------|-------------|
| ● Purpose | ● Supported |
| ● Informed | ● Influence |
| ● Representative | ● Report |

Purpose

Frankston City Council seeks to develop a Community Engagement Framework that responds to the needs and aspirations of the community and Frankston City Council.

Objectives

This consultation process seeks to:

- Understand the views and preferences of the Frankston community regarding approaches to community engagement
- Share information with staff about the engagement work Council is required to do across various work streams
- Ensure people's input has directly influenced the final Framework
- Engage through cost-efficient and timely methods
- Meet legal requirements for municipal engagement.





Council consultation process

A series of internal engagement sessions were held with Frankston City Council Councillors and staff to discuss the Framework and receive feedback. Feedback was incorporated throughout the drafting process.

A draft of the Community Engagement Framework, and the OurSay page and online survey were also shared on the Frankston City Council internal SharePoint and via internal communications seeking feedback.

Feedback on the draft Framework was also obtained during the following meetings:

Table 1

Internal stakeholders	Consultation
Internal Engagement Working Group	First session was held on Tuesday 27 April 2021. Second session was held on Tuesday 18 May 2021.
Capital Works Project Steering Group	A session was held on Thursday 27 May 2021.
Executive Management Team	Meetings held across Monday 7 June 2021 to Friday 11 June 2021.

Community consultation process

In order to deliver an effective engagement process, the project team sought to understand the community and the variety of audiences within the Frankston City Council.

The Community Engagement Plan was designed to provide Council with views from a broad range of backgrounds and to understand how less engaged community groups (e.g. youth) prefer to engage with Council.

Input into the Framework was gathered in the following key ways during the community consultation period:

Table 2

External stakeholders	Consultation
Whole municipality	Eight community pop-up events between 6-23 May 2021
Whole municipality	Online survey via OurSay page
Young people	Engaging with young people and those working in the sector at the Frankston Regional Youth Forum on Friday 21 May 2021
Disability and Access Inclusion Committee	An engagement session was held on Tuesday 8 June 2021 to give the Committee an opportunity to provide feedback on the Framework.

Consultation materials

To help inform the Council staff and community, five posters were created to support in-person consultation activities. The posters were placed in Council offices and displayed at staff and community consultation events as conversation starters.

Through colourful and thought-provoking posters people were encouraged to pick up a pen and capture their thoughts or begin conversations with the Engagement Team to share their feedback.

The five posters included:

- Our Community Engagement Principles
- Help us draft the Community Engagement Framework
- How can we best engage with our community?
- Where should we engage with you locally?
- What Council policies, plans and projects should we engage with your community on?

These posters have been provided in the Appendix.

Community pop-ups

Frankston City Council ran eight public pop-ups across the municipality to consult the Frankston community on the Framework. The locations and times of the pop-ups were strategically chosen to reach large numbers of residents and hard to reach groups.

To ensure an equal distribution of events throughout the three Frankston City Council wards, Council ran at least two pop-ups in each ward.

The pop-up locations and times are displayed below.

Table 3

Pop-up locations	Date	Time
North-East Ward		
Lyrebird Community Centre	Wednesday 12 May 2021	12:00pm-1:00pm
The Gateway Plaza	Saturday 15 May 2021	9:00am-11:00am

North-West Ward		
Karingal Hub	Saturday 15 May 2021	12:30pm-2:30pm
Seaford Auskick	Saturday 8 May 2021	9:00am-11:00am
Seaford Library	Wednesday 19 May 2021	3:00pm-5:30pm
South Ward		
Excelsior Drive	Wednesday 19 May 2021	11:30am-1:30pm
Frankston Market	Sunday 23 May 2021	8:00am-12:00pm
Wells St	Thursday 6 May 2021	10:00am-3:00pm

Online survey

An online survey was created on OurSay for Frankston City Councillors, staff and community to share their feedback online. The survey was open from Monday 3 May to Friday 30 May 2021. The questions were based on the community pop-up posters. The open-ended survey questions were:

- How can we best engage with our community?
- Where should we engage with you locally?
- What Council policies, plans and projects should we engage with our community on?
- Is there anything else you would like to comment on or to see reflected in Frankston City Council Community Engagement Framework?

