# FRANKSTON CITY COUNCIL

# COUNCIL MEETING
# SUPPORTING INFORMATION

## 2026/CM9
## 3 AUGUST 2026

# TABLE OF CONTENTS

**11**

**11.1 Draft Kananook Precinct Plan - August 2026 and Draft Planning Scheme Amendment C150fran**

Attachment B Draft Kananook Precinct Plan - August 2026 .....2

**12.2 Community Satisfaction Survey Report 2026**

Attachment A Community Satisfaction Report 2026 .....81

# Consideration of City Planning Reports

# DRAFT KANANOOK PRECINCT PLAN - AUGUST 2026 AND DRAFT PLANNING SCHEME AMENDMENT C150FRAN

## Draft Kananook Precinct Plan - August 2026

**Meeting Date: 3 August 2026**

**Attachment: B**

# Kananook Precinct Plan

## Draft
## August 2026




Shaping a connected thriving and sustainable precinct for Frankston City

# Quality Assurance

## Kananook Precinct Plan

### Revisions

| No. | Date | Description | Prepared By | Reviewed By | Project Principal |
|---|---|---|---|---|---|
| 00 | 25 June 2026 | Draft Report | JK, MH | JK | JK |

**Prepared for**
©Frankston City Council 2026

30 Davey Street, Frankston
PO Box 490 Frankston Vic 3199
1300 322 322
info@frankston.vic.gov.au

frankston.vic.gov.au

Prepared by
Tract

Level 6/6 Riverside Quay
Southbank VIC 3006
(03) 9429 6133

tract.com.au

Project Number
324-0447-00-U-03-RP01

# Acknowledgement of Country

Frankston City Council acknowledges the Bunurong people of the Kulin Nation as the Traditional Custodians of the lands and waters in and around Frankston City, and value and recognise local Aboriginal and Torres Strait Islander cultures, heritage and connection to land as a proud part of a shared identity for Frankston City.

Council pays respect to Elders past and present and recognises their importance in maintaining knowledge, traditions and culture in our community.

Council also respectfully acknowledges the Bunurong Land Council as the Registered Aboriginal Party responsible for managing the Aboriginal cultural heritage of the land and waters where Frankston City Council is situated.

The Precinct is located on Bunurong Country. The Traditional Owners of this land are the Bunurong People of the Kulin Nation. The Bunurong People are represented by the Bunurong Land Council Aboriginal Corporation.

# Contents


**1 Introduction 06**

1.1 Purpose of the Plan 07

1.2 Precinct Overview 08

**2 Strategic Context 12**

2.1 State Policy Context 12

2.2 Local Strategies 14

**3 Precinct Analysis 16**

3.1 Land Use and Activity 16

3.2 Built Form 20

3.3 Interfaces and Edges 22

3.4 Movement and Access 23

3.5 Public Realm and Landscape 27

3.6 Planning Controls 31

3.7 Infrastructure and Drainage Constraints 32

3.8 Opportunities and Constraints 34

**4 Economic and Market Analysis 36**

4.1 Economic Context 36

4.2 Benchmarking and Market Signals 37

4.3 Adaptive Reuse 41

4.4 New Development and Built Form Outcomes 44

4.5 Precinct Case Study Insights 46

4.6 Streetscape 47

4.7 Final Position for Kananook 47

**5 Precinct Direction 48**

5.1 Precinct Vision 48

5.2 Guiding Principles 48

**6 The Precinct Plan 50**

6.1 Precinct Plan Framework 50

6.2 Land Use Framework 51

6.3 Built Form Framework 52

6.4 Key Sites 54

6.5 Streetscape 56

6.6 Open Space 62

6.7 Movement and Access 64

**7 Implementation 66**

**Appendices 67**

Appendix A Land Use and Zoning Rationale 67

Appendix B Level of Influence and Responsibility 70

Appendix C Flood Hazard Summary 71

Appendix D Supporting Socio-Economic Data 72

Appendix E Potentially Contaminated Land 76

# Table of Figures

## Figures


Figure 1. Site Plan 08
Figure 2. The Kananook Industrial Precinct, showing Sub-Precincts. 09
Figure 3. Demographic Data Analysis Area, showing 1.2 kilometre radius from the Precinct. 10
Figure 4. Excerpt from the Frankston City Industrial Strategy (2025) showing MICLUP land designations in Frankston City and Kananook Precinct highlighted 13
Figure 5. Extract from Frankston City Industrial Design Guidelines 14
Figure 6. Plan of development activity 17
Figure 7. Map of Key Projects 19
Figure 8. Built Form 21
Figure 9. Interface Plan 22
Figure 10. Vehicle Movement 23
Figure 11. 20-minute Walkability Map from the Precinct 24
Figure 12. 20-minute Cycling Map from the Precinct 24
Figure 13. Public transport, walking and cycling 25
Figure 14. Car Parking 26
Figure 15. Topography and Views Plan 27
Figure 16. Landscape Character and Vegetation Plan 28
Figure 17. Existing Wells Road Section 29
Figure 18. Existing McCulloch Avenue Section 30
Figure 19. Existing Easton Avenue Section 30
Figure 20. Planning Zones 31
Figure 21. Planning Overlays 31
Figure 22. Retarding Basin Plan (not to scale) 32
Figure 23. Inset of Retarding Basin Plan (not to scale) 32
Figure 24. Melbourne Water Flood Hazard Modelling, Kananook 33
Figure 25. Opportunities and Constraints 35
Figure 26. Seaford SA2, courtesy of Charter Keck Cramer 36
Figure 27. Spotswood and Newport 38
Figure 28. Morris Moor in Moorabbin 39
Figure 29. Kananook Precinct Plan 50
Figure 30. Land Use Plan 51
Figure 31. Building Heights Plan 53
Figure 33. Location Plan 55
Figure 34. Landmark Development Opportunity 55
Figure 32. Landmark Development Site 55
Figure 35. Streetscape and Public Realm Plan 57
Figure 36. Proposed Wells Road Section 58
Figure 37. Proposed Easton Avenue Section 59
Figure 38. Proposed McCulloch Avenue Section - Option 1 60
Figure 39. Proposed McCulloch Avenue Section - Option 2 61
Figure 40. Indicative concept plan for the retarding basin 62
Figure 41. Cross Section of Indicative Concept as shown at A-A in Figure 40 62
Figure 42. Close up of proposed Public Space 63
Figure 43. Access, Movement and Parking Plan. 65
Figure 44. Change in SEIFA Score (IRSSAD) by SA2 in Frankston LGA 2011-2021, courtesy of Charter Keck Cramer 72
Figure 45. Seaford House Sales 2024, over $1.5 million, courtesy of Charter Keck Cramer 75
Figure 46. Plan indicating locations of potentially contaminated land in and around the Precinct. 77

# Meaning of Terms

| Term | Definition |
|---|---|
| Depot Site | Council Operations Centre |
| DTP | Department of Transport and Planning |
| EPA | Environment Protection Authority (Victoria) |
| FMAC | Frankston Metropolitan Activity Centre |
| Kananook Industrial Sub-Precinct | the Precinct |
| MICLUP | Melbourne Industrial and Commercial Land Use Plan |
| LGA | Local Government Area |
| NEMP (ASC) | National Environment Protection Measure (Assessment of Site Contamination) |
| PfV | Plan for Victoria |
| PPN30 | Planning Practice Note 30 |
| PRSA | Preliminary Risk Screen Assessment |
| SA2 | Australian Bureau of Statistics - Statistical Areas Level 2 - generally have a population range of 3,000 to 25,000 persons |
| SEIFA | Australian Bureau of Statistics - Socio Economic Index for Areas - Ranks areas according to their relative socio-economic advantage and disadvantage using Census data. |
| SQEP | suitable qualified and experienced person |
| sqm. | square metres |

# 1 Introduction

**In July 2025, Frankston City Council adopted the Frankston City Industrial Strategy, which sets the long-term direction for the renewal and growth of industrial areas across Frankston City.**

**This Precinct Plan implements Action 24 of the Strategy, which identifies the Kananook Precinct as a priority for coordinated planning and renewal.**

**The Plan establishes a clear framework to guide land use, development and investment within the Precinct. It responds to the opportunity to better integrate key public and private landholdings, including the Frankston Stadium, Kananook Reserve and land along McCulloch Avenue.**

**The Plan positions the Precinct as an important employment area within Melbourne's south-east, supported by coordinated development, improved connectivity and more efficient use of land.**

**The Plan will guide future decision-making and inform the implementation of planning controls where required.**

## 1.1 Purpose of the Plan

### 1.1.1 Why a Precinct Plan is needed?

The Precinct Plan establishes a clear and coordinated framework to guide land use, development and investment within the Kananook Precinct.

It supports urban renewal by enabling employment growth, improving land use outcomes, and strengthening the economic role of the Precinct within Frankston City

### 1.1.2 Why Council is leading this project?

Council is preparing the Precinct Plan to:

1. Integrate key public assets, including the Frankston Stadium, Kananook Reserve and Council-owned land at McCulloch Avenue.
2. Provide clear direction for industrial and commercial uses, investment and redevelopment.
3. Support economic activity linked to sports, leisure and hospitality.
4. Guide the future use of both Council-owned and privately owned land, particularly along Wells Road.

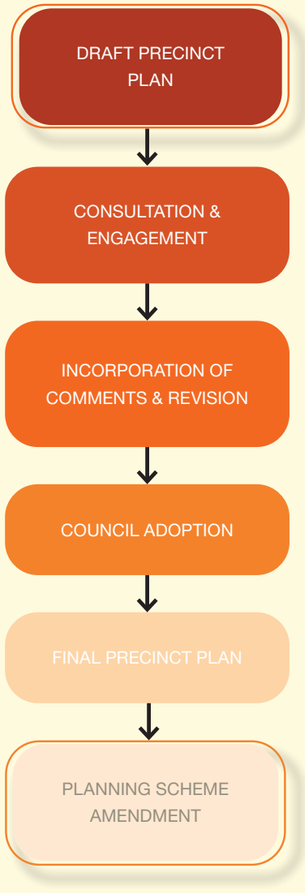
The Plan will position the Precinct as a key employment and activity area, while aligning future development with the broader strategic planning framework.

### 1.1.3 What the Precinct Plan does?

The Precinct Plan:

1. Defines the strategic role and function of the Precinct.
2. Identifies opportunities and constraints affecting future growth.
3. Sets a clear land use and development framework.
4. Outlines actions to support implementation.

### 1.1.4 Key Project Stages




The Precinct Plan will be developed through consultation, refinement and Council adoption, as outlined at left.

## 1.2 Precinct Overview

### 1.2.1 Regional Context

The Kananook Precinct is located in Seaford within Frankston City, forming the southern gateway to the City's industrial area.

The Precinct is strategically positioned between the Frankston Metropolitan Activity Centre and established industrial areas, with strong access to regional transport infrastructure. Wells Road provides direct arterial access, supported by proximity to the Frankston Freeway and the Frankston Railway Line.

The Precinct benefits from its proximity to Kananook Railway Station and planned improvements to walking and cycling connections, including links to the Frankston–Baxter Trail.

Surrounding land uses include established residential areas to the west and east, and industrial and commercial uses within the broader Seaford industrial precinct.

The Precinct is also located near significant coastal and environmental assets, including Port Phillip Bay and Kananook Creek, which contribute to its unique setting and present both opportunities and constraints for future development.

**Figure 1.** Site Plan



## 1.2.2 The Precinct in detail

The Kananook Precinct comprises a mix of industrial, commercial and Council-owned land, positioned around key public assets including the Frankston Stadium and Kananook Reserve.

The Precinct is structured into four distinct sub-precincts, each with a different role, land use pattern and opportunity for change, shown in Table 1 below. This structure supports a more coordinated approach to future development and investment.

The Precinct is well connected to surrounding areas via Wells Road and the Frankston Railway Line, and is influenced by its proximity to residential areas and nearby coastal and environmental assets.

Table 1. Kananook Sub-Precincts

| Sub-Precinct | Sub-Precinct Description |
|---|---|
| Sub-Precinct 1: Wells Road | Industrial and emerging commercial uses with strong exposure and access. |
| Sub-Precinct 2: Easton Avenue | Established industrial area supporting employment and economic activity. |
| Sub-Precinct 3: McCulloch Avenue | Largely Council-owned land with opportunity for coordinated redevelopment. |
| Sub-Precinct 4: Kananook Car Park | Three stories, multi level park and ride facility opened in May 2025 |

Figure 2. The Kananook Industrial Precinct, showing Sub-Precincts.



### 1.2.3 Local Demographics

The catchment, as shown in orange in Figure 3, includes a high proportion of lone-person households and a significant share of low-income households. Travel patterns are heavily car-dependent:

- Approximately 70% of residents travel to work by private vehicle.
- 4.3% of residents use public transport.
- 1.4% of residents walk or cycle.

Residents within the 1.2-kilometre catchment are a key user group for the Precinct.

*Data presented in this section is based on the Australian Bureau of Statistics 2021 Census.*

**Figure 3.** Demographic Data Analysis Area, showing 1.2 kilometre radius from the Precinct.



## Demographics Summary

**9,641**

was the usual resident population within the demographic analysis area. This represented a 0.6% change from 2016

**31.3%**

of people in demographic analysis area were of English ancestry. 25.9% were of Australian ancestry followed by 8.7% of Irish ancestry. 1.4% of people were of Aboriginal or Torres Strait Islander ancestry

**40.3%**

of households earned an income of less than $1,000 per week, compared to 25.1% of households in Greater Melbourne. 46.9% of households in demographic analysis area earned a weekly income of$1,000 to $3,000

**38.1%**

of housheholds in demographic analysis area were occupied by a Lone Person. This was followed by Couple with no children (19.2%) & Couple with children (15.9%)

**15.2%**

of the workforce worked in Health Care and Social Assistance. This was followed by Construction (12.6%) & Retail Trade (10.4%)

**35 to 49**

(Parents and homebuilders) is the most common age group comprising 22.2% of the population followed by Young workforce(25 to 34) at 15.8% and Older workers and pre-retirees (50 to 59) at 14.1%

## Methods of Travel to Work

**1.4%**
Walked or Cycled

**4.3%**
Public Transport

**69.4%**
Private Motor Vehicle

**24.3%**
Worked from Home

## Housing Types

**60.7%**
Detached House

**30.1%**
Medium Density: Apartments / Flats of 1-3 Storeys

**7.7%**
Medium Density: Apartments / Flats of 1-3 Storeys

**0.0%**
Medium to High Density: Apartments / Flats of 4-8 storeys

**0.0%**
High Density: Apartments / Flats 9 storeys or greater

# 2 Strategic Context

## 2.1 State Policy Context

### 2.1.1 Plan for Victoria - 2025

Plan for Victoria is the Victorian Government's long-term land use framework guiding growth to 2050. It brings together policies on settlement, housing, economic development, sustainability and infrastructure into a coordinated plan delivered through the planning system.

Kananook is not identified as a 'priority' centre under the Activity Centre program. However, PfV still anticipates growth in locations like Kananook to improve access to jobs, education, services and retail, while supporting resilient and inclusive communities.

PfV designates the Precinct as an Activity Centre - Housing Choice & Station.

### 2.1.2 Melbourne Industrial and Commercial Land Use Plan - 2020

The MICLUP draws directly from the initiatives in the superseded Plan Melbourne (replaced by Plan for Victoria) that aim to support jobs and economic growth across Melbourne as it grows by ensuring the city remains an attractive place for investment. This means ensuring a pipeline of appropriate industrial and commercial land in locations that support and strengthen industry and expected population growth.

The MICLUP provides an overview of current and expected future industrial and commercial needs for land across Metropolitan Melbourne and establishes a planning framework to support government to plan effectively for future employment and industry needs.

The MICLUP assesses Metropolitan Melbourne based on geographic region. The Precinct and the entirety of the Frankston City Council LGA falls within the Southern Region. **The MICLUP identifies the Precinct as part of a larger Regionally Significant Industrial Area.**

The MICLUP identifies the significant amount of state, regional and locally significant industrial and commercial land across the Southern Region and specifically calls out the established industrial areas in Frankston City as having limited expansion capacity.

MICLUP supports jobs and economic growth by ensuring a pipeline of industrial and commercial land to meet future demand.

It sets a planning framework for Metropolitan Melbourne based on geographic regions. The Precinct sits within the Southern Region and is identified as part of a Regionally Significant Industrial Area.

Key findings for the Southern Region and Frankston City:

- Established industrial areas have limited capacity for expansion.
- Industrial land plays a critical role in supporting the regional economy.

MICLUP identifies land in the Precinct as Regionally Significant Industrial Land. It directs planning to:

> *Retain industrial land at... Seaford... predominately for industrial uses, limit encroachment by other uses that would fragment this land and protect them from encroachment of sensitive uses that may compromise development and efficient operation of businesses in these locations.*
>
> *Investigate and identify areas within regionally-significant industrial precincts that could support other employment uses, including offices, creative industries and start-ups, that support or are well connected to adjacent employment uses or transport connections.*

**Figure 4.** Excerpt from the Frankston City Industrial Strategy (2025) showing MICLUP land designations in Frankston City and Kananook Precinct highlighted



## 2.2 Local Strategies

### 2.2.1 Frankston City Industrial Strategy - July 2025

The Strategy sets a framework to support local employment and economic growth across the municipality. The Strategy:

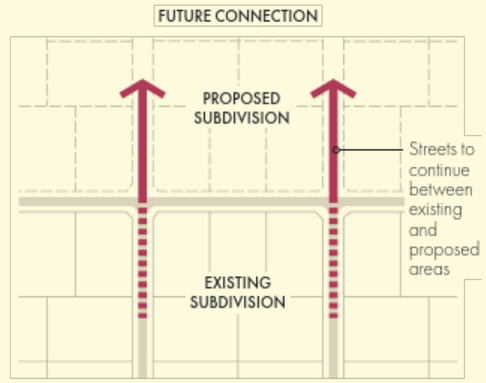
- Identifies Kananook as a priority precinct for renewal.
- Supports transition to more flexible employment uses.
- Encourages intensification and better use of land.
- Promotes coordinated redevelopment outcomes.

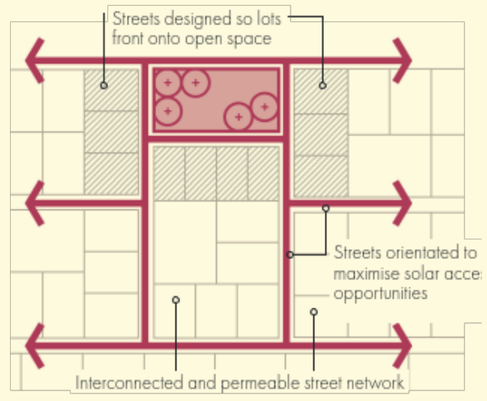
### 2.2.2 Frankston City Industrial Design Guidelines - July 2025

The Guidelines accompany the Frankston City Industrial Strategy and provide guidance for the design of developments and subdivisions in Frankston City's industrial precincts. The Guidelines aim to:

- Improve building design and streetscape quality.
- Strengthen landscape character and amenity.
- Support safe and functional movement networks.
- Enhance the interface with surrounding areas.
- Planting of new trees and enough tree planting.
- To ensure signage and advertising is designed and located to be compatible with the surrounding streetscape character, integrated into the design of the building.
- To ensure new development responds to the local character, environmentally sustainable development and create a more pleasant environment for businesses and residents alike.
- To ensure the siting of buildings provides adequate space for landscaping and planting and strengthen the landscape character of the area, with proper setbacks from the lot boundaries.

**Figure 5.** Extract from Frankston City Industrial Design Guidelines



### 2.2.3 Frankston City Economic Development and Skilled Community Strategy - May 2024

The Frankston City Economic Development and Skilled Community Strategy focuses on strengthening the local economy and leveraging regional opportunities. The Strategy:

- Supports diversification of local employment options.
- Encourages growth in service-based and emerging sectors.
- Strengthens the role of key activity areas.
- Builds on Frankston City's competitive advantages.

### 2.2.4 Frankston City Urban Forest Action Plan - October 2020

The Urban Forest Action Plan is a 20-year strategy to increase canopy cover and green infrastructure across Frankston City, to improve health and reduce climate impacts.

The Action Plan:

- Increases tree canopy and landscaping.
- Improves amenity and thermal comfort.
- Enhances streets and public spaces.
- Supports greener, more liveable environments.

Collectively these strategies support the transition of the Precinct to a more intensive, well design and economically productive employment area

# 3 Precinct Analysis

## 3.1 Land Use and Activity

### 3.1.1 Overview

The Precinct accommodates a mix of industrial, commercial and retail uses.

Wells Road is characterised by a concentration of car yards and motor and trade-related retail providing limited street activation.

Easton Avenue and McCulloch Avenue contain a more varied mix of uses, including panel beaters and motor repair businesses.

Council's Depot Site is partly used for storage, with the remainder functioning as a retarding basin for drainage managed by Melbourne Water.

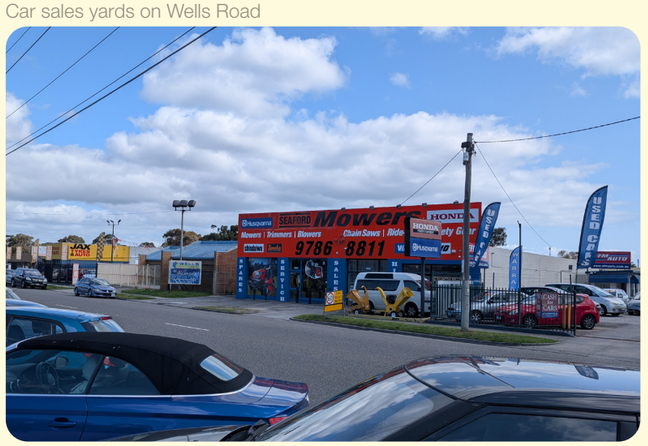
#### Key issues and challenges

1. Poor visual presentation along key corridors.
2. Ageing and underutilised building stock.
3. Fragmented lot pattern limiting redevelopment.
4. Interface issues with surrounding uses.

Businesses along Easton Avenue.




Car sales yards on Wells Road




### 3.1.2 Development Activity

Development activity within the Precinct is primarily focused on commercial and industrial development. Below are the key planning permit applications in the current pipeline.

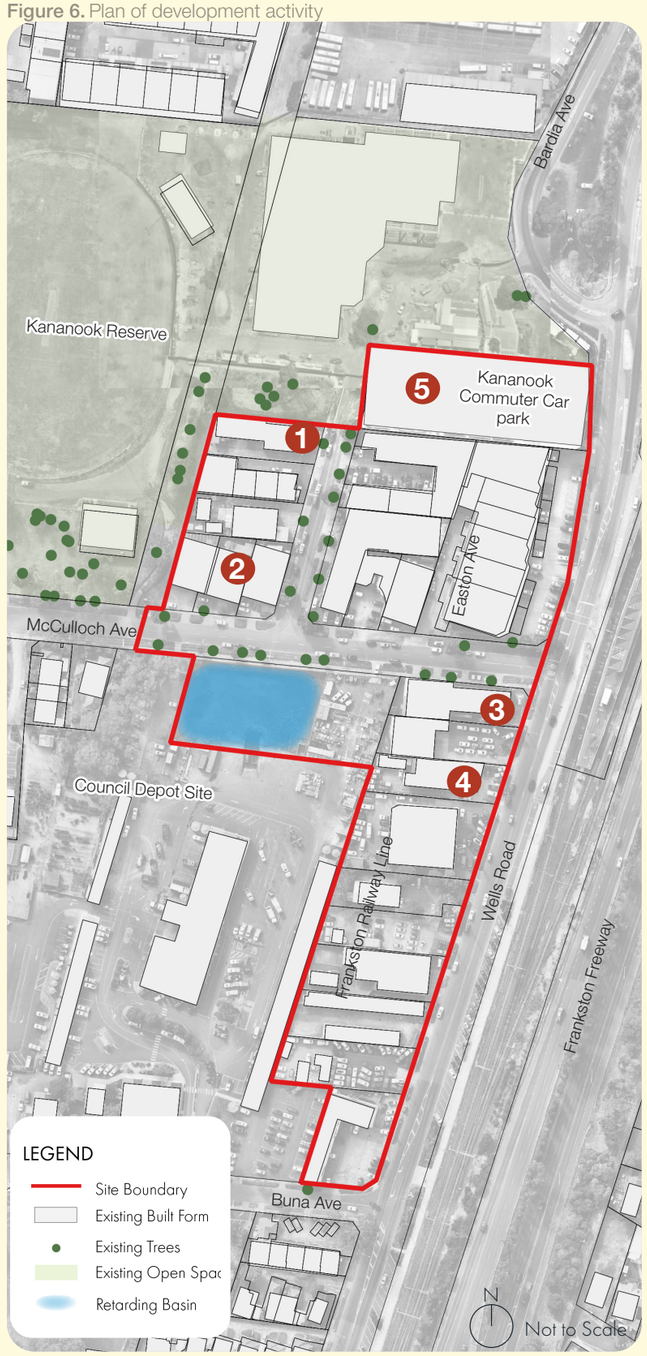
#### Key issues and challenges

1. Development activity has been limited and largely incremental.
2. Recent approvals have not materially changed the Precinct's land use pattern or built form.
3. Fragmented ownership and site conditions limit coordinated redevelopment.
4. Existing development trends do not support the Precinct's longer-term strategic role.

Table 2. Development Activity across the Precinct

| Plan Ref. | Location | Application No. | Date | Status | Proposal |
|---|---|---|---|---|---|
| 1 | 5 Easton Ave | 55/2022/P | 3/6/2022 | Approved | To use the land for a restricted recreation facility in an Industrial 1 Zone (IN1Z). |
| 2 | 35 McCulloch Ave | 919/2025/P | 9/7/2025 | Proposed | To use the land for a restricted recreational facility (sports recovery centre) |
| 3 | 1/36 Wells Rd | 379/2020/P | 23/12/2020 | Approved | To use the land for a restricted retail premises (bicycle store) and a food and drink premises (cafe) in an Industrial 1 Zone (IN1Z), to display business identification signage and to reduce the number of car parking spaces required under Clause 52.06-5 of the Frankston Planning Scheme. |
| 4 | 34 Wells Road | `122/2024/P | 9/7/2025 | Approved | To use the land for an adult sex product shop in an Industrial 1 Zone (IN1Z), to reduce the number of car spaces required under Clause 52.06 and to display business identification signage. |
| 5 | 39 Wells Road | 760/2022/P | 13/4/2023 | Approved | To use and construct buildings and works for a car park in an Industrial 1 Zone (IN1Z), to construct buildings and works in a Special Building Overlay (SBO) and to create and alter access to a road in a Transport Zone 2 (TZ2). |

Figure 6. Plan of development activity



## 3.1.3 Key Projects

### Frankston Stadium

The redevelopment of the Frankston Stadium is a significant public investment led by Frankston City Council in partnership with the Victorian and Australian Governments.

The upgraded facility delivers 10 basketball courts, increasing capacity and establishing the stadium as a major regional sports venue.

The project represents an investment of over $65.9 million, significantly expanding the scale and function of the facility. Once operational, the stadium is expected to attract more than 450,000 visitors per year, supporting local businesses, increasing activity and strengthening the economic role of the Precinct.

Beyond its function as a sports facility, the stadium acts as a key catalyst for the Precinct. Increased visitation and activity create opportunities for complementary uses, including health, recreation and hospitality, and support a transition to a more active and diverse employment area.

Images of Frankston Stadium






### Kananook Reserve Masterplan

Planned upgrades to Kananook Reserve will improve amenity, accessibility and connections within and around the Precinct.

These improvements support better integration between open space, employment land and surrounding uses, and contribute to a higher quality public environment

### Kananook Commuter Car Park

A new multi-level commuter car park has been delivered on Council-owned land adjacent to the Kananook Station and Frankston Stadium, providing approximately 320 car parking spaces.

The facility significantly increases parking supply within the Precinct and supports access to the stadium, rail station and surrounding employment land.

While the car park improves accessibility and supports increased activity, it does not, in isolation, change the underlying land use or built form of the Precinct. Its primary role is to enable and support future growth and intensification of surrounding sites.

**Figure 7.** Map of Key Projects



## 3.2 Built Form

Building heights across the Precinct are generally one to two storeys, with the commuter car park at three storeys, forming the most prominent built element within the northern area. Built form is varied, with a mix of older industrial buildings and more recent structures, reflecting incremental change over time.

Development is typically set back from the street and designed to accommodate servicing and vehicle access, particularly along Wells Road. This pattern limits street activation and contributes to a fragmented public realm condition.

Building condition and presentation vary across the Precinct. While some sites have been upgraded, many properties (particularly along Easton Avenue) and parts of McCulloch Avenue reflect ageing building stock and underutilisation.

The Council depot site includes a large open area used for storage and drainage (retarding basin), which interrupts the urban structure but also presents a significant opportunity for future redevelopment, subject to drainage constraints.

### Key issues and challenges

1. Ageing and inconsistent building stock across the Precinct.
2. Setbacks and vehicle-dominated frontages limit street activation.
3. Fragmented built form reduces continuity and public realm quality.
4. Poor interface with surrounding uses and open space.
5. Underutilised land, particularly along Easton Avenue and McCulloch Avenue.

Existing buildings on north side of McCulloch Avenue.




Existing buildings along Wells Road.



Existing buildings on the west Corner of McCulloch Avenue and Easton Avenue.



Existing buildings on the east corner of McCulloch Avenue and Easton Avenue.



**Figure 8.** Built Form



## 3.3 Interfaces and Edges

The Precinct is defined by a series of strong edges, including Wells Road, Easton Avenue and the interface with Kananook Reserve.

Wells Road forms the primary frontage and key interface with the broader road network. Development along this corridor is typically set back from the street and dominated by vehicle access and display areas, resulting in limited street activation and a poor pedestrian environment.

Easton Avenue and McCulloch Avenue provide internal connections within the Precinct. However, inconsistent setbacks, fencing and service areas create a fragmented and poorly defined interface with adjacent land uses.

The interface with Kananook Reserve presents a significant opportunity. While the Reserve provides a high-quality open space setting, the current edge is dominated by back-of-house conditions, including fencing and inactive frontages, limiting integration between the Precinct and the Reserve.

The Council depot site also creates a discontinuous interface. Large setbacks, vacant land and fencing contribute little to the public realm and weaken connections through the Precinct.

### Key issues and challenges

1. Poorly defined and inactive edges along key frontages.
2. Vehicle-dominated interfaces, particularly along Wells Road.
3. Weak integration with Kananook Reserve.
4. Fragmented internal connections and inconsistent setbacks.
5. Underutilised interfaces associated with the Council depot site.

Frontage to Wells Road.

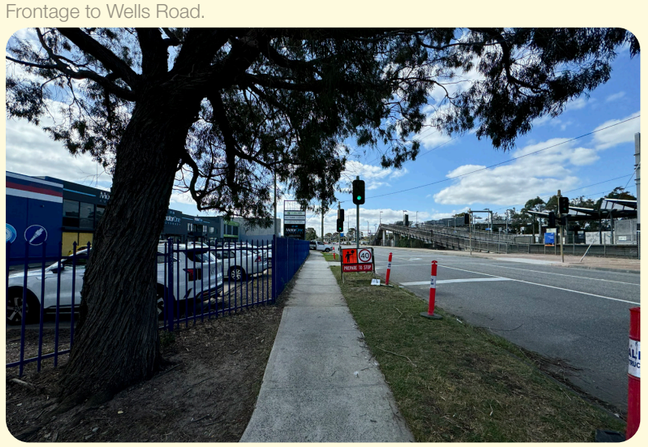
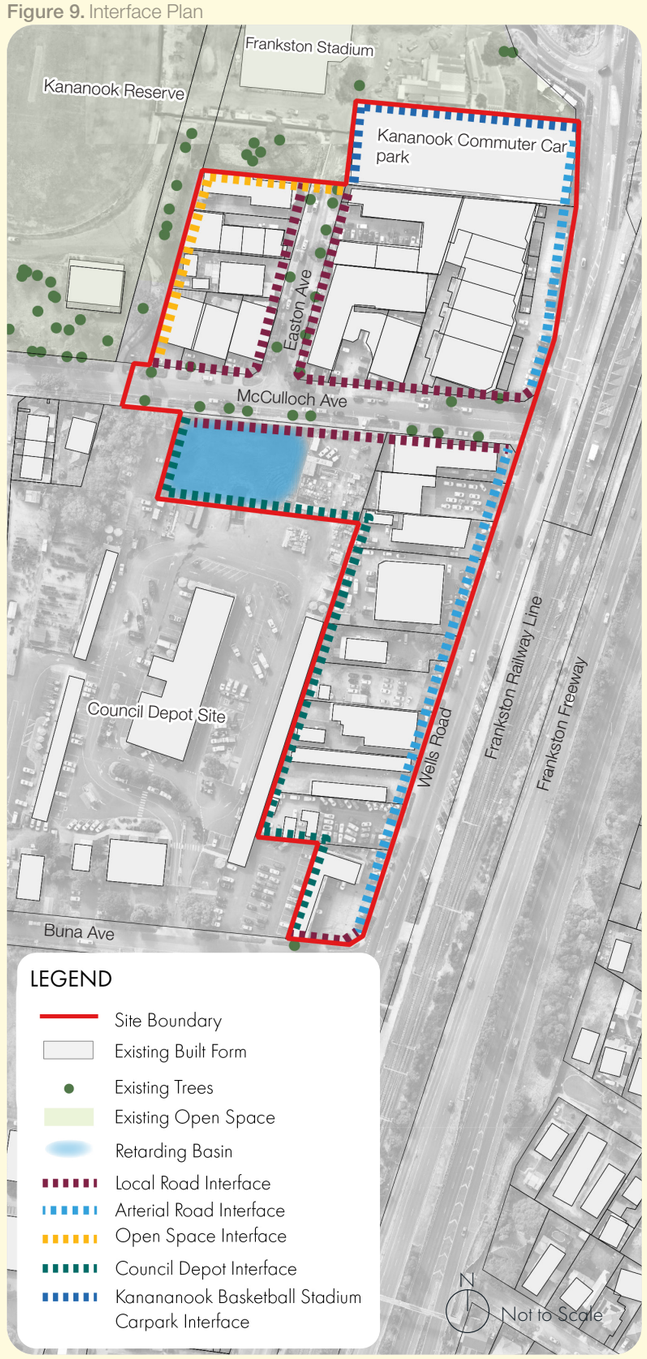


**Figure 9.** Interface Plan



## 3.4 Movement and Access

The Precinct benefits from strong regional and local access, with Wells Road providing a key arterial connection and direct links to the Frankston Freeway. The Precinct is also well serviced by public transport, with Kananook Railway Station located nearby.

Despite this accessibility, movement within the Precinct is constrained by a vehicle-dominated environment. Internal streets prioritise vehicle access and servicing, with limited pedestrian infrastructure and poor connectivity between key destinations.

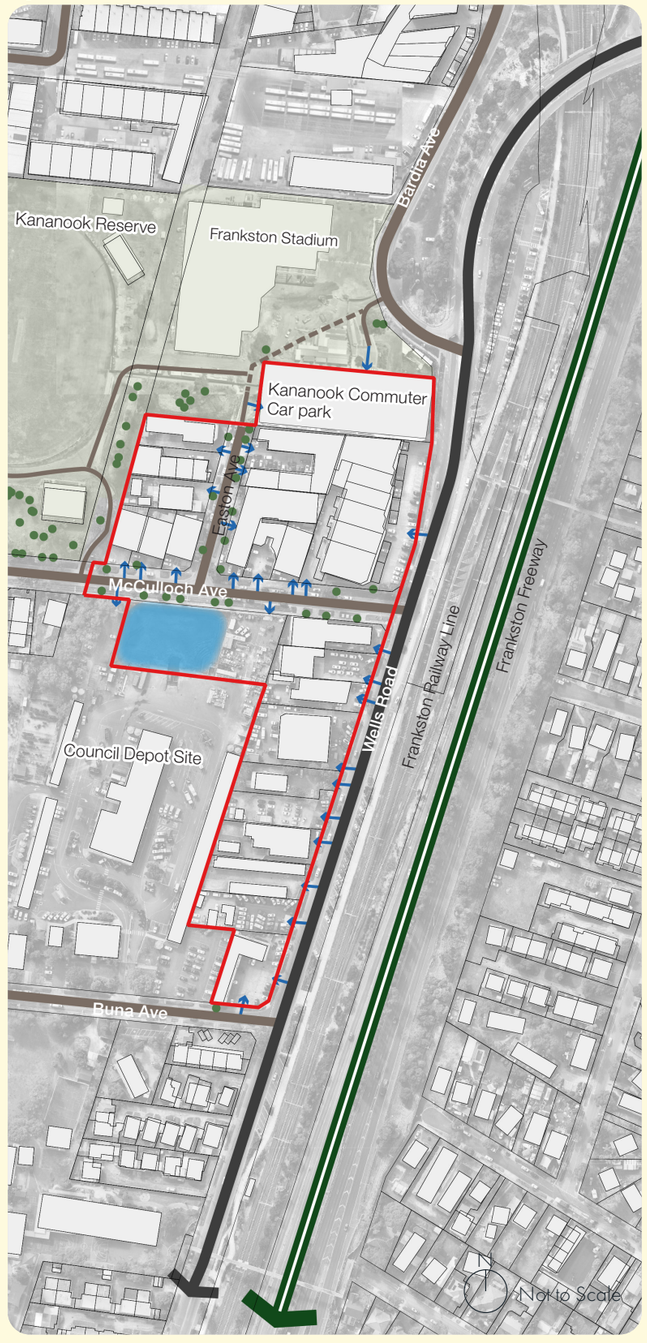
Wells Road functions as the primary movement corridor but presents a significant barrier to pedestrian movement. Access points are limited and the interface is dominated by vehicle access, restricting safe and direct connections across the corridor.

Recent infrastructure investment, including the commuter car park and stadium upgrades, will increase activity within the Precinct. Without improved internal connections and pedestrian access, this increased movement may reinforce existing constraints rather than support more integrated development outcomes.

### Key issues and challenges

1. Internal streets prioritise vehicles over pedestrians.
2. Wells Road acts as a barrier to movement and access.
3. Connectivity between key destinations within the Precinct is weak.
4. Increased activity from recent investment may intensify existing movement constraints.

**Figure 10.** Vehicle Movement



### 3.4.1 Walking and Cycling

The Precinct is located within walking distance of Kananook Railway Station and benefits from proximity to regional cycling routes, including connections to the Bay Trail and surrounding suburbs.

Despite this, walking and cycling connections within the Precinct are limited. Streets are primarily designed for vehicle movement, with narrow or discontinuous footpaths and limited dedicated cycling infrastructure.

Key corridors, including Wells Road, present barriers to safe and convenient pedestrian and cyclist movement due to traffic volumes and limited crossing opportunities.

Recent infrastructure investment has increased activity in the Precinct. Improving walking and cycling connections will be critical to support safe movement between key destinations, including the station, stadium and surrounding employment land.

### Key issues and challenges

1. Walking and cycling connections within the Precinct are limited.
2. Vehicle-dominated streets reduce safety and comfort for active movement.
3. Wells Road limits safe and convenient crossing opportunities.
4. Improved active transport links are needed between the station, stadium and surrounding destinations.

**Figure 11.** 20-minute Walkability Map from the Precinct

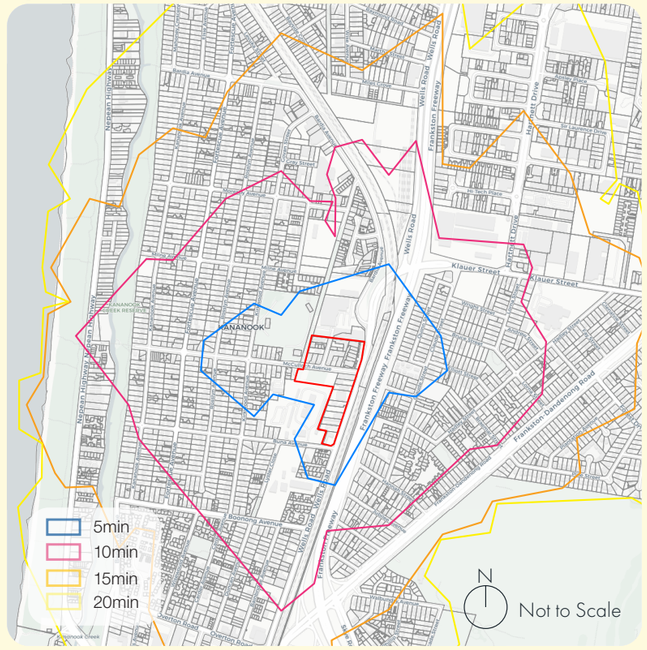
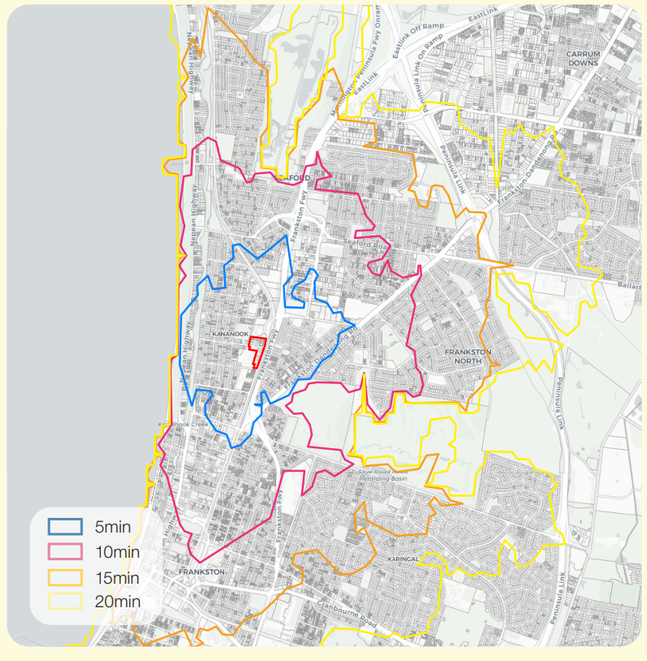



**Figure 12.** 20-minute Cycling Map from the Precinct



### 3.4.2 Public Transport

The Precinct is well serviced by public transport, anchored by Kananook Railway Station, which provides direct connections to Frankston City and central Melbourne via the Frankston line.

Bus routes along Wells Road and Nepean Highway provide additional local and regional connectivity.

Despite this level of access, the Precinct remains strongly car-oriented. Connections to the station and bus stops are constrained by vehicle-dominated streets and limited pedestrian infrastructure, particularly along Wells Road.

Improving access to public transport will be critical to support increased activity within the Precinct and enable a shift toward more sustainable travel patterns.

#### Key issues and challenges

1. Despite strong public transport access, the Precinct remains car-oriented.
2. Pedestrian access to Kananook Station is constrained, particularly across Wells Road.
3. Bus services are not well integrated with internal pedestrian routes.
4. Existing access arrangements do not support a more walkable precinct.

**Figure 13.** Public transport, walking and cycling



### 3.4.3 Parking

Parking within the Precinct is provided through a mix of on-site and on-street supply, supported by the recently delivered Kananook Commuter Car Park.

Recent parking assessments indicate that existing supply is generally sufficient to meet current demand, with capacity available both within the Precinct and in surrounding areas. This reflects the prevailing industrial and commercial land use pattern.

Despite this, the Precinct remains highly car-oriented. On-site parking and vehicle access dominate built form and streetscapes, particularly along Wells Road, reinforcing a vehicle-focused environment and limiting opportunities to improve street activation and the public realm.

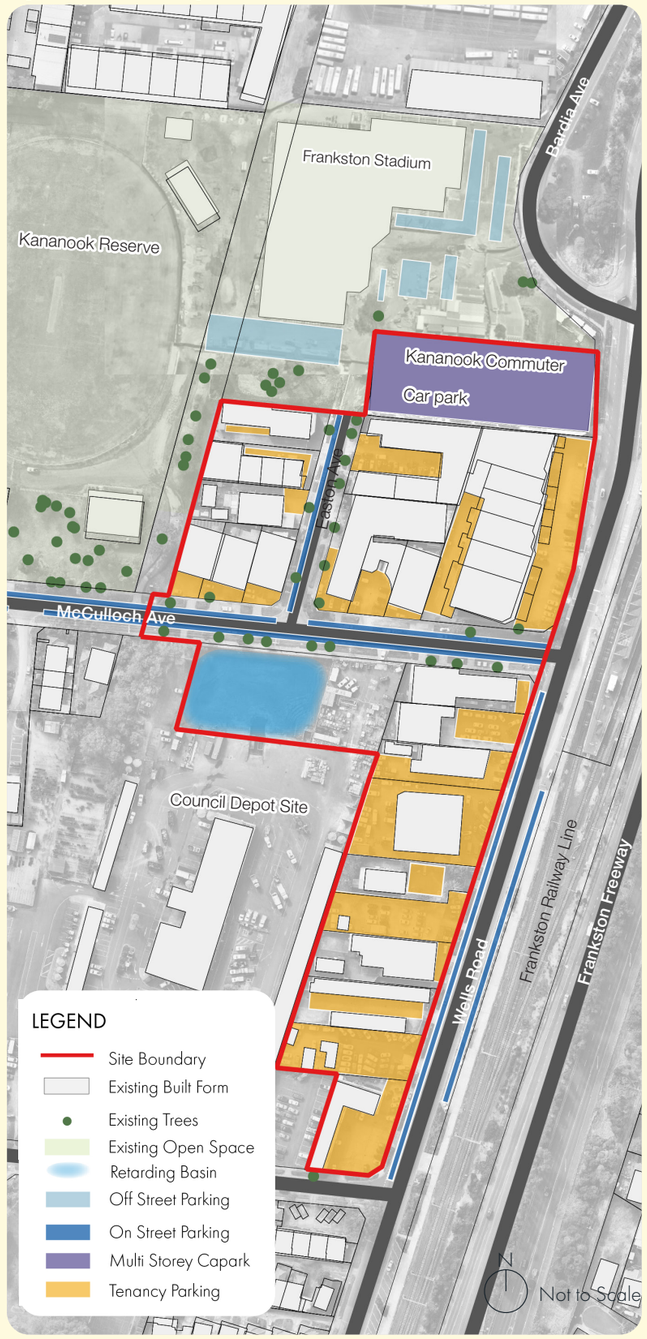
The introduction of the commuter car park will support increased activity associated with the stadium and surrounding uses. However, it is also likely to increase movement and parking demand within the Precinct, particularly along internal streets.

A more coordinated approach to parking and access will be required to support future redevelopment and improve the balance between vehicle access and a more active, pedestrian-friendly environment.

#### Key issues and challenges

1. Parking supply is adequate, but reinforces a car-dependent environment.
2. On-site parking and vehicle access dominate streets and frontages.
3. On-street parking limits opportunities to improve streetscape and activation.
4. Increased activity may intensify local parking and movement pressures.

**Figure 14.** Car Parking



## 3.5 Public Realm and Landscape

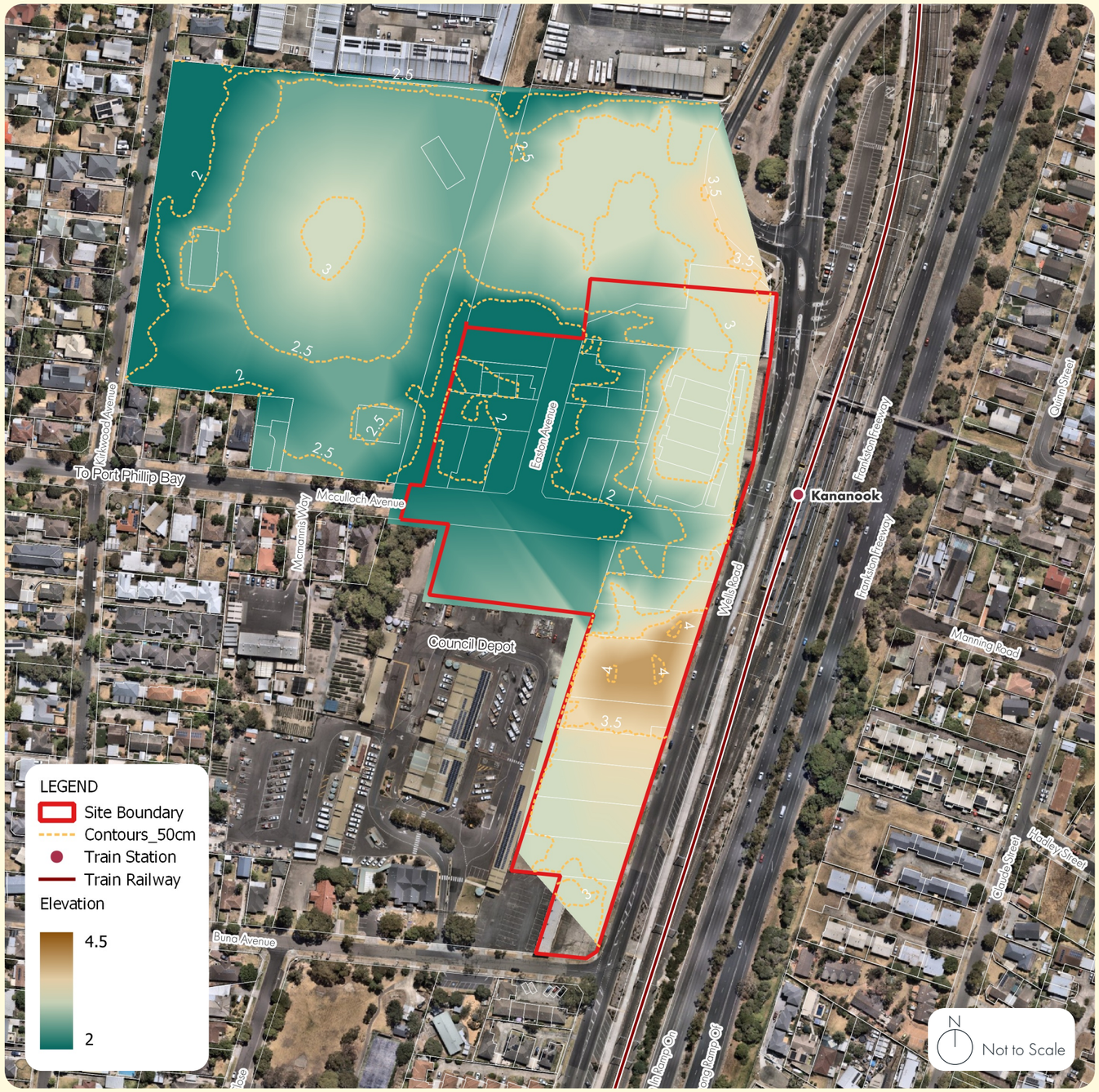
### 3.5.1 Topography and Views

The Precinct is generally flat, with elevation ranging from approximately 2.0 to 3.5 metres above sea level, with a gentle fall from Wells Road toward McCulloch Avenue and Easton Avenue.

This subtle change in level supports clear sightlines across parts of the Precinct. McCulloch Avenue provides a direct visual connection toward Kananook Creek, reinforcing its role as a key link to Port Phillip Bay. Easton Avenue frames shorter views between the Frankston Stadium and the Council depot, forming a distinct internal corridor.

These sightlines act as important structuring elements within the Precinct. They provide an opportunity to strengthen connections to surrounding destinations through coordinated built form, landscape treatment and street design.

**Figure 15.** Topography and Views Plan



### 3.5.2 Landscape Character

The Precinct is influenced by its proximity to Kananook Reserve, which contributes to landscape character and provides a significant open space setting. Land generally falls from west to east, with subtle level changes influencing drainage and views across the Precinct.

Despite this setting, the public realm is limited. The Precinct is dominated by hard surfaces, with minimal landscaping and low tree canopy coverage. Street planting is largely confined to McCulloch Avenue and Easton Avenue, where grassed verges provide some capacity for trees, while most sites lack on-site landscaping.

The Urban Forest Action Plan identifies the Precinct as having low canopy cover and high pedestrian heat exposure. This highlights the need to increase tree planting and improve local climate resilience.

Opportunities for planting vary across the Precinct. McCulloch Avenue provides the greatest opportunity due to its width and verge conditions. Easton Avenue also presents opportunities, although these are constrained by vehicle crossovers. Along Wells Road, opportunities are more limited due to extensive hardstand areas and frequent vehicle access points, and may require targeted interventions such as kerb outstands.

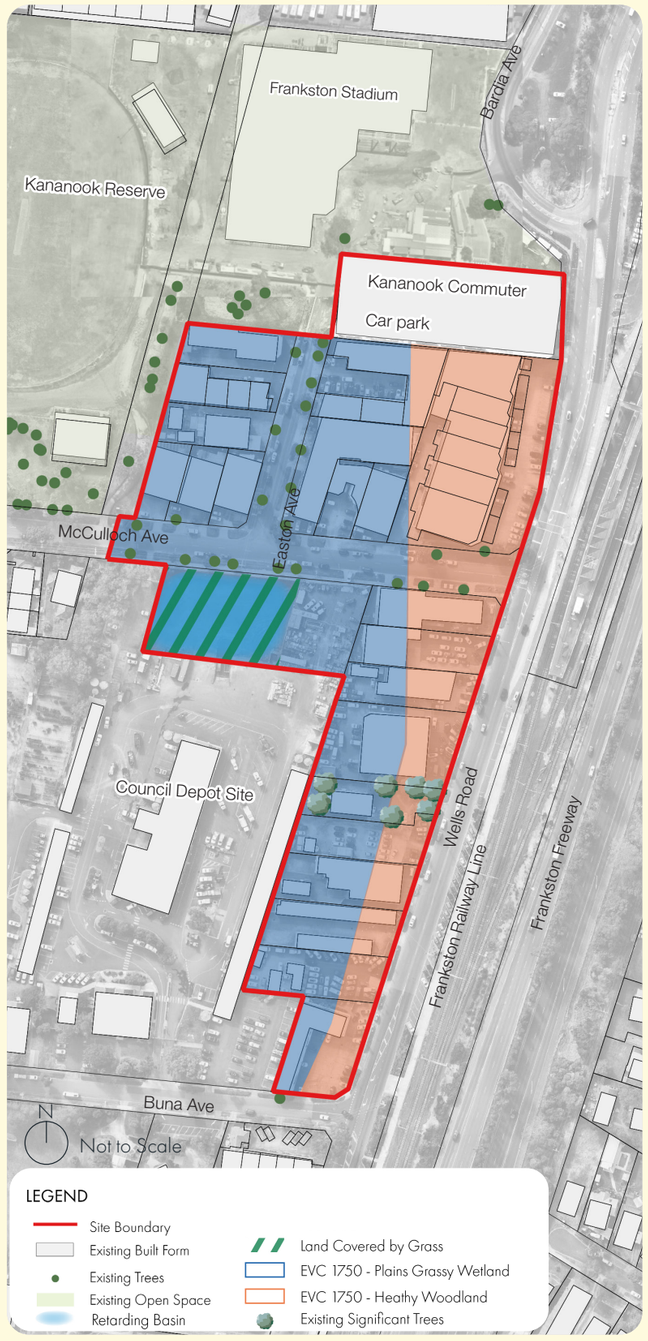
The Council depot site includes a large retarding basin along McCulloch Avenue, which is currently dominated by grass with limited vegetation. This presents a further opportunity to introduce planting, subject to drainage requirements.

Overall, increasing tree canopy across streets and private land will be critical to improving amenity, reducing heat and strengthening the identity of the Precinct.

#### Key issues and challenges

1. Low tree canopy and limited vegetation across the Precinct.
2. Streets are dominated by hard surfaces with minimal landscape treatment.
3. High pedestrian heat exposure reduces amenity and climate resilience.
4. Landscape opportunities are uneven and constrained in parts of the Precinct, particularly along Wells Road.

**Figure 16.** Landscape Character and Vegetation Plan



### 3.5.3 Streetscape

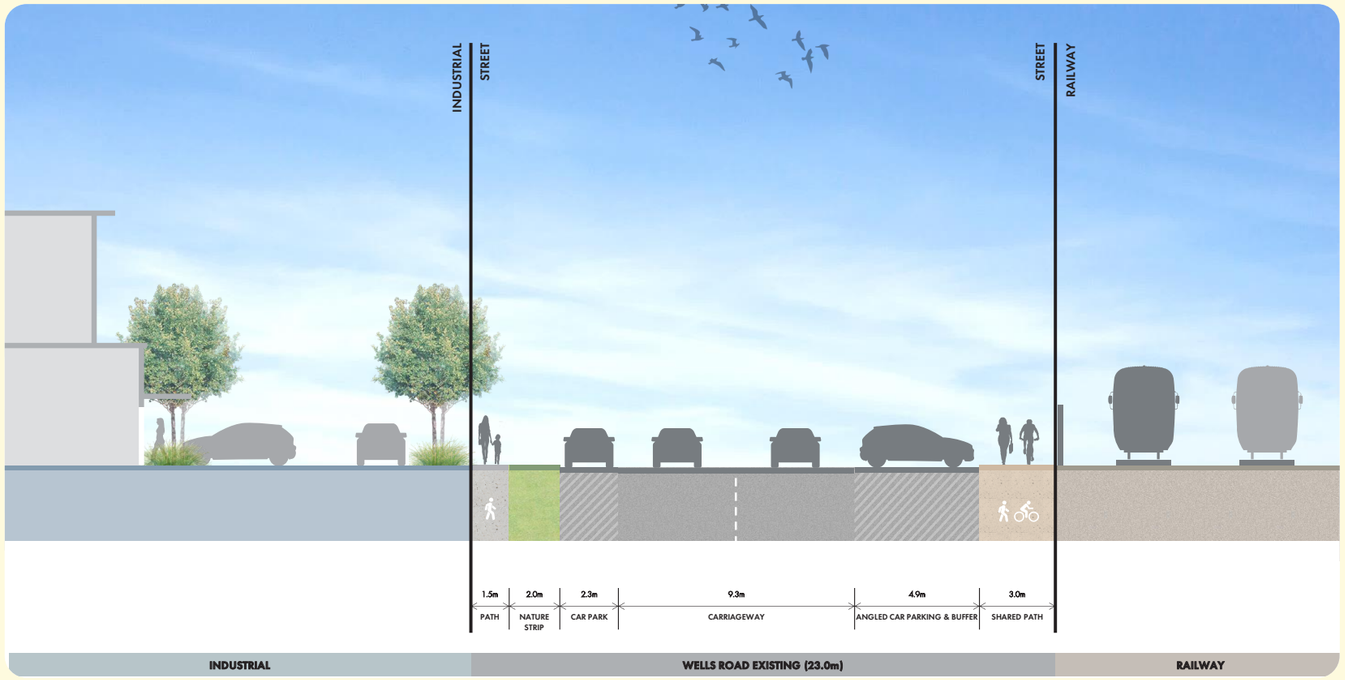
The Precinct's streets vary in character and function, reflecting their role in movement, access and interface with surrounding land uses. Future changes should improve streetscape quality, strengthen landscape character and support more active and pedestrian-friendly environments.

**Wells Road (arterial frontage)**

A wide arterial road with vehicle-dominated frontages, large setbacks and limited pedestrian amenity.

Future role: Improve pedestrian conditions and streetscape quality through targeted landscaping, reduced visual dominance of parking and more active frontages where appropriate.

**Figure 17.** Existing Wells Road Section



### McCulloch Avenue (key internal corridor)

A relatively wide street with verge space, offering opportunities for planting and improved pedestrian movement.

Future role: Strengthen landscape character, enhance pedestrian connections and support integration with key destinations including the stadium and Kananook Reserve.

### Easton Avenue (local access street)

A narrower street with industrial interfaces, frequent crossovers and limited landscape treatment.

Future role: Support access and servicing while improving safety, streetscape quality and pedestrian movement through targeted upgrades.

### Key issues and challenges

1. Streetscape quality is inconsistent across the Precinct.
2. Wells Road is dominated by traffic movement and offers poor pedestrian amenity.
3. McCulloch Avenue and Easton Avenue require targeted upgrades to support planting, safety and activation.
4. Street environments do not currently reflect the Precinct's strategic role or setting.

**Figure 18.** Existing McCulloch Avenue Section

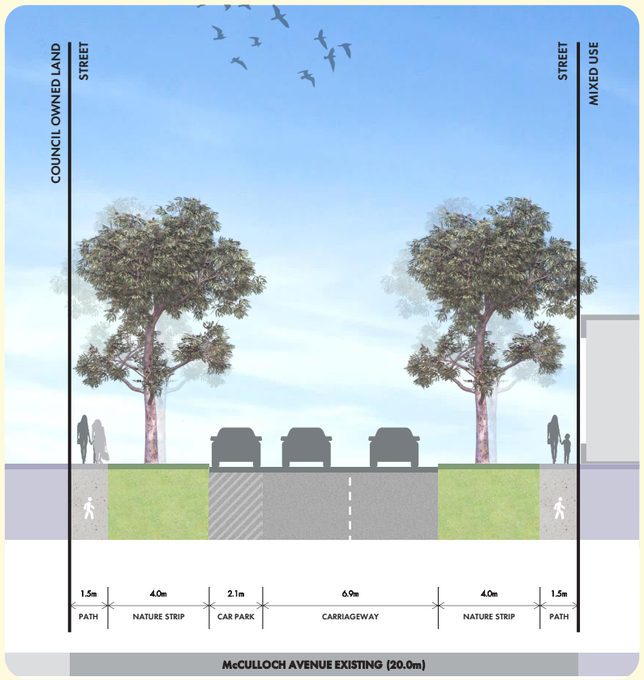
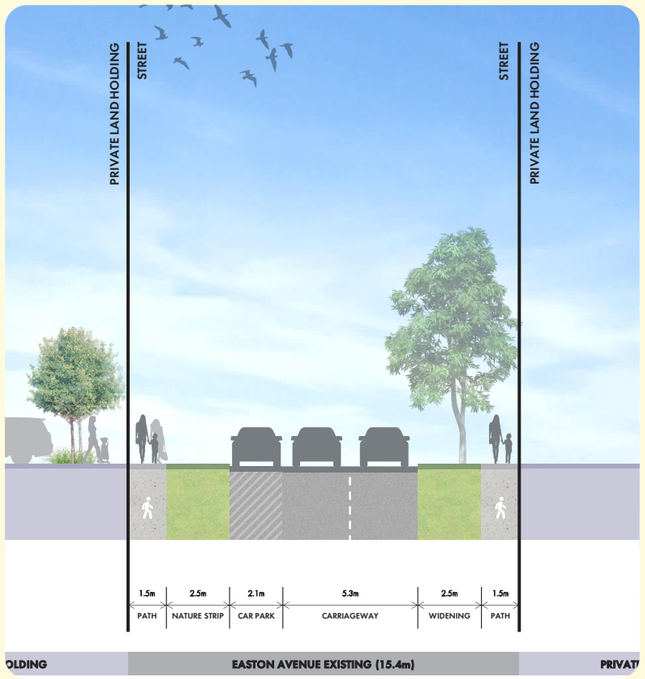



**Figure 19.** Existing Easton Avenue Section



## 3.6 Planning Controls

Planning controls within the Precinct support industrial and employment uses while managing surrounding interfaces and environmental constraints.

### 3.6.1 Municipal Planning Strategy

The Municipal Planning Strategy (MPS) identifies the Precinct as part of Frankston City's industrial land base, supporting employment uses and improved connections to key infrastructure.

It also recognises the need to manage interfaces with surrounding residential areas and open space, and to support economic growth through the renewal of existing industrial land.

### 3.6.2 Zoning

The Precinct is predominantly zoned Industrial 1 Zone (IN1Z), which supports a range of industrial and commercial activities.

- Provides for manufacturing, warehousing and associated uses.
- Requires buffers to protect surrounding sensitive uses.
- Limits more intensive commercial or residential activity

A portion of land is zoned Public Use Zone (PUZ), reflecting Council ownership and infrastructure use.

### 3.6.3 Overlays

The Precinct is affected by the Special Building Overlay (SBO), which manages flood risk associated with drainage conditions.

- Requires development to consider flood storage and flow.
- Limits built form in flood-affected areas.

The Precinct is affected by the Design and Development Overlay (DDO) which ensures development on impacted land is consistent with Frankston City's Industrial Strategy and Industrial Design Design Guidelines.

- Guides built form to be recessive and site responsive, preventing visual dominance.

### Key issues and challenges

1. Existing zoning supports industrial activity but limits broader land use transition.
2. Flooding and drainage controls constrain development in parts of the Precinct.
3. Current controls do not provide a tailored framework for precinct renewal.
4. Additional planning guidance is required to support coordinated redevelopment and built form outcomes.

**Figure 20.** Planning Zones

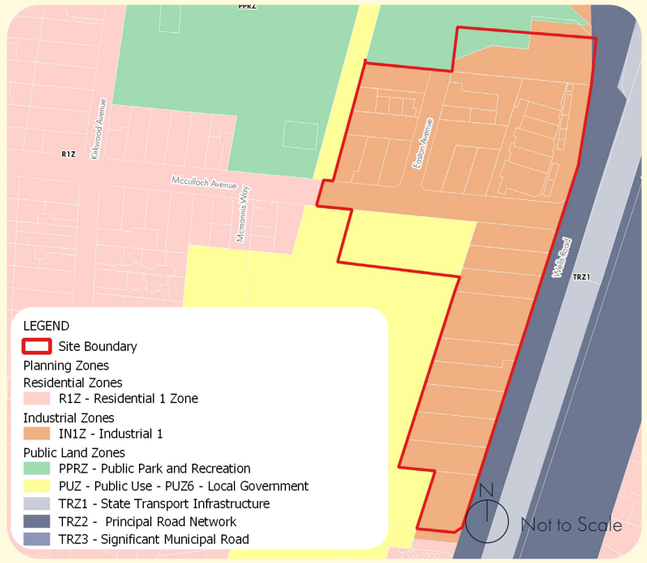
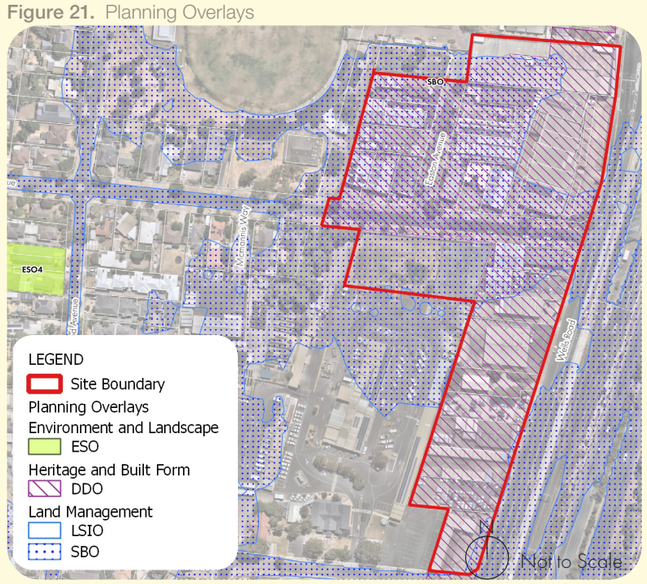



**Figure 21.** Planning Overlays



## 3.7 Infrastructure and Drainage Constraints

The Precinct includes a network of drainage infrastructure and easements that support stormwater management and overland flow paths, particularly through the Council depot site and along McCulloch Avenue.

Key infrastructure includes a Melbourne Water retarding basin, which plays a critical role in managing flood storage and drainage within the Precinct. This infrastructure must be maintained to ensure ongoing drainage performance.

These systems impose constraints on redevelopment, particularly within and around the depot site. Development must avoid compromising drainage capacity and may require incorporation of water-sensitive design and flood-compatible land uses.

While these constraints limit development in some locations, they also present opportunities to integrate open space, landscaping and public realm outcomes, where consistent with drainage requirements.

**Figure 22.** Retarding Basin Plan (not to scale)

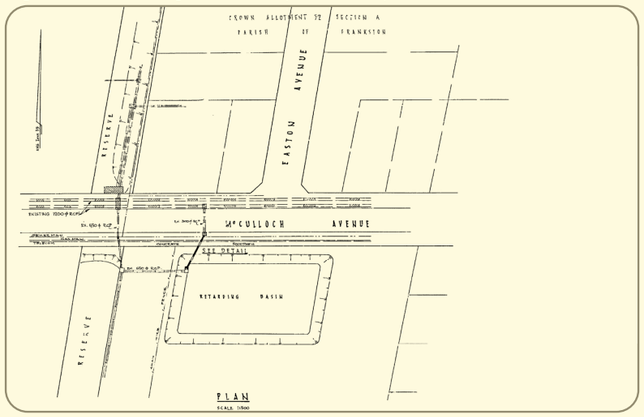
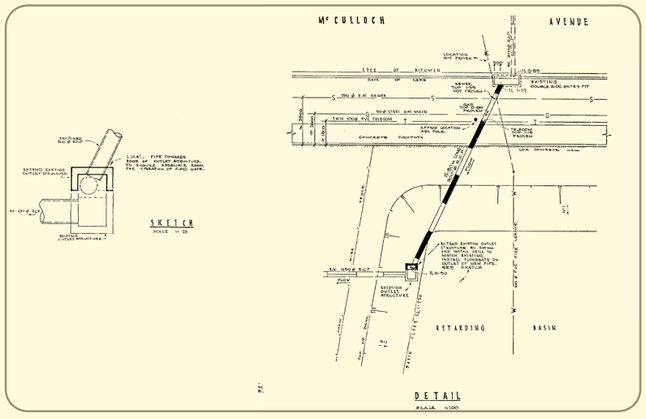



**Figure 23.** Inset of Retarding Basin Plan (not to scale)




### 3.7.1 Flooding and Implications

Melbourne Water flood modelling identifies areas of the Precinct subject to varying levels of flood risk, associated with drainage conditions and proximity to the retarding basin.

Land along Wells Road is generally identified as lower risk, while parts of the depot site and areas adjacent to the retarding basin are affected by higher flood hazard.

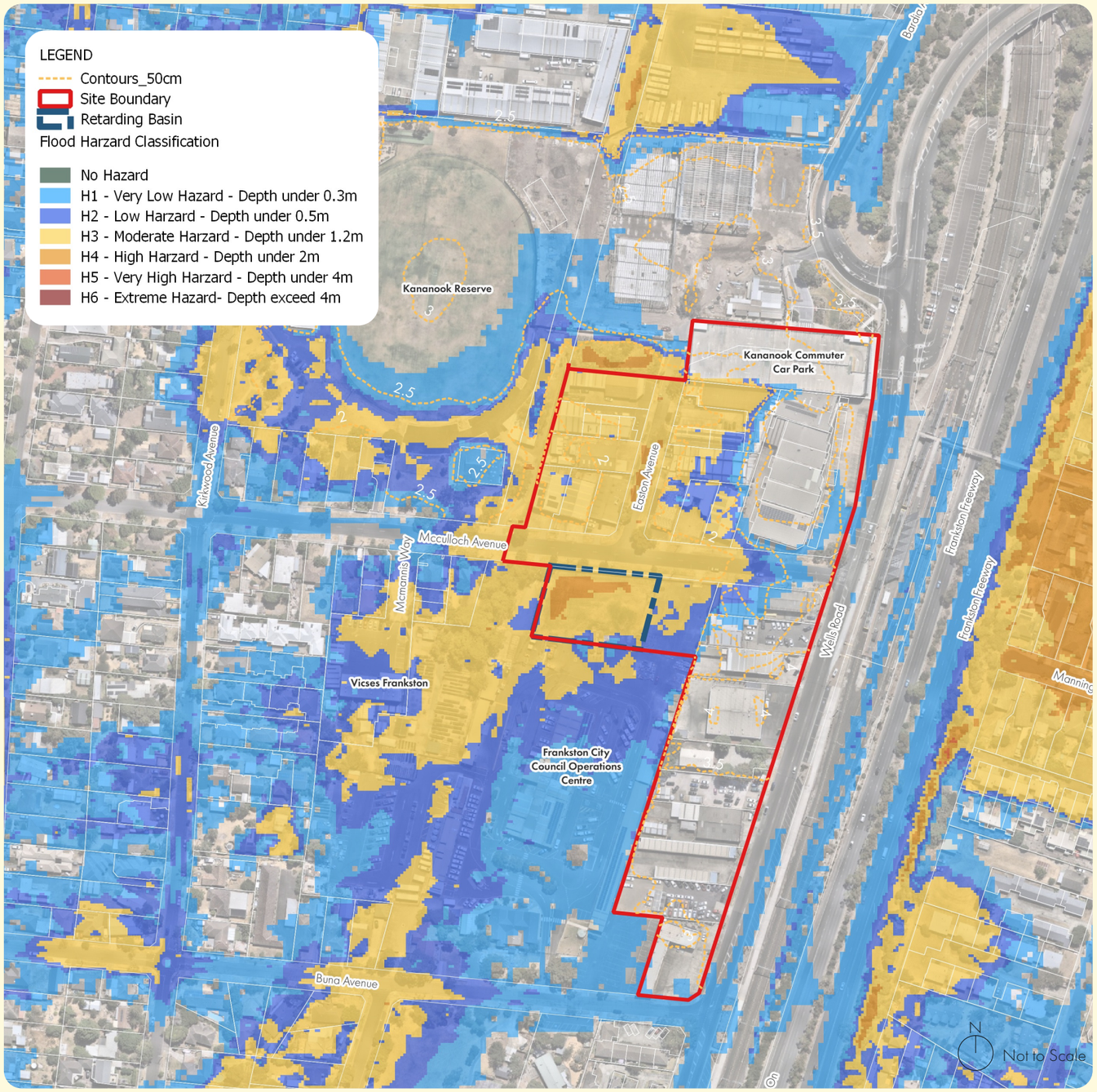
Development within these areas must respond to flood risk through appropriate design measures, including building layout, finished floor levels and flood-compatible uses.

Flooding represents a key constraint to redevelopment and must be addressed through coordinated site planning and infrastructure design.

#### Key issues and challenges

1. Drainage infrastructure and easements constrain redevelopment potential.
2. The retarding basin is a critical asset that limits development on the Council depot site.
3. Flood risk affects parts of the Precinct and must inform land use and design responses.
4. Infrastructure constraints require coordinated, site-specific planning solutions.

**Figure 24.** Melbourne Water Flood Hazard Modelling, Kananook



## 3.8 Opportunities and Constraints

### 3.8.1 Opportunities

#### Built Form and Land Use

1. Support transition to more flexible employment uses.
2. Consolidate and redevelop underutilised land.
3. Improve built form outcomes at key frontages.

#### Movement and Access

4. Improve internal connectivity and pedestrian movement.
5. Strengthen links to Kananook Station and surrounding areas.
6. Reduce dominance of vehicle access and parking.

#### Landscape and Public Realm

7. Increase tree canopy and improve streetscape quality.
8. Strengthen connections to Kananook Reserve.
9. Enhance identity and amenity through coordinated public realm design.

### 3.8.2 Constraints

#### Infrastructure and Environment

1. Retarding basin and drainage infrastructure limit redevelopment.
2. Flood risk constrains development in part of the Precinct.

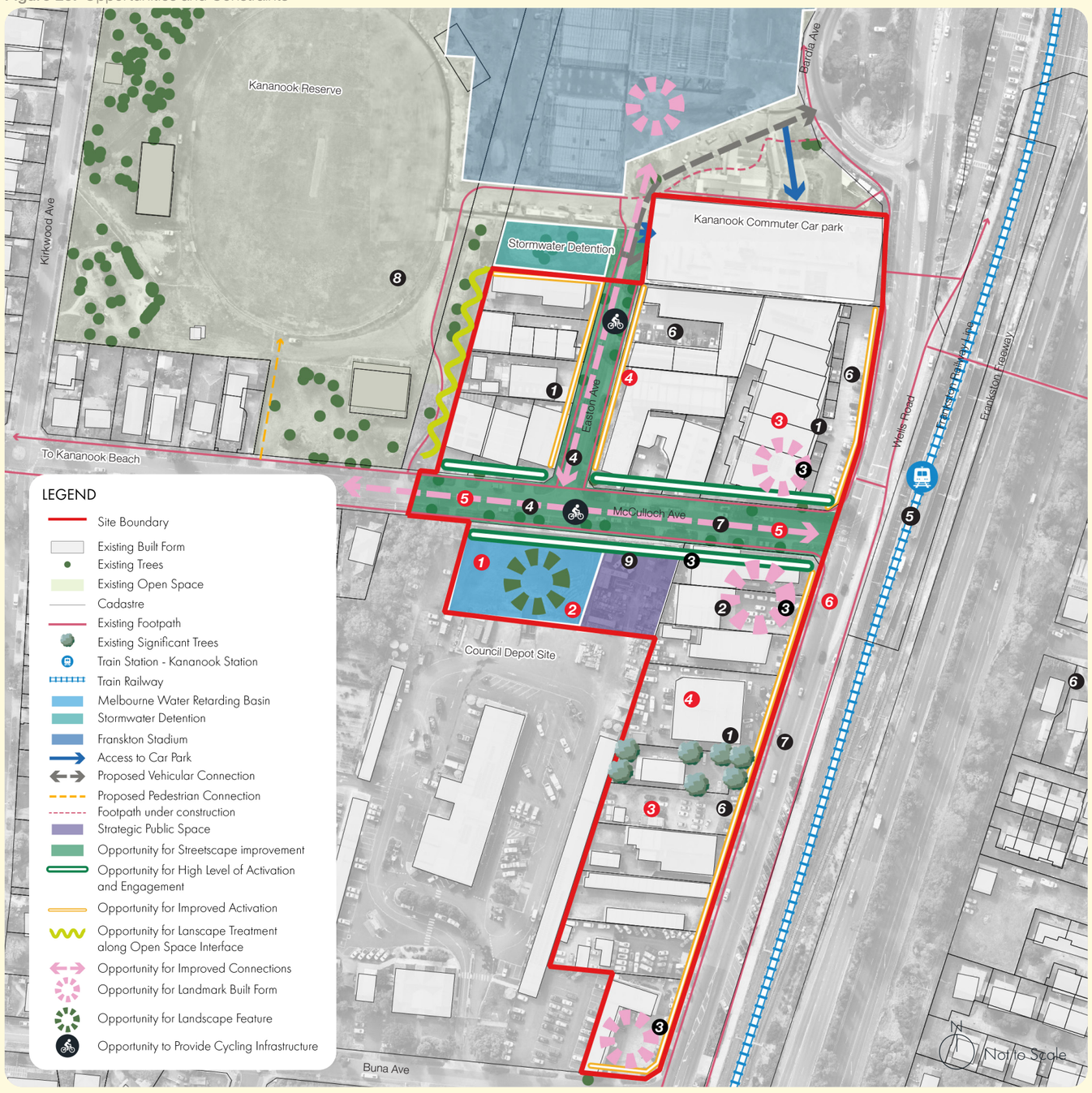
#### Built Form and Land Use

3. Fragmented land ownership.
4. Ageing and inconsistent building stock.

#### Movement and Amenity

5. Vehicle dominated environment limits walkability.
6. Wells Road presents a barrier to movement.

**Figure 25.** Opportunities and Constraints



# 4 Economic and Market Analysis

## 4.1 Economic Context

Market conditions support the renewal of the Kananook Precinct as a more intensive and diverse employment area.

Industrial precincts across Metropolitan Melbourne are undergoing transition, particularly in locations with strong transport access, proximity to activity centres and significant public investment.

The Kananook Precinct shares these characteristics, supported by:

- Proximity to Kananook Station.
- Investment in the Frankston Stadium.
- Access to major road infrastructure.

These factors create favourable conditions for redevelopment and a broader mix of employment uses over time.

### 4.1.1 Local Context

Analysis of the local catchment identifies:

- A growing population and workforce.
- Demand for employment and service uses.
- Opportunities to diversify beyond traditional industrial uses.

While the Precinct will continue to support employment, there is capacity to accommodate a wider range of commercial, service and activity-generating uses.

#### Key implications

- Market conditions support transition from traditional industrial uses.
- Strong accessibility and investment increase redevelopment potential.
- Demand exists for a broader mix of employment and service uses.
- The Precinct is well positioned to support economic growth within Frankston City.

**Figure 26.** Seaford SA2, courtesy of Charter Keck Cramer



## 4.2 Benchmarking and Market Signals

### 4.1.2 Market Conditions

Analysis of the local catchment indicates:

- Demand for a broader mix of employment and service uses.
- Increasing population and workforce.
- Strengthening property values and investment interest.

These factors support a transition from traditional industrial uses toward more flexible employment and commercial activity.

**Key implications:**

- Market conditions support transition from traditional industrial land uses.
- Demand exists for a broader mix of employment, service and activity-based uses.
- The Precinct is well positioned to attract investment and redevelopment.
- Economic conditions support the proposed planning framework and rezoning.

Refer to Appendix D for supporting socio-economic data.

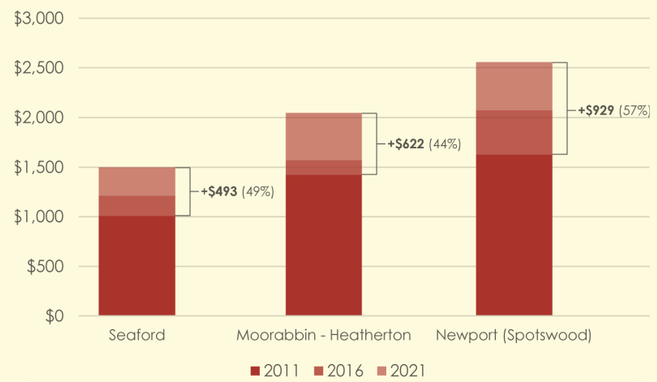
Precedents demonstrate how industrial precincts with strong transport access and changing socio-economic conditions can transition to a broader mix of employment and activity-based uses.

### 4.2.1 Socio-economic Benchmarking

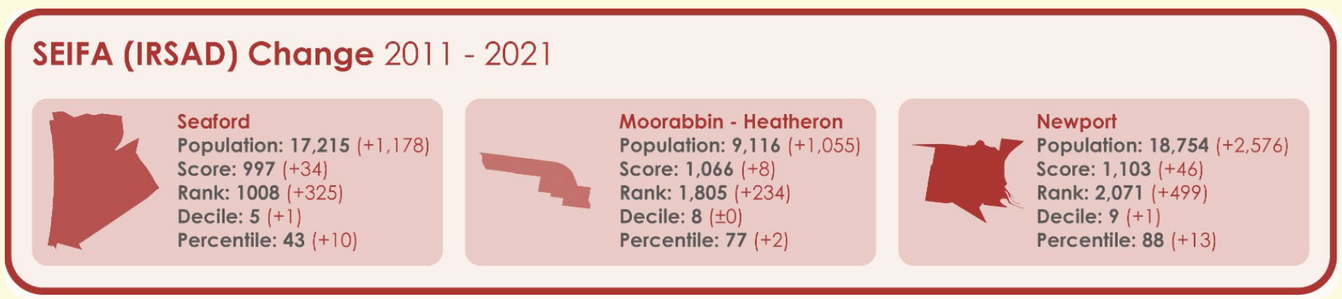
This section benchmarks Seaford against comparable locations that have undergone industrial renewal, including Spotswood (Newport) and Moorabbin.

While Seaford did not display the same socio-economic characteristics as these areas in 2021, indicators show it is moving in a similar direction. Over time, Seaford is expected to develop the conditions that support renewal, including higher incomes, a more skilled workforce and increased demand for services and amenity.

This benchmarking excercise highlights the typical trajectory of change and the attributes that enable industrial transformation.




Comparison of SEIFA for Seaford, Moorabbin and Newport, courtesy of Charter Keck Cramer



## Spotswood

Spotswood provides a strong example of industrial transition in a bayside location, supported by proximity to residential areas and major infrastructure.

Historically, the area functioned as a working-class industrial and commercial precinct, characterised by wholesale and service-based businesses alongside traditional industrial uses in ageing buildings. Limited retail and hospitality uses were present.

From the early 2010s, socio-economic conditions began to shift, with increases in household income, education levels and professional employment. This change preceded and enabled broader transformation.

Planning changes in 2013 accelerated this transition, leading to a diversification of uses. Traditional industrial buildings began to accommodate smaller, non-traditional businesses, including creative and service-based enterprises. At the same time, the local centre evolved to include a wider range of cafés, retail and hospitality uses.

This shift is exemplified by the establishment of Grazeland in 2021, a large-scale food and entertainment destination that has become a regional attractor.

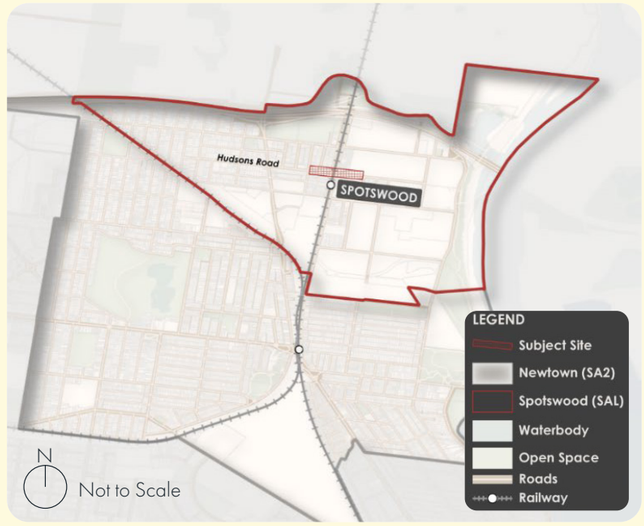
Spotswood is now a higher-income, highly desirable location, with a diverse economic base and a strong mix of employment, retail and hospitality uses integrated with its industrial areas.

**Key takeaway:** Socio-economic uplift preceded land use change, creating the conditions for industrial renewal and diversification.

### Why it matters for Kananook:

- Strong transport accessibility supports change.
- Improving socio-economic conditions can strengthen demand.
- Industrial areas can diversify over time without losing employment function.
- Public investment and surrounding activity help catalyse renewal.

**Figure 27.** Spotswood and Newport



## Moorabbin

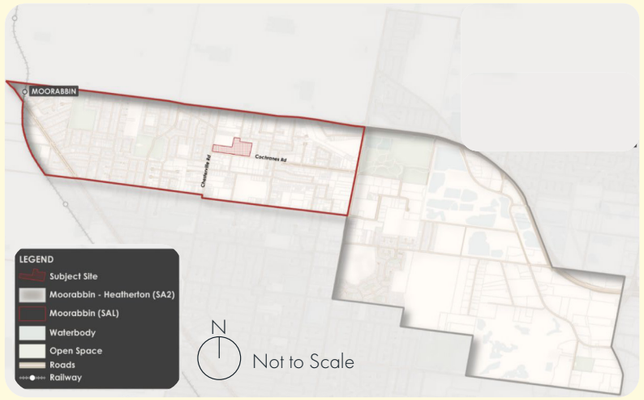
Moorabbin accommodates a range of food and beverage venues, entertainment uses and corporate offices, including major tenants such as Royal Stacks, Stomping Ground, Strike Bowling, New Balance and National Australia Bank.

The development demonstrates how underutilised industrial land can transition to population-serving uses, particularly where it is located close to established residential areas.

Moorabbin's transformation has occurred more recently than Spotswood, but follows a similar pattern. Since 2016, key socio-economic indicators, including income, education and occupation, have improved to levels above metropolitan Melbourne. This uplift has enabled new uses that respond to changing demand from a more affluent and skilled local population.

Morris Moor remains an early but clear signal of broader change, with further potential for diversification across Moorabbin's industrial areas.

**Figure 28.** Morris Moor in Moorabbin




**Key takeaway:** Rapid socio-economic uplift has enabled early-stage industrial renewal, demonstrating how quickly these transitions can occur once conditions align.

**Why it matters for Kananook:**

- Improving socio-economic conditions can strengthen demand.
- Older industrial stock can be attractive for renewal and reuse.
- Careful Investment from developer can catalyse renewal.

## Summary

Both Spotswood and Moorabbin demonstrate a consistent pattern of change. In each case, socio-economic uplift — including higher incomes, increased education levels and a more skilled workforce — preceded and enabled the transformation of industrial areas.

These changes supported a shift from traditional industrial uses to a more diverse mix of employment, retail, hospitality and recreational activities.