Social media

As well as the online survey, community members were also asked about the Community Engagement Framework through a series of posts on Council's Facebook page.

These posts raised awareness about the Framework and community pop-up events. Facebook events were also made for each of the pop-ups.

The dates and subject of Facebook posts are summarised below:

Table 4

Subject	Date
Community Engagement Framework and Wells St pop-up	3 May 2021
Community Engagement Framework and pop-up	7 May 2021
Frankston Community Market pop-up	21 May 2021
Draft Council Plan and Budget and pop-ups	24 May 2021
Postponing of pop-ups and Draft Council Plan and Budget	26 May 2021



Council consultation outcomes

Council feedback

Frankston City Councillors and staff had input into some of the earliest drafts of the Community Engagement Framework. Through the engagement sessions, briefings and an online survey, they provided their ideas and preferences based on their engagement experience as Councillors as well as community members. They had the opportunity to ensure the Framework aligned with Council's aspirations, guidelines and preferred practices.

The Internal Engagement Working Group, Capital Works Project Steering Committee, Executive Management Team and Councillors provided detailed and strategic feedback on specific aspects of the Framework and previous engagement practices. They made recommendations on the participation levels of projects, and which parts of the Framework required more explanation for Councillors.

The Internal Engagement Working Group provided positive feedback on the Engagement Principles and Engagement Model. The group expressed willingness to provide ongoing input into the Framework and thought the document should cover all engagement, and not exclude statutory engagement or land-use planning for example, as this engagement needs to follow legislative requirements.

The Internal Engagement Working Group also discussed the need for scalability of the International Association of Public Participation (IAP2) levels of public participation within the Framework. They reasoned that projects require different levels of engagement throughout their project lifecycle, and that the Framework should highlight this. They also said it is important to define the commitment to the community at each stage of consultation because the community is often interested in both small scale projects and larger projects.

The Capital Works Project Steering Group said there is more need for strategic engagement at the master planning stage of a project towards the collaborative IAP2 level of participation. They also recommended this level of engagement is required in the delivery stages of a project.

The Group highlighted the importance of listening at various stages of the engagement process, particularly to the Frankston youth, because they have many innovative and clever ideas.

Concerns on how the Framework would affect Council resourcing was also raised.

Stakeholder feedback

The Disability and Access Inclusion Committee provided feedback on the importance of making Council documents accessible to vision impaired readers. They also provided advice on engagement methods and practices that cater to disabled community members, and the planning this involves.

The Disability and Access Inclusion Committee noted the importance of the images included in the draft document for vision impaired readers. They also highlighted the importance of authentic engagement and genuinely hearing others' viewpoints.

Several attendees noted that many government agencies do not understand the process, timelines or cost involved in captioning, interpreting, video interpreting, and translation services, and that our information is generally not available in brail or accessible formats (including word formats instead of PDF). They said this needs to be planned in advance.

The Group recommended we look at the following resources:

- State Disability Plan
- Australian Network for Disability
- Centre for Universal Design Australia

Community consultation outcomes

Community pop-up events and online survey

Overall, Frankston City Council engaged with 234 Frankston City community members. 211 of these members provided feedback and input during the public pop-ups. The online survey was completed by 23.

During the consultation process 13 people signed up to be part of the Frankston City Community Panel.

The main demographics of community members Council engaged with were the elderly, retirees, business owners, families, local professionals and young people.

Overall, community members provided feedback on the draft Framework, including:

- The method in which Council engage with community
- Where they prefer to engage with Council, and
- What they would like to be consulted about.

Their preferences have been evaluated based on majority where possible and incorporated into the draft Framework.

Social media posts

Frankston City Council achieved a total reach of 9,654 people through the five Frankston City Council Facebook posts.

The breakdown of this is shown in the below table.

Table 5

Subject	Date	Reach
Community Engagement Framework and Wells St pop-up	3 May 2021	1,398 people
Community Engagement Framework and pop-ups	7 May 2021	1,915 people
Frankston Community Market pop-up	21 May 2021	700 people
Draft Council Plan and Budget and pop-ups	24 May 2021	3,350 people
Postponing of pop-ups and Draft Council Plan and Budget	26 May 2021	2,291 people

Social media events

They also achieved a total reach of 4,710 people through the Facebook events made for each Frankston City Council community pop-up. The breakdown of this is shown in the below table.