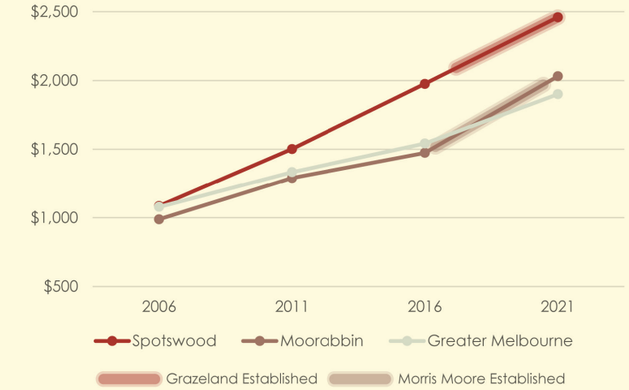
While Seaford currently sits below these benchmark locations across key indicators, it is following a similar trajectory. Strong growth in higher-value housing near Kananook, combined with improving income, education and employment trends, indicates that the local market is strengthening.

Over time, Seaford is expected to reach and potentially exceed metropolitan benchmarks across several indicators, replicating patterns seen in Spotswood and Moorabbin over the past two decades.

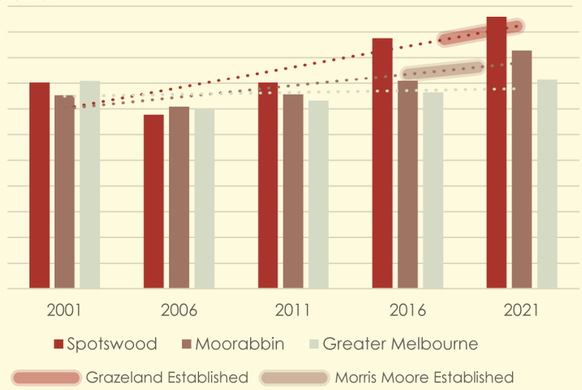
This progression will support broader economic and land use change within the Precinct.

**Key takeaway:** Seaford is on a similar trajectory to established renewal areas and is developing the conditions required to support industrial transformation.

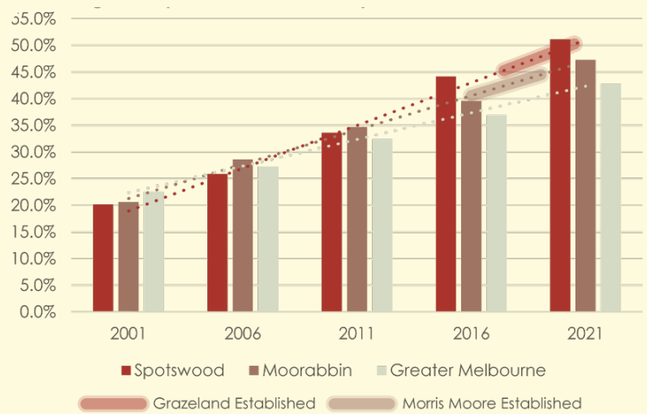
Spotswood, Moorabbin and Greater Melbourne, median household incomes 2006-2021, courtesy of Charter Keck Cramer




Spotswood, Moorabbin and Greater Melbourne, percentage of total workforce - managers & professionals 2001 - 2021, courtesy of Charter Keck Cramer




Spotswood, Moorabbin and Greater Melbourne, percentage of population with tertiary qualifications 2001-2021, courtesy of Charter Keck Cramer




### 4.2.2 Key Lessons from Benchmarking

- Proximity to activity centres can drive transition.
- Industrial areas can diversify while retaining employment uses.
- Temporary activation can build momentum and test new uses.
- Strong connectivity supports broader land use change.
- Public investment can catalyse private redevelopment.

## 4.3 Adaptive Reuse

### 4.3.1 Adaptive reuse as a Catalyst

Adaptive reuse typically involves re-purposing existing industrial buildings for new uses. In comparable precincts, this has supported early activation and a gradual transition to more diverse employment and activity-based uses.

In Kananook, this opportunity is more limited due to the condition of existing buildings. However, targeted adaptive reuse remains a potential pathway where viable

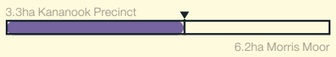
**Morris Moor, Moorabbin, VIC**

Morris Moor is a 6.2 hectare mixed-use precinct delivered through the adaptive reuse of a former industrial site.

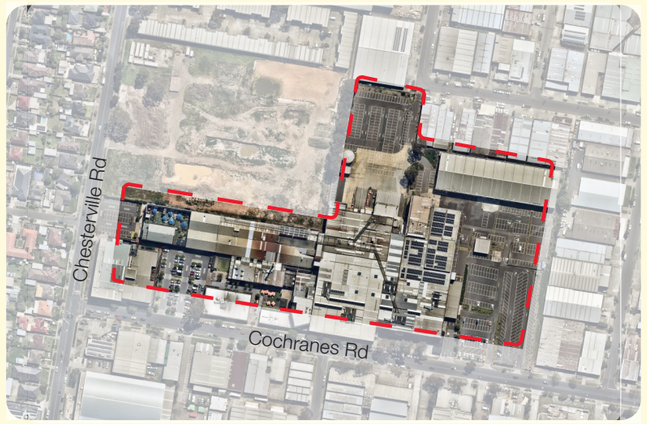
The project retains mid-20th century industrial buildings and incorporates a mix of commercial, retail, hospitality and recreational uses. High-quality public realm, including pedestrian pathways, seating areas and landscaping, is central to the development.

Industrial character has been retained through exposed materials and structure, complemented by contemporary design. Art, wayfinding and curated public spaces contribute to a strong identity and user experience.

**Relevance to Kananook:** Demonstrates how industrial land can transition to a mixed-use destination, supported by strong design, public realm investment and curated uses.




Aerial photo of Morris Moor




Combining existing brick factory building with contemporary design.



## Little Creatures Brewery, South Geelong, VIC

The Little Creatures Brewery project involved the adaptive reuse of a former woollen mill into a brewery and hospitality destination.

The project retained the industrial fabric of the site, adapting it to support large-format equipment and new uses. Significant investment was required to retrofit the buildings and address heritage and structural constraints.

The outcome is a destination venue that combines industrial character with contemporary activity.

**Relevance to Kananook:** Highlights the potential value of reusing industrial buildings, but also the cost and complexity involved — which may limit applicability in areas with lower-quality building stock.




Aerial photo of Little Creatures Brewery



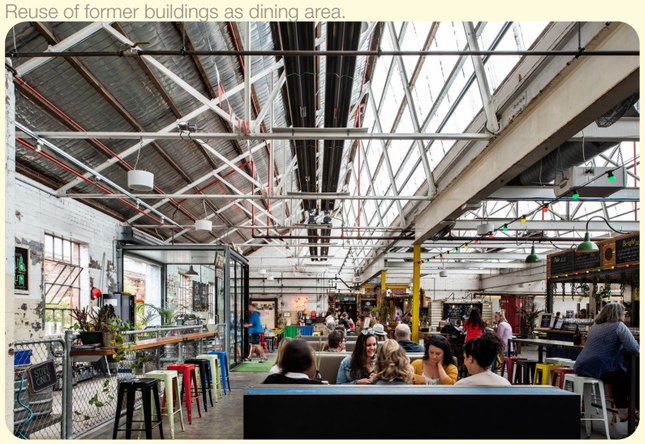

Activation on laneways within the Precinct.



Reuse of former buildings as dining area.



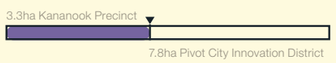

Reuse of former buildings as dining area.



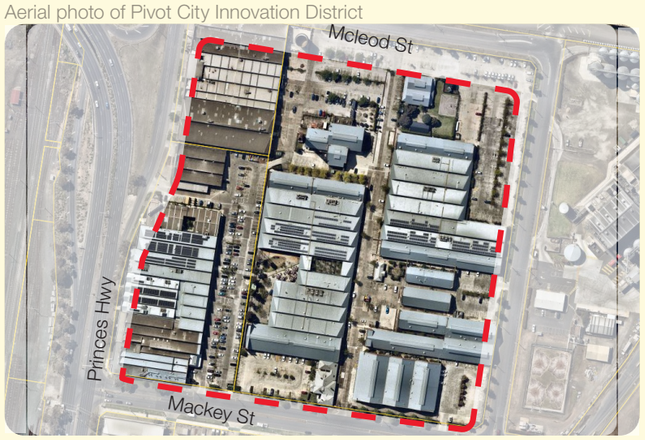
## Pivot City Innovation District, North Geelong, VIC

The Federal Woollen Mills, which spans approximately 7.8 hectares, has been reused to establish a mixed-use precinct that integrates commercial, light industrial, retail, hospitality and innovated-focuses uses.

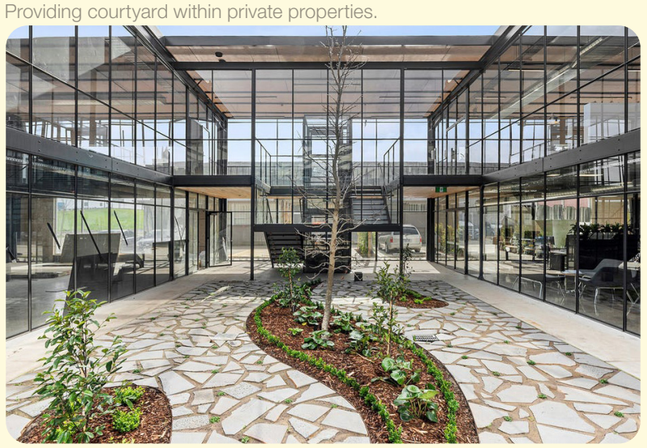
The development provides pedestrian-friendly pathways and spaces to strengthen connectivity, while retaining its industrial heritage by preserving brick façades and exposed steel structures. Large open spaces and green corridors are interwoven between buildings, supporting movement and accessibility. The Precinct provides outdoor event spaces and communal areas that encourage social and cultural engagement, complemented by art and lighting installations that contribute to a vibrant and creative atmosphere.



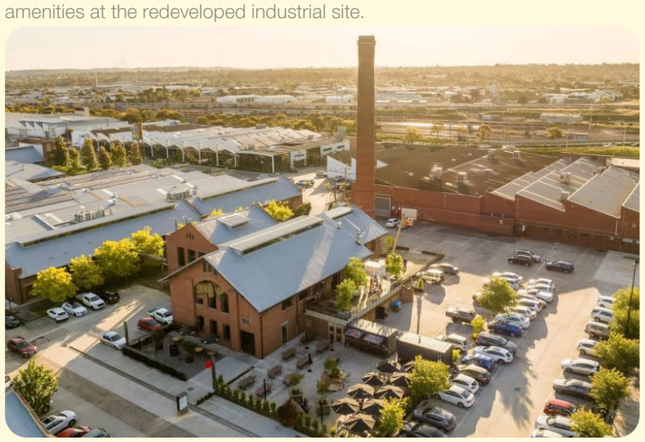

Aerial photo of Pivot City Innovation District




Providing courtyard within private properties.



Featuring a mix of outdoor seating, landscaping, and pedestrian-friendly amenities at the redeveloped industrial site.



Adaptive reuse of a former industrial space, integrating outdoor seating and bicycle-friendly amenities.



## 4.4 New Development and Built Form Outcomes

### Civic Way, Rouse Hill, NSW

Civic Way is a 1.5 hectare mixed-use development comprising mid-rise buildings (7–12 storeys).

The development introduces a range of architectural treatments, creating visual interest and an active streetscape. Generous shared spaces between buildings support amenity and encourage activity.

**Relevance to Kananook:** Illustrates how consolidated sites can deliver higher-density, mixed-use outcomes with strong public realm and activation.




Aerial photo of Civic Way




Birds Eye View



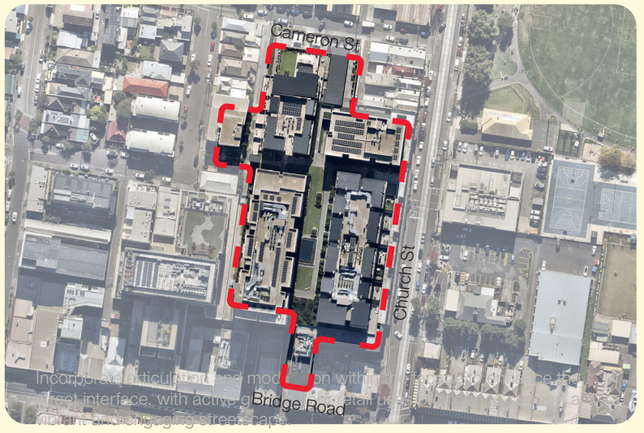
## Richmond Traders, Richmond, VIC

A mixed-use development combining residential uses above a market hall and landscaped podium. A network of laneways and active frontages creates a fine-grain, pedestrian-oriented environment.

**Relevance to Kananook:** Shows how active ground floor uses and laneways can support a more vibrant and connected precinct.




Aerial photo of the whole precinct







Utilise the laneway as a key pedestrian connection to the supermarket, with integrated lighting to enhance safety, activation, and amenity during evening hours.



## 4.5 Precinct Case Study Insights

### Smith Street, Collingwood, VIC

A compact mixed-use development on a constrained site, with active ground floor uses addressing multiple frontages.

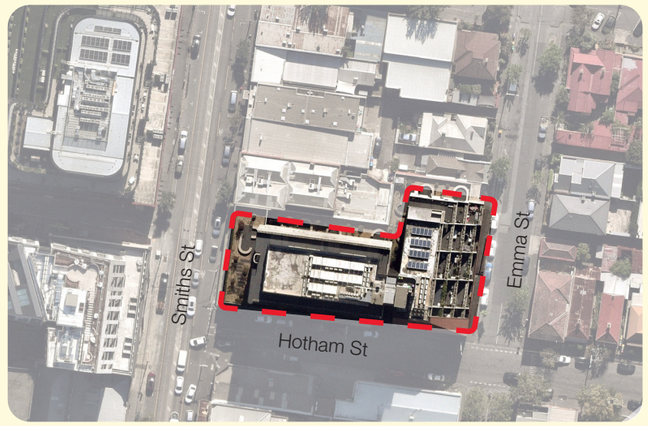
**Relevance to Kananook:** Demonstrates how smaller sites can still deliver high-quality outcomes through built form and land use mix.




Retail shop is sleeved along the street interface, incorporating transparent glazing and integrated signage to create an active and engaging streetscape.




Aerial photo of 416 Smith Street




Café and office uses are located beneath the lower-rise edge of the apartment building, contributing to an active and engaging street interface.



Across all case studies, several consistent themes emerge:

- Renewal is driven by either adaptive reuse or redevelopment
- Strong public realm and pedestrian environments are critical
- Active ground floor uses support vibrancy and identity
- Land consolidation enables more efficient and intensive outcomes
- Public and private investment plays a key enabling role

For Kananook, the pathway to renewal will differ from larger or heritage-rich precincts. Limited adaptive reuse opportunities mean that change will rely more heavily on redevelopment, supported by improved streetscapes, stronger connections and targeted activation.

**Key takeaway:** Kananook's renewal will rely primarily on targeted redevelopment and land consolidation, supported by active frontages and high-quality public realm.

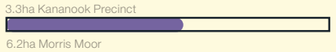
## 4.6 Streetscape

### Turner Street, Port Melbourne, VIC

Turner Street demonstrates how an industrial street can be redesigned to prioritise people movement while maintaining access for vehicles.

The street incorporates shared-use paths, traffic calming measures and consistent tree planting. Landscape islands, reduced road widths and street furniture improve safety and comfort, encouraging walking and cycling. Planting also contributes to urban cooling and overall amenity.

**Relevance to Kananook:** Illustrates how streets can be rebalanced to support multiple modes, particularly along key corridors such as McCulloch Avenue, where there is capacity to enhance pedestrian and cycling conditions.




Wide pedestrian and cycling paths separated by a landscape buffer, enhancing safety for path users.



Upgrades to the path promote active transport use, encouraging more people to walk and cycle to the industrial precinct.




## 4.7 Final Position for Kananook

Across benchmarking and market analysis, a clear direction emerges for the Kananook Precinct.

Renewal will not occur through large-scale adaptive reuse alone. The condition and configuration of existing buildings limits this approach.

Instead, precinct transformation will be driven by a combination of:

- New development and site consolidation, enabling more efficient land use and improved built form outcomes
- Public realm and streetscape improvements, supporting pedestrian movement, amenity and activation
- A broader mix of employment and activity-based uses, including recreation, hospitality and services that respond to surrounding investment
- Streetscape upgrades will be critical to shifting the Precinct from a vehicle-dominated environment to a more balanced and connected place.

# 5 Precinct Direction

## 5.1 Precinct Vision

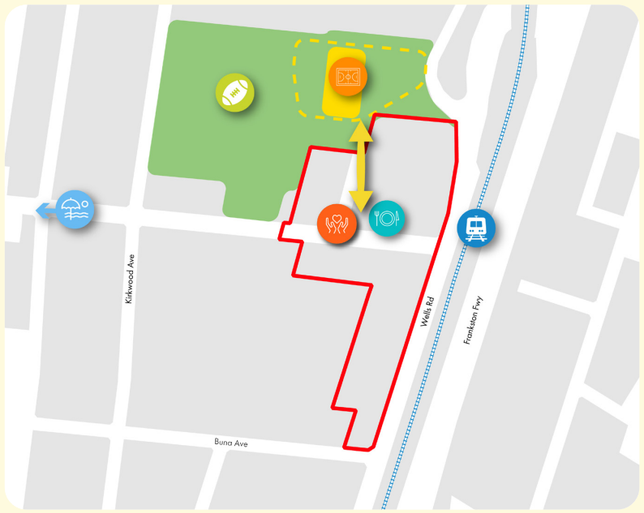
Kananook will evolve into a connected and diverse employment precinct, supported by improved public realm, stronger connections and a broader mix of uses.

## 5.2 Guiding Principles

### Principle 1: Leverage investment.

Build on the basketball stadium, commuter car park and surrounding assets to attract new uses and increase visitation.

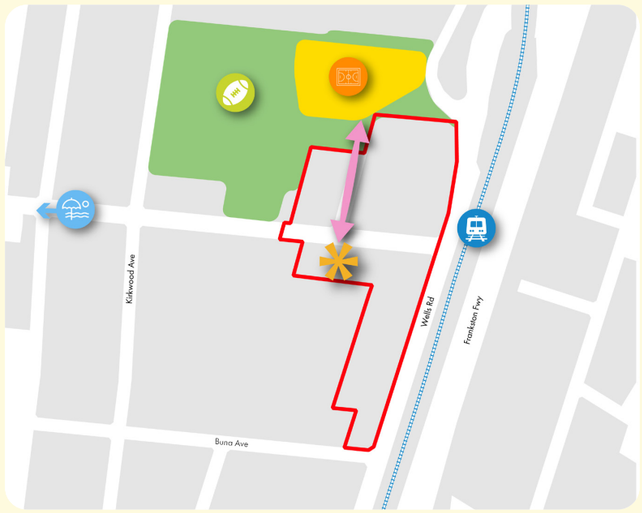
- Support complementary uses such as recreation, health and hospitality.
- Strengthen links between the Precinct, stadium and Kananook Reserve.
- Capture and retain visitors within the Precinct.




### Principle 2: Catalyse renewal.

Position the Council depot site as a driver of change.

- Integrate the retarding basin as a functional landscape feature.
- Introduce active uses on unconstrained landc.
- Use temporary activation to test and attract new uses.
- Establish a strong identity for the Precinct.




*All diagrams not to scale.*

## Principle 3: Activate the Precinct.

Transition the Precinct to support a broader mix of uses and activity.

- Encourage uses that generate day and night activity.
- Improve safety through activation and passive surveillance.
- Support a shift toward higher-value employment and service uses.

## Principle 4: Prioritise people.

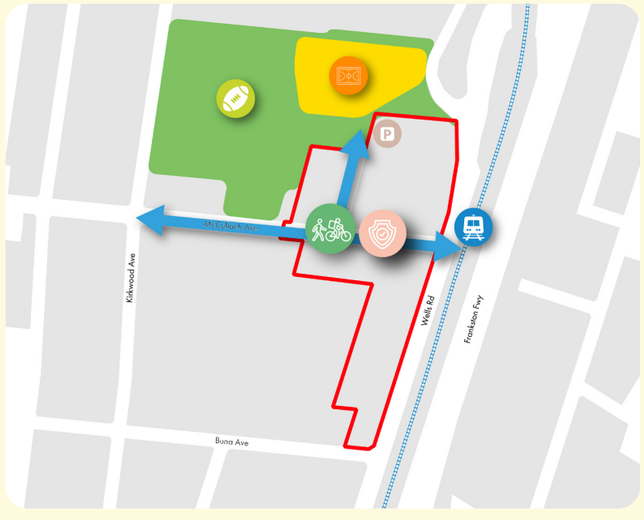
Rebalance the Precinct toward walking, cycling and public life.

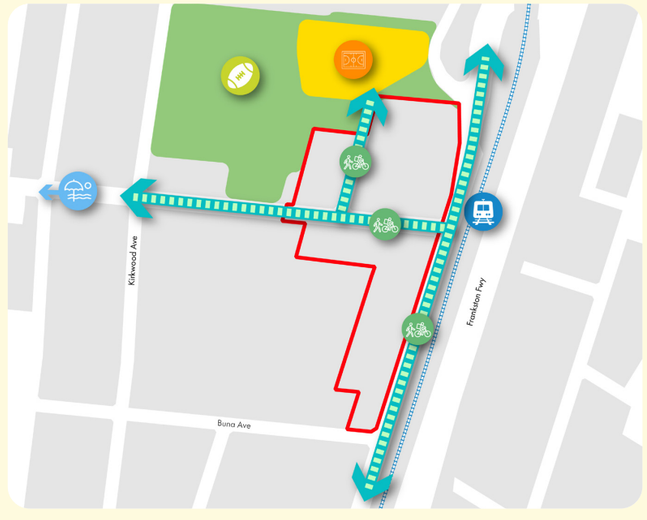
- Transform McCulloch Avenue into a green, pedestrian-focused spine.
- Improve Easton Avenue as a key connection to the stadium.
- Enhance crossings, connections and comfort for pedestrians.
- Strengthen Wells Road as a gateway with improved amenity.

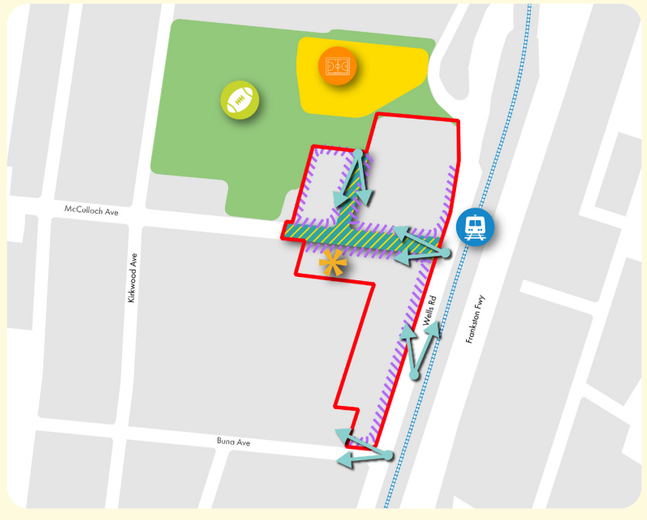
## Principle 5: Improve built form and landscape.

Improve the design quality and character of the Precinct.

- Encourage buildings that engage with the street.
- Reduce the dominance of front-loaded parking.
- Strengthen interfaces with Kananook Reserve and key streets.
- Increase tree canopy and landscape coverage across the Precinct.



# 6 The Precinct Plan

## 6.1 Precinct Plan Framework

The Framework identifies key actions and spatial outcomes to guide the renewal of the Precinct.

### Land Use and Built Form

1. Enable redevelopment through site consolidation.
2. Support larger, more coordinated development outcomes, enabling new commercial and potential residential uses and a more consistent built form.
3. Focus intensity at key locations.
4. Encourage landmark development at prominent intersections and entry points to establish identity and support a broader mix of uses.
5. Reposition Easton Avenue.
6. Support adaptive reuse and redevelopment for recreation, sport-related services, hospitality and commercial uses that leverage adjacency to stadium.

### Public Realm and Landscape

7. Upgrade McCulloch Avenue and Easton Avenue.
8. Deliver improved streetscapes with street tree planting, reduced crossovers and better pedestrian conditions.
9. Transform the retarding basin into a landscape asset.
10. Integrate the basin as a functional wetland or open space, improving amenity while maintaining its drainage function.
11. Deliver a new public space on the Council Depot Site.
12. Create a central gathering space with active frontages, supporting new uses and strengthening the identity of the Precinct.

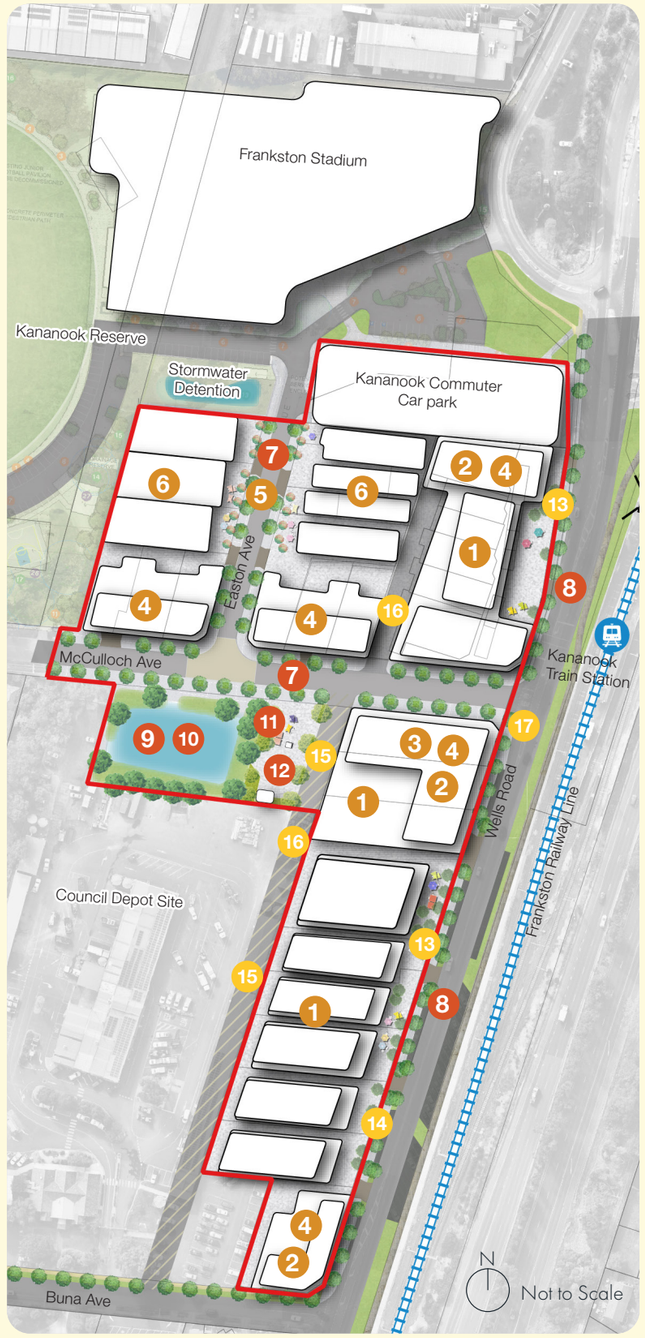
### Movement and Access

13. Improve Wells Road frontage and access.
14. Consolidate crossovers and improve the street interface, supporting better presentation and opportunities for landscaping.
15. Introduce rear laneways over time.
16. Improve access to sites, reduce reliance on front-loaded parking and support more active street frontages.
17. Plan for future upgrades to Wells Road, by improving movement and streetscape outcomes while maintaining arterial functions.

**LEGEND**

- Site Boundary
- Exisiting Pedestrian Bridge
- Kananook Train Station
- Existing Railway Line
- Existing Shared Path
- Indicative Built Form
- Kananook Reserve
- Retarding Basin
- Indicative Street Trees
- Indicative Crossover
- Indicative On-Street Carpark
- Indicative Laneway (Medium-Long Term Action)
- Indicative Road Landscape/ Nature Strip
- Indicative Footpath
- Indicative Private Realm
- Indicative Opportunity for Outdoor Activation
- Proposed Local Traffic Management Treatment

**Figure 29.** Kananook Precinct Plan



## 6.2 Land Use Framework

### 6.2.1 Precinct Role

The Precinct will function as a mixed employment area, supporting a broader range of uses and increased activity.

#### Easton Avenue and McCulloch Avenue (north)

- Leisure and recreation uses.
- Food and beverage.
- Sports medicine and related services.

These uses will build on proximity to Frankston Stadium and reinforce an emerging recreation and services cluster.

Active frontages should support outdoor dining and visible activity.

#### Wells Road

- Ground floor commercial uses.
- Complementary upper-level uses, including limited residential.
- Rear servicing will enable active frontages and reduce the dominance of parking.

#### Council Land

- Catalyst redevelopment site.
- Public space and destination uses.
- Integrated landscape and drainage function.

### 6.2.2 Key Outcomes

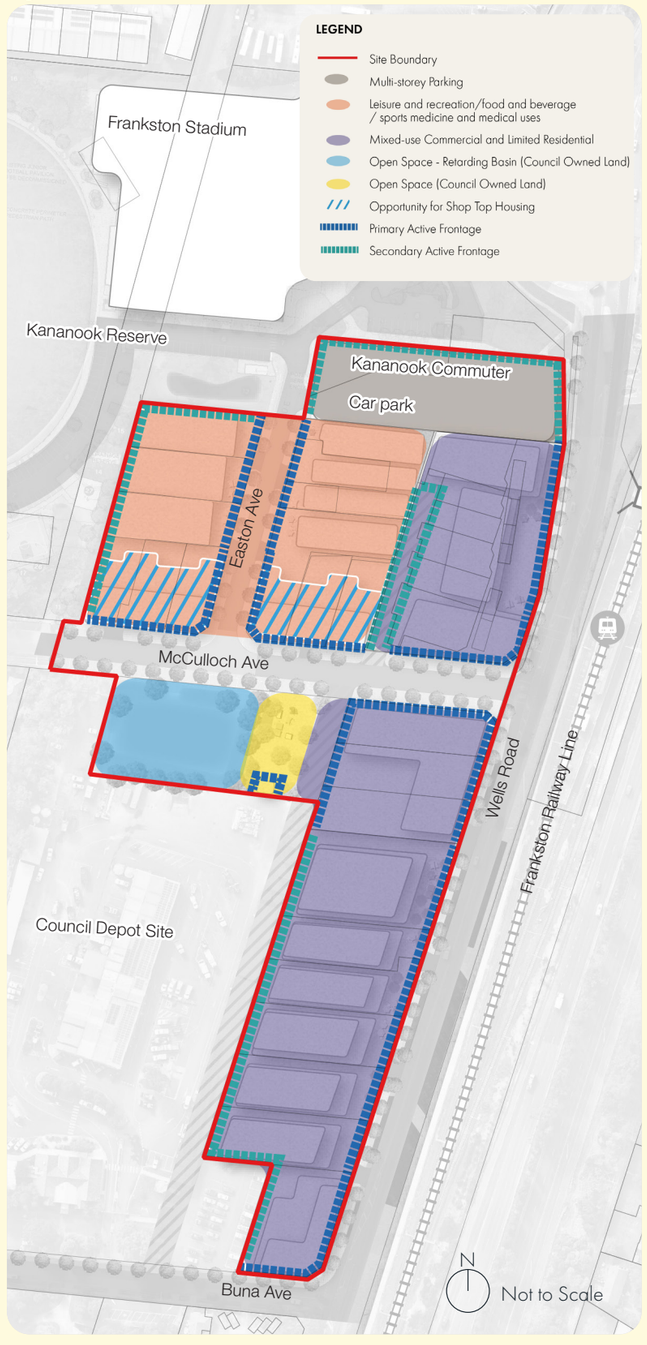
- Increased diversity of employment uses.
- More active precinct environment.
- Better integration with the stadium and reserve.
- Reduced dominance of traditional industrial uses.
- Potential for contamination from historic land uses.
- Sensitive uses (e.g. residential) will require certainty for suitability. An Environmental Audit Overlay would need to be applied across the Precinct.

#### Action 1 - Planning Scheme Amendment

Undertake a Planning Scheme Amendment to implement the land use directions of the Kananook Precinct Plan into the Frankston Planning Scheme by:

- Rezoning the Kananook Precinct from the Industrial 1 Zone to the Commercial 3 Zone (excluding Council-owned land).
- Amending Clause 72.08 Background Documents to include the Precinct Plan as a Background Document.
- Applying the Environmental Audit Overlay (EAO) to the Kananook Precinct (excluding Council-owned land).

**Figure 30.** Land Use Plan



## 6.3 Built Form Framework

### 6.3.1 Built Form Structure

#### Easton Avenue

- Development will generally remain low scale, with most buildings retained and incrementally upgraded.
- Predominantly 1 storey.
- Opportunities for limited upper-level additions (up to 2 storeys).
- Focus on retrofitting buildings to support new uses and improve street activation.

This approach supports gradual renewal through smaller-scale redevelopment while improving activation and integration with the stadium and reserve.

#### McCulloch Avenue

- Allows for increased height and intensity to reinforce its role as the primary street.
- Opportunities for additional storeys above existing buildings.
- Increased height at key intersections, particularly with Easton Avenue and Wells Road.
- Potential for limited shop-top housing.

This approach supports gradual renewal through smaller-scale redevelopment while improving activation and integration with the stadium and reserve.

#### Wells Road

#### North of McCulloch Avenue

- Encourage consolidation between Easton Avenue and the commuter car park.
- Support a consistent built form edge.
- Allow increased height adjacent to the car park.
- Retain rear laneway for servicing.

#### South of McCulloch Avenue

- Encourage consolidation between McCulloch Avenue and Buna Avenue.
- Create a consistent street frontage.
- Allow increased height at the Wells/McCulloch intersection and southern gateway.
- Introduce new rear laneways to support servicing.

This will establish McCulloch Avenue as a key connector, supporting increased activity and a stronger relationship between the Precinct and surrounding open space.

### 6.3.2 Heights and Massing

Building heights are structured to respond to location and role:

| Location | Max. Height |
|---|---|
| Easton Avenue | • 2 storeys |
| McCulloch Avenue | • 3 storeys |
| Wells Road and Kananook Commuter Carpark | • 4 storeys |
| Key Sites (exceptions to above):<br>• McCulloch Ave/Wells Rd corner<br>• Buna Ave/Wells Rd corner | • 5 storeys |

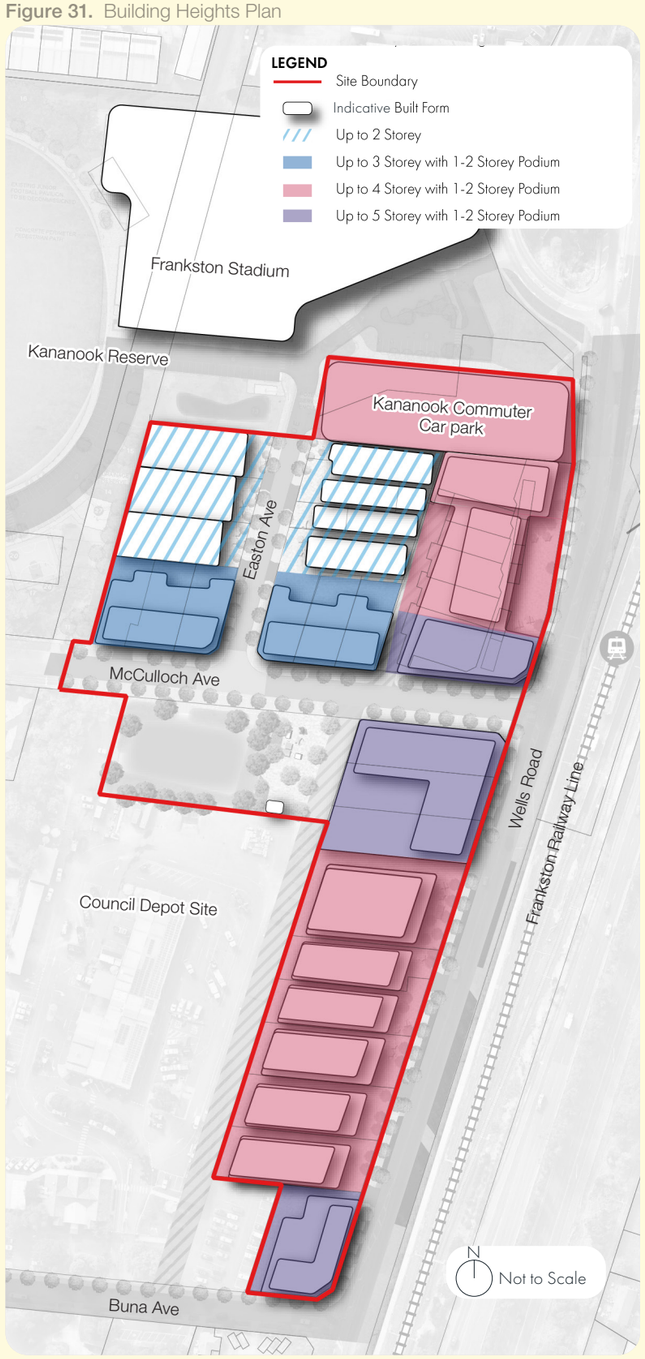
Building form will increase in intensity along primary streets, while maintaining a clear transition to lower-scale areas and a consistent pedestrian experience at street level.

### 6.3.3 Building Interfaces

- Primary frontages will address the street with active uses and direct engagement.
- Secondary frontages will accommodate servicing and access.
- Interfaces with Kananook Reserve will provide surveillance and improved amenity.

These interface requirements will improve street activation and ensure development contributes to a more engaging and accessible public realm.

**Figure 31.** Building Heights Plan




### Delivered in Action 1 - Planning Scheme Amendment

Undertake a Planning Scheme Amendment to implement the built form requirements and heights into the Frankston Planning Scheme by inserting a new Schedule to Clause 43.02 Design and Development Overlay.

### Implementation Recommendations for the Frankston Planning Scheme

#### Development

The most effective way to implement built from outcomes for the Precinct would be through the **implementation of a Design and Development Overlay (DDO)**. This would allow for development objectives and design requirements that support the intended outcomes for the Precinct.

A new DDO would replace the DDO14 that currently applies to the Precinct.

To develop a Design and Development Overlay that implements the intent of the Precinct Plan the following objectives and general requirements are recommended.

#### Recommended Objectives

- To facilitate the development and renewal of the Kananook Precinct consistent with the Precinct's role as an industrial, employment, commercial and community hub.
- To encourage development that contributes to a contemporary built form that reflects the Precinct's industrial history.
- To ensure development actively engages with the public realm and public open spaces and provides for a safe, attractive and pedestrian friendly environment.
- To design and locate dwellings to provide for their own amenity and not impede the operation of industrial and commercial premises.

#### Recommended Requirements

Any proposed DDO should have requirements that reflect the following, noting this is not an exhaustive list:

- Identifying building heights across the Precinct.
- Encouraging the consolidation of land to support improved development outcomes.
- Designing development to provide active frontages to streets, public and open spaces.
- Providing guidance on setbacks including consistent built from frontages, design details, materials and the like.
- Redesigning and relocating front-loaded parking to support active frontages.
- Reducing and consolidating crossovers to improve pedestrian amenity.
- Identifying and providing guidance for landmark sites to facilitate their development.
- Providing guidance on location and design of dwellings to provide for their own amenity and not impede the operation of other uses in the Precinct.

## 6.4 Key Sites

### 6.4.1 Precinct Development Capacity

The Plan enables a moderate increase in development capacity across the Precinct, aligned with its transition to a mixed employment area.

**Key outcomes:**

- Increased commercial floor space.
- Opportunity for site consolidation.
- Gradual intensification of land use.
- Development subject to built form and planning control.

Presented here are the key capacity outcomes for the Precinct.

| Location | Scope and Scale of Change |
|---|---|
| Easton Avenue | • Limited change.<br>• Existing buildings expected to remain, with minor upgrades and intensification. |
| McCulloch Avenue | • Increased intensity, with upper level additions and the potential for limited residential use above ground floor commercial.<br>• NB. Residential uses to be limited to up to 35% of gross floor area. |
| Wells Road | • Significant uplift through site consolidation.<br>• New development to be commercially led, with potential for residential uses above the ground floor.<br>• NB. Residential uses to be limited to up to 35% of gross floor area. |

### 6.4.2 Opportunity Sites

Key sites within the Precinct provide opportunities for more intensive development and a stronger built form response.

**Key characteristics:**

- Prominent locations within the Precinct.
- Capacity for higher built form.
- Opportunities for a different mix of uses.
- Ability to contribute to precinct identity.

These sites will act as focal points for renewal, supporting a stronger built form outcome and a more identifiable precinct character.

### 6.4.3 Indicative Development Scenario - McCulloch/Wells

#### Role of the site

- Primary redevelopment opportunity.
- Located at a key intersection.
- Strong visibility and access.
- Catalyst for precinct renewal.

#### Development potential

- Higher-density employment uses.
- Ground-level activation.
- Possible upper-level uses.
- Integrated parking and access.

#### Relationship to wider precinct

- Connects to public space and the retarding basin.
- Links to movement network and laneway.
- Supports broader activation of McCulloch Avenue.

#### Descriptor

This site demonstrates how coordinated redevelopment can deliver higher-intensity outcomes while supporting activation and improving the overall function of the Precinct.

**Figure 33.** Location Plan

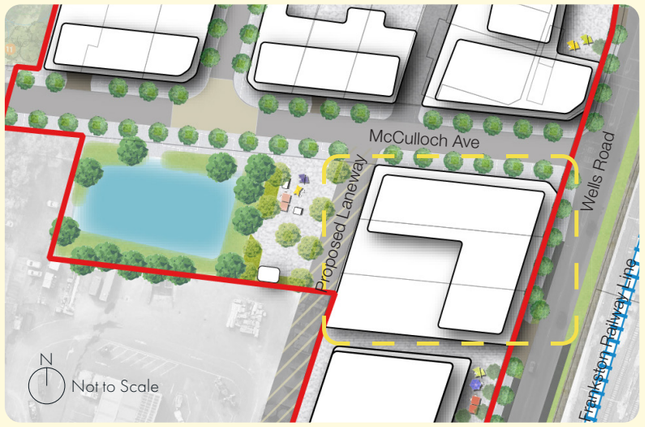
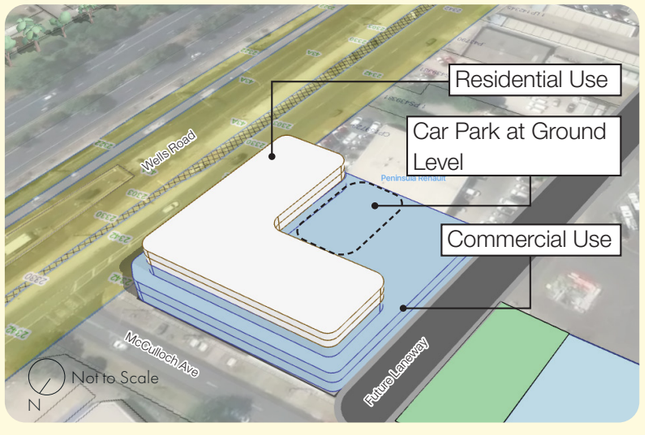



**Figure 34.** Landmark Development Opportunity




#### Development Yield (indicative)

The indicative development capacity for the site is approximately 9,000m$^2$ of gross floor area, comprising:

- Approximately 6,800m$^2$ of commercial floorspace.
- Approximately 2,500m$^2$ of residential floorspace (around 30% of gross floor area).

This reflects a commercial-led outcome, consistent with the Precinct's role while allowing limited diversification.

| Land Use | Storeys | Gross Floor Area (sqm) | % of Total Area | Required Car Park | |
|---|---|---|---|---|---|
| **Commerical and Residential Area** | | | | | |
| Commerical | 3 | 6792 | 73% | 238 | |
| Residential | 2 | 2557 | 27% | 46 | |
| **Total** | **5** | **9349** | **100%** | **284** | |
| **Car Park** | | | | **Yield** | |
| Ground Level Car Park | 1 | 544 | 5% | 15 | |
| Underground | 3 | 9501 | 95% | 271 | |
| **Total** | **4** | **10045** | **100%** | **286** | |

## 6.5 Streetscape

### 6.5.1 Streetscape Structure

Streetscape upgrades will improve amenity, increase canopy and support a more active and connected precinct.

Key interventions:

- Increase street tree planting across Wells Road, McCulloch Avenue and Easton Avenue.
- Reduce dominance of crossovers and vehicle access.
- Introduce safe and legible pedestrian movements.
- Enable outdoor activity and informal gathering.

### 6.5.2 Key Outcomes

- Improved pedestrian comfort and safety.
- Increased canopy and reduced heat exposure.
- More active streets and frontages.
- Stronger precinct identity.

**Action 2 - Kananook Precinct Street Upgrades**

Prepare design concepts and deliver staged street upgrades within the Precinct as part of a staged approach for the following:

- Wells Road.
- McCulloch Avenue, and
- Easton Avenue.

The design concepts should consider:

- High quality and widened footpaths to support outdoor dining enable retail uses that will activate footpaths to create safer and high quality public realm.
- A distinctive sense of place created through the use of consistent design and high quality pavement, street furniture, lighting and signage.
- Additional street canopy tree planting and increased landscaping.
- Bicycle lanes.
- Retention of on-street car parking.
- Increased public lighting.
- High quality built form on corner sites.
- Potential local traffic management treatment (including a Traffic Management Plan).

This action is to be considered as part of Action 8 of the Frankston City Industrial Strategy.

**Figure 35.** Streetscape and Public Realm Plan



### 6.5.3 Street Sections and Upgrades

The Plan identifies targeted upgrades to key streets to improve pedestrian amenity, increase tree canopy and support a more active and attractive public realm. The following sections illustrate the intended approach.

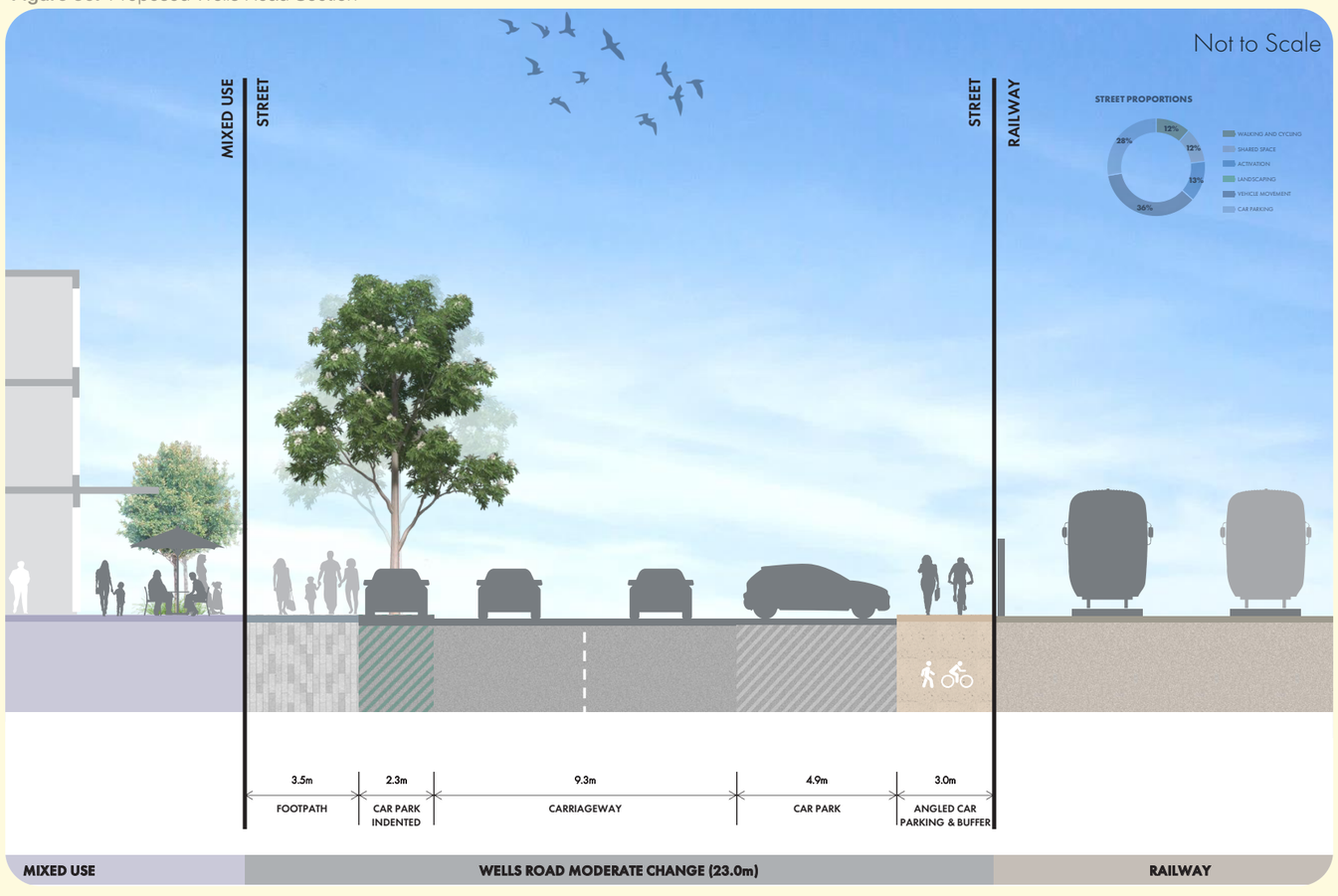
#### Wells Road

Wells Road will continue to function as a major arterial. The following targeted improvements will enhance its interface with the Precinct:

- Introduce indented on-street parking on the western side.
- Replace existing nature strips with continuous paved pedestrian zones.
- Provide street tree planting within the verge or kerb outstands.
- Create space for spill-out activity associated with adjoining uses.

This will improve presentation and pedestrian conditions along a key gateway street.

**Figure 36.** Proposed Wells Road Section



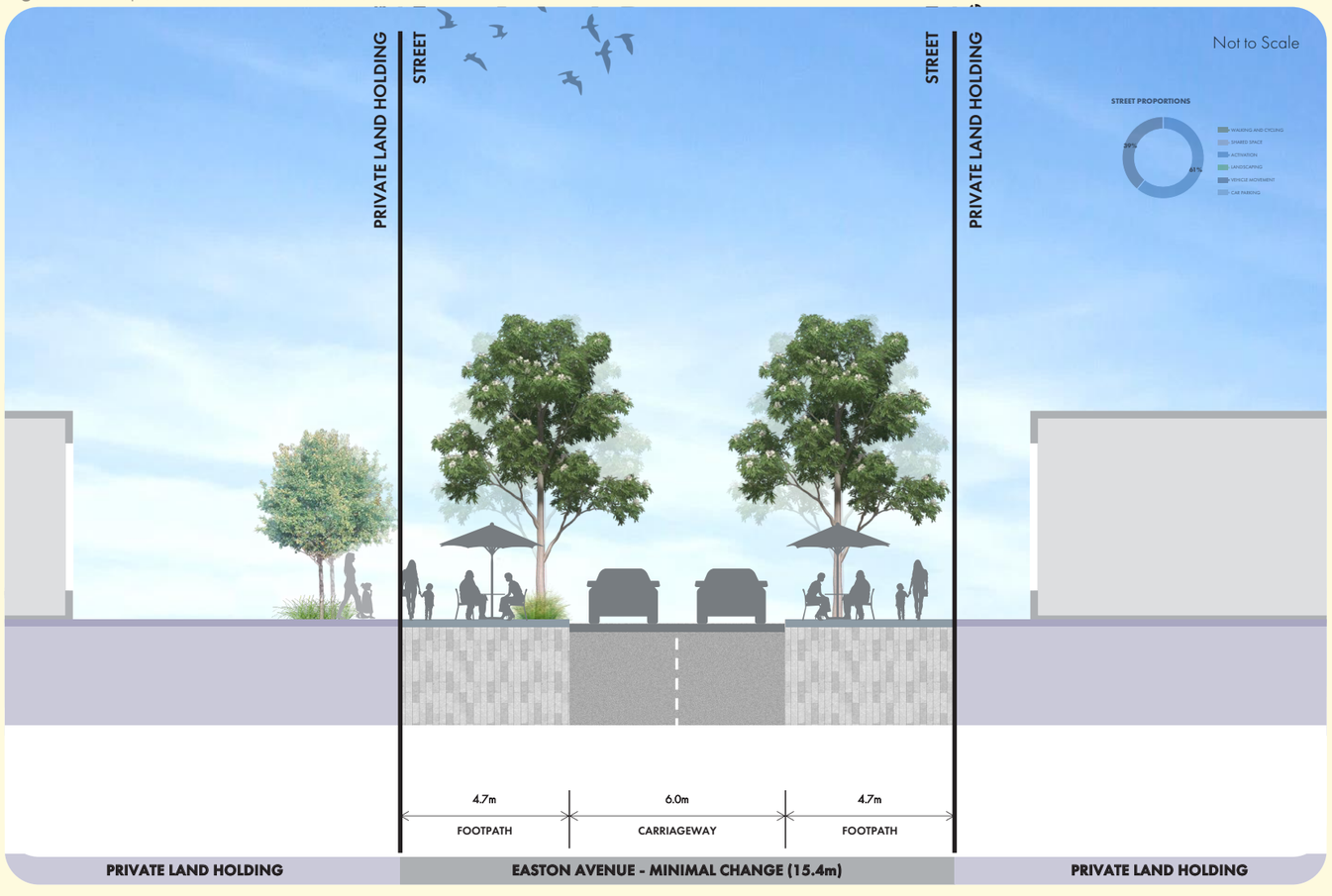
## Easton Avenue

Easton Avenue will be reconfigured to support a more active and flexible street environment, with the following upgrades:

- Replace nature strips and traditional footpaths with continuous paving.
- Introduce consistent street tree planting on both sides.
- Enable outdoor dining, informal gathering and street-level activation.
- Strengthen the connection between buildings and the public realm.

This will create an active, people-focused street aligned with the stadium and activity spine.

**Figure 37.** Proposed Easton Avenue Section



## McCulloch Avenue

McCulloch Avenue is the primary movement corridor and will accommodate a higher level of amenity and connectivity.

Two upgrade options are identified, with the preferred outcome to respond to future traffic conditions, these include:

- Option 1 – Balanced Movement Corridor
  - Buffered on-road bicycle lanes.
  - Widened southern footpath with consistent paving.
  - Indented parking and street tree planting.
  - Priority pedestrian crossings.
- Option 2 – Green Spine and Shared Path
  - Continuous paved edges replacing nature strips.
  - Dedicated shared path for cycling and walking (southern side).
  - Indented parking on one side.
  - Reduced carriageway dominance with shared cycling arrangements.

Both options will establish McCulloch Avenue as the main pedestrian and cycling spine, strengthening connections across the Precinct.

**Figure 38.** Proposed McCulloch Avenue Section - Option 1

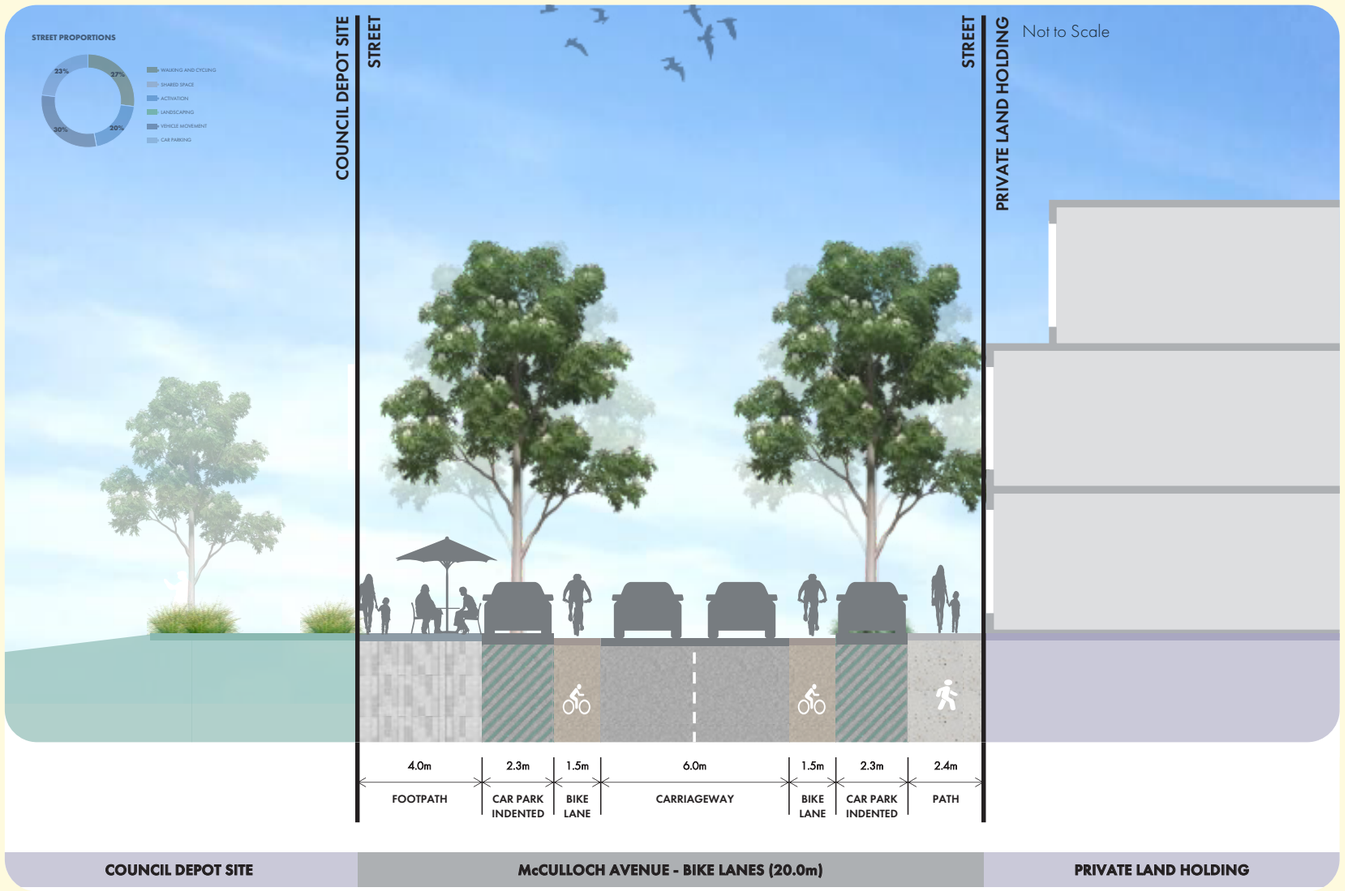
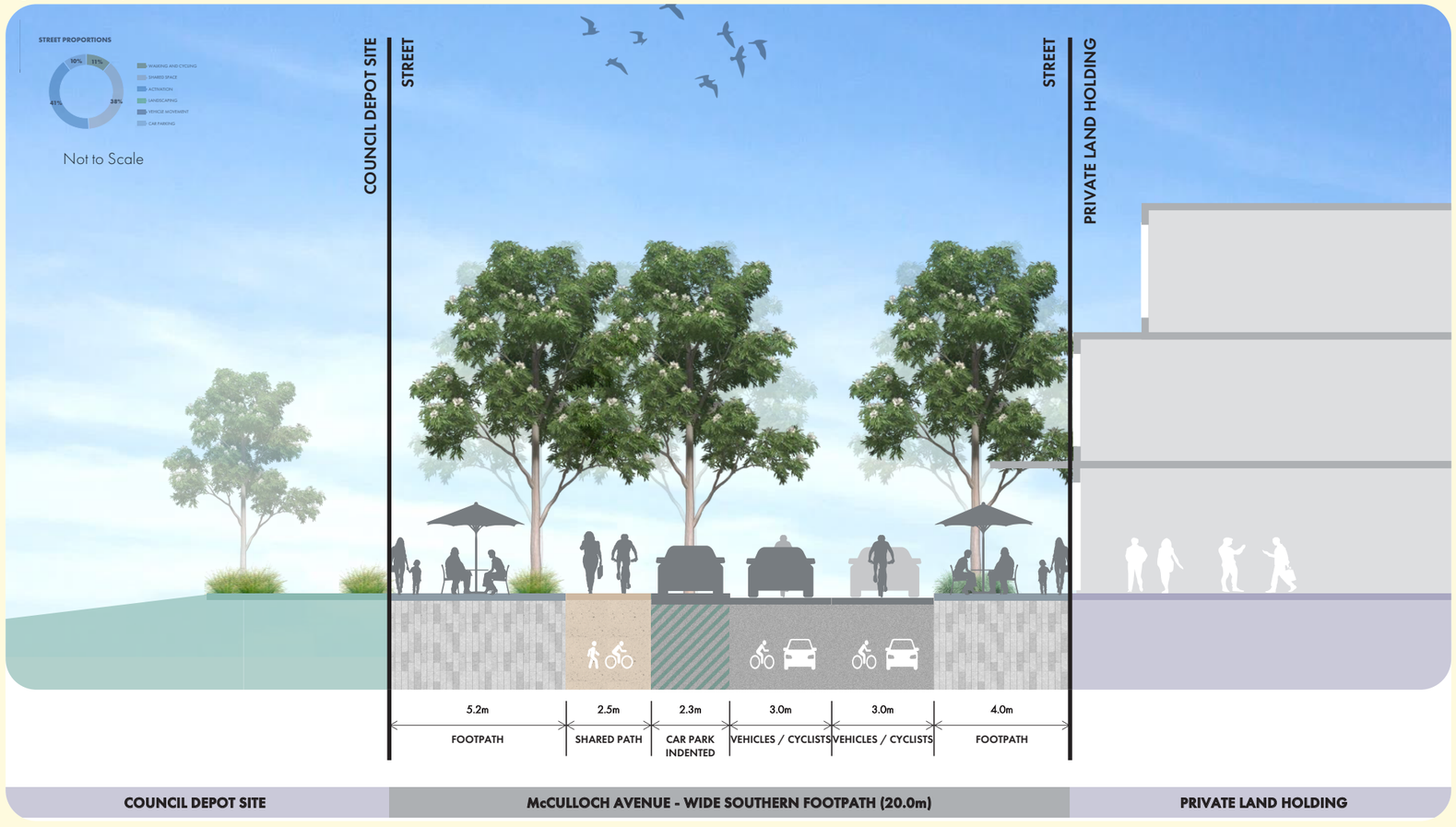


**Figure 39.** Proposed McCulloch Avenue Section - Option 2



## 6.6 Open Space

### 6.6.1 Retarding Basin (Wetland and Landscape)

The retarding basin is a critical drainage asset and must retain its flood storage and operational function.

**Key interventions:**

- Introduce landscape planting to create a wetland character.
- Provide perimeter paths and seating.
- Improve visual connections to surrounding streets.
- Integrate the basin into the public realm.

**Constraints:**

- Drainage function must be retained.
- Flood capacity cannot be reduced.
- Access limited during flood events.

This approach transforms the basin into a landscape asset while maintaining its drainage function, improving amenity and integration with the Precinct.

**Figure 40.** Indicative concept plan for the retarding basin

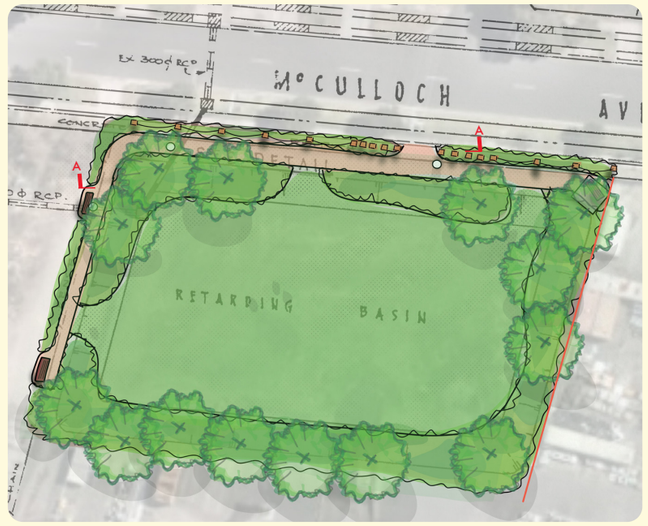
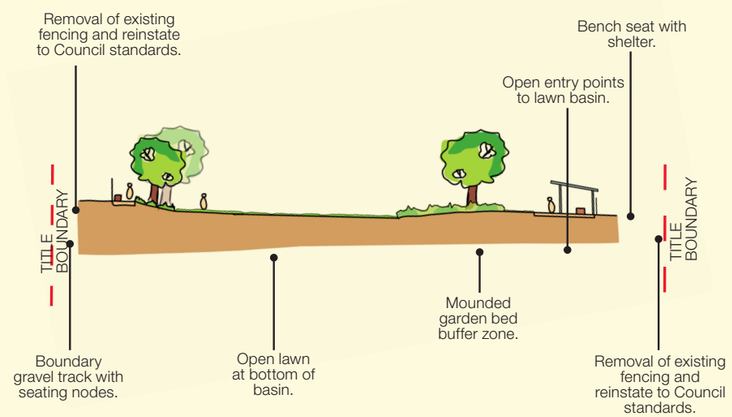



**Figure 41.** Cross Section of Indicative Concept as shown at A-A in Figure 40




**Action 3 - Improvements to McCulloch Avenue Retarding Basin (to be undertaken in conjunction with Action 4)**

Improve the amenity and accessibility of the McCulloch Avenue retarding basin in partnership with Melbourne Water.

Improvements should consider:

- Interpretation opportunities.
- Improvements to the environmental quality of the basin.
- Consistent pathway standards and landscaping treatments along the basin boundary.
- Identification of recreation nodes, such as seating and shelters.
- Improved pedestrian connections to the Precinct.
- Integration with the Indigenous Nursery.

### 6.6.2 Public Space (Council Land)

#### Purpose

- Flexible public space on Council land.
- Supports activity and gathering.
- Adapts over time as the Precinct evolves.

#### Key elements

- Mix of hardstand and landscape areas.
- Seating and shade.
- Tree planting.
- Opportunities for temporary or small-scale activation.

#### Use and function

- Informal gathering and recreation.
- Event and temporary uses (e.g. markets, food trucks).
- Spill-out space connected to surrounding uses.
- Adaptable to respond to future development.

#### Relationship to precinct

- Located adjacent to the retarding basin.
- Connects to McCulloch Avenue.
- Supports activity associated with the stadium.

The space is designed to be flexible and adaptable, supporting a range of uses over time.

**Action 4 - Kananook Precinct Public Space (to be undertaken in conjunction with Action 3)**

Design and construct a new public space adjacent to the retarding basin to support activation.

Key elements of the concept plan for the public space include:

- A temporary or permanent kiosk.
- Public space and additional seating.
- Picnic lawn.
- Small playground.
- Additional tree planting.
- Opportunities for activation of the space, such as food truck festivals.

**Figure 42.** Close up of proposed Public Space



## 6.7 Movement and Access

The framework improves connectivity, access and movement across the Precinct.

### 6.7.1 Movement

- Improve east–west connections through the Precinct.
- Upgrade Wells Road to improve pedestrian crossing and interface.
- Strengthen links between the station, stadium and surrounding areas.
- Improve safety and legibility of internal streets.

Movement improvements will prioritise pedestrian connectivity and integrate the Precinct with surrounding destinations.

### 6.7.2 Access and Servicing

- Rationalise crossovers along Wells Road, Easton Avenue and McCulloch Avenue.
- Reduce vehicle conflict points.
- Improve access and circulation within the Precinct.
- Support rear or side servicing where possible.

### 6.7.3 Laneways and Rear Servicing

The introduction of a laneway network is critical to enabling redevelopment within the Precinct, particularly on Council land and adjoining properties.

The laneway provides an alternative access and servicing network, reducing reliance on frontage access along Wells Road and McCulloch Avenue.

#### Role of the laneway

- Provide rear access for servicing and parking.
- Reduce vehicle crossovers along key streets.
- Improve street activation by removing servicing from primary frontages.
- Enable more efficient site layouts and consolidation.
- Support transition from industrial to mixed employment uses.

#### Location and function

- Located within Council land and connecting to McCulloch Avenue.
- Provides access to adjoining development sites.
- Can be extended over time as redevelopment occurs.

#### Delivery approach

- Delivered as part of Council-led redevelopment.
- May be staged with development.
- Can support both public and private access functions.

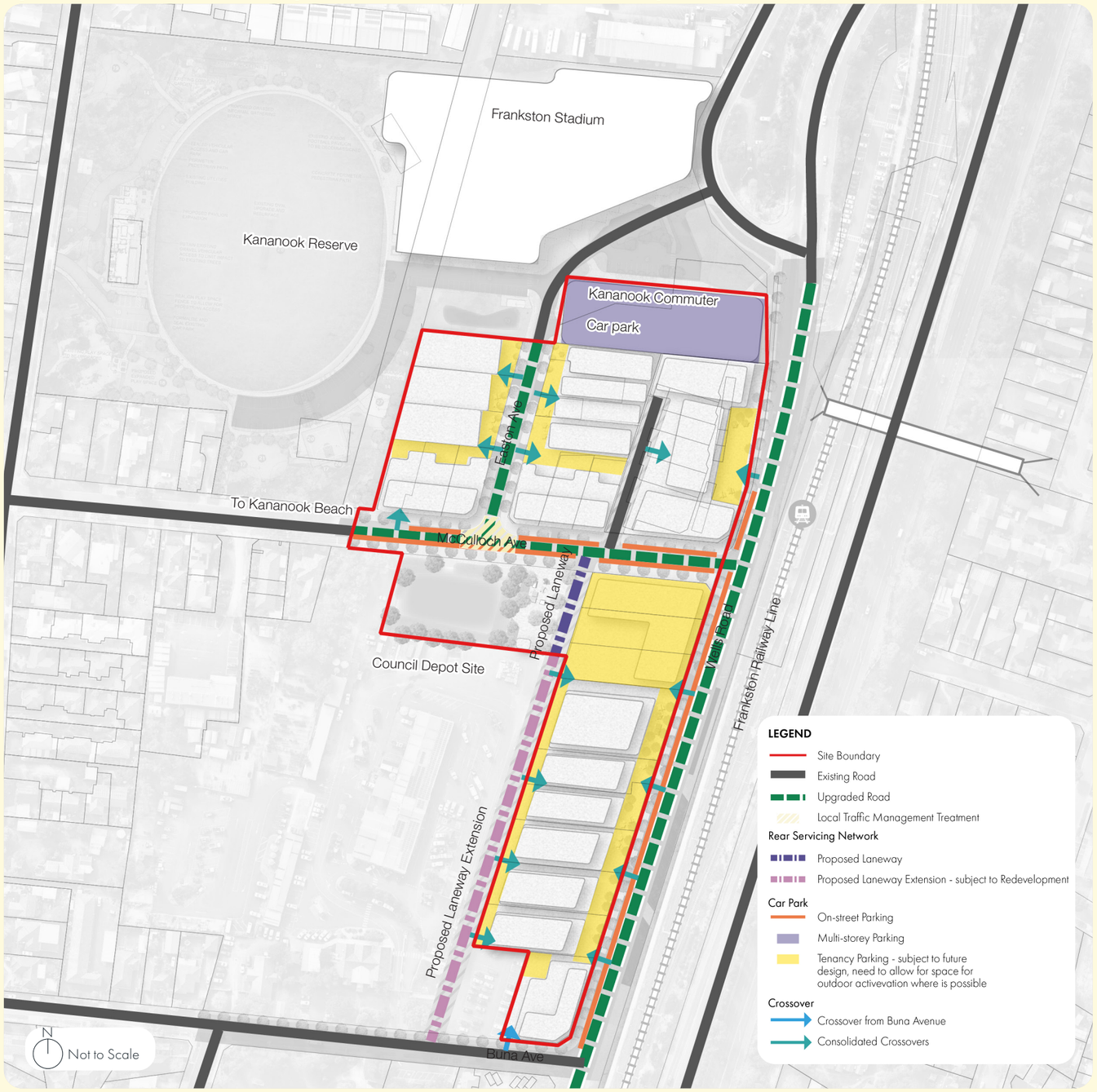
The laneway network will be a key piece of enabling infrastructure, supporting coordinated redevelopment, improving built form outcomes and reducing vehicle dominance along primary streets.

### 6.7.4 Parking

- Provide a mix of on-street and on-site parking.
- Reduce the visual dominance of parking.
- Consolidate and rationalise parking areas.
- Support more active street edges.

Existing parking supply, including the commuter car park, supports increased activity within the Precinct.

**Figure 43.** Access, Movement and Parking Plan. *Note: McCulloch Avenue is shown with parking on both sides as per Option 1, see Figure 38*




### Action 5 - Proposed Laneway

Plan and construct a laneway to support redevelopment of Wells Road properties as part of future Depot site work.

# 7 Implementation

| Timeframe | Definition |
|---|---|
| Short | 0-2 years |
| Medium | 2-5 years |
| Long | 5-10 years |

| Action No. | Action | Responsible Agency | | Timeframe | Measure/Outputs |
|---|---|---|---|---|---|
| | | Council | External | | |
| 1 | **Planning Scheme Amendment**<br>Undertake a Planning Scheme Amendment to implement the Kananook Precinct Plan into the Frankston Planning Scheme. | Strategic Planning (Lead) | DTP (Planning) | Immediate | • Planning Scheme Amendment gazetted. |
| 2 | **Kananook Precinct Street Upgrades**<br>Prepare design concepts and deliver staged street upgrades within the Precinct, consistent with Action 8 of the Frankston City Industrial Strategy. | Urban Design (Lead)<br><br>Capital Works Delivery (Support)<br><br>Engineering Services (Support) | DTP (Wells Road) | Medium | • Street upgrades implemented within the Precinct. |
| 3 | **Improvements to McCulloch Avenue Retarding Basin**<br>Improve the amenity and accessibility of the McCulloch Avenue retarding basin in partnership with Melbourne Water. | Urban Design (Lead)<br><br>Capital Works Delivery (Support) | Melbourne Water | Short | • Improvements delivered, resulting in increased community use. |
| 4 | **Kananook Precinct Public Space**<br>Design and construct a new public space adjacent to the retarding basin to support activation.<br><br>(to be undertaken in conjunction with Action 3). | Urban Design (Lead)<br><br>Strategic Property (Support)<br><br>Operations (Support) | Melbourne Water | Short | • Public space constructed and activated. |
| 5 | **Proposed Laneway**<br>Plan and construct a laneway to support redevelopment of Wells Road properties as part of future Depot site work | Urban Design (Lead)<br><br>Engineering Services (Lead) | DTP (Transport) | Long | • Laneway constructed. |

# Appendix A Land Use and Zoning Rationale

## Potential Land Use Zoning Options

The following table sets out possible land use zones for the Precinct.

The table identifies which land uses are allowed and whether or not they require a planning permit. Overleaf is a summary of opportunities and constraints associated with each zone.

Not all land uses permissible in a zone have been identified. In some instances land uses that are nested under an umbrella term have different planning permit requirements that have not been identified. Note that even when a planning permit is not required for the use itself planning permission is often still required for the development of the land and for car parking (as applicable).

**Legend**

- Planning permit not required for use of land.
- * Planning permit not required for use of land provided conditions are met, if not, a permit is required.
- ** Planning permit not required for use of land provided conditions are met, if not, a permit is required. If a permit is required and certain conditions are not met the use is prohibited.
- Planning permit not required for use of land provided conditions are met. If a permit conditions are not met the use is prohibited.
- Planning permit required for use of land.
- * Planning permit required for use of land provided conditions are met, if not, the use is prohibited.
- Use is prohibited.

| Use / Zone | Industrial 1 (existing zone) | Commercial 3 | Commercial 2 | Industrial 3 | Commercial 1 |
|---|---|---|---|---|---|
| Leisure and Recreation (fitness) | ! | ! | ! | ! | ! |
| Office (medical centre/allied health) | ! | ✓ | ✓ | ! | ✓ |
| Food and Drink (hospitality) | ✓ Take away<br>! all others | ✓* | ✓* | ✓ Take away<br>! all others | ✓ |
| Restricted Retail (bulky goods) | ! | ✗ | ✓ | ! | ✓* |
| Motor Vehicle Sales (car yard) | ! | ✗ | ! | ! | ✓ |
| Industry | ✓* | ✓* | ✓* | ! | !* |
| Warehouse | ✓* | !* | ✓* | ✓* | !* |
| Shop | ✗ | !* | ✓* | ○ | ✓ |
| Dwelling | ✗ | !* | ✗ | ✗ | ✓* |
| Supermarket | ✗ | !* | ✓** | ○ | ✓ |
| Convenience Shop | ✓ | !* | ✓* | ✓ | ✓ |
| Place of Assembly | ! | ✓* | ! | ! | ! |

# Zoning Options Assessment

## Commercial 1 Zone (C1Z)

**Assessment**

- Supports retail, commercial and residential uses
- Strong focus on activity and mixed-use outcomes

**Constraints**

- Residential use is not sufficiently limited
- Conflicts with strategic direction to retain employment land

**Conclusion**

Too permissive and inconsistent with State policy for industrial land.

## Commercial 2 Zone (C2Z)

**Assessment**

- Supports commercial and office uses
- Allows some retail activity
- Continues to support employment

**Constraints**

- Limits hospitality and entertainment uses
- Does not allow residential uses

**Conclusion**

Does not support the level of activation or diversity required.

## Commercial 3 Zone (C3Z) - Preferred

**Assessment**

- Supports a wide range of commercial, service and employment uses
- Allows limited residential uses
- Enables activation, diversity and transition over time
- Maintains an employment focus

**Constraints**

- Requires careful design to manage land use conflicts

**Conclusion**

- Provides the best balance between employment, activation and flexibility.
- Supports the intended transition of the Precinct.

## Industrial 1 Zone (IN1Z)

**Assessment**

- Supports traditional industrial and warehouse uses
- Allows limited retail and office uses
- Does not support diversification or activation

**Conclusion**

Does not support the level of change envisaged for the Precinct.

## Industrial 3 Zone (IN3Z)

**Assessment**

- Allows a broader mix of uses than IN1Z
- Maintains strong industrial focus
- Limits residential and higher-activity uses

**Conclusion**

Provides some flexibility but does not enable the desired transition to a mixed-use employment precinct.

## Recommended Zone

The Commercial 3 Zone is recommended as it:

- Maintains an employment focus.
- Enables a broader mix of uses.
- Supports activation and renewal.
- Allows controlled introduction of residential uses.

## Summary

The Precinct Plan supports rezoning to the Commercial 3 Zone to enable renewal while maintaining an employment focus.

This aligns with State policy, which seeks to retain industrial land while supporting a broader mix of employment and complementary uses in appropriate locations.

### Land Use Direction

The Commercial 3 Zone would:

- Maintain the Precinct's role as an employment area.
- Enable a broader mix of uses, including:
  - Commercial and service-based uses.
  - Health, recreation and hospitality.
- Allow limited residential uses, where they:
  - Support precinct activation.
  - Do not compromise business operations.

### Managing Residential Interface

Where residential uses are introduced, site design must manage interface risks.

This can be achieved through:

- Locating sensitive uses away from active or industrial areas.
- Incorporating appropriate acoustic treatments.
- Designing buildings to respond to noise, servicing and operational impacts.
- Managing plant, loading and servicing areas to minimise conflict.

These measures can be implemented through planning controls, including local policy and built form requirements.

### Planning Implementation

To deliver this outcome, the following is required:

- Rezone land to Commercial 3 Zone.
- Apply planning provisions to ensure:
  - Employment uses remain the dominant function.
  - Residential uses are limited and appropriately designed.

**Key Takeaway:** The Commercial 3 Zone enables renewal while maintaining an employment focus, with design controls ensuring compatibility between uses.

# Appendix B Level of Influence and Responsibility

## What can the Precinct Plan influence?

### Understanding the level of influence and impact

The Precinct Plan identifies actions that vary in the level of control available to Council.

Some outcomes can be delivered directly by Council, while others rely on private sector investment or State Government involvement.

This section outlines where the Plan has the greatest influence and where delivery will depend on external stakeholders.

### Key Takeaway:

The Precinct Plan has the greatest influence over:

- Public realm and streetscape upgrades.
- Council-owned land planning controls.

Key dependencies for delivery include:

- Landowner consolidation.
- State Government approvals for external investment.

| Element | Level of influence | Potential Impact | Comments | Responsibility |
|---|---|---|---|---|
| Council Depot Site | Moderate | High | • Constrained by retarding basin.<br>• Opportunity for integrated landscape outcome. | Council / Melbourne Water |
| Zoning changes | Low | High | • Requires State Government approval<br>• Limited flexibility under MICLUP | State Government |
| Private redevelopment | Low | High | • Fragmented ownership limits consolidation. | Landowners |
| McCulloch Avenue upgrade | High | High | • Council-controlled street with major placemaking role. | Council |
| Easton Avenue upgrade | Moderate | High | • Crossovers and servicing constrain outcomes. | Council |
| Wells Road upgrade | Low | Moderate | • Arterial road limits changes | State Government |
| Stadium expansion | Low | High | • Design outside Council control.<br>• Drives visitation. | State Government / Council |
| Reserve upgrade | Low | Moderate | • Limited design influence.<br>• Improves amenity. | Council |
| Laneway and access changes | Moderate | Moderate | • Requires land assembly and staging. | Council |

# Appendix C Flood Hazard Summary

## Understanding the flood hazard

Flood modelling indicates varying levels of hazard across the Precinct, generally ranging from low to moderate (H1–H3), with higher hazard areas associated with the retarding basin.

Flood hazard will influence development outcomes and requires appropriate design responses. Detailed flood mapping and requirements are managed by Melbourne Water.

For more information refer to Melbourne Water's flood hazard website pages.

| Hazard Classification | Characteristics of Flood Hazard |
|---|---|
| **Hazard 1** | Flooding is this area is usually minimal and tends to affect roads, gardens and other low-lying areas. Floodwater is **typically shallow – up to 300mm deep** – and unlikely to cause much damage or pose a safety risk. Because of this, the flood hazard is considered low, and the area is **generally safe** for people, vehicles and buildings. Most types of development, including new homes and subdivisions – are suitable here with suitable design considerations. However, essential community services like hospitals may need extra consideration before being built in these locations. |
| **Hazard 2** | Flooding in this area can **reach depths of up to 0.5 metres**, which may pose a risk to small vehicles. While the floodwater is **generally safe** for able-bodied people, it can still be unpredictable and should be treated with caution. This is why the area is considered to have a **medium flood hazard**. New commercial and industrial buildings are usually suitable in these areas, but some housing may not be safe even if designed with flood protection in mind – like raised floor levels and safe access. These areas are not appropriate for increasing housing densities without appropriate flood protection measures. Thoughtful planning and design help make sure new development is safe and suitable for the area. |

| Hazard Classification | Characteristics of Flood Hazard |
|---|---|
| **Hazard 3** | Flooding in this area can **reach depths of up to 1.2 metres**. The water flow may be strong and could pose a risk – especially to children, older residents, and those needing extra support. Because of these conditions, the area is classed as a **medium flood hazard**. Building or renovating here requires careful planning. Land may still be able to develop but needs to be located/sited to avoid areas of higher hazard and designed with flood protection in mind. New buildings or subdivisions are discouraged without appropriate flood protection measures. |
| **Hazard 4** | Floodwaters in this area can be fast-moving and deep, with **depths of up to 2.0 metres**. These conditions make the area unsuitable for people and vehicles during flood events. Because of the **high flood hazard**, any new use of the land should be carefully considered, and dense development is **not recommended**. New buildings or subdivisions are discouraged. Areas such as parks or public open spaces are suitable. |
| **Hazard 5** | Floodwaters in this area can be very deep **up to 4.0 metres** – and may damage or destroy most types of buildings. Because of this, it is **not a safe location** for development. These areas are important for natural flood flow and flood storage, which help protect other parts of the community. The **flood hazard is high** and no intensification of land use or new buildings should occur. Prioritise the safety of the community and protect the environment. |
| **Hazard 6** | Flooding in this area **can exceed 4.0 metres in depth**, making it **unsuitable** for any buildings or development and makes the flood hazard in this zone **high**. These areas are critical for flood management and should remain untouched. Let the land perform its natural flood-control role. Prioritise the safety of the community and protect the environment. |

# Appendix D Supporting Socio-Economic Data

## Kananook Socio-Economic Indicators

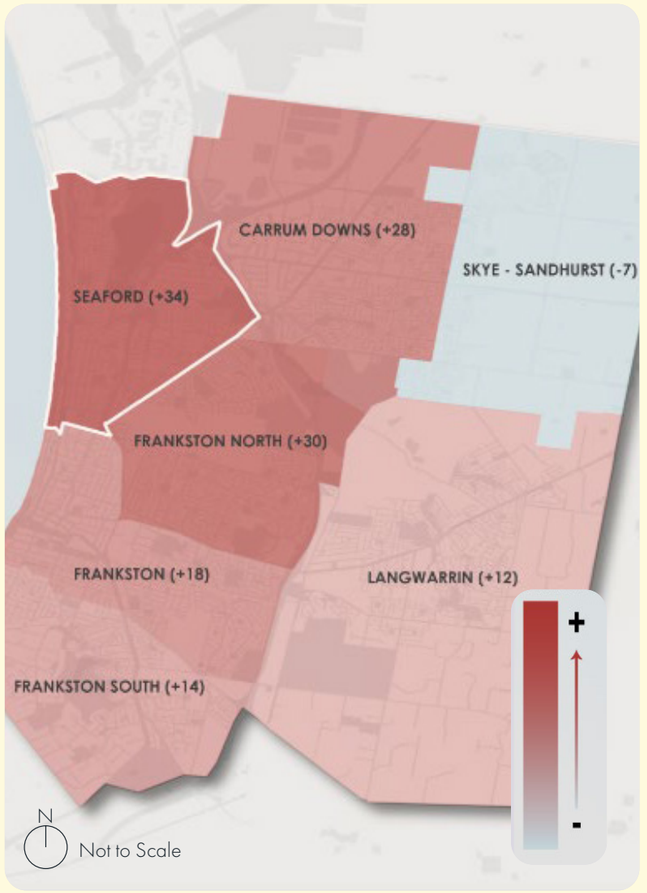
Socio-Economic Index for Areas (SEIFA) data shows that Seaford SA2 experienced a 34-point increase between 2016 and 2021. This is the largest uplift in socio-economic advantage across Frankston City over this period.

This trend indicates improving socio-economic conditions and a growing capacity for discretionary spending within the local population. Surrounding areas, including Carrum Downs and Frankston North, are also showing improvement, which may further support economic activity in the Precinct over time.

Together, these trends point to a strengthening local market and increasing potential to support investment and renewal.

**Key takeaway:** The local market is strengthening and can support gradual industrial renewal in the Precinct.

**Figure 44.** Change in SEIFA Score (IRSSAD) by SA2 in Frankston LGA 2011-2021, courtesy of Charter Keck Cramer




## Kananook Population Indicators

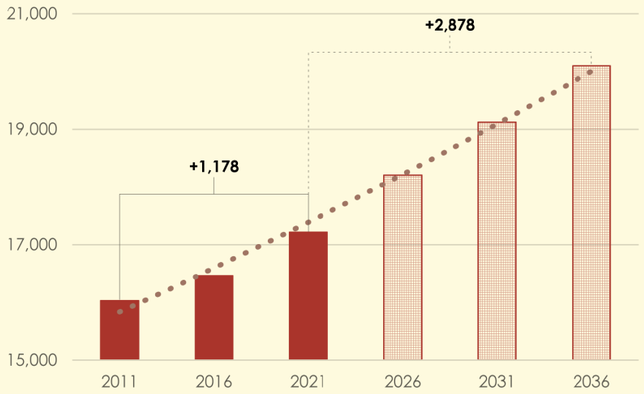
Seaford and the broader municipality are experiencing steady population growth. In 2024, Seaford SA2 had an estimated population of 18,000, increasing by more than 230 residents per year since 2021. Over the same period, Frankston City has grown by approximately 3,700 residents, bringing the total municipal population to over 144,600.

Growth is expected to continue, with Seaford's population projected to reach around 20,000 by 2030 if current trends persist. This growth will be driven in part by increases in children, young adults and families.