Table 6

Facebook event	Reach across 7 days	Responses
Wells St	555 people	6
Belvedere Reserve	604 people	4
Lyrebird Community Centre	449 people	7
The Gateway Plaza	425 people	3
Karingal Hub	408 people	1
Excelsior Drive shops	657 people	2
Seaford Library and Broughton Reserve	460 people	2
Frankston Community Market	696 people	6
Carrum Downs Regional Shopping Centre	456 people	0

Preferred engagement methods

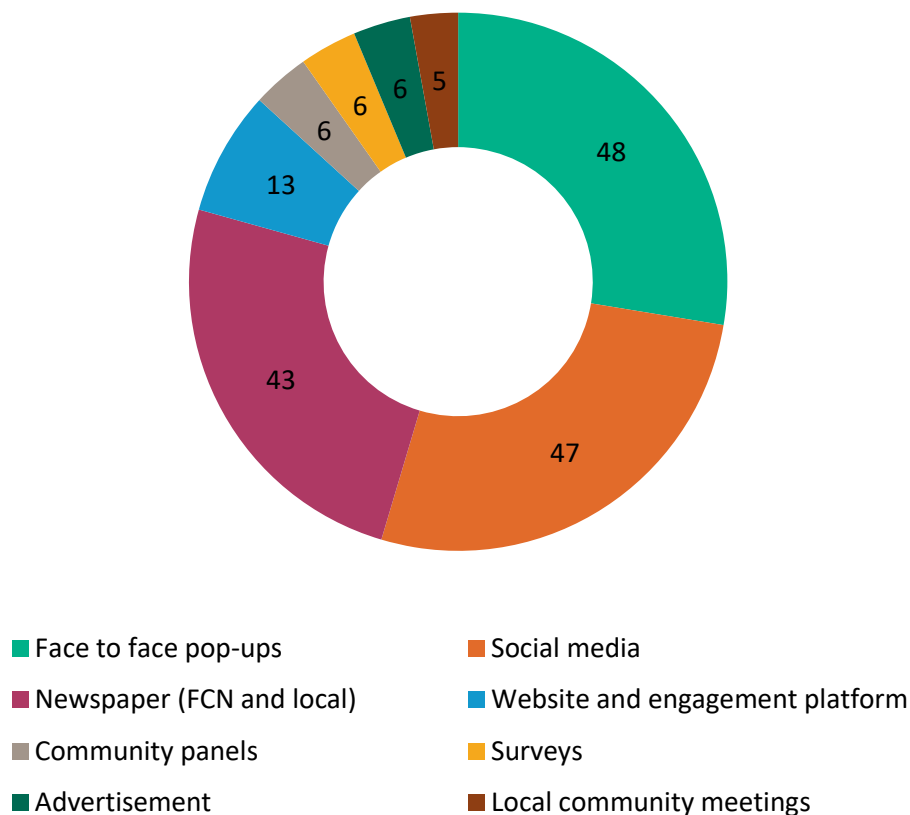


Figure 1

Over 18 engagement methods were identified throughout the community engagement process. Of these, only eight methods received multiple votes (as seen above in Figure 1). Through the feedback provided by the Frankston City community, face-to-face pop-ups and social media were distinguished as the most desired engagement methods. Followed closely by local newspapers such as Frankston City News (FCN).

Positive insights

The community enjoy the face-to-face pop ups as they can speak to someone from Council and have a conversation about a topic. Some comments made by community members are provided below:

'Well done for coming out and speaking with the community.'

'It's good to see Council out and about in the community.'

'It's good to see Council in our area.'

Many community members like receiving Frankston City News at their home, or being able to read it in public libraries:

'We like having Frankston City News and flyers distributed to our homes and libraries so that we hear what is happening and what we can input into.'

The social media posts also promoted the pop-ups well. Some community visitors attended the pop-ups as they had seen the event or a post of the Frankston City Council Facebook page.

Opportunities for improvement

The community want to hear about opportunities on social media to have their say. However, they still like both online and in-person interaction with Council:

'People enjoy having information available online for them as well as face-to-face pop ups.'

'I like using online and face-to-face as it gives me the flexibility to do it in my own time but it also provides me with the chance to speak to someone.'

'I like to have the option of online and in-person engagement with Council.'

'I'm enjoying seeing Council more in the Community as I prefer to speak with a person.'

Many residents said they miss having local newspapers. However, they like Frankston City News and having it delivered to their homes. Although they suggested it needs to look more official as some people throw it out assuming it is advertising:

'We miss having local newspapers; however, we enjoy reading the FCN.'

Council were informed that focus groups have previously not allowed all community members attending to provide their feedback:

'Focus groups are a waste of time – real people don't show up, people with an agenda speak over the top.'

The website is a key engagement/information tool, but it should be improved to be more of a 'hub' that links to key information and other website such as DHHS COVID-19 updates.

Key learnings

Working well

- Community members liked to have a discussion with a person from Frankston City Council.
- Community members prefer a mixture of engagement methods.

Not working so well

- The local newspaper is greatly missed by members of the community who don't often use digital devices.
- Many reported that they no longer receive the FCN paper.

Preferred locations for engagement

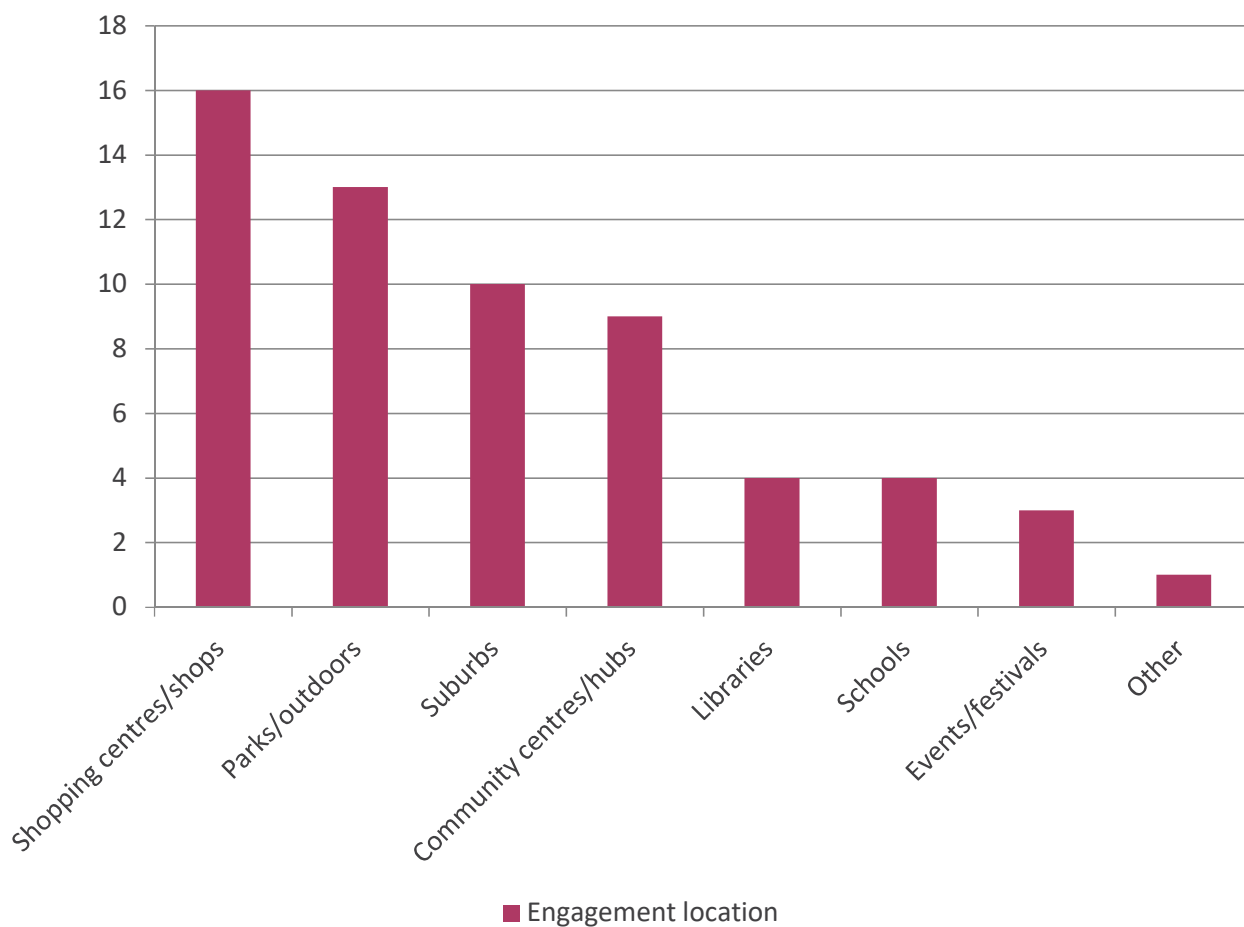


Figure 2

When asked where they would like to engage with Council, the community often named specific locations within the municipality. These responses were generalised to determine the preferred types of locations (as seen above in Figure 2).

The most popular type of location was parks and/or outdoors, followed by suburbs, and then community centres or hubs.

Opportunities for improvement

The Langwarrin community were not as informed about Council:

'This area would benefit from more face-to-face meetings with Council within the area.'

Key learnings

Working well

- Libraries are a great location for engagement pop ups, as people had time to speak to Council.
- Walking around shopping centres helped, however the questions needed to be quick, as people did not have time to have a lengthy conversation.

Not working so well

- Football games are not ideal locations as some games have community members from different local government areas visit.
- Small shopping centres were busy on a Saturday, but people were generally in a rush (especially outside supermarket) and were not keen to engage. Weekday lunch times may be better for these locations.
- It is hard to engage people for a discussion if they are leaving or arriving to a workshop, community centre run event or shops, caring for with children or volunteering.

Preferred types of projects to engage on

The community identified the types of policies, plans and projects they would like to be engaged on.

These responses were also generalised to determine what types of projects the community are most interested in engaging on. Low risk/impact projects were the most voted for, then medium risk/impact projects as well as statutory projects.

Table 2