These groups are key drivers of demand for local services, retail and recreation, and will influence the future role and function of the Precinct.

**Key takeaway:** Population growth and changing demographics will increase demand for services, supporting the case for renewal and diversification in the Precinct.

Table 3. Seaford SA2, historic and projected population change 2011-2036, courtesy of Charter Keck Cramer




## Kananook Income Indicators

Seaford includes a relatively high proportion of lower-income households compared with surrounding bayside areas and metropolitan Melbourne. However, this profile is shifting, with higher-income households increasingly moving into the area.

This in-migration is gradually lifting overall affluence and reshaping the local economic profile. More recent residents tend to have higher levels of discretionary income and different spending patterns compared to the existing population.

This transition has accelerated since 2021 and is contributing to changing demand for services, retail and amenity.

**Key takeaway:** Household incomes are rising, supporting increased demand for higher-quality services and a more diverse local economy.

Table 4. Seaford SA2, household income quartiles, 2016-2021, courtesy of Charter Keck Cramer

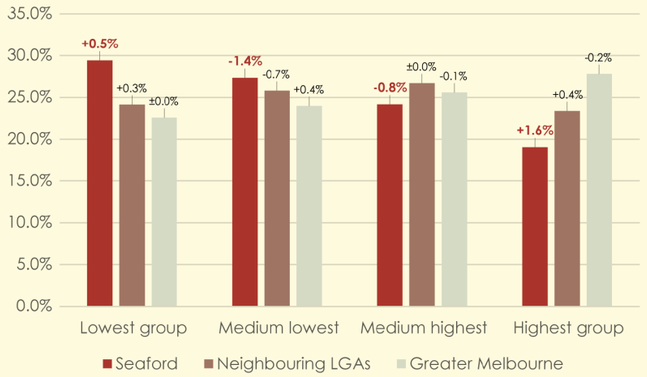
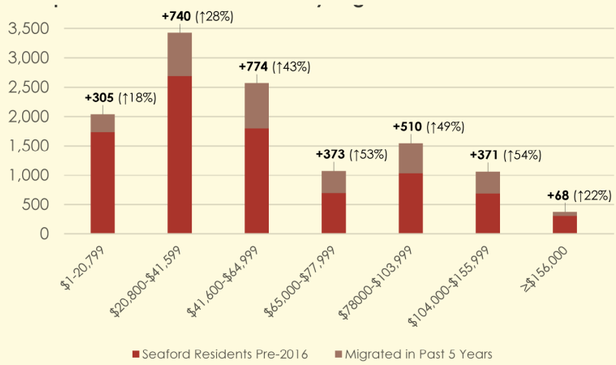



Table 5. Seaford SA2, total persons in income brackets by in-migration status 2021, courtesy of Charter Keck Cramer



## Employment and Occupation Indicators

The composition of Seaford's workforce is shifting, with increasing numbers of managers and professionals. In 2021, nearly one third of workers were employed in these roles.

Between 2016 and 2021, the number of professionals increased by approximately 500 people, outpacing growth in trade-based occupations. This reflects a broader transition toward higher-skilled employment.

This shift is associated with higher incomes and greater discretionary spending, reinforcing changing demand for services, amenity and employment types.

**Key takeaway:** The workforce is becoming more skilled, supporting demand for higher-value employment and services.

## Higher Education Indicators

Seaford is also experiencing growth in residents with higher education qualifications. Between 2016 and 2021, the number of tertiary-educated residents increased by approximately 770, representing a 5% uplift.

While overall education levels remain below the metropolitan average, this trend aligns with the growth in professional and managerial occupations and indicates a changing resident profile.

Together, these shifts point to a more skilled and knowledge-based local workforce.

**Key takeaway:** Education levels are rising, reinforcing the shift toward a more skilled and service-oriented economy.

Table 6. Seaford SA2, percentage of total workforce - managers & professionals 2016-2021, courtesy of Charter Keck Cramer

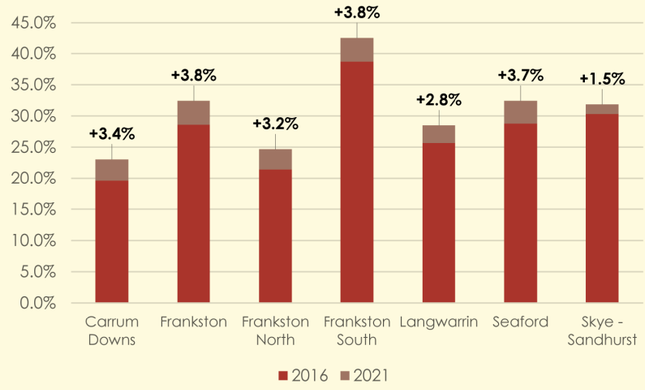
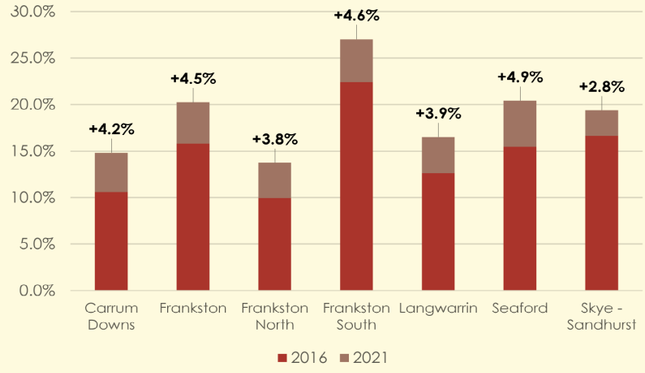



Table 7. Seaford SA2, percentage of population with tertiary qualifications 2016-2021, courtesy of Charter Keck Cramer



## House Price Growth

House prices in Seaford remain below the Melbourne median, but the area has experienced strong growth over the past 15 years. This reflects increasing demand driven by proximity to the bay and access to public transport.

Higher-value sales are concentrated west of the Frankston railway line, with a number of properties achieving prices above $1.5 million, particularly in coastal locations close to the Precinct. This pattern mirrors other established bayside markets across Melbourne's south-east.

Rising property values, particularly in coastal areas, indicate a strengthening housing market and increasing desirability. In comparable locations, this has supported higher-density housing and a broader mix of uses.

The growth in higher-value housing near the Precinct further reinforces the presence of higher-income households and increased capacity for discretionary spending.

**Key takeaway:** Rising property values and coastal demand are strengthening the local market and support more intensive and diverse development.

**Table 8.** Seaford SA2, median house prices, regional comparisons 1999-2024, courtesy of Charter Keck Cramer

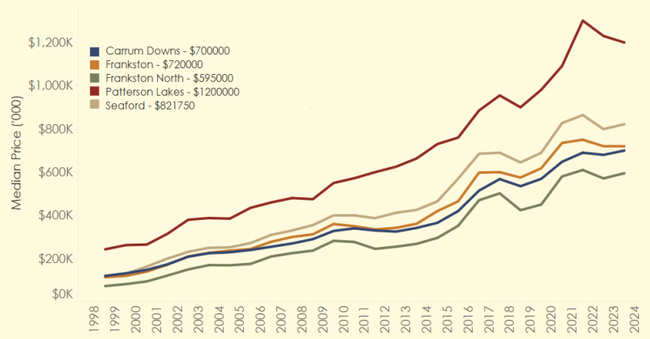



**Figure 45.** Seaford House Sales 2024, over $1.5 million, courtesy of Charter Keck Cramer



# Appendix E Potentially Contaminated Land

## Overview

A response to Ministerial Direction No. 1 and Planning Practice Note 30 (PPN30) is required because:

- The Precinct is currently zoned Industrial which meets the definition of potentially contaminated land.
- The proposed Commercial 3 Zone introduces sensitive uses including residential.
- Council must be satisfied that the land is or can be made suitable for the proposed use.
- Under Ministerial Direction No. 19, EPA Victoria input is required where potential impacts to human health or the environment exist.

## Desktop Review - Key Findings

A desktop site history review was undertaken in accordance with PPN30 using sources identified in Schedule B2 of the NEMP (ASC) as amended in 2013.

### Extent of Potential Contamination

**Precinct area (~40,034 m²):**

- 34 sites with medium–high potential (27 high, 7 medium).

**Surrounding "Data Area" (~300 m buffer):**

- 126 sites with medium–high potential.

### Sources of Risk

- Historic and current industrial land uses including metal works, maintenance, manufacturing and similar activities.
- Former landfill at Kananook Reserve.
- Civic operations, depot activities and areas of uncontrolled fill.

### Regulatory Datasets

The review did not identify any EPA records (Priority Sites, audits, licences, PRSAs). This does not confirm the absence of contamination – only that no listings appeared in the available desktop sources.

### Conclusion

Based on the desktop assessment:

- The land meets the PPN30 definition of potentially contaminated.
- Historical land uses and surrounding influences create a reasonable likelihood of contamination.
- Introducing sensitive uses (such as residential) increases the need for certainty regarding site suitability.

## Recommendation

To satisfy Ministerial Directions and support the amendment, Council should apply an Environmental Audit Overlay (EAO) to the Precinct. The EAO provides a statutory mechanism to ensure:

- A qualified professional properly assesses the nature and extent of any contamination.
- Risks to human health and the environment are identified and appropriately managed.
- Sensitive uses (e.g. residential) do not commence until suitability is confirmed.

The EAO does not assume contamination. It ensures a consistent, transparent assessment process and provides regulatory certainty that the land will be suitable at the time of development. This approach aligns with:

- Clause 13.04 1S (ensuring land is suitable for its intended use)
- Ministerial Direction No. 1 obligations for planning authorities

## Supporting Information

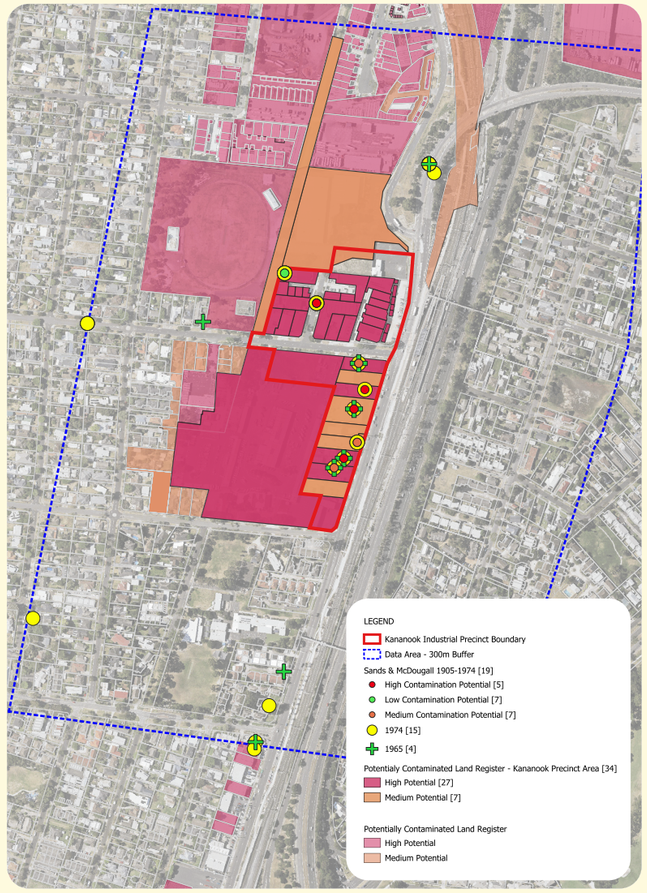
The assessment draws on:

- Council's Potentially Contaminated Land dataset (land use based screening).
- EPA public records.
- Historic land use sources (aerials, directories).
- Local knowledge of site conditions and activities.

## Notes / Limitations

- This is a desktop (Phase 1) assessment only – no intrusive investigations were undertaken.
- Findings rely on available records and land use indicators, consistent with PPN30 guidance.
- Further site specific investigation will be required at the development stage if land uses change.
- For this assessment, an SQEP refers to a suitably qualified and experienced professional capable of undertaking preliminary site investigations and identifying contamination risks.

**Figure 46.** Plan indicating locations of potentially contaminated land in and around the Precinct.



**Frankston City Council**

Civic Centre, 30 Davey Street
Frankston VIC 3199
1300 322 322
info@frankston.vic.gov.au

**frankston.vic.gov.au**

# Consideration of Reports of Officers

# COMMUNITY SATISFACTION SURVEY REPORT 2026

## Community Satisfaction Report 2026

## Meeting Date: 3 August 2026

## Attachment: A

*Frankston City Council*

# *2026 Annual Community Satisfaction Survey*

***July 2026***



***© Frankston City Council, 2026***

This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from Frankston City Council.

***© Metropolis Research Pty Ltd, 2026***

The survey form utilised in the commission of this project and the *Governing Melbourne* results are copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process without written permission from the Managing Director Metropolis Research Pty Ltd.

***Disclaimer***

Any representation, statement, opinion, or advice expressed or implied in this publication is made in good faith but on the basis that Metropolis Research Pty Ltd, its agents and employees are not liable (whatever by reason of negligence, lack of care or otherwise) to any person for any damages or loss whatsoever which has occurred or may occur in relation to that person acting in respect of any representation, statement, or advice referred to above.

***Contact Details***

This report was prepared by Metropolis Research Pty Ltd on behalf of Frankston City Council. For more information, please contact:

**Dale Hubner**
Managing Director
Metropolis Research Pty Ltd

P O Box 1357
CARLTON VIC 3053

(03) 9272 4600
d.hubner@metropolis-research.com

**Michael Middleton**
Service Planning Advisor
Frankston City Council

PO BOX 490
FRANKSTON VIC 3199

(03) 9293 7167
Michael.Middleton@frankston.vic.gov.au

## Table of contents

**EXECUTIVE SUMMARY** ..... **6**
**INTRODUCTION** ..... **14**
RATIONALE ..... 14
METHODOLOGY AND RESPONSE RATE ..... 15
GOVERNING MELBOURNE ..... 16
GLOSSARY OF TERMS ..... 16
**COUNCIL'S OVERALL PERFORMANCE** ..... **18**
SATISFACTION WITH OVERALL PERFORMANCE BY RESPONDENT PROFILE ..... 21
SATISFACTION WITH OVERALL PERFORMANCE BY TOP ISSUES FOR FRANKSTON CITY ..... 26
REASONS FOR DISSATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE ..... 29
CHANGE IN COUNCIL'S OVERALL PERFORMANCE ..... 30
**MOST IMPORTANT THING FRANKSTON CITY SHOULD DO TO IMPROVE ITS PERFORMANCE** ..... **33**
MOST IMPORTANT THING TO IMPROVE PERFORMANCE BY PRECINCT ..... 35
MOST IMPORTANT THING TO IMPROVE PERFORMANCE BY RESPONDENT PROFILE ..... 37
**GOVERNANCE AND LEADERSHIP** ..... **39**
MEETING RESPONSIBILITIES TOWARDS THE ENVIRONMENT ..... 42
COMMUNITY CONSULTATION AND ENGAGEMENT ..... 46
OPPORTUNITIES OFFERED BY COUNCIL TO ENGAGE OR BE CONSULTED WITH ON COUNCIL DECISIONS ..... 49
REPRESENTATION, LOBBYING AND ADVOCACY ..... 53
RESPONSIVENESS OF COUNCIL TO LOCAL COMMUNITY NEEDS ..... 56
MAINTAINING TRUST AND CONFIDENCE OF THE LOCAL COMMUNITY ..... 59
MAKING DECISIONS IN THE INTERESTS OF THE COMMUNITY ..... 63
PROVIDING IMPORTANT INFRASTRUCTURE AND SERVICES THAT MEETS COMMUNITY NEEDS ..... 67
COUNCIL'S EFFORTS TO IMPROVE THE IMAGE AND REPUTATION OF FRANKSTON ..... 70
**CONTACT WITH COUNCIL** ..... **74**
CONTACT WITH COUNCIL IN THE LAST 12 MONTHS ..... 74
FORMS OF CONTACT ..... 74
SATISFACTION WITH COUNCIL'S CUSTOMER SERVICE ..... 75
*Overall satisfaction with customer service experience* ..... *78*
**PLANNING AND HOUSING DEVELOPMENT** ..... **82**
SATISFACTION WITH ASPECTS OF PLANNING AND HOUSING DEVELOPMENT ..... 82
*Appearance and quality of newly constructed developments* ..... *85*
*Examples of and comments about specific developments* ..... *88*
*Height, size, and set-back distances of new developments* ..... *90*
*Protection of local heritage* ..... *93*
*Design of open spaces* ..... *94*
*Design of public spaces* ..... *95*
PLANNING FOR POPULATION GROWTH ..... 97
*Reason for dissatisfaction with planning for population growth* ..... *101*
**HOUSING** ..... **104**
AVAILABILITY OF HOUSING THAT MEETS THE NEEDS OF THE COMMUNITY ..... 106
AFFORDABILITY OF HOUSING ..... 108
**IMPORTANCE OF AND SATISFACTION WITH COUNCIL SERVICES AND FACILITIES** ..... **110**
IMPORTANCE OF COUNCIL SERVICES AND FACILITIES ..... 110
*Change in importance between 2025 and 2026* ..... *111*
*Comparison to the metropolitan Melbourne average importance* ..... *111*
SATISFACTION WITH COUNCIL SERVICES AND FACILITIES ..... 113
*Relative satisfaction with Council services and facilities* ..... *114*
*Change in satisfaction between 2025 and 2026* ..... *116*
*Comparison to the metropolitan Melbourne average satisfaction* ..... *117*

*Percentage satisfied / dissatisfied with services and facilities* ..... *118*
*Satisfaction by respondent profile* ..... *119*
IMPORTANCE AND SATISFACTION CROSS TABULATION ..... 121
SATISFACTION BY BROAD SERVICE AREAS ..... 122
COUNCIL DEPARTMENT ..... 125
ENGINEERING SERVICES ..... 126
*Local traffic management* ..... *126*
ARTS AND CULTURE ..... 129
*Local library* ..... *129*
*Arts and cultural events, programs, and activities* ..... *131*
SAFER COMMUNITIES ..... 133
*Parking enforcement* ..... *133*
*Animal management* ..... *135*
COMMUNITY RELATIONS ..... 137
*Frankston City News (Council's newsletter)* ..... *137*
*Council's website* ..... *140*
COMMUNITY STRENGTHENING ..... 142
*Sports ovals and other local sporting facilities (including activities)* ..... *143*
*Aquatic and Leisure Centres* ..... *144*
*Youth services (for 12 to 24 year olds)* ..... *146*
*Provision and maintenance of playgrounds* ..... *147*
*Community Centres / Neighbourhood Houses* ..... *149*
OPERATIONS CENTRE ..... 150
*Maintenance and repairs of major arterial roads and highways* ..... *151*
*Maintenance and repairs of sealed local roads* ..... *156*
*Drains maintenance and repairs* ..... *160*
*Footpath maintenance and repairs* ..... *162*
*Provision and maintenance of street trees* ..... *163*
*Provision and maintenance of parks, gardens, and reserves* ..... *165*
*Litter collection in public areas* ..... *168*
*Maintenance and cleaning of shopping strips* ..... *169*
*Public toilets* ..... *172*
*On and off-road bike paths (including shared pathways)* ..... *174*
*Frankston Memorial Park (Cemetery)* ..... *176*
FAMILY HEALTH AND SUPPORT SERVICES ..... 177
*Services for children from birth to 5 years of age* ..... *178*
*Services for seniors* ..... *180*
*Services for people with disabilities* ..... *182*
WASTE CIRCULARITY ..... 183
*Weekly garbage collection* ..... *184*
*Fortnightly recycling collection* ..... *186*
*Glass recycling* ..... *188*
*Hard rubbish collection* ..... *189*
*Food and garden waste collection* ..... *191*
*Recycling and Recovery Centre* ..... *192*
POLICY, PLANNING AND ENVIRONMENTAL STRATEGIES ..... 194
*Council support for local business* ..... *195*
*Planning applications* ..... *196*
**CURRENT ISSUES FOR FRANKSTON CITY 'AT THE MOMENT'** ..... **198**
VARIATION IN RESULTS BETWEEN 2025 AND 2026 ..... 201
VARIATIONS FROM THE METROPOLITAN MELBOURNE AVERAGE ..... 201
RELATIONSHIP BETWEEN ISSUES AND OVERALL SATISFACTION WITH COUNCIL ..... 201
ISSUES BY PRECINCT ..... 202
ISSUES BY RESPONDENT PROFILE ..... 204
SAFETY, POLICING, AND CRIME ISSUES – METROPOLITAN COMPARISONS ..... 207
ROAD MAINTENANCE AND REPAIR ISSUES – METROPOLITAN COMPARISONS ..... 207

VERBATIM RESPONSES FOR KEY ISSUES ..... 208
*Road maintenance and repair issues* ..... *208*
*Safety, policing, and crime issues* ..... *210*
*Homelessness* ..... *213*
*Drug and alcohol related issues* ..... *213*
**SAFETY IN PUBLIC AREAS ..... 215**
OVERALL SAFETY LIVING IN THE CITY OF FRANKSTON ..... 217
SAFETY DURING THE DAY ..... 219
SAFETY AT NIGHT ..... 221
TRAVELLING ON / WAITING FOR PUBLIC TRANSPORT ..... 224
IN AND AROUND YOUR LOCAL SHOPPING AREA ..... 226
BAYSIDE SHOPPING AREA ..... 228
WELLS STREET ENTERTAINMENT PRECINCT ..... 229
AT THE BEACH AND FORESHORE ..... 231
IN PARKS AND OPEN SPACES ..... 233
REASONS FOR FEELING LESS SAFE ..... 235
LOCATIONS WHERE RESPONDENTS FELT UNSAFE ..... 236
**SENSE OF COMMUNITY ..... 239**
**RESPONDENT PROFILE ..... 248**
AGE STRUCTURE ..... 248
GENDER ..... 249
LANGUAGE SPOKEN AT HOME ..... 250
HOUSEHOLD STRUCTURE ..... 251
HOUSING SITUATION ..... 251
DIVERSE POPULATION GROUPS ..... 252
PERIOD OF RESIDENCE ..... 252
**GENERAL COMMENTS ..... 253**
**APPENDIX ONE: VERBATIM COMMENTS OUTLINING REASONS FOR DISSATISFACTION WITH COUNCIL'S OVERALL PERFORMANCE ..... 258**
**APPENDIX TWO: VERBATIM REASONS FOR FEELING UNSAFE ..... 260**
**APPENDIX THREE: SURVEY FORM ..... 263**

## Executive summary

Metropolis Research conducted this, Council's sixth independent *Annual Community Satisfaction Survey*, as a door-to-door, face-to-face interview style survey, in May and June 2026.

This was the same method that has been used since 2022, after completing the 2021 survey as a random sample telephone survey due to the pandemic.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

The aim of the research is to measure community satisfaction with a wide range of Council provided services and facilities, aspects of governance and leadership, customer service, planning and housing development, and the overall performance of Council.

The survey also explored agreement with a range of statements about the local sense of community, the main issues respondents feel need to be addressed for Frankston City, and the most important thing respondents feel Council should do to improve its performance.

***Key findings in 2026***

The key finding from the 2026 survey was that satisfaction with the overall performance of Frankston City Council increased measurably this year, up two percentage points to 7.2 out of 10, which was the highest satisfaction recorded for the City of Frankston.

This result was identical to the metropolitan average and was measurably above the long-term average since 2011 of 6.4 or "solid".

The improvement in satisfaction with the performance of Frankston City Council was broad-based this year, with measurable increases for most of the broad service areas, as follows:

- Overall satisfaction with customer service experience 8.3 (up 8pts to a record high)
- Average satisfaction with 33 Council services and facilities 8.1 (up 4pts to a record high)
- Satisfaction with five planning and development outcomes 7.9 (up 3pts to a record high)
- Satisfaction with nine aspects governance and leadership 7.6 (up 5pts to a record high)
- Satisfaction with Council's overall performance 7.2 (up 2pts to record high)

Taken together, these results reflect a significant improvement in community satisfaction with the performance of the Frankston City Council across the broad range of services, facilities, and functions of Council this year.

The stand-out results this year were the increase in satisfaction with customer service (up 8pts) and the improvement in satisfaction with aspects of governance and leadership (up 5pts).

There was also a measurable increase in the perception of safety in the public areas of the City of Frankston this year, and a notable decline in the proportion of respondents raising safety, policing, and crime related issues as a top three issue (11% down from unusually high 29% last year).

***Satisfaction with Council's overall performance***

Satisfaction with the overall performance of Frankston City Council increased measurably this year, up two percentage points to 7.2 out of 10, although it remains at a "good" level.

This was the highest overall satisfaction score recorded for Frankston City and was measurably above the long-term average since 2011 of 6.4 out of 10, or "solid".

This result was identical to the metropolitan average (7.2), but somewhat (3%) lower than the southeastern region councils' (7.5) average, as recorded in the *Governing Melbourne* research.

This result comprised 45% (up from 38%) "very satisfied" and three percent (down from 7%) "dissatisfied" respondents.

Whilst there was little statistically significant variation, there was some variation in overall satisfaction with Council observed across the municipality, as follows:

- ***Marginal to somewhat HIGHER than average satisfaction*** – included respondents from Frankston North and Frankston / Karingal, young adults (aged 18 to 34 years), female respondents, respondents from English speaking households, rental households, new residents (less than one year in Frankston), medium term residents (5 to less than 10 years in Frankston), respondents from two-parent families (with children aged 13 years and over at home), and respondents from group households.
- ***Marginal to somewhat LOWER than average satisfaction*** – included respondents Langwarrin, and to a lesser extent Frankston South and Carrum Downs, respondents from one-parent families, 49 respondents with disability / chronic illness, six respondents identifying as Aboriginal and / or Torres Strait Islander, nine respondents identifying as LGBTIQA+, and the 30 respondents who identified as experiencing financial hardship.

The most common reasons why 19 respondents were dissatisfied with Council's overall performance related to some concerns about communication and consultation (10 comments), specific Council services and facilities (9 comments), rates and financial management (9 comments), and Council's governance, management, and responsiveness (7 down from 17 comments).

There were also eight (down from 21) general negative statements provided by respondents.

Issues that appear likely to have a substantive negative impact on overall satisfaction with Council this year for the respondents raising the issues include Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), roads (63 respondents, 5pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).

***Change in performance of Council over the last 12 months.***

A total of 17% (up from 15%) of respondents considered that Council's overall performance had improved in the last 12 months, while eight percent (up from 7%) considered that performance had deteriorated.

Consistent with the result recorded last year, fewer respondents in Frankston City considered that Council's overall performance had deteriorated in the last year than the metropolitan average of 10%.

***Most important thing Council could do to improve performance***

When asked what was the most important thing that Council could do to improve its performance, the four most common responses were improvement to communication, consultation, and engagement with the community (6% down from 9%), improvements to community safety and policing (4% down from 7%), more / better road maintenance and repairs (stable at 3%), and lower rates, fees, and charges (stable at 2%).

These results were generally consistent with the results recorded last year, and also reflect both the reasons for dissatisfaction with Council's overall performance, as well as the issues to address results.

***Satisfaction with the governance and leadership performance of Council***

Respondents were asked to rate their satisfaction with nine aspects of the governance and leadership performance of Council.

Six of these measures are considered the core governance and leadership.

The average satisfaction with the six core aspects of governance and leadership increased measurably and significantly this year, up six percentage points (9%) to 7.6 out of 10, which was a "very good", up from a "good" level of satisfaction.

This was a record high satisfaction with governance and leadership for the City of Frankston and was the stand-out positive result recorded in the survey this year.

This result was measurably (3pts) higher than the metropolitan average (7.3), although it was identical to the unusually high southeastern region councils' average of 7.6 out of 10 this year.

Satisfaction with Council's performance meeting its responsibilities towards the environment (up 5pts to 7.9), performance of Council providing important infrastructure and services that meet community needs (up 5pts to 7.8), and Council's efforts to improve image and reputation of Frankston (up 5pts to 7.8) all improved from "very good" to "excellent" levels.

Satisfaction with the remaining six aspects of governance and leadership also increased measurably this year, with all now at "very good" levels.

This included Council's performance making decisions in the interests of the community (up 7pts to 7.7), maintaining community trust and confidence (up 6pts to 7.6), responsiveness to local community needs (up 5pts to 7.6), Council's representation, lobbying, and advocacy (up 5pts to 7.6), consultation and engagement (up 5pts to 7.5), and the opportunities offered by Council to engage or be consulted with on Council decisions (up 6pts to 7.5).

***Satisfaction with customer service***

In 2026, 29% (up from 26%) of respondents reported that they had contacted Council in the last 12 months, with 62% contacting Council by telephone, nine percent emailing, nine percent by visiting the website, and eight percent visited in person.

The average satisfaction with the six included aspects of customer service increased measurably and significantly this year, up nine percentage points (12%) to 8.4 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

This was the highest satisfaction recorded for customer service for the City of Frankston and was measurably (7pts) above than the long-term average of 7.7 out of 10, or "very good".

Overall satisfaction with the customer service experience was 8.3 (up from 7.5) out of 10 this year, measurably (8pts or 11%) higher than the metropolitan average (which is also at record highs in recent years).

This was a significant improvement in customer service satisfaction for the City of Frankston this year and was a stand-out positive result from the survey this year.

Satisfaction with all six aspects of customer service recorded "excellent" satisfaction this year, including staff courtesy and professionalism (8.6), staff understanding language needs (8.6), the provision of accurate information (8.4), care and attention to enquiry (8.3), and speed and efficiency of service (up 10pts to 8.1 out of 10).

Satisfaction with the speed and efficiency of service recorded the lowest satisfaction at 8.1, although it was at an "excellent" level this year, and comprised 82% (up from 63%) "very satisfied" and seven percent (down from 17%) "dissatisfied".

It is noted that the small sample of respondents who contacted Council via email, were, on average, notably less satisfied with the overall customer service experience than respondents who telephoned or visited Council in person.

***Planning and housing development***

All respondents were asked to rate their satisfaction with five planning and development outcomes.

Satisfaction with the protection of local heritage and sites of significance (up 4pts to 8.0), the design of open spaces (up 3pts to 8.0), the design of public spaces (up 3pts to 7.9), the appearance and quality of new developments (up 2pts to 7.8), and the height, size, and set-back distance of new developments (up 4pts to 7.7) all increased measurably this year, with five of the six outcomes now recorded at "excellent" levels.

These results reflect a continued trend of increasing satisfaction with planning and housing development in the City of Frankston in recent years.

Four of these six outcomes were also included in the *Governing Melbourne* research, and the City of Frankston recorded satisfaction with each that was measurably higher than the metropolitan average.

Satisfaction with planning for population growth 'by all levels of government' increased measurably this year, up five percentage points (7%) to 7.5 out of 10, building on the four-percentage point increase recorded last year.

This result was measurably higher than the metropolitan (7.2), but notably (2pts) lower than the southeastern region (7.7) average.

***Housing availability and affordability***

Respondents were asked to rate their satisfaction with two aspects of housing; the availability of housing that meets the needs of the community (up 5pts to 7.3 or "very good") and the affordability of housing (up 7pts to 6.9 or "good").

These were significant increases in satisfaction with housing availability and affordability again this year, building on the measurable increases recorded last year.

These measurable increases were consistent with the increase in satisfaction with planning for population growth, and the general increase in satisfaction with many aspects of performance this year.

These results do imply a continued decline in the perception of housing stress in Frankston City.

***Importance of and satisfaction with Council services and facilities***

The survey measured the importance of and satisfaction with 34 services and facilities. This included 33 Council provided services and facilities, as well as the maintenance and repair of major arterial roads and highways (managed by VicRoads).

The average importance of the 33 Council services and facilities was 9.2 out of 10, up one percent from 9.1 a similar result to the metropolitan Melbourne average importance of 28 of these services of 9.1.

The most important services were three of the four kerbside collections (weekly garbage, fortnightly recycling, and food and garden waste collections), the four community services (services for children, youth, seniors, and people with disabilities).

The average satisfaction with the 33 included Council provided services increased measurably this year, up three percentage points to 8.1, and which was an "excellent" level of satisfaction.

Satisfaction with services and facilities in Frankston City was measurably (2pts) higher than the metropolitan average satisfaction with 28 services and facilities of 7.9, but marginally (1pt) lower than the unusually high southeastern region councils' average of 8.2.

The services that recorded measurably higher or lower satisfaction than the average of all services and facilities included:

- ***Measurably HIGHER than average satisfaction*** - included the weekly garbage collection, fortnightly recycling collection, glass recycling, the local library, hard rubbish collection, and food and garden waste collection.

- ***Measurably LOWER than average satisfaction*** – included planning applications, the maintenance and repair of major arterial roads (managed by VicRoads), Council support for local business, public toilets, the maintenance and repair of sealed local roads, and footpath maintenance and repairs.

There were no services or facilities to be categorised as "poor", "very poor", or "extremely poor" again this year, which reinforces the solid performance of Council providing a wide range of services and facilities.

Satisfaction with 28 of these services and facilities increased this year, satisfaction with two remained stable, and satisfaction with just four declined, as follows:

- ***Notably HIGHER satisfaction in 2026 than in 2025*** – included parking enforcement (up 8pts), the maintenance and repair of major arterial roads (managed by VicRoads) (up 7pts), traffic management (up 7pts), the *Frankston City News* (up 6pts), public toilets (up 6pts), planning applications (6pts), drains maintenance and repairs (6pts), the provision and maintenance of street trees (6pts), on- and off-road bike paths (6pts), animal management (5pts), the maintenance and repair of sealed local roads (5pts), glass recycling (5pts), litter collection in public areas (5pts), Council's website (5pts), footpath maintenance and repairs (4pts), disability services (4pts), the maintenance and cleaning of strip shopping areas (4pts), and hard rubbish collection (4pts).

- ***Notably LOWER satisfaction in 2026 than in 2025*** – included services for youth from 12 to 24 years old (6pts lower).

***Most important issues to address for Frankston City 'at the moment'.***

Respondents were asked (in an open-text format) to nominate what they considered to be the three most important issues to address for Frankston City "at the moment", with 49% (down from 67%) of respondents nominating at least one issue this year.

The most nominated issues were safety, policing, and crime related issues (11% down from 29%), roads maintenance and repairs including roadworks (8% down from 13%), traffic management (7% up from 6%), and drug and alcohol related issues (4% up from 3%).

Despite declining as an issue this year, safety, policing, and crime issues remain prominent in Frankston City this year and were somewhat more commonly nominated as a top three issue in the City of Frankston than the metropolitan average (11% compared to 9%).

Issues around homelessness (2%), drugs and alcohol (4%), and Frankston CBD issues related issues (1%) also highlight a somewhat elevated level of community concern around some social issues compared to the metropolitan average.

Issues that appear likely to have a substantive negative impact on overall satisfaction with Council this year for the respondents raising the issues include Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), roads (63 respondents, 5pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).

***Perception of safety in the public areas of Frankston City***

Respondents were asked to rate their perception of safety in the public areas of Frankston City across nine situations, locations, and times.

There were measurable increases in the perception of safety in public areas of the City of Frankston this year, largely, but not entirely reversing the significant declines in the perception of safety recorded last year.

This included the perception of safety in public areas during the day (up 6pts to 8.2), in parks and open spaces (up 7pts to 8.0), at the beach and foreshore (up 6pts to 8.0), in and around their local shopping area (up 6pts to 7.8), travelling on / waiting for public transport (up 9pts), at Wells Street Entertainment Precinct (up 10pts to 7.7), at Bayside shopping area (up 8pts to 7.6), and in public areas at night (up 10pts to 6.6 out of 10).

A total of 16% (down from 28%) of respondents felt "unsafe" in the public areas of the municipality at night, with female respondents reporting that they felt four percent (down from 7%) less safe than male respondents.

Respondents' perception of their safety overall living in Frankston City also increased measurably this year, up five percentage points (7%) to 7.8 out of 10, including 63% (up from 50%) who felt "very safe" and three percent (down from 5%) who felt "unsafe".

The most common issue raised by respondents who felt unsafe again this year related to concerns around drugs and alcohol (63 comments), and concerns around various types of people (53 comments).

There were also, again this year, a notable number of comments about perception of crime and perceived lack of policing (22 comments).

Metropolis Research suggests that the increase in the perception of safety, coupled with the significant decrease in safety, policing, and crime related issues this year, were one of the most important and substantial results recorded in the survey this year.

***Sense of community***

Respondents were asked to rate their agreement (from zero to 10) with nine statements about the sense of community with Frankston City.

Overall, respondents reported a relatively strong sense of community, with agreement that respondents were proud of and enjoy living in the area (8.4 up from 8.1) recorded the highest average agreement again this year, marginally higher than the other statements.

On average, respondents strongly agreed that that Frankston is a 'child-friendly' (8.4) and an 'age-friendly' (8.3) community, that it is welcoming and supportive of diverse cultures (8.3), is a vibrant, accessible, and engaging community (8.3), that respondents feel part of the local community (8.3), could turn to the neighbours for help (8.3), the community is accessible and inclusive for people with disability (8.2), and that they were satisfied with travel options (8.1).

Three percent (down from 5%) of respondents providing a score did not agree that they felt part of their local community.

## Introduction

Metropolis Research Pty Ltd was commissioned by Frankston City Council to undertake this, its sixth independent *Annual Community Satisfaction Survey*.

The survey has been designed to measure community satisfaction with a range of Council services and facilities as well as to measure community sentiment on a range of additional issues of concern in the municipality.

The 2026 survey explored the following components:

- Satisfaction with Council's ***overall performance*** and ***change in performance***.
- Satisfaction with aspects of ***governance and leadership***.
- Importance of and satisfaction with 33 ***Council services and facilities***.
- Satisfaction with aspects of ***planning and housing development***.
- Satisfaction with Council ***customer service***.
- ***Issues of importance*** for Frankston City to address in the coming year.
- Most ***important thing Frankston City should do to improve its performance***.
- ***Perception of safety*** in the public areas of the municipality.
- Aspects of the ***sense of community***.
- Respondent profile.

### *Rationale*

The *Annual Community Satisfaction Survey* has been designed to provide Council with a wide range of information covering community satisfaction, community sentiment and community feeling and involvement. The survey meets the requirements of the Local Government Victoria (LGV) annual satisfaction survey by providing importance and satisfaction ratings for the major Council services and facilities as well as scores for satisfaction with Council overall.

The *Annual Community Satisfaction Survey* provides in-depth coverage of Council services and facilities as well as additional community issues and expectations. This information is critical to informing Council of the attitudes, levels of satisfaction and issues facing the community.

In addition, the *Annual Customer Satisfaction Survey* includes a range of demographic and socio-economic variables against which the results can be analysed. For example, the *Annual Community Satisfaction Survey* includes data on age structure, gender, language spoken at home, disability, dwelling type, period of residence, and household structure. By including these variables, satisfaction scores can be analysed against these variables and issues that sub-groups in the community have with Council's performance or services can be identified.

### *Methodology and response rate*

The survey was conducted as a door-to-door interview style survey of a representative sample of 800 randomly approached households drawn proportionally from across all the suburbs / localities that comprise the municipality.

The survey fieldwork was conducted from the 2nd of May till the 2nd of June 2026.

Trained Metropolis Research fieldwork staff conducted face-to-face interviews of approximately 20 minutes duration with randomly approached householders.

This methodology has produced highly consistent results in terms of the demographic profile of respondents, obtaining a sample of respondents that more closely reflects the underlying population of the municipality than can be obtained using the alternative telephone methodology.

The sample was pre-weighted by suburb / locality population to ensure that each of the 10 suburbs / localities contributed proportionally to the overall municipal result.

The final sample was then weighted by the respondents' age and gender to reflect the age and gender profile of the Frankston community, as reported in the 2021 *Census*.

This two-stage process ensured that the municipal results effectively reflect the geographical and demographic makeup of the Frankston community.

A total of 3,843 households were approached to participate in the survey. Of these households, 1,832 were unattended when approached or telephoned, were therefore not invited to participate, and played no further part in the research.

A total of 1,211 refused the offer to participate in the research and 800 completed the survey.

This provides a response rate of 40% (down from 43% in 2025, and 41% in 2024 using the same door-to-door methodology. This response rate was significantly higher than the 28% obtained in 2021 using the random sample telephone methodology.

The 95% confidence interval (margin of error) of these results is plus or minus 3.4% at the 50% level. In other words, if a yes / no question obtains a result of 50% yes, it is 95% certain that the true value of this result is within the range of 46.6% and 53.4%.

This is based on a total sample size of 800 respondents, and an underlying population of the City of Frankston of 144,615 (*Profile.id 2024 estimated resident population*).

The margin of error increases as the sample size decreases, such as for the precinct results, and the breakdown of results for individual age groups, genders, and other sub-groupings for which results are provided. Each separate result has a different margin of error based on its unique sample size and the actual result.

## *Governing Melbourne*

*Governing Melbourne* is a service provided by Metropolis Research since 2010. *Governing Melbourne* included a sample of 800 respondents in 2026.

The sample is drawn in equal numbers from all 31 metropolitan Melbourne municipalities.

*Governing Melbourne* provides an objective, consistent and reliable basis on which to compare the results of the survey. It is not intended to provide a "league table" for individual councils, rather to provide both a metropolitan and local region framework within which to understand these survey results.

This report provides some comparisons against the metropolitan Melbourne average, which includes all municipalities located within the Melbourne Greater Capital City Statistical Area as well as the southeastern region (which includes Cardinia, Casey, Frankston, Greater Dandenong, Kingston, Mornington Peninsula).

## *Glossary of terms*

### *Precinct*

The results of this report are presented at both the municipal and precinct level. The term precinct is used by Metropolis Research to describe the sub-municipal areas for which results are presented, as agreed with officers of Council. The precinct boundaries are most often the sub-municipal areas as published on Council's *Community Profile*.

### *Measurable and statistically significant*

A measurable difference is one where the difference between or change in results is sufficiently large to ensure that they are in fact different results, i.e., the difference is statistically significant. This is because survey results are subject to a margin of error or an area of uncertainty.

### *Significant result*

Metropolis Research uses the term *significant result* to describe a change or difference between results that Metropolis Research believes to be of sufficient magnitude that they may impact on relevant aspects of policy development, service delivery and the evaluation of performance and are therefore identified and noted as significant or important.

### *Marginal / somewhat / notable*

Metropolis Research will describe some results or changes in results as being marginally, somewhat, or notably higher or lower. These are not statistical terms, rather they are interpretive. They are used to draw attention to results that may be of interest or relevant to policy development and service delivery.

In order of significance, "marginal" is the least significant, followed by "somewhat", and with "notable" the most significant of the subjective terms used to describe variations that were not statistically significant.

These terms are often used for results that may not be statistically significant due to sample size or other factors but may nonetheless provide some insight into the variation in community sentiment across the municipality or between groups within the community, or in changes in results over time.

### *95% confidence interval*

Average satisfaction results are presented in this report with a 95% confidence interval included. These figures reflect the range of values within which it is 95% certain that the true average satisfaction falls.

The 95% confidence interval based on a one-sample t-test is used for the mean scores presented in this report. The margin of error around the other results in this report at the municipal level is plus or minus 3.4%.

### *Satisfaction categories*

Metropolis Research typically categorises satisfaction results to assist in the understanding and interpretation of the results.

Metropolis Research has worked primarily with local government and developed these categories as a guide to satisfaction with the performance of local government across a wide range of service delivery and policy related areas of Council responsibility.

The scores presented in the report and are designed to give a general context about satisfaction with variables in this report, and are defined as follows:

- ***Excellent -*** scores of 7.75 and above are categorised as excellent.
- ***Very good -*** scores of 7.25 to less than 7.75 are categorised as very good.
- ***Good -*** scores of 6.5 to less than 7.25 are categorised as good.
- ***Solid -*** scores of 6 to less than 6.5 are categorised as solid.
- ***Poor -*** scores of 5.5 to less than 6 are categorised as poor.
- ***Very Poor -*** scores of 5 to less than 5.5 are categorised as very poor.
- ***Extremely Poor*** – scores of less than 5 are categorised as extremely poor.

## Council's overall performance

Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the performance of Council across all areas of responsibility?"*

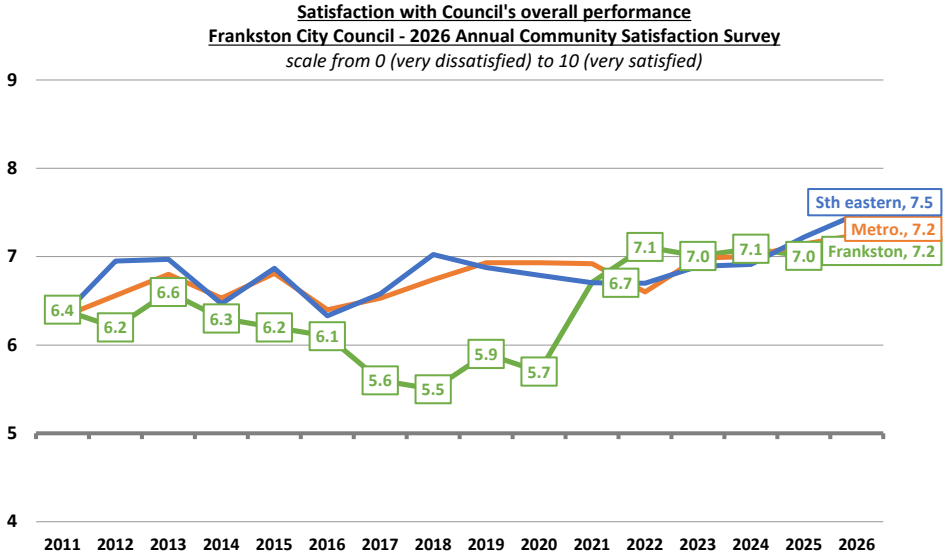
Satisfaction with the performance of Frankston City Council 'across all areas of responsibility' or "overall performance" increased measurably this year, up two percentage points to 7.2 out of 10.

This remains a "good" level of satisfaction.

This result was the highest satisfaction score recorded for the City of Frankston and was measurably and significantly (8pts or 13%) higher than the long-term average satisfaction since 2011 of 6.4 out of 10, or a "solid" level of satisfaction.

By way of comparison, this result was identical to the metropolitan average of 7.2, but measurably (3pts) lower than the southeastern region councils' average, both as recorded in the 2026 *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person methodology, and is the only source of direct comparison with all 31 metropolitan municipalities.




The long-term satisfaction with Council's overall performance was measured by a range of different survey tools and implemented by a variety of organisations from 2011 to 2020, as part of the state government community satisfaction survey program.

Metropolis Research has conducted the research from 2021, with the previous work undertaken as part of the State Government managed program.

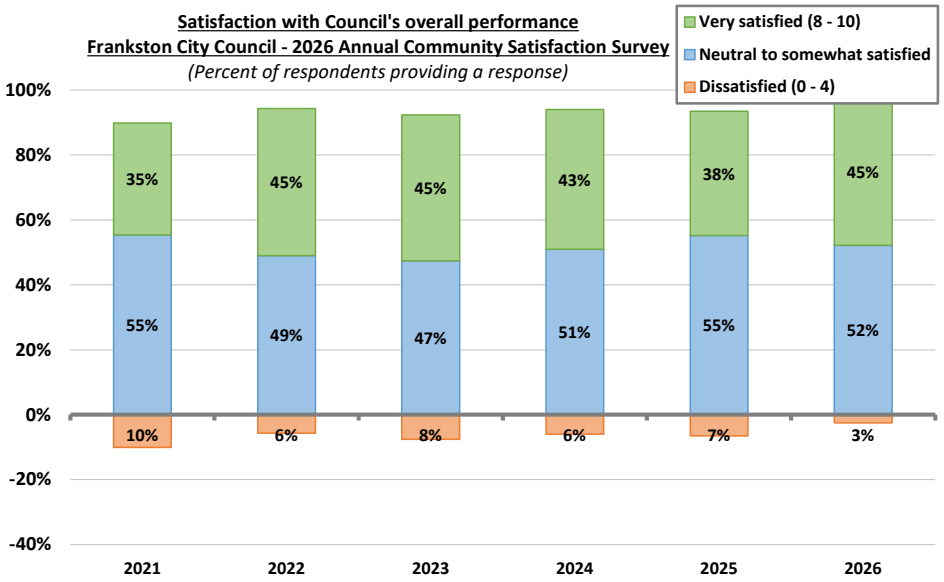
That survey program has been undertaken by a variety of organisations since 2011, with the results from 2017 to 2020 (undertaken by the previous service provider) tending to be lower than those recorded prior to 2017 or from 2021, undertaken by Metropolis Research.

Metropolis Research notes that the telephone methodology tends to record lower satisfaction than the door-to-door, in-person methodology. This variation is estimated to be approximately three percentage points.

The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

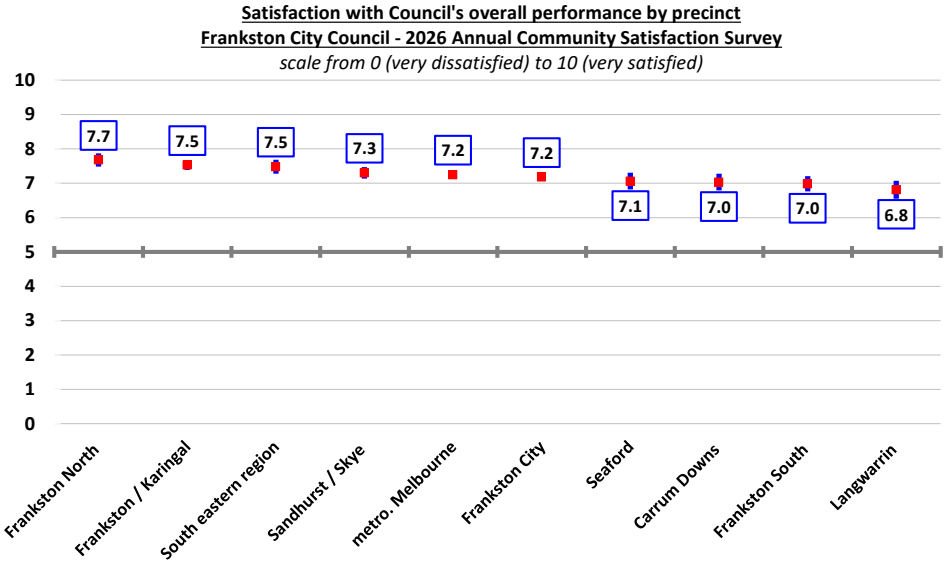
There was a notable (7pt) increase in the proportion of respondents who provided a satisfaction score were "very satisfied" with Council's overall performance, and a significant (4pt) decrease in the proportion who were "dissatisfied".

Metropolis Research advises that it is extremely unusual for there to be less than four percent respondents "dissatisfied" with Council's overall performance, as there are always some in the community who are dissatisfied with their local council, for a wide range of reasons.



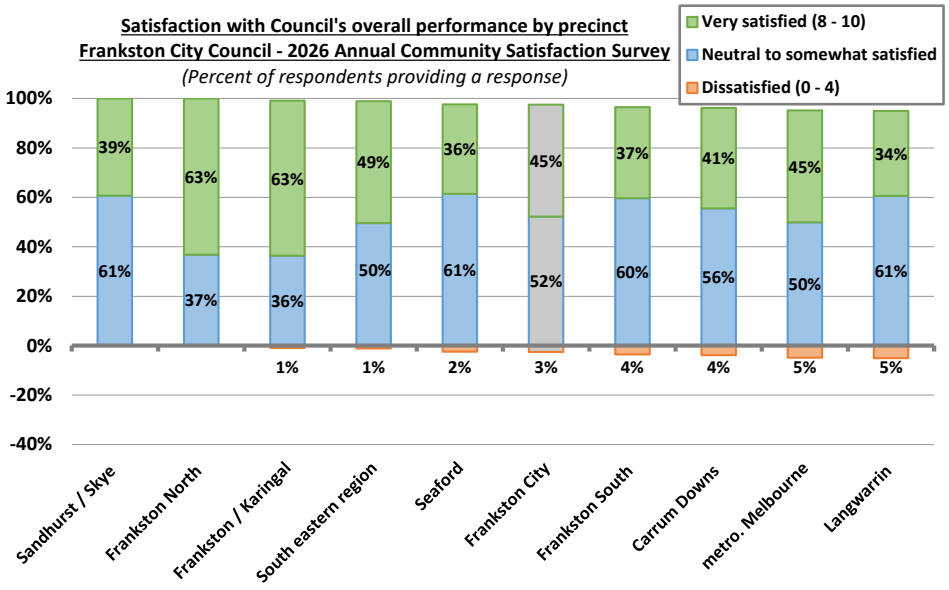

There was measurable variation in satisfaction with Council's overall performance observed across the municipality. Respondents from Frankston North (5pts) and Frankston / Karingal (3pts) were measurably more satisfied than average, and at "very good" levels of satisfaction.

By contrast, respondents from Langwarrin were measurably (4pts) less satisfied than average, although still at a "good" level.




Approximately two-thirds of the respondents from Frankston North and Frankston / Karingal were "very satisfied" with Council's overall performance.

No more than five percent of respondents from any of the seven precincts were "dissatisfied", which reinforces a consistent level of service delivery across the municipality.



### *Satisfaction with overall performance by respondent profile*

The following section provides a comparison of satisfaction with Council's overall performance by respondent profile.

This includes age structure, gender, language spoken at home, contact with Council, housing situation, period of residence in the municipality, and household structure.

There was relatively little notable variation in satisfaction observed this year, although the following were noted:

- ***Marginal to somewhat HIGHER than average satisfaction*** – included young adults (aged 18 to 34 years), female respondents, respondents from English speaking households, rental households, new residents (less than one year in Frankston), medium term residents (5 to less than 10 years in Frankston), respondents from two-parent families (with children aged 13 years and over at home), and respondents from group households.
- ***Marginal to somewhat LOWER than average satisfaction*** – included respondents from one-parent families, 49 respondents with disability / chronic illness, six respondents identifying as Aboriginal and / or Torres Strait Islander, nine respondents identifying as LGBTIQA+, and the 30 respondents who identified as experiencing financial hardship.

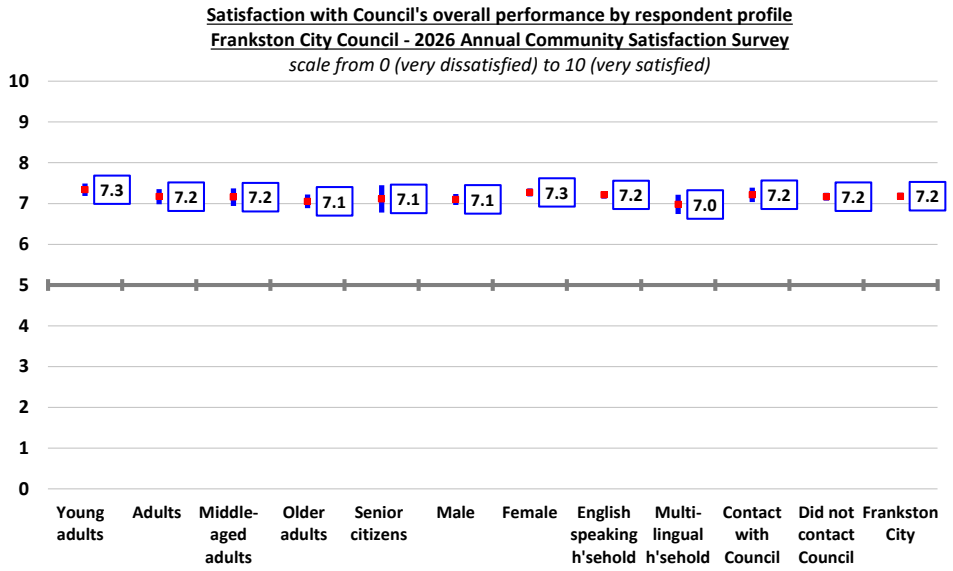
This very consistent pattern of satisfaction with Council's overall performance is relatively unusual, as there tends to be more diversity in satisfaction observed by respondent profile.

The other somewhat unusual, but very positive result for the City of Frankston this year, was that respondents who had contacted Council in the last 12 months recorded the same overall satisfaction with Council as respondents who had not contacted Council.

This is highly unusual, as it is typically observed that respondents who had cause to contact their local council tend to report lower overall satisfaction scores.

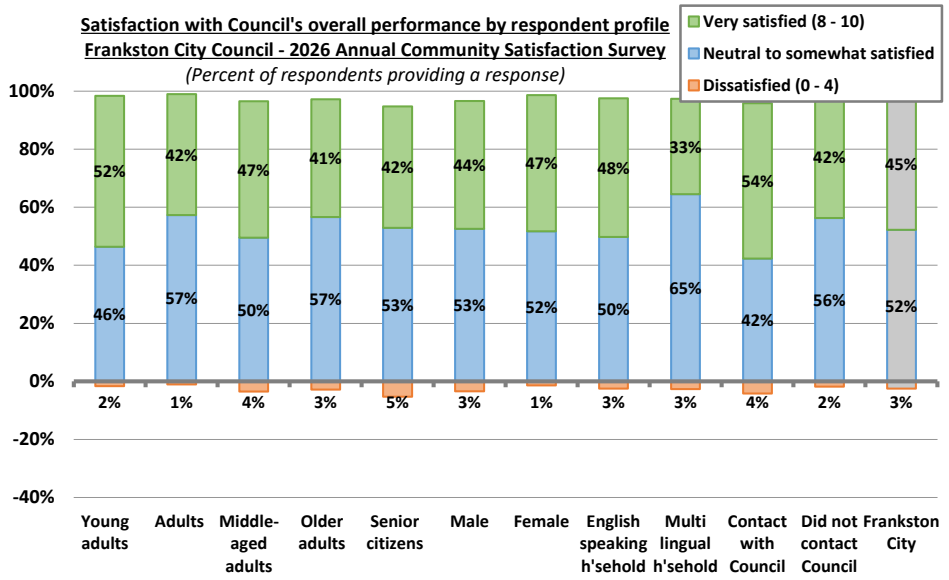
The fact that this was not the case for in the City of Frankston this year reflects well on the performance of Frankston City Council providing quality customer service that meets the needs of the community.

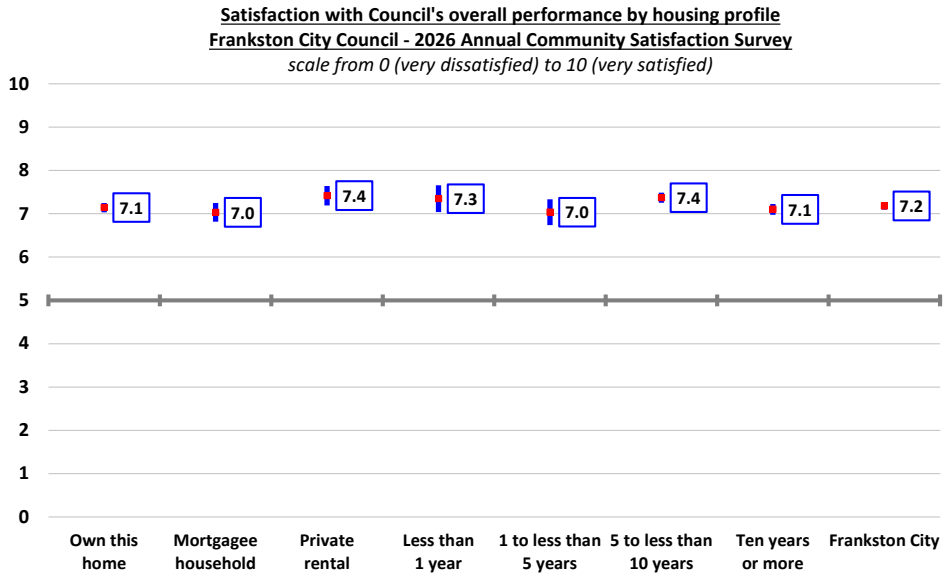
This was consistent with the measurably higher than average satisfaction with customer service recorded this year.




More than half of the young adults (aged 18 to 34 years) and respondents who had contacted Council in the last 12 months were "very satisfied" with Council's overall performance.

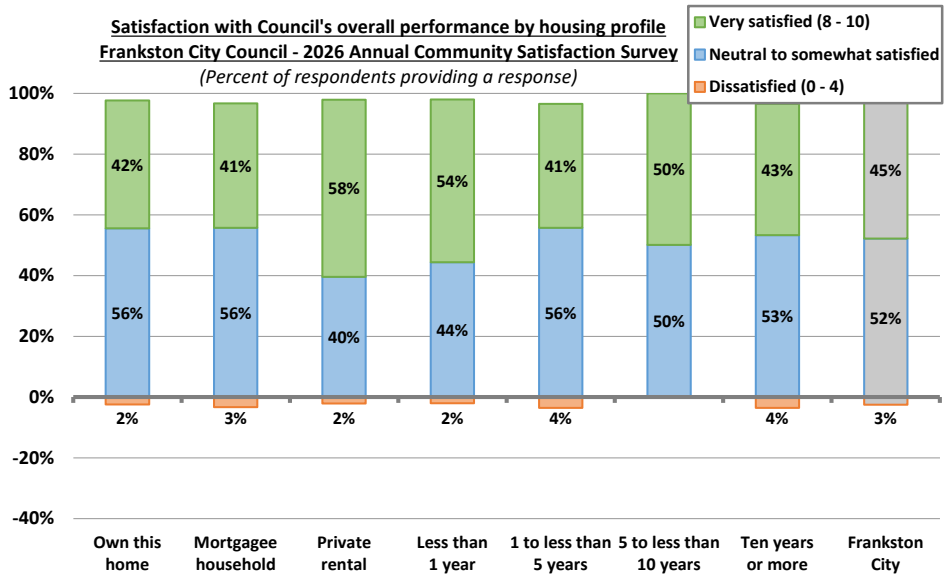
No more than five percent of respondents from any of these sub-groups were "dissatisfied", reflecting the strong and consistent overall satisfaction score this year.

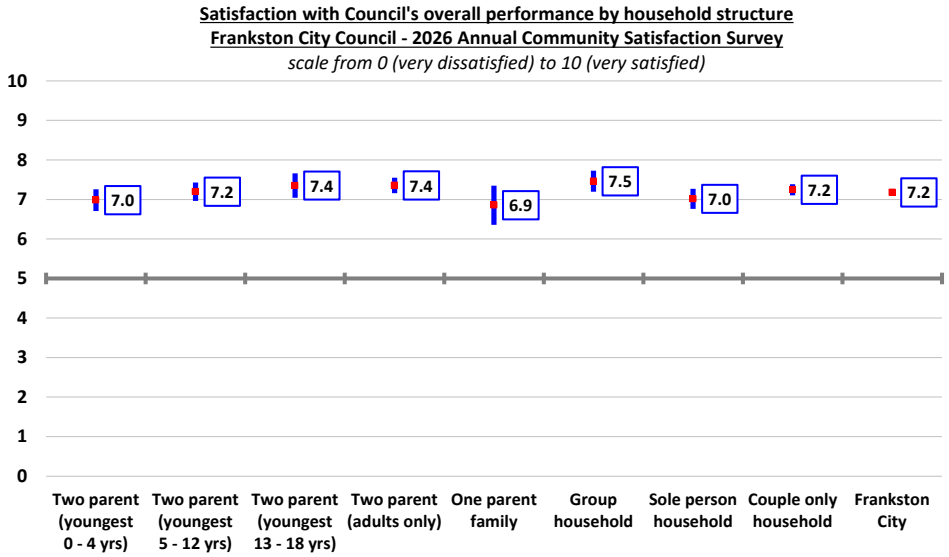





More than half of the respondents in private rental households, new residents (less than one year in the municipality), and medium-term residents (five to less than 10 years in the municipality) were "very satisfied" with Council's overall performance.

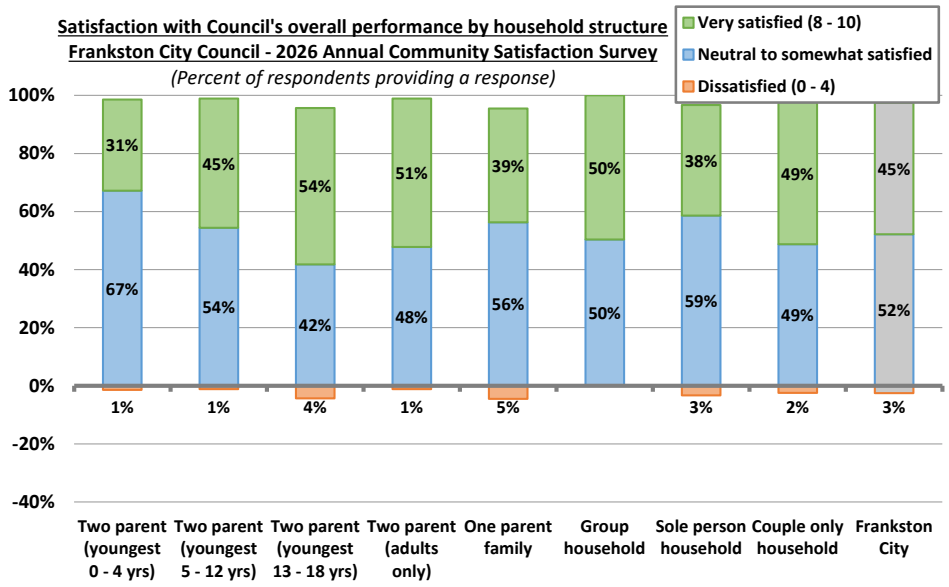
No more than five percent of respondents from any of these sub-groups were "dissatisfied", reflecting the strong and consistent overall satisfaction score this year.

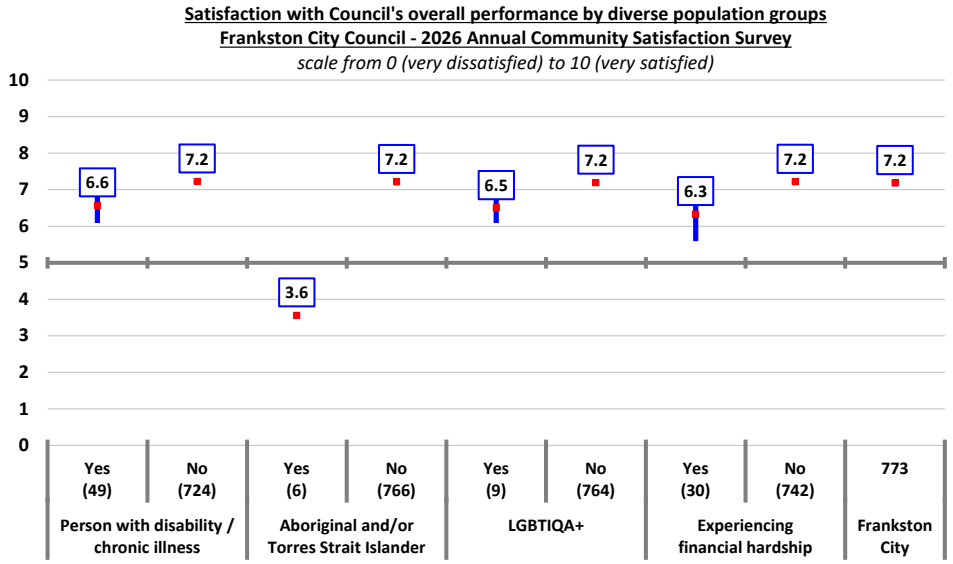




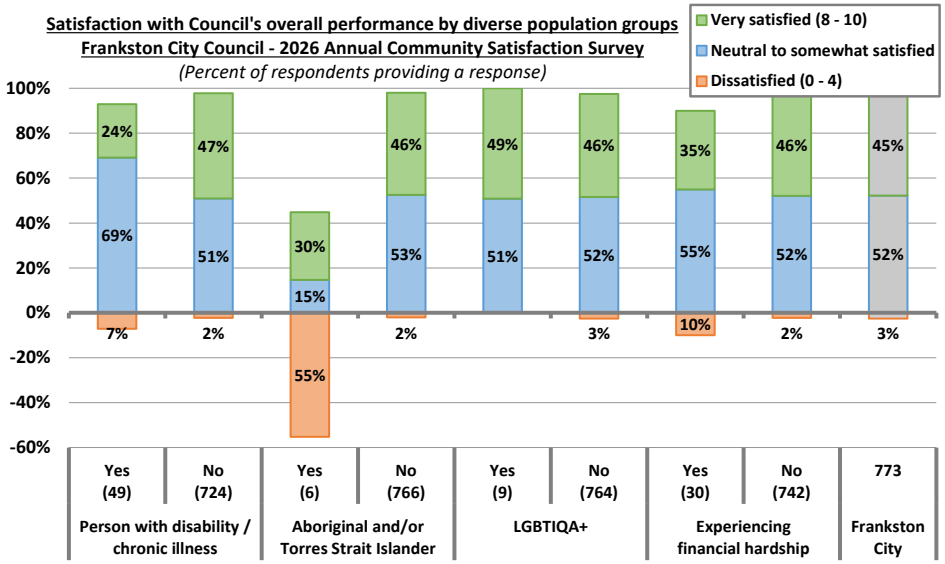

More than half of the respondents from two-parent families (with children aged 13 years and over), and group households were "very satisfied" with Council's overall performance.

No more than five percent of respondents from any of these sub-groups were "dissatisfied", reflecting the strong and consistent overall satisfaction score this year.






More than half of the six respondents identifying as Aboriginal and / or Torres Strait Islander were "dissatisfied" with Council's overall performance this year, as were 10% of the 30 respondents experiencing financial hardship.



### *Satisfaction with overall performance by top issues for Frankston City*

The following graph shows the average overall satisfaction score for respondents nominating each of the top 12 issues to address for the City of Frankston at the moment.

The graph also provides a comparison to the overall satisfaction score of all respondents (7.2), as well as a comparison to the 407 (up from 247) respondents who did not nominate any issues to address (7.3 down from 7.4).

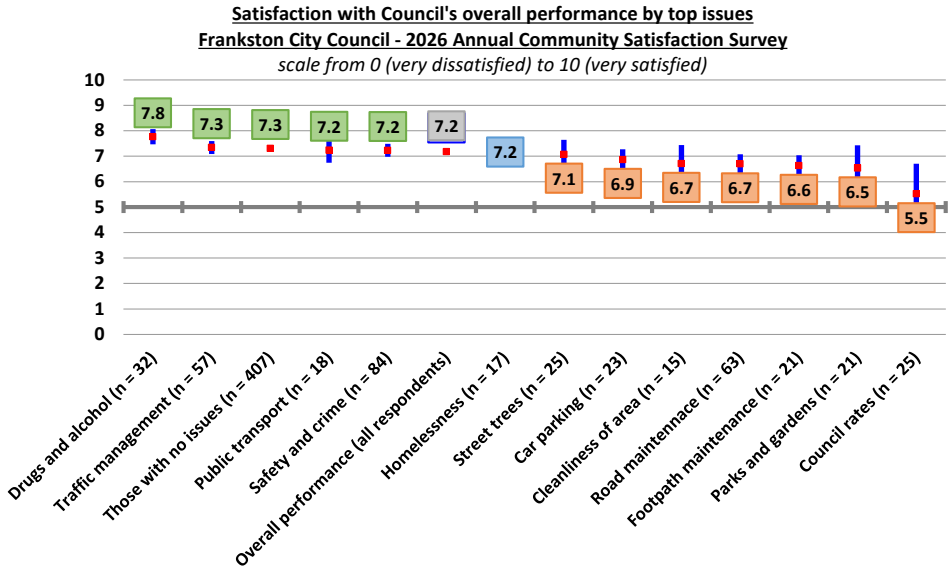
The detailed analysis of the top issues to address in Frankston City 'at the moment' is discussed in the Current Issues for the City of Frankston section of this report.

The aim of this data is to explore the relationship between the issues raised by respondents and their satisfaction with Council's overall performance.

It does appear that many of the issues that are principally the responsibility of state government (including drugs and alcohol, traffic, public transport, safety, and homelessness) did not appear to exert negative influences on overall satisfaction with Council.

By contrast, issues that are more associated with local government, or are shared responsibilities, tend to exhibit a more negative relationship with satisfaction with Council's overall performance.

This includes issues such as Council rates, parks and gardens, footpaths, roads (which is clearly a shared responsibility), cleanliness, car parking, and street trees.



The data does not prove a causal relationship between the issue and satisfaction with Council's overall performance but does provide meaningful insight into whether these issues were likely to be exerting a positive or negative influence on these respondents' satisfaction with Council's overall performance.

Clearly the number of respondents nominating each of these issues varies substantially, which is reflected in the size of the blue vertical bars (the 95% confidence interval).

The 407 respondents, who did not feel compelled to nominate any issues that they feel need to be addressed in the municipality, were marginally (1pt) more satisfied with Council's overall performance than the average of all respondents.

This reflects the fact that residents who do not feel there are issues in their local area that need addressing are going to be more satisfied with the performance of their local council than respondents who believe that there are issues to address.

As with the relatively consistent overall satisfaction by respondent profile and by precinct, these results reflect a very stable level of satisfaction with Frankston City Council's overall performance.

The issue that appears to have the largest negative influence on overall satisfaction with Council was road maintenance and repairs (including both state and local managed roads).

The 63 respondents who nominated these issues were, on average, five percentage points (7%) less satisfied than average.

The other issues that appeared to be negatively related to overall satisfaction, for the respondents who raised the issues, included Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).

The following table provides an alternative method of exploring the relationship between issues to address for the City of Frankston and satisfaction with Council's overall performance.

**Top issues for Frankston of respondents' dissatisfied with overall performance**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents who dissatisfied with overall performance)*

| *Issue* | *Dissatisfied respondents* | | *All respondents* |
|---|---|---|---|
| | *Number* | *Percent* | |
| Council rates | 6 | 32% | 3% |
| Road maintenance and repairs | 3 | 16% | 8% |
| Parks, gardens and open spaces | 2 | 11% | 3% |
| Building, planning, housing and development | 1 | 5% | 1% |
| Car parking | 1 | 5% | 3% |
| Cleanliness and maintenance of area | 1 | 5% | 2% |
| Cleanliness and maintenance of beach and foreshore | 1 | 5% | 0% |
| Community support / needs | 1 | 5% | 1% |
| Enforcement / update of local laws | 1 | 5% | 0% |
| Focus on core / basic services | 1 | 5% | 0% |
| Promote or improve community atmosphere | 1 | 5% | 0% |
| Provision and maintenance of street trees | 1 | 5% | 3% |
| Quality and provision of community services | 1 | 5% | 1% |
| Retail and hospitality | 1 | 5% | 1% |
| Safety, policing and crime | 1 | 5% | 11% |
| All other issues *(2 separately identified issues)* | 2 | 11% | 40% |
| **Total responses** | **25** | | **611** |
| *Respondents identifying at least one issue* | *14* | | *393* |
| *(percent of total respondents)* | *(74%)* | | *(49%)* |

The table shows the proportion of respondents who were dissatisfied with Council's overall performance and who nominated each of the top 15 issues, with a comparison to the proportion of all respondents who nominated each of these issues.

It is important to bear in mind that there were just 19 respondents dissatisfied with Council's overall performance.

It is noted that respondents dissatisfied with Council's overall performance were more likely than average to nominate most of these issues, with Council rates, fees, and charges, and road maintenance and repairs the two most prominent issues raised by "dissatisfied" respondents.

## *Reasons for dissatisfaction with Council's overall performance*

Respondents dissatisfied with Council's overall performance were asked:

*"If satisfaction with Council's overall performance rated less than 6, why do you say that?*

There was a total of 55 (down from 97) comments received from respondents who were not satisfied with Council's overall performance this year (i.e., rated satisfaction at less than six out of 10).

These verbatim comments have been broadly categorised, as outlined in the following table.

The most common responses were communication and consultation related comments (10 comments), comments on specific Council services and facilities (9 comments), comments on rates and financial management (9 comments), and general negative comments (8 comments).

It is noted that there were just seven comments received from respondents who were not satisfied with Council's overall performance relating to Council's governance, management, and responsiveness, which is a positive result reflecting well on the performance of Council.

This result was consistent with the measurable increase in satisfaction with many of the aspects of governance and leadership recorded this year.

**Reasons for dissatisfaction with overall performance**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents rating satisfaction less than five)*

| *Reason* | *2026* | | *2025* | *2024* | *2023* | *2022* |
|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | |
| Communication and consultation | 10 | 18% | 9% | 12% | 11% | 32% |
| Council services and facilities | 9 | 16% | 11% | 11% | 21% | 8% |
| Rates and financial management | 9 | 16% | 13% | 20% | 15% | 14% |
| General negative | 8 | 15% | 22% | 27% | 10% | 18% |
| Management, governance, responsiveness | 7 | 13% | 20% | 13% | 20% | 13% |
| Roads, traffic and parking | 4 | 7% | 9% | 6% | 5% | 3% |
| General neutral | 2 | 4% | 3% | 0% | 2% | 0% |
| Planning and development | 2 | 4% | 6% | 4% | 11% | 2% |
| Safety, policing, drugs and alcohol | 2 | 4% | 3% | 2% | 1% | 6% |
| Other | 2 | 4% | 2% | 1% | 2% | 3% |
| **Total comments** | **55** | **100%** | **97** | **89** | **94** | **87** |

The verbatim comments underpinning this table are included as an appendix to this report.

## *Change in Council's overall performance*

Respondents were asked:

*"Over the past 12 months, do you think that Council's overall performance has?"*

Consistent with the increase in average satisfaction, there was a small (2pt) increase this year, in the proportion of respondents who considered that Council's overall performance improved this year.

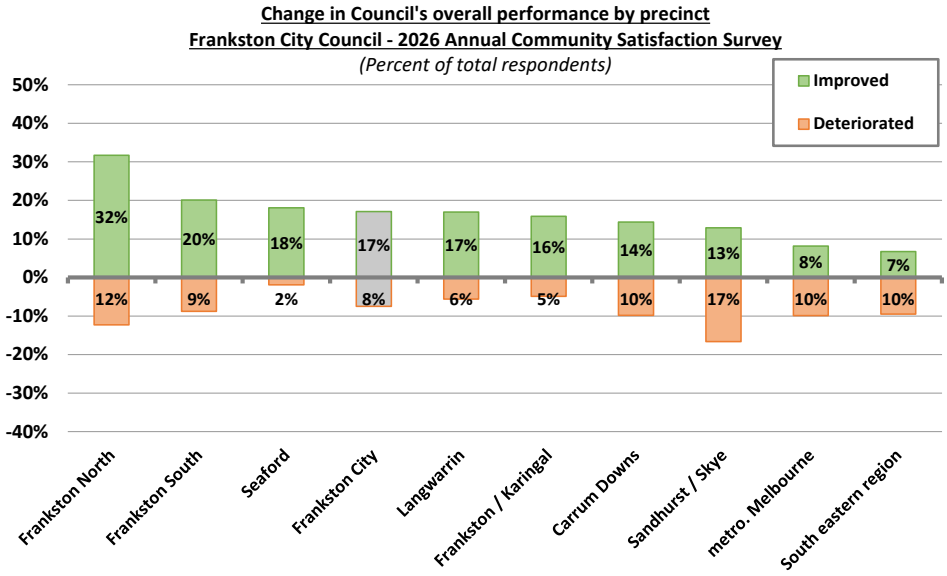
There was, however, also a marginal (1pt) increase in the proportion of respondents who considered that overall performance had deteriorated.

**Change in overall performance**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

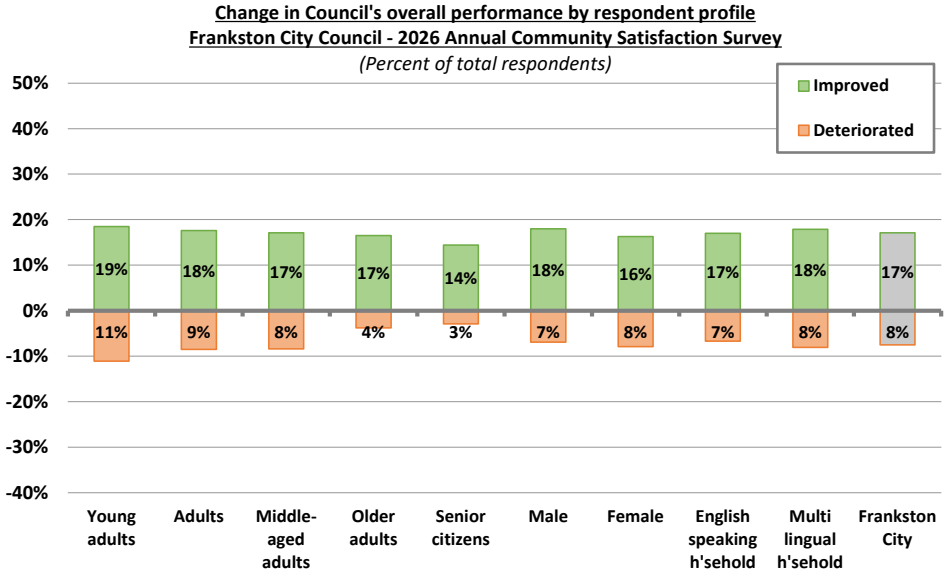
| *Response* | *2026* | | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | | |
| Improved | 137 | 17% | 15% | 14% | 17% | 21% | 16% |
| Stayed the same | 452 | 57% | 62% | 59% | 59% | 44% | 57% |
| Deteriorated | 60 | 8% | 7% | 7% | 6% | 8% | 7% |
| Can't say | 151 | 19% | 17% | 20% | 17% | 27% | 21% |
| **Total** | **800** | **100%** | **800** | **800** | **801** | **803** | **811** |

There was some variation in this result observed across the municipality, with respondents from Frankston North measurably (15pts) more likely than average to consider that Council's overall performance had improved in the last 12 months.

By contrast, 17% of respondents from Sandhurst / Skye considered that overall performance had deteriorated.




There was relatively little notable variation in this result observed by respondent profile.




The following graph displays the relationship between overall satisfaction with Council and whether respondents considered that overall performance had improved, stayed the same, or deteriorated.

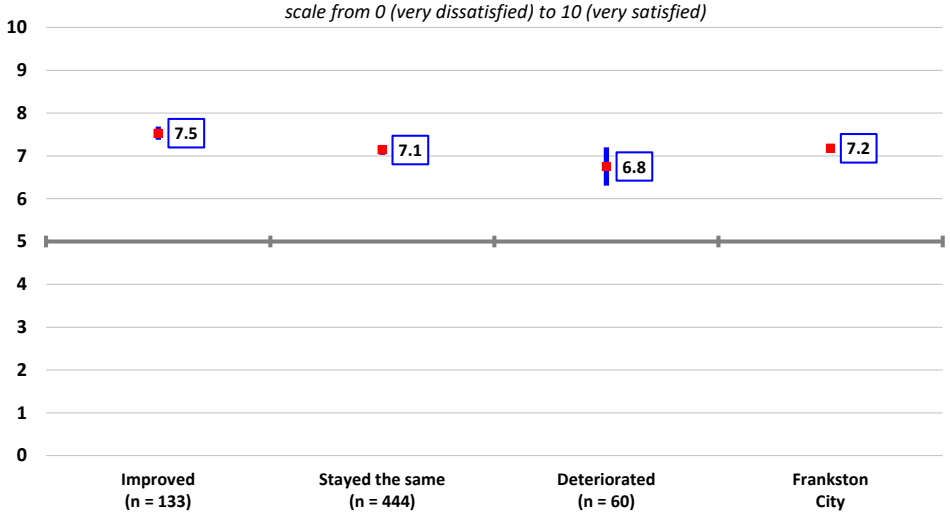
As would be expected, the 133 respondents who considered that Council's overall performance had improved in the last 12 months were measurably (3pts) more satisfied than average and at a "very good" level of satisfaction.

The 60 respondents who considered that Council's overall performance had deteriorated in the last 12 months rated satisfaction with overall performance at 6.8 (up significantly from the 5.2 recorded last year, and the 5.1 recorded in 2024).

This was a significant improvement in the average satisfaction of respondents who considered that overall performance had deteriorated, up 16 percentage points from last year.

This result reinforces the consistency in satisfaction with the performance of Frankston City Council this year.

**Satisfaction with Council's overall performance by change in overall performance**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*



## Most important thing Frankston City should do to improve its performance

Respondents were asked:

*"What is the most important thing Frankston City should do to improve its performance?"*

Respondents were again in 2026, asked in an open-ended question, what was the most important thing Frankston City should do to improve its performance.

A little more than one-third (39% down from 57%) of respondents provided a response to the question, with these responses broadly categorised as outlined in the following table.

Consistent with the results recorded last year, the most common thing that respondents felt Council should do to improve its performance was more / better communication, consultation and engagement with the community, with six percent (down from 9%) nominating these improvements.

Metropolis Research notes that it is commonly the case that many respondents feel that Council is not effectively communicating or consulting with the community, with many of those dissatisfied with Council's performance raising these concerns.

This is commonly observed across local government and is by no means unique to Frankston City.

It is important to bear in mind, however, that while this was the most common improvement respondents nominated, this does not mean that satisfaction with Council's communication tools such as Council's website (8.2 up from 7.7), the *Frankston City News* (7.9 up from 7.3), as well as Council's communication and consultation performance (7.5 up from 7.0 ) were poor, with all these receiving "very good" to "excellent" levels of satisfaction.

It is also noted that satisfaction with these communication related services and facilities all improved measurably this year (5pts to 6pts).

There remained a notable proportion of respondents who raised better or more safety and policing as the most important thing Frankston City Council should do to improve its performance, with four percent (down from 7%) nominating this improvement.

This was consistent with the significant but declining (11% down from 29%) proportion of respondents who raised safety, policing, and crime issues as one of the top three issues to address, along with the measurable increase in the perception of safety in public areas (particularly at night).

Other improvements nominated by respondents confirm the findings from other results in the survey, including some concerns around roads, Council rates, community support, Council governance and management, and traffic management.

**Most important thing Frankston City should do to improve its performance**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| *Response* | *2026* | | *2025* | *2024* | *2023* | *2022* |
|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | |
| Better / more communication and consultation | 46 | 6% | 9% | 8% | 9% | 10% |
| Better / more safety and policing | 36 | 4% | 7% | 4% | 1% | 2% |
| Better / more road maintenance and repairs | 22 | 3% | 3% | 2% | 1% | 2% |
| Cheaper rates / fees | 18 | 2% | 2% | 3% | 2% | 2% |
| Better / more community support / needs | 14 | 2% | 0% | 0% | 0% | 0% |
| Better Council governance, accountability, management | 13 | 2% | 2% | 2% | 3% | 3% |
| Better traffic management | 10 | 1% | 1% | 1% | 1% | 1% |
| Better / more cleanliness and maintenance of area | 9 | 1% | 1% | 1% | 1% | 1% |
| General positive comments | 8 | 1% | 1% | 1% | 0% | 0% |
| Better / more retail and hospitality | 8 | 1% | 1% | 1% | 1% | 0% |
| Better / more maintenance of street trees | 7 | 1% | 2% | 0% | 0% | 0% |
| Better building, housing, planning and development issues | 7 | 1% | 1% | 1% | 1% | 2% |
| Better / more street cleaning and maintenance | 6 | 1% | 1% | 0% | 0% | 0% |
| More parks, gardens and open spaces | 6 | 1% | 1% | 0% | 0% | 0% |
| Better / more / cheaper / free parking | 5 | 1% | 3% | 1% | 1% | 1% |
| Better / more community services | 5 | 1% | 0% | 0% | 0% | 0% |
| Better / more infrastructure / amenities | 5 | 1% | 3% | 0% | 0% | 1% |
| Better / more lighting | 5 | 1% | 0% | 1% | 0% | 0% |
| Better / more services and facilities for older people | 5 | 1% | 0% | 0% | 0% | 0% |
| Better services for homelessness | 5 | 1% | 2% | 1% | 0% | 1% |
| Better / more community facilities | 4 | 0% | 0% | 0% | 0% | 0% |
| Better customer service / responsiveness | 4 | 0% | 0% | 1% | 0% | 1% |
| Better financial management / review | 4 | 0% | 2% | 1% | 1% | 1% |
| Better footpath maintenance and repairs | 4 | 0% | 1% | 0% | 0% | 0% |
| Better housing availability / affordability | 4 | 0% | 0% | 0% | 0% | 0% |
| Better / more beautification of area / liveability | 3 | 0% | 0% | 0% | 0% | 0% |
| Better / more hard rubbish collection | 3 | 0% | 0% | 0% | 0% | 0% |
| Better / more management of graffiti / vandalism | 3 | 0% | 0% | 0% | 0% | 0% |
| Better / more public toilets | 3 | 0% | 0% | 0% | 0% | 0% |
| Better / more rubbish and waste issues inc garbage | 3 | 0% | 0% | 2% | 0% | 0% |
| Drug and alcohol issues | 3 | 0% | 1% | 0% | 0% | 0% |
| More / better youth activities, services and facilities | 3 | 0% | 1% | 0% | 0% | 0% |
| Better / more children activities and facilities | 2 | 0% | 0% | 0% | 0% | 0% |
| Better / more community activities / events | 2 | 0% | 1% | 0% | 0% | 0% |
| Better / more sports, leisure, recreation facilities | 2 | 0% | 0% | 0% | 0% | 0% |
| Better quality of life / lower cost of living | 2 | 0% | 0% | 0% | 0% | 0% |
| Bio-diversity / wildlife conservation | 2 | 0% | 0% | 0% | 0% | 0% |
| Environment, conservation, sustainability, climate change | 2 | 0% | 1% | 1% | 0% | 0% |
| Equal funding / treatment of all suburbs | 2 | 0% | 0% | 0% | 0% | 1% |
| Frankston CBD issues | 2 | 0% | 2% | 0% | 0% | 0% |
| More surveys | 2 | 0% | 1% | 0% | 0% | 1% |
| All other improvements *(16 separately identified issues)* | 16 | 2% | 8% | 5% | 4% | 6% |
| No improvement | 485 | 61% | 43% | 61% | 67% | 59% |
| **Total** | **800** | **100%** | **800** | **800** | **801** | **803** |

### *Most important thing to improve performance by precinct*

The following tables outline the top improvements nominated by respondents from across the seven precincts comprising Frankston City.