Projects	Project examples	Votes	IAP2 level preferred
Low risk/impact projects	Internal Council Policies, Small traffic improvements, single tree installation	16	Consult/Involve/Collaborate
Medium risk/impact projects	Art/sculpture projects, bike path upgrades	11	Consult/Involve/Collaborate
High impact/risk projects	Shopping strip upgrades, sporting facility upgrade, CBD revitalisation	10	Consult/Involve/Collaborate
High interest projects	Community parks/spaces, Action plans	10	Consult/Collaborate
General projects	Service improvements or changes, other small-scale projects	3	Collaborate
Statutory projects	Planning & Land use, Submission of hearing process	11	Consult/Collaborate

General insights on engagement

Positive insights

Some members of the community would like to be more involved in engagement activities:

'I like what Frankston City Council does for the community and I would love to be involved in future activities.'

'I would like to be part of community panels and have a way to be part of Council's work.'

Opportunities for improvement

There is a need for more transparent consultation and engagement overall:

‘The community needs to be and wants to be part of the decision-making process.’

‘We don’t hear or see much from Council.’

Some members of the Frankston City community are not interested in engaging with Council:

‘People are time-poor and don’t want to be involved – they already have to volunteer for kids’ sports, schools, you can’t ask them to be involved in engagement as well.’





The Engagement Plan for this consultation included several measures of success related to the engagement objectives.

The success measures met and the objective they relate to are outlined below:

Objective	Success measure
Understand the views and preferences of the Frankston community regarding approaches to community engagement	<ul style="list-style-type: none"> ● Coordinating a diverse range of engagement activities for the community to participate in the consultation. ● Recording feedback and conversations throughout the series of engagement activities.
Share information with staff about the engagement work Council is required to do across various work streams.	<ul style="list-style-type: none"> ● Engagement promoted through Council channels. ● Internal communication about the Framework and Council staff was provided during a range of engagement activities for staff to participate in, including online meetings and workshops, online survey and document sharing for review.
Ensure people's input has directly influenced the final Framework.	<ul style="list-style-type: none"> ● The Engagement Report explains how Council staff and community input has influenced the Community Engagement Framework.
Engage through cost-efficient and timely methods.	<ul style="list-style-type: none"> ● The series of pop up events enabled a diverse range of time poor individuals to contribute feedback. ● Social media and an online survey were also cost-effective ways to engage large numbers of the local community.
Meet legal requirements for municipal engagement.	<ul style="list-style-type: none"> ● A robust engagement plan was developed. ● The Engagement Report details the outcomes of the consultation.