There was relatively little variation observed in these results across the municipality, with improvements to communication and consultation the most prominent improvement nominated by respondents in four of the seven precincts.

Improvements to safety and policing were the most common improvement nominated by respondents from Carrum Downs (8%), improvements to road maintenance and repairs was the most common in Seaford (7%), and improvements to housing availability / affordability in Frankston North (5%).

**Most important thing Frankston City should do to improve its performance by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| *Carrum Downs* | |
|---|---|
| Better / more safety and policing | 8% |
| Better communication and consultation | 5% |
| Better / more community support / needs | 3% |
| Better / more street cleaning / maintenance | 3% |
| Better Council governance, / management | 2% |
| Better / more infrastructure / amenities | 2% |
| Better older people services and facilities | 2% |
| Better beautification of area / liveability | 2% |
| Better / more road maintenance / repairs | 2% |
| Better traffic management | 2% |
| All other improvements | 17% |
| No improvement | 52% |
| **Total** | **130** |

| *Seaford* | |
|---|---|
| Better / more road maintenance / repairs | 7% |
| Better communication and consultation | 6% |
| Cheaper rates / fees | 6% |
| Better traffic management | 5% |
| Better / more community support / needs | 3% |
| More parks, gardens and open spaces | 3% |
| Better building, housing, planning issues | 3% |
| Better / more safety and policing | 3% |
| Better / more maintenance of street trees | 2% |
| More surveys | 2% |
| All other improvements | 19% |
| No improvement | 41% |
| **Total** | **94** |

**Most important thing Frankston City should do to improve its performance by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| ***Langwarrin*** | |
|---|---|
| Better communication and consultation | 5% |
| Better / more road maintenance / repairs | 3% |
| Better / more safety and policing | 3% |
| Better Council governance / management | 3% |
| Cheaper rates / fees | 3% |
| General positive comments | 1% |
| Better / more public toilets | 1% |
| Better building, housing, planning issues | 1% |
| Better / more community services | 1% |
| More parks, gardens and open spaces | 1% |
| All other improvements | 4% |
| No improvement | 74% |
| **Total** | **138** |

| ***Sandhurst / Skye*** | |
|---|---|
| Better communication and consultation | 7% |
| Better / more safety and policing | 6% |
| Better / more maintenance of street trees | 4% |
| Better Council governance / management | 2% |
| General positive comments | 2% |
| Better older people services and facilities | 1% |
| Better / more public toilets | 1% |
| Better customer service / responsiveness | 1% |
| Cheaper rates / fees | 1% |
| Better / more road maintenance / repairs | 1% |
| All other improvements | 3% |
| No improvement | 70% |
| **Total** | **80** |

| ***Frankston South*** | |
|---|---|
| Better communication and consultation | 10% |
| Better / more safety and policing | 5% |
| Better / more community support / needs | 5% |
| Cheaper rates / fees | 4% |
| Better / more retail and hospitality | 4% |
| Better / more cleanliness and maintenance | 3% |
| Better services for homelessness | 2% |
| Better Council governance / management | 2% |
| Frankston CBD issues | 1% |
| Better building, housing, planning issues | 1% |
| All other improvements | 5% |
| No improvement | 58% |
| **Total** | **108** |

| ***Frankston North*** | |
|---|---|
| Better housing availability / affordability | 5% |
| No improvement | 95% |
| **Total** | **38** |

| ***Frankston / Karingal*** | |
|---|---|
| Better communication and consultation | 6% |
| Better / more road maintenance / repairs | 4% |
| Better / more safety and policing | 4% |
| Better traffic management | 2% |
| Better / more lighting | 2% |
| Better footpath maintenance and repairs | 1% |
| Cheaper rates / fees | 1% |
| Better / more / cheaper / free parking | 1% |
| Better / more cleanliness and maintenance | 1% |
| Better / more community services | 1% |
| All other improvements | 16% |
| No improvement | 61% |
| **Total** | **213** |

| ***Frankston City*** | |
|---|---|
| Better communication and consultation | 6% |
| Better / more safety and policing | 4% |
| Better / more road maintenance / repairs | 3% |
| Cheaper rates / fees | 2% |
| Better / more community support / needs | 2% |
| Better Council governance / management | 2% |
| Better traffic management | 1% |
| Better / more cleanliness / mainten. of area | 1% |
| General positive comments | 1% |
| Better / more retail and hospitality | 1% |
| All other improvements | 16% |
| No improvement | 61% |
| **Total** | **800** |

## *Most important thing to improve performance by respondent profile*

The following tables outline the top improvements nominated by respondents by respondent profile, including age structure, gender, and language spoken at home.

There was relatively little variation observed in these results across the municipality, with improvements to communication and consultation the most prominent improvement nominated by respondents aged 35 years and over, which was the same as last year, as well as male respondents, and respondents from English speaking households.

Young adults (aged 18 to 34 years), female respondents, and respondents from multilingual households were most likely to nominate improved safety and security as the top improvement.

**Most important thing Frankston City should do to improve its performance by respondent profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| *Male* | |
|---|---|
| Better communication and consultation | 6% |
| Better / more community support / needs | 3% |
| Better / more road maintenance / repairs | 3% |
| Cheaper rates / fees | 2% |
| Better / more safety and policing | 2% |
| Better Council governance / management | 2% |
| Better / more cleanliness and maintenance | 2% |
| Better traffic management | 2% |
| Better / more retail and hospitality | 1% |
| General positive comments | 1% |
| All other improvements | 12% |
| No improvement | 65% |
| **Total** | **380** |

| *Female* | |
|---|---|
| Better / more safety and policing | 7% |
| Better communication and consultation | 6% |
| Better / more road maintenance / repairs | 3% |
| Cheaper rates / fees | 2% |
| Better / more community services | 1% |
| More parks, gardens and open spaces | 1% |
| Better Council governance / management | 1% |
| Better / more lighting | 1% |
| General positive comments | 1% |
| Better / more street cleaning / maintenance | 1% |
| All other improvements | 17% |
| No improvement | 58% |
| **Total** | **415** |

| *English speaking* | |
|---|---|
| Better communication and consultation | 6% |
| Better / more safety and policing | 5% |
| Better / more road maintenance / repairs | 3% |
| Cheaper rates / fees | 2% |
| Better Council governance / management | 2% |
| Better / more community support / needs | 2% |
| General positive comments | 1% |
| Better / more retail and hospitality | 1% |
| Better / more cleanliness and maintenance | 1% |
| Better traffic management | 1% |
| All other improvements | 15% |
| No improvement | 62% |
| **Total** | **681** |

| *Multi-lingual* | |
|---|---|
| Better / more safety and policing | 5% |
| Better / more road maintenance / repairs | 4% |
| Better communication and consultation | 4% |
| Cheaper rates / fees | 4% |
| Better / more community support / needs | 3% |
| Better / more street cleaning / maintenance | 3% |
| Better traffic management | 2% |
| Better management of graffiti / vandalism | 2% |
| Better / more children activities / facilities | 2% |
| Better / more lighting | 2% |
| All other improvements | 15% |
| No improvement | 54% |
| **Total** | **107** |

**Most important thing Frankston City should do to improve its performance by respondent profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| *Young adults (18 to 34 years)* | |
|---|---|
| Better / more safety and policing | 5% |
| Better / more community support / needs | 2% |
| Better communication and consultation | 2% |
| Better / more retail and hospitality | 2% |
| More parks, gardens and open spaces | 1% |
| Better / more / cheaper / free parking | 1% |
| Drug and alcohol issues | 1% |
| Better / more children activities / facilities | 1% |
| Better / more lighting | 1% |
| Better / more community services | 1% |
| All other improvements | 8% |
| No improvement | 76% |
| **Total** | **230** |

| *Adults (35 to 44 years)* | |
|---|---|
| Better communication and consultation | 7% |
| Better / more safety and policing | 7% |
| Better / more road maintenance / repairs | 5% |
| Better Council governance / management | 2% |
| Better / more cleanliness and maintenance | 2% |
| Cheaper rates / fees | 2% |
| Better traffic management | 2% |
| Better / more community services | 2% |
| Better building, housing, planning issues | 2% |
| Better financial management / review | 2% |
| All other improvements | 15% |
| No improvement | 52% |
| **Total** | **141** |

| *Middle aged adults (45 to 54 years)* | |
|---|---|
| Better communication and consultation | 8% |
| Better / more safety and policing | 4% |
| Better / more maintenance of street trees | 3% |
| Better / more road maintenance / repairs | 3% |
| Better / more public toilets | 2% |
| Better Council governance / management | 2% |
| Better traffic management | 2% |
| Cheaper rates / fees | 2% |
| Better / more lighting | 1% |
| Better / more community activities / events | 1% |
| All other improvements | 14% |
| No improvement | 60% |
| **Total** | **145** |

| *Older adults (55 to 74 years)* | |
|---|---|
| Better communication and consultation | 8% |
| Better / more road maintenance / repairs | 4% |
| Cheaper rates / fees | 4% |
| Better / more safety and policing | 4% |
| Better Council governance / management | 3% |
| Better building, housing, planning issues | 2% |
| Better older people services and facilities | 2% |
| More parks, gardens and open spaces | 1% |
| Better / more cleanliness and maintenance | 1% |
| Better traffic management | 1% |
| All other improvements | 15% |
| No improvement | 53% |
| **Total** | **113** |

| *Senior citizens (75 years and over)* | |
|---|---|
| Better communication and consultation | 8% |
| Better / more community support / needs | 5% |
| Cheaper rates / fees | 3% |
| General positive comments | 3% |
| Better traffic management | 2% |
| Better / more road maintenance / repairs | 2% |
| Better / more safety and policing | 2% |
| Better footpath maintenance and repairs | 2% |
| Better services for homelessness | 2% |
| Better older people services and facilities | 1% |
| All other improvements | 14% |
| No improvement | 56% |
| **Total** | **69** |

| *Frankston City* | |
|---|---|
| Better communication and consultation | 6% |
| Better / more safety and policing | 4% |
| Better / more road maintenance / repairs | 3% |
| Cheaper rates / fees | 2% |
| Better / more community support / needs | 2% |
| Better Council governance / management | 2% |
| Better traffic management | 1% |
| Better / more cleanliness / mainten. of area | 1% |
| General positive comments | 1% |
| Better / more retail and hospitality | 1% |
| All other improvements | 16% |
| No improvement | 61% |
| **Total** | **800** |

## Governance and leadership

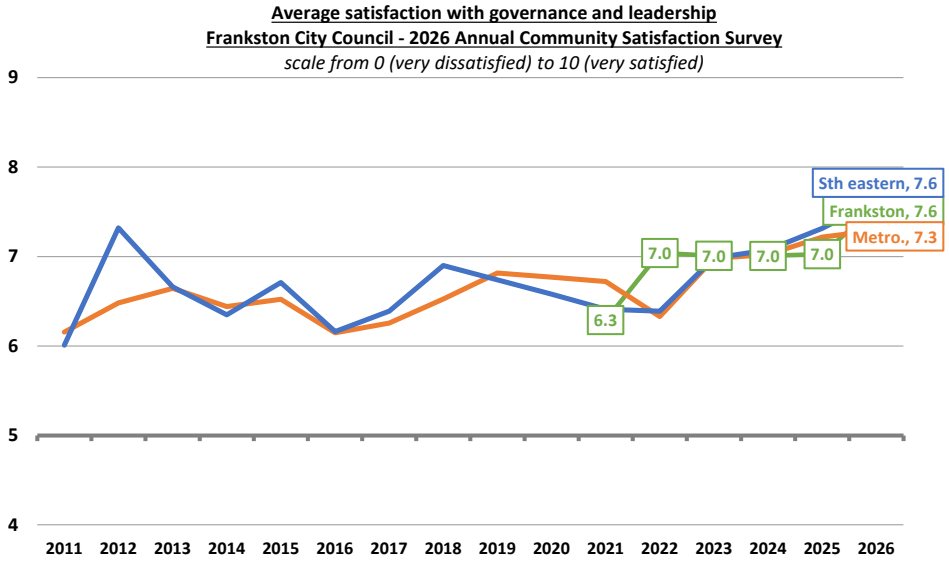
Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of Council's performance?"*

Respondents were again in 2026, asked to rate their satisfaction with nine aspects of governance and leadership, as outlined in the following graph.

Six of the nine aspects are considered the core aspects of governance and leadership (representation, making decisions, maintaining trust, responsiveness, consultation and engagement, and opportunities to participate in consultations).

The average satisfaction with the six core measures of governance and leadership increased measurably and significantly this year, up six percentage points (9%) to 7.6 out of 10, which was a "very good", up from a "good" level.




This was a significant improvement in satisfaction with governance and leadership, breaking away from the four-year stable result of 7.0 out of 10 recorded from 2022 to 2024.

Metropolis Research notes that it is highly unusual for satisfaction with governance and leadership to exceed satisfaction with Council's overall performance.

This does suggest that these results, while reflecting extremely well on the performance of Frankston City Council (both the organisation and the elected Council), may be somewhat of an outlier result this year.

By way of comparison, this result was measurably (3pts) higher than the metropolitan average (7.3), but identical to the unusually high southeastern region council's average (7.6).

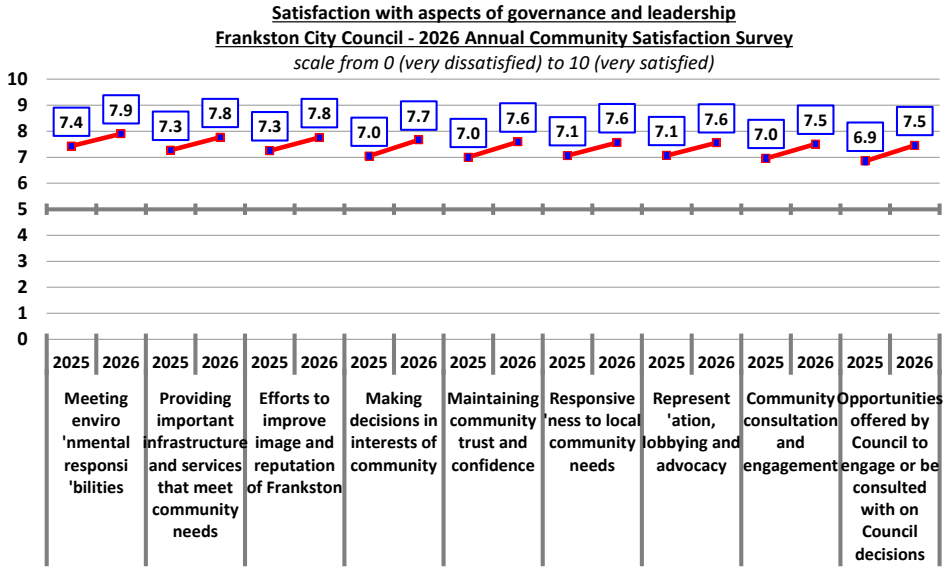
The increase in average satisfaction with the six core aspects of governance and leadership was reflected in measurable increases in satisfaction with all nine included aspects this year.

The standout positive result this year was the seven-percentage point increase in satisfaction with Council's performance making decisions in the interests of the community, and the six-percentage point increase in satisfaction with Council's performance maintaining the trust and confidence of the local community.

Satisfaction with these nine aspects can best be summarised as follows:

- ***Excellent*** – for meeting environmental responsibilities, providing important infrastructure and services that meet community needs, and efforts to improve the image and reputation of Frankston.

- ***Very Good*** – for maintaining community trust and confidence, the responsiveness of Council to local community needs, representation, lobbying, and advocacy, community consultation and engagement, and the opportunities offered by Council to engage or be consulted with on Council decisions.

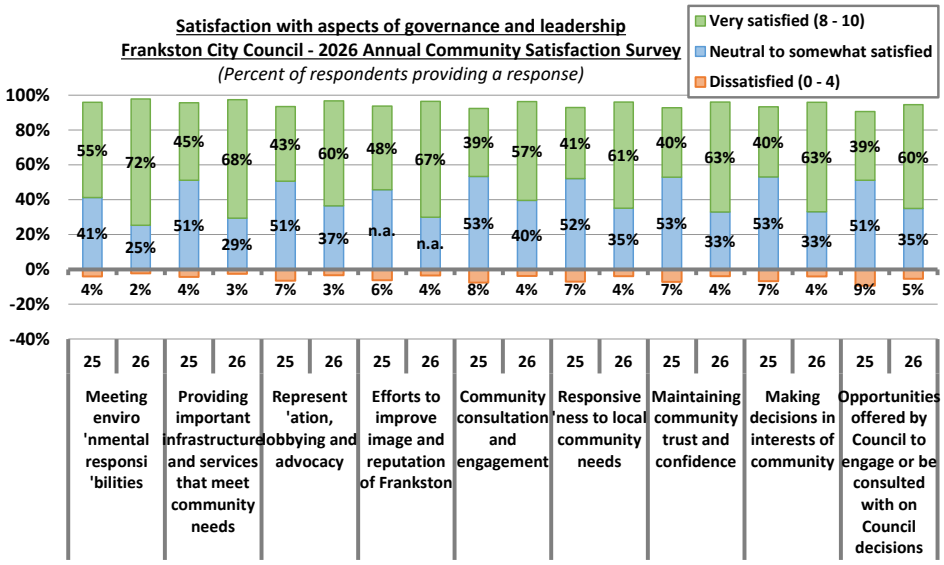



The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Consistent with the measurable increase in average satisfaction with each of these nine aspects of governance and leadership, there were significant increases in the proportion of respondents who were "very satisfied" with each of these aspects.

The stand-out improvement this year, was the 23-percentage point increase in the proportion of respondents who were "very satisfied" with Council providing important infrastructure and services that meet community needs (68% up from 45%), the 17 point increase in satisfaction with both the performance maintaining community trust and confidence (63% up from 40%), and performance making decisions in the interests of the community (63% up from 40%).

There were also notable declines in the proportion of respondents "dissatisfied" with each of the nine aspects of governance and leadership this year.

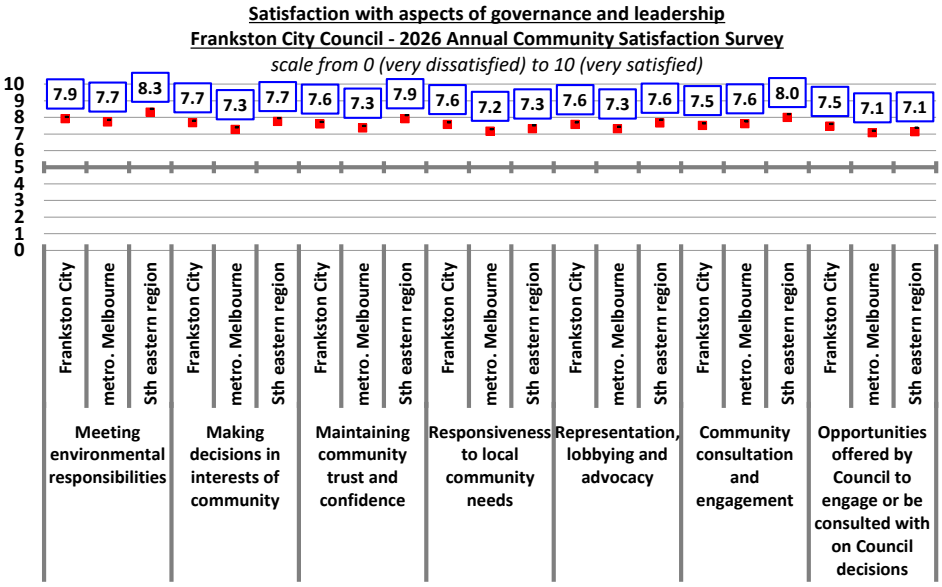



The following graph provides a comparison of satisfaction with seven of the nine aspects of governance and leadership against the metropolitan Melbourne and southeastern region councils' averages, as recorded in the 2026 *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person methodology.

The average satisfaction with these seven aspects was notably (2pts) higher than the metropolitan average, but identical to the unusually high southeastern region councils' average.

Satisfaction with six of these seven aspects was higher in the City of Frankston than the metropolitan average. Satisfaction with community consultation and engagement, however, was marginally (1pt) lower in the City of Frankston.




The following sections provide a more detailed examination of satisfaction with each aspect of governance and leadership. Whilst some variation was evident for individual aspects, in genearl terms the following was observed:

- ***Generally, MORE satisfied than average*** – included respondents from Frankston North and to a lesser extent respondents from Frankston / Karingal and Sandhurst / Skye, young adults (aged 18 to 34 years), and respondents from English speaking households.

- ***Generally, LESS satisfied than average*** – included respondents from Langwarrin, and to a lesser extent Seaford and Carrum Down, older respondents (aged 45 years and over), and respondents from multilingual households.

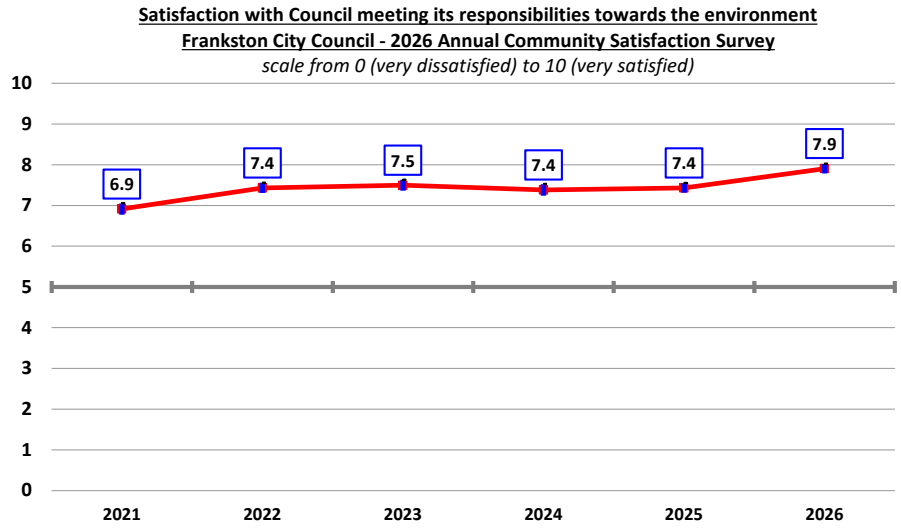
## *Meeting responsibilities towards the environment*

Satisfaction with the performance of Council meeting its responsibilities towards the environment increased measurably this year, up five percentage points (7%) to 7.9 out of 10.

This was an "excellent", up from a "very good" level of satisfaction and was measurably (5pts) higher than the long-term average satisfaction since 2021 of 7.4 out of 10 or "very good".

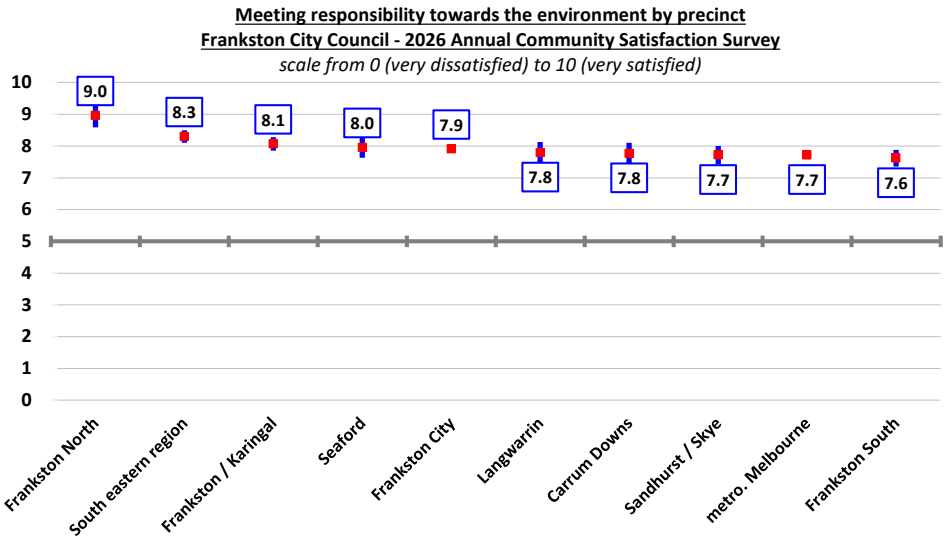
By way of comparison, this result was measurably (2pts) higher than the metropolitan average, but measurably (4pts) lower than the unusually high southeastern region average, both as recorded in *Governing Melbourne*.

This result comprised 72% (up from 55%) "very satisfied" respondents, and two percent (down from 4%) "dissatisfied".



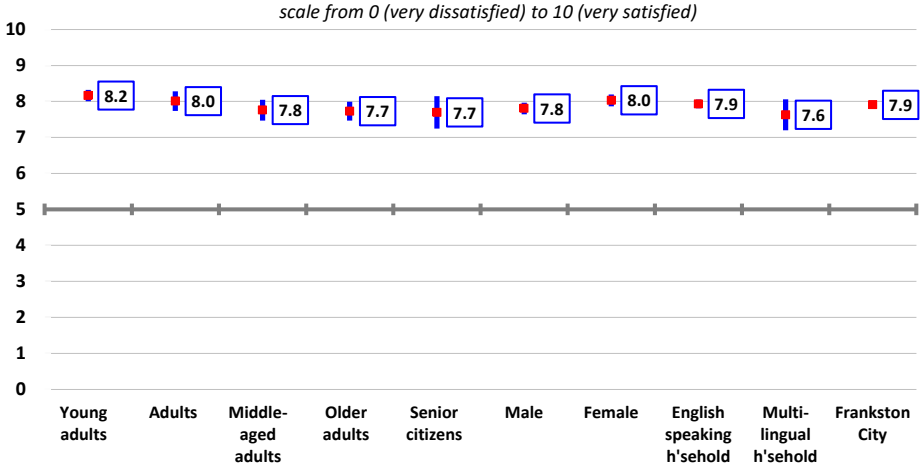

There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (11pts) more satisfied than average.

By contrast, respondents from Frankston South were notably (3pts) less satisfied than average, and at a "very good" rather than an "excellent" level.




There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (3pts) more satisfied than average. Respondents from English speaking households were notably (3pts) more satisfied than respondents from multilingual households.

**Meeting responsibility towards the environment by respondent profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




The following table outlines the 29 comments received from respondents in relation to Council's performance meeting its responsibilities towards environment.

The most common issues raised related to the perception that not enough was being done or that Council was not taking a sufficient interest (7 comments), and comments around trees (5 comments).

**Reasons for dissatisfaction with Council meeting its responsibilities towards the environment**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Not enough is done / no interest* | |
| Could do better / more | 3 |
| Don't care, prefer not spend money on the environment | 1 |
| There are efforts being put in but make it more often | 1 |
| There's no action | 1 |
| There're so many things overlooked | 1 |
| **Total** | **7** |
| *Trees management* | |
| Cutting down the trees unnecessarily | 1 |
| Gumtrees are quite old and they fail to remove them | 1 |
| Trees are not well maintained | 1 |
| Unnecessary planting of gum trees which causes termite infestations | 1 |
| We need less trees that cause nuisance | 1 |
| **Total** | **5** |

| *Council governance / management* | |
|---|---|
| Need to let people choose | 1 |
| Not doing anything beneficial for community after taking so much money | 1 |
| The Council is just ****. They are lazy | 1 |
| They only help their friends | 1 |
| **Total** | **4** |

| *Lack of communication / information / responsiveness* | |
|---|---|
| Council never does anything, previously some people said that we could ask Council and they just told us that they can't do it | 1 |
| Restrictive for people to attend meetings | 1 |
| They don't communicate | 1 |
| They don't give me satisfaction in what I ask for | 1 |
| **Total** | **4** |

| *Parks, open spaces, greenery and biodiversity* | |
|---|---|
| Grass is not well maintained | 1 |
| Improve the state of creeks and indigenous reserves | 1 |
| That park is not well maintained | 1 |
| Undergrowth being taken away from birds | 1 |
| **Total** | **4** |

| *Waste management* | |
|---|---|
| Purple bin is a waste of money | 1 |
| Their contractors who do the nature strips don't do the green waste that goes down drains | 1 |
| They closed down the Frankston tip | 1 |
| **Total** | **3** |

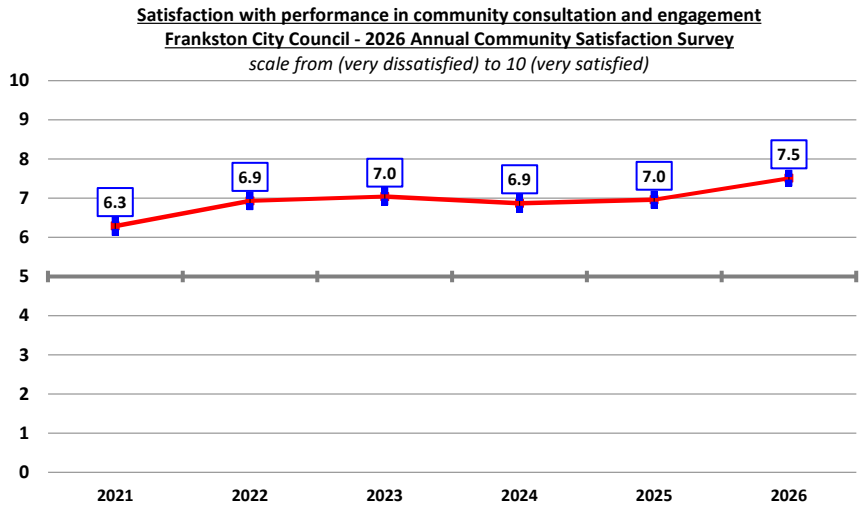
| *General negative* | |
|---|---|
| There is room for improvement | 1 |
| They're terrible | 1 |
| **Total** | **2** |
| **Total responses** | **29** |

### *Community consultation and engagement*

Satisfaction with Council's community consultation and engagement performance increased measurably this year, up five percentage points (7%) to 7.5 out of 10.

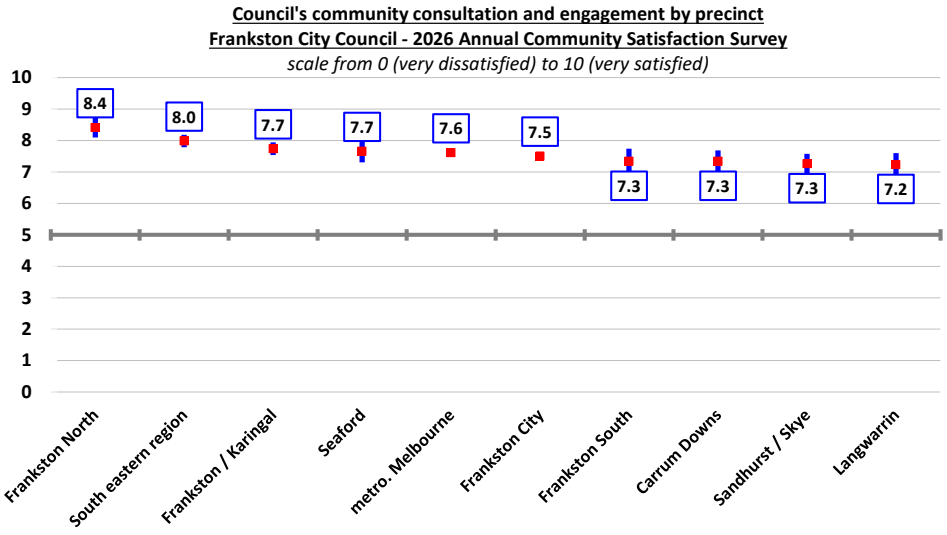
This was a "very good", up from a "good" level of satisfaction and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 6.9 out of 10 or "good".

By way of comparison, this result was marginally (1pt) lower than the metropolitan average, but measurably (5pts) lower than the unusually high southeastern region average, both as recorded in *Governing Melbourne*.

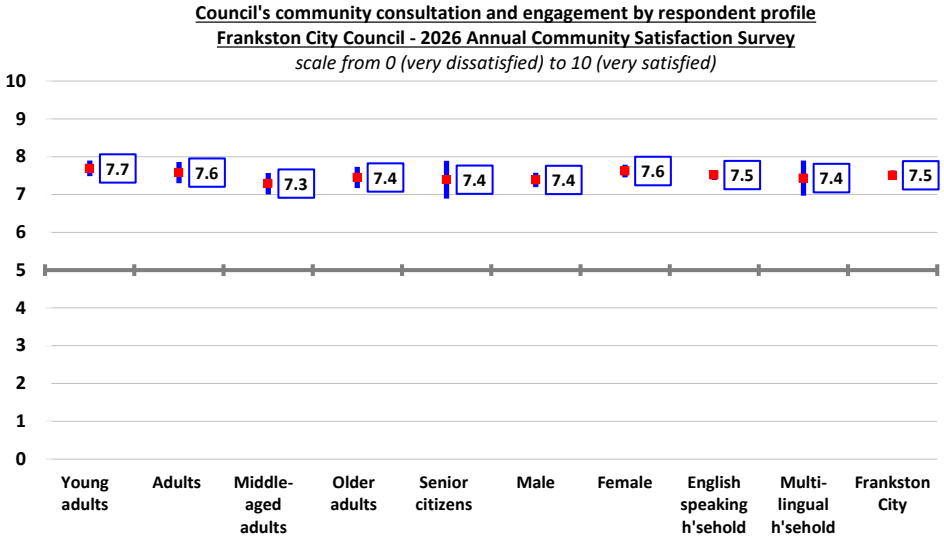



This result comprised 57% (up from 39%) "very satisfied" respondents, and four percent (down from 8%) "dissatisfied".

There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (9pts) more satisfied than average, and at an "excellent" level. By contrast, respondents from Langwarrin were notably (3pts) less satisfied than average, and at a "good", rather than a "very good" level.




There was no measurable variation in satisfaction observed by respondent profile, with respondents from all sub-groups rating satisfaction at "very good" levels.




The following table outlines the 38 comments received from respondents in relation to Council's community consultation and engagement performance.

The most common issues raised by respondents related to communication and information (14 comments), consultation and engagement (11 comments), and responsiveness (4 comments).

**Reasons for dissatisfaction with Council's performance in community consultation and engagement**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Communication / information* | |
| I don't see / hear about anything | 4 |
| No / poor communication | 2 |
| Hard to find out about consultations | 1 |
| Hard to get their time | 1 |
| Hardly engage with them | 1 |
| More widespread communication | 1 |
| Need to hear more from them | 1 |
| Not enough info shared to the community | 1 |
| There's nothing on the website about being contacted | 1 |
| They don't do anything | 1 |
| **Total** | **14** |
| *Consultation / engagement* | |
| Not much engagement / outreach | 2 |
| They have never asked me for any feedback | 2 |
| More events can be done for the engagement | 1 |
| Need more community outreach maybe through newsletters | 1 |
| Restrictive for people to attend meetings | 1 |
| The community outreach seems like just a formality rather than for action | 1 |
| They don't ask many questions; this is my first interaction | 1 |
| They need to engage more with the people | 1 |
| Very poor consultation and engagement | 1 |
| **Total** | **11** |
| *Responsiveness* | |
| I ring them and it takes three months to get back to me | 1 |
| They don't follow up on enquiries | 1 |
| They don't listen to me about paddling | 1 |
| They don't listen to people's needs | 1 |
| **Total** | **4** |
| *Council governance / management* | |
| Make more community centred decisions | 1 |
| Not doing anything beneficial for community after taking so much money | 1 |
| They don't want to do their job | 1 |
| **Total** | **3** |

| *General negative* | |
|---|---|
| Not great | 1 |
| They are **** | 1 |
| **Total** | **2** |

| *Planning and development* | |
|---|---|
| They are building apartments on the beach, we don't want it, but Council keeps telling it's that we want it | 1 |
| We have contacted them for building support; they can't grasp what we are saying | 1 |
| **Total** | **2** |

| *Other* | |
|---|---|
| The changes made to kinder based on feedback was really good | 1 |
| The Council newspaper, the members' social media | 1 |
| **Total** | **2** |
| **Total responses** | **38** |

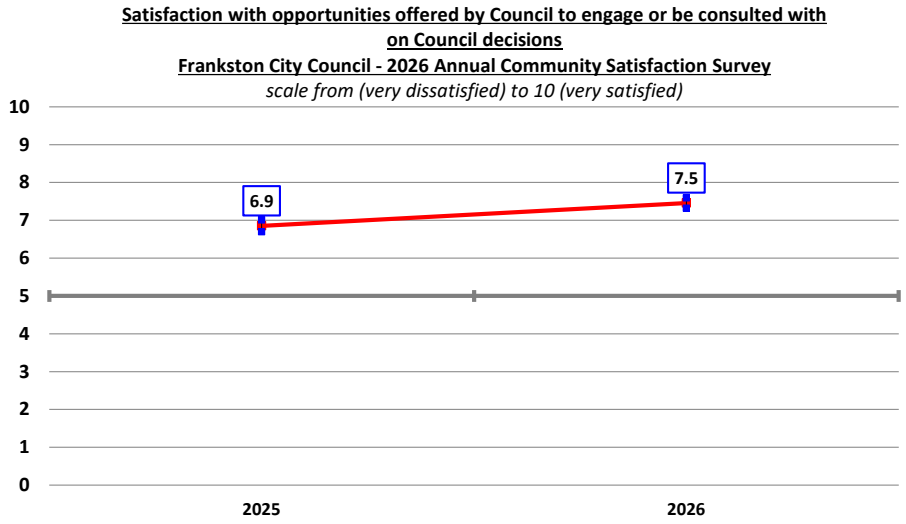
## *Opportunities offered by Council to engage or be consulted with on Council decisions*

Satisfaction with the opportunities offered by Council to engage or be consulted with on Council decisions increased measurably this year, up six percentage points (9%) to 7.5 out of 10.

This was a “very good”, up from a “good” level of satisfaction.

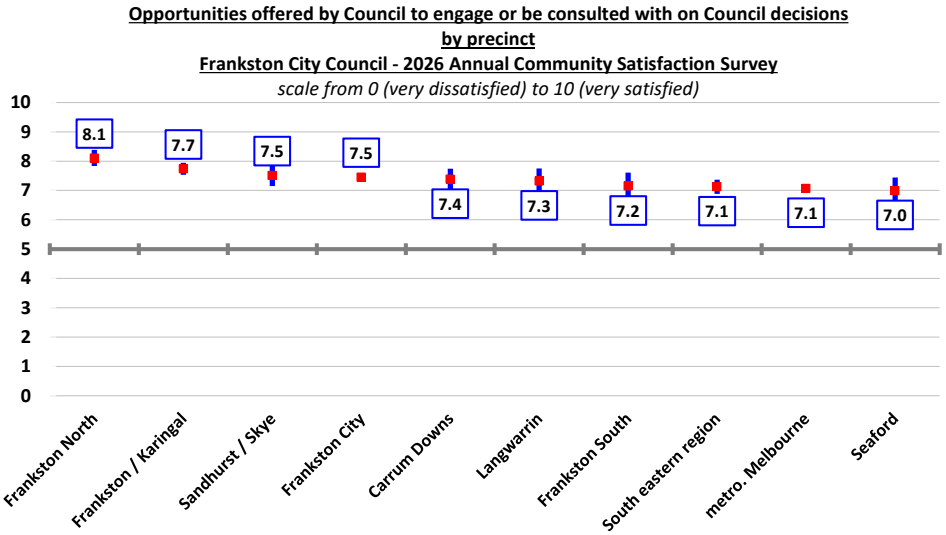
By way of comparison, this result was measurably (4pts) higher than the metropolitan average and notably (4pts) higher than the southeastern region average, both as recorded in *Governing Melbourne*.

This result comprised 60% (up from 39%) “very satisfied” respondents, and five percent (down from 9%) “dissatisfied”.




There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (6pts) more satisfied than average, and at an "excellent" level.

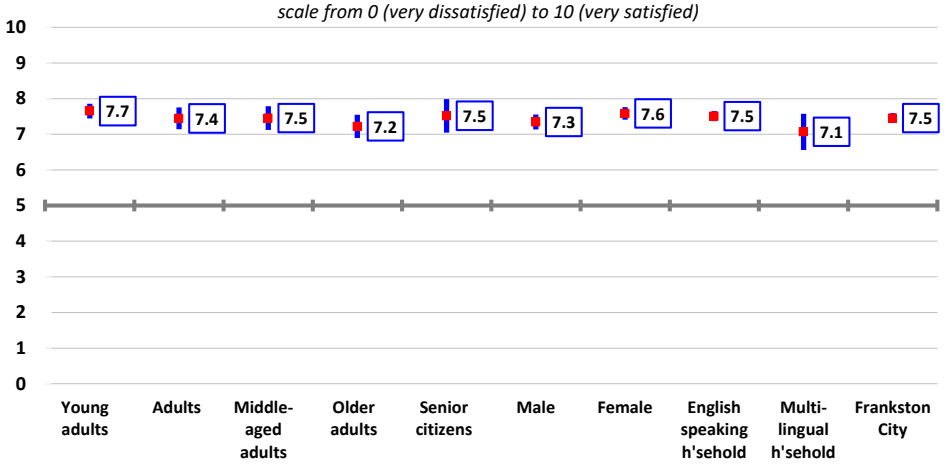
By contrast, respondents from Frankston South (3pts) and Seaford (5pts) were notably less satisfied than average, and at a "good", rather than "very good" levels.




While there was no measurable variation in this result observed by respondent profile, older adults (aged 60 to 74 years) were somewhat (3pts) less satisfied than average, and at a "good" rather than a "very good" level.

Female respondents were notably (3pts) more satisfied than male respondents, and respondents from English speaking households were notably (4pts) more satisfied than respondents from multilingual households.

**Opportunities offered by Council to engage or be consulted with on Council decisions by respondent profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




The following table outlines the 33 comments received from respondents in relation to the opportunities by Council to engage or be consulted with on Council decisions.

These comments have been broadly categorised as follows:

- Lack of communication / information 12 comments
- Poor / not enough community engagement and consultation 11 comments
- Council governance / management 5 comments
- Council doesn't listen / not interested 3 comments
- General negative 1 comment
- Other issues 1 comment.

**Reasons for dissatisfaction with opportunities by Council to engage or be consulted with on Council decisions**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Lack of communication / information* | |
| I am not aware of / seen any | 7 |
| Doesn't inform the community | 2 |
| I don't really notice it | 1 |
| Need to hear more from them | 1 |

| | |
|---|---|
| Not sure what is available | 1 |
| **Total** | **12** |

*Poor / not enough community engagement and consultation*

| | |
|---|---|
| Not enough opportunities to engage or be consulted on Council decisions | 2 |
| I was told that I could engage in public consultation once a year on the website | 1 |
| Need more community outreach maybe through newsletters | 1 |
| Need more consultation | 1 |
| Need more engagement with community | 1 |
| No community outreach / interaction at all | 1 |
| Restrictive for people to attend meetings | 1 |
| Seems like only a formality | 1 |
| They don't ask many questions; this is my first interaction | 1 |
| They've never asked anything | 1 |
| **Total** | **11** |

*Council governance / management*

| | |
|---|---|
| I've had contact with local Councillors here; they don't follow up | 1 |
| Not doing anything beneficial for community after taking so much money | 1 |
| They help you if you give them money under the table | 1 |
| They make their own decisions | 1 |
| They only serve themselves | 1 |
| **Total** | **5** |

*Council doesn't listen / not interested*

| | |
|---|---|
| They don't listen to people's needs | 1 |
| They push their own agenda | 1 |
| They talk very nice, but they do not help | 1 |
| **Total** | **3** |

*General negative*

| | |
|---|---|
| They are **** | 1 |
| **Total** | **1** |

*Other*

| | |
|---|---|
| It is there we don't use it enough | 1 |
| **Total** | **1** |
| **Total responses** | **33** |

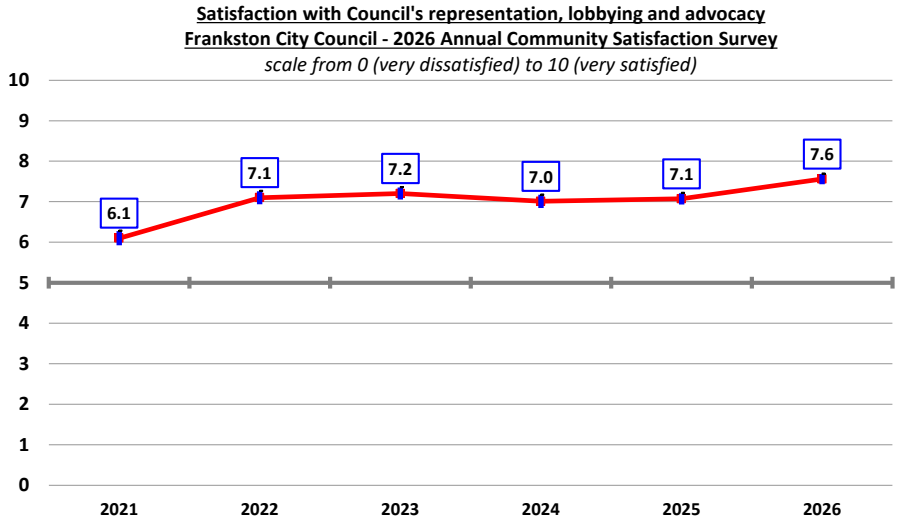
### *Representation, lobbying and advocacy*

Satisfaction with Council's representation, lobbying, and advocacy performance increased measurably this year, up five percentage points (7%) to 7.6 out of 10.

This was a "very good", up from a "good" level of satisfaction, and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 7.0 or "good".

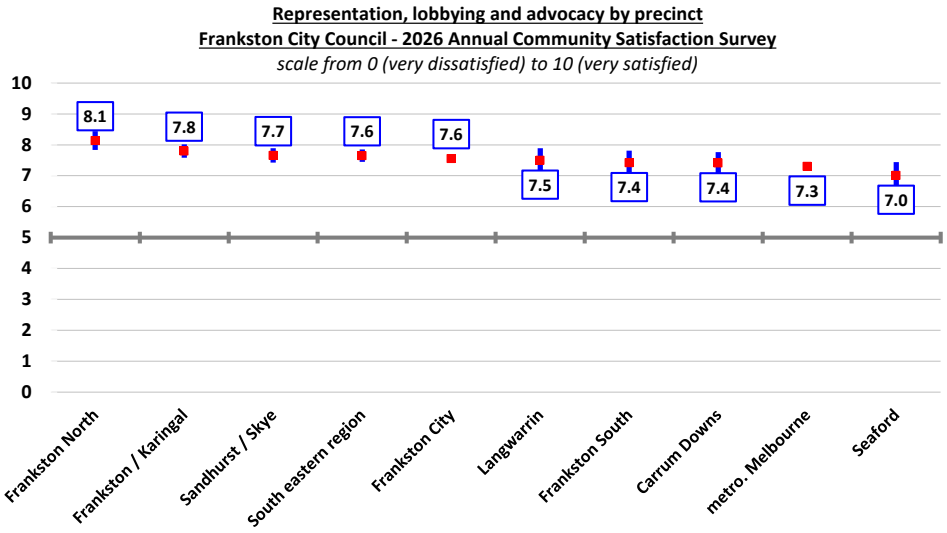
By way of comparison, this result was measurably (3pts) higher than the metropolitan average and identical to the southeastern region average, both recorded in *Governing Melbourne*.

This result comprised 60% (up from 43%) "very satisfied" respondents, and three percent (down from 7%) "dissatisfied".



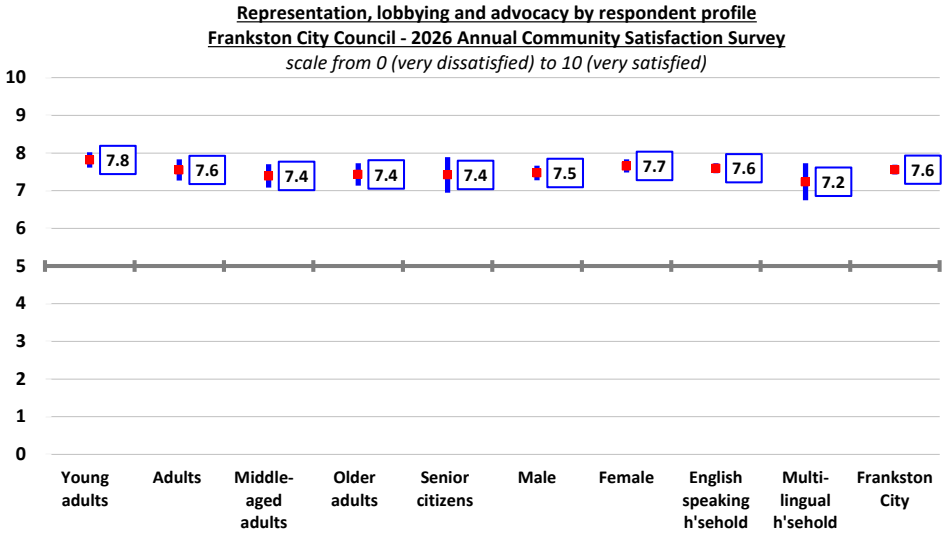

There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than average, and at an "excellent" level. Respondents from Frankston / Karingal also rated satisfaction at an "excellent" level.

By contrast, respondents from Seaford were notably (6pts) less satisfied than average, and at a "good", rather than a "very good" level.




While there was no measurable variation in this result observed across the municipality, young adults (aged 18 to 34 years) rated satisfaction at an "excellent" rather than a "very good" level.

Respondents from English speaking households were notably (4pts) more satisfied than respondents from multilingual households.




The following table outlines the 23 comments received in relation to Council's representation, lobbying, and advocacy on behalf of the community.

**Reasons for dissatisfaction with Council's representation, lobbying and advocacy**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Communication / information* | |
| I never see / hear anything | 5 |
| I don't really notice it | 1 |
| Need to hear more about them | 1 |
| **Total** | **7** |
| *Council governance / management* | |
| Not doing anything beneficial for community after taking so much money | 1 |
| They are in it to keep their job and get money | 1 |
| They could lobby harder | 1 |
| They have their own interests | 1 |
| They just don't act for the rate payers | 1 |
| They just run around | 1 |
| Too busy so they don't seem to care | 1 |
| **Total** | **7** |
| *Consultation / engagement* | |
| Need more attention from Council members | 1 |
| Need more community outreach maybe through newsletters | 1 |
| Need more engagement with community | 1 |
| No community outreach at all | 1 |
| Not much is done by them in this regard | 1 |
| Restrictive for people to attend meetings | 1 |
| **Total** | **6** |
| *Planning, housing and development* | |
| I think they are too invested in keeping low density housing and they should be more invested in high density | 1 |
| Previously they pushed to stop the apartments but now the Council has switched up | 1 |
| **Total** | **2** |
| *Other* | |
| Just because they have a different view to me | 1 |
| **Total** | **1** |
| **Total responses** | **23** |

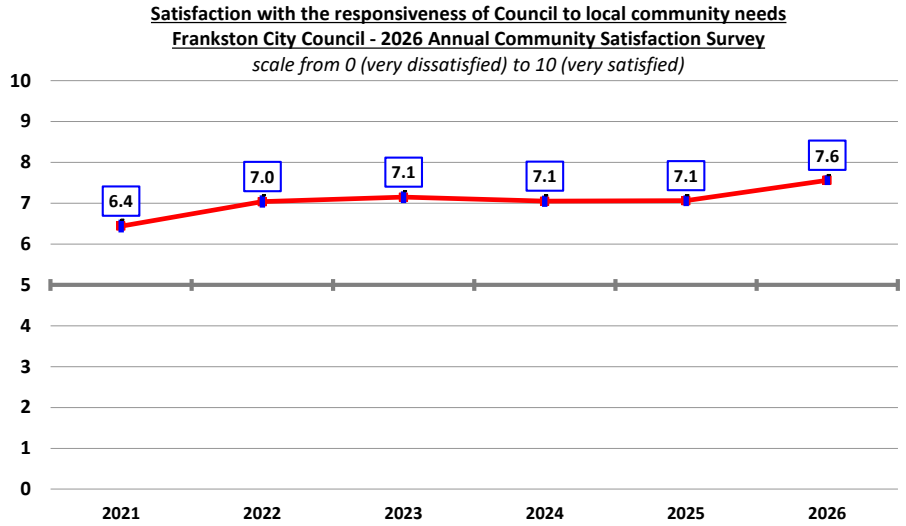
### *Responsiveness of Council to local community needs*

Satisfaction with the responsiveness of Council to local community needs increased measurably this year, up five percentage points (7%) to 7.6 out of 10.

This was a "very good", up from a "good" level of satisfaction, and was measurably (5pts) higher than the long-term average satisfaction since 2021 of 7.1 or "good".

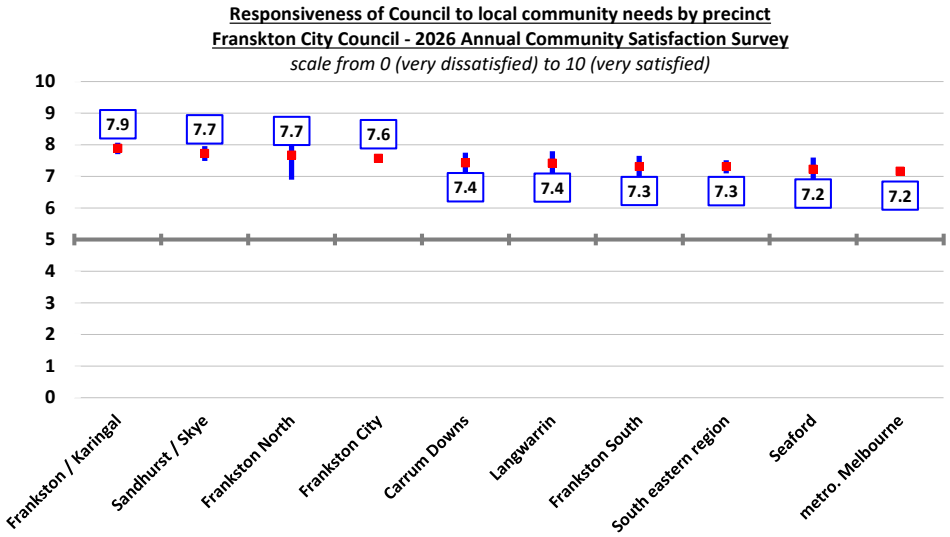
By way of comparison, this result was measurably (4pts) higher than the metropolitan average and notably (3pts) higher than the southeastern region average, both recorded in *Governing Melbourne*.

This result comprised 61% (up from 41%) "very satisfied" respondents, and four percent (down from 7%) "dissatisfied".

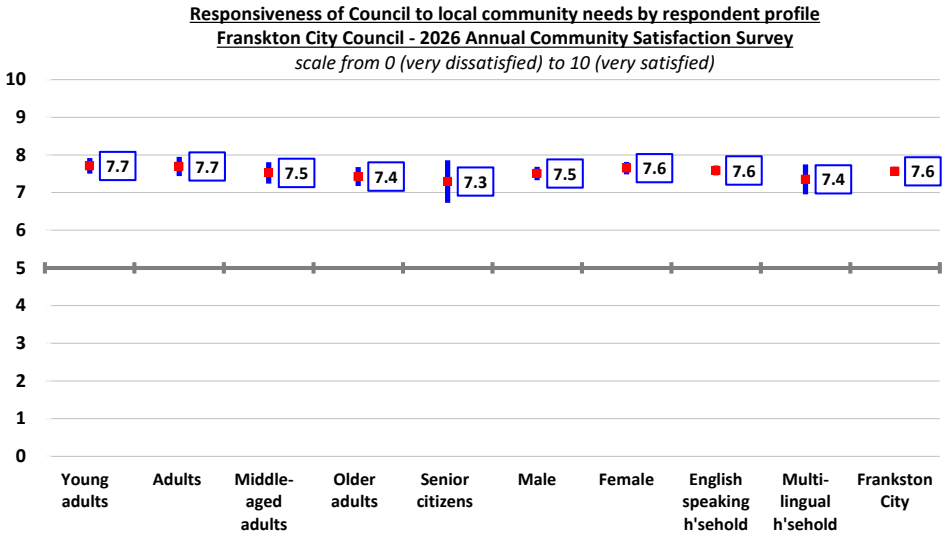



There was measurable variation in this result observed across the municipality, with respondents from Frankston / Karingal measurably (3pts) more satisfied than average, and at an "excellent" level.

By contrast, respondents from Seaford were notably (4pts) less satisfied than average, and at a "good", rather than a "very good" level.




There was no measurable variation in satisfaction observed by respondent profile, with respondents from all sub-groups rating satisfaction at "very good" levels.




The following table outlines the 32 comments received in relation to the responsiveness of Council to local community needs.

The most common issues raised related to responsiveness (9 comments), communication, consultation, and engagement (7 comments), and various Council services and facilities (7 comments).

**Reasons for dissatisfaction with the responsiveness of Council to local community needs**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Responsiveness* | |
| They are slow / not responsive | 3 |
| Even after contacting multiple times, the Council fails to do anything beneficial | 1 |
| They are not responsive to local community needs | 1 |
| They aren't helpful | 1 |
| They just don't get back to you | 1 |
| When you ring up, they're always too busy | 1 |
| You need something and they don't always come | 1 |
| **Total** | **9** |
| *Communication, consultation and engagement* | |
| They don't listen | 2 |
| How will they respond if they don't consult | 1 |
| Not enough outreach at all | 1 |
| People in business are not addressed about their needs | 1 |
| Restrictive for people to attend meetings | 1 |
| They don't listen to people's needs | 1 |
| **Total** | **7** |
| *Council services / facilities* | |
| Enough action is not taken around social housing | 1 |
| Homelessness left alone | 1 |
| More funds to social relief programs | 1 |
| No footpaths | 1 |
| The improvements are focused only on businesses and commercial developments | 1 |
| They have a tendency to patch up good footpaths rather than the poor ones like at the shopping centre | 1 |
| We have health problems and the Council didn't help us at all | 1 |
| **Total** | **7** |
| *Council governance / management* | |
| They are there for their own careers | 1 |
| They don't do what's best for the community | 1 |
| They have their own interests | 1 |
| Unnecessary intervention from Council | 1 |
| **Total** | **4** |

| | |
|---|---|
| *Rates and financial management* | |
| Not doing anything beneficial for community after taking so much money | 1 |
| **Total** | **1** |
| *Safety / policing and crime* | |
| Drug abuse left alone | 1 |
| **Total** | **1** |
| *Waste management* | |
| The mattress on Frankston Fwy has been there for months | 1 |
| **Total** | **1** |
| *Other* | |
| Enough action is not taken around climate change | 1 |
| Frankston Yacht Club issue | 1 |
| **Total** | **2** |
| **Total responses** | **32** |

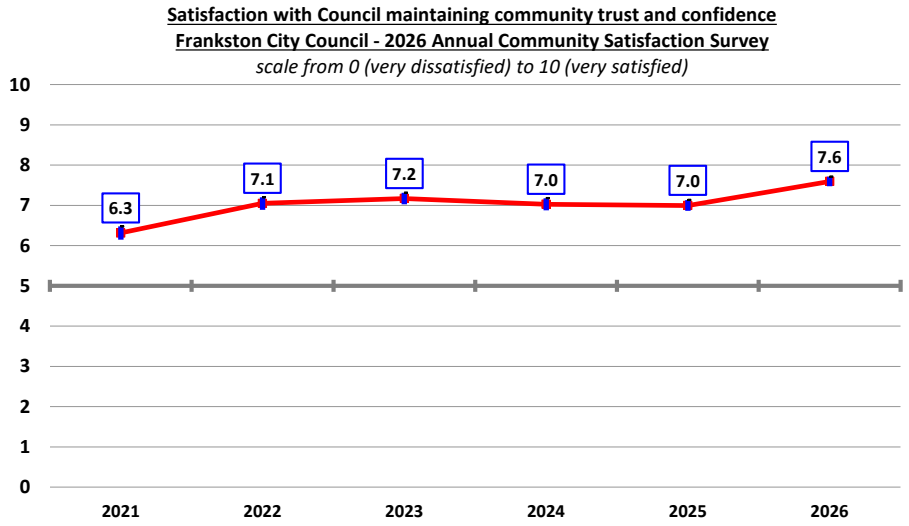
## *Maintaining trust and confidence of the local community*

Satisfaction with the performance of Council maintaining the trust and confidence of the local community increased measurably this year, up six percentage points (9%) to 7.6 out of 10.

This was a "very good", up from a "good" level of satisfaction, and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 7.0 or "good".

By way of comparison, this result was measurably (3pts) higher than the metropolitan average, but measurably (3pts) lower than the unusually high southeastern region average, both recorded in *Governing Melbourne*.

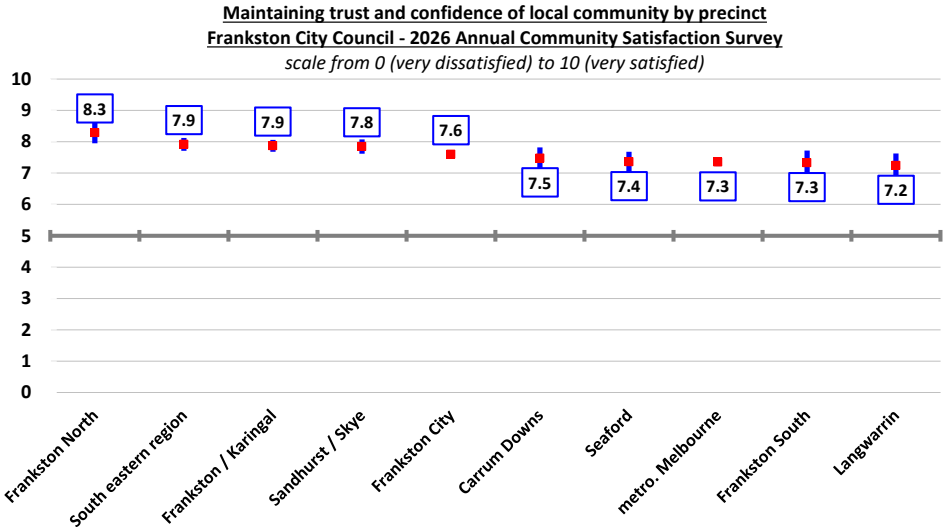
This result comprised 63% (up from 40%) "very satisfied" respondents, and four percent (down from 7%) "dissatisfied".




There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (7pts) more satisfied than the municipal average, and at an "excellent" level.

Respondents from Frankston / Karingal and Sandhurst / Skye also rated satisfaction at "excellent" levels.

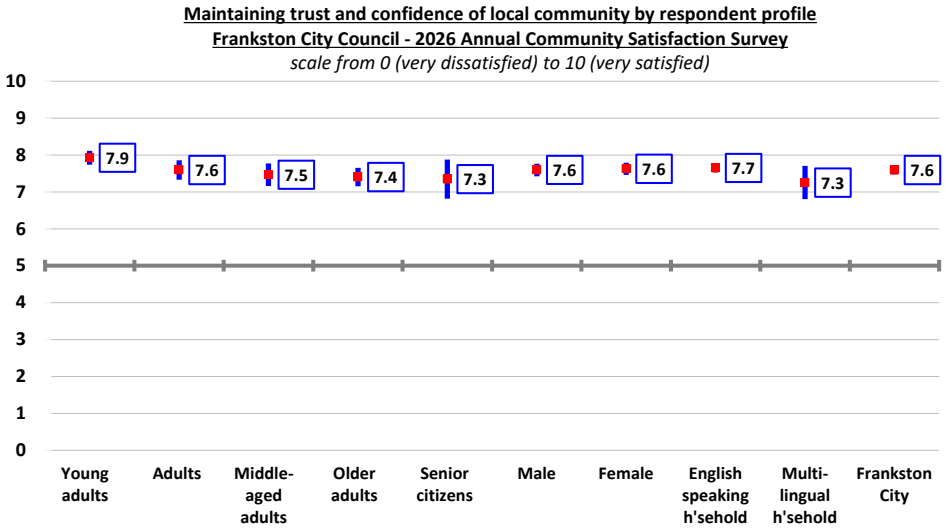
By contrast, respondents from Langwarrin were notably (4pts) less satisfied than average, and at a "good" rather than a "very good" level.



There was measurable variation in this result observed by respondent profile.

Young adults (aged 18 to 34 years) were measurably (3pts) more satisfied than average and at an "excellent" level, while senior citizens (aged 75 years and over) were somewhat (2pts) less satisfied.

Respondents from English speaking households were notably (4pts) more satisfied than respondents from multilingual households.




The following table outlines the 40 comments received from respondents in relation to Council's performance maintaining the trust and confidence of the local community.

These comments have been broadly categorised as follows:

- Council governance / management 15 comments
- Communication, consultation and engagement 10 comments
- Rates / financial management 5 comments
- General negative 3 comments
- Cleanliness and maintenance of the area 2 comments
- Responsiveness 2 comments
- Planning / development related 1 comment
- Other issues 2 comments.

**Reasons for dissatisfaction with Council's performance in maintaining the trust and confidence of community**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Council governance / management* | |
| Distrust / not a lot of trust in the Council | 4 |
| Council intimidating the residents | 1 |
| Council is notoriously inefficient | 1 |
| Council is notoriously unreliable | 1 |
| I find Frankston Council's representation for Carrum Downs very poor. Only cares about Frankston | 1 |
| I still don't understand the Council and their decisions. Even with small decision like house tax | 1 |
| It's too political | 1 |
| No trust at all on Council decisions | 1 |
| The behaviour of some Councillors leaves a lot to be desired | 1 |
| They have outsourced everything | 1 |
| They have their own interests | 1 |
| We are not confident in them | 1 |
| **Total** | **15** |
| *Communication, consultation and engagement* | |
| Need more engagement with community | 2 |
| No community outreach | 2 |
| Feels like everything is already fixed and there's no use of community outreach | 1 |
| I am not informed enough about what they do | 1 |
| I wouldn't even know who the local member is | 1 |
| Need more community outreach maybe through newsletters | 1 |
| Restrictive for people to attend meetings | 1 |
| They don't listen to people's needs | 1 |
| **Total** | **10** |
| *Rates / financial management* | |
| More focus on profits over community | 2 |
| If we want help with big trees we need to pay | 1 |
| Not doing anything beneficial for community after taking so much money | 1 |
| Wastes too much money on things like aesthetics and not services | 1 |
| **Total** | **5** |

| | |
|---|---|
| *General negative* | |
| From what I've heard, people have issues | 1 |
| They could do more | 1 |
| They're terrible | 1 |
| **Total** | **3** |
| *Cleanliness and maintenance of the area* | |
| I don't see them cleaning up the place | 1 |
| Poor maintenance | 1 |
| **Total** | **2** |
| *Responsiveness* | |
| Long wait | 1 |
| Not taking care of the graffiti, even after using Snap, Send, Solve | 1 |
| **Total** | **2** |
| *Planning / development* | |
| We have contacted them for buildings support; they can't grasp what we are saying | 1 |
| **Total** | **1** |
| *Other* | |
| Homelessness and drug abuse left alone | 1 |
| They need to solve the safety issue | 1 |
| **Total** | **2** |
| **Total responses** | **40** |

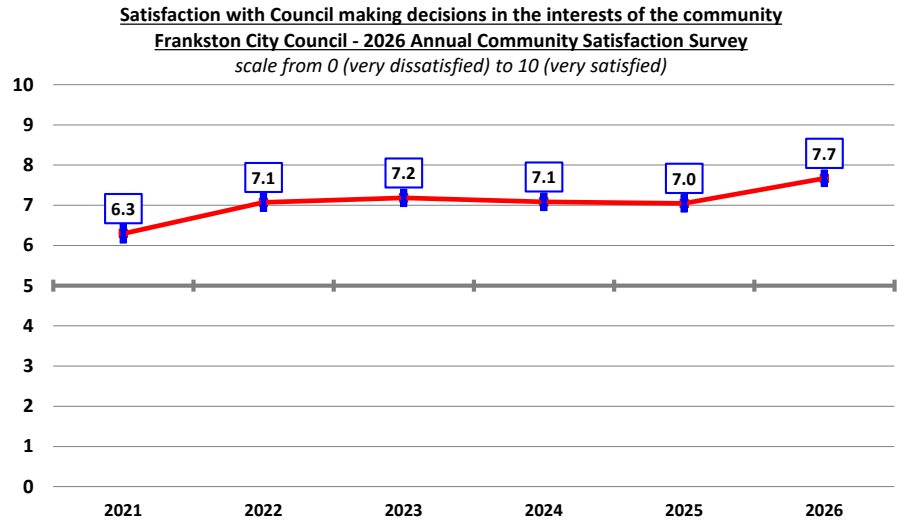
### *Making decisions in the interests of the community*

Satisfaction with the performance of Council making decisions in the interests of the local community increased measurably this year, up seven percentage points (10%) to 7.7 out of 10.

This was a “very good”, up from a “good” level of satisfaction, and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 7.1 or “good”.

By way of comparison, this result was measurably (4pts) higher than the metropolitan average, but identical to the southeastern region average, both recorded in *Governing Melbourne*.

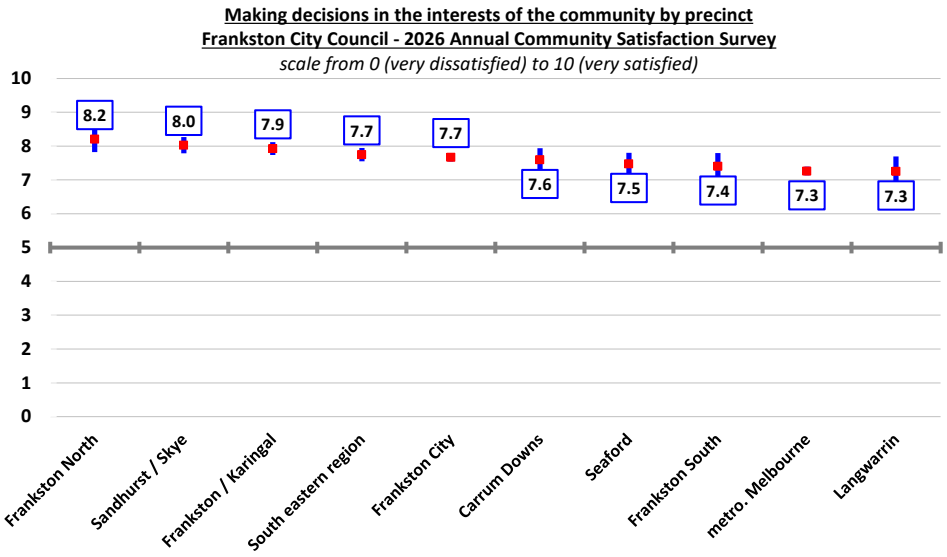
This result comprised 63% (up from 40%) "very satisfied" respondents, and four percent (down from 7%) "dissatisfied".




There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than the municipal average, and at an "excellent" level.

Respondents from Sandhurst / Skye and Frankston / Karingal also rated satisfaction at "excellent" levels.

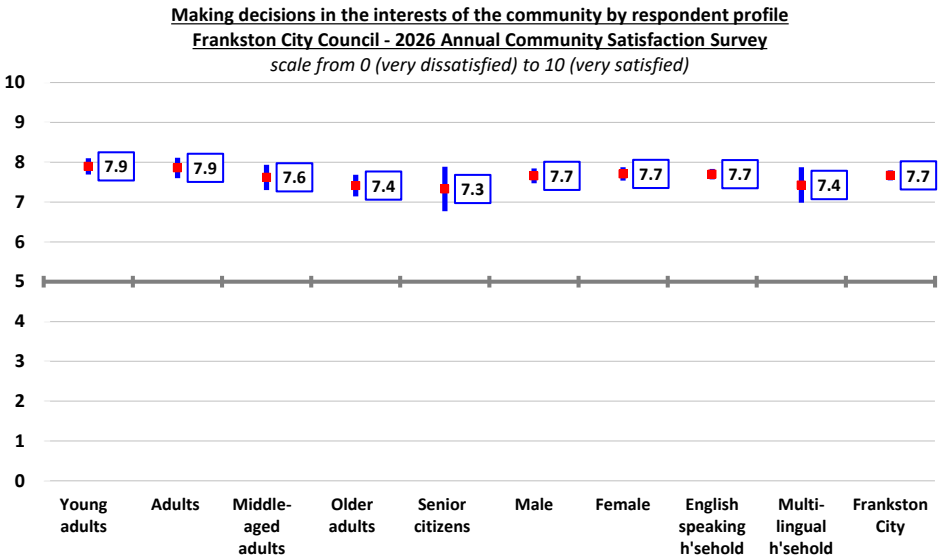
By contrast, respondents from Langwarrin (4pts) and Frankston South (3pts) were notably less satisfied than average, although still at "very good" levels.




While there was no measurable variation in this result observed by respondent profile, young adults and adults (aged 18 to 44 years) were somewhat (2pts) more satisfied than average, and at "excellent" levels

By contrast, older adults and senior citizens (aged 60 years and over) were somewhat (3pts and 4pts) less satisfied than average, although still at "very good" levels.

Respondents from English speaking households were somewhat (3pts) more satisfied than respondents from multilingual households.



The following table outlines the 26 comments received from respondents in relation to Council's performance making and implementing decisions in the interests of the community.

**Reasons for dissatisfaction with Council making and implementing decisions in the interests of community**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Communication, consultation and engagement* | |
| I am not kept informed / don't hear anything | 2 |
| No community outreach | 2 |
| Need more community outreach maybe through newsletters | 1 |
| Need more engagement with community | 1 |
| Not enough communication | 1 |
| Restrictive for people to attend meetings | 1 |
| They don't always consult the community | 1 |
| They don't listen to people's needs | 1 |
| **Total** | **10** |
| *Council governance / management* | |
| Council seems to have their own selfish interests / objectives | 3 |
| They don't do / consider what's best for the community | 2 |
| Different political views | 1 |
| They do things to benefit themselves | 1 |
| They don't care about the locals really | 1 |
| They have no interest | 1 |
| **Total** | **9** |
| *Rates / financial management* | |
| More focus on profits over the community | 1 |
| Not doing anything beneficial for community after taking so much money | 1 |
| In Dandenong my husband doesn't need to pay for disabled parking, but in here Frankston you have to pay | 1 |
| **Total** | **3** |
| *General negative* | |
| I don't think they do it | 1 |
| I have no faith in them anymore | 1 |
| **Total** | **2** |
| *Other* | |
| Business needs are prioritized over residents | 1 |
| I don't really notice it | 1 |
| **Total** | **2** |
| **Total responses** | **26** |

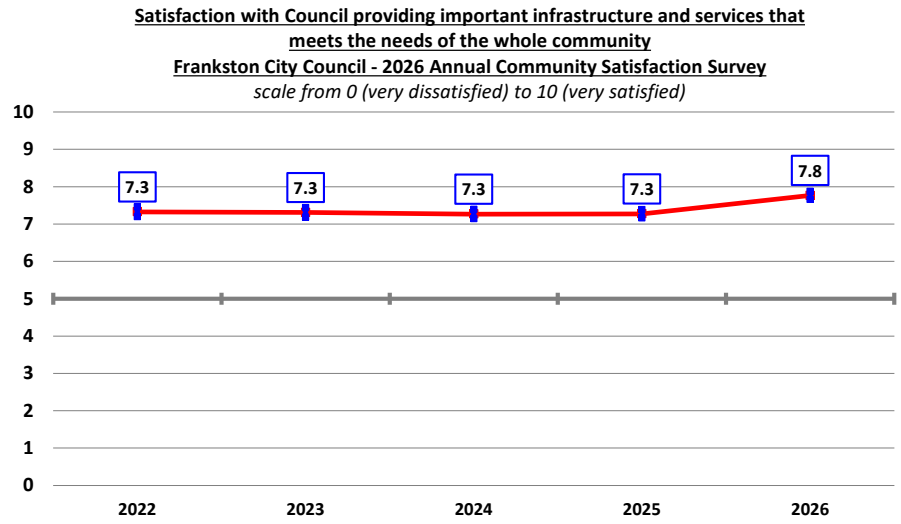
### *Providing important infrastructure and services that meets community needs*

Satisfaction with the performance of Council providing important infrastructure and services that meet community needs increased measurably this year, up five percentage points (7%) to 7.8 out of 10.

This was an "excellent", up from a "very good" level of satisfaction and was measurably (4pts) higher than the long-term average satisfaction since 2021 of 7.4 or "very good".

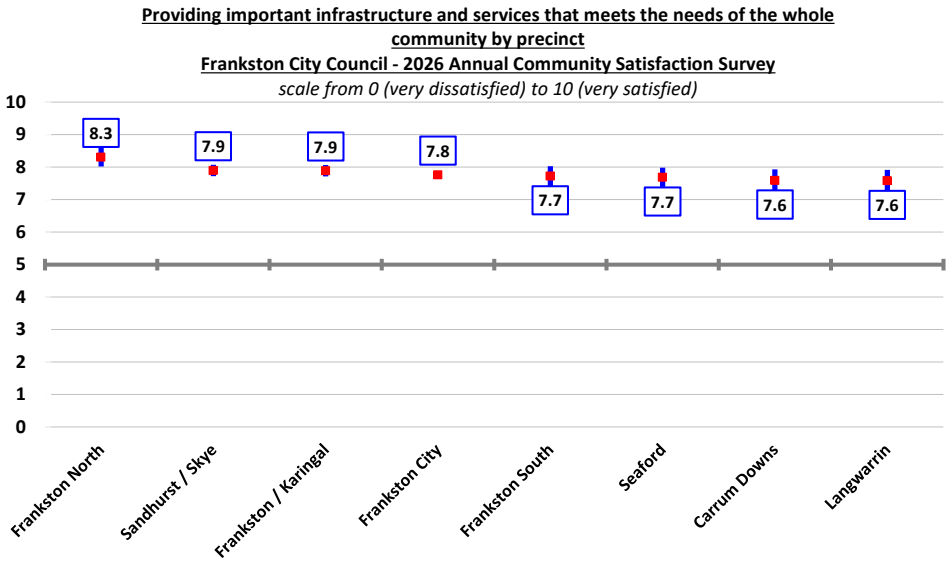
By way of comparison, this variable was not included in *Governing Melbourne* and therefore no metropolitan comparison results were available for publication.

This result comprised 68% (up from 45%) "very satisfied" respondents, and three percent (down from 4%) "dissatisfied".

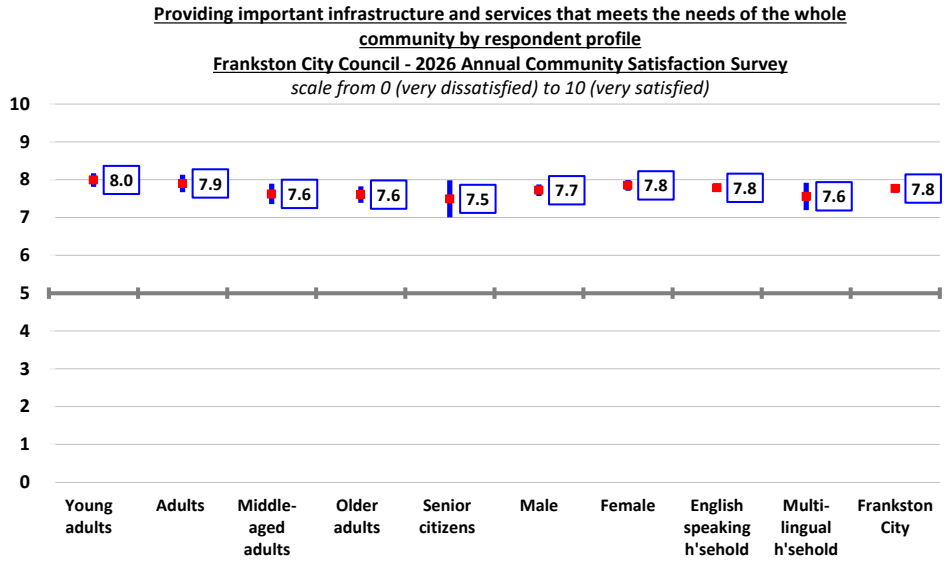



There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than the municipal average, and at an "excellent" level.

Respondents from Langwarrin, Carrum Downs, Seaford, and Frankston South rated satisfaction at "very good" rather than "excellent" levels.




While there was no measurable variation in this result observed across the municipality, older respondents (aged 45 years and over), male respondents, and respondents from multilingual households rated satisfaction at "very good" rather than "excellent" levels.




The following table outlines the 18 comments received in relation to Council's performance providing important infrastructure that meets the needs of the community.

**Reasons for dissatisfaction with Council's performance providing important infrastructure that meets the needs of the community**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *More can be done / not enough done* | |
| Lack of effort / not seen any | 2 |
| Not enough | 2 |
| Long way to go | 1 |
| There could be more done | 1 |
| **Total** | **6** |
| *Communication, consultation and information* | |
| Do not know where the building is | 1 |
| Need more community outreach maybe through newsletters | 1 |
| No community outreach at all | 1 |
| They are not looking at what is required | 1 |
| **Total** | **4** |
| *Council services and facilities* | |
| Food for poor is not there | 1 |
| Slow services | 1 |
| **Total** | **2** |
| *General negative* | |
| Not doing anything beneficial for community after taking so much money | 1 |
| They do not know what they are doing | 1 |
| **Total** | **2** |
| *Parking* | |
| We need more parking | 1 |
| **Total** | **1** |
| *Roads, traffic and public transport* | |
| More safety for kids crossing streets | 1 |
| **Total** | **1** |

| *Other* | |
|---|---|
| Building permits are so difficult and tedious | 1 |
| Homelessness | 1 |
| **Total** | **2** |
| **Total Responses** | **18** |

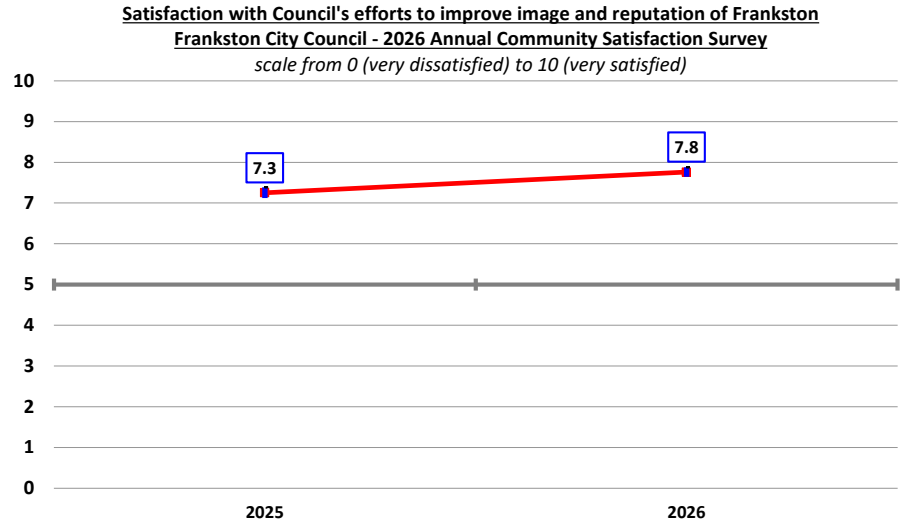
## *Council's efforts to improve the image and reputation of Frankston*

Satisfaction with Council's efforts to improve the image and reputation of Frankston increased measurably this year, up five percentage points (7%) to 7.8 out of 10.

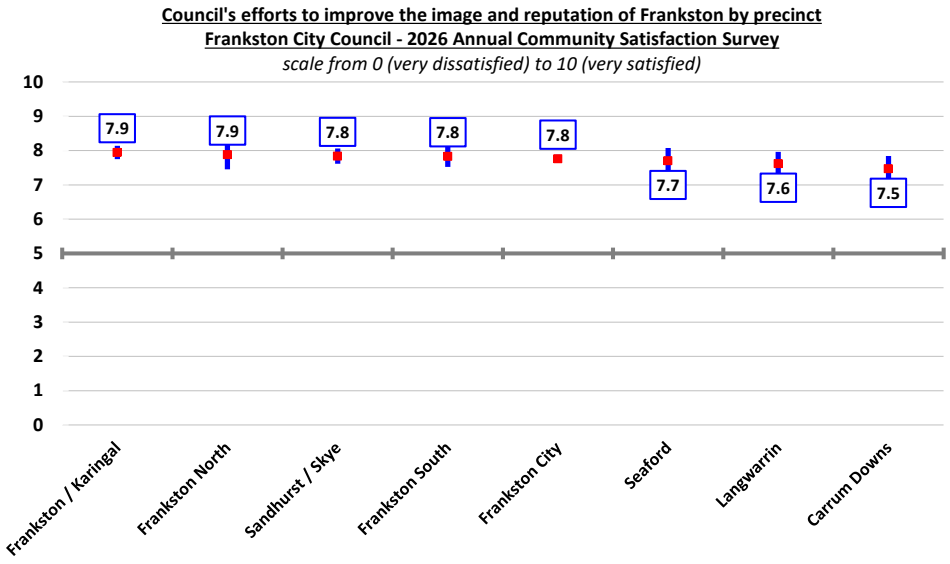
This was an "excellent", up from a "very good" level of satisfaction.

By way of comparison, this variable was not included in *Governing Melbourne* and therefore no metropolitan comparison results were available for publication.

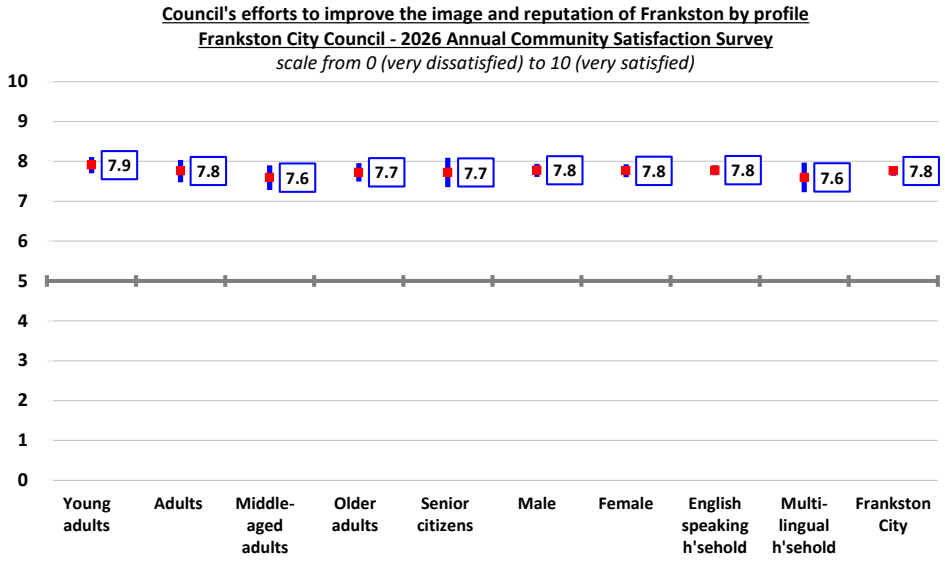
This result comprised 67% (up from 48%) "very satisfied" respondents, and four percent (down from 6%) "dissatisfied".




While there was no measurable variation in this result observed across the municipality, respondents from Carrum Downs, Langwarrin, and Seaford rated satisfaction at "very good" rather than "excellent" levels.




While there was no measurable variation in this result observed across the municipality, older respondents (aged 45 years and over) and respondents from multilingual households rated satisfaction at "very good" rather than "excellent" levels.




The following table outlines the 26 comments received from respondents in relation to Council's efforts to improve the image and reputation of Frankston.

The most common issues raised by respondents related to drugs and alcohol (6 comments).

**Reasons for dissatisfaction with Council's efforts to improve the image and reputation of Frankston**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Safety / drugs / alcohol / homelessness* | |
| Frankston gets a druggie image | 1 |
| Frankston is sketchy | 1 |
| Homelessness | 1 |
| Junkies | 1 |
| Paying for services but not met with standards especially with junkies around | 1 |
| Some people are not friendly here | 1 |
| **Total** | **6** |
| *Need to do more / not doing enough* | |
| Council does not do anything to be honest | 1 |
| Like to see more effort | 1 |
| They are not doing it | 1 |
| They did something, it was bad before, but it is not enough | 1 |
| **Total** | **4** |
| *Bad / getting worse* | |
| A lot more can be done in the CBD | 1 |
| Missed opportunities for the Council. Compared to other Councils, they need to be more proactive | 1 |
| Not good enough | 1 |
| **Total** | **3** |
| *Cleanliness / graffiti* | |
| CBD looks dirty | 1 |
| Graffiti is too much | 1 |
| If people were to come here, they would say 'Frankston is a dirty place' | 1 |
| **Total** | **3** |
| *General negative* | |
| In general, not too great | 1 |
| They do not learn from their past mistakes | 1 |
| They only care about providing for the apartments | 1 |
| **Total** | **3** |

| | |
|---|---|
| *Communication / information* | |
| I do not hear about anything | 1 |
| Reach out to the people more to understand them and the project | 1 |
| **Total** | **2** |
| *Actions not improving image of Frankston* | |
| They do not promote Frankston hard enough | 1 |
| **Total** | **1** |
| *Empty shops / poor appearance* | |
| Imposing taxes on empty stores | 1 |
| **Total** | **1** |
| *Other* | |
| Gentrification is so apparent | 1 |
| Great Wall of Frankston is ridiculous | 1 |
| They are letting all the big buildings come in | 1 |
| **Total** | **3** |
| **Total responses** | **26** |

# Contact with Council

## *Contact with Council in the last 12 months*

Respondents were asked:

*"Have you contacted Frankston Council in the last 12 months?"*

A total of 29% of respondents in 2026 reported that they had contacted Council in the last 12 months. This was identical to the long-term average result since 2021 of 29%.

This result was somewhat lower than the long-term metropolitan Melbourne average since 2010 of 34% but was consistent with the 2021 to 2026 metropolitan average of 28%.

**Contacted Council in the last 12 months**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Response* | *2026* | | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | | |
| Yes | 232 | 29% | 26% | 29% | 29% | 30% | 30% |
| No | 565 | 71% | 74% | 71% | 71% | 70% | 70% |
| Not stated | 3 | | 3 | 8 | 3 | 2 | 0 |
| **Total** | **800** | **100%** | **800** | **800** | **801** | **803** | **811** |

## *Forms of contact*

Respondents who had contacted Council were asked:

*"When you last contacted the Council, was it?"*

Consistent with the results recorded over the last four years, the most common method of contacting Council was telephone during office hours, with almost two-thirds (62%) contacting Council via that method.

A significant proportion of respondents also contacted Council by email (9%), the website (9%), and visits in person (8%).

Metropolis Research notes that, in our experience across metropolitan Melbourne pre-pandemic, more respondents tended to visit their local council in person than has been recorded post-pandemic.

It does appear that the lower proportion of respondents choosing to visit Council in person has, in most municipalities, become a new, post-pandemic norm.

**Method of contact with Council**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents contacting Council providing a response)*

| *Method* | *2026* | | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | | |
| Telephone *(during office hours)* | 144 | 62% | 62% | 56% | 52% | 62% | 61% |
| E-mail | 20 | 9% | 9% | 15% | 16% | 13% | 9% |
| Website | 20 | 9% | 8% | 4% | 6% | 4% | 8% |
| Visit in person | 19 | 8% | 10% | 14% | 18% | 13% | 13% |
| Snap Send Solve | 10 | 4% | 4% | 6% | 2% | 1% | 3% |
| Web request | 8 | 3% | 0% | 1% | 0% | 1% | 2% |
| Mail | 6 | 3% | 1% | 1% | 3% | 1% | 2% |
| Telephone *(after hours service)* | 5 | 2% | 2% | 0% | 2% | 1% | 1% |
| Social media *(e.g. Facebook)* | 0 | 0% | 0% | 1% | 0% | 1% | 0% |
| Directly with a Councillor | 0 | 0% | 1% | 0% | 0% | 1% | 1% |
| Live chat | 0 | 0% | 1% | 0% | 0% | 3% | 1% |
| Not stated | 0 | | 0 | 0 | 1 | 2 | 4 |
| **Total** | **232** | **100%** | **211** | **229** | **234** | **244** | **243** |

## *Satisfaction with Council's customer service*

Respondents who had contacted Council were asked:

*"On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Frankston City Council?"*

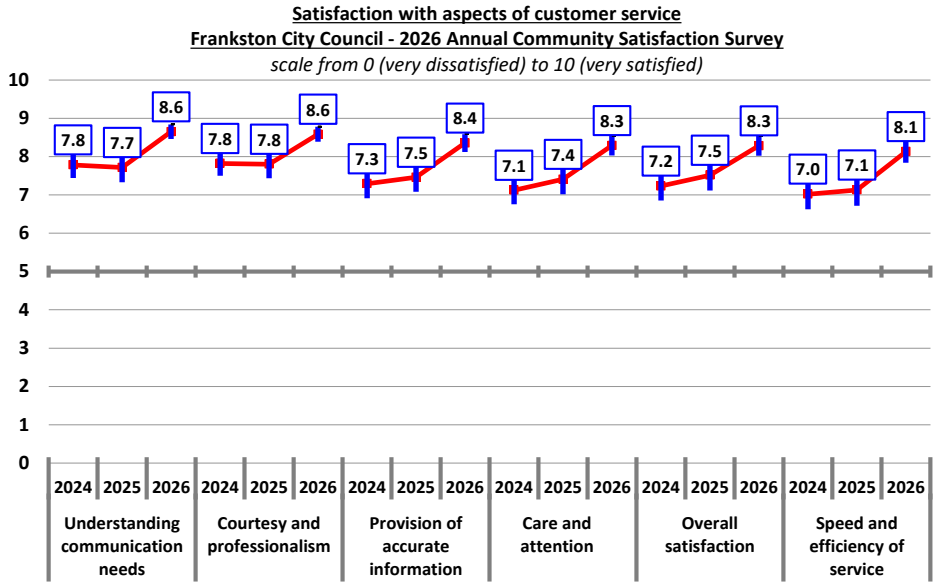
The 232 respondents who had contacted Council in the last 12 months were again in 2026, asked to rate their satisfaction with six aspects of customer service, including overall satisfaction with the customer service experience.

The average satisfaction with customer service increased measurably this year, up nine percentage points to 8.4 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

This result was consistent with the significant increases in satisfaction with aspects of governance and leadership, and the increase in overall satisfaction recorded for the City of Frankston this year.

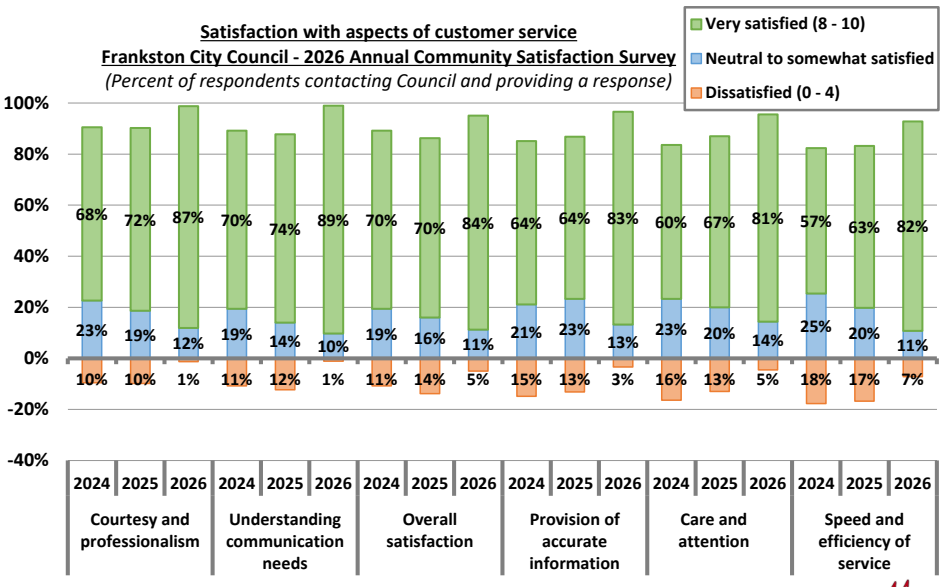
By way of comparison, this result was measurably (7pts) higher than the metropolitan average satisfaction with five of these six aspects of 7.6 out of 10, or "very good".

Satisfaction with all six aspects of customer service were recorded at "excellent" levels this year, reflecting a significant improvement in community satisfaction with Council's customer service.

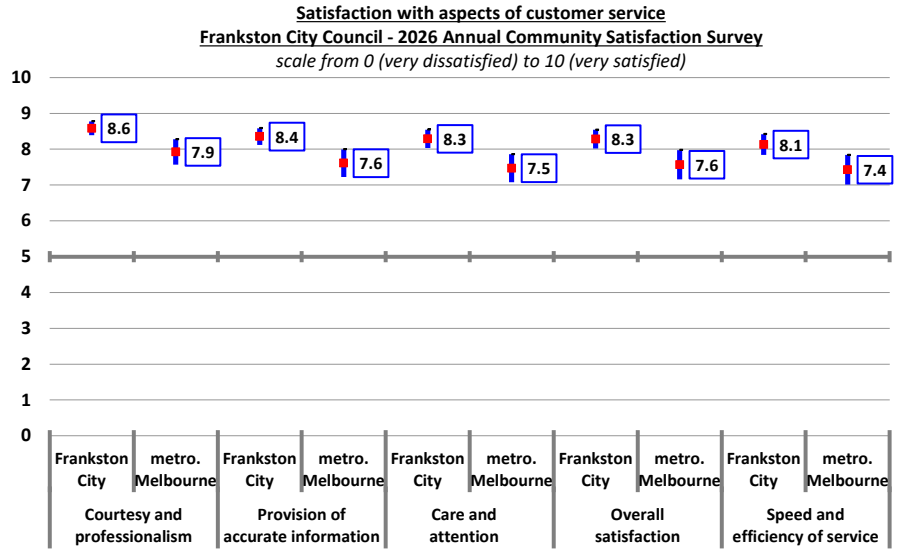



The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Consistent with the measurable increase in average satisfaction, there was a significant increase in the proportion of respondents who were "very satisfied" with each of these six aspects of customer service this year.

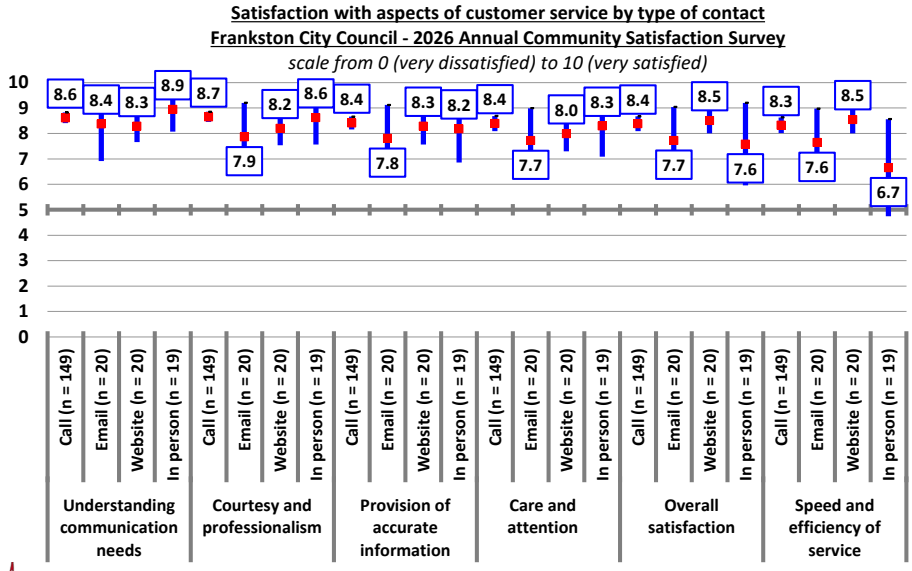


Satisfaction with the five aspects of customer service that were also included in *Governing Melbourne*, the City of Frankston outperformed the metropolitan average for all five aspects.




The following graph provides a comparison of average satisfaction with these aspects of customer service by the respondents' method of last contact with Council. The very small sample sizes for these results should be borne in mind when interpreting the results.

Respondents who contacted Council by email tended to be notably less satisfied than those who contacted Council by other methods. The 19 respondents who visited Council in person were also notably less satisfied with the speed and efficiency of service than average.

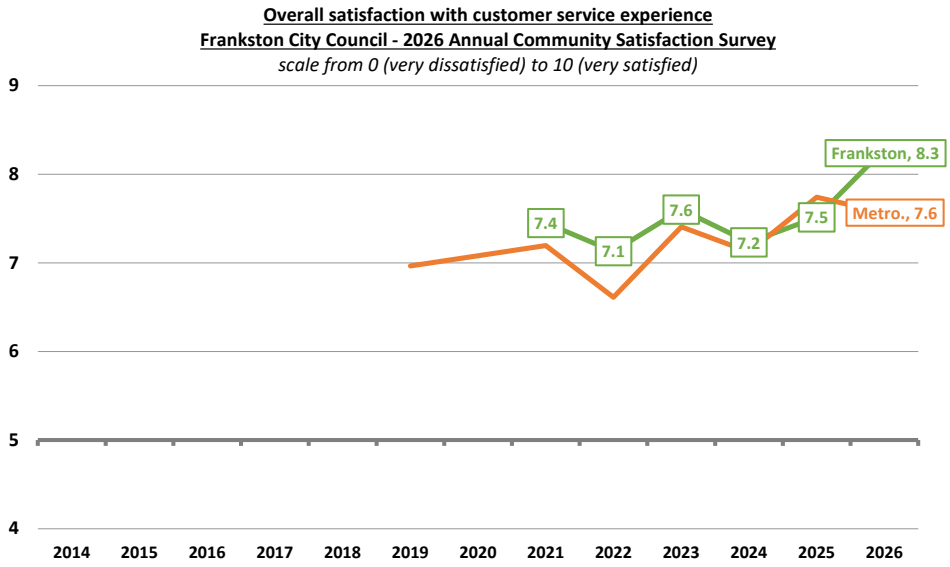


## Overall satisfaction with customer service experience

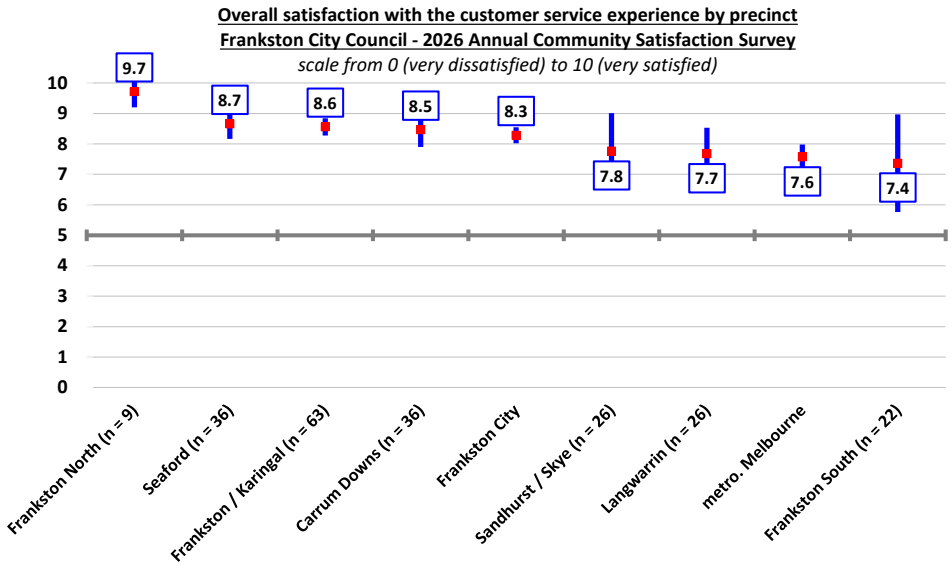
Overall satisfaction with the customer service experience increased measurably and significantly this year, up eight percentage points (11%) to 8.3 out of 10.

This was an "excellent", up from a "very good" level of satisfaction and was measurably higher than the long-term average since 2021 of 7.5 out of 10 or "very good".

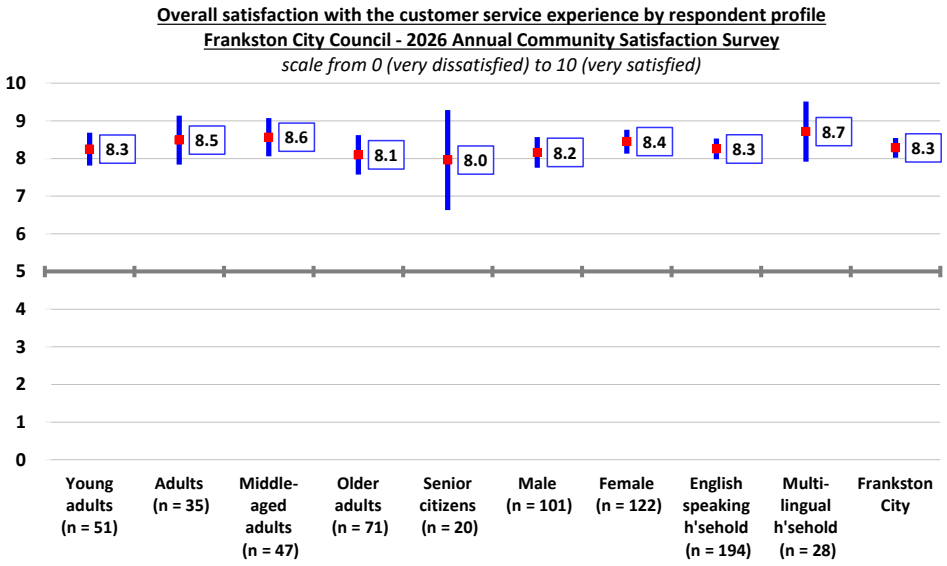
This result was measurably (7pts) higher than the metropolitan average of 7.6 out of 10.




While noting the very small sample size for this set of results, it is noted that the 22 respondents from Frankston South were somewhat less satisfied than average, and at a "very good" rather than an "excellent" level.

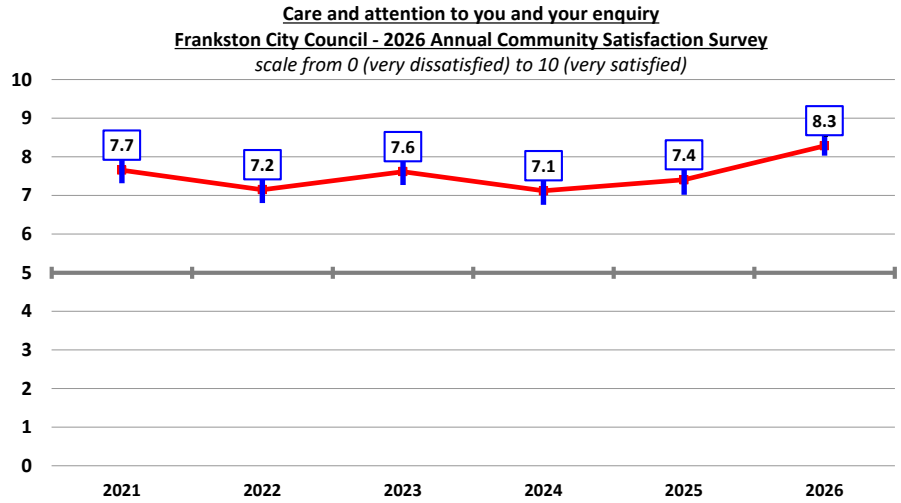



There was also no measurable variation in this result observed by respondent profile, with all sub-groups rating satisfaction at “excellent” levels.



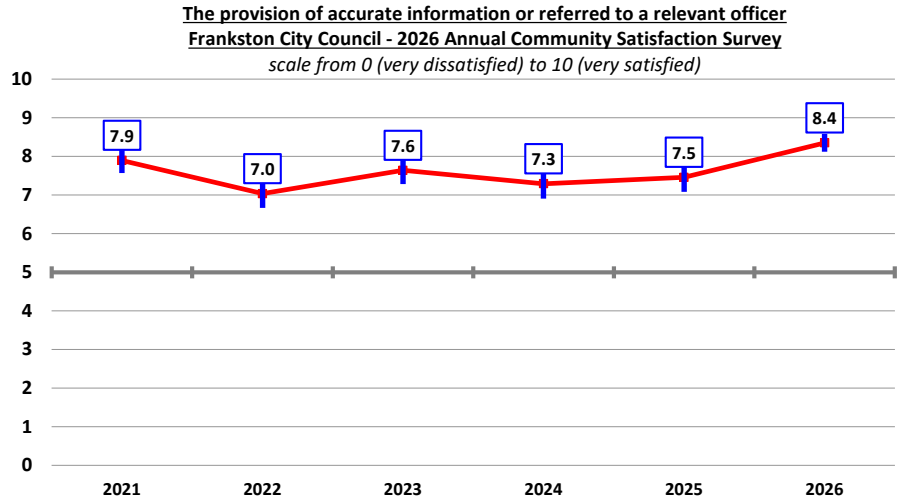
Satisfaction with the care and attention to the respondent and their enquiry increased measurably this year, up nine percentage points to 8.3 out of 10.

This was an "excellent", up from a "very good" level of satisfaction and was measurably (8pts) above the long-term average since 2021 of 7.5 out of 10 or "very good".



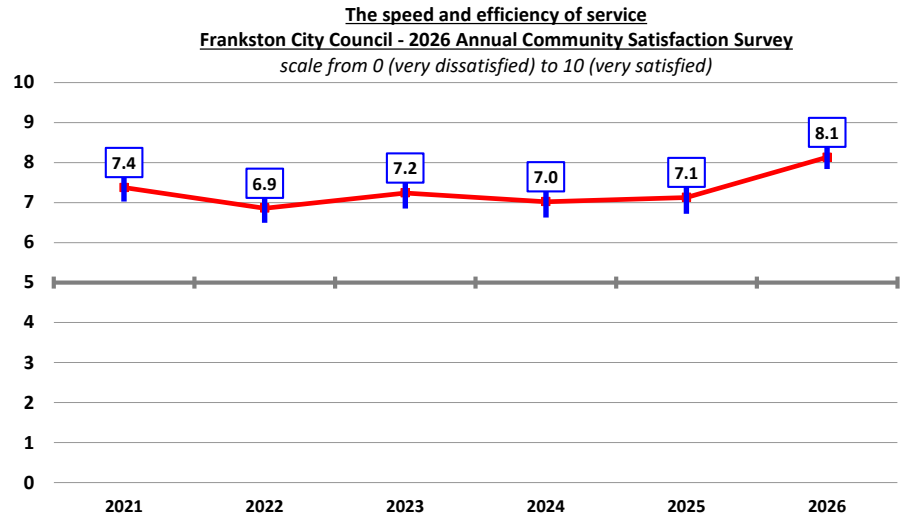

Satisfaction with the provision of accurate information or referred to a relevant officer increased measurably this year, up nine percentage points to 8.4 out of 10.

This was an "excellent", up from a "very good" level of satisfaction and was measurably (8pts) above the long-term average since 2021 of 7.6 out of 10 or "very good".



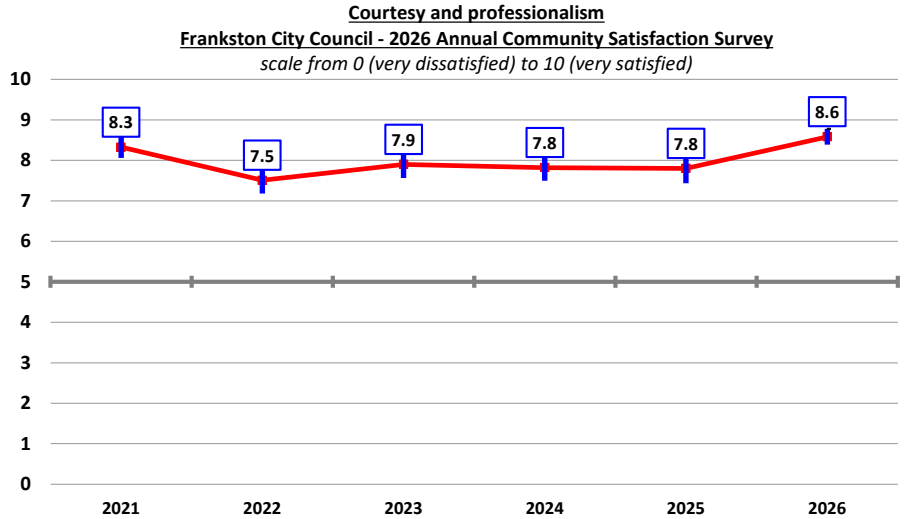
Satisfaction with the speed and efficiency of service increased measurably this year, up 10 percentage points to 8.1 out of 10.

This was an "excellent", up from a "good" level of satisfaction and was measurably (8pts) above the long-term average since 2021 of 7.3 out of 10 or "very good".



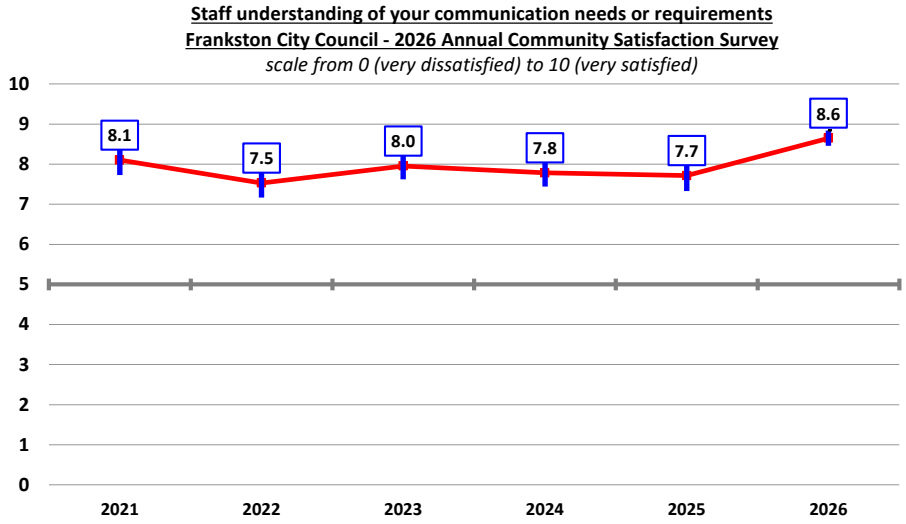

Satisfaction with the courtesy and professionalism of staff increased measurably this year, up eight percentage points to 8.1 out of 10.

This was an "excellent" level of satisfaction and was measurably (6pts) above the long-term average since 2021 of 8.0 out of 10 or "very good".



Satisfaction with staff understanding the respondents' communication needs or requirements increased measurably this year, up nine percentage points to 8.6 out of 10.

This was an "excellent", up from a "very good" level of satisfaction and was measurably (6pts) above the long-term average since 2021 of 8.0 out of 10 or "very good".




## Planning and housing development

### *Satisfaction with aspects of planning and housing development*

Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with the following aspects of planning, development, and housing in your local area?"*

Respondents were in 2026, asked to rate their satisfaction with five planning and development related aspects in their local area.

Average satisfaction with these five aspects of planning and development increased measurably this year, up three percentage points to 7.9 out of 10, which was an "excellent", up from a "very good" level.

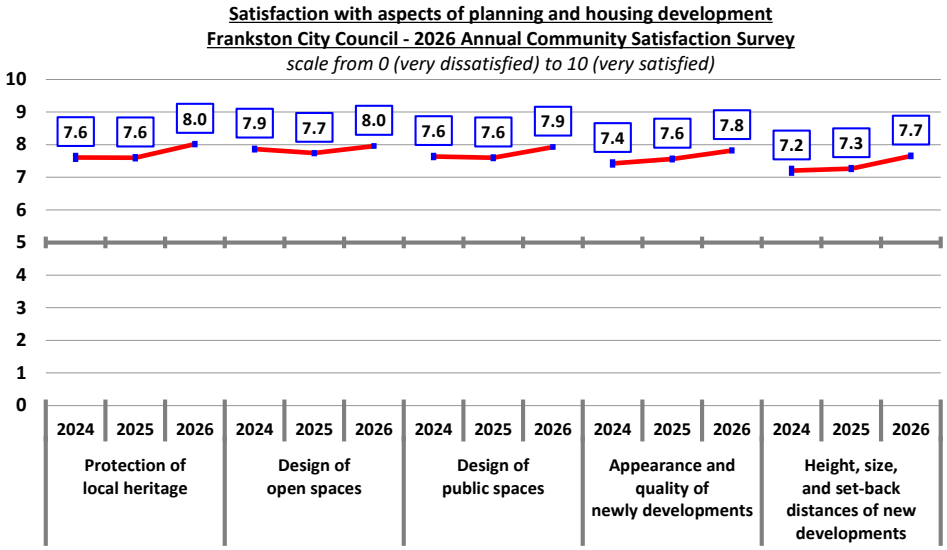
Satisfaction with all five aspects of planning and development was recorded at record high levels this year.

This measurable increase in satisfaction was consistent with other results from the survey this year, reflecting a generalised, measurable increase in community satisfaction with the performance of Frankston City Council, as well as many other aspects this year.

Satisfaction with all five aspects increased measurably this year, with the stand-out result being the four-percentage point increase in satisfaction with the protection of local heritage (8.0 up from 7.6), and the height, size, and set-back distances of new developments (7.7 up from 7.3).

Satisfaction with the height, size, and set-back distances of new developments remained marginally (1pt to 3pts) lower than satisfaction with the other aspects of planning and development.

This result reflects that concerns around the height and size of new developments were one of the key issues of concern to those with concerns about new developments in the City of Frankston.

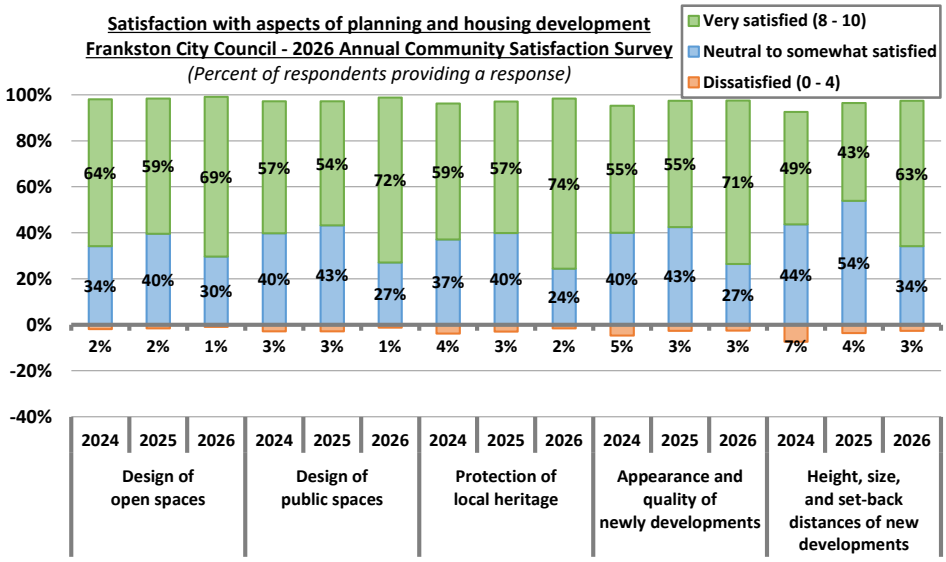



The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were “very satisfied” (i.e., rated satisfaction at eight or more), those who were “neutral to somewhat satisfied” (i.e., rated satisfaction at five to seven), and those who were “dissatisfied” (i.e., rated satisfaction at less than five).

Consistent with the measurable increase in average satisfaction this year, there was a significant increase in the proportion of respondents “very satisfied” with each aspect of planning and development this year.

The most significant result being the 20-percentage point increase in the proportion of respondents “very satisfied” with the height, size, and set-back distances of new developments.

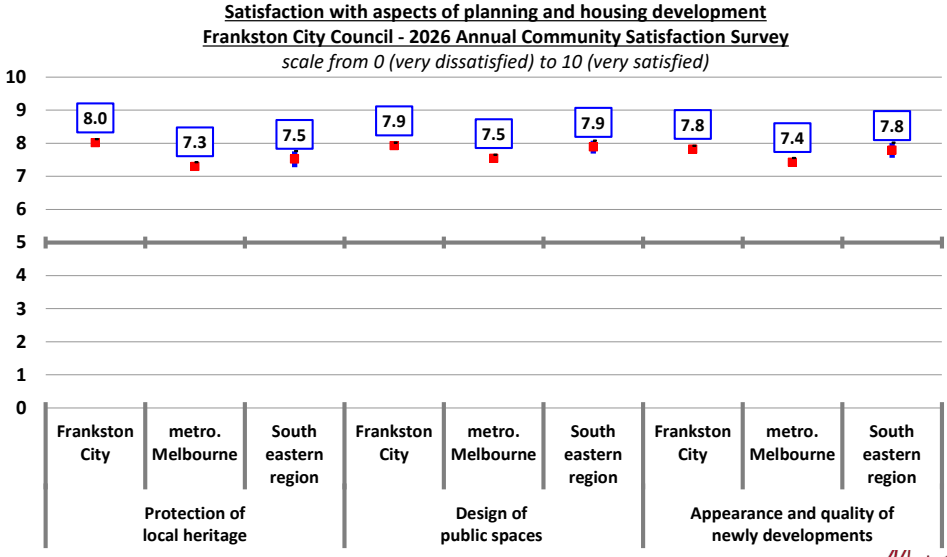
There was also a small decline in the proportion of respondents “dissatisfied” with each aspect of planning and development this year.




The following graph provides a comparison of three of these planning and development outcomes against the metropolitan Melbourne and southeastern region councils' average, as recorded in the 2026 *Governing Melbourne* research.

Satisfaction with all three aspects was measurably higher than the metropolitan and southeastern region councils' averages.

This overperformance of Frankston City against the metropolitan Melbourne average was consistent with the results recorded in previous years, although the overperformance was larger than previously.



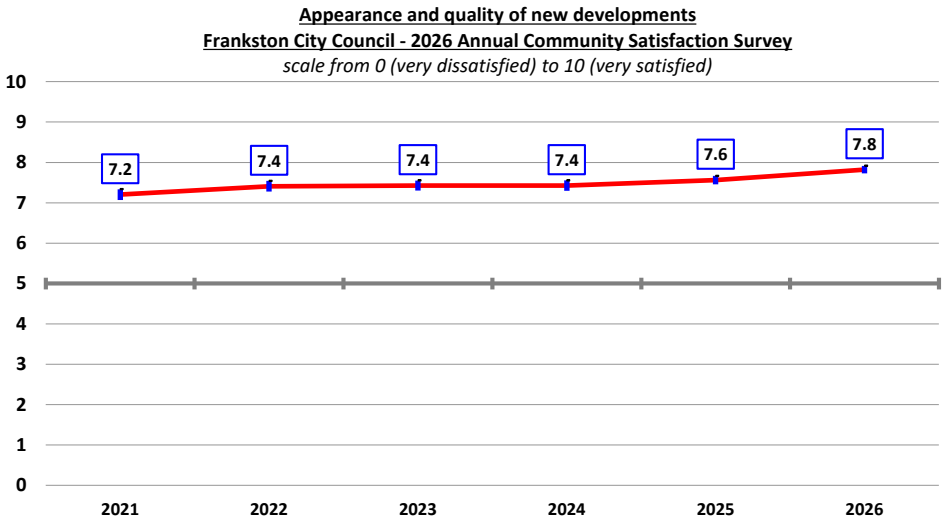
## Appearance and quality of newly constructed developments

Satisfaction with the appearance and quality of new developments increased measurably this year, up two percentage points to 7.8 out of 10, which was an "excellent", up from a "very good" level of satisfaction.

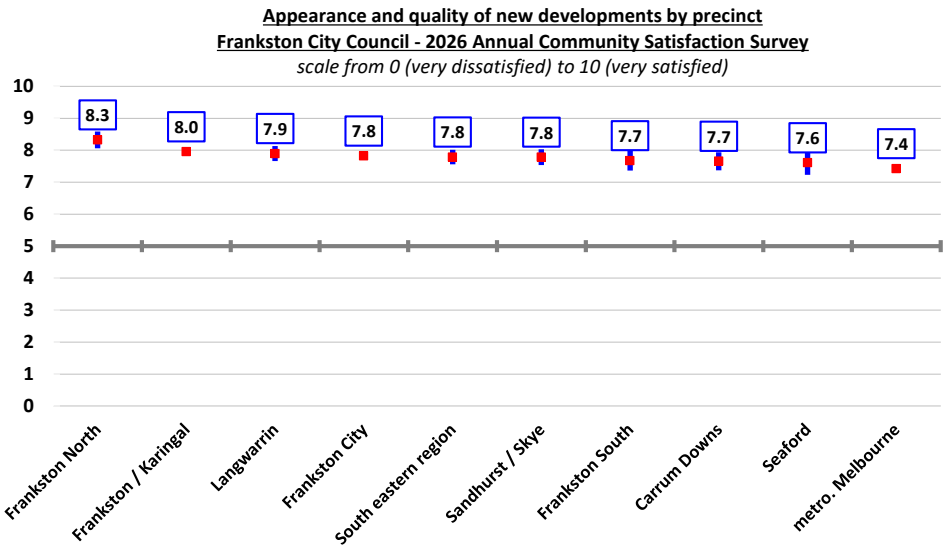
This was the highest score recorded for this variable for the City of Frankston and was measurably higher than the long-term average since 2021 of 7.5 out of 10, or "very good".

This result comprised 71% (up from 55%) "very satisfied" and three percent "dissatisfied" respondents.

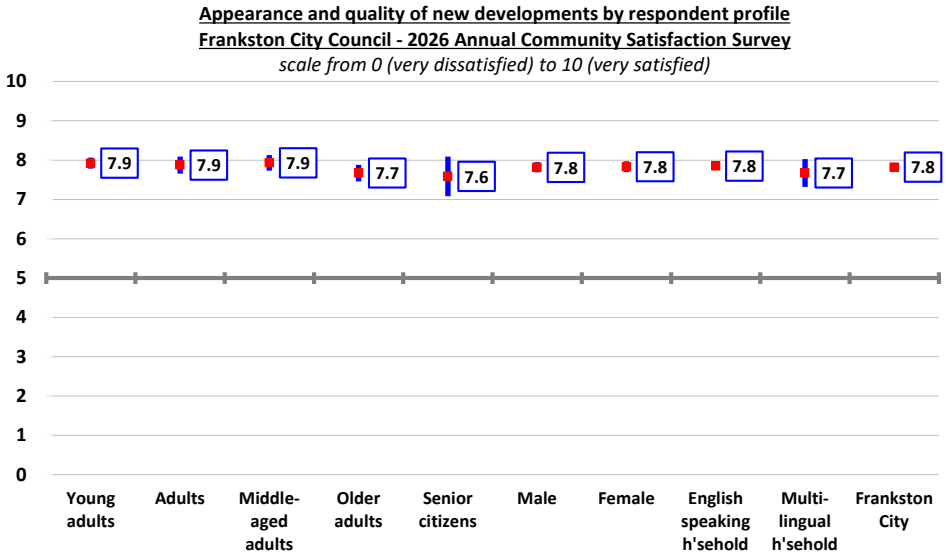
By way of comparison, this result was identical to the southeastern region councils' average, but measurably (4pts) higher than the metropolitan average, both as recorded in *Governing Melbourne*.




While there was no measurable variation in this result observed across the municipality, respondents from Frankston South, Carrum Downs, and Seaford rated satisfaction at "very good", rather than "excellent" levels.




While there was no measurable variation in this result observed by respondent profile, older adults and senior citizens (aged 60 years and over) and respondents from multilingual households rated satisfaction at "very good", rather than "excellent" levels.

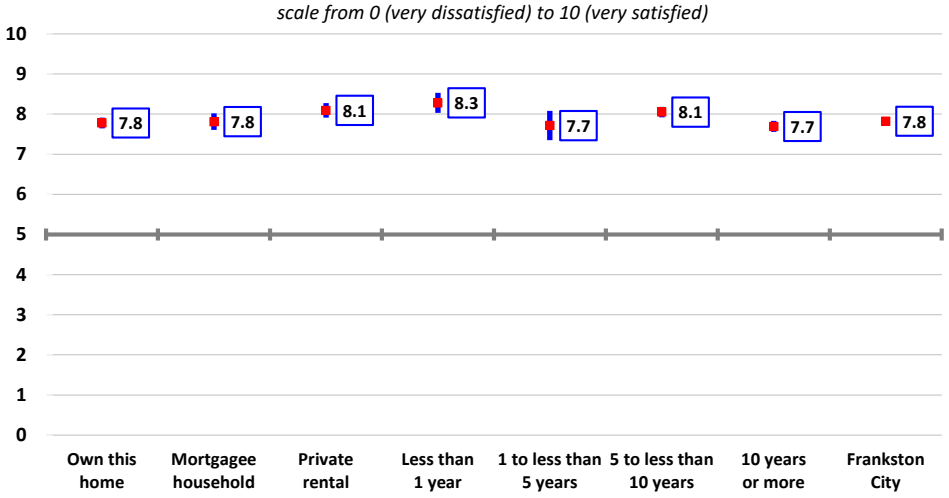



There was measurable variation in satisfaction with the appearance and quality of new developments observed by housing situation and period of residence in the City of Frankston.

Rental household respondents were measurably more satisfied than respondents from households that owned their home outright or were mortgagor households.

New residents (less than one year in the municipality) were measurably more satisfied than long-term residents (10 years or more in the municipality).

**Appearance and quality of new developments by housing profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




Consistent with the results recorded last year, the 18 respondents (down from 37) who were "dissatisfied" with the appearance and quality of new developments were significantly more likely to be concerned about medium and higher density developments over lower density developments.

**Concern about lower density, or medium to higher density**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents dissatisfied with the new development)*

| *Response* | *2026* | | *2025* |
|---|---|---|---|
| | *Number* | *Percent* | |
| Lower density | 2 | 11% | 17% |
| Medium / higher density | 16 | 89% | 83% |
| Not stated | 0 | | 7 |
| **Total** | **18** | **100%** | **37** |

## Examples of and comments about specific developments

The following table outlines the 27 comments and one location of concern received in relation to the appearance and quality of new developments.

The most common issues raised by respondents were concerns around the density of new development (13 comments), and planning and design (8 comments).

**Reason for dissatisfaction with the appearance and quality of new development**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *High-rise / density* | |
| Too tall / high | 2 |
| Because of the crowding of double story on the blocks | 1 |
| Because of the crowding of the double units | 1 |
| High rise buildings are too many | 1 |
| I don't like the high rises | 1 |
| It blocks views and sunlight | 1 |
| It's overcrowded without enough facilities | 1 |
| Lot of them town houses | 1 |
| The high rises along the foreshore | 1 |
| The new apartments at the beach, they reduce visibility for residents | 1 |
| Too big | 1 |
| Too many apartments | 1 |
| **Total** | **13** |
| *Planning / design* | |
| Aesthetic values are bad | 1 |
| Build low level apartments for all economic classes | 1 |
| Not placed in the best areas and don't make the city look better there is no planning | 1 |
| Should have backyards | 1 |
| Some of them are poor | 1 |
| They all look very bland and out of character of the neighbourhood | 1 |
| They are ugly | 1 |
| They don't look too nice, the houses around here | 1 |
| **Total** | **8** |

| | |
|---|---|
| *Roads / traffic / parking* | |
| The cars are parked on the street | 1 |
| Traffic | 1 |
| Wider suburban streets | 1 |
| **Total** | **3** |
| *Communication / consultation* | |
| No consultation | 1 |
| **Total** | **1** |
| *Parks, gardens, open spaces and trees* | |
| All the trees are gone in the area | 1 |
| **Total** | **1** |
| *Other* | |
| Feels like waste of time and money | 1 |
| Need shopping centres | 1 |
| Neither | 1 |
| Use funds for something more useful or beneficial | 1 |
| **Total** | **4** |
| *Specific locations* | |
| High rises on Nepean Hwy are awful | 1 |
| **Total** | **1** |
| **Total responses** | **28** |

## Height, size, and set-back distances of new developments

Satisfaction with the height, size, and set-back distances of new developments increased measurably this year, up four percentage points to 7.7 out of 10, which remained a "very good" level of satisfaction.

This was the highest score recorded for this variable for the City of Frankston.

This result comprised 63% (up from 43%) "very satisfied" and three percent (down from 4%) "dissatisfied" respondents.

By way of comparison, this result was identical to the southeastern region councils' average, but measurably (5pts) higher than the metropolitan average, both as recorded in *Governing Melbourne*.

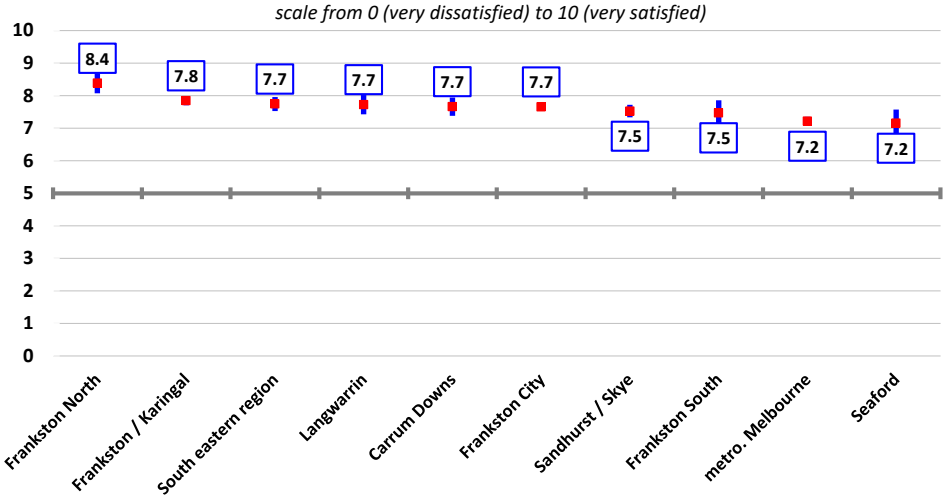



There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (7pts) more satisfied than average, and at an "excellent" level.

Respondents from Frankston / Karingal also rated satisfaction at an "excellent" level.

By contrast, respondents from Seaford were notably (5pts) less satisfied than average, and at a "good" rather than a "very good" level.

**Height, size, and set-back distances of new developments by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




The following table outlines the 25 comments received from respondents in relation to the height, size, and setback distances of new developments.

The most common issues raised by respondents related to the size and height of developments.

**Reason for dissatisfaction with the height, size, and set-back distances of new developments**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Size and height* | |
| Too high | 4 |
| High rises are not suitable here | 1 |
| The high rises change the face of Frankston | 1 |
| The high rises in the foreshore, the poor location and the sheer height of those buildings | 1 |
| **Total** | **7** |
| *Greenery and open spaces* | |
| Not enough space for it all | 1 |
| The locations being used must be set free for public use | 1 |
| Yards are getting smaller | 1 |
| **Total** | **3** |

| *Set-back distance* | |
|---|---|
| Houses too close to the footpaths | 1 |
| It is boundary to boundary now | 1 |
| Some houses are 4 meters from the street | 1 |
| **Total** | **3** |

| *Too dense / congested* | |
|---|---|
| Multi-rises are in narrow streets | 1 |
| There is too much development here | 1 |
| Units next to each other | 1 |
| **Total** | **3** |

| *Appearance* | |
|---|---|
| Too ugly | 2 |
| **Total** | **2** |

| *Highrise in the foreshore* | |
|---|---|
| The high rises should not be along the foreshore | 1 |
| The new apartments at the beach, they reduce visibility for residents. Build low level apartments for all economic classes | 1 |
| **Total** | **2** |

| *Lack of parking* | |
|---|---|
| On street parking is slowing down traffic | 1 |
| Not enough car parks | 1 |
| **Total** | **2** |

| *General negative* | |
|---|---|
| They don't seem to do it | 1 |
| **Total** | **1** |

| *Other* | |
|---|---|
| I don't think the standard is good | 1 |
| Some are done really quick, but others are not required | 1 |
| **Total** | **2** |
| **Total responses** | **25** |

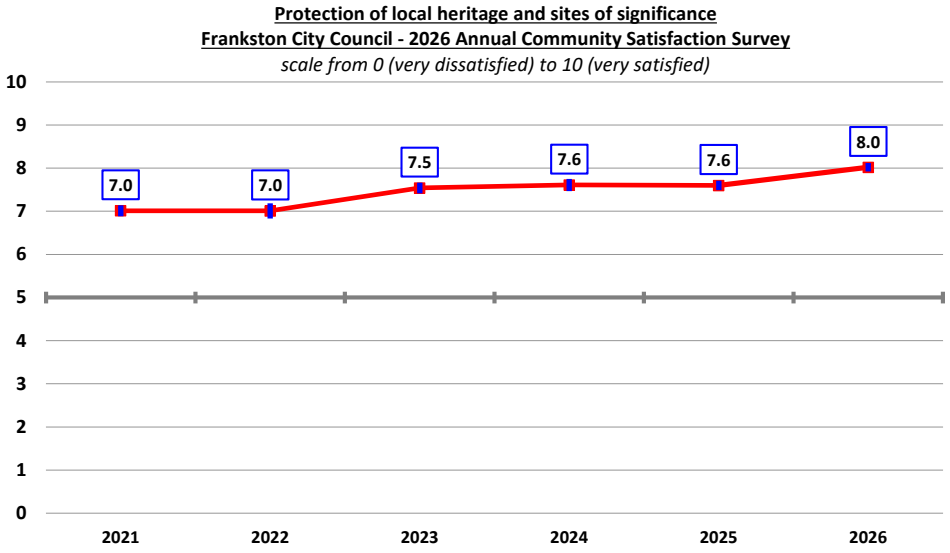
## Protection of local heritage

Satisfaction with the protection of local heritage (sites may have historical, architectural, social, cultural, or scientific significance) increased measurably this year, up four percentage points to 8.0 out of 10, which was an "excellent", up from a "very good" level.

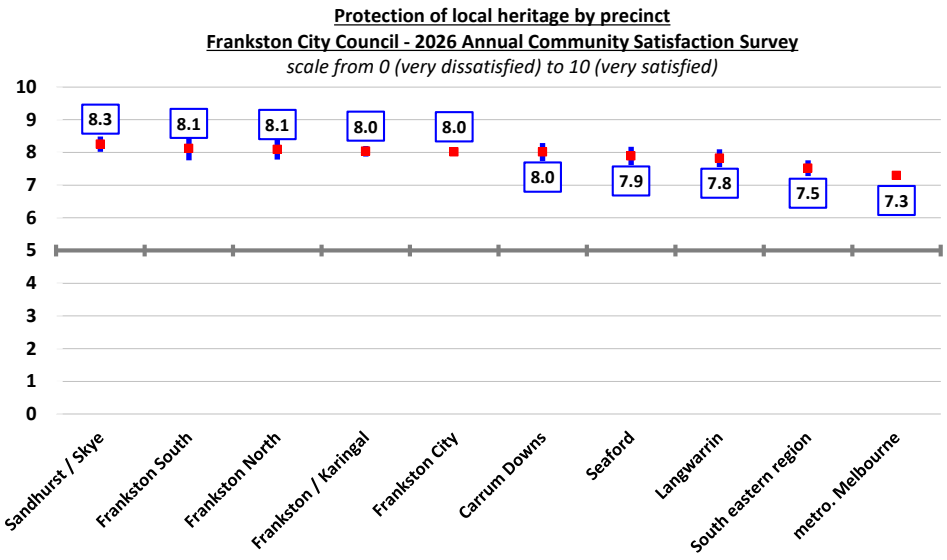
This was the highest score recorded for this variable for the City of Frankston and was measurably higher than the long-term average satisfaction since 2021 of 7.5 out of 10, or "very good".

This result comprised 74% (up from 57%) "very satisfied" and two percent (down from 3%) "dissatisfied" respondents.

By way of comparison, this result was measurably higher than the southeastern region councils' (5pts) and the metropolitan (7pts) averages, both recorded in *Governing Melbourne*.




There was no measurable variation in this result observed across the municipality, with respondents from all seven precincts rating satisfaction at "excellent" levels.

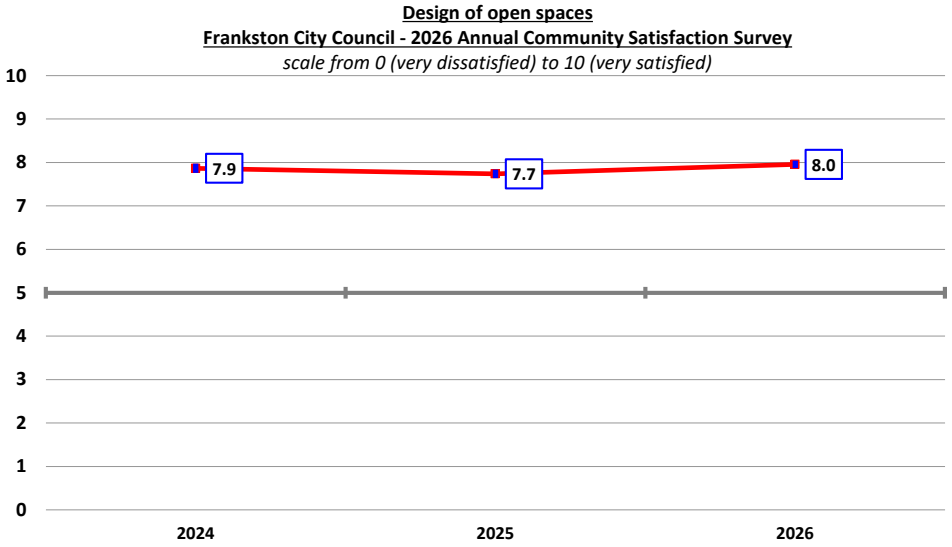



## Design of open spaces

Satisfaction with the design of open spaces increased measurably this year, up three percentage points to 8.0 out of 10, which was an "excellent", up from a "very good" level.

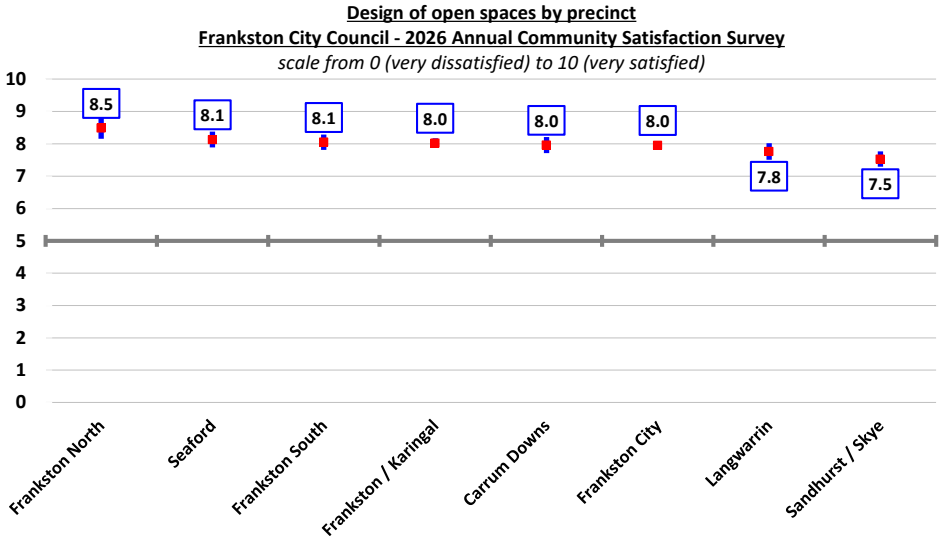
This was the highest score recorded for this variable for the City of Frankston.

This result comprised 69% "very satisfied" and one percent (down from 3%) "dissatisfied".



There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (5pts) more satisfied than average.

By contrast, respondents from Sandhurst / Skye were measurably (5pts) less satisfied than average, and at a "very good" rather than an "excellent" level.



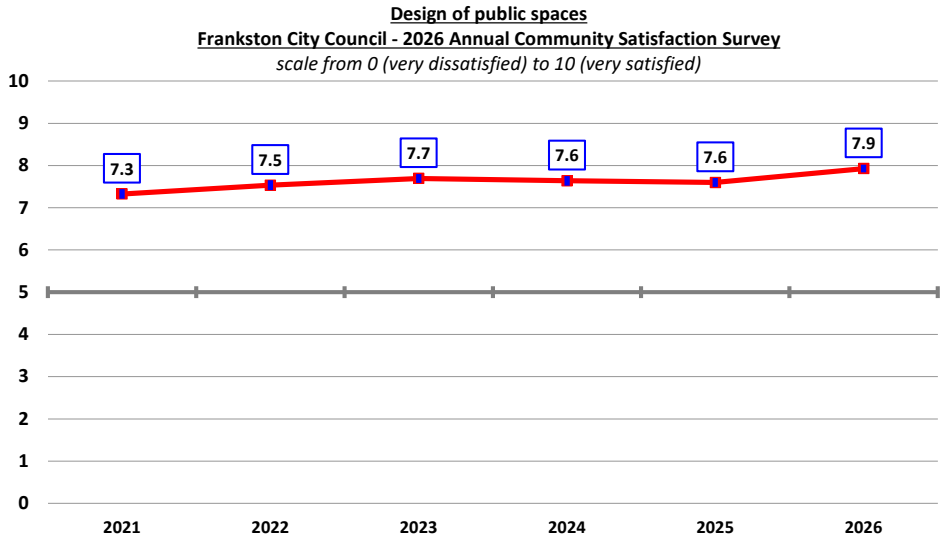

## Design of public spaces

Satisfaction with the design of public spaces increased measurably this year, up three percentage points to 7.9 out of 10, which was an "excellent", up from a "very good" level.

This was the highest score recorded for this variable for the City of Frankston and was measurably higher than the long-term average since 2021 of 7.6 out of 10, or "very good".

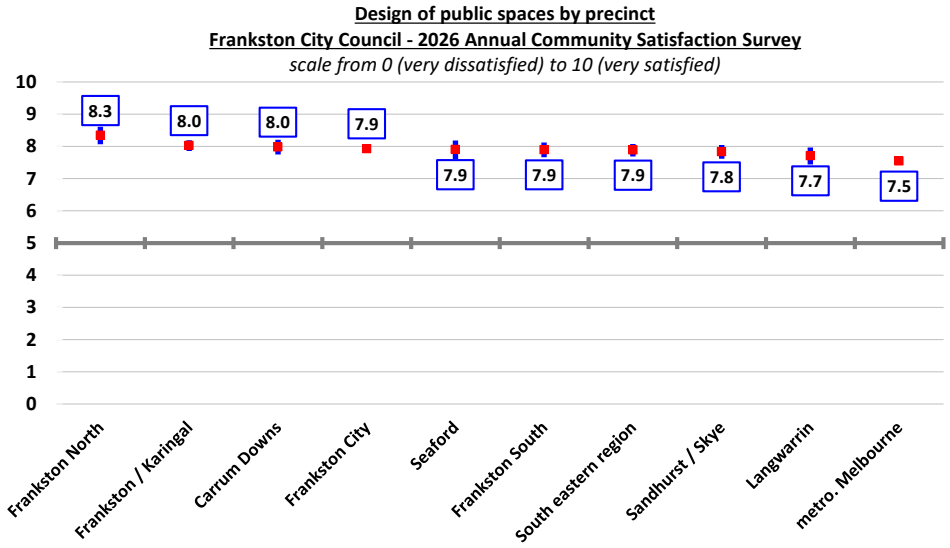
This result comprised 72% "very satisfied" and one percent (down from 3%) "dissatisfied".

By way of comparison, this result was identical to the southeastern region councils' average, but measurably (4pts) higher than the metropolitan average, both as recorded in *Governing Melbourne*.




There was measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (4pts) more satisfied than average.

By contrast, respondents from Langwarrin were somewhat (2pts) less satisfied than average, and at a "very good" rather than an "excellent" level.



### *Planning for population growth*

Respondents were read the following preamble:

*The State Government has planned for the population of Frankston City to increase by approximately 20,000 over the next 20 years. The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.*

Respondents were then asked:

*"On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with planning for population growth. If satisfaction less than 6, what concerns you most about population growth?"*

Respondents were again in 2026, asked to rate their satisfaction with planning for population growth by all levels of government.

The question specifically outlines that planning for population growth is a shared responsibility between largely local and state government, and that it is not always possible for respondents to have a clear understanding of the precise roles of different levels of government.

Satisfaction with planning for population growth increased measurably this year, up five percentage points (7%) to 7.5 out of 10, which was a "very good", up from a "good" level.

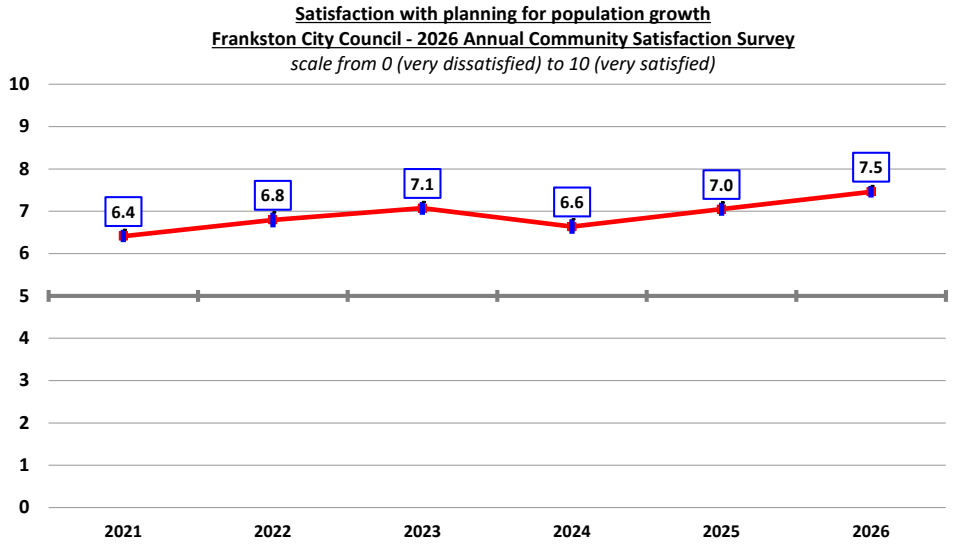
By way of comparison, this result was measurably (3pts) higher than the metropolitan average, but somewhat (2pts) lower than the southeastern region councils' average, both as recorded in *Governing Melbourne*.

This was the highest satisfaction recorded for this variable for the City of Frankston and was measurably (6pts) higher than the long-term average satisfaction since 2021 of 6.9 out of 10.

This was the second consecutive measurable increase in satisfaction with planning for population growth, and a continuation of a longer-term trend of increasing satisfaction.

Satisfaction has increased 11 percentage points or 17% since Metropolis Research commenced the survey program back in 2021.

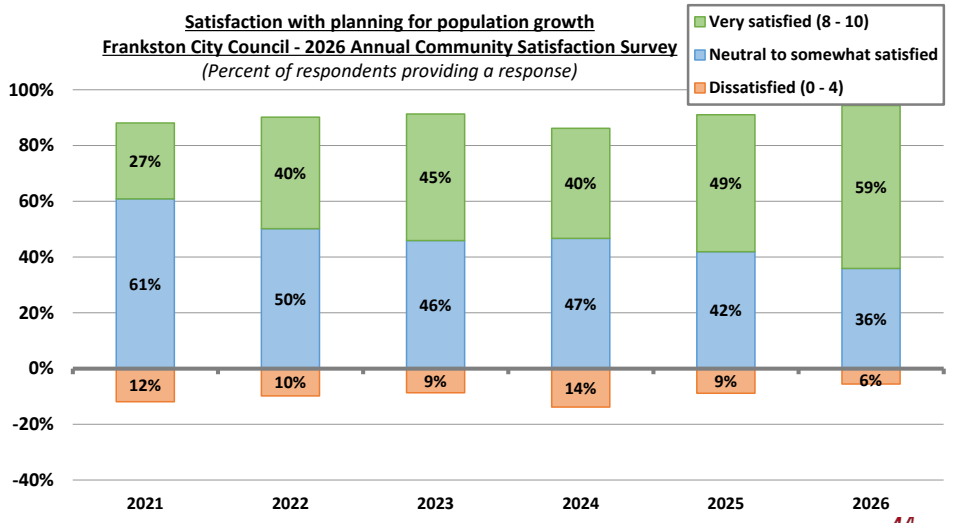
Over the same period from 2021 to 2026, the metropolitan average satisfaction with planning for population growth increased measurably (7pts or 10%), up from 6.7 to 7.4 out of 10.



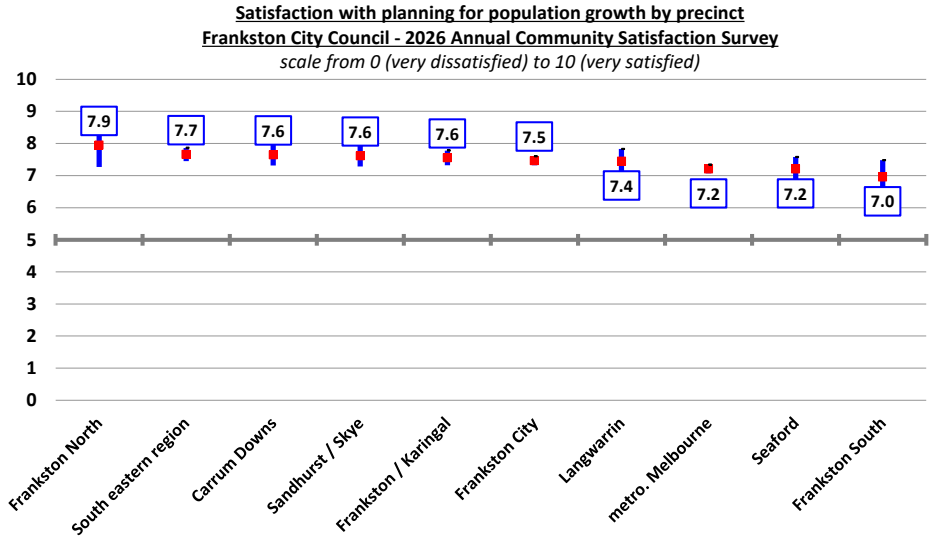

The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Consistent with the measurable increase in satisfaction, there was a significant (10pt) increase in the proportion of respondents who were "very satisfied" with planning for population growth (59% up from 49%).

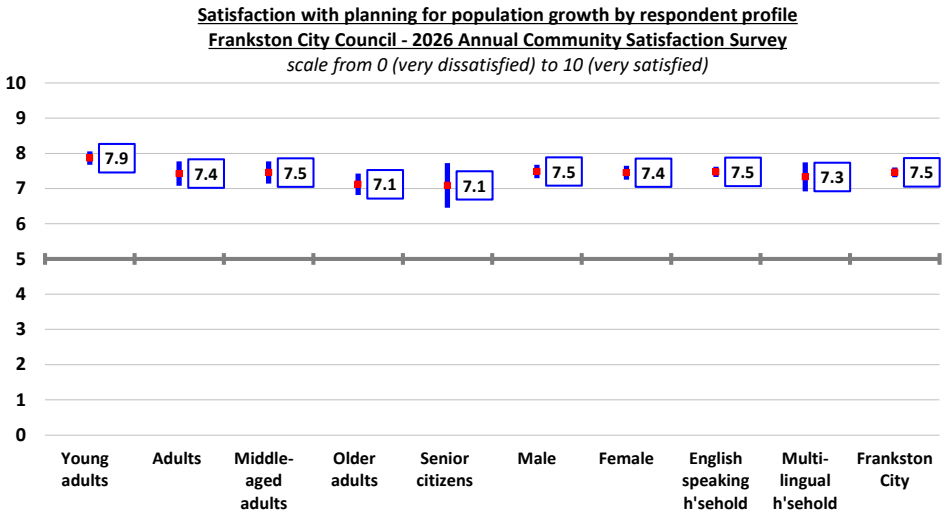
There was also a continued decline in the proportion of respondents "dissatisfied" down from a high of 14% back in 2024, and nine percent last year, to six percent this year.



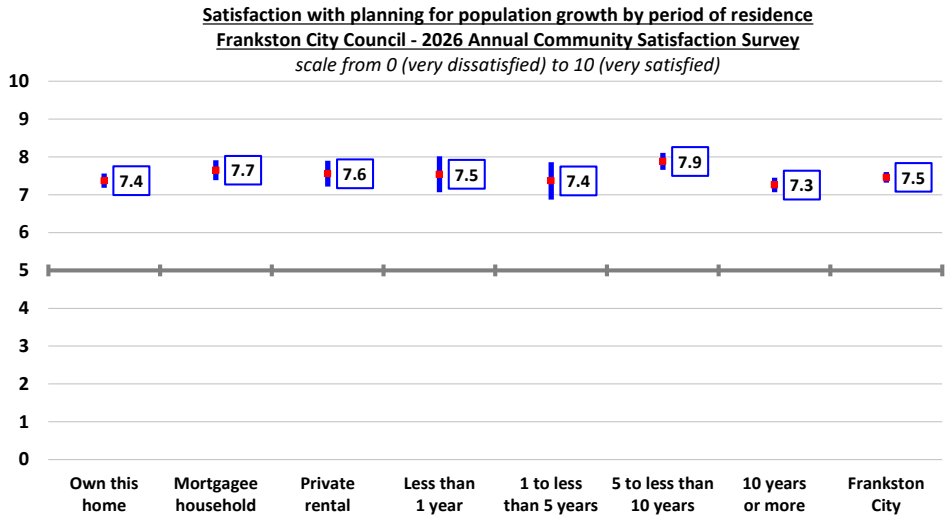
While there was no measurable variation in this result observed across the municipality, respondents from Frankston North were notably (4pts) more satisfied than average, and at an "excellent" level. By contrast, respondents from Seaford and Frankston South were notably (3pts and 5pts) less satisfied than average, and at "good" rather than "very good" levels.



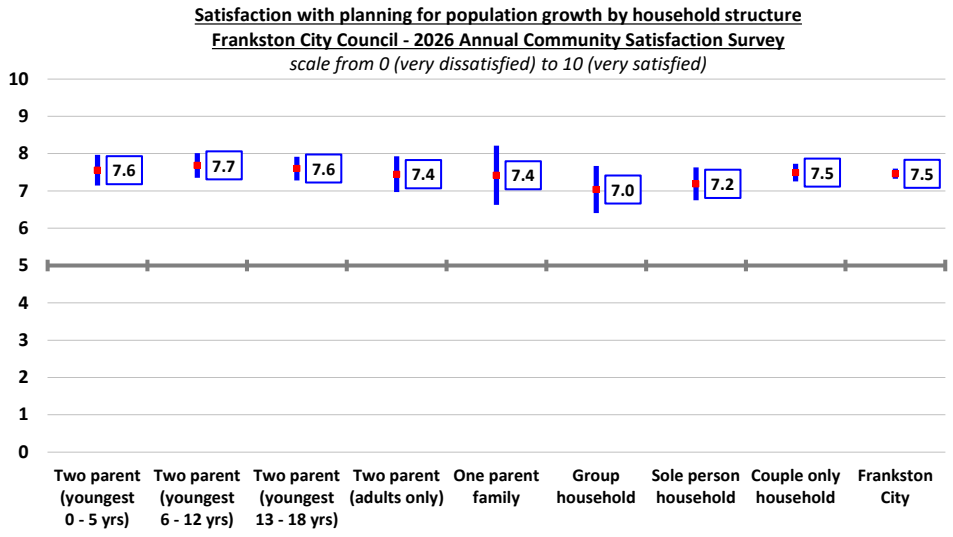

There was measurable variation in this result observed by respondent profile, with young adults (aged 18 to 34 years) measurably (4pts) more satisfied than average, and at an "excellent" level. By contrast, older adults and senior citizens (aged 60 years and over) were notably (4pts) less satisfied than average, and at a "good" rather than a "very good" level.



There was relatively little substantial variation in this result observed by housing situation or period of residence in the municipality. Medium-term residents (5 to less than 10 years in the municipality) were, however, measurably (4pts) more satisfied than average, and at an "excellent" level.




There was no measurable variation in satisfaction with planning for population growth observed by household structure this year, although respondents from group households and sole person households rated satisfaction at "good" rather than "very good" levels.



## Reason for dissatisfaction with planning for population growth

The following table outlines the 50 comments received from respondents dissatisfied with planning for population growth by all levels of government.

These comments have been broadly categorised as follows:

- Planning and development / neighbourhood character 8 comments
- Perceived impacts on services and facilities 7 comments
- Housing availability / affordability 6 comments
- Perceived impacts on parking, traffic, roads and public transport 6 comments
- Perceived impacts on infrastructure 3 comments
- Population density / overcrowded 3 comments
- General negative 3 comments
- Communication / consultation / information 2 comments
- Council management, governance and performance 2 comments
- Jobs / employment 2 comments
- Safety / security 2 comments
- Cost of living 1 comment
- Immigration 1 comment
- Other issues 4 comments.

**Reasons for dissatisfaction with planning for population growth**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Planning and development / neighbourhood character* | |
| There is no plan | 2 |
| Better planning policies | 1 |
| High rise buildings are a concern | 1 |
| No need for high rises on Nepean Hwy | 1 |
| The density of housing too much, we are sacrificing green space | 1 |
| The high-density houses well strain the roads and parking spaces | 1 |
| There is no plan, our debt is huge and we are still giving away freebies | 1 |
| **Total** | **8** |
| *Services and facilities* | |
| More facilities have to be provided to accommodate more denser community | 1 |
| No facilities for normal people and only helping the rich | 1 |
| Schools are not enough | 1 |
| The facilities have to be improved and increased for community | 1 |
| The new developments use more of all services which should be managed accordingly | 1 |
| We have all the different hospitals, and you don't have enough medical clinics and staff, not enough to keep up with the increase in population | 1 |

| | |
|---|---|
| We need more structures for homeless people | 1 |
| **Total** | **7** |

*Housing availability / affordability*

| | |
|---|---|
| Affordability of housing for youth has to be improved | 1 |
| Housing crisis | 1 |
| It's the affordability | 1 |
| More social and affordable housing options needed | 1 |
| Rent | 1 |
| The real estate cost | 1 |
| **Total** | **6** |

*Parking, traffic, roads and public transport*

| | |
|---|---|
| Lack of parking spots in high density housing | 1 |
| More parking facilities considering more unit houses on say, Lardiner Rd | 1 |
| Not enough car parking spaces on the street | 1 |
| Not enough roads and space on the roads for parking without getting fined | 1 |
| Parking in CBD | 1 |
| Public transport is not enough | 1 |
| **Total** | **6** |

*Infrastructure*

| | |
|---|---|
| Infrastructure | 1 |
| Infrastructure not good | 1 |
| No money to invest in infrastructure or to support them | 1 |
| **Total** | **3** |

*Population density / overcrowded*

| | |
|---|---|
| They should expand outward not increase density | 1 |
| We are going to be more densely crammed in | 1 |
| We don't have to enough room for everyone | 1 |
| **Total** | **3** |

*General negative*

| | |
|---|---|
| There is no reason | 1 |
| They aren't doing enough | 1 |
| They can do better | 1 |
| **Total** | **3** |

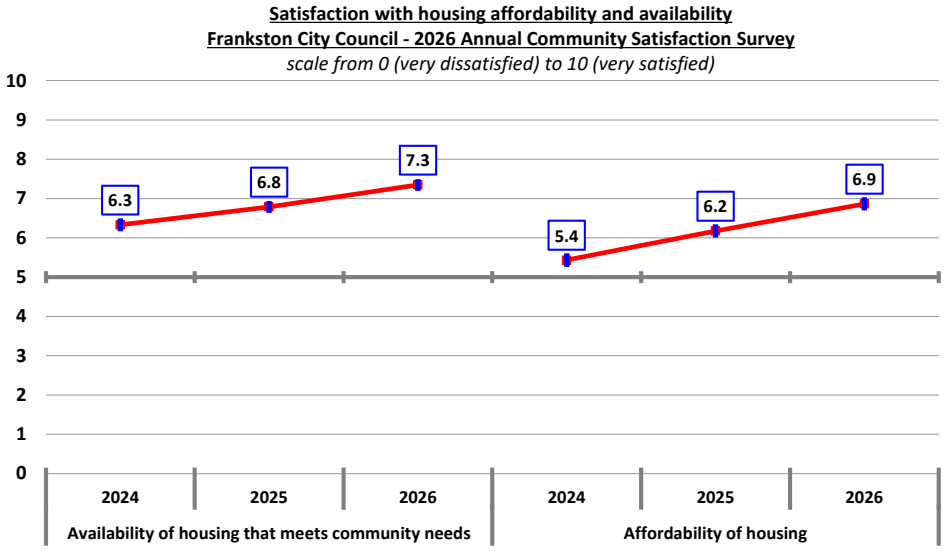
| | |
|---|---|
| *Communication / consultation / information* | |
| Community's needs aren't prioritized | 1 |
| They are reactive not proactive | 1 |
| **Total** | **2** |
| *Council management, governance and performance* | |
| Community's needs aren't prioritized | 1 |
| They are reactive not proactive | 1 |
| **Total** | **2** |
| *Jobs / employment* | |
| Not enough jobs for people | 1 |
| There is enough down here and that's going to be another 20,000 of unemployment | 1 |
| **Total** | **2** |
| *Safety / security* | |
| It will destroy the peace here | 1 |
| When it's overpopulated there will be a lot of crime | 1 |
| **Total** | **2** |
| *Cost of living* | |
| More people here will make everything more expensive | 1 |
| **Total** | **1** |
| *Immigration* | |
| Too much immigration with no housing. | 1 |
| **Total** | **1** |
| *Other* | |
| Current resources are not enough for existing systems | 1 |
| Focuses on too many rich people in the area | 1 |
| It doesn't affect me | 1 |
| No funding | 1 |
| **Total** | **4** |
| **Total responses** | **50** |

## Housing

Respondents were again in 2026, asked to rate their satisfaction with two aspects of housing; the availability of housing that meets community needs and the affordability of housing.

Satisfaction with both the availability of housing (up 5pts) and the affordability of housing (up 7pts) increased measurably this year, building on a similar sized increase recorded last year.

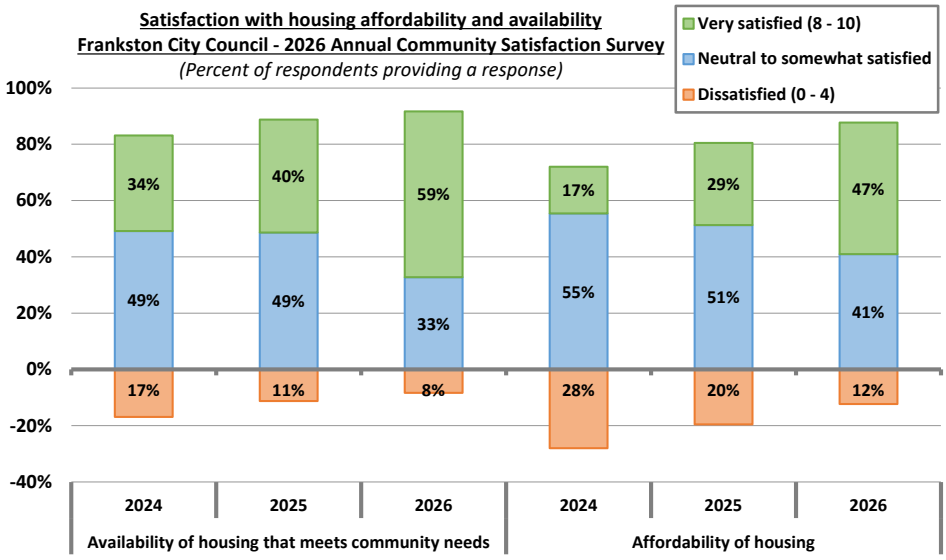
These results imply a continued reduction in the level of community concern around housing affordability and availability, although satisfaction with the affordability of housing in the City of Frankston remains somewhat modest, at a "good" 6.9 out of 10.




The following graph provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

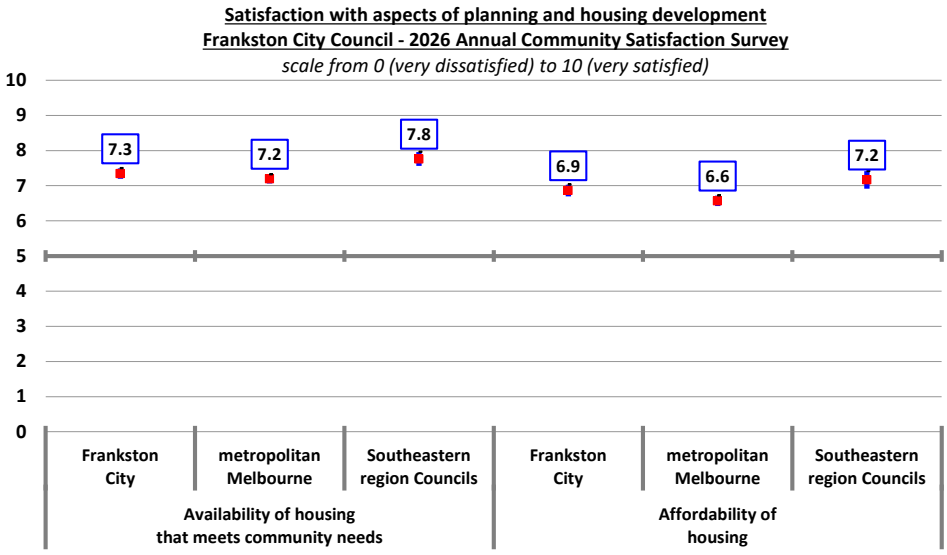
Consistent with the increase in average satisfaction with these two aspects of housing, there was a significant increase in the proportion of respondents "very satisfied" with these two aspects, and a notable decrease in the proportion "dissatisfied".

In 2026, 59% (up from 40%) of respondents (who provided a score) were "very satisfied" with the availability of housing that meets community needs.




Satisfaction with the availability of housing that meets community needs in the City of Frankston was marginally (1pt) higher than the metropolitan average, but measurably (5pts) lower than the southeastern region councils' average, both as recorded in *Governing Melbourne*.

Satisfaction with the affordability of housing was measurably (3pts) higher than the metropolitan average, but measurably (3pts) lower than the southeastern region average.

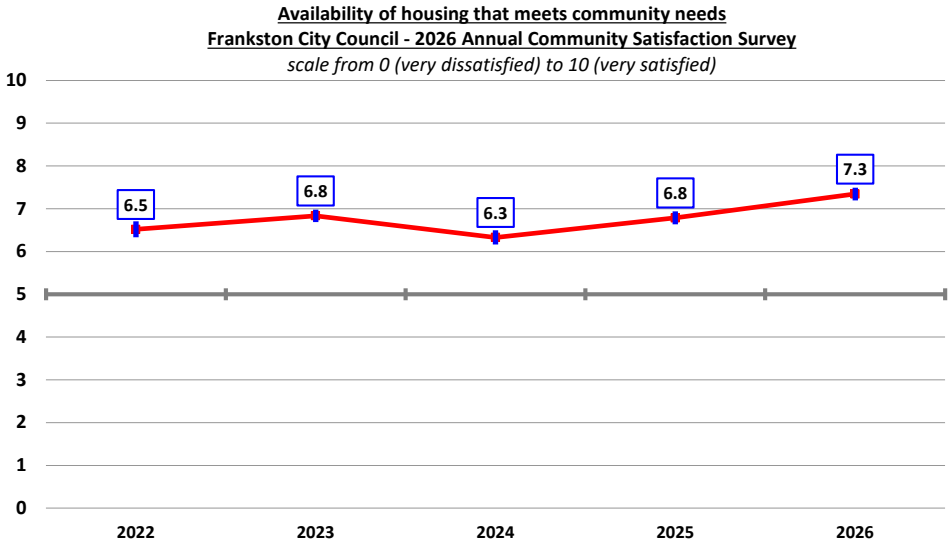


### *Availability of housing that meets the needs of the community*

Satisfaction with the availability of housing that meets the needs of the community increased measurably this year, up five percentage points to 7.3 out of 10.

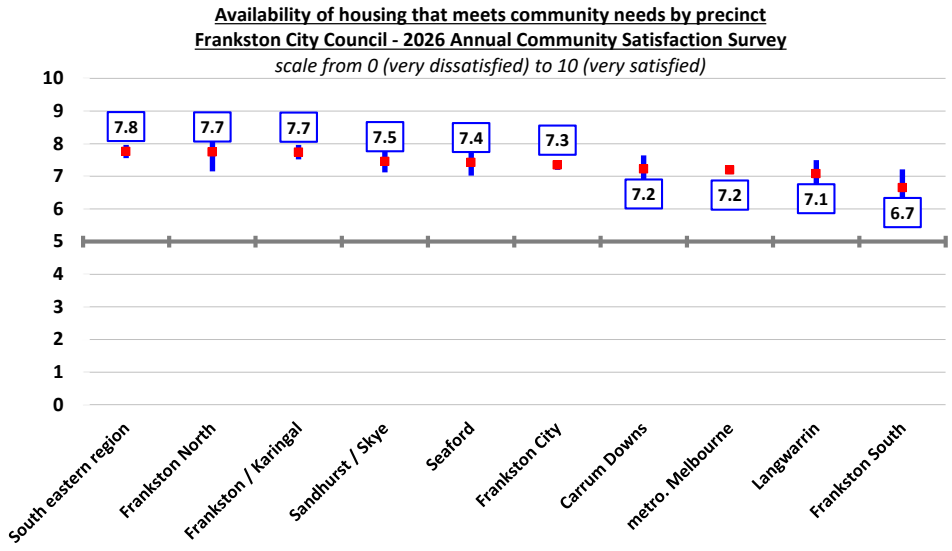
This was a "very good" up from a "good" level of satisfaction, and was the highest score recorded for this variable for the City of Frankston.

This result was measurably (5pts) higher than the long-term average satisfaction since 2022 of 6.8 out of 10, or "good".

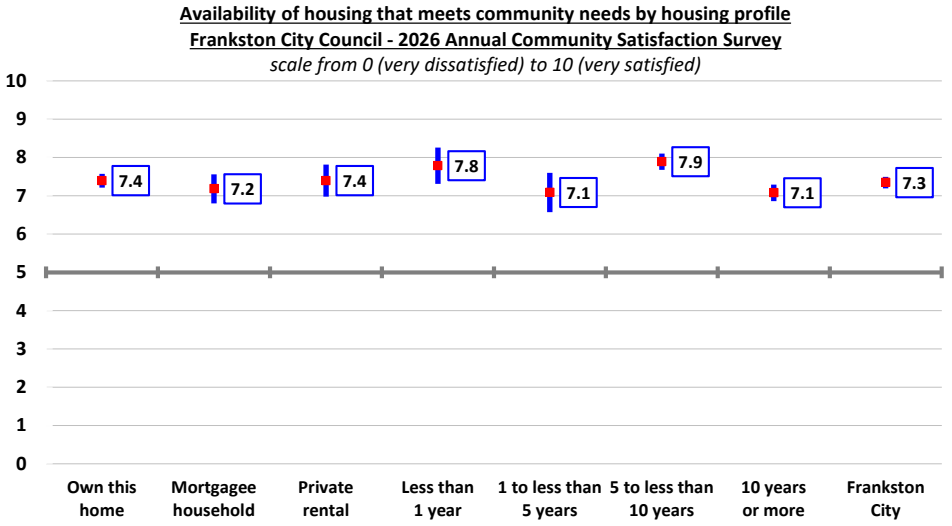



There was measurable variation in this result observed across the municipality, with respondents from Frankston North and Frankston / Karingal notably (4pts) more satisfied than average.