Conclusion



Council's commitment to undertake this consultation has been positively received by the Frankston community. It is clear many individuals value the opportunity to be increasingly part of Council's decision-making processes and have their voices heard on a variety of topics.

The consultation also identified a desire for more information about Council engagement activities in hard copy, digital channels and in person. The in face-to-face pop ups that were run as part of this consultation were particularly welcomed.

This report creates the foundations for Council to step more strongly into this space, in partnership with community, to develop better avenues for input and feedback into Council decision-making processes.

Recommendations

Overall feedback from this consultation is that this type of community engagement is a positive step by Council and should become an essential part of the decision-making process.

The Frankston community welcomes opportunities to be involved in making decisions about their municipality, however many hard to reach groups will need additional support to become more involved.

Based on the outcomes of the consultation summarised in this report, the following recommendations will guide Council's approach to community engagement:

Use a combination of engagement methods – Council will seek to diversely promote community engagement opportunities within the municipality, seeking to ensure information about future engagement is shared via a range of digital, hard copy and face-to-face methods.

Work with Council teams to identify impacted stakeholders – Council's Engagement Team will support other teams seeking to engage with the community, ensuring they have a successful approach to gathering community input and feeding this into decision-making processes.

Seek to promote multiple Council projects together – Council will seek to host a series of informal community events throughout the year (e.g. sausage sizzles and coffee carts) to ensure hard to reach groups have greater opportunities to have their say.

Ensure engagement opportunities are timely, accessible and fun – Council will seek to ensure the ways in it engages with the community are attractive, welcoming and straightforward to support a wide cross section of the community to provide feedback.

Next steps

Council wishes to acknowledge and express gratitude to all the members of the community who have participated in engagement activities informing the Community Engagement Framework.

The Framework is to be endorsed by Frankston City Council on the Monday 28 June 2021. Once endorsed, the Engagement Team will be seeking to support other teams to effectively plan, do, report and review their community engagement requirements.

Future community engagement opportunities will be promoted via local press along with Council's website, new engagement platform, social media and newsletters.

The Engagement Team will be seeking to build collaborative relationships across the broad range of community groups, committees, clubs and networks to ensure activities reach the widest cross-section of the Frankston community.



Appendices




Appendix A	Consultation materials
Appendix B	Social media
Appendix C	Internal use only



Consultation materials

Engagement poster 1

Our Community Engagement Principles



Councillors voted in March 2021 to adopt a new Community Engagement Policy, which the Frankston community provided feedback on. The new Policy features the following six principles which will influence how Council engages with the community moving forward.

Six Engagement Principles

#1 Purpose

A community engagement process must have a clearly defined purpose, objective and scope.

#2 Informed

Participants must have access to objective, relevant and timely information to inform their participation.

#3 Representative

Participants must be diverse and representative of the persons and groups affected by the matter that is the subject of the community engagement.

#4 Supported


Participants are entitled to reasonable support to enable meaningful and informed engagement.

#5 Influence

Participants are informed of the ways in which the community engagement process will influence Council decision making.


#6 Report


Participants are informed of how their input has influenced Council decision making.


 **Council's Engagement Promise**


Frankston City Council is committed to engaging and collaborating with diverse local communities, to understand and incorporate their different views, experiences and expertise into the decision-making process.


When the community are included in, and influence, decisions that affect them, Council's decisions can be:

 better understood

 more innovative

 mutually beneficial

 more sustainable

 representative of the interests of the broader community

Engagement poster 2

Help us to draft the Community Engagement Framework



Welcome to a Frankston City Council community pop up.

Thanks for dropping by – we love to meet
members of our community.

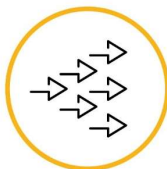
We need your input on our new Community
Engagement Framework.



Take a look at the posters displayed and let us know:

- **How** we can best engage with our community
- **Where** should we engage with you locally, and
- **What** Council policies, plans and projects
should we engage with our community on
- **When** should we be engaging our community?
At what project stage will your input have the
most influence and be most valuable?