By contrast, respondents from Frankston South were measurably (6pts) less satisfied than average, and at a "good" rather than a "very good" level.

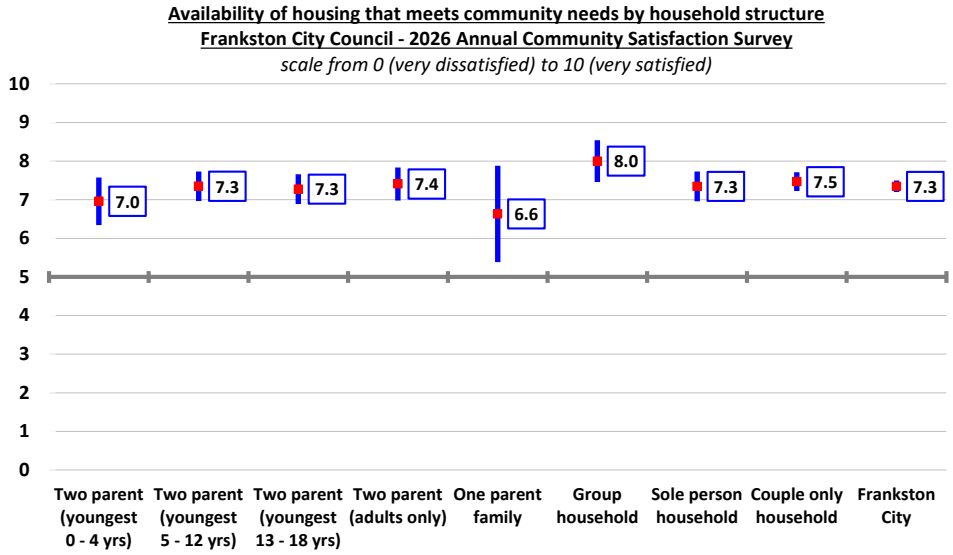



There was relatively little substantial variation in this result observed by housing situation or period of residence in the municipality. New residents (less than one year in the municipality) and medium-term residents (5 to less than 10 years in the municipality) were, however, measurably (5pts and 6pts) more satisfied than average, and at "excellent" levels.




There was no measurable variation in satisfaction with the availability of housing that meets community needs observed by household structure this year, although respondents from group households were notably (7pts) more satisfied than average, and at an "excellent" level.

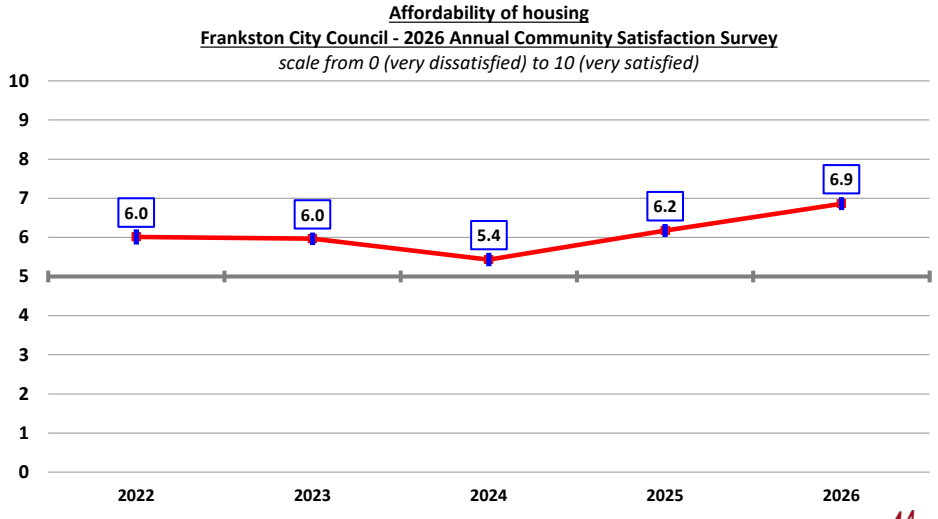
By contrast, 32 respondents from one parent families were notably (7pts) less satisfied than average, and at a "good" rather than a "very good" level.




## *Affordability of housing*

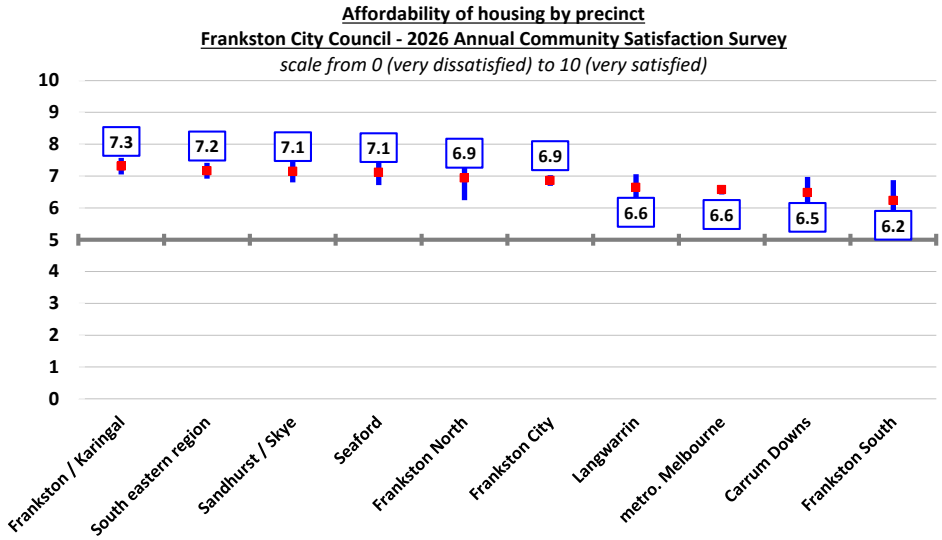
Satisfaction with the affordability of housing increased measurably this year, up seven percentage points to 6.9 out of 10.

This was a "good" up from a "solid" level of satisfaction, and was the highest score recorded for this variable for the City of Frankston.

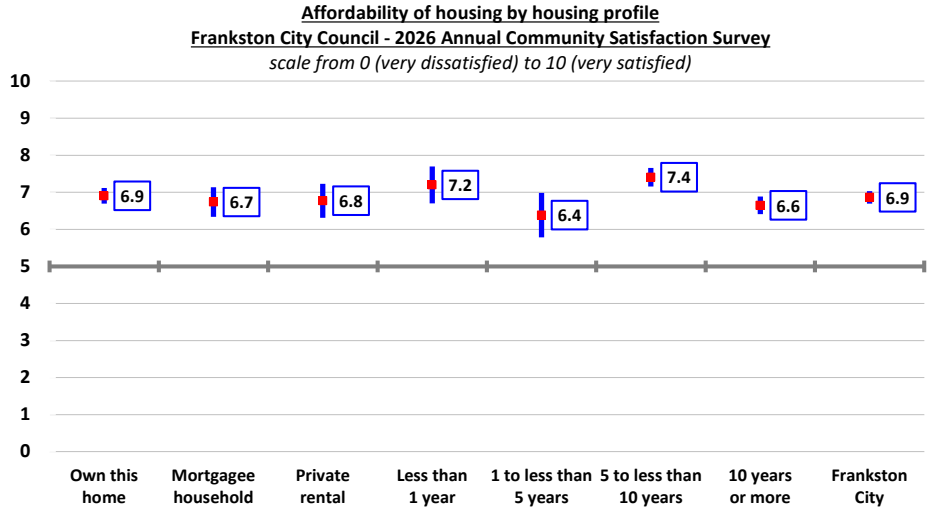


This result was measurably (8pts) higher than the long-term average satisfaction since 2022 of 6.1 out of 10, or "good".

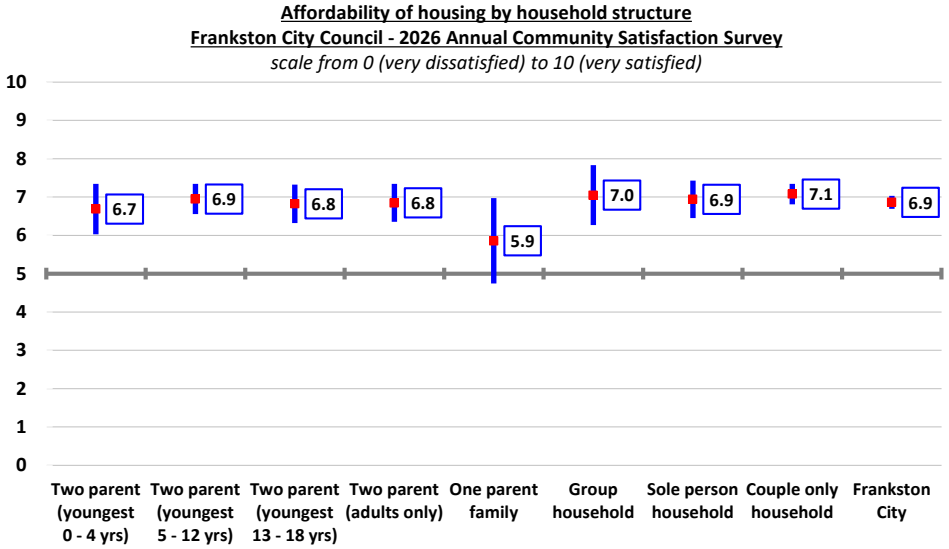
There was measurable variation in this result observed across the municipality, with respondents from Frankston / Karingal were measurably (4pts) more satisfied than average, and at a "very good" level. By contrast, respondents from Frankston South were notably (7pts) less satisfied than average, and at a "solid" rather than a "good" level.




There was relatively little substantial variation in this result observed by housing situation or period of residence in the municipality. Medium-term residents (5 to less than 10 years in the municipality) were, however, measurably (5pts) more satisfied than average, and at a "very good" level.



There was no measurable variation in satisfaction with the affordability of housing observed by household structure this year, although respondents from one parent families were notably (10pts) less satisfied than average, and at a "poor" rather than a "good" level.




## Importance of and satisfaction with Council services and facilities

Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities."*

Respondents were asked to rate the importance to the community of 33 Council provided services and facilities, as well as the maintenance and repair of major arterial roads and highways (managed by VicRoads).

They were then asked their personal level of satisfaction with each of 15 services and facilities that all in the community will have used.

They were then asked their personal level of satisfaction with each of 19 other services and facilities that they or members of their household had used in the last 12 months.

### *Importance of Council services and facilities*

Respondents were asked to rate how important they considered that each of the 34 included services and facilities included in the survey was to the community, rather than to them or their household as individuals.

The reason for the wording of the question was to measure how important the community considers these services and facilities to the entire community, rather than focusing solely on personal needs.

The average importance of the 33 Council included services and facilities remained essentially stable this year, up one percentage point to 9.2 out of 10.

This average importance of services and facilities to the Frankston community was broadly consistent with the metropolitan average of 9.1, as recorded in the *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same methodology.

The table below displays the average importance of each of the 34 services and facilities, with a 95% confidence interval around each importance score.

Services and facilities that were measurably more important than the average of all services and facilities, as well as those that were measurably less important than the average of all services and facilities, are indicated on the left-hand side of the table, as follows:

- ***Measurably HIGHER than average importance*** - included services for seniors, services for people with disability, weekly garbage collection, fortnightly recycling collection, services for children from birth to 5 years of age, food and garden waste collection, and youth services for 12- to 24-year-olds.
- ***Measurably LOWER than average importance*** – included animal management, parking enforcement, and the *Frankston City News*.

### Change in importance between 2025 and 2026

Of the 34 services and facilities included in the 2026 survey, 16 increased in importance, 10 remained stable, and eight decreased in importance.

Most of these changes were not statistically significant.

The largest increase in importance recorded this year was for parking enforcement (4pts more important in 2026).

### Comparison to the metropolitan Melbourne average importance

Of the 34 services and facilities included in the survey this year, 31 were also included in the *Governing Melbourne* research in a comparable format that allows for metropolitan comparisons to be published.

16 of these services and facilities were more important in the City of Frankston than the corresponding metropolitan averages, while seven were identical to the averages, and eight were less important. None of these variations was notable, however.

**Importance of selected Council services and facilities**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and index score scale 0 - 10)*

| | *Service/facility* | *Number* | *2026 Lower* | *2026 Mean* | *2026 Upper* | *2025* | *2024* | *2026 Metro.** |
|---|---|---|---|---|---|---|---|---|
| Higher than average importance | Services for seniors | 748 | 9.4 | **9.5** | 9.5 | 9.4 | 9.4 | 9.3 |
| | Services for people with disability | 752 | 9.4 | **9.4** | 9.5 | 9.4 | 9.0 | 9.3 |
| | Weekly garbage collection | 795 | 9.4 | **9.4** | 9.5 | 9.6 | 9.5 | 9.4 |
| | Fortnightly recycling collection | 792 | 9.4 | **9.4** | 9.5 | 9.5 | 9.5 | 9.4 |
| | Services for children from birth to 5 years of age | 744 | 9.3 | **9.4** | 9.4 | 9.3 | 9.4 | 9.3 |
| | Food and garden waste collection | 770 | 9.3 | **9.3** | 9.4 | 9.2 | 9.3 | 9.1 |
| | Youth services for 12 to 24 years olds | 738 | 9.3 | **9.3** | 9.4 | 9.2 | 9.3 | 9.2 |
| Average importance | Drains maintenance and repairs | 795 | 9.2 | **9.3** | 9.3 | 9.4 | 9.2 | 9.2 |
| | Hard rubbish collection | 791 | 9.2 | **9.3** | 9.3 | 9.3 | 9.3 | 9.1 |
| | Sports ovals other local sporting facilities | 774 | 9.2 | **9.2** | 9.3 | 9.2 | 9.1 | 9.1 |
| | Maintenance and repairs of major arterial roads | 790 | 9.1 | **9.2** | 9.3 | 9.4 | n.a. | 9.3 |
| | Provision and maintenance of playgrounds | 767 | 9.1 | **9.2** | 9.3 | 9.2 | 9.2 | 9.1 |
| | Provision and maintenance of parks, gardens, and reserves | 785 | 9.1 | **9.2** | 9.3 | 9.2 | 9.1 | 9.3 |
| | Maintenance and repairs of sealed local roads | 785 | 9.1 | **9.2** | 9.3 | 9.4 | 9.0 | 9.3 |
| | Public toilets | 780 | 9.1 | **9.2** | 9.3 | 9.2 | 9.3 | 9.1 |
| | Litter collection in public areas | 788 | 9.1 | **9.2** | 9.2 | 9.2 | 9.2 | 9.2 |
| | Community Centres / Neighbourhood Houses | 756 | 9.1 | **9.2** | 9.2 | 9.0 | 8.9 | 9.0 |
| | Local library | 767 | 9.1 | **9.2** | 9.2 | 9.1 | 9.1 | 9.2 |
| | Local traffic management | 772 | 9.1 | **9.2** | 9.2 | 9.1 | 9.0 | 9.3 |
| | Footpath maintenance and repairs | 795 | 9.1 | **9.2** | 9.2 | 9.3 | 9.1 | 9.2 |
| | Planning applications | 716 | 9.1 | **9.2** | 9.2 | 8.9 | 8.7 | 9.1 |
| | Council support for local business | 723 | 9.1 | **9.2** | 9.2 | 9.0 | 9.0 | n.a. |
| | Frankston Memorial Park (Cemetery) | 725 | 9.1 | **9.1** | 9.2 | 8.9 | 8.9 | n.a. |
| | Glass recycling | 772 | 9.0 | **9.1** | 9.2 | 9.0 | n.a. | n.a. |
| | Recycling and Recovery Centre | 757 | 9.0 | **9.1** | 9.2 | 9.1 | 9.2 | 9.0 |
| | Provision and maintenance of street trees | 791 | 9.0 | **9.1** | 9.2 | 9.2 | 9.0 | 9.2 |
| | Aquatic and Leisure Centres | 764 | 9.0 | **9.1** | 9.1 | 9.0 | 8.8 | 9.1 |
| | Council's website | 769 | 9.0 | **9.1** | 9.1 | 8.9 | 8.7 | 9.0 |
| | Maintenance and cleaning of shopping strips | 790 | 9.0 | **9.1** | 9.1 | 9.0 | 8.9 | 9.0 |
| | Arts, cultural events, programs and activities^ | 750 | 8.9 | **9.0** | 9.1 | 8.9 | 8.6 | 8.9 |
| | On and off-road bike paths | 765 | 8.9 | **9.0** | 9.1 | 9.0 | 8.7 | 9.0 |
| Lower | Animal management | 731 | 8.8 | **8.9** | 9.0 | 8.9 | 8.8 | 9.1 |
| | Parking enforcement | 775 | 8.7 | **8.8** | 8.9 | 8.4 | 8.4 | 8.9 |
| | Frankston City News | 725 | 8.4 | **8.5** | 8.6 | 8.3 | 8.1 | 8.8 |
| | *Average importance* | | *9.1* | ***9.2*** | *9.2* | *9.1* | *9.0* | *9.1* |

*(*) 2026 metropolitan Melbourne average from Governing Melbourne*
*(^) is the average of "provision of public art" and "Council's festivals and events"*

## *Satisfaction with Council services and facilities*

Respondents were asked to rate their personal level of satisfaction with each of the 15 core services and facilities about which everyone in the community is likely to have a view.

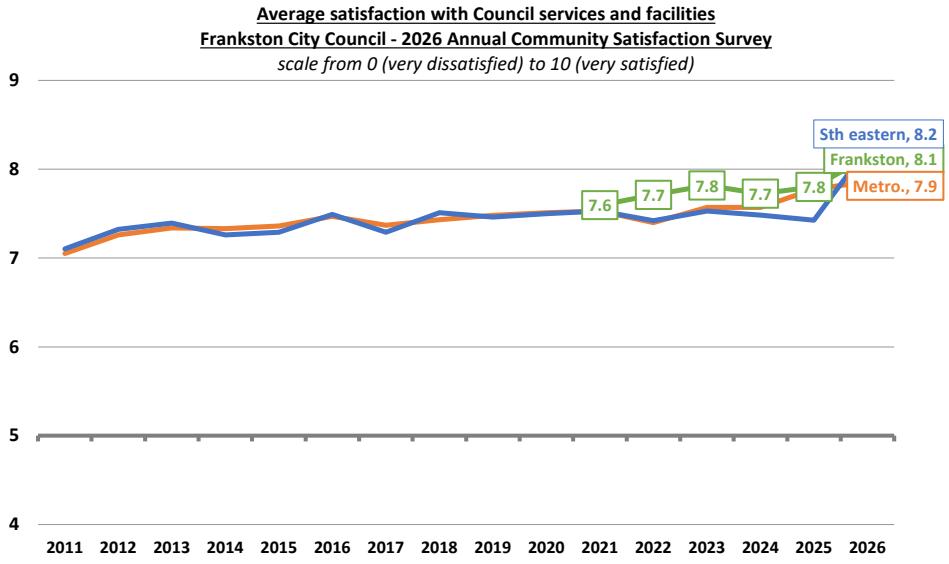
They were then asked their satisfaction with each of the 19 non-core services and facilities that they or a member of their household had used in the last 12 months.

The average satisfaction with the 33 included Council services and facilities increased measurably this year, rising three percentage points to 8.1 out of 10, which remains an "excellent" level of satisfaction.

This average satisfaction with services and facilities was measurably (2pts) higher than the metropolitan average of 7.9 out of 10, and broadly consistent with the southeastern region councils' average, as recorded in the 2026 *Governing Melbourne* research.

*Governing Melbourne* was conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology.

The longer-term trend of increasing satisfaction with services and facilities provided by Frankston City Council was a stand-out positive results, with the average rising a measurable five percentage points (7%) from 2021 to 2026.




This "excellent" average satisfaction includes services and facilities that received variable levels of satisfaction.

Satisfaction with services and facilities varied 20% from the high of 8.9 out of 10 or "excellent" for the weekly garbage collection, to a low of 6.9 or "good" for planning applications.

The left-hand side of the table below identifies the services and facilities that received a measurably higher than average satisfaction score (i.e., measurably higher than the average of all 34 services and facilities), as well as those that received a measurably lower than average satisfaction score, as follows:

- ***Measurably HIGHER than average satisfaction*** - included the weekly garbage collection, fortnightly recycling collection, glass recycling, the local library, hard rubbish collection, and food and garden waste collection.

- ***Measurably LOWER than average satisfaction*** – included planning applications, the maintenance and repair of major arterial roads (managed by VicRoads), Council support for local business, public toilets, the maintenance and repair of sealed local roads, and footpath maintenance and repairs.

**Relative satisfaction with Council services and facilities**

The average satisfaction with the 34 included services and facilities can best be summarized as follows:

- ***Excellent*** – for weekly garbage collection, fortnightly recycling collection, local library, glass recycling, hard rubbish collection, food and garden waste collection, sports ovals and other local sporting facilities, aquatic and leisure centres, the recycling and recovery centre, services for children from birth to 5 years of age, arts and cultural events, programs, and activities, animal management, community centres and neighbourhood houses, the Frankston Memorial Park, the provision and maintenance of parks, gardens, and reserves, the provision and maintenance of playgrounds, Council's website (up from "very good"), on and off road bike paths (up from "very good"), services for seniors, local traffic management (up from "very good"), litter collection in public areas (up from "very good"), the provision and maintenance of street trees (up from "very good"), drains maintenance and repairs (up from "very good"), parking enforcement (up from "good"), the *Frankston City News* (up from "very good"), services for people with disability (up from "very good"), and the maintenance and cleaning of shopping strips (up from "very good").

- ***Very Good*** – for youth services for 12- to 24-year-olds (down from "excellent"), footpath maintenance and repairs, the maintenance and repair of sealed local roads (up from "good"), public toilets (up from "good"), Council support for local business (up from "good"), and the maintenance and repair of major arterial roads (managed by VicRoads).

- ***Good*** – for planning applications (up from "solid").

Metropolis Research notes that, consistent with the results recorded in previous years, none of the 33 Council services and facilities obtained a satisfaction score categorised as "solid", "poor", "very poor", or "extremely poor".

Several services and facilities improved from "very good" to "excellent", and from "good" to "very good" levels of satisfaction.

**Satisfaction with selected Council services and facilities**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and index score scale 0 - 10)*

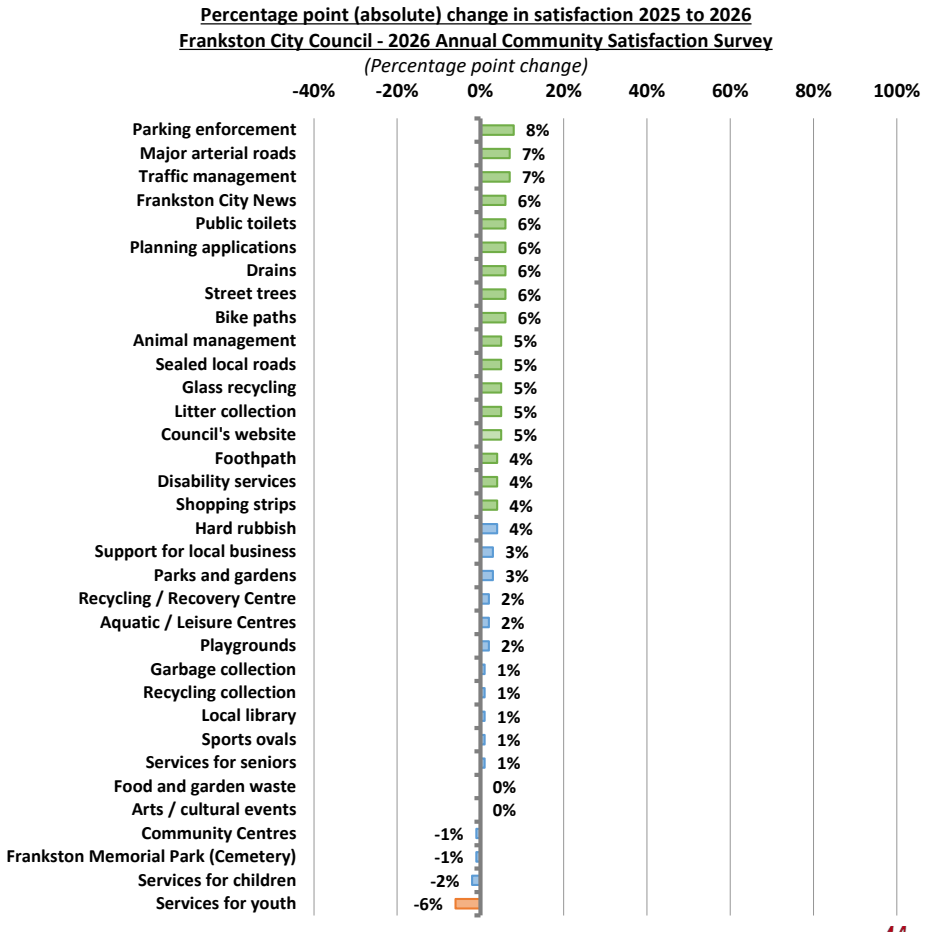
| | *Service/facility* | *Number* | *2026 Lower* | *2026 Mean* | *2026 Upper* | *2025* | *2024* | *2026 Metro.** |
|---|---|---|---|---|---|---|---|---|
| Higher than average satisfaction | Weekly garbage collection | 792 | 8.8 | **8.9** | 9.0 | 8.8 | 8.8 | 8.6 |
| | Fortnightly recycling collection | 790 | 8.8 | **8.9** | 9.0 | 8.8 | 8.8 | 8.5 |
| | Glass recycling | 753 | 8.7 | **8.8** | 8.9 | 8.3 | n.a. | n.a. |
| | Local library | 274 | 8.6 | **8.7** | 8.9 | 8.6 | 8.8 | 8.7 |
| | Hard rubbish collection | 506 | 8.5 | **8.7** | 8.8 | 8.3 | 8.3 | 8.6 |
| | Food and garden waste collection | 411 | 8.5 | **8.6** | 8.8 | 8.6 | 8.5 | 8.6 |
| Average satisfaction | Sports ovals other local sporting facilities | 309 | 8.4 | **8.5** | 8.6 | 8.4 | 8.6 | 8.4 |
| | Aquatic and Leisure Centres | 205 | 8.3 | **8.5** | 8.7 | 8.3 | 8.3 | 8.3 |
| | Recycling and Recovery Centre | 242 | 8.2 | **8.4** | 8.6 | 8.2 | 8.3 | 8.2 |
| | Services for children from birth to 5 years of age | 91 | 8.1 | **8.4** | 8.7 | 8.6 | 8.3 | 8.4 |
| | Arts, cultural events, programs and activities^ | 184 | 8.2 | **8.3** | 8.5 | 8.3 | 8.1 | 7.7 |
| | Animal management | 681 | 8.2 | **8.3** | 8.4 | 7.8 | 7.5 | 8.0 |
| | Community Centres / Neighbourhood Houses | 90 | 8.0 | **8.3** | 8.6 | 8.4 | 7.7 | 8.2 |
| | Frankston Memorial Park (Cemetery) | 105 | 8.0 | **8.3** | 8.6 | 8.4 | 8.2 | n.a. |
| | Provision and maintenance of parks, gardens, and reserves | 775 | 8.2 | **8.2** | 8.3 | 7.9 | 7.8 | 8.1 |
| | Provision and maintenance of playgrounds | 307 | 8.1 | **8.2** | 8.4 | 8.0 | 8.1 | 8.3 |
| | Council's website | 394 | 8.1 | **8.2** | 8.4 | 7.7 | 7.5 | 8.0 |
| | On and off-road bike paths | 194 | 7.9 | **8.1** | 8.3 | 7.5 | 7.5 | 7.9 |
| | Services for seniors | 58 | 7.6 | **8.1** | 8.6 | 8.0 | 8.0 | 8.1 |
| | Local traffic management | 768 | 8.0 | **8.1** | 8.2 | 7.4 | 7.2 | 7.6 |
| | Litter collection in public areas | 762 | 7.9 | **8.0** | 8.1 | 7.5 | 7.4 | 7.7 |
| | Provision and maintenance of street trees | 783 | 7.9 | **8.0** | 8.1 | 7.4 | 7.4 | 7.6 |
| | Drains maintenance and repairs | 775 | 7.8 | **8.0** | 8.1 | 7.4 | 7.7 | 7.7 |
| | Parking enforcement | 730 | 7.8 | **7.9** | 8.1 | 7.1 | 6.8 | 7.6 |
| | Frankston City News | 571 | 7.7 | **7.9** | 8.0 | 7.3 | 7.2 | 7.7 |
| | Services for people with disability | 43 | 7.2 | **7.9** | 8.5 | 7.5 | 7.5 | 8.0 |
| | Maintenance and cleaning of shopping strips | 774 | 7.7 | **7.8** | 7.9 | 7.4 | 7.5 | 7.8 |
| | Youth services for 12 to 24 years olds | 42 | 7.2 | **7.7** | 8.2 | 8.3 | 7.2 | 7.7 |
| Lower than average | Foothpath maintenance and repairs | 785 | 7.6 | **7.7** | 7.8 | 7.3 | 7.3 | 7.4 |
| | Maintenance and repairs of sealed local roads | 787 | 7.4 | **7.5** | 7.7 | 7.0 | 7.0 | 7.4 |
| | Public toilets | 241 | 7.2 | **7.4** | 7.6 | 6.8 | 6.3 | 7.2 |
| | Council support for local business | 52 | 6.6 | **7.3** | 8.1 | 7.0 | 7.3 | n.a. |
| | Maintenance and repairs of major arterial roads | 784 | 7.2 | **7.3** | 7.5 | 6.6 | n.a. | 7.2 |
| | Planning applications | 36 | 5.9 | **6.9** | 7.9 | 6.3 | 6.3 | 5.3 |
| | *Average satisfaction* | | *7.9* | ***8.1*** | *8.4* | *7.8* | *7.7* | *7.9* |

*(*) 2026 metropolitan Melbourne average from Governing Melbourne*
*(^) is the average of "provision of public art" and "Council's festivals and events"*

## Change in satisfaction between 2025 and 2026

The average satisfaction with 28 services and facilities increased at least marginally this year, two remained stable, and four declined at least marginally, as follows:

- ***Notably HIGHER satisfaction in 2026 than in 2025*** – included parking enforcement (up 8pts), the maintenance and repair of major arterial roads (managed by VicRoads) (up 7pts), traffic management (up 7pts), the *Frankston City News* (up 6pts), public toilets (up 6pts), planning applications (6pts), drains maintenance and repairs (6pts), the provision and maintenance of street trees (6pts), on- and off-road bike paths (6pts), animal management (5pts), the maintenance and repair of sealed local roads (5pts), glass recycling (5pts), litter collection in public areas (5pts), Council's website (5pts), footpath maintenance and repairs (4pts), disability services (4pts), the maintenance and cleaning of strip shopping areas (4pts), and hard rubbish collection (4pts).
- ***Notably LOWER satisfaction in 2026 than in 2025*** – included services for youth from 12 to 24 years old (6pts lower).

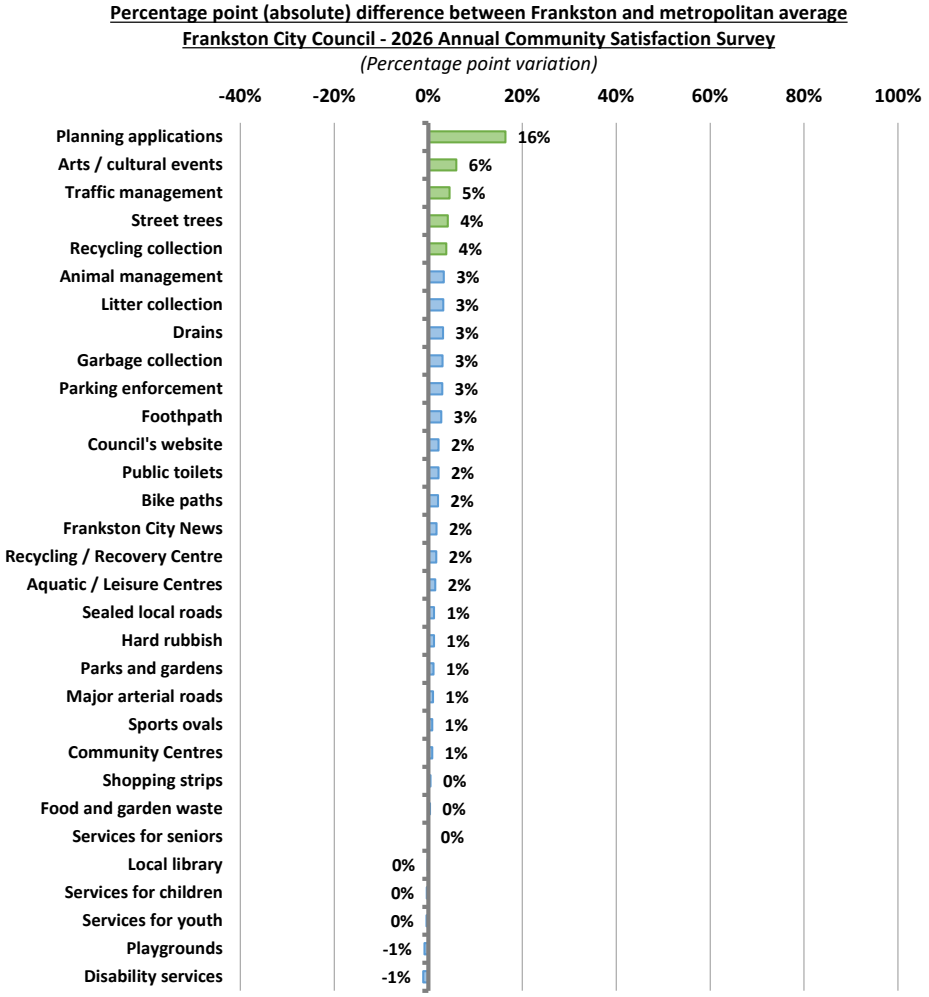


## Comparison to the metropolitan Melbourne average satisfaction

Of the 34 services and facilities included in the survey, 31 were included in a format that facilitated comparison to the metropolitan average, as recorded in *Governing Melbourne*.

Of these, 23 recorded at least a marginally higher satisfaction than the metropolitan average, six recorded identical satisfaction, and two recorded marginally lower satisfaction:

- ***Notably HIGHER satisfaction in Frankston City*** – included planning applications (16pts higher in Frankston City), arts and cultural events, programs, and activities (6pts), traffic management (5pts), street trees (4pts), and recycling collection (4pts).



## Percentage satisfied / dissatisfied with services and facilities

The following table provides a breakdown of satisfaction into the proportion of respondents (providing a score) who were "very satisfied" (i.e., rated satisfaction at eight or more), those who were "neutral to somewhat satisfied" (i.e., rated satisfaction at five to seven), and those who were "dissatisfied" (i.e., rated satisfaction at less than five).

Consistent with previous results, and the stable "excellent" average satisfaction with services and facilities this year, more than half of the respondents providing a score were "very satisfied" with all 34 services and facilities.

The number of services and facilities for which more than 10% of respondents providing a satisfaction score were "dissatisfied", decreased from six in 2025 to two this year. These were planning applications (13%, down from 19%), and Council support for local business (11%, down from 18%).

**Satisfaction with selected Council services and facilities**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Service/facility* | *Dissatisfied* | *Neutral to somewhat satisfied* | *Very satisfied* | *Can't say* | ***Total*** |
|---|---|---|---|---|---|
| Fortnightly recycling collection | 1% | 9% | 90% | 10 | **800** |
| Weekly garbage collection | 1% | 9% | 90% | 8 | **800** |
| Hard rubbish collection | 2% | 9% | 89% | 6 | **512** |
| Sports ovals other local sporting facilities | 1% | 11% | 88% | 8 | **317** |
| Food and garden waste collection | 1% | 11% | 88% | 14 | **425** |
| Local library | 1% | 11% | 88% | 4 | **278** |
| Glass recycling | 2% | 12% | 87% | 47 | **800** |
| Frankston Memorial Park (Cemetery) | 3% | 12% | 85% | 2 | **106** |
| Recycling and Recovery Centre | 1% | 14% | 84% | 6 | **247** |
| Aquatic and Leisure Centres | 1% | 16% | 84% | 6 | **212** |
| Provision and maintenance of playgrounds | 1% | 17% | 82% | 3 | **310** |
| Arts and cultural events, programs and activities | 1% | 19% | 80% | 0 | **184** |
| Animal management | 3% | 19% | 79% | 119 | **800** |
| Services for children from birth to 5 years of age | 3% | 20% | 77% | 5 | **96** |
| Provision and maintenance of parks, gardens, reserves | 2% | 22% | 76% | 25 | **800** |
| Council's website | 2% | 22% | 76% | 8 | **402** |
| Services for people with disability | 8% | 18% | 75% | 6 | **49** |
| Community Centres / Neighbourhood Houses | 3% | 23% | 74% | 5 | **94** |
| On and off-road bike paths | 2% | 24% | 74% | 3 | **197** |
| Litter collection in public areas | 2% | 24% | 74% | 38 | **800** |
| Services for seniors | 4% | 24% | 73% | 1 | **59** |
| Provision and maintenance of street trees | 4% | 23% | 73% | 17 | **800** |
| Parking enforcement | 5% | 23% | 71% | 70 | **800** |
| Local traffic management | 3% | 26% | 71% | 32 | **800** |
| Drains maintenance and repairs | 4% | 27% | 69% | 25 | **800** |
| Footpath maintenance and repairs | 5% | 28% | 67% | 15 | **800** |

| | | | | | |
|---|---|---|---|---|---|
| Frankston City News | 3% | 30% | 67% | 229 | **800** |
| Maintenance and cleaning of shopping strips | 4% | 32% | 64% | 26 | **800** |
| Youth services for 12 to 24 years olds | 2% | 38% | 60% | 2 | **44** |
| Council support for local business | 11% | 30% | 59% | 5 | **57** |
| Maintenance and repairs of sealed local roads | 5% | 38% | 57% | 13 | **800** |
| Planning applications | 13% | 31% | 56% | 4 | **41** |
| Maintenance and repairs of major arterial roads | 8% | 38% | 55% | 16 | **800** |
| Public toilets | 5% | 42% | 53% | 5 | **246** |

### Satisfaction by respondent profile

The following table provides a comparison of satisfaction with all 34 services and facilities by respondent profile, including age structure, gender, and language spoken at home.

A more detailed discussion of these results is included in the individual services section of this report following, however, in general terms, the following pattern of satisfaction was observed:

- ***Generally, MORE satisfied than average*** – included young adults (aged 18 to 34 years), and female respondents.

- ***Generally, LESS satisfied than average*** – included older adults (aged 55 to 74 years), senior citizens (aged 75 years and older), and respondents from multilingual households.

**Average satisfaction with selected Council services and facilities**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and index score scale 0 - 10)*

| *Service/facility* | *Young adults* | *Adults* | *Middle-aged* | *Older adults* | *Senior citizens* | *Male* | *Female* | *English speaking* | *Multi-lingual* |
|---|---|---|---|---|---|---|---|---|---|
| Maintenance & repairs of major arterial roads | 7.7 | 7.3 | 7.2 | 7.1 | 7.3 | 7.3 | 7.4 | 7.3 | 7.2 |
| Maintenance & repairs of sealed local roads | 7.8 | 7.5 | 7.4 | 7.4 | 7.4 | 7.5 | 7.6 | 7.6 | 7.3 |
| Drains maintenance and repairs | 7.9 | 7.9 | 7.9 | 8.0 | 7.9 | 7.9 | 8.0 | 8.0 | 7.7 |
| Foothpath maintenance and repairs | 8.0 | 7.8 | 7.7 | 7.5 | 7.3 | 7.8 | 7.7 | 7.7 | 7.7 |
| Weekly garbage collection | 8.9 | 8.7 | 8.9 | 9.0 | 9.0 | 8.8 | 9.0 | 8.9 | 8.9 |
| Fortnightly recycling collection | 9.0 | 8.6 | 8.9 | 9.0 | 8.8 | 8.9 | 9.0 | 8.9 | 8.9 |
| Glass recycling | 8.9 | 8.7 | 8.7 | 8.7 | 8.8 | 8.7 | 8.8 | 8.8 | 8.8 |
| Provision & maint. of parks, gardens, reserves | 8.2 | 8.1 | 8.2 | 8.3 | 8.6 | 8.2 | 8.3 | 8.3 | 8.1 |
| Provision and maintenance of street trees | 8.3 | 8.0 | 7.9 | 7.8 | 7.8 | 7.9 | 8.1 | 8.0 | 8.1 |
| Maintenance and cleaning of shopping strips | 7.9 | 7.8 | 7.6 | 7.8 | 8.1 | 7.9 | 7.8 | 7.9 | 7.7 |
| Litter collection in public areas | 8.2 | 8.1 | 8.0 | 7.9 | 8.0 | 8.1 | 8.0 | 8.0 | 8.1 |
| Parking enforcement | 8.1 | 7.9 | 8.1 | 7.7 | 7.6 | 8.0 | 7.9 | 7.9 | 8.1 |
| Local traffic management | 8.2 | 8.0 | 8.0 | 8.1 | 7.9 | 8.0 | 8.1 | 8.0 | 8.1 |
| Animal management | 8.4 | 8.3 | 8.1 | 8.3 | 8.2 | 8.2 | 8.4 | 8.3 | 8.4 |
| Frankston City News | 8.0 | 7.8 | 7.8 | 7.8 | 7.9 | 7.8 | 7.9 | 7.8 | 7.9 |
| Council's website | 8.3 | 8.2 | 8.2 | 8.1 | 8.2 | 8.2 | 8.2 | 8.3 | 7.9 |
| Hard rubbish collection | 8.8 | 8.4 | 8.7 | 8.6 | 8.7 | 8.6 | 8.8 | 8.7 | 8.5 |
| Food and garden waste collection | 8.7 | 8.4 | 8.6 | 8.8 | 8.7 | 8.6 | 8.6 | 8.6 | 8.6 |
| Recycling and Recovery Centre | 8.3 | 8.8 | 8.5 | 8.2 | 8.3 | 8.3 | 8.6 | 8.5 | 8.2 |
| Local library | 8.6 | 8.7 | 8.6 | 8.9 | 9.2 | 8.5 | 8.9 | 8.7 | 8.8 |
| Sports ovals other local sporting facilities | 8.5 | 8.7 | 8.2 | 8.5 | 8.8 | 8.5 | 8.5 | 8.5 | 8.6 |
| Public toilets | 7.9 | 7.0 | 7.0 | 7.3 | 8.1 | 7.3 | 7.5 | 7.3 | 7.8 |
| On and off-road bike paths | 8.4 | 8.3 | 7.6 | 8.0 | 6.6 | 8.1 | 8.1 | 8.0 | 8.3 |
| Aquatic and Leisure Centres | 8.4 | 8.5 | 8.4 | 8.5 | 9.2 | 8.4 | 8.6 | 8.5 | 8.1 |
| Services for children from birth to 5 yrs of age | 8.3 | 8.4 | 9.0 | 8.2 | 8.6 | 8.3 | 8.4 | 8.3 | 8.8 |
| Youth services for 12 to 24 years olds | 7.1 | 7.9 | 8.0 | 8.2 | 7.3 | 7.4 | 8.0 | 7.6 | 7.7 |
| Services for seniors | 7.9 | 6.9 | 7.6 | 8.5 | 8.0 | 7.9 | 8.2 | 8.2 | 7.9 |
| Services for people with disability | 8.3 | 9.0 | 7.8 | 7.6 | 6.4 | 8.1 | 7.5 | 8.0 | 7.0 |
| Arts and cultural events, programs, activities | 8.2 | 8.4 | 8.3 | 8.3 | 9.0 | 8.2 | 8.4 | 8.4 | 8.2 |
| Provision and maintenance of playgrounds | 8.2 | 8.4 | 7.9 | 8.4 | 8.2 | 8.2 | 8.2 | 8.3 | 8.0 |
| Council support for local business | 8.3 | 7.7 | 7.5 | 5.8 | 4.0 | 7.2 | 7.5 | 7.4 | 7.3 |
| Community Centres / Neighbourhood Houses | 8.2 | 8.0 | 8.2 | 8.3 | 9.1 | 8.0 | 8.5 | 8.3 | 8.1 |
| Planning applications | 8.2 | 8.0 | 7.9 | 4.9 | 6.9 | 7.1 | 6.4 | 7.3 | 5.0 |
| Frankston Memorial Park (Cemetery) | 7.9 | 8.7 | 8.6 | 8.3 | 8.5 | 7.8 | 8.6 | 8.3 | 8.1 |
| *Average satisfaction* | *8.2* | *8.1* | *8.1* | *8.0* | *8.0* | *8.1* | *8.2* | *8.1* | *8.0* |
| **Total respondents** | **230** | **141** | **145** | **212** | **69** | **380** | **415** | **681** | **107** |

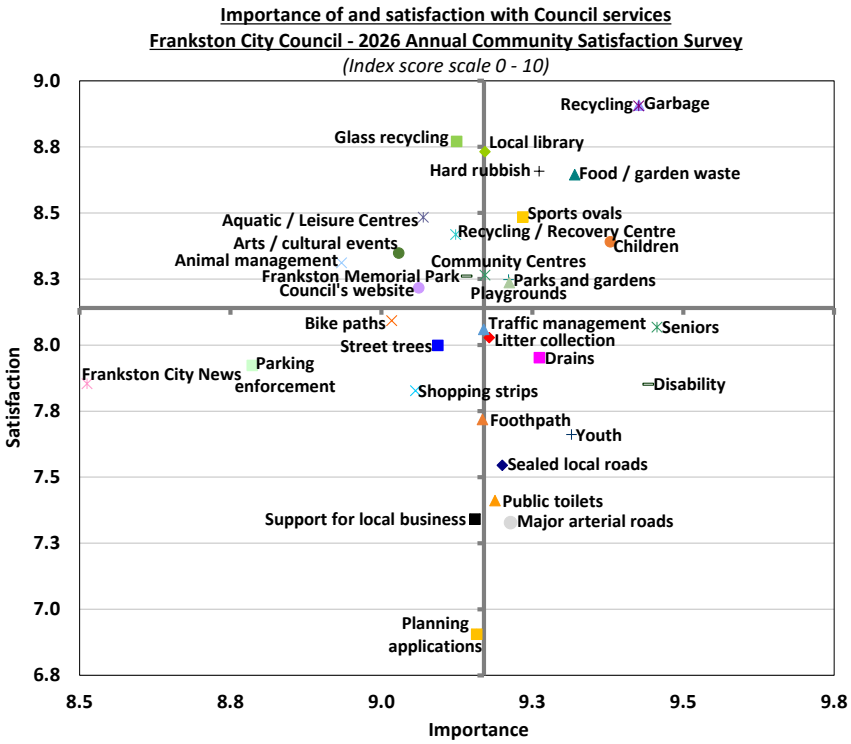
### *Importance and satisfaction cross tabulation*

The following graph provides a cross-tabulation of the average importance of each of the 34 included Council services and facilities against the average satisfaction with each service.

Services and facilities located in the top right-hand quadrant are therefore more important than average, and of higher-than-average satisfaction. Conversely services in the bottom right-hand quadrant are those of most concern as they are of higher-than-average importance but received lower than average satisfaction scores.

Key results to note include the following:

- ***Kerbside collection services*** – all four kerbside collection services remained higher than average in terms of both importance and satisfaction. However, glass recycling and the recycling and recovery centre were less important than average.
- ***Community services*** – all four community services (services for children, youth, seniors, and persons with disability) were once again more important than average. While services for children recorded a satisfaction score which was higher than the average of all 34, services for seniors, youth and people with disabilities fell into the quadrant of most concern, recording lower-than-average satisfaction.
- ***Recreation and leisure*** – satisfaction with services related to recreation and leisure (including sports ovals and other outdoor sporting facilities, on- and off-road bike paths, aquatic and leisure centres, playgrounds, and parks and gardens) was higher than average, apart from bike paths, which were marginally lower than average. While parks and gardens, playgrounds, and sports ovals were of average importance or more important than average, bike paths and aquatic and leisure centres were less important.
- ***Cleaning and infrastructure*** – including street trees, the maintenance and cleaning of shopping strips, public toilets, footpaths, drains, and litter collection in public areas all recorded lower-than-average satisfaction. While street trees and shopping strips were less important than average, footpaths, drains, public toilets, and litter collection in public areas fell into the quadrant of most concern, being more important than average but recording lower-than-average satisfaction scores.
- ***Communication services*** – both the website and the *Frankston City News* continued to be less important than average with the *Frankston City News* remaining the least important of the 34 services and facilities this year. While satisfaction with the Council website remained higher-than-average, the *Frankston City News* recorded lower-than-average satisfaction.
- ***Transport related services*** – traffic management and roads (sealed local roads, and major arterial roads managed by VicRoads) remained of average or higher-than-average importance, but both fell into the quadrant of most concern, with satisfaction scores lower than the average of all 34 services and facilities. Roads and traffic management were the second and third most important issues nominated by respondents to address in the City of Frankston 'at the moment', a result that has been consistent for several years.
- ***Services and facilities of most concern*** – the services and facilities of most concern in 2026 were planning applications, the maintenance and repair of major arterial roads and highways (managed by VicRoads), Council support for local business, public toilets, the maintenance and repair of sealed local roads, and footpath maintenance and repairs.




## *Satisfaction by broad service areas*

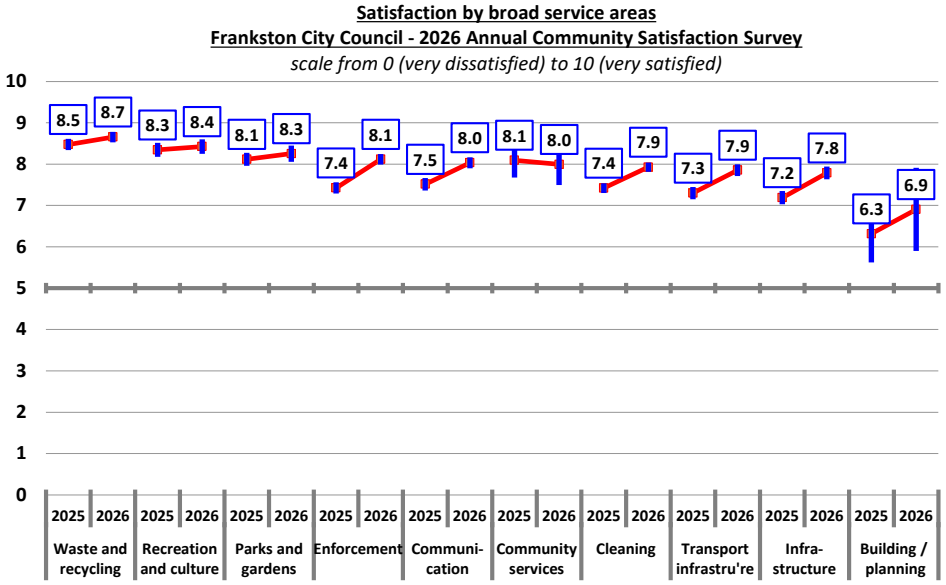
The 34 included services and facilities have been broken down into eleven broad service areas, broken down as follows:

- ***Infrastructure*** – includes drains maintenance and repairs, street trees, and public toilets.
- ***Waste and recycling services*** – includes weekly garbage, fortnightly recycling, glass recycling, hard rubbish collection, food and garden waste collection, and recycling and recovery centre.
- ***Recreation and culture services*** – includes the local library, sports ovals and other local sporting facilities *(including activities)*, aquatic and leisure centres, arts and cultural events, programs and activities, provision and maintenance of playgrounds, and community centres / neighbourhood houses.
- ***Community services*** – includes services for children from birth to 5 years of age, services for youth, services for seniors, and services for people with disability.
- ***Enforcement*** – includes parking enforcement, and animal management.
- ***Communication*** – includes the Frankston City News *(Council's newsletter)*, and website.
- ***Cleaning*** – includes litter collection in public areas, and maintenance and cleaning of shopping strips.

- ***Transport infrastructure*** – includes maintenance and repairs of sealed local roads, footpath maintenance and repairs, local traffic management, and on and off-road bike paths.
- ***Parks and gardens*** – include the provision and maintenance of parks, gardens, reserves, and Frankston Memorial Park (Cemetery).
- ***Building and planning services*** – includes planning applications.
- ***Local business*** – includes Council support for local business.

Of the 11 broad service areas, 10 were able to be compared with the 2025 results. Satisfaction with nine of these increased at least marginally, while satisfaction with one area declined.

Notable to measurable increases were recorded for enforcement (up 7pts), building and planning (up 6pts), infrastructure (up 6pts), transport infrastructure (up 6pts), cleaning (up 5pts), communication (up 5pts).

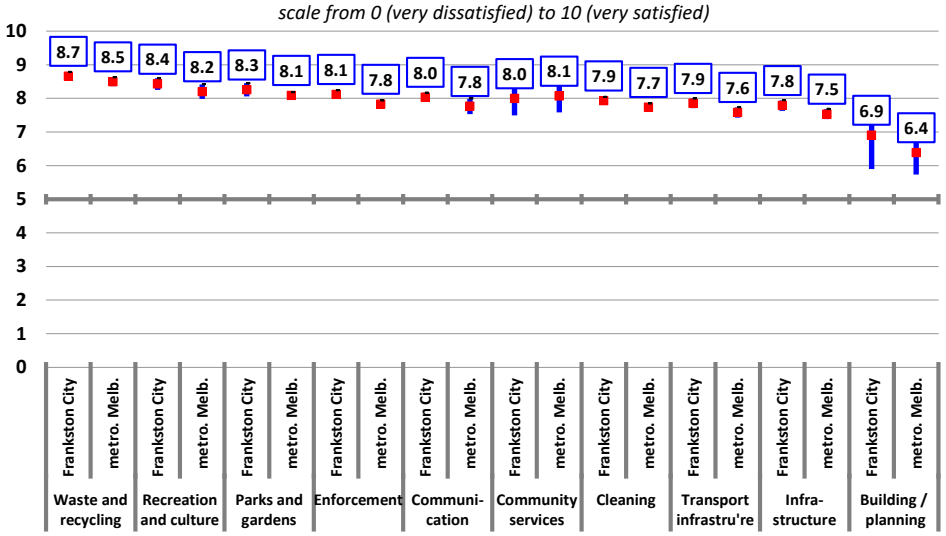



When compared to the metropolitan average satisfaction with these broad service areas, satisfaction with nine of the broad service areas was higher in Frankston than the metropolitan average.

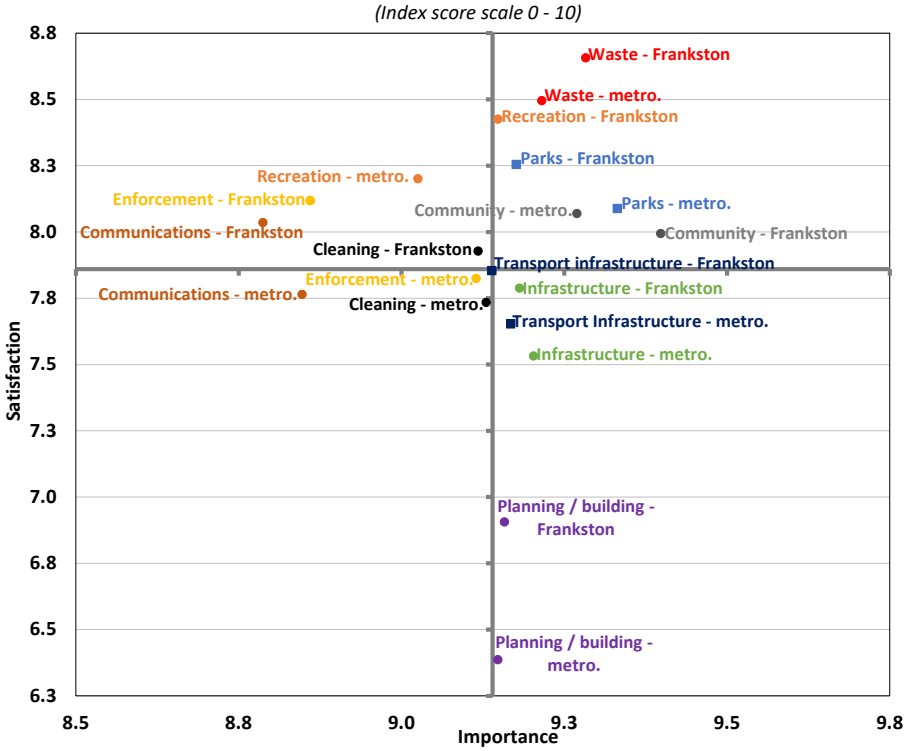
Building and planning (5pts higher in Frankston), infrastructure (3pts), transport (3pts), communication (3pts), enforcement (3pts), waste and recycling (2pts), recreation and culture (2pts), parks and gardens (2pts), and cleaning (2pts) all outperformed the metropolitan average.

Satisfaction with community services was marginally (1pt) lower than the metropolitan average.

**Satisfaction by broad service areas**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




**Importance of and satisfaction with Council services**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Index score scale 0 - 10)*



### *Council Department*

The following section of the report provides a breakdown of the importance and satisfaction with each of the 34 included Council provided services and facilities by the responsible Council department.

It is important to note that not all the Council departments listed on Council's organisation chart have direct management of any of the 34 services and facilities included in the survey.

Some of the departments that do not have services and facilities included in this section of the report, do have functions that are covered elsewhere in the report.

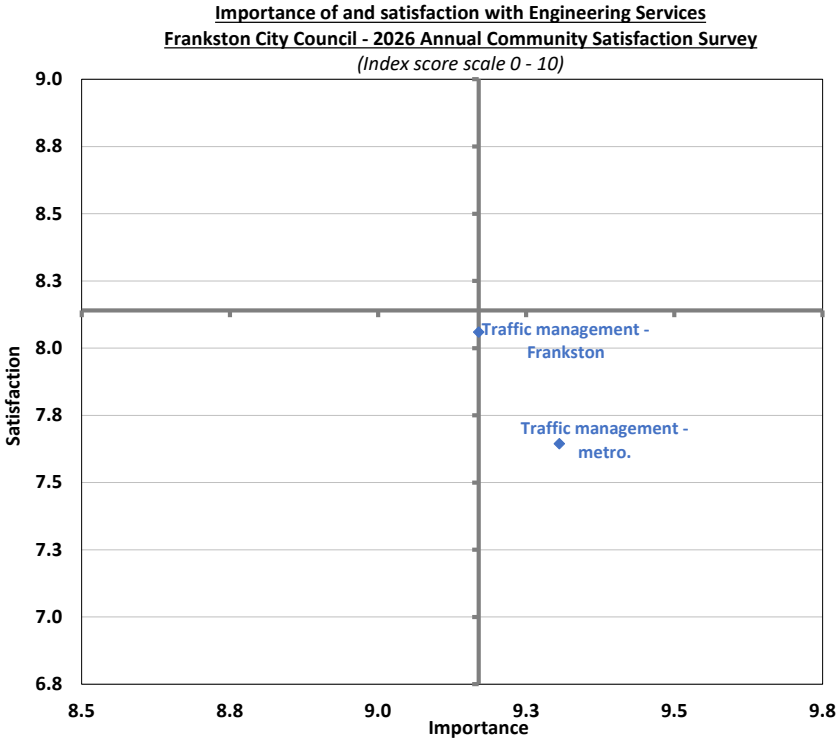
The breakdown of services and facilities by Council department was as follows:

- ***Engineering services*** – includes local traffic management.
- ***Arts and Culture*** – includes local library, and arts and cultural events, programs, and activities.
- ***Safer Communities*** – includes parking enforcement, and animal management.
- ***Community Relations*** – includes Frankston City News *(Council's newsletter)*, and Council's website.
- ***Community Strengthening*** – includes sports ovals and other local sporting facilities *(including activities)*, aquatic and leisure centres, services for youth, provision and maintenance of playgrounds, and community centres / neighbourhood houses.
- ***Operations Centre*** – includes maintenance and repairs of major arterial roads and highways, maintenance and repairs of sealed local roads, drains maintenance and repairs, footpath maintenance and repairs, the provision and maintenance of parks, gardens, reserves, provision and maintenance of street trees, litter collection in public areas, maintenance and cleaning of shopping strips, public toilets, on and off-road bike paths, and Frankston Memorial Park (Cemetery).
- ***Family Health and Support Services*** – includes services for children from birth to 5 years of age, services for seniors, and services for people with disability.
- ***Waste Circularity*** – includes weekly garbage collection, fortnightly recycling collection, glass recycling, hard rubbish collection, food and garden waste collection, and recycling and recovery centre.
- ***City Futures*** – includes Council support for local business, and planning applications.

## *Engineering Services*

There was only the one service of Engineering Services included in the survey, that being "local traffic management".

Traffic management fell into the quadrant of most concern this year, being of average importance, but lower-than-average satisfaction.




### Local traffic management

Local traffic management was the 19th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

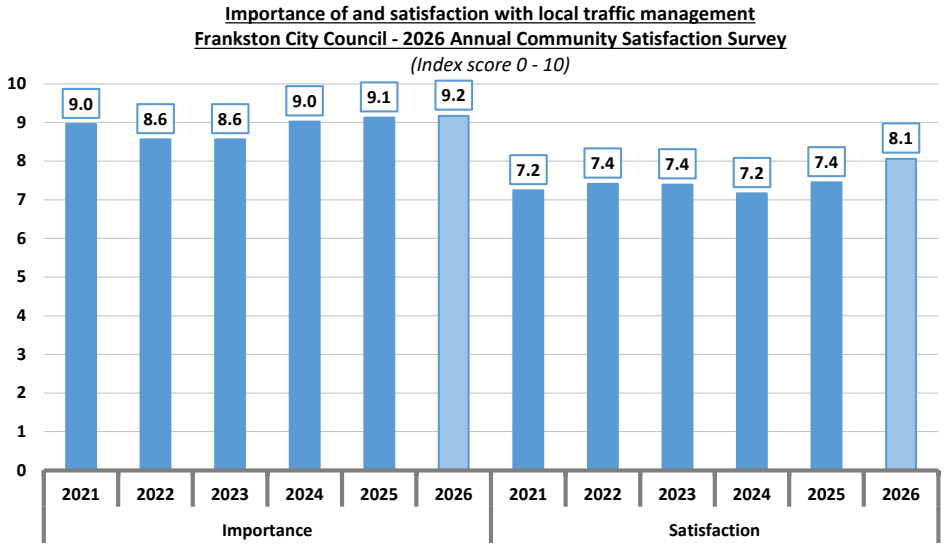
Satisfaction with local traffic management increased measurably this year, up seven percentage points to 8.1 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2021 of 7.5 out of 10, or "very good".

This ranks local traffic management 20th in terms of satisfaction this year.

This result comprised 71% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 768 of the 800 respondents who provided a satisfaction score this year.

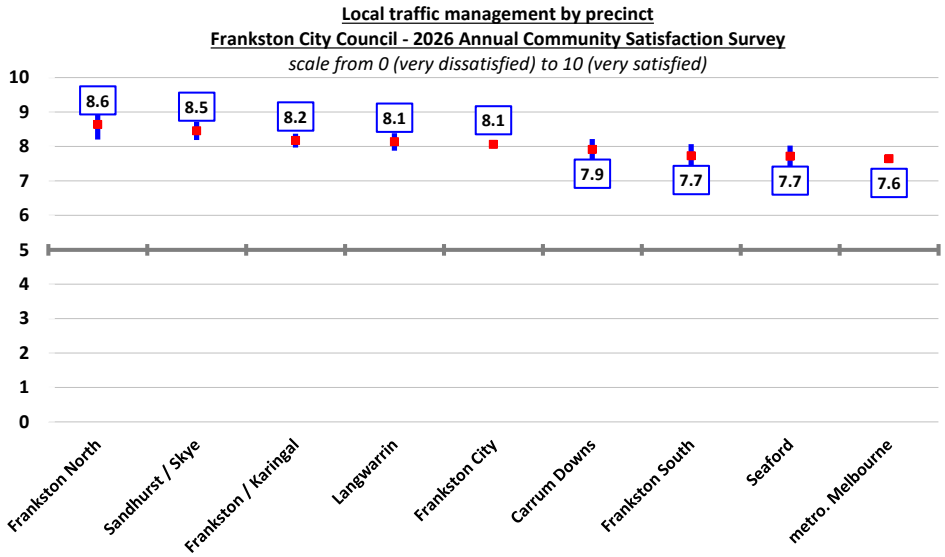
There was no substantive variation in satisfaction with traffic management observed by respondent profile.




By way of comparison, this result was measurably (5pts) higher than the metropolitan average satisfaction with "local traffic management" of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was measurable variation in satisfaction with traffic management observed across the municipality, with respondents from Frankston North (5pts), and Sandhurst / Skye (4pts), measurably more satisfied than average.

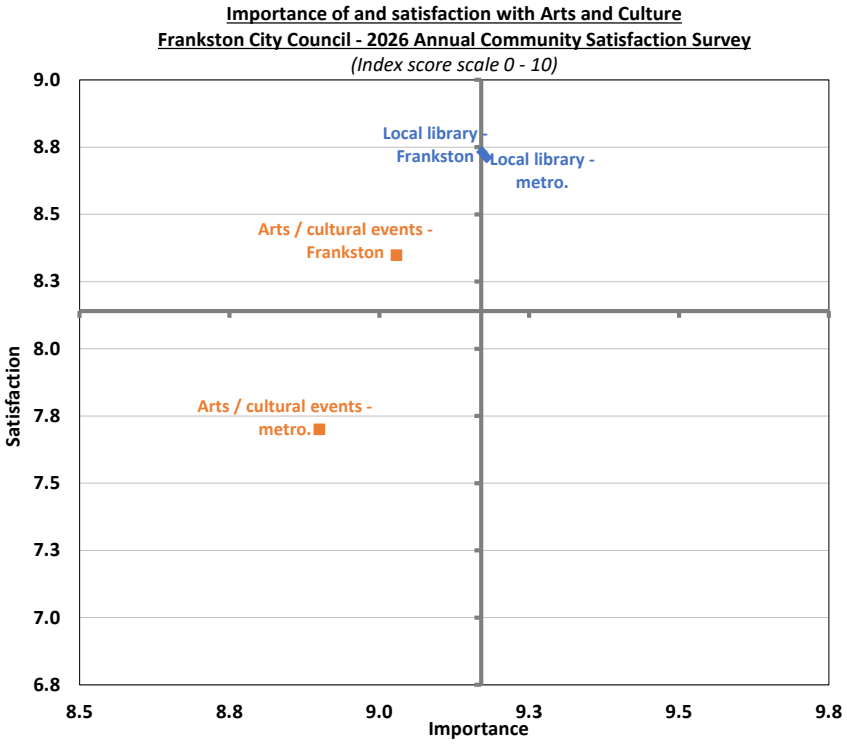
Conversely, respondents from Seaford were measurably (4pts), and respondents from Frankston South notably (4%) less satisfied than average, and at "very good", rather than "excellent", levels of satisfaction.


Local traffic management by precinct
Frankston City Council - 2026 Annual Community Satisfaction Survey
scale from 0 (very dissatisfied) to 10 (very satisfied)
10
9
8
7
6
5
4
3
2
1
0
8.6
8.5
8.2
8.1
8.1
7.9
7.7
7.7
7.6
Frankston North
Sandhurst / Skye
Frankston / Karingal
Langwarrin
Frankston City
Carrum Downs
Frankston South
Seaford
metro. Melbourne

## *Arts and Culture*

There were two services from Arts and Culture included in the survey, those being the local library and arts and cultural events, programs, and activities.

Both services and facilities recorded satisfaction scores that were higher than the average of all 34 services and facilities, however they were of average or lower-than-average importance.




### Local library

The local library was the 18th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

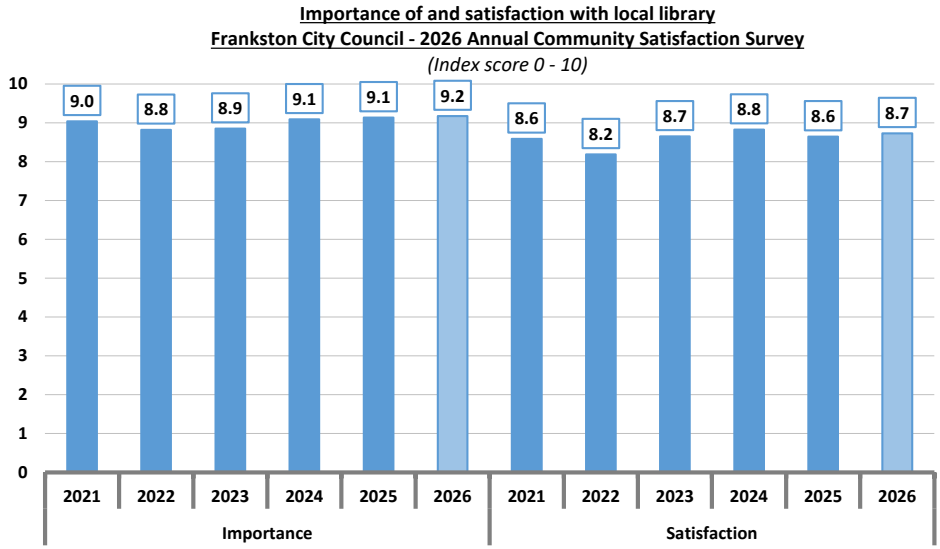
Satisfaction with the local library remained essentially stable this year, up one percentage point to 8.7 out of 10, which remains an “excellent” level of satisfaction.

This result remains consistent with the long-term average satisfaction since 2021 of 8.6 out of 10, or “excellent”.

This ranks local libraries 4th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

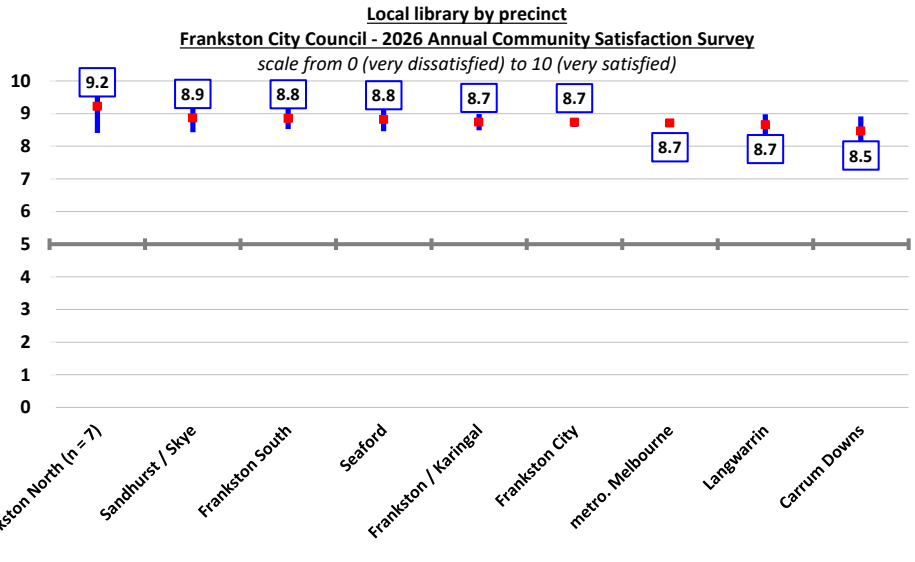
This result comprised 88% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 274 of the 278 (35%) respondents from households who had used these services and facilities in the last 12 months.

There was some variation in satisfaction with local libraries observed by respondent profile, with senior citizens (aged 75 years and older) notably more satisfied than average, and female respondents notably more satisfied than male respondents.




By way of comparison, this result was identical to the metropolitan average satisfaction with local libraries of 8.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in this result observed across the municipality, with respondents from all precincts satisfied at "excellent" levels.




**Arts and cultural events, programs, and activities**

Arts and cultural events, programs, and activities were the 30th most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

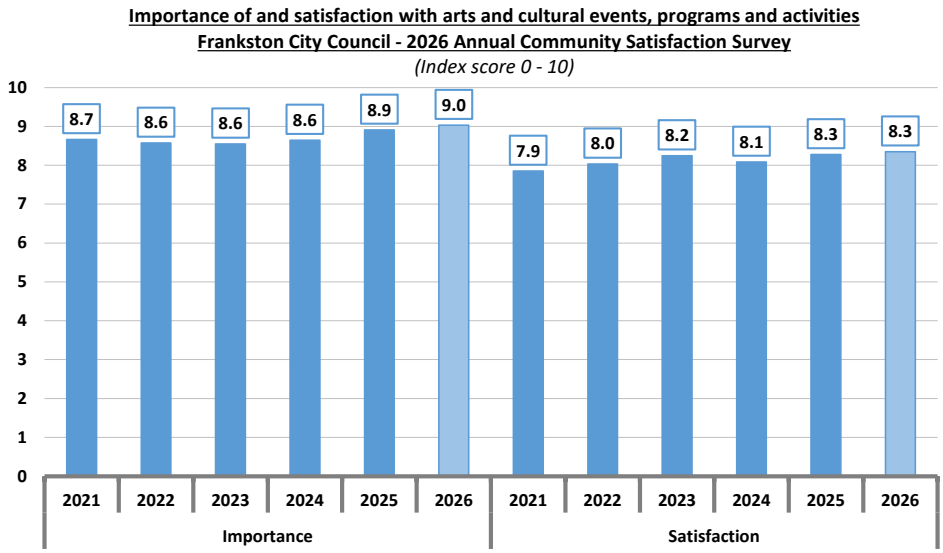
Satisfaction with arts and cultural events, programs and activities remained stable this year at 8.3 out of 10, which remains an "excellent" level of satisfaction.

Satisfaction with these services remains somewhat higher than the "excellent" long-term average of 8.1 out of 10.

This ranks arts and cultural events, programs and activities 11th in terms of satisfaction this year.

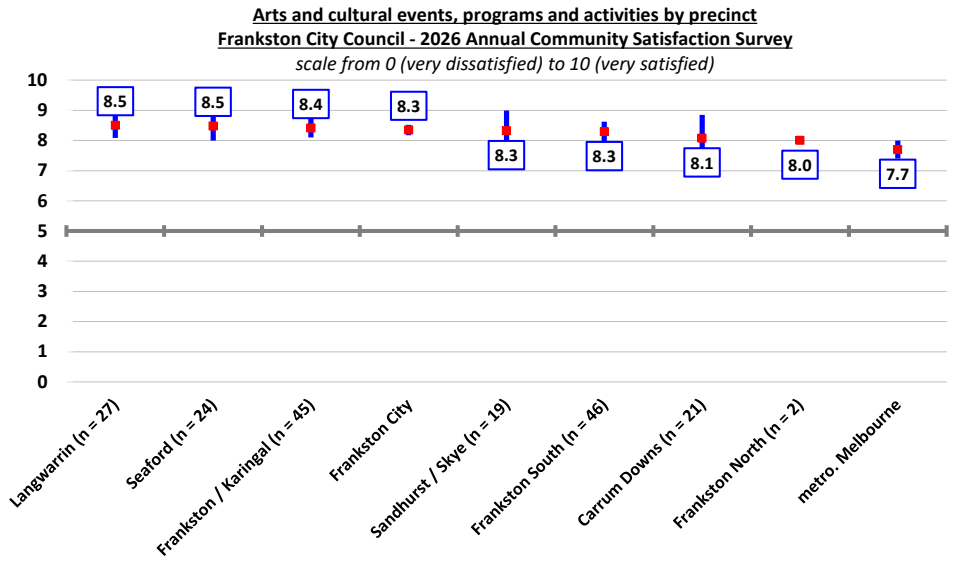
This result comprised 88% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 274 of the 278 (35%) respondents from households who had used these services / facilities in the last 12 months.

There was some variation in satisfaction with these services observed by respondent profile, with senior citizens (aged 75 years and older) notably more satisfied than average.




By way of comparison, this result was measurably (3%) higher than the metropolitan combined average satisfaction with the "provision of public art" and "Council's festivals and events" of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with these services observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels.



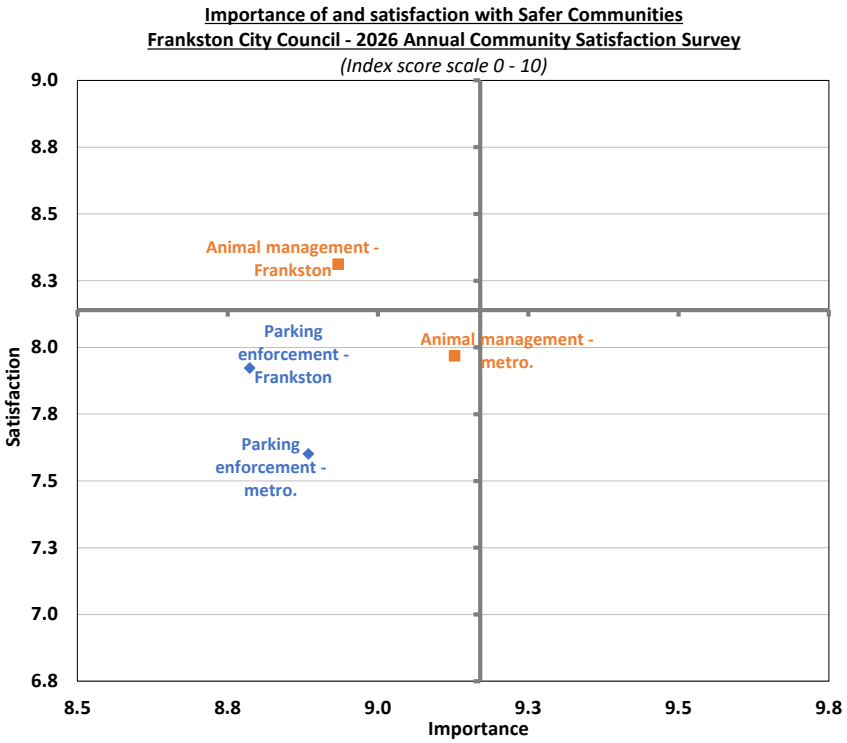
## *Safer Communities*

Two services from the Safer Communities Division were included in the survey this year.

These were animal management and parking enforcement.

While animal management recorded a satisfaction score which was higher than the average of all 34 services and facilities, satisfaction with parking enforcement was lower than average.

Both services were less important than average.




### Parking enforcement

Parking enforcement was the 33rd most important of the 34 included services and facilities, with an average importance of 8.8 out of 10, and one of three that were measurably less important than the average of all 34 (9.2).

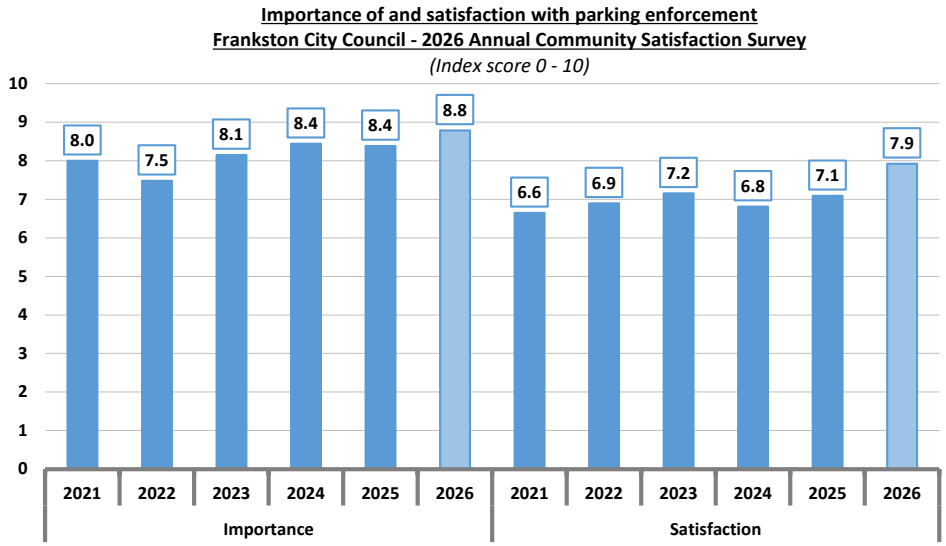
Satisfaction with parking enforcement increased measurably this year, rising eight percentage points to 7.9 out of 10, which was an “excellent”, up from a “good” level of satisfaction.

This result was measurably higher than the long-term average satisfaction since 2021 of 7.1 out of 10, or "good".

This ranks parking enforcement 24th in terms of satisfaction this year.

This result comprised 71% "very satisfied" and five percent "dissatisfied" respondents, based on a total sample of 730 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with parking enforcement observed by respondent profile.

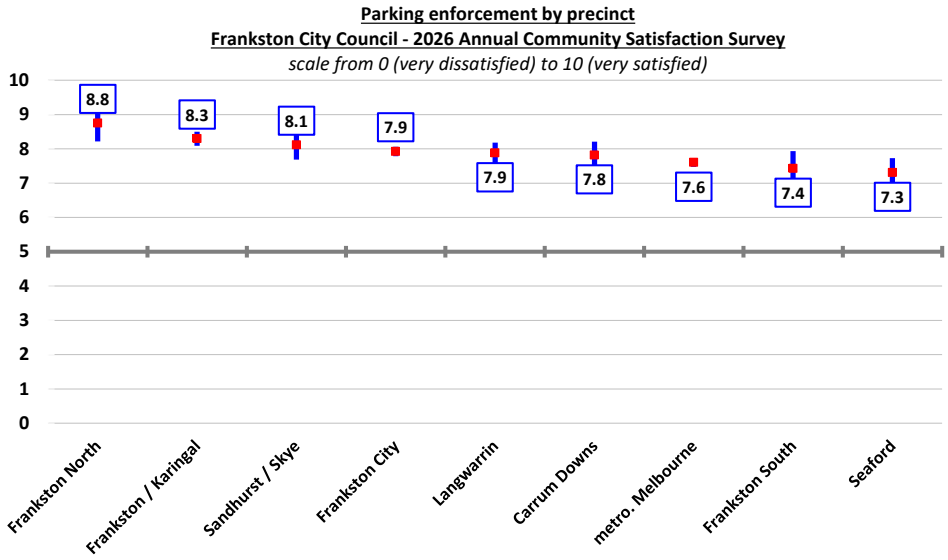



By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with "parking enforcement" of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

This increase in satisfaction was consistent with the fact that car parking was no longer in the top three nominated issues to address for the City of Frankston this year, with only three percent (down from 7%) of respondents nominating parking related issues this year.

There was some measurable variation in satisfaction with parking enforcement observed across the municipality, with respondents from Frankston North measurably (9pts) more satisfied than average.

Conversely, respondents from Seaford were measurably (6pts), and Frankston South notably (5pts) less satisfied than average, and at "very good", rather than "excellent", levels.




## Animal management

Animal management was the 32nd most important of the 34 included services and facilities, with an average importance of 8.9 out of 10, and one of three services and facilities to be measurably less important than the average of all 34 (9.2).

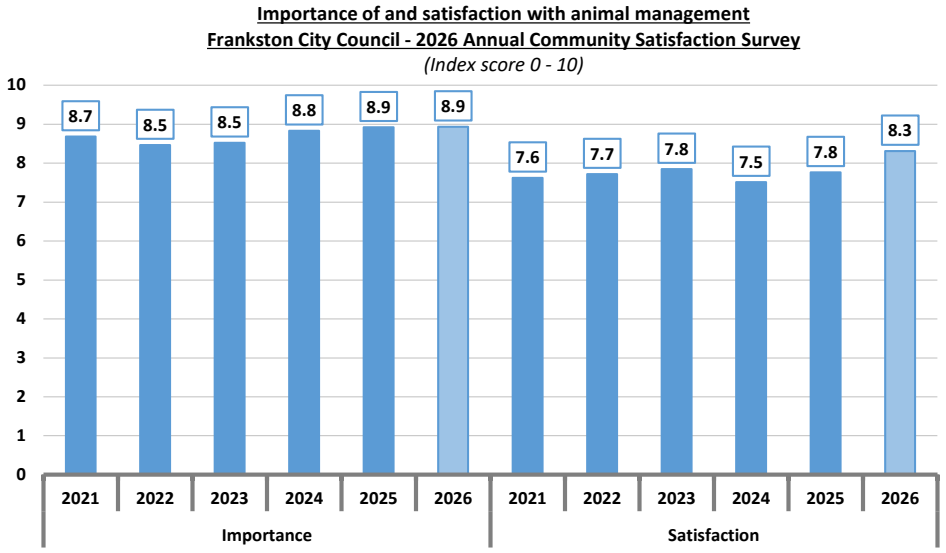
Satisfaction with animal management increased notably this year, up five percentage points to 8.3 out of 10, which remains an "excellent" level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2021 of 7.8 out of 10, or "excellent".

This ranks animal management 12th in terms of satisfaction this year.

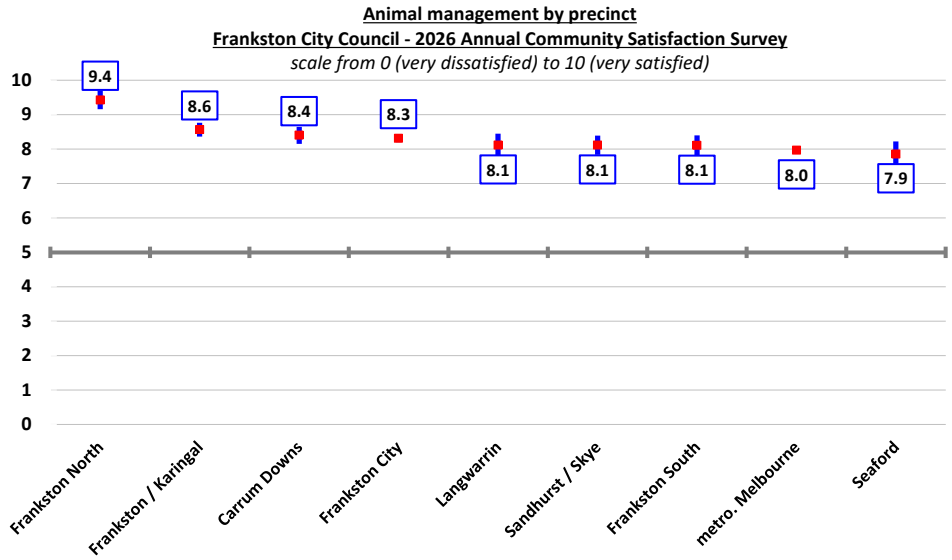
This result comprised 79% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 681 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with animal management observed by respondent profile.




By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with "animal management" of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with animal management observed across the municipality, with respondents from Frankston North measurably (11pts) more satisfied than average. Conversely, respondents from Seaford were measurably (4pts) less satisfied, although still at an "excellent" level.

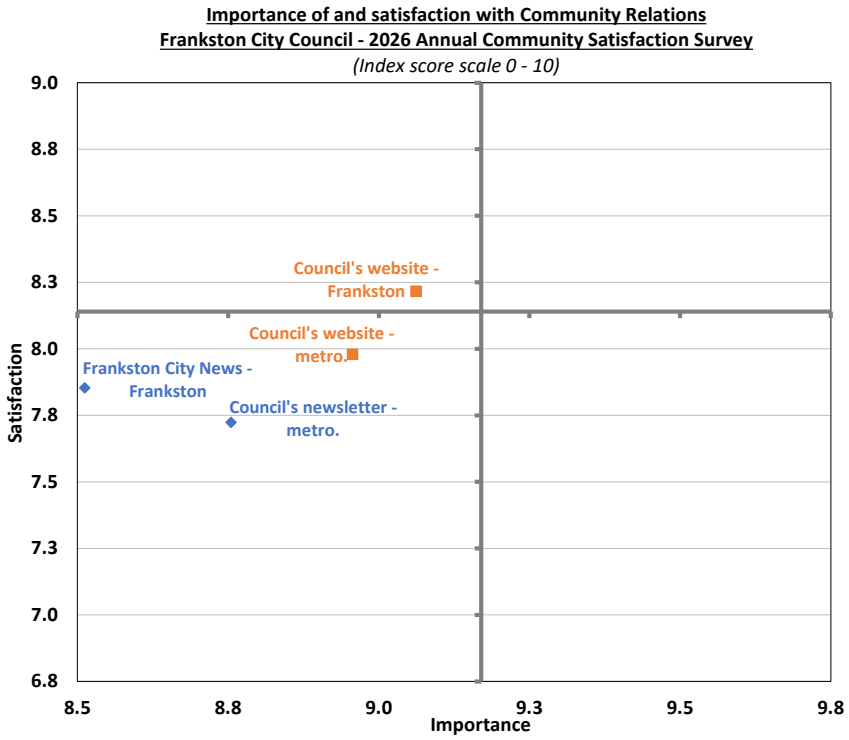


### *Community Relations*

There were two services of the Community Relations division included in the survey this year, these being the *Frankston City News* (Council's newsletter) and the Council website.

While Council's website recorded a satisfaction score which was higher than the average of all 34 services and facilities, satisfaction with the *Frankston City News* was lower than average.

Both services were less important than average.




### *Frankston City News* (Council's newsletter)

Council's newsletter, the *Frankston City News* was the least (34th) important of the 34 included services and facilities, with an average importance of 8.5 out of 10, and one of three that were measurably less important than the average of all 34 (9.2).

Satisfaction with the *Frankston City News* increased measurably this year, up six percentage points to 7.9 out of 10, which was an "excellent", up from a "good", level of satisfaction.

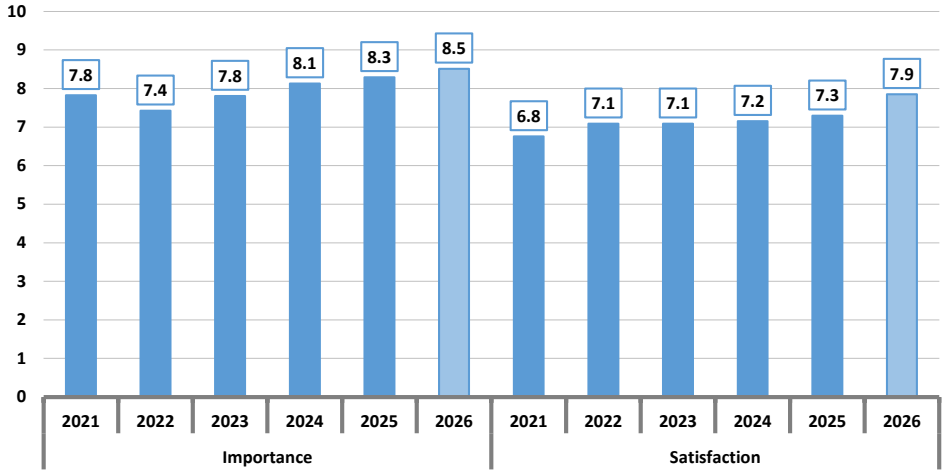
This result increased for the third consecutive year and was measurably (7pts) higher than the long-term average satisfaction since 2021 of 7.2, or "good".

This ranks the *Frankston City News* 25th in terms of satisfaction this year.

This result comprised 67% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 571 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with the newsletter observed by respondent profile.

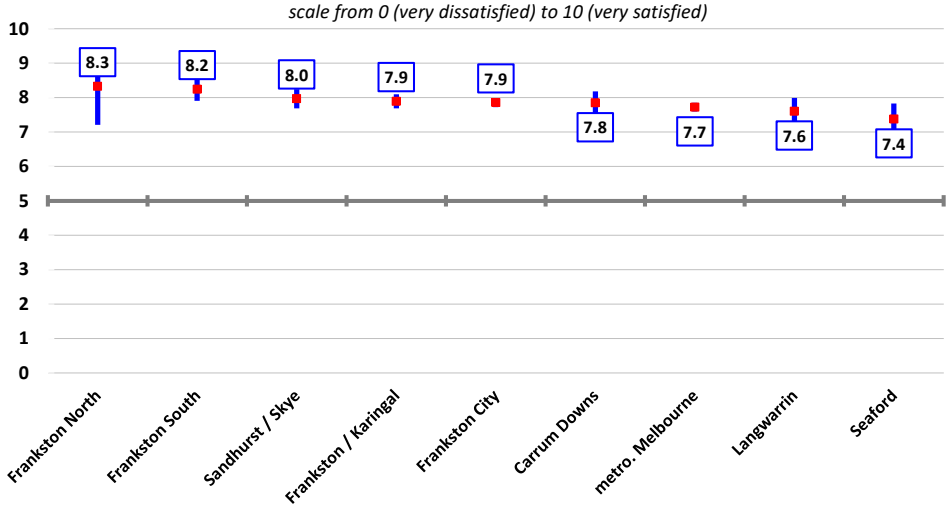
**Importance of and satisfaction with Frankston City News *(Council's newsletter)***
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Index score 0 - 10)*




By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with "Council's regular printed newsletter" of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with Council's newsletter observed across the municipality, respondents from Seaford were notably (5pts) less satisfied than average, and at a "very good", rather than an "excellent, level of satisfaction.

**Frankston City News *(Council's newsletter)* by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




The following table outlines the 22 comments received from respondents in relation to the Frankston City News.

**Reasons for dissatisfaction with Frankston City News**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Do not read* | |
| Not interested / relevant to me | 5 |
| Do not look at it / read it | 3 |
| **Total** | **8** |
| *Did not get the newsletter* | |
| Do not see it | 4 |
| I never hear about it | 1 |
| Never receive it | 1 |
| **Total** | **6** |
| *Need more information / updates* | |
| Contains more ads | 1 |
| I want more puzzles | 1 |

| | |
|---|---|
| Not frequent | 1 |
| Not much info related to community that interests me | 1 |
| There is too much mention of Councillors' favourite projects only | 1 |
| They put nothing of interest | 1 |
| **Total** | **6** |

*Other*

| | |
|---|---|
| Prefer it to be online | 1 |
| Should be an email | 1 |
| **Total** | **2** |
| **Total responses** | **22** |

## Council's website

Council's website was the 28th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

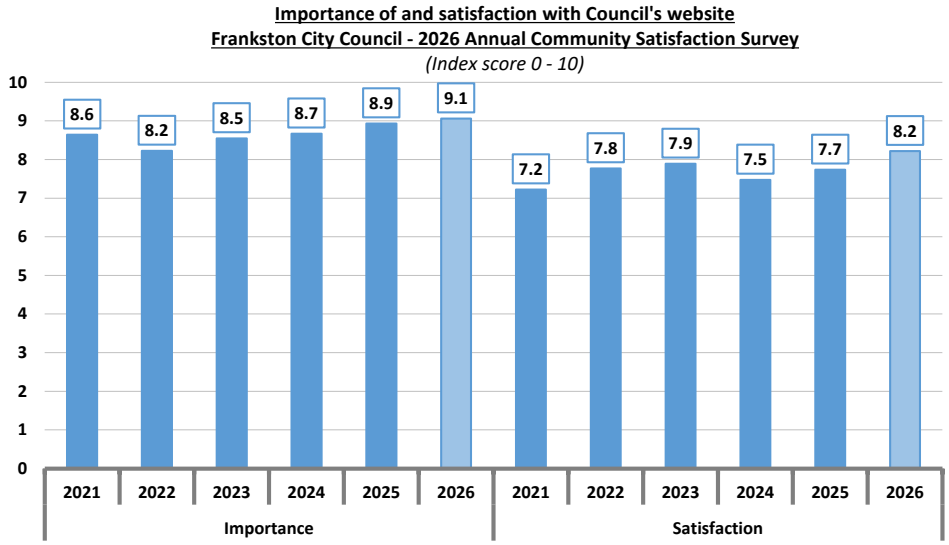
Satisfaction with Council's website increased notably this year, up five percentage points to 8.2 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

This result places satisfaction with the website notably above the long-term average satisfaction since 2021 of 7.7 out of 10, or "very good".

This ranks Council's website 17th in terms of satisfaction this year.

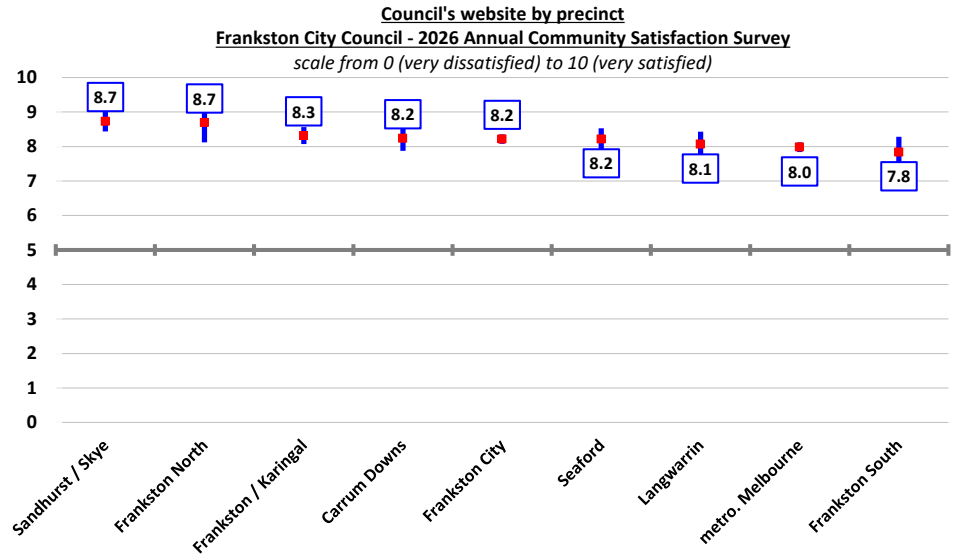
This result comprised 76% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 394 of the 402 (50%) respondents from households who had used these facilities in the last 12 months.

There was some variation in satisfaction with the website observed by respondent profile with respondents from English speaking households notably more satisfied than respondents from multilingual households.




By way of comparison, this result was measurably (2pts) higher than the metropolitan average satisfaction with "Council's website" of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

**T**here was some measurable variation observed across the municipality, respondents from Sandhurst / Skye measurably (5pts) more satisfied than average. Conversely, respondents from Frankston South were notably (4pts) less satisfied than average, but still at an "excellent" level.



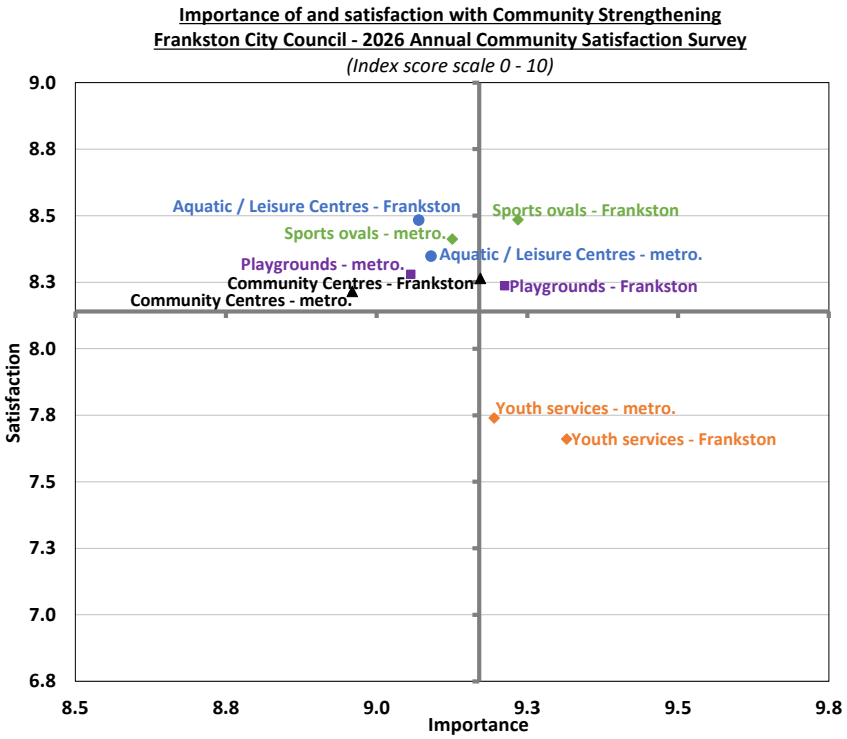
### *Community Strengthening*

There were five services from the Community Strengthening division included in the survey.

These services included sports ovals and other local sporting facilities (including activities), aquatic and leisure centres, youth services for 12- to 24-year-olds, the provision and maintenance of playgrounds, and community centres / neighbourhood houses.

Four of these five services and facilities recorded satisfaction scores that were higher than the average of all 34 services and facilities, with sports ovals and playgrounds being among the services and facilities which respondents considered most important and with which they were most satisfied.

Youth services, on the other hand, fell into the quadrant of most concern, being of higher-than-average importance, but lower-than-average satisfaction.



### Sports ovals and other local sporting facilities *(including activities)*

Sports ovals and other local sporting facilities were the 10th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

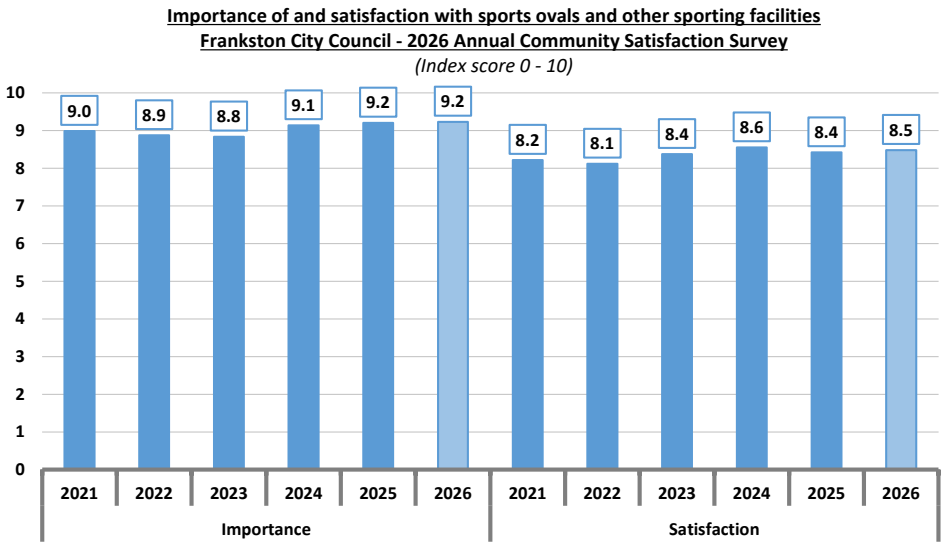
Satisfaction with sports ovals remained essentially stable this year, up one percentage point to 8.5 out of 10 this year, which remains an "excellent" level of satisfaction.

This result was broadly consistent with the long-term average satisfaction since 2021 of 8.4 out of 10.

This ranks sports ovals 7th in terms of satisfaction this year.

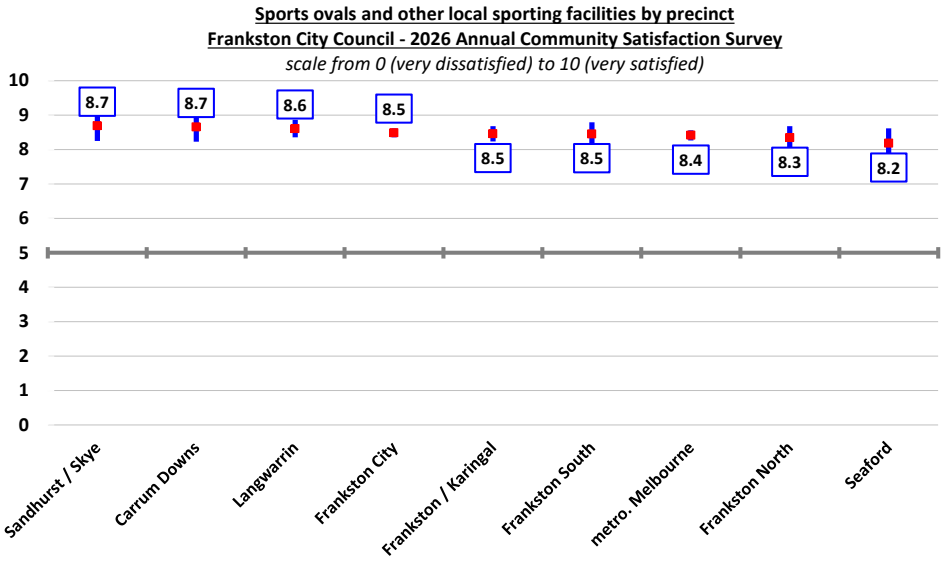
This result comprised 88% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 309 of the 317 (39%) respondents from households who had used these services / facilities in the last 12 months.

There was no substantive variation in satisfaction with sports ovals observed by respondent profile.




By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with "sports ovals and other local sporting facilities" of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with sports ovals observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels of more than eight out of 10.




## Aquatic and Leisure Centres

Aquatic and leisure centres were the 27th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with aquatic and leisure centres increased somewhat this year, up two percentage points to 8.5 out of 10, which remains an "excellent" level of satisfaction.

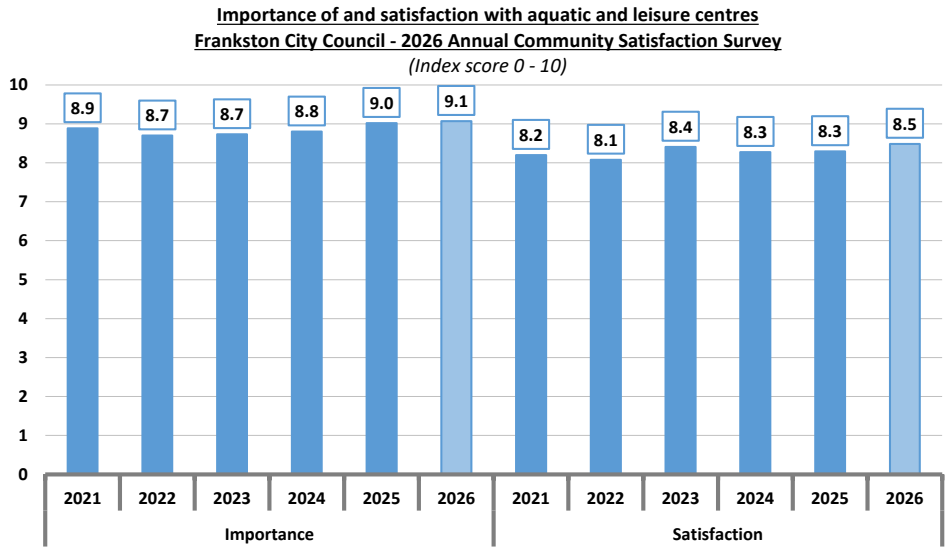
This result was somewhat higher than the "excellent" long-term average satisfaction since 2021 of 8.3 out of 10.

This ranks aquatic and leisure centres 8th in terms of satisfaction this year.

This result comprised 84% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 206 of the 212 (27%) respondents from households who had used these facilities in the last 12 months.

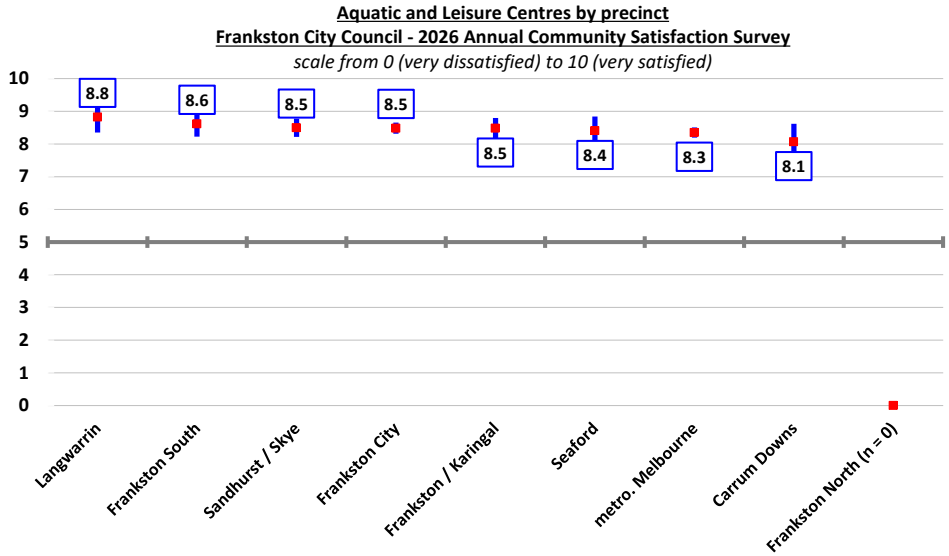
There was some variation in satisfaction with these facilities observed by respondent profile, with senior citizens (aged 75 years and older) notably more satisfied than average.

Respondents from English speaking households notably more satisfied than respondents from multilingual households.




By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with "recreation and/or aquatic centres" of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with aquatic and leisure centres observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels of eight or more out of 10.



### Youth services (for 12 to 24 year olds)

Youth services were the 7th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

Satisfaction with youth services declined notably this year, down six percentage points to 7.7 out of 10 this year, which was a "very good", down from an "excellent", level of satisfaction.

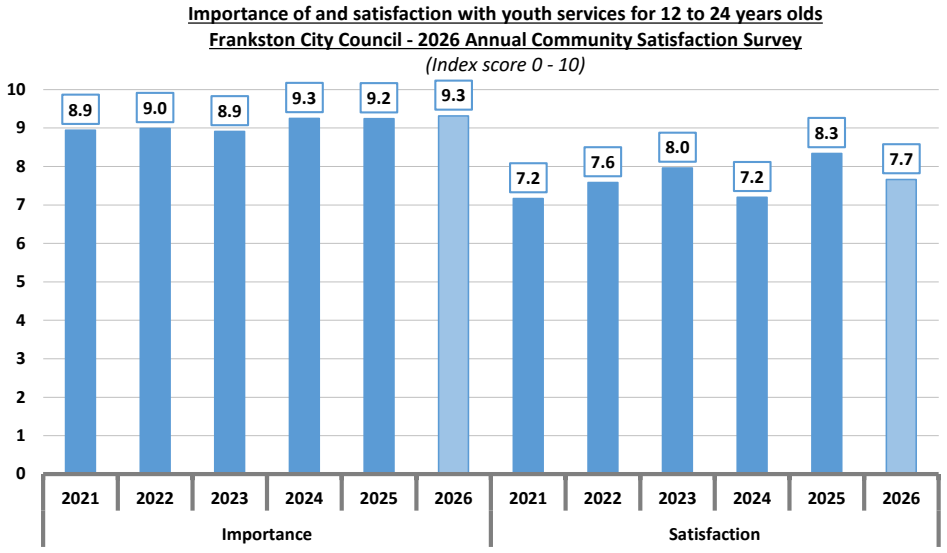
This was identical to the long-term average satisfaction since 2021 of 7.7 out of 10 or "very good".

This ranks youth services 28th in terms of satisfaction this year.

This result comprised 60% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 42 of the 44 (6%) respondents from households who had used these services / facilities in the last 12 months.

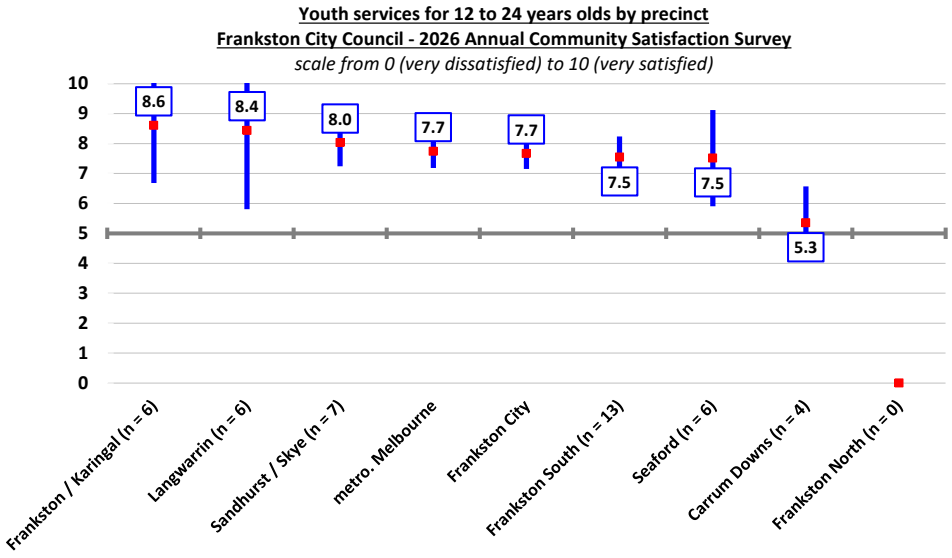
Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.

The two respondents from two-parent households with youngest child aged 13-18 years rated satisfaction at 8.0 out of 10, while the two one-parent households with children under 18 years rated it at 6.0 out of 10.




By way of comparison, this result was identical to the metropolitan Melbourne average satisfaction with "services for youth" of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.




**Provision and maintenance of playgrounds**

The provision and maintenance of playgrounds was the 12th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

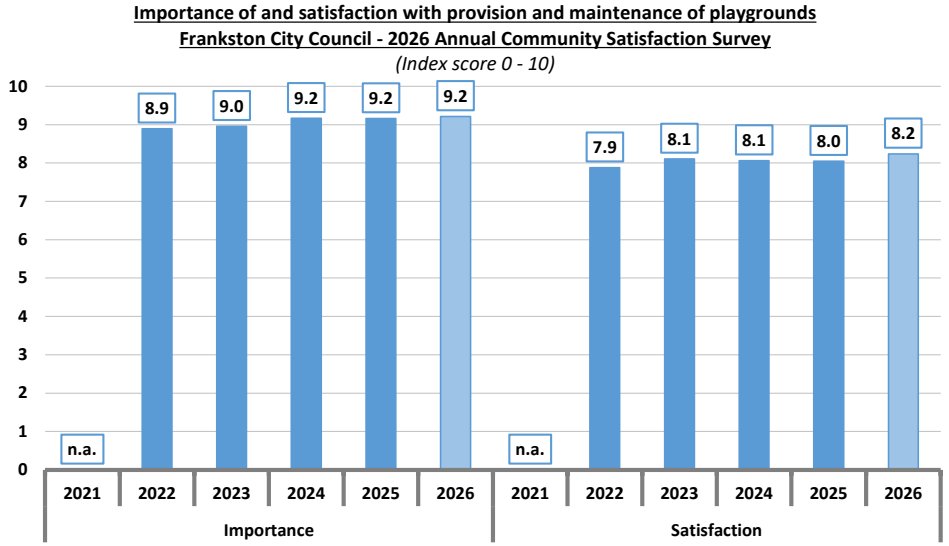
Satisfaction with playgrounds increased somewhat this year, rising two percentage points to 8.2 out of 10, which remains an "excellent" level of satisfaction.

This result was consistent with the long-term average satisfaction since 2022 of 8.1 out of 10, or "excellent".

This ranks the provision and maintenance of playgrounds 16th in terms of satisfaction this year.

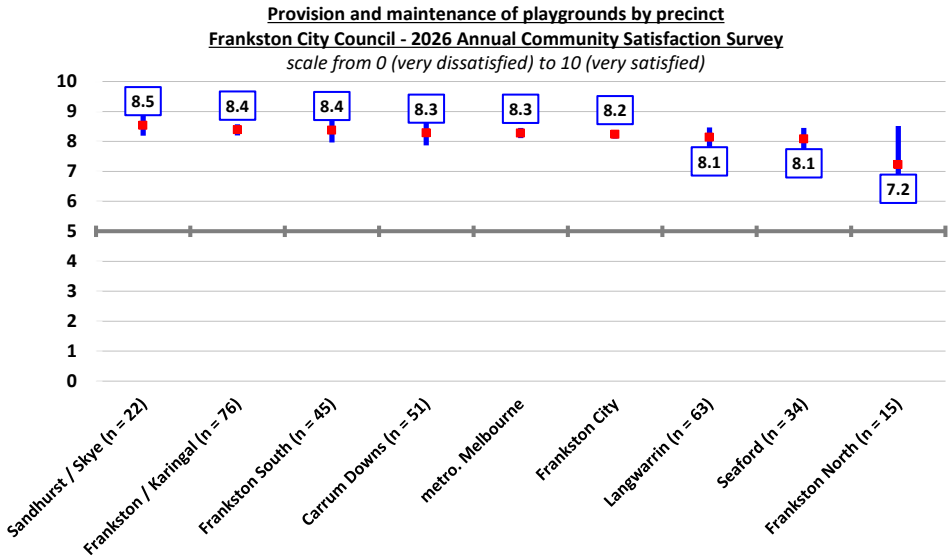
This result comprised 82% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 307 of the 310 (39%) respondents from households who had used these services / facilities in the last 12 months.

There was some variation in satisfaction with playgrounds observed by respondent profile, with middle-aged adults (aged 45 to 54 years) notably less satisfied than average.




By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the "provision and maintenance of playgrounds" of 8.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation in satisfaction with playgrounds observed across the municipality, the 15 respondents from Frankston North were notably (10pts) less satisfied than average, and at a "good", rather than an "excellent", level of satisfaction.



## Community Centres / Neighbourhood Houses

Community centres / neighbourhood houses were the 17th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

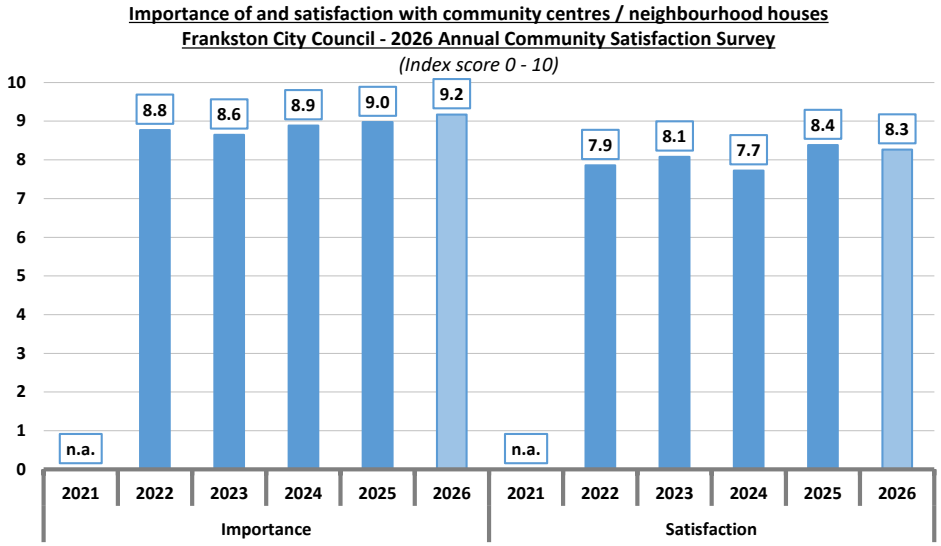
Satisfaction with community centres / neighbourhood houses remained essentially stable this year, down one percentage point to 8.3 out of 10, which remains an "excellent" level of satisfaction.

This was somewhat higher than the long-term average since 2022 of 8.1 out of 10 or "excellent".

This ranks community centres / neighbourhood houses 13th in terms of satisfaction this year.

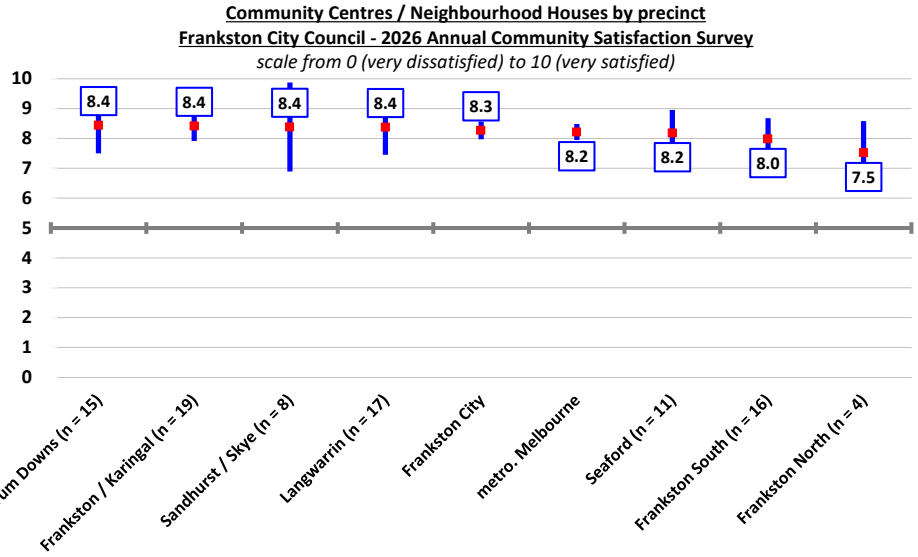
This result comprised 74% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 89 of the 94 (12%) respondents from households who had used these facilities in the last 12 months.

Given the relatively small sample size, there was no substantive variation in satisfaction observed by respondent profile.




By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with "community centres / neighbourhood houses" of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Although there was no measurable variation observed across the municipality, the four respondents from Frankston North were notably (8pts) less satisfied than average, and at a "very good", rather than an "excellent", level of satisfaction.




## *Operations Centre*

There were 11 services and facilities of the Operations Centre included in the survey this year.

These included the maintenance and repair of major arterial roads and highways (managed by VicRoads), the maintenance and repair of sealed local roads (managed by Council), drains maintenance and repairs, footpath maintenance and repairs, the provision of street trees, the provision and maintenance of parks, gardens, and reserves, litter collection in public areas, the maintenance and cleaning of shopping strips, public toilets, on and off-road bike paths, and the Frankston Memorial Park.

Two of these facilities recorded satisfaction scores which were higher than the average of all 34 services and facilities, namely the provision and maintenance of parks and gardens, and the Frankston Memorial Park. While parks and gardens were more important than average, the memorial park was less important.

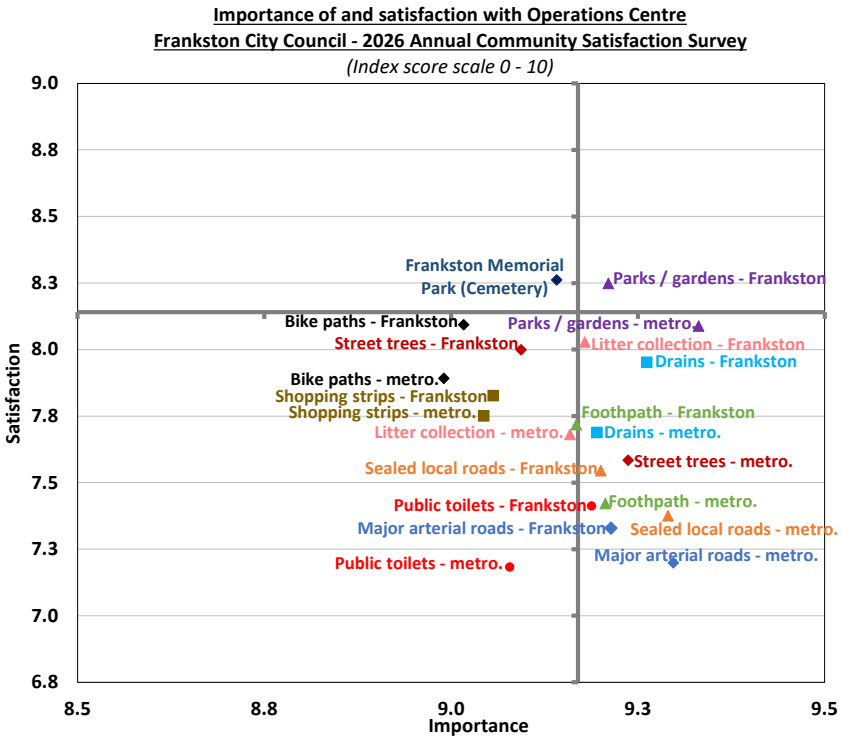
Of the nine services and facilities that recorded lower-than-average satisfaction, six fell into the quadrant of most concern, being of average of higher-than-average importance.

These were litter collection in public areas, drains maintenance, footpath maintenance, public toilets, the maintenance of sealed local roads, and the maintenance of major arterial roads and highways (managed by VicRoads).

The other three services, namely bike paths, street trees, and the maintenance and cleaning of shopping strips, were less important.

Metropolis Research notes that satisfaction with major arterial roads and highways (managed by VicRoads) was measurably (2pts) lower than satisfaction with sealed local roads (managed by Council).

This variation between VicRoads and Council managed roads was consistent with the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.




## Maintenance and repairs of major arterial roads and highways

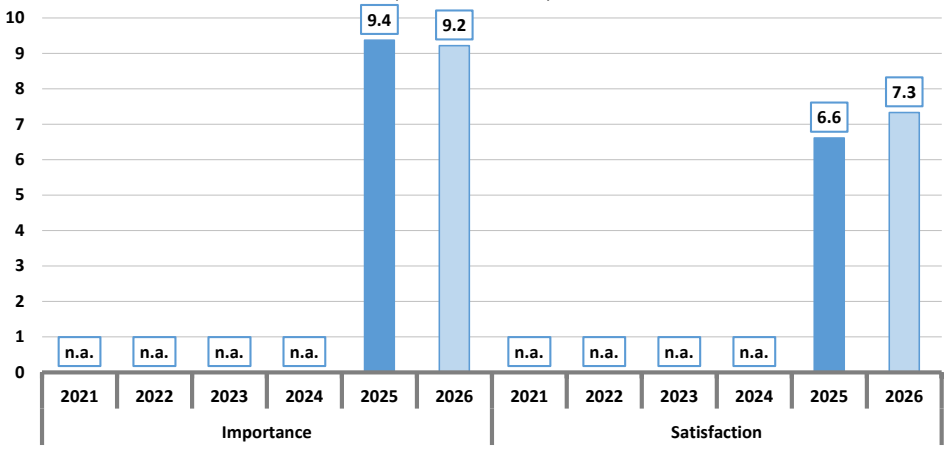
The maintenance and repair of major arterial roads and highways (managed by VicRoads) was the 11th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with major arterial roads (managed by VicRoads) rose measurably this year, rising seven percentage points to 7.3 out of 10, which was a “very good”, up from a “good” level of satisfaction.

This result ranks major arterial roads managed by VicRoads 33rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 55% "very satisfied" and eight percent "dissatisfied" respondents, based on a total sample of 784 of the 800 respondents who provided a satisfaction score this year.
There was some substantive variation in satisfaction with major arterial roads observed by respondent profile, with young adults (aged 18 to 34 years) notably more satisfied than average.

**Importance of and satisfaction with the maintenance and repairs of major arterial roads and highways**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Index score 0 - 10)*

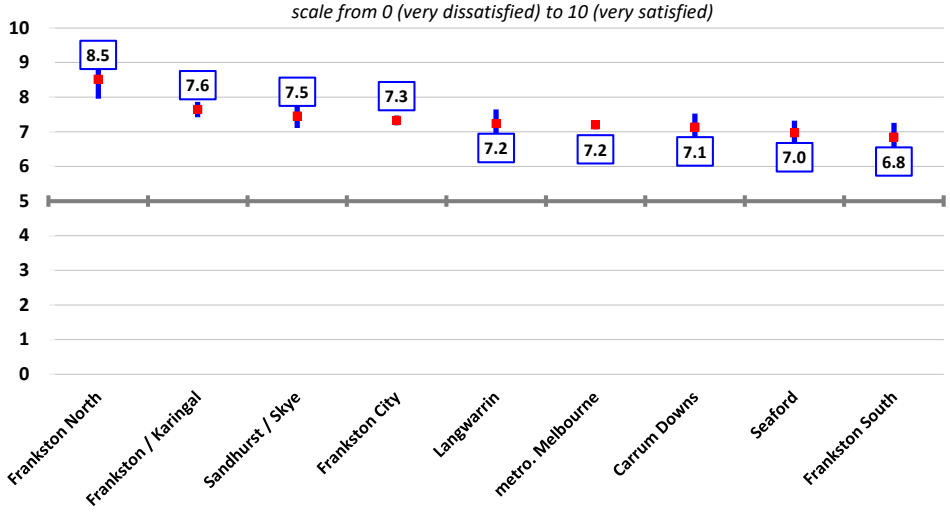



By way of comparison, satisfaction with major arterial roads (managed by VicRoads) was broadly consistent with the metropolitan average satisfaction with the "the maintenance and repair of major arterial roads and highways" of 7.2 out of 10, or "good", as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with major roads observed across the municipality, with respondents from Frankston North measurably (12pts) more satisfied than the municipal average, and at an "excellent", rather than a "very good", level.

Conversely, respondents from Frankston South were notably (5pts) less satisfied, and at a "good", rather than a "very good", level.

**Maintenance and repairs of major arterial roads and highways by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




The following table outlines the 62 comments and 68 locations of concern received in relation to the maintenance and repair of major arterial roads and highways (managed by VicRoads).

These comments have been broadly categorised as follows:

- Potholes 23 comments
- Poor condition / quality of roads 10 comments
- Cleanliness / graffiti 8 comments
- Lack of proper maintenance / infrequent maintenance 7 comments
- Need proper maintenance 5 comments
- Upkeep of roadsides, vegetation and trees 5 comments
- Roadworks 2 comments
- Other issues 2 comments
- Specific locations and roads of concern 66 locations.

**Reasons for dissatisfaction with maintenance and repairs of major arterial roads and highways**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Potholes* | |
| Potholes | 18 |
| Potholes everywhere on Vic roads | 4 |
| I see a lot of potholes after the rain on all Vic roads | 1 |
| **Total** | **23** |

| *Poor condition / quality of roads* | |
|---|---|
| Horrendous / disgusting / in bad shape | 3 |
| Majority of roads in general | 2 |
| Average | 1 |
| Dangerous spots on the road | 1 |
| General state of disrepair | 1 |
| Roads are broken. It was not like this before | 1 |
| The major ones | 1 |
| **Total** | **10** |

| *Cleanliness / graffiti* | |
|---|---|
| Rubbish | 3 |
| Graffiti on every street | 2 |
| Bus shelters are always vandalized | 1 |
| Graffiti on freeway signs | 1 |
| Rubbish on freeway signs | 1 |
| **Total** | **8** |

| *Lack of proper maintenance / infrequent maintenance* | |
|---|---|
| All really badly maintained | 2 |
| Do not fix things / nothing is being done | 2 |
| Have not fixed roads around this area for 10 - 20 years. It is embarrassing in some parts | 1 |
| Lack of road maintenance | 1 |
| Very slow maintenance | 1 |
| **Total** | **7** |

| *Need proper maintenance* | |
|---|---|
| All of them | 2 |
| All roads and highways | 1 |
| Maintenance needs improvement | 1 |
| Needs repairs | 1 |
| **Total** | **5** |

| *Upkeep of roadsides, vegetation and trees* | |
|---|---|
| Grass on the side of the roads | 1 |
| Lawns not being cleaned up | 1 |
| Maintenance of bushes in this area | 1 |
| Plants / grass not maintained | 1 |
| Weed control is bad | 1 |
| **Total** | **5** |

| *Roadworks* | |
|---|---|
| Intersections are mostly closed | 1 |
| Too many roadworks | 1 |
| **Total** | **2** |

| *Other* | |
|---|---|
| Budget cuts | 1 |
| Traffic signs | 1 |
| **Total** | **2** |

| *Specific locations identified by respondents* | |
|---|---|
| Frankston - Dandenong Rd | 6 |
| Frankston - Flinders Rd | 6 |
| Frankston Fwy | 5 |
| Moorooduc Hwy | 4 |
| Frankston - Dandenong Rd potholes | 3 |
| Nepean Hwy | 3 |
| Cranbourne Rd potholes | 2 |
| Moorooduc Hwy | 2 |
| Mornington Peninsula Fwy | 2 |
| Nepean Hwy potholes | 2 |
| Backwater Hill | 1 |
| Ballarto Rd | 1 |
| Beach St | 1 |
| Bunarong Dr | 1 |
| Cars are going too fast going into Railway Pde next to a school and there is a tall building built is blocking it | 1 |
| Coolart Rd | 1 |
| Cranbourne - Frankston Rd has potholes | 1 |
| Cranbourne - Frankston Rd maintenance is poor | 1 |
| Cranbourne Rd has potholes | 1 |
| Cranbourne Rd is disgusting | 1 |
| Davey St | 1 |
| Eramosa Rd West | 1 |
| Forest Dr | 1 |
| Frankston - Dandenong Rd potholes are only dealt with temporarily | 1 |
| Frankston - Flinders Rd needs to be fixed | 1 |
| Hall Rd | 1 |
| Hastings Rd | 1 |
| Karingal Dr is falling apart. Poor condition | 1 |
| Moorooduc Hwy Service Rd is not maintained at all | 1 |
| Mornington Peninsula Fwy is shocking | 1 |
| North Rd is not safe | 1 |
| Old Mornington Rd potholes | 1 |
| Overton Rd is disgraceful | 1 |
| Seaford Rd | 1 |

| | |
|---|---|
| Skye Rd is disgraceful | 1 |
| Skye Rd potholes | 1 |
| Speed humps are too steep on Ogradys Rd | 1 |
| Spring St | 1 |
| Very dangerous at the top of the freeway intersection | 1 |
| Weeds on side of the roads in Moorooduc Hwy | 1 |
| Western Port Hwy | 1 |
| **Total** | **66** |
| **Total responses** | **128** |

## Maintenance and repairs of sealed local roads

The maintenance and repair of sealed local roads was the 14th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with the maintenance and repair of sealed local roads increased measurably this year, rising five percentage points to 7.5 out of 10, which was a "very good", up from a "good", level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2021 of 7.1 out of 10, or "good".

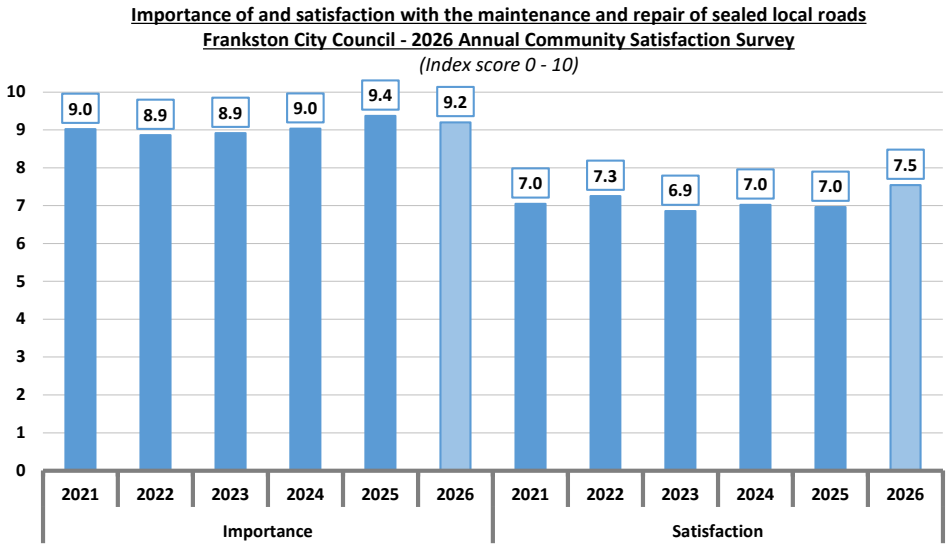
Metropolis Research notes that satisfaction with major arterial roads and highways (managed by VicRoads) was measurably (2pts) lower than satisfaction with sealed local roads (managed by Council).

This variation between VicRoads and Council managed roads was consistent with the metropolitan average, as recorded in the 2026 *Governing Melbourne* research.

This ranks the maintenance and repair of sealed local roads 30th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 57% "very satisfied" and five percent "dissatisfied" respondents, based on a total sample of 787 of the 800 respondents who provided a satisfaction score this year.

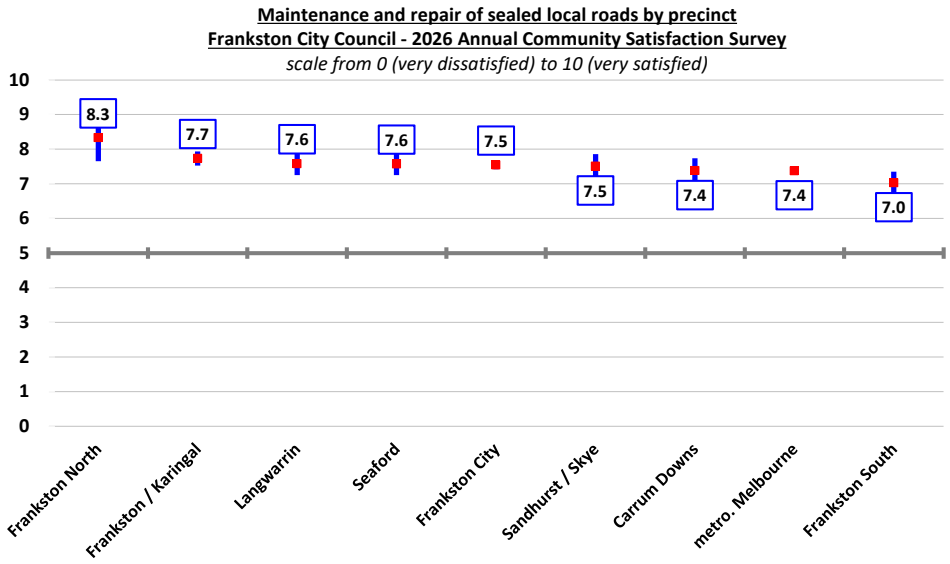
There was no substantive variation in satisfaction with local roads observed by respondent profile.




By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with the "maintenance and repairs of sealed local roads" of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with local roads observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average, and at an "excellent", rather than a "very good", level.

By contrast, respondents from Frankston South were measurably (5pts) less satisfied, and at a "good" level.




The following table outlines the 47 comments and 10 locations or roads of concern in relation to the maintenance and repair of sealed local roads (managed by Council).

These comments have been broadly categorised as follows:

- Potholes 25 comments
- Lack of proper maintenance / infrequent maintenance 7 comments
- Poor condition / quality of roads 5 comments
- General negative comments 3 comments
- Upkeep of roadsides, vegetation and trees 3 comments
- Cleanliness / graffiti 2 comments
- Maintenance / repairs / fixing 1 comment
- Other issues 1 comment
- Specific locations or roads of concern 10 locations.

**Reasons for dissatisfaction with maintenance and repairs of sealed local roads**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Potholes* | |
| Potholes | 23 |
| Fix the holes and tear them back | 1 |
| Roads around highways are not maintained and has dangerous holes around it. Even after reporting so many times, it still is not addressed | 1 |
| **Total** | **25** |

| *Lack of proper maintenance / infrequent maintenance* | |
|---|---|
| Maintenance needs improvement | 5 |
| Do not see anyone maintaining them | 1 |
| Poor management in general | 1 |
| **Total** | **7** |

| *Poor condition / quality of roads* | |
|---|---|
| All of them are just average at best | 2 |
| All are bad | 1 |
| Rough surfaces | 1 |
| Uneven | 1 |
| **Total** | **5** |

| *General* | |
|---|---|
| In general | 2 |
| Roads are rubbish | 1 |
| **Total** | **3** |

| *Upkeep of roadsides, vegetation and trees* | |
|---|---|
| Intersections that are covered by unpruned trees | 1 |
| Need more weed control | 1 |
| **Total** | **2** |

| *Cleanliness / graffiti* | |
|---|---|
| Garbage | 1 |
| Messy | 1 |
| **Total** | **2** |

| *Maintenance / repairs / fixing* | |
|---|---|
| Residents who will be affected by road maintenance should be well notified | 1 |
| **Total** | **1** |

| *Other* | |
|---|---|
| So much people parking | 1 |
| **Total** | **1** |

| *Specific locations* | |
|---|---|
| Skye Rd | 2 |
| Collard Pl | 1 |
| Frankston Fwy | 1 |
| Karingal Dr | 1 |
| Lyrebird Dr | 1 |
| Nepean Hwy is poorly maintained | 1 |
| North Rd | 1 |
| Weeds on the side of the roads in Moorooduc Hwy | 1 |
| Westernport Rd | 1 |
| **Total** | **10** |
| **Total responses** | **56** |

## Drains maintenance and repairs

Drains maintenance and repairs were the 8th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10.

Satisfaction with drains maintenance increased measurably this year, rising six percentage points to 8.0 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

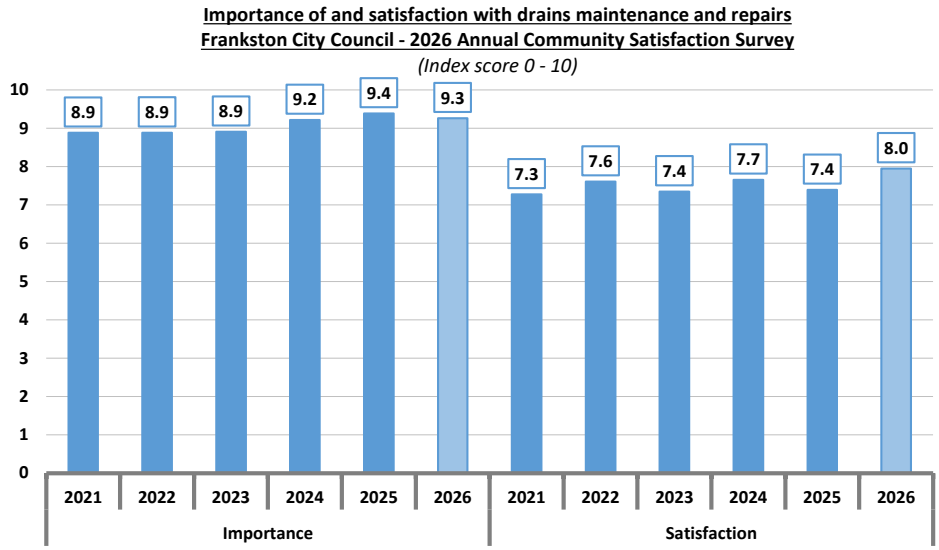
This was notably higher than the long-term average satisfaction since 2021 of 7.5 out of 10, or "very good".

This result ranks drains maintenance 23rd in terms of satisfaction this year.

This result comprised 69% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 775 of the 800 respondents who provided a satisfaction score this year.

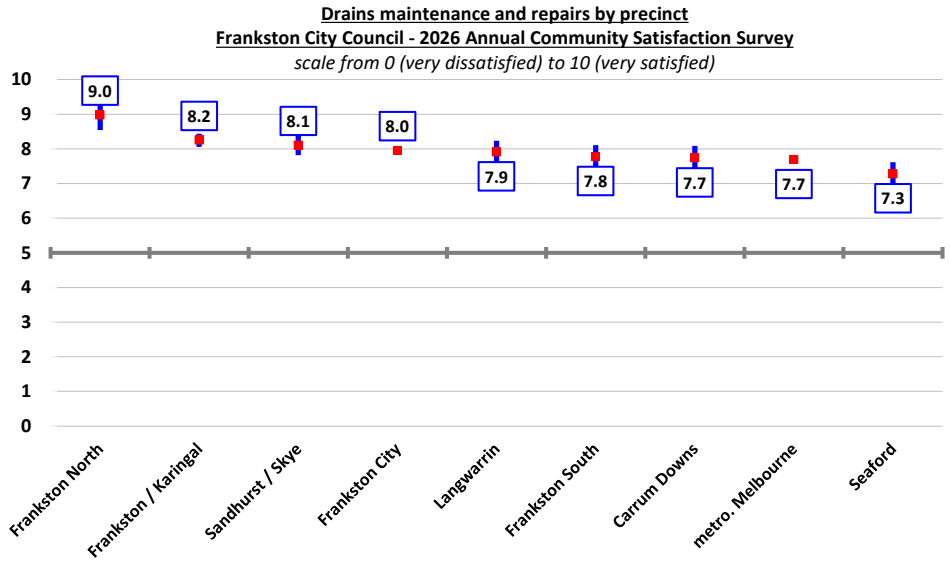
There was no substantive variation in satisfaction with drains maintenance observed by respondent profile.

By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with "drains maintenance and repairs" of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.




There was some statistically significant variation in satisfaction with drains maintenance observed across the municipality, with respondents from Frankston North (10pts) and Frankston / Karingal (2pts) measurably more satisfied than average.

Conversely, respondents from Seaford were measurably (7pts) less satisfied than average, and at a "good", rather than an "excellent", level of satisfaction.



## Footpath maintenance and repairs

Footpath maintenance and repair was the 20th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

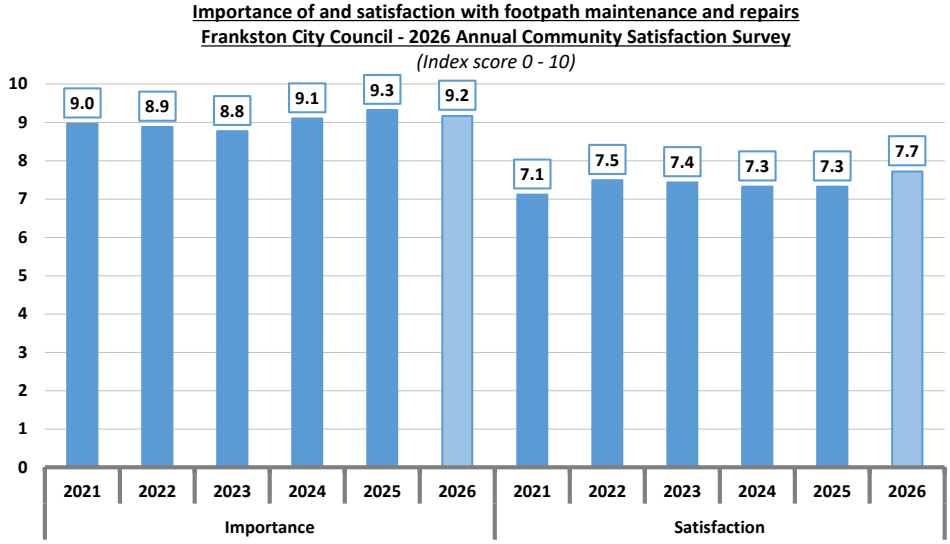
Satisfaction with footpath maintenance rose notably this year, rising four percentage points to 7.7 out of 10, which remains a "very good" level of satisfaction.

This result was somewhat higher than the long-term average satisfaction since 2021 of 7.4 out of 10.

This ranks footpath maintenance 29th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 67% "very satisfied" and five percent "dissatisfied" respondents, based on a total sample of 785 of the 800 respondents who provided a satisfaction score this year.

There was some variation in satisfaction with footpaths observed by respondent profile, with senior citizens (aged 75 years or older) notably less satisfied than average.

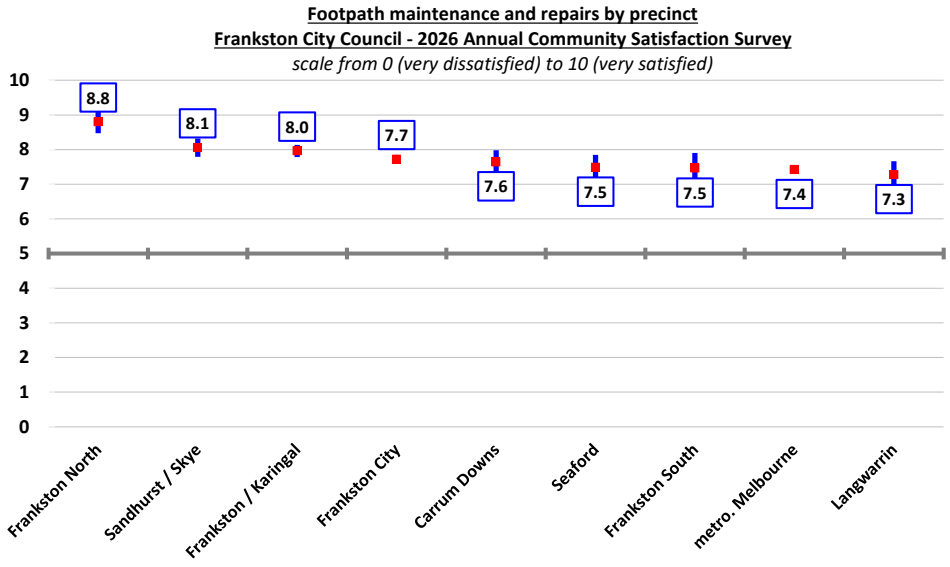



By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with "footpath maintenance and repairs" of 7.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with footpaths observed across the municipality, with respondents from Frankston North (11pts), Sandhurst / Skye (4pts), and

Frankston / Karingal (3pts) measurably more satisfied than the municipal average, and at "excellent", rather than "very good", levels.

By contrast, it is noted that respondents from Langwarrin were notably (4pts) less satisfied than average, although still at a "very good" level of satisfaction.




**Provision and maintenance of street trees**

The provision and maintenance of street trees was the 26th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

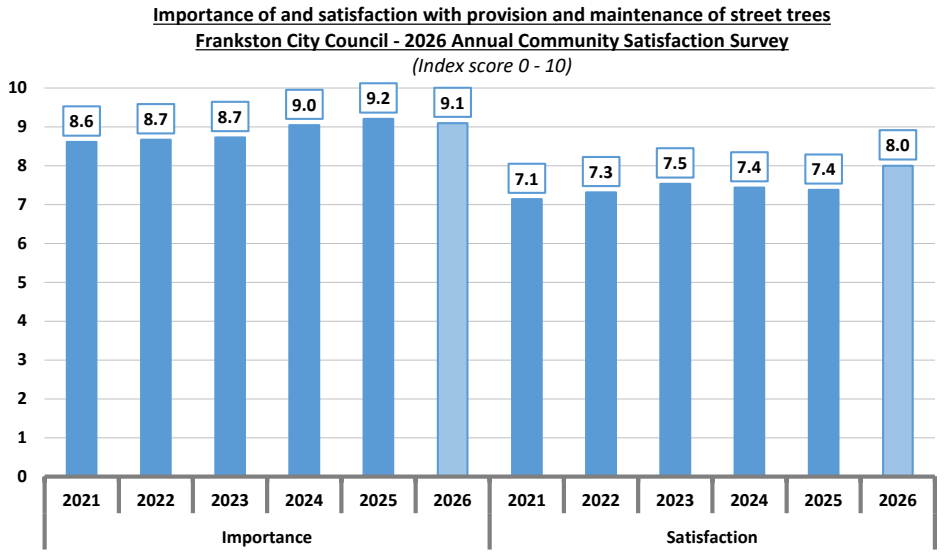
Satisfaction with the provision and maintenance of street trees rose measurably this year, rising six percentage points to 8.0 out of 10, which was an "excellent", up from a "very good" level.

This result was notably higher than the long-term average satisfaction since 2021 of 7.5 out of 10.

This ranks the provision and maintenance of street trees 22nd in terms of satisfaction this year.

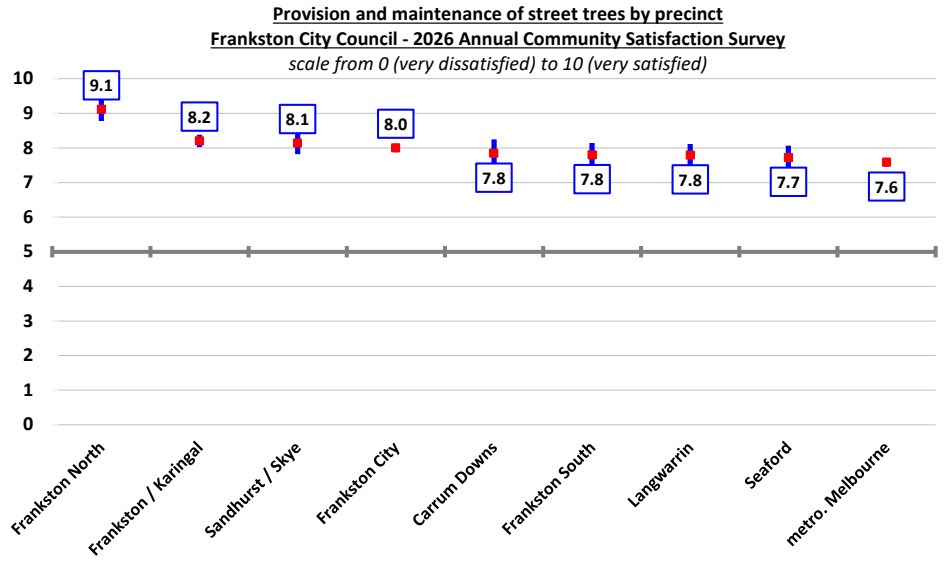
This result comprised 73% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 783 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with street trees observed by respondent profile.




By way of comparison, this result was measurably (4pts) higher than the metropolitan average satisfaction with the "provision and maintenance of street trees" of 7.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with street trees observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average. Respondents from all seven precincts rated satisfaction at "excellent" levels.



## Provision and maintenance of parks, gardens, and reserves

The provision and maintenance of parks, gardens, and reserves was the 13th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

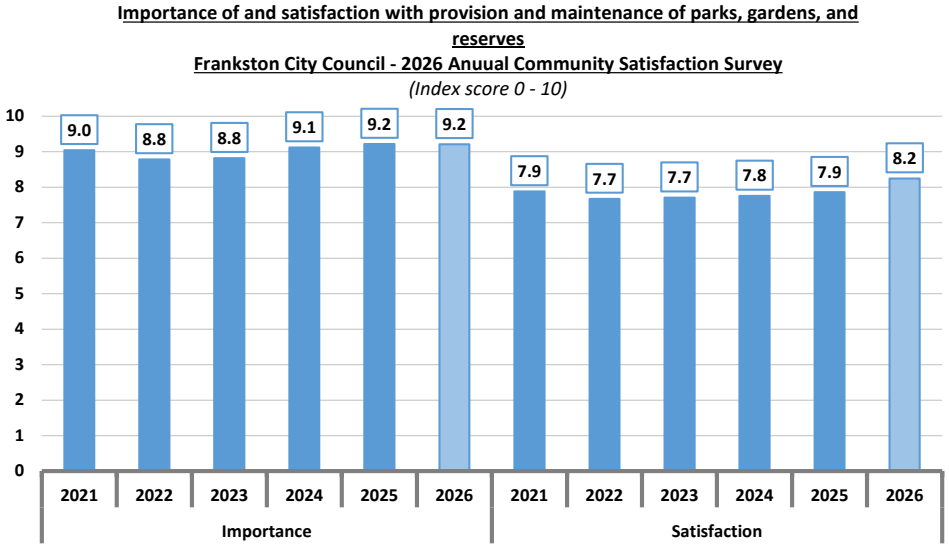
Satisfaction with the provision and maintenance of parks, gardens, and reserves increased somewhat this year, up three percentage points to 8.2 out of 10, which remains an "excellent" level of satisfaction.

This result was somewhat higher than the long-term average satisfaction with street trees since 2021 of 7.9 out of 10.

This ranks the provision and maintenance of parks, gardens, and reserves 15th in terms of satisfaction this year.

This result comprised 76% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 775 of the 800 respondents who provided a satisfaction score this year.

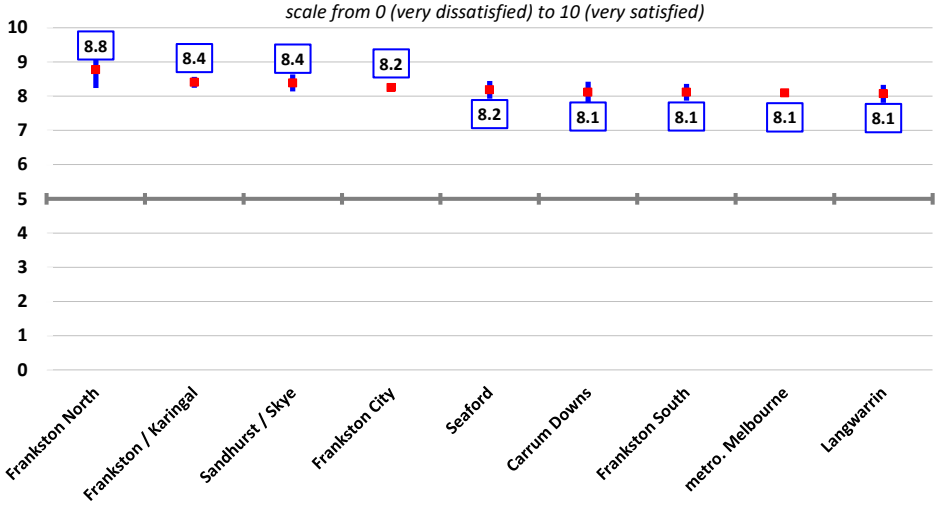
There was some variation in satisfaction with parks and gardens observed by respondent profile, with senior citizens (aged 75 years or older) notably more satisfied than average.




By way of comparison, this result was measurably (1pt) higher than the metropolitan average satisfaction with the "provision and maintenance of parks, gardens, and reserves" of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was no measurable variation in satisfaction with parks and gardens observed across the municipality, with respondents from all precincts rating satisfaction at "excellent" levels.

**Provision and maintenance of parks, gardens, reserves by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*scale from 0 (very dissatisfied) to 10 (very satisfied)*




The following table outlines the 20 comments and 10 locations of concern received in relation to the provision and maintenance of parks, gardens, and reserves.

These comments have been broadly categorised as follows:

- Maintenance issues 8 comments
- Space utilisation / redesign 6 comments
- Grass mowing 3 comments
- Other issues 3 comments
- Specific Locations of concern 10 locations.

**Reasons for dissatisfaction with provision and maintenance of parks, gardens, and reserves**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Maintenance issues* | |
| More / better maintenance is required | 2 |
| Nature strips are ruined all around | 1 |
| Needs more maintenance | 1 |
| Not maintained enough | 1 |
| Nothing is being done | 1 |
| Parks are poorly maintained | 1 |
| Several areas are poorly maintained | 1 |
| **Total** | **8** |

| *Space utilization / redesign* | |
|---|---|
| No facilities / amenities | 2 |
| Need more dog bins and bags | 1 |
| No play equipment in parks for kids | 1 |
| No trash cans | 1 |
| Not enough equipment | 1 |
| **Total** | **6** |

| *Grass mowing* | |
|---|---|
| General lack of maintenance around the lawns, particularly during summer which is prone to fire | 1 |
| Overgrown grass | 1 |
| Trim grass and bushes | 1 |
| **Total** | **3** |

| *Other* | |
|---|---|
| Bigger parks get more effort | 1 |
| Cleaning of car parking near parks | 1 |
| Undergrowth clearing affecting birds | 1 |
| **Total** | **3** |

| *Specific Locations* | |
|---|---|
| Davey St has no drinking tap for kids | 1 |
| Nepean Hwy has dirty street sides | 1 |
| Park near Daisy Way has needles | 1 |
| Reserve near the school area has to be maintained more with grass mowing | 1 |
| Rotary Park is not maintained | 1 |
| Rubbish in the grass and trees near the shopping centre near Theresa Ave | 1 |
| Trees are being chopped down near Oak Gr | 1 |
| Wahgunyah Ct Reserve needs better facilities | 1 |
| Willow Rd parks do not have bins | 1 |
| Woodside Ave Reserve does not have enough seating and has no shade | 1 |
| **Total** | **10** |
| **Total Responses** | **30** |

### Litter collection in public areas

Litter collection in public areas was the 16th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

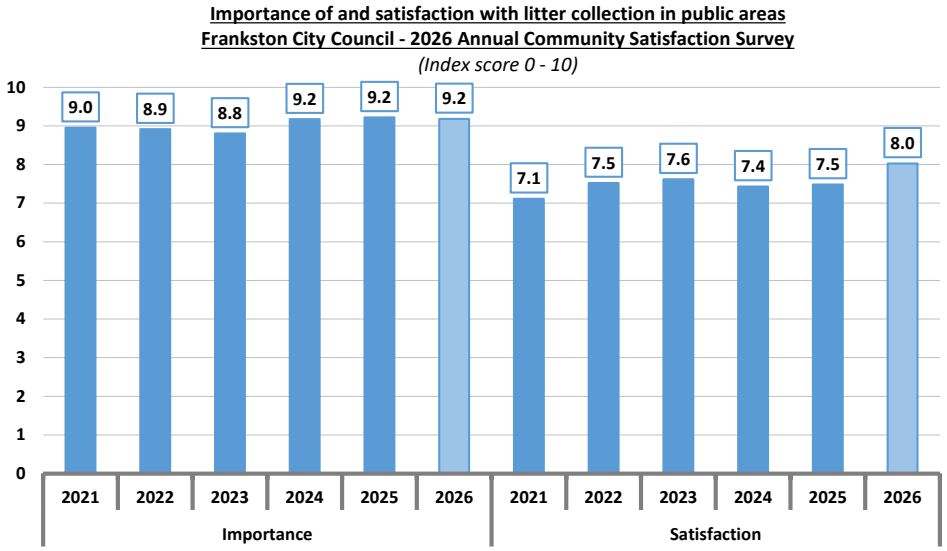
Satisfaction with litter collection in public areas increased measurably this year, up five percentage points to 8.0 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

This result was essentially consistent with the long-term average satisfaction since 2021 of 7.4 out of 10.

This ranks litter collection in public areas 21st in terms of satisfaction this year.

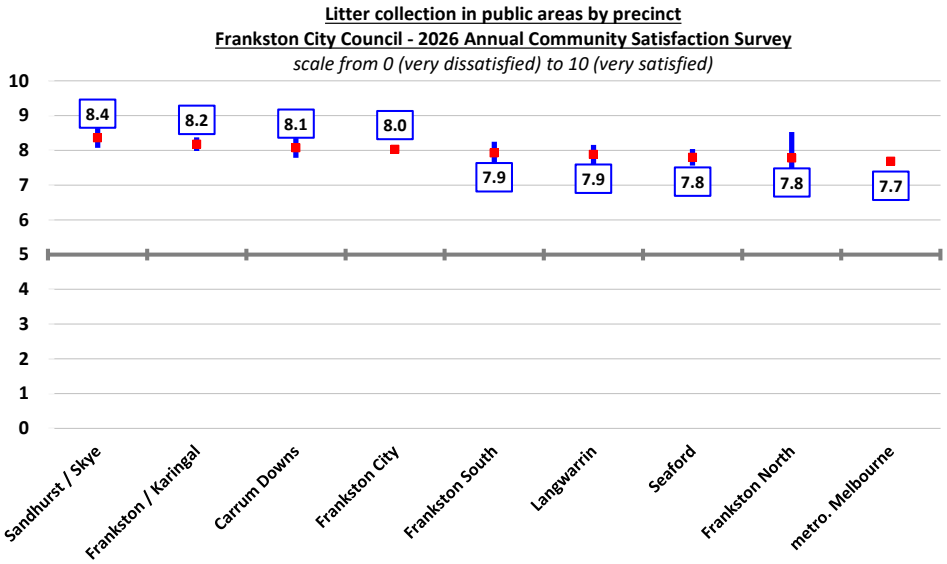
This result comprised 74% "very satisfied" and two percent "dissatisfied" respondents based on a total sample of 662 of the 800 respondents who provided a satisfaction score this year.

There was no substantial variation in satisfaction with litter collection observed by respondent profile.




By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with "litter collection in public areas" of 7.7 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was measurable variation in satisfaction with litter collection observed across the municipality, with respondents from Sandhurst / Skye measurably (4pts) more satisfied than average. Respondents from all seven precincts, however, rated satisfaction at "excellent" levels.




## Maintenance and cleaning of shopping strips

The maintenance and cleaning of shopping strips was the 29th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with the maintenance and cleaning of shopping strips increased measurably this year, up four percentage points to 7.8 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2021 of 7.5.

This ranks maintenance and cleaning of shopping strips 27th in terms of satisfaction this year.

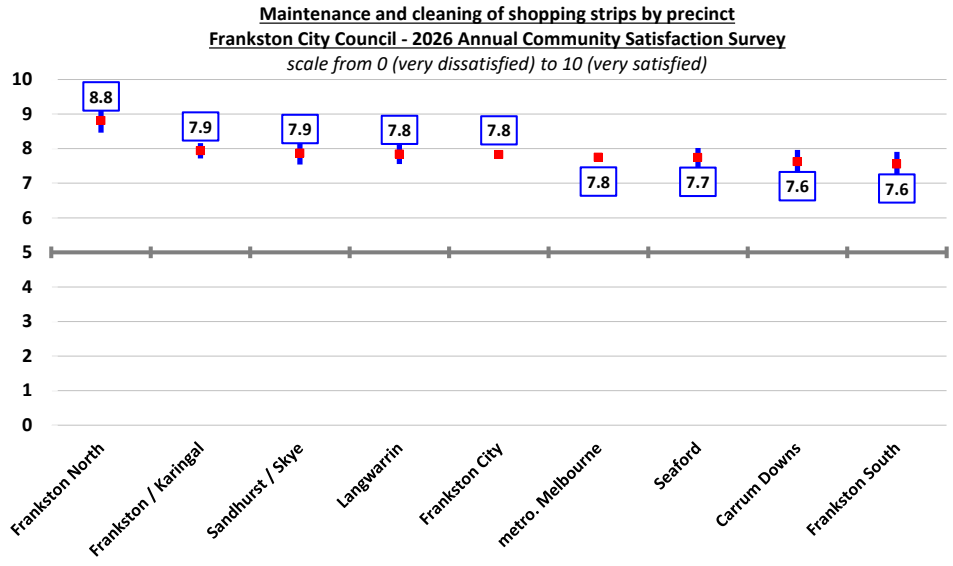
This result comprised 64% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 774 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with shopping strips observed by respondent profile.




By way of comparison, this result was identical to the metropolitan average satisfaction with the "maintenance and cleaning of strip shopping areas" of 7.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with shopping strips observed across the municipality, with respondents from Frankston North measurably (10pts) more satisfied than average.



The following table outlines the 42 comments and eight locations of concern received in relation to the maintenance and cleaning of shopping strips.

**Reasons for dissatisfaction with maintenance and cleaning of shopping strips**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Cleanliness and maintenance* | |
| Rubbish | 5 |
| Cleaning has to be more often / more / not enough cleaning | 4 |
| Could be better | 2 |
| Dirty | 2 |
| Do not do enough | 2 |
| No maintenance | 2 |
| Need to clean the bins frequently | 1 |
| Not careful | 1 |
| Not enough upkeep | 1 |
| Not maintained at all | 1 |
| People dump stuff | 1 |
| Smells weird | 1 |
| Stuff everywhere | 1 |
| Very bad | 1 |
| When the bin is full, rubbish blows everywhere | 1 |
| **Total** | **26** |
| *Appearance* | |
| Dated / looks old | 2 |
| Empty strips | 1 |
| Some are better than others | 1 |
| The place is uninviting | 1 |
| **Total** | **5** |
| *Safety, security* | |
| Dangerous | 1 |
| Highly unsafe especially for women | 1 |
| Junkies | 1 |
| My grandmother had a fall and they did not help | 1 |
| The homeless | 1 |
| **Total** | **5** |

| *Graffiti* | |
|---|---|
| Graffiti | 2 |
| **Total** | **2** |
| *Other* | |
| Have to pay for parking in Bayside, it is not nice to go | 1 |
| Shops have closed up and there is no reason to go there other than the occasional Coles visit | 1 |
| Too busy and lack of parking | 1 |
| Too far away | 1 |
| **Total** | **4** |
| *Specific Locations* | |
| Bayside shopping area could be cleaner | 1 |
| Carrum Downs is falling apart | 1 |
| Carrum Downs shopping centre area needs more cleanups | 1 |
| CBD is dirty | 1 |
| Coles | 1 |
| Frankston CBD is dipped | 1 |
| Some seating areas in Norman Ave look worn out | 1 |
| Wells St has a lot of empty shops | 1 |
| **Total** | **8** |
| **Total Responses** | **50** |

## Public toilets

Public toilets were the 15th most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

Satisfaction with public toilets increased measurably this year, up six percentage points to 7.4 out of 10, which was a “very good”, up from a “good” level of satisfaction. Satisfaction with public toilets has risen 11 percentage points over the past two years.

This was measurably higher than the long-term average satisfaction since 2021 of 6.8 out of 10.

Although satisfaction with public toilets has trended higher over time (up 9pts or 14% since 2021), Metropolis Research notes that there was a difference of 18 percentage points between the importance of (9.2) and satisfaction with (7.4), these facilities.

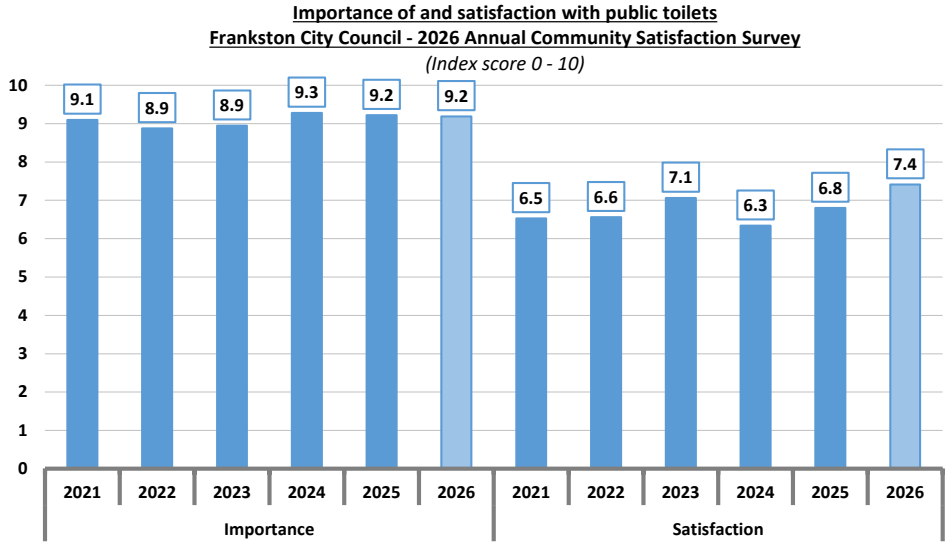
This large gap between importance and satisfaction supports the proposition that the provision of public toilets continued to fall short of community expectations.

This result ranks public toilets 31st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 53% "very satisfied" and five percent "dissatisfied" respondents, based on a total sample of 241 of the 246 (31%) respondents from households who had used these facilities in the last 12 months.
There was some variation in satisfaction with public toilets observed by respondent profile, with young adults (aged 18 to 34 years) and senior citizens (aged 75 years and older) notably more satisfied than average.

By contrast, adults and middle-aged adults (aged 35 to 54 years) were notably less satisfied.

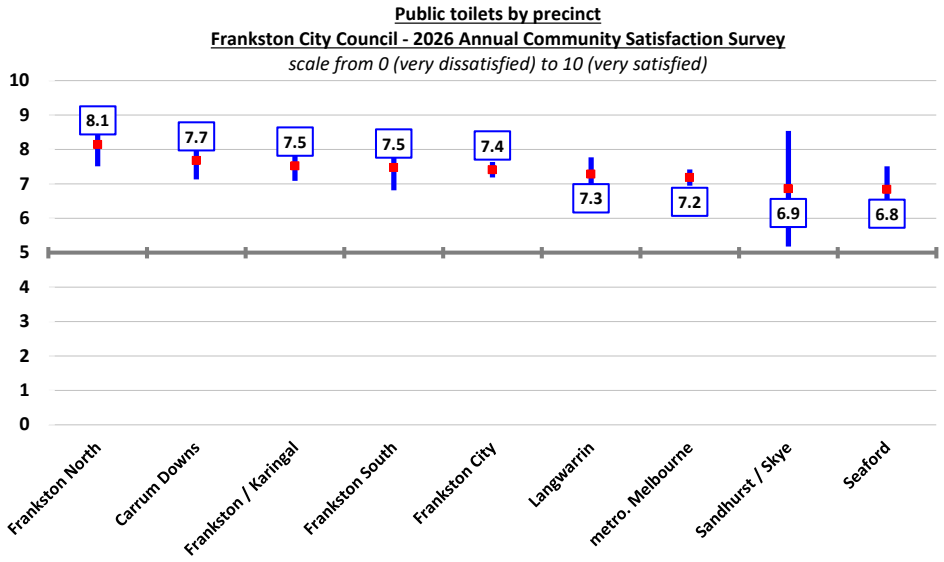
Respondents from multilingual households were notably more satisfied than respondents from English speaking households.




By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with "public toilets" of 6.8 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Whilst there was no measurable variation in satisfaction with public toilets observed across the municipality, respondents from Frankston North were notably (7pts) more satisfied than average.

By contrast, respondents from Seaford (6pts) and Sandhurst / Skye (5pts) were notably less satisfied than average, and at "good", rather than "very good", levels of satisfaction.




**On and off-road bike paths *(including shared pathways)***

On and off-road bike paths were the 31st most important of the 34 included services and facilities, with an average importance of 9.0 out of 10.

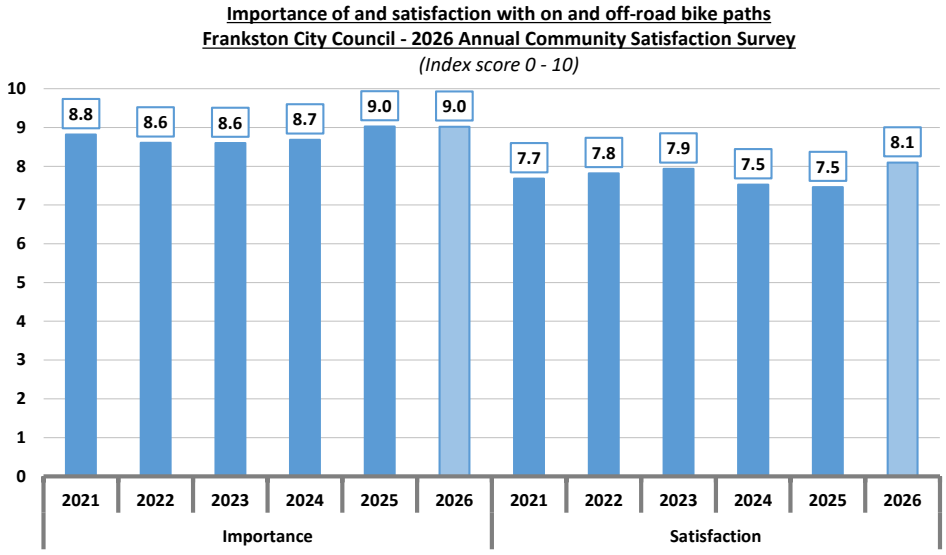
Satisfaction with on and off-road bike paths increased measurably this year, rising six percentage points to 8.1 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

This remained somewhat higher than the long-term average satisfaction since 2021 of 7.8 out of 10.

This ranks on and off-road bike paths 18th in terms of satisfaction this year.

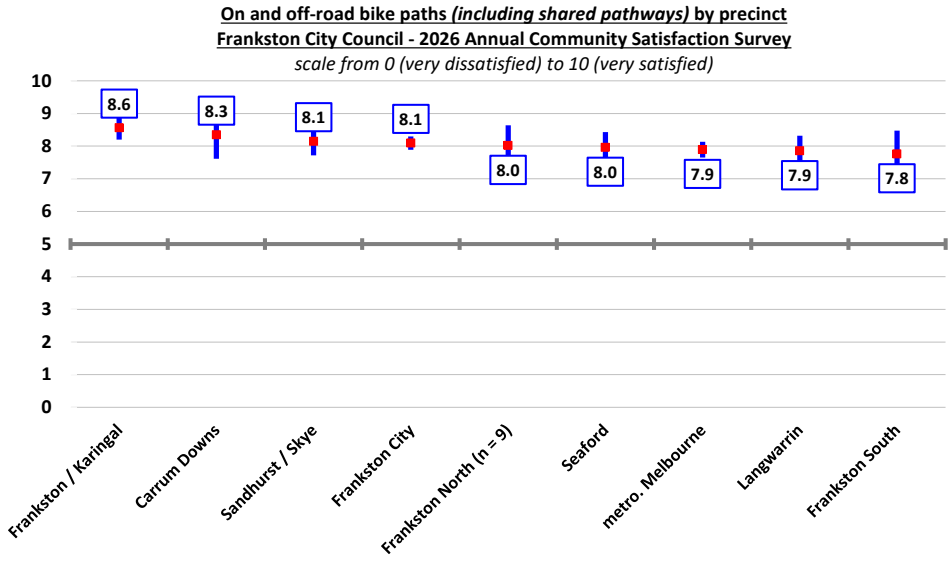
This result comprised 74% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 194 of the 197 (25%) respondents from households who had used these services / facilities in the last 12 months.