The framework will demonstrate Frankston City Council's commitment to:



A consistent and
coordinated approach
to community
engagement



Improving awareness
and understanding of
community engagement



Embedding our six
Engagement Principles,
including reporting
back



Providing guidelines
and a toolkit for
planning and delivering
community engagement

Timeline



What is community engagement?

We define community engagement as
involving our community in decisions
that impact and interest them.

Community engagement can take
many forms, from information sharing
to direct community involvement in
decision making.

Engagement poster 3

How can we best engage with our community?



Door knocking 	Focus groups (small & large) 	Mobile apps 
Newsletters 	Posters 	Public meetings 
Local community meetings 	Social media 	Annual budget consultations 
Written submissions 	Surveys 	Workshops 
Advertising 	Community panels 	Education programs 
Specialist reference groups 	Website 	Telephone 

Are we missing something?

Engagement poster 4



Where should we
engage with you locally?

Tell us which locations and areas best suit you for
in-person engagement activities



Engagement poster 5



What Council policies, plans and projects should we engage with our community on?

The following diagram identifies the roles local communities often play in a particular community engagement program. It shows that differing levels of community participation are required depending on the goals, time frames, resources and levels of concern in the decision to be made.

Inform Council will keep the community informed.	Consult Council will listen to and acknowledge the community's concerns.	Involve Council will work with the community to ensure concerns and aspirations are directly reflected in the decisions made.	Collaborate Council will look to the community for advice and innovation and incorporate this as much as possible.	Empower Council will implement what the community decide.
E.g. website, fact sheets, newsletters and education campaigns	E.g. focus groups, surveys, public meetings and door knocking	E.g. workshops, and specialist reference groups	E.g. voting, community panels and annual budget consultations	E.g. delegated decisions
			Projects requiring community input: <ul style="list-style-type: none"> 4-Year Council Plan Long-Term Financial Plan Long-Term Asset Management Plan Long-Term Community Vision High interest projects: <ul style="list-style-type: none"> Community park/space upgrades Strategic action plans 	
		High impact/risk projects may include: <ul style="list-style-type: none"> Major public space upgrades (e.g. shopping strip upgrades) Major capital works projects (e.g. major sporting facility upgrades) Precinct structure plans (e.g. Frankston CBD Revitalisation) Policies to be presented to Council for adoption Making of local laws 4-year Council budget Medium risk/impact projects may include: <ul style="list-style-type: none"> Upgrades to a local park Public renewal and art/sculpture projects Transport projects e.g. local road and bike path upgrades 		
Low risk/impact projects may include: <ul style="list-style-type: none"> Single tree installations Small scale local traffic improvements (e.g. speed bumps) 	Statutory projects: <ul style="list-style-type: none"> Land-use planning Section 223 Hearing of Submissions process Low risk/impact projects may include: <ul style="list-style-type: none"> Internal Council Policies Annual Community Satisfaction Survey 			
Projects where there are no opportunities for the community to influence Council decisions e.g. when Council is not the decision-making authority.				

Does this level of community engagement seem reasonable to you?



Vote yes or no by placing a ball in the correct jar.




Are the projects and examples good representations of our work, or should we list others? Use a post-it note to tell us



Are we missing something? Use a post-it note to tell us

Social media - Facebook posts



Frankston City Council

May 3 · 🌐
...

Help us draft our **Community Engagement Framework!**


We will be seeking your input at Community Pop-up stalls at various locations throughout May 🗓️ This Thursday 6 May we will be at Wells St - Frankston CBD from 10 am - 3 pm and we would love to speak with you so we can directly input into the Framework:



- ? How we can best engage with our community
- ? Where should we engage with you locally, and
- ? What Council policies, plans and projects should we engage with our community on

Can't make it? Don't worry you can submit your feedback online 🙌
<https://bit.ly/3eRaw95>

🕒 Stay tuned for further event dates and locations being released here soon.

#FrankstonCity #Community #Engagement #Feedback





5

3 Shares

Performance for Your Post

1,398 People Reached

8 Likes, Comments & Shares

5 Likes	5 On Post	0 On Shares
0 Comments	0 On Post	0 On Shares
3 Shares	3 On Post	0 On Shares



15 Post Clicks

2 Photo Views	6 Link Clicks	7 Other Clicks
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
NEGATIVE FEEDBACK

3 Hide Post	1 Hide All Posts
0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts



5

3 Shares



Frankston City Council

May 7 · 🌐

🗣️ How do you want to have your say?

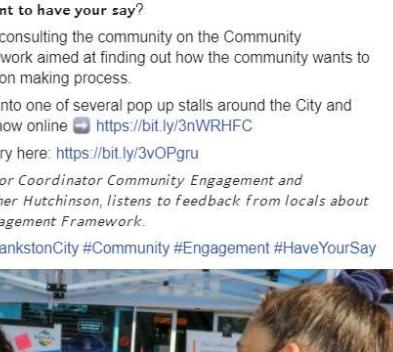
Council is currently consulting the community on the Community Engagement Framework aimed at finding out how the community wants to be part of the decision making process.

Tell us by dropping into one of several pop up stalls around the City and suburbs, or let us know online 📧 <https://bit.ly/3nWRHFC>

👉 Read the full story here: <https://bit.ly/3vOPgru>

Image: Council Senior Coordinator Community Engagement and Participation, Heather Hutchinson, listens to feedback from locals about the Community Engagement Framework.

#MediaRelease #FrankstonCity #Community #Engagement #HaveYourSay



👍 12

🗨️ 8

📢 2

📄 1

📄 1

👁️ 9

🔗 9

👍 66

1,915 People Reached

25 Likes, Comments & Shares

15 Likes

12 On Post

3 On Shares

8 Comments

1 On Post

7 On Shares

2 Shares

1 On Post

1 On Shares

84 Post Clicks

9 Photo Views

9 Link Clicks

66 Other Clicks

NEGATIVE FEEDBACK

3 Hide Post

0 Report as Spam

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Frankston City Council
May 26 · 🌐

NOTIFICATION: Due to the recent changes in COVID-19 restrictions, Council has paused all face-to-face community engagement pop-ups planned for the Council Plan and Budget between until at least 4 June.

🗣️ We invite you to review the Draft 2021-25 Council Plan and Budget at <https://bit.ly/3vra200> and to make a submission online, by post or you can also call 1300 322 322 and ask to speak to the Council Plan/Budget team.

#FrankstonCity #CouncilPlan #CouncilBudget #HaveYourSay #Feedback #CommunityEngagement



👍 6

1 Comment 1 Share

Performance for Your Post

2,291 People Reached

12 Likes, Comments & Shares

7 Likes	6 On Post	1 On Shares
4 Comments	2 On Post	2 On Shares
1 Shares	1 On Post	0 On Shares


39 Post Clicks

4 Photo Views	0 Link Clicks	35 Other Clicks
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NEGATIVE FEEDBACK

3 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

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Frankston City Council
May 24 · 🌐

We have been out and about chatting with you about our Draft 2021–2025 Council Plan and Budget — and we've loved hearing from you 😊

There's still plenty of time to catch us around town if you want to provide feedback:


📅 Wednesday 26 May
9.30am–12pm, Carrum Downs Regional Shopping Centre
12–2pm, Down the Street Cafe, Foot Street, Frankston

📅 Thursday 27 May
6–8pm, SkyBus Stadium (Frankston Park Footy Oval)

📅 Saturday 5 June
9–11am, Gateway Plaza, Langwarrin
12.30–2.30pm, Karingal Hub

Or have your say now: <https://bit.ly/3o7OuDr>

#CouncilPlan #Budget #FrankstonCity #BudgetforaBetterFuture #YourRatesAtWork #OurCommunity #HaveYourSay



👍 16

4 Comments 2 Shares

Performance for Your Post

3,350 People Reached

27 Likes, Comments & Shares

16 Likes	16 On Post	0 On Shares
9 Comments	8 On Post	1 On Shares
2 Shares	2 On Post	0 On Shares

145 Post Clicks

4 Photo Views	4 Link Clicks	137 Other Clicks
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NEGATIVE FEEDBACK

2 Hide Post	0 Hide All Posts
0 Report as Spam	0 Unlike Page

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Facebook events