There was some variation in satisfaction with bike paths observed by respondent profile, with middle-aged adults (aged 45 to 54 years) and senior citizens (aged 75 years and older) notably less satisfied than average.




By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with "bike and shared paths" of 7.9 out of 10, as recorded in the 2026 *Governing Melbourne* research.

While there was no measurable variation in satisfaction with bike paths observed across the municipality, respondents from Frankston / Karingal were notably (5pts) more satisfied than average. Respondents from all seven precincts rated satisfaction at "excellent" levels.



## Frankston Memorial Park (Cemetery)

The Frankston Memorial Park was the 23rd most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

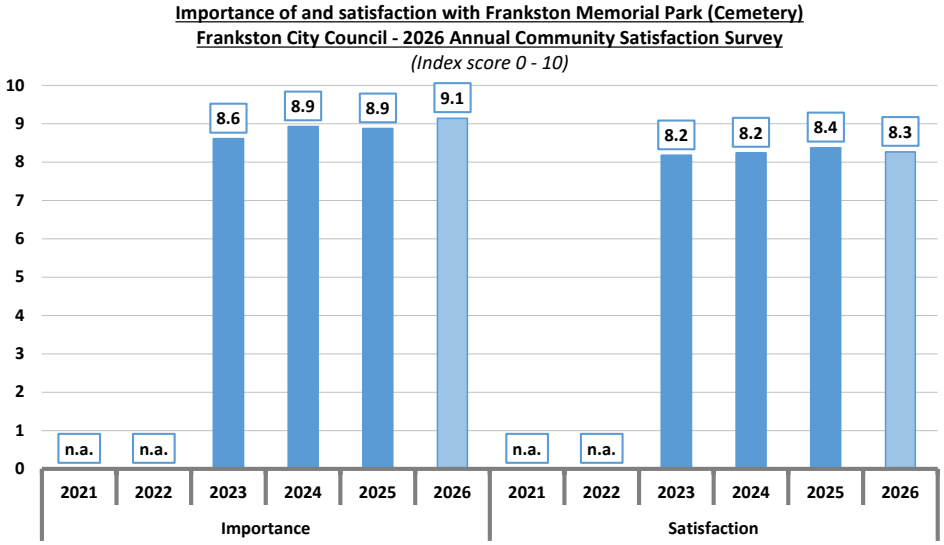
Satisfaction with the Frankston Memorial Park remained essentially stable this year, down one percentage point to 8.3 out of 10, which remains an "excellent" level of satisfaction.

This was identical to the long-term average satisfaction since 2023 of 8.3 out of 10.

This ranks the Frankston Memorial Park 14th in terms of satisfaction this year.

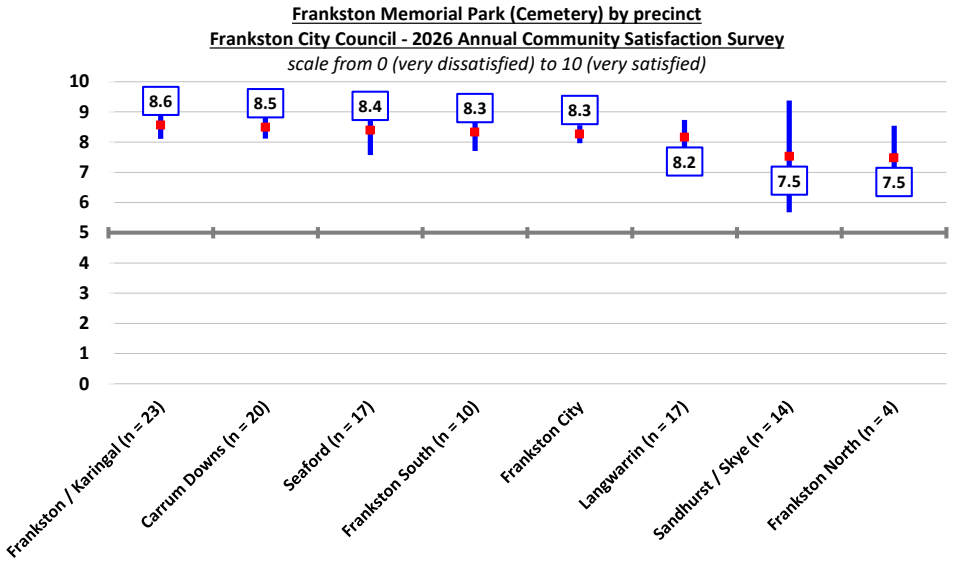
This result comprised 85% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 104 of the 106 (13%) respondents from households who had used this facility in the last 12 months.

Given the small sample size, there was no meaningful variation in satisfaction with this facility observed by respondent profile.




This facility was not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Given the relatively small sample size, there was no significant variation observed across the municipality. The 14 respondents from Sandhurst / Skye, and the four respondents from Frankston North, were, however, notably (8pts) less satisfied than average, and at "very good", rather than "excellent", levels.

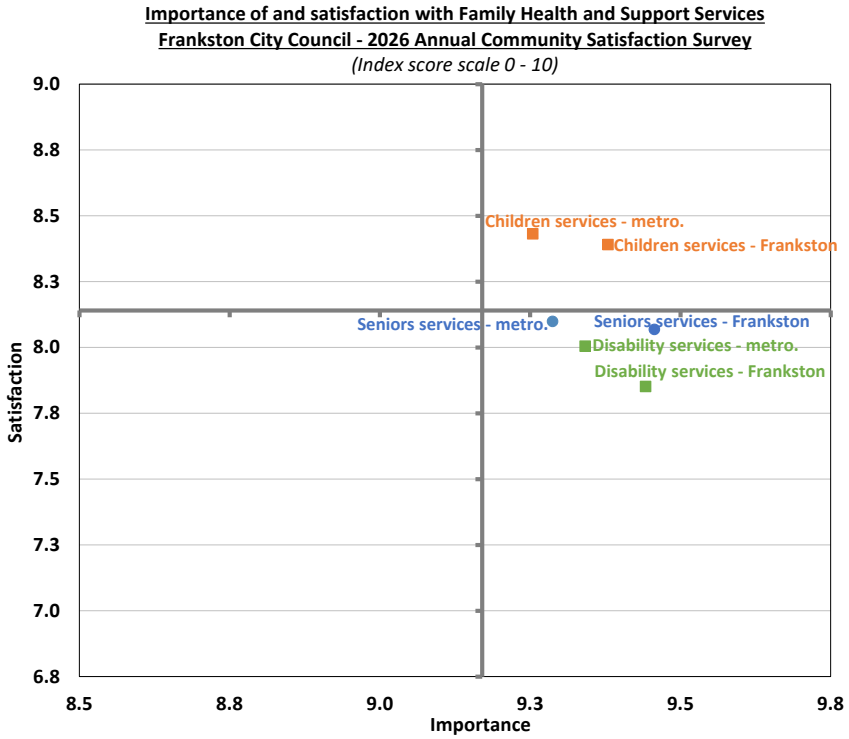



### *Family Health and Support Services*

There were three services of the Family Health and Support Services division included in the survey this year, including services for children from birth to five years of age, seniors, and people with disabilities.

All three of these services were more important than average.

While services for children were among those which respondents considered most important, and with which they were most satisfied, services for seniors and people with disabilities fell into the quadrant of most concern, being more important than average but recording satisfaction scores which were lower than the average of all 34 services and facilities.




## Services for children from birth to 5 years of age

Services for children from birth to 5 years of age were the 5th most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

Satisfaction with services for children from birth to 5 years of age declined somewhat this year, down two percentage points to 8.4 out of 10, which remains an "excellent" level of satisfaction.

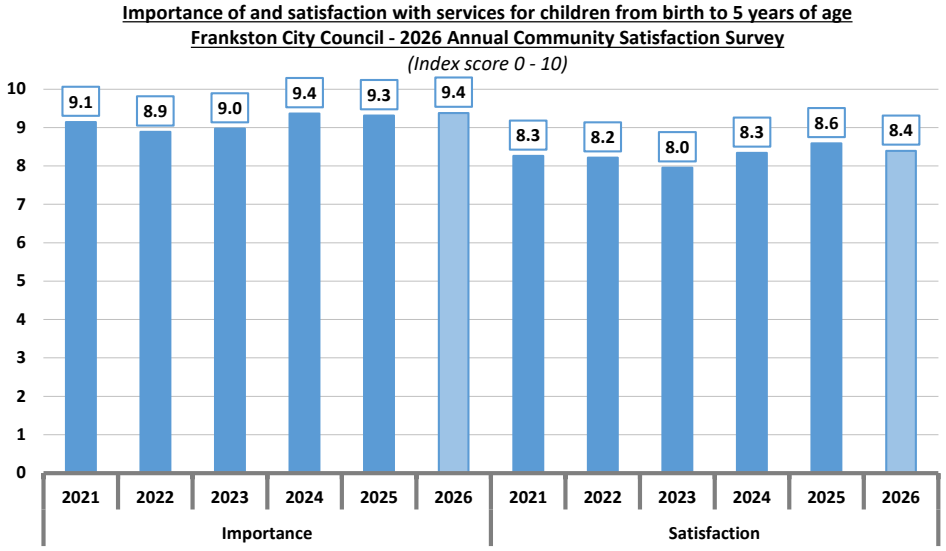
This was broadly consistent with the "excellent" long-term average satisfaction since 2021 of 8.3 out of 10.

This ranks services for children from birth to 5 years of age 10th in terms of satisfaction this year.

This result comprised 77% "very satisfied" and three percent "dissatisfied" respondents, based on a total sample of 91 of the 96 (12%) respondents from households who had used these services / facilities in the last 12 months.

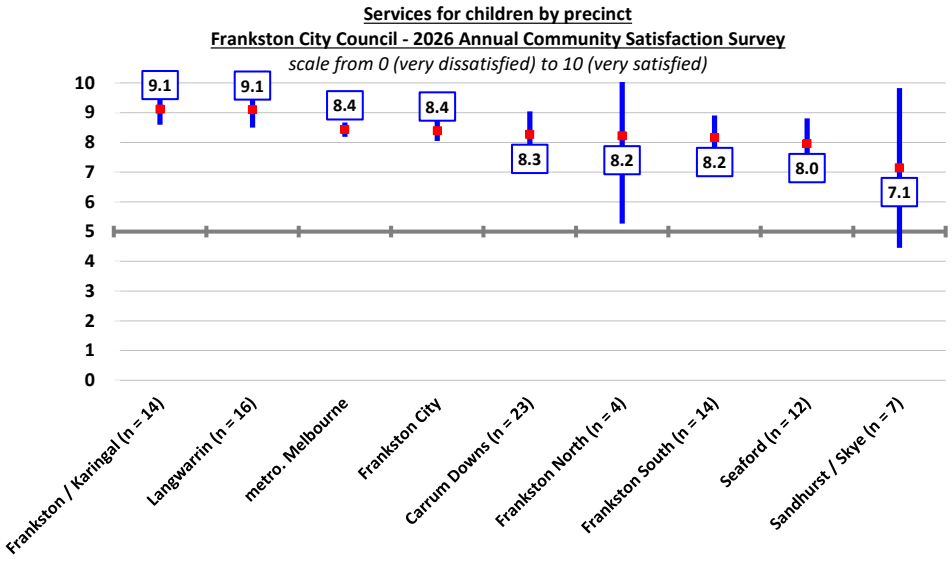
Given the small sample size, there was no meaningful variation in satisfaction observed by respondent profile, with all respondent groups satisfied at "excellent" levels.

The 39 respondents from two parent families with children aged 0 to 4 years rated satisfaction at 8.1 out of 10, while the six one parent families with children aged under 18 years rated satisfaction at 8.0 out of 10.




By way of comparison, this result was identical to the metropolitan average satisfaction with "services for children aged 0 - 4 years" of 8.4 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with these services observed across the municipality.




## Services for seniors

Services for seniors were the most (1st) important of the 34 included services and facilities, with an average importance of 9.5 out of 10, and one of seven services and facilities that were measurably more important than the average of all 34 (9.2).

Satisfaction with services for seniors remained essentially stable this year, up one percentage point to 8.1 out of 10, which remains an "excellent" level of satisfaction.

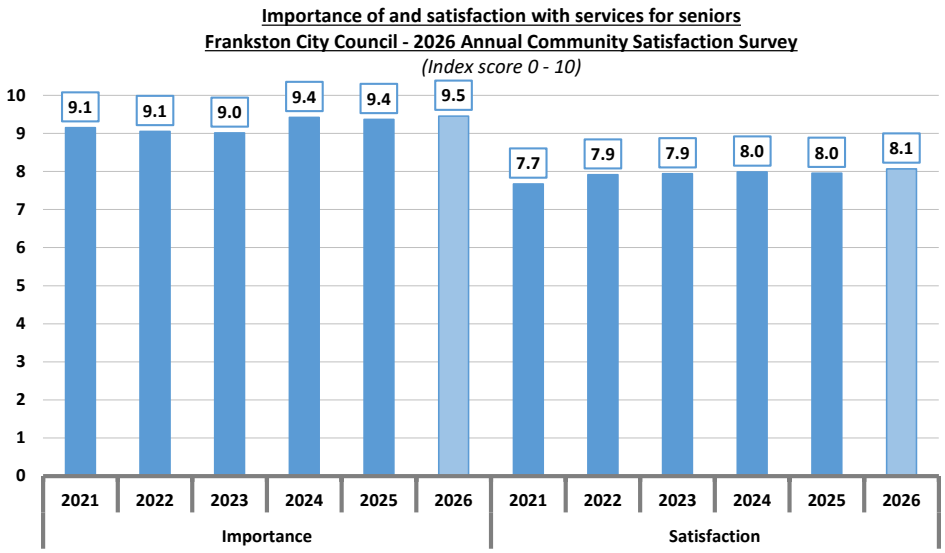
This result remained somewhat above the long-term average since 2021 of 7.9 out of 10, or "excellent".

This ranks services for seniors 19th in terms of satisfaction this year.

This result comprised 73% "very satisfied" and four percent "dissatisfied" respondents, based on a total sample of 58 of the 59 (7%) respondents from households who had used these services in the last 12 months.

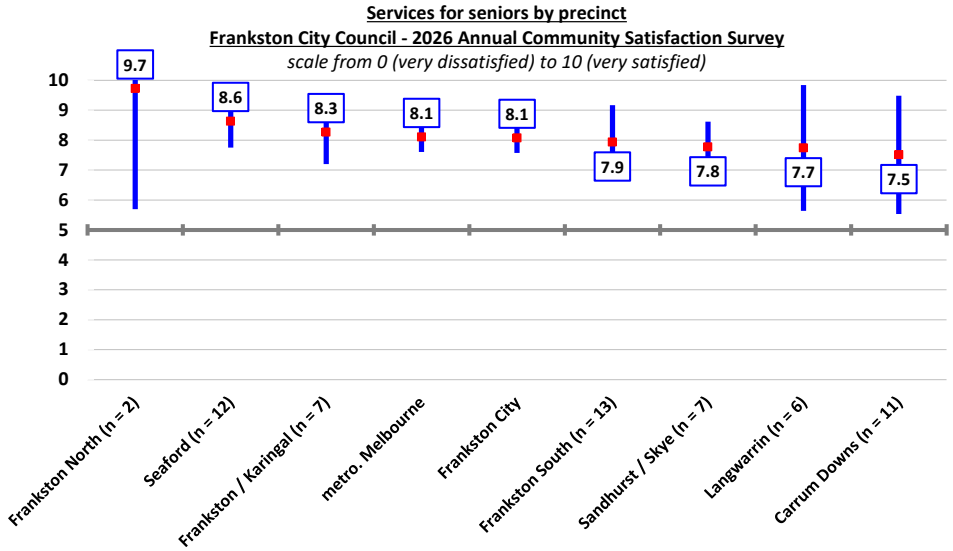
Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.

The 20 older couple households rated satisfaction at 7.8 out of 10, while the 14 older sole person households rated satisfaction at 9.0.




By way of comparison, this result was identical to the metropolitan average satisfaction with "services for seniors" of 8.1 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with services for seniors observed across the municipality.



### Services for people with disabilities

Services for people with disabilities were the 2nd most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

Satisfaction with services for people with disability increased somewhat this year, rising four percentage points to 7.9 out of 10, which was an "excellent", up from a "very good", level of satisfaction.

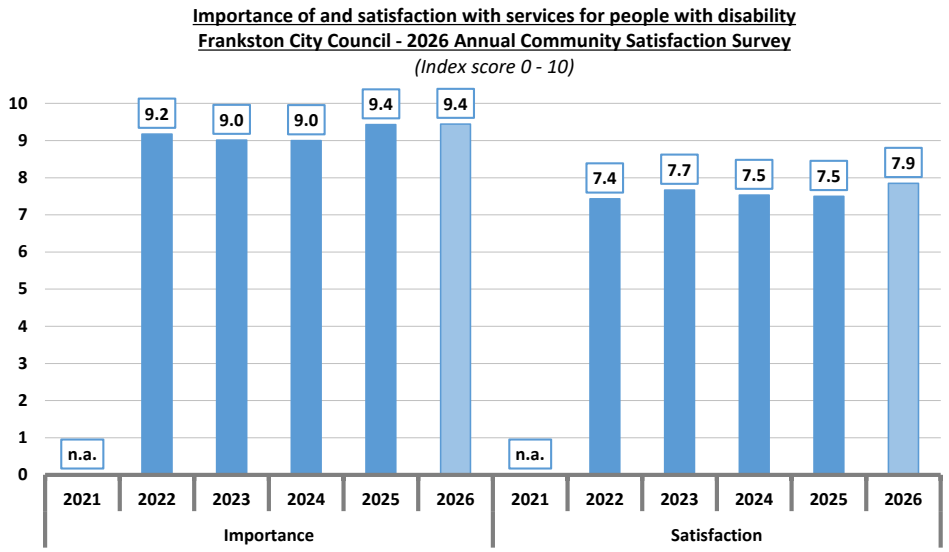
This result was somewhat higher than the long-term average since 2022 of 7.6 out of 10.

This ranks services for people with disabilities 26th in terms of satisfaction this year.

This result comprised 75% "very satisfied" and eight percent "dissatisfied" respondents, based on a total sample of 43 of the 49 (6%) respondents from households who had used these services in the last 12 months.

Given the relatively small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.

The eight respondents who identified with disability or chronic illness rated satisfaction at 7.6 out of 10, while the 35 respondents who did not identify with disability or chronic illness (but who used these services) rated satisfaction at 7.9.

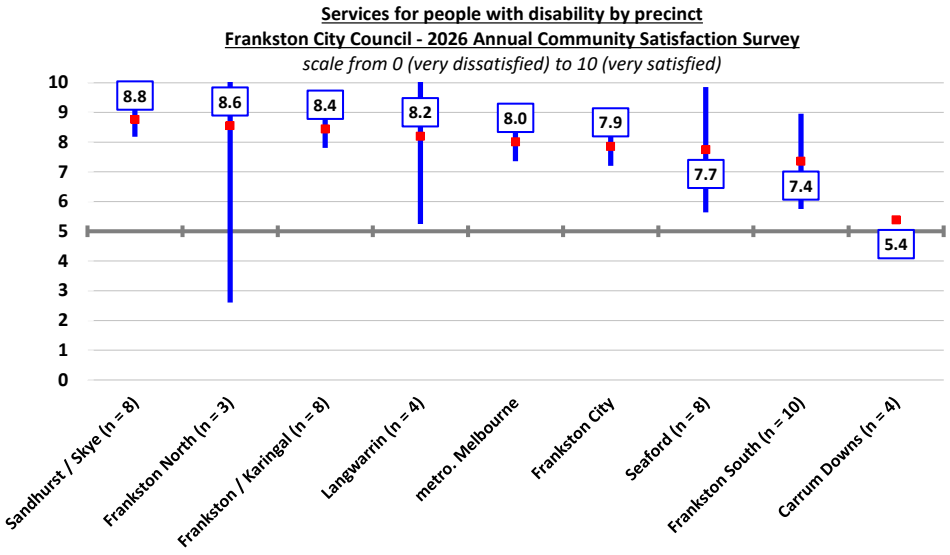



By way of comparison, this result was broadly consistent with the metropolitan average satisfaction with services for people with disability of 8.0 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the small sample size there was no measurable variation in satisfaction with services for people with disability observed across the municipality.

The small sample of eight respondents from Seaford and the 10 respondents from Frankston South rated satisfaction at "very good" rather than "excellent" levels.

It is noted that the four respondents from Carrum Downs rated satisfaction at a "very poor" rather than an "excellent" level.



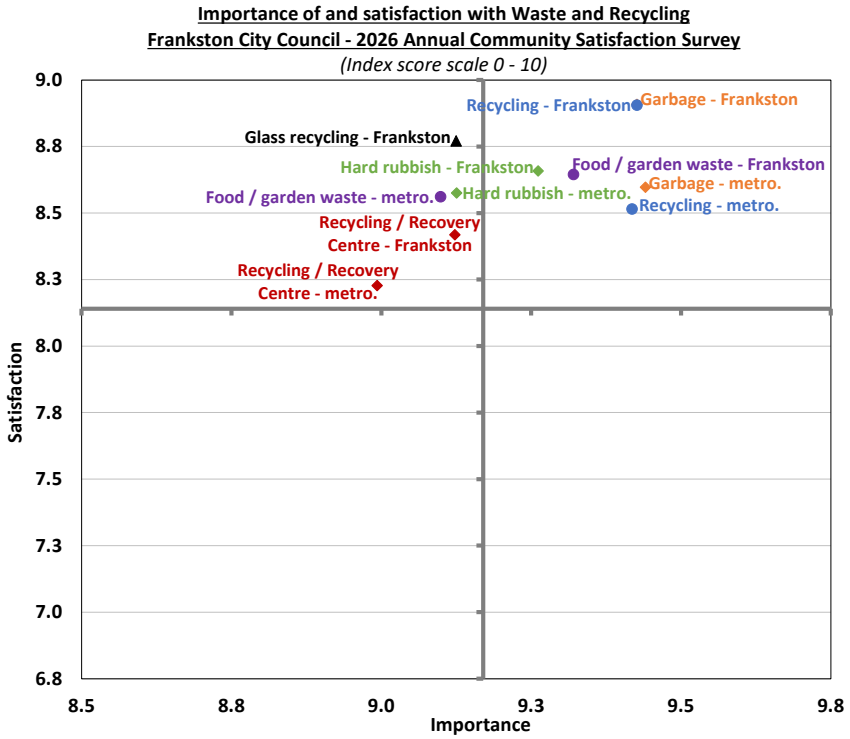

## *Waste Circularity*

There were six services and facilities of the Waste Circularity division included in the survey.

These services included the weekly garbage collection, fortnightly recycling collection, hard rubbish collection, food and garden waste collection, glass recycling, and the recycling and recovery centre.

The four kerbside collection services (garbage, recycling, hard rubbish, and food and garden waste) were among the services which respondents considered most important, and with which they were most satisfied. This result has been consistently recorded for the City of Frankston, as well as many other municipalities across metropolitan Melbourne.

By contrast, however, the glass recycling and the recycling and recovery centre were less important than average, although they recorded measurably higher than average satisfaction scores.




## Weekly garbage collection

The weekly garbage collection was the 3rd most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven to be measurably more important than the average of all 34 (9.2).

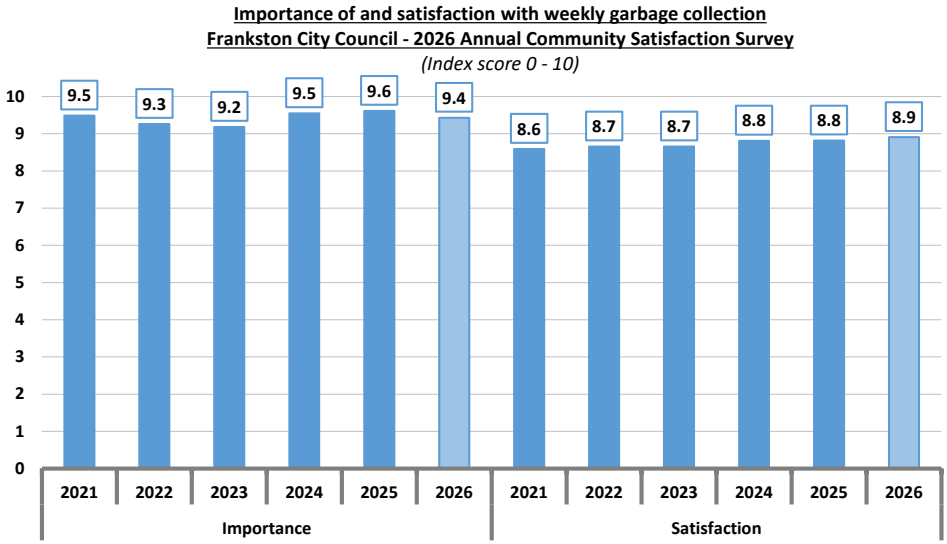
Satisfaction with the weekly garbage collection remained essentially stable this year, up one percentage point to 8.9 out of 10, which remains an "excellent" level of satisfaction.

This remained the highest satisfaction recorded for the weekly garbage collection for the City of Frankston, and somewhat higher than the long-term average satisfaction since 2021 of 8.7 out of 10.

This ranks the weekly garbage collection 1st in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 90% "very satisfied" and one percent "dissatisfied" respondents based on a total sample of 792 of the 800 respondents who provided a satisfaction score this year.

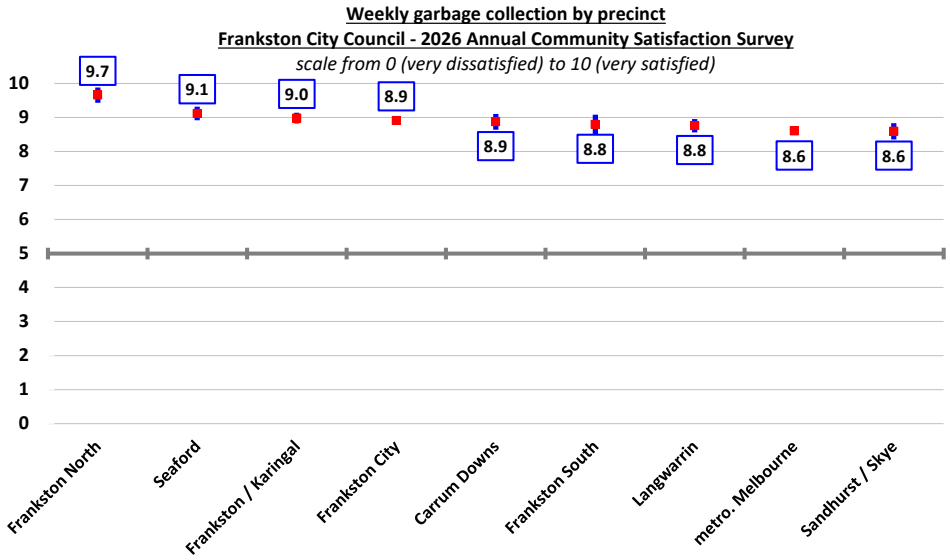
There was no substantial variation in satisfaction with the weekly garbage collection observed by respondent profile.




By way of comparison, this result was measurably (3pts) higher than the metropolitan average satisfaction with the "regular garbage collection" of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the weekly garbage collection observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average. Conversely, respondents from Sandhurst / Skye were measurably (3pts) less satisfied than average, albeit still at an "excellent" level.

It is important to note that respondents from all precincts rated satisfaction at "excellent" levels, with scores well more than eight out of 10.




## Fortnightly recycling collection

Fortnightly recycling collection was the 4th most important of the 34 included services and facilities, with an average importance of 9.4 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

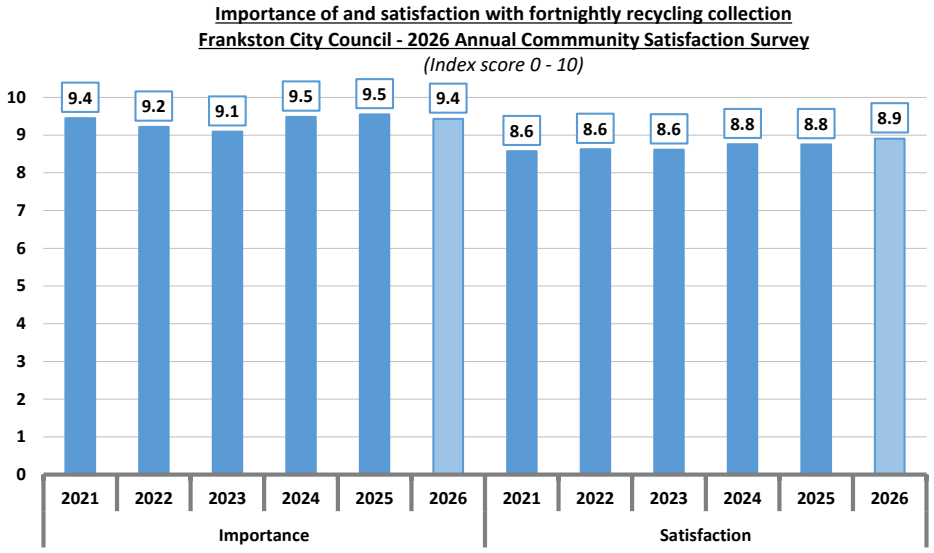
Satisfaction with fortnightly recycling collection remained essentially stable this year, up one percentage point to 8.9 out of 10, which remains an "excellent" level of satisfaction.

This remained the highest satisfaction recorded for the fortnightly recycling in the City of Frankston and was identical to the long-term average satisfaction since 2021 of 8.7 out of 10.

This ranks the fortnightly recycling collection 2nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

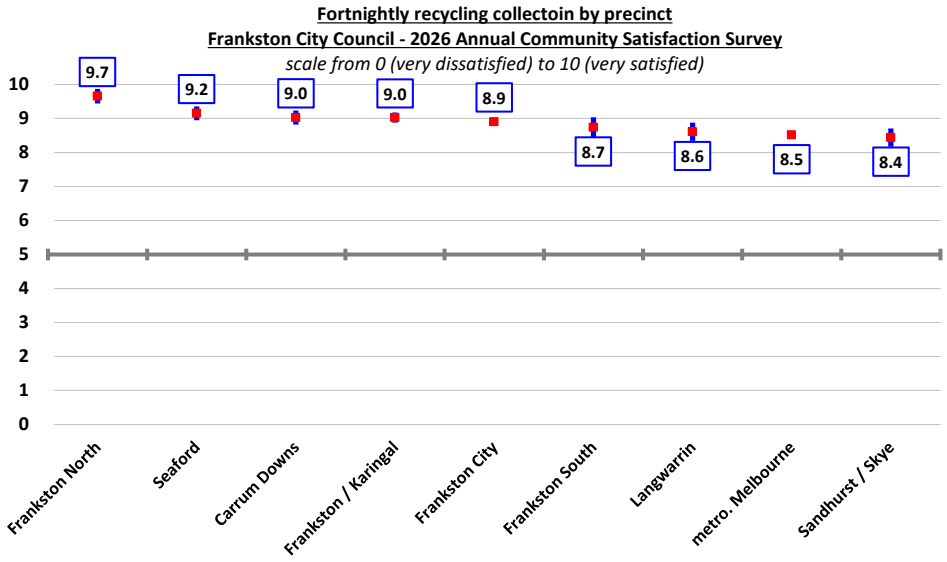
This result comprised 90% "very satisfied" and one percent "dissatisfied" respondents based on a total sample of 790 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with recycling collection observed by respondent profile.




By way of comparison, this result was measurably (4pts) higher than the metropolitan average satisfaction with "regular recycling" of 8.5 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in this result observed across the municipality, with respondents from Frankston North measurably (8pts) more satisfied than average. Conversely, respondents from Sandhurst / Skye were measurably less satisfied than average. It is important to note that respondents from all precincts rated satisfaction at "excellent" levels, with scores well more than eight out of 10.



## Glass recycling

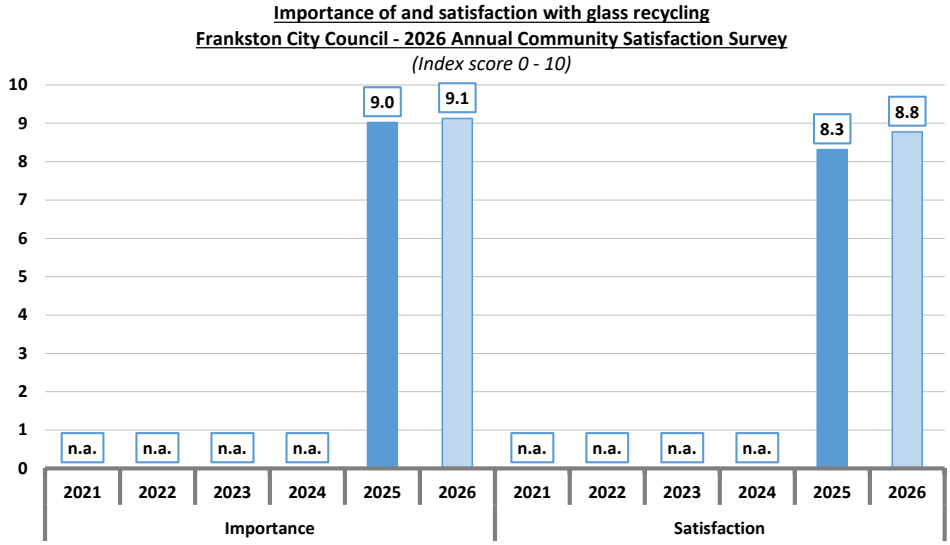
Glass recycling was the 24th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

Satisfaction with glass recycling increased notably this year, rising five percentage points to 8.8 out of 10, which remains an "excellent" level of satisfaction.

This result ranks glass recycling 3rd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

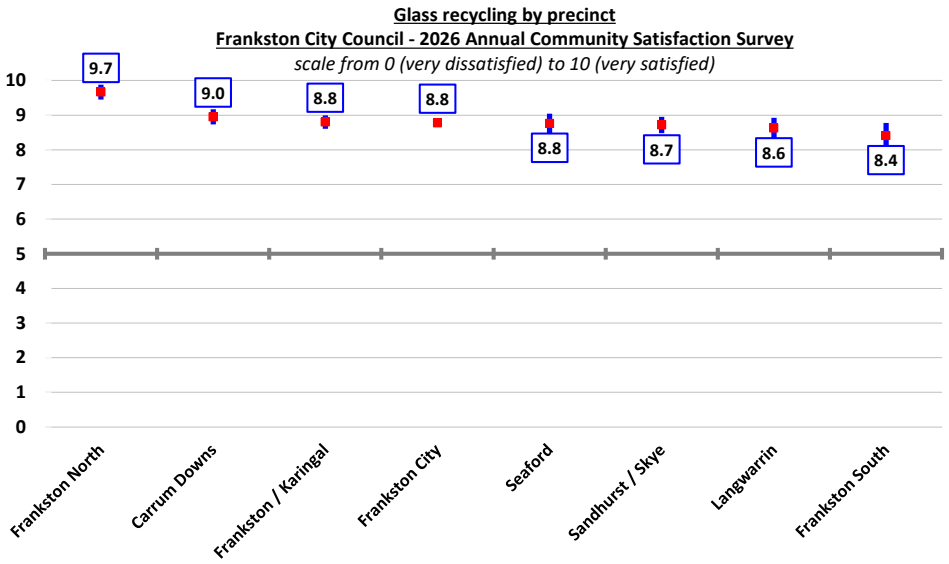
This result comprised 87% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 753 of the 800 respondents who provided a satisfaction score this year.

There was no substantive variation in satisfaction with glass recycling observed by respondent profile.




These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

There was some measurable variation in satisfaction with glass recycling observed across the municipality, with respondents from Frankston North measurably (9pts) more satisfied than average. Conversely, respondents from Frankston South were notably (4pts) less satisfied. It is important to note that respondents from all precincts rated satisfaction at "excellent" levels, with scores well more than eight out of 10.




**Hard rubbish collection**

Hard rubbish collection was the 9th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10.

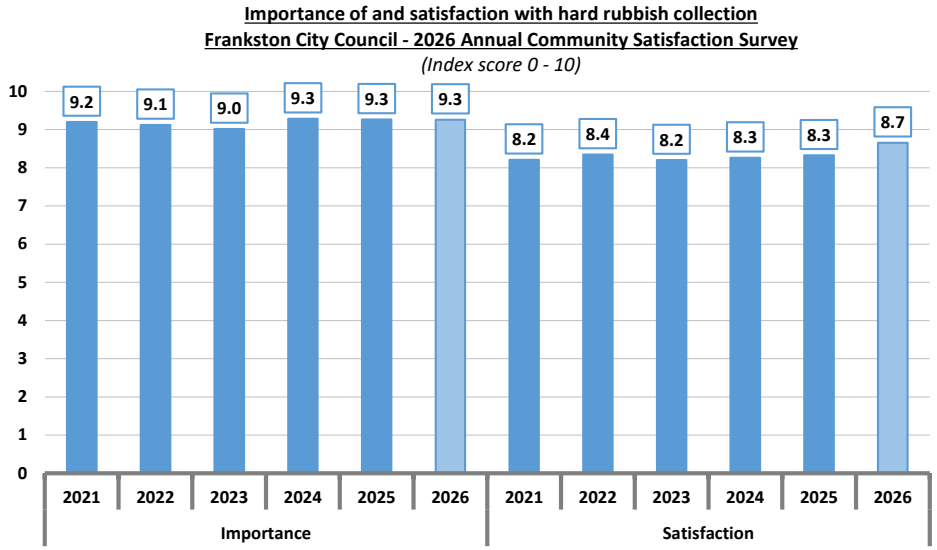
Satisfaction with hard rubbish collection increased notably this year, up four percentage points to 8.7 out of 10, which remains an "excellent" level of satisfaction.

This result was notably higher than the long-term average satisfaction since 2021 of 8.3 out of 10.

This ranks hard rubbish collection 5th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

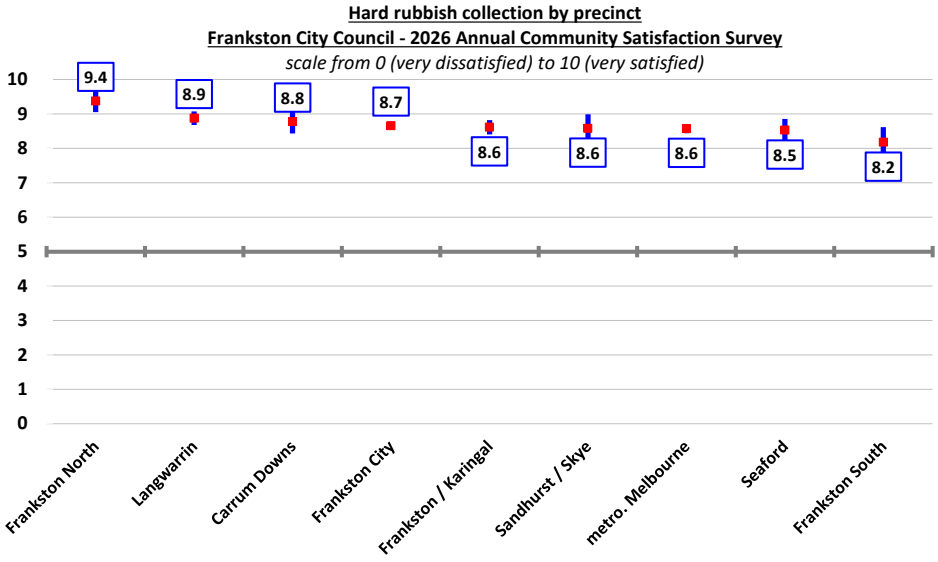
This result comprised 89% "very satisfied" and two percent "dissatisfied" respondents, based on a total sample of 506 of the 512 (64%) respondents from households who had used this service in the last 12 months.

There was no substantive variation in satisfaction with hard rubbish collection observed by respondent profile.




By way of comparison, this result was notably (2pts) higher than the metropolitan average satisfaction with the "hard rubbish collection" of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with hard rubbish collection observed across the municipality, with respondents from Frankston North measurably (7pts) more satisfied than average. Conversely, respondents from Frankston South were notably (5pts) less satisfied. It is important to note that respondents from all precincts rated satisfaction at "excellent" levels, with scores well more than eight out of 10.



## Food and garden waste collection

Food and garden waste collection was the 6th most important of the 34 included services and facilities, with an average importance of 9.3 out of 10, and one of seven services and facilities to be measurably more important than the average of all 34 (9.2).

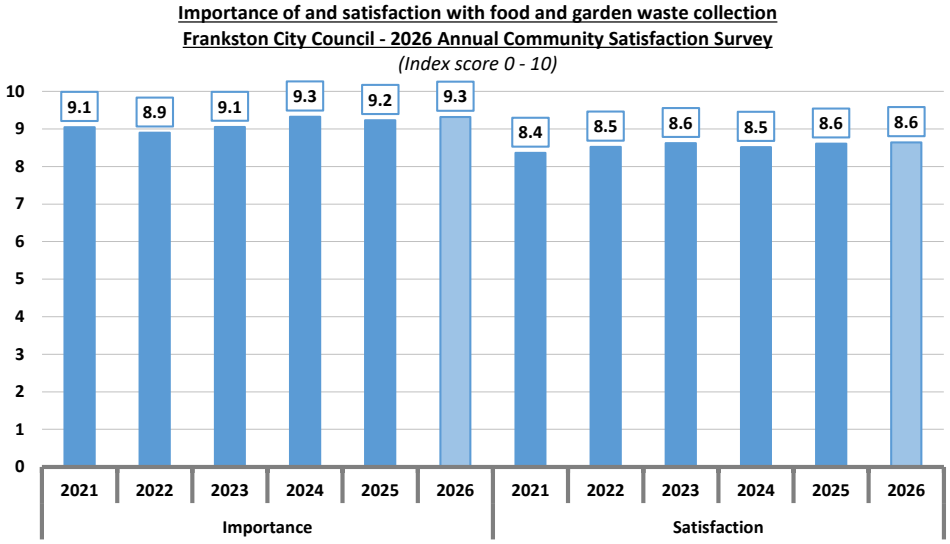
Satisfaction with food and garden waste collection remained stable this year at 8.6 out of 10, which remains an "excellent" level of satisfaction.

This was the equal highest satisfaction with food and garden waste collection recorded, and satisfaction continued to be consistent with the "excellent" long-term average satisfaction since 2021 of 8.5 out of 10.

This ranks food and garden waste collection 6th in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably higher than the average of all 34 (8.1).

This result comprised 88% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 411 of the 425 (53%) respondents from households who had used these services in the last 12 months.

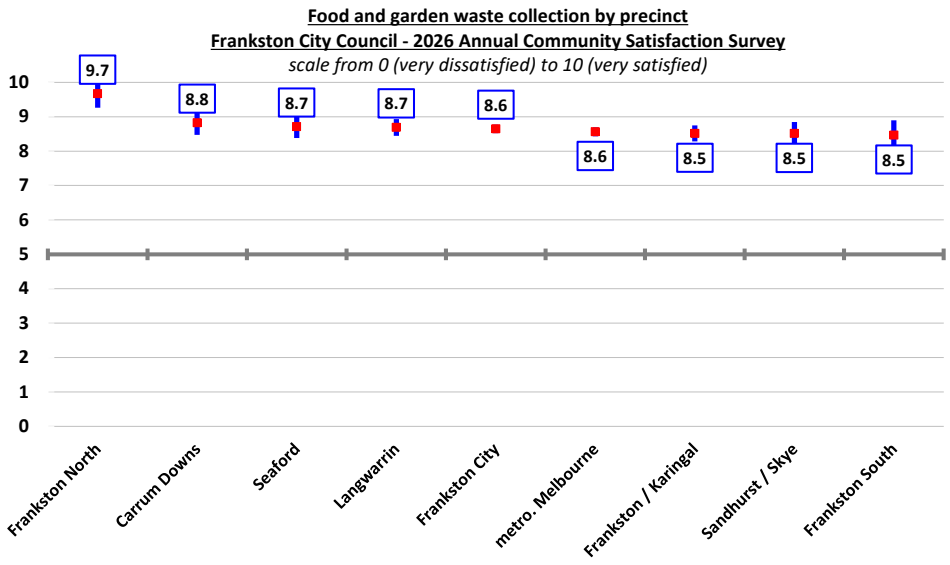
There was no substantive variation in satisfaction with these services observed by respondent profile.




By way of comparison, this result was identical to the metropolitan average satisfaction with "food and green waste collection" of 8.6 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with food and garden waste collection observed across the municipality, with the 12 respondents from Frankston North measurably (11pts) more satisfied than average.

It is important to note that respondents from all precincts rated satisfaction at "excellent" levels, with scores well more than eight out of 10.




**Recycling and Recovery Centre**

The recycling and recovery centre was the 25th most important of the 34 included services and facilities, with an average importance of 9.1 out of 10.

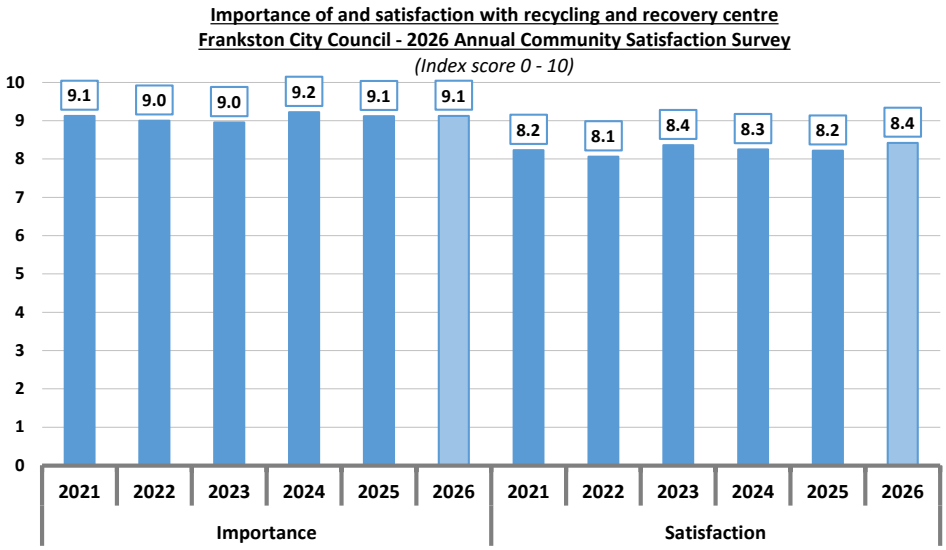
Satisfaction with the recycling and recovery centre increased somewhat this year, rising two percentage points to 8.4 out of 10, which remains an "excellent" level of satisfaction.

This result was broadly consistent with the "excellent" long-term average satisfaction since 2021 of 8.3 out of 10.

This ranks the recycling and recovery centre 9th in terms of satisfaction this year.

This result comprised 84% "very satisfied" and one percent "dissatisfied" respondents, based on a total sample of 241 of the 246 (31%) respondents from households who had used these facilities in the last 12 months.

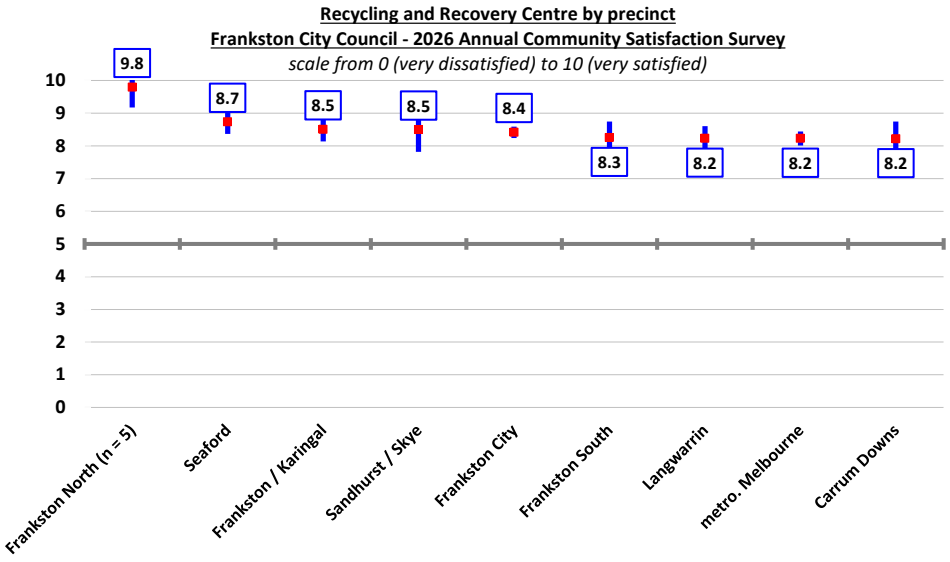
There was some substantial variation in satisfaction with the recycling and recovery centre observed by respondent profile, with adults (aged 35 to 44 years) notably more satisfied than average.




By way of comparison, this result was somewhat (2pts) higher than the metropolitan average satisfaction with the "waste transfer station / recycling centres / tip" of 8.2 out of 10, as recorded in the 2026 *Governing Melbourne* research.

There was some measurable variation in satisfaction with the recycling and recovery centre observed across the municipality, with the five respondents from Frankston North measurably (14pts) more satisfied than average.

It is important to note that respondents from all precincts rated satisfaction at "excellent" levels, with scores of more than eight out of 10.

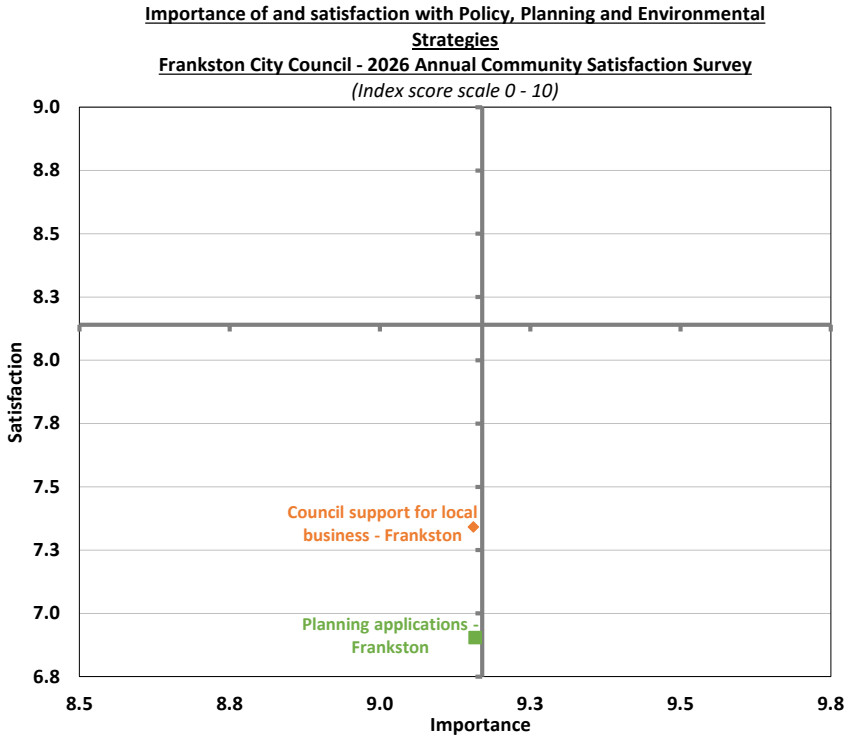



## *Policy, Planning and Environmental Strategies*

There were two services of the Policy, Planning, and Environmental Strategies division included in the survey this year, that being Council support for local business, and planning applications.

Both these services recorded satisfaction scores which were lower than the average of all 34 services and facilities, with planning applications being among the services with which respondents were least satisfied.

Both were of average importance.




## Council support for local business

Council support for local business was the 22nd most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

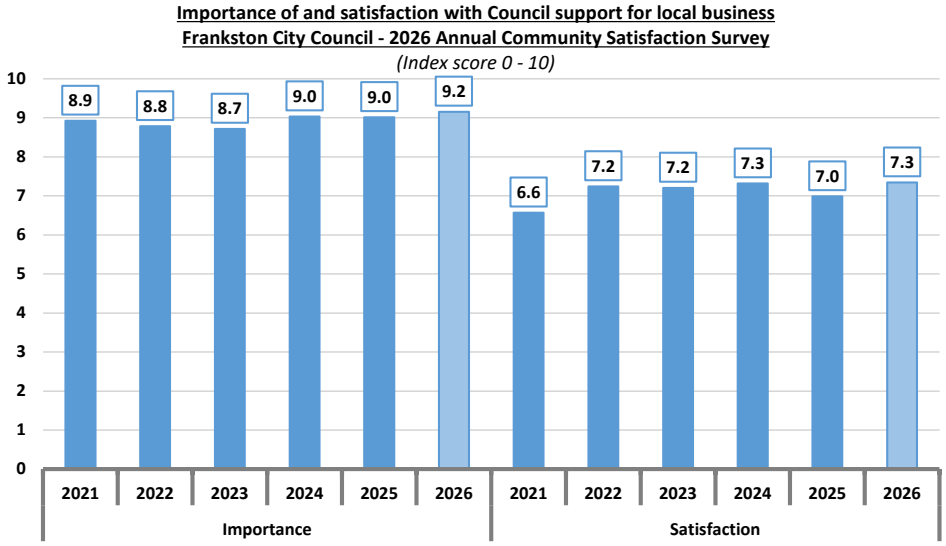
Satisfaction with Council support for local business increased somewhat this year, up three percentage points to 7.3 out of 10, which was a "very good", up from a "good", level of satisfaction.

This result was somewhat higher than the long-term average satisfaction since 2021 of 7.1 out of 10, or "good".

This ranks Council support for local business 32nd in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 59% "very satisfied" and 11% "dissatisfied" respondents, based on a total sample of 52 of the 57 (7%) respondents from households who had used these services in the last 12 months.

Given the small sample size, there was no substantial variation in satisfaction observed by respondent profile.




These services were not included in the 2026 *Governing Melbourne* research, and so no comparison results have been provided.

Given the small sample size there was no measurable variation in satisfaction observed across the municipality.

### Planning applications

Planning applications were the 21st most important of the 34 included services and facilities, with an average importance of 9.2 out of 10.

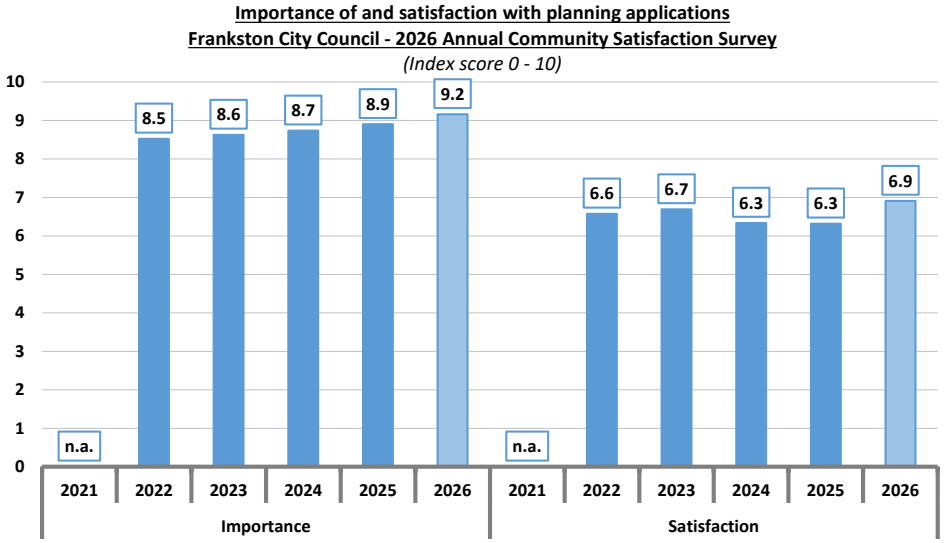
Satisfaction with planning applications increased notably this year, rising six percentage points to 6.9 out of 10, which was a "good", up from a "solid", level of satisfaction.

This was the somewhat higher than the long-term average since 2022 of 6.6 out of 10.

This result ranks planning applications last (34th) in terms of satisfaction this year, and one of six services and facilities to record a satisfaction score which was measurably lower than the average of all 34 (8.1).

This result comprised 56% "very satisfied" and 13% "dissatisfied" respondents, based on a total sample of 37 of the 41 (5%) respondents from households who had used these services in the last 12 months.

Given the relatively small sample size, there was no meaningful variation in satisfaction with these services observed by respondent profile.




By way of comparison, this result was notably (16pts) higher than the metropolitan average satisfaction with "planning and / or building permits" of 5.3 out of 10, as recorded in the 2026 *Governing Melbourne* research.

Given the relatively small sample size, there was no measurable variation in satisfaction with planning applications observed across the municipality.

## Current issues for Frankston City 'at the moment'

Respondents were asked:

*"Can you please list what you consider to be the top three issues for the Frankston City 'at the moment'?"*

Respondents were asked to nominate what they considered to be the top three issues for the Frankston City 'at the moment'.

Approximately half (49% down from 67%) of respondents nominated a total of 611 issues, at an average for these respondents of 1.5 issues each.

The lower proportion of respondents nominating an issue to address this year was consistent with the significant increase in satisfaction with many aspects of Council performance this year, including measurable increases in satisfaction with many of the services and facilities provided by Council.




The lower proportion of respondents providing an issue to address for the City of Frankston this year was consistent with the measurable increases in satisfaction recorded for many aspects of Council performance, aspects of planning and housing development, and the increases in the perception of safety.

The open-ended responses from respondents have been broadly categorised into a set of approximately 70 categories, to facilitate analysis and time series analysis and other comparisons.

It is important to bear in mind that these responses are not to be read only as complaints about the performance of Council, nor do they all reflect services, facilities, and issues within the specific remit of local government. Many of the issues are primarily the responsibility of the state government.

The most common issue to address for Frankston City in 2026 was the same as in 2025, that being safety, policing, and crime related issues, nominated by 11% of respondents this year.

This was down significantly on the unusually high 29% who nominated these issues this year.

This result was consistent with the results recorded in 2024, and 2023, and consistent with the long-term average since 2021 of 12%.

Respondents in the City of Frankston were still, however, marginally (1pt) more likely to nominate safety, policing, and crime issues than the metropolitan average.

In addition to issues directly focused on safety, policing, and crime (11% down from 29%), a notable proportion of respondents also nominated homelessness (2% down from 5%), drug and alcohol related issues (4% up from 3%), graffiti and vandalism (2%), and Frankston CBD (1% down from 2%) related issues. Some of the responses in these categories were also related to safety and crime.

These other safety and crime related issues, while nominated by a relatively modest number of respondents, were marginally more commonly nominated in the City of Frankston than the metropolitan average.

Other notable issues included road maintenance and repairs including roadworks (8% down from 13%), and traffic management (7% up from 6%).

These were the same three issues that were the most nominated in each of the last three years.

Less than one percent of respondents nominated issues around Council governance, accountability, and leadership this year, down from one percent last year. This was a positive result and was consistent with the measurable and significant increases in satisfaction with aspects of governance and leadership this year.

This is a positive result reflecting well on the performance of Frankston City Council.

**Top three issues for Frankston City at the moment**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| *Response* | *2026* | | *2025* | *2024* | *2023* | *2026* |
|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | *Metro.** |
| Safety, policing and crime | 84 | 11% | 29% | 11% | 11% | 9% |
| Road and maintenance and repairs | 63 | 8% | 13% | 10% | 8% | 10% |
| Traffic management | 57 | 7% | 6% | 7% | 12% | 11% |
| Drugs and alcohol issues | 32 | 4% | 3% | 4% | 2% | 0% |
| Council rates | 25 | 3% | 4% | 5% | 4% | 3% |
| Provision and maintenance of street trees | 25 | 3% | 4% | 4% | 5% | 7% |
| Car parking | 23 | 3% | 7% | 8% | 7% | 12% |
| Footpath maintenance and repairs | 21 | 3% | 2% | 2% | 3% | 3% |
| Parks, gardens and open spaces | 21 | 3% | 2% | 3% | 6% | 3% |
| Public transport | 18 | 2% | 2% | 2% | 2% | 2% |
| Homelessness | 17 | 2% | 5% | 3% | 2% | 0% |
| Cleanliness and maintenance of area | 15 | 2% | 5% | 3% | 3% | 3% |
| Graffiti and vandalism | 15 | 2% | 2% | 3% | 1% | 1% |
| Rubbish and waste issues inc. garbage collection | 12 | 2% | 2% | 5% | 3% | 3% |
| Building, planning, housing and development | 11 | 1% | 3% | 6% | 6% | 5% |
| Street cleaning and maintenance | 10 | 1% | 0% | 2% | 1% | 3% |
| Animal management | 9 | 1% | 1% | 3% | 1% | 1% |
| Drains maintenance and repairs | 9 | 1% | 1% | 2% | 3% | 3% |
| Older people services and facilities | 9 | 1% | 1% | 1% | 1% | 0% |
| Lighting | 8 | 1% | 5% | 2% | 1% | 10% |
| Communication and consultation | 7 | 1% | 3% | 1% | 2% | 1% |
| Hard rubbish collection | 7 | 1% | 1% | 3% | 3% | 1% |
| Housing availability / affordability | 7 | 1% | 1% | 2% | 2% | 1% |
| Provision and maintenance of infrastructure | 7 | 1% | 1% | 1% | 1% | 1% |
| Retail and hospitality | 7 | 1% | 0% | 0% | 0% | 1% |
| Public toilets | 6 | 1% | 1% | 2% | 1% | 2% |
| Health and medical issues / services | 5 | 1% | 1% | 1% | 2% | 0% |
| Nature strip issues | 5 | 1% | 1% | 1% | 0% | 1% |
| Recycling collection | 5 | 1% | 1% | 1% | 1% | 1% |
| Community support / needs | 4 | 1% | 0% | 0% | 1% | 0% |
| Environment, sustainability and climate change | 4 | 1% | 3% | 2% | 2% | 2% |
| Floodwall / flooding | 4 | 1% | 0% | 1% | 0% | 0% |
| Frankston CBD issues | 4 | 1% | 2% | 2% | 0% | n.a. |
| Quality and provision of community services | 4 | 1% | 0% | 0% | 0% | 0% |
| Cleanliness and maintenance of beach and foreshore | 3 | 0% | 1% | 1% | 1% | n.a. |
| Dog off leash areas / facilities | 3 | 0% | 1% | 1% | 0% | 1% |
| Education and schools | 3 | 0% | 1% | 1% | 0% | 0% |
| Illegal dumping of rubbish | 3 | 0% | 0% | 1% | 0% | 1% |
| Services and facilities for people with disability | 3 | 0% | 1% | 1% | 1% | 0% |
| All other issues *(25 separately identified issues)* | 36 | 5% | 11% | 9% | 10% | 15% |
| **Total responses** | **611** | | **1,070** | **948** | **957** | **924** |
| *Respondents identifying at least one issue* | *393 (49%)* | | *537 (67%)* | *496 (62%)* | *498 (62%)* | *496 (62%)* |

*(*) 2026 metropolitan Melbourne average from Governing Melbourne*

### *Variation in results between 2025 and 2026*

When compared to the results recorded in 2025, the following variations are noted:

- ***MORE commonly nominated this year*** – there were no issues that were notably more commonly nominated this year compared to last year.
- ***Somewhat LESS commonly nominated this year*** – include safety, policing, and crime (11% down from 29%), road maintenance and repairs (8% down from 13%), homelessness (2% down from 5%), and cleanliness and maintenance of the local area (2% down from 5%).

Of these, the most significant results were the measurable decrease in community concern around safety, policing, and crime.

### *Variations from the metropolitan Melbourne average*

When compared to the metropolitan Melbourne average results as recorded in the 2026 *Governing Melbourne* research conducted independently by Metropolis Research in January 2026 using the same door-to-door, in-person methodology, the following variations were noted:

- ***MORE commonly nominated in Frankston City*** – included safety, policing, and crime issues (11% compared to 9%), drug and alcohol related issues (4% compared to <1%), and homelessness (2% compared to <1%).
- ***LESS commonly nominated in Frankston City*** – included traffic management (7% compared to 11%), street trees (3% compared to 7%), car parking (3% compared to 12%), building, housing, planning and development (1% compared to 5%), and lighting (1% compared to 10%).

### *Relationship between issues and overall satisfaction with Council*

As discussed in the relationship between issues and overall satisfaction section of this report, of these issues to address for Frankston City 'at the moment', there were a range of issues that the respondents who nominated the issues were notably or measurably less satisfied with Council's overall performance than the average of all respondents.

The issues that appeared to be negatively related to overall satisfaction, for the respondents who raised the issues, included Council rates, fees, and charges (25 respondents, 17pts less satisfied), parks and gardens (21 respondents, 7pts less), footpaths (21 respondents, 6pts less), road maintenance and repairs (63 respondents, 5pts less), cleanliness and maintenance (15 respondents, 5pts less), and car parking (23 respondents, 3pts less).

### *Issues by precinct*

There was some variation in the top issues to address raised by respondents across the City of Frankston, as follows:

- ***Carrum Downs*** – respondents were somewhat more likely than average to raise drug and alcohol related issues.
- ***Seaford*** – respondents were not notably more likely than average to raise any specific issues this year.
- ***Langwarrin*** – respondents were somewhat more likely than average to raise Council rates, fees, and charges.
- ***Sandhurst / Skye*** – respondents were somewhat more likely than average to raise traffic management, and animal management related issues.
- ***Frankston South*** – respondents were somewhat more likely than average to raise safety, policing, and crime, along with road maintenance and repairs, and graffiti and vandalism related issues.
- ***Frankston North*** – respondents were somewhat more likely than average to raise cleanliness and maintenance issues, drug and alcohol issues, homelessness, and footpath related issues.
- ***Frankston / Karingal*** – respondents were not notably more likely than average to raise any specific issues this year.

**Top three issues for Frankston City at the moment by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| ***Frankston South*** | |
|---|---|
| Safety, policing and crime | 15% |
| Road maintenance and repairs | 13% |
| Traffic management | 6% |
| Council rates | 4% |
| Graffiti and vandalism | 4% |
| Car parking | 3% |
| Building, planning, housing, development | 3% |
| Footpath maintenance and repairs | 3% |
| Provision and maintenance of street trees | 3% |
| Housing availability / affordability | 3% |
| All other issues | 44% |
| *Respondents identifying an issue* | *64 (59%)* |

| ***Frankston North*** | |
|---|---|
| Cleanliness and maintenance of area | 11% |
| Drugs and alcohol issues | 11% |
| Homelessness | 11% |
| Footpath maintenance and repairs | 8% |
| Road maintenance and repairs | 5% |
| Safety, policing and crime | 5% |
| Traffic management | 5% |
| Graffiti and vandalism | 5% |
| Parks, gardens and open spaces | 3% |
| Drains maintenance and repairs | 3% |
| All other issues | 5% |
| *Respondents identifying an issue* | *20 (52%)* |

| ***Frankston / Karingal*** | |
|---|---|
| Safety, policing and crime | 9% |
| Traffic management | 8% |
| Drugs and alcohol issues | 5% |
| Road maintenance and repairs | 4% |
| Car parking | 4% |
| Parks, gardens and open spaces | 3% |
| Provision and maintenance of street trees | 3% |
| Rubbish and waste issues inc garbage | 2% |
| Public transport | 2% |
| Footpath maintenance and repairs | 2% |
| All other issues | 20% |
| *Respondents identifying an issue* | *88 (41%)* |

| ***Frankston City*** | |
|---|---|
| Safety, policing and crime | 11% |
| Road and maintenance and repairs | 8% |
| Traffic management | 7% |
| Drugs and alcohol issues | 4% |
| Council rates | 3% |
| Provision and maintenance of street trees | 3% |
| Car parking | 3% |
| Footpath maintenance and repairs | 3% |
| Parks, gardens and open spaces | 3% |
| Public transport | 2% |
| All other issues | 30% |
| *Respondents identifying an issue* | *393 (49%)* |

| ***Metropolitan Melbourne*** | |
|---|---|
| Car parking | 12% |
| Traffic management | 11% |
| Lighting | 10% |
| Road maintenance and repairs | 10% |
| Safety, policing and crime | 9% |
| Provision and maintenance of street trees | 7% |
| Building, planning, housing, development | 5% |
| Parks, gardens and open space | 3% |
| Rubbish and waste issues incl. garbage | 3% |
| Cleanliness and maintenance of area | 3% |
| All other issues | 42% |
| *Respondents identifying an issue* | *496 (62%)* |

| ***South eastern region*** | |
|---|---|
| Road maintenance and repairs | 13% |
| Lighting | 12% |
| Car parking | 8% |
| Safety, policing and crime | 8% |
| Traffic management | 6% |
| Cost of living | 5% |
| Footpath maintenance and repairs | 5% |
| Provision and maintenance of street trees | 4% |
| Public toilets | 4% |
| Parks, gardens and open spaces | 4% |
| All other issues | 42% |
| *Respondents identifying an issue* | *102 (65%)* |

### *Issues by respondent profile*

There was variation in the top issues to address observed by respondent profile, including age structure, gender, and language spoken at home, as follows:

- ***Male*** – respondents were somewhat more likely than female respondents to raise traffic management related issues.
- ***Female*** – respondents were somewhat more likely than male respondents to raise safety, policing, and crime related issues.
- ***English speaking household*** – respondents were somewhat more likely than respondents from multilingual households to raise road maintenance and repair related issues.
- ***Multilingual household*** – respondents were somewhat more likely than respondents from English speaking households to raise safety, policing, and crime related issues.
- ***Young adults (aged 18 to 34 years)*** – respondents were somewhat more likely than average to raise traffic management, and drug and alcohol related issues.
- ***Adults (aged 45 to 54 years)*** – respondents were somewhat more likely than average to raise safety, policing, and crime, as well as road maintenance and repair related issues.
- ***Middle-aged (aged 45 to 54 years)*** – respondents were not notably more likely than average to nominate any specific issues this year.
- ***Older adults (aged 55 to 74 years)*** – respondents were somewhat more likely than average to raise safety, policing, and crime issues, and car parking related issues.
- ***Senior citizens (aged 75 years and over)*** – respondents were somewhat more likely than average to raise street trees, and car parking related issues.

**Top three issues for Frankston City at the moment by respondent profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| ***Male*** | |
|---|---|
| Traffic management | 9% |
| Safety, policing and crime | 9% |
| Road maintenance and repairs | 9% |
| Provision and maintenance of street trees | 4% |
| Council rates | 4% |
| Footpath maintenance and repairs | 3% |
| Drugs and alcohol issues | 3% |
| Car parking | 2% |
| Graffiti and vandalism | 2% |
| Street cleaning and maintenance | 2% |
| All other issues | 28% |
| *Respondents identifying an issue* | *185 (49%)* |

| ***Female*** | |
|---|---|
| Safety, policing and crime | 12% |
| Road maintenance and repairs | 7% |
| Drugs and alcohol issues | 5% |
| Traffic management | 5% |
| Parks, gardens and open spaces | 4% |
| Cleanliness and maintenance of area | 4% |
| Car parking | 3% |
| Homelessness | 3% |
| Public transport | 3% |
| Council rates | 2% |
| All other issues | 29% |
| *Respondents identifying an issue* | *206 (49%)* |

| ***English speaking*** | |
|---|---|
| Safety, policing and crime | 10% |
| Road maintenance and repairs | 8% |
| Traffic management | 7% |
| Drugs and alcohol issues | 4% |
| Council rates | 4% |
| Provision and maintenance of street trees | 4% |
| Parks, gardens and open spaces | 3% |
| Car parking | 3% |
| Footpath maintenance and repairs | 3% |
| Public transport | 2% |
| All other issues | 30% |
| *Respondents identifying an issue* | *341 (50%)* |

| ***Multi-lingual*** | |
|---|---|
| Safety, policing and crime | 14% |
| Traffic management | 7% |
| Road maintenance and repairs | 5% |
| Car parking | 5% |
| Communication and consultation | 3% |
| Drugs and alcohol issues | 3% |
| Footpath maintenance and repairs | 3% |
| Lighting | 3% |
| Street cleaning and maintenance | 3% |
| Housing availability / affordability | 3% |
| All other issues | 28% |
| *Respondents identifying an issue* | *47 (44%)* |

**Top three issues for Frankston City at the moment by respondent profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| *Young adults (18 to 34 years)* | |
|---|---|
| Traffic management | 11% |
| Drugs and alcohol issues | 7% |
| Road maintenance and repairs | 7% |
| Council rates | 5% |
| Safety, policing and crime | 5% |
| Parks, gardens and open spaces | 3% |
| Public transport | 3% |
| Footpath maintenance and repairs | 3% |
| Homelessness | 3% |
| Housing availability / affordability | 3% |
| All other issues | 26% |
| *Respondents identifying an issue* | *120 (52%)* |

| *Adults (35 to 44 years)* | |
|---|---|
| Safety, policing and crime | 16% |
| Road maintenance and repairs | 12% |
| Traffic management | 6% |
| Council rates | 4% |
| Building, planning, housing, development | 3% |
| Drugs and alcohol issues | 3% |
| Homelessness | 3% |
| Quality / provision of community services | 3% |
| Parks, gardens and open spaces | 2% |
| Cleanliness and maintenance of area | 2% |
| All other issues | 31% |
| *Respondents identifying an issue* | *71 (50%)* |

| *Middle aged adults (45 to 54 years)* | |
|---|---|
| Safety, policing and crime | 9% |
| Road maintenance and repairs | 8% |
| Traffic management | 8% |
| Provision and maintenance of street trees | 3% |
| Public transport | 3% |
| Parks, gardens and open spaces | 3% |
| Council rates | 3% |
| Car parking | 2% |
| Cleanliness and maintenance of area | 2% |
| Drugs and alcohol issues | 2% |
| All other issues | 28% |
| *Respondents identifying an issue* | *65 (45%)* |

| *Older adults (55 to 74 years)* | |
|---|---|
| Safety, policing and crime | 15% |
| Car parking | 7% |
| Road maintenance and repairs | 7% |
| Provision and maintenance of street trees | 5% |
| Traffic management | 5% |
| Drugs and alcohol issues | 3% |
| Footpath maintenance and repairs | 3% |
| Graffiti and vandalism | 3% |
| Parks, gardens and open spaces | 3% |
| Communication and consultation | 2% |
| All other issues | 31% |
| *Respondents identifying an issue* | *108 (51%)* |

| *Senior citizens (75 years and over)* | |
|---|---|
| Provision and maintenance of street trees | 9% |
| Road maintenance and repairs | 9% |
| Safety, policing and crime | 7% |
| Car parking | 6% |
| Footpath maintenance and repairs | 4% |
| Cleanliness and maintenance of area | 3% |
| Public transport | 3% |
| Drugs and alcohol issues | 3% |
| Rubbish and waste issues inc garbage | 3% |
| Traffic management | 3% |
| All other issues | 29% |
| *Respondents identifying an issue* | *29 (43%)* |

| *Frankston City* | |
|---|---|
| Safety, policing and crime | 11% |
| Road and maintenance and repairs | 8% |
| Traffic management | 7% |
| Drugs and alcohol issues | 4% |
| Council rates | 3% |
| Provision and maintenance of street trees | 3% |
| Car parking | 3% |
| Footpath maintenance and repairs | 3% |
| Parks, gardens and open spaces | 3% |
| Public transport | 2% |
| All other issues | 30% |
| *Respondents identifying an issue* | *393 (49%)* |

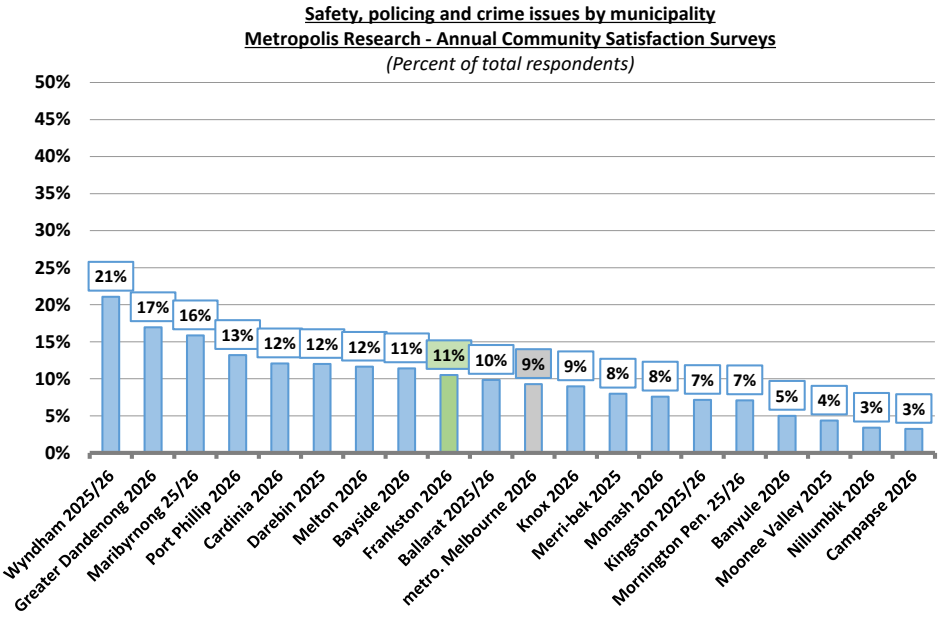
### *Safety, policing, and crime issues – metropolitan comparisons*

Safety, policing, and crime related issues were, again this year, the most nominated issue to address for the City of Frankston, despite declining measurably from 29% to 11%.

This result, while somewhat higher than the metropolitan average, was lower than that recorded in several other municipalities across metropolitan Melbourne.

Metropolis Research notes that safety, policing, and crime related issues were more prominent in some of the western region municipalities this year such as the City of Wyndham, along with the City of Greater Dandenong in the eastern suburbs of Melbourne.

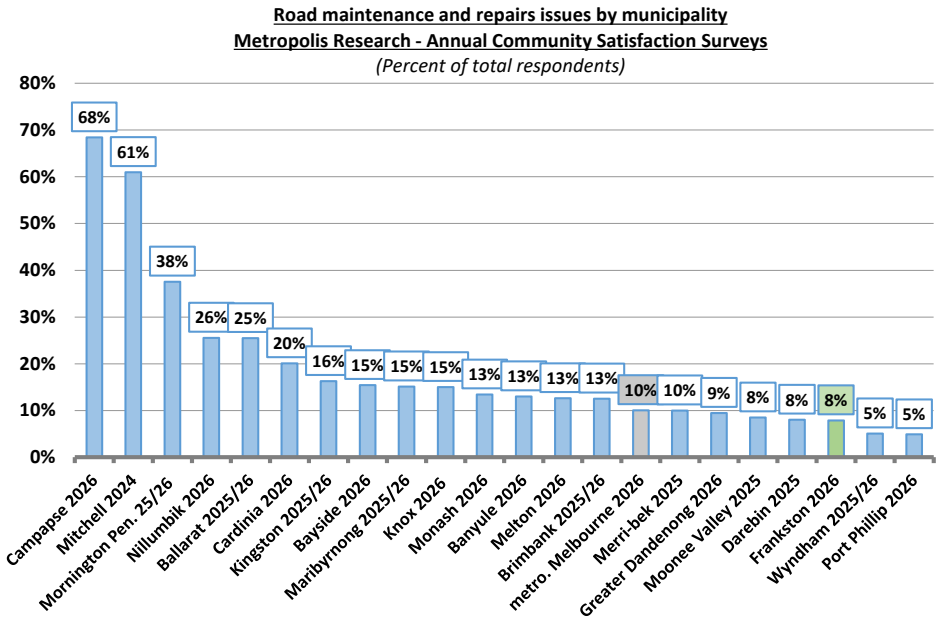
This notable decline in the proportion of respondents in the City of Frankston nominating safety, policing and crime related issues was consistent with the measurable increase in the perception of safety in public areas of the municipality this year.




### *Road maintenance and repair issues – metropolitan comparisons*

Road maintenance and repair related issues were the second most nominated issues to address for the City of Frankston this year.

Despite this, this result for the City of Frankston was somewhat (2pts) lower than the metropolitan average, and the third lowest proportion recorded by Metropolis Research so far in 2026.




## *Verbatim responses for key issues*

The following section provides the verbatim responses categorised into the top two issues; including safety, policing, and crime, and road maintenance and repair related issues.

The verbatim responses for the two safety and crime related issues of homelessness and drugs and alcohol related issues.

These responses have been broken down by precinct, to provide some additional insight into the range of issues of concern at the local level.

### Road maintenance and repair issues

Th following table outlines the 61 comments and five locations of concern that were categorised as road maintenance and repair related issues this year.

Consistent with the comments provided for satisfaction with both Council and VicRoads managed roads this year, many of the issues raised by respondents related to potholes and a perceived lack of maintenance of roads.

**Issues regarding "road maintenance and repair"**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Response* | *Number* |
|---|---|
| Road maintenance | 18 |
| Roads | 10 |
| Roads need better / more maintenance | 6 |
| Improve the roads | 5 |
| Fix the potholes on the road everywhere | 3 |
| Potholes on roads | 3 |
| The roads need to be fixed | 3 |
| Better roads needed | 2 |
| The money we spend on roads are not enough | 1 |
| More money should be spent on roads | 1 |
| Poor road conditions | 1 |
| Poor road maintenance | 1 |
| Potholes in the main road | 1 |
| Road maintenance can be improved there are usually potholes on both Vic and Council roads | 1 |
| Road maintenance on both Vic and local should be improved | 1 |
| Road quality | 1 |
| Road renovation is slow | 1 |
| Roads need to be improved | 1 |
| The potholes on the highway | 1 |
| **Total** | **61** |
| *Specific locations - Council roads* | |
| Warrandyte Rd has potholes and cracks | 1 |
| **Total** | **1** |
| *Specific locations - Vic roads* | |
| Cranbourne - Frankston Rd is not in very ideal condition. Delay in roadwork makes it not very easy to access | 1 |
| Frankston - Flinders Rd has potholes. The road issues have been reported but more potholes keep popping up | 1 |
| Her Vic roads to food their roads | 1 |
| Peninsula Link | 1 |
| **Total** | **4** |
| **Total responses** | **66** |

## Safety, policing, and crime issues

The following table outlines the 112 responses categorised as safety, policing, and crime related issues this year.

These comments have been further broadly categorised as follows:

- General perception of safety 35 responses
- Crime and policing 29 responses
- Incidents / break-ins 15 responses
- Youth / youth crime 9 responses
- Safety / security around shopping areas 4 responses
- Traffic / hooning 4 responses
- Concerns about various types of people 3 responses
- Perception of safety at night and lighting 3 responses
- Stronger laws / punishment 3 responses
- Safety on / around public transport 2 responses
- Violence and anti-social behaviour 2 responses
- Drugs and alcohol 1 response
- Feel vulnerable (e.g., women, elderly) 1 response
- Other issues 1 response.

**Issues regarding "safety, policing and crime"**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Response* | *Number* |
|---|---|
| *General perception of safety* | |
| Safety and security | 13 |
| Safety of residents / community | 12 |
| Improve safety of residents / community | 2 |
| Frankston is not very safe area | 1 |
| Frankston North is very unsafe | 1 |
| Hear about knife crime in the city frequently | 1 |
| Law and order in the CBD | 1 |
| Making people safe when they go out in the local area | 1 |
| More safety needed around Frankston | 1 |
| Safety around the beach | 1 |
| Safety in the local area | 1 |
| **Total** | **35** |
| *Crime and policing* | |
| Crime rate is high / increasing | 9 |
| More police presence / patrolling | 5 |

| | |
|---|---|
| Crime / petty crime | 4 |
| Crime rates must be reduced | 3 |
| Crime management | 2 |
| Crime rates all over Frankston is increasing | 1 |
| Crime rates and thefts must be monitored | 1 |
| Criminals | 1 |
| More access to police stations frequently | 1 |
| Not enough law enforcement officers | 1 |
| Working with Vic Police | 1 |
| **Total** | **29** |

*Incidents / break-ins*

| | |
|---|---|
| Break-ins / robberies | 2 |
| Belgrave Pl - late at night strangers sometimes can be seen checking if car doors are unlocked | 1 |
| Car break-ins outside Frankston Primary School | 1 |
| Car thefts are common in Ashleigh Ave | 1 |
| Crime like house burglaries in Frankston North are common | 1 |
| Have seen shoplifting at Langwarrin Plaza | 1 |
| House break-ins in Parkdale Dr | 1 |
| My brother had his house broken into; he lives in Ashleigh Ave | 1 |
| Safety like breaking into house | 1 |
| Thefts are a big problem in Frankston North | 1 |
| Thefts. My garage on Lyrebird Dr was broken into last year | 1 |
| There were house break-ins last year on Heatherhill Rd | 1 |
| We hear about burglaries from our neighbours and friends | 1 |
| We hear about cars being stolen from our neighbours and friends | 1 |
| **Total** | **15** |

*Youth / youth crime*

| | |
|---|---|
| Youth crime | 4 |
| Teens / youth problems | 3 |
| Youth crime rates have to be curbed | 1 |
| Youth unemployment | 1 |
| **Total** | **9** |

*Traffic / hooning*

| | |
|---|---|
| Have seen people driving bikes late at night around McClelland Reserve | 1 |
| Mainly the hoons | 1 |
| Safety on footpaths, especially for kids with scooters | 1 |
| Safety on streets, too many fast cars and speeding bikes. | 1 |
| **Total** | **4** |

| *Safety / security around shopping areas* | |
|---|---|
| Need for more police in shopping areas | 1 |
| Security around shopping centres | 1 |
| Shopping centre security | 1 |
| Sketchy people around shops | 1 |
| **Total** | **4** |

| *Safety on / around public transport* | |
|---|---|
| Need more police at nighttime patrolling bus station | 2 |
| Emphasizing more on security in stations | 1 |
| **Total** | **3** |

| *Stronger laws / punishment* | |
|---|---|
| Lack of punishment | 1 |
| Strict action plan should be made | 1 |
| The kids should be charged | 1 |
| **Total** | **3** |

| *People* | |
|---|---|
| People look for bottles in others' bins. They litter around the bins looking for bottles | 1 |
| People roaming | 1 |
| We don't feel safe at the end of the Dalpura Cct, there is a shared house, attracting wrong crowd | 1 |
| **Total** | **3** |

| *Perception of safety at night and lighting* | |
|---|---|
| Safety at night | 2 |
| I don't feel safe at night | 1 |
| **Total** | **3** |

| *Violence and anti-social behaviour* | |
|---|---|
| Sometimes people smoke and drink in Wallace bush land reserve | 1 |
| Young people drinking in Wingham Park at night | 1 |
| **Total** | **2** |

| *Drugs and alcohol* | |
|---|---|
| The junkies at the Frankston train station | 1 |
| **Total** | **1** |
| *Feel vulnerable (e.g., women, elderly)* | |
| Child safety | 1 |
| **Total** | **1** |
| **Total responses** | **112** |

## Homelessness

The following table outlines the 20 responses categorised as homelessness related issues this year.

**Issues regarding "homelessness"**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Response* | *Number* |
|---|---|
| Homelessness | 7 |
| Help the homeless | 3 |
| Help the people affected with drugs | 3 |
| Homeless people | 2 |
| Cleaning up the city so it doesn't have so many homeless | 1 |
| Help homeless people like shelters | 1 |
| Homelessness is very bad here, has been increasing every year. When I travel past the community Centre, I see a lot of homeless people | 1 |
| I work in food delivery. I have had many run ins with homeless people and people on drugs who are needlessly aggressive towards me when I'm either picking up or delivering food | 1 |
| More housing | 1 |
| **Total** | **20** |

## Drug and alcohol related issues

The following table outlines the 12 comments and 15 locations of concern categorised as drug and alcohol related issues this year.

**Issues regarding "drug and alcohol"**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Response* | *Number* |
|---|---|
| Drunks | 2 |
| Drug abuse | 1 |
| Drug addicts | 1 |
| Drug and other crimes around in the area | 1 |
| Drug issues should be looked at | 1 |
| Drug users on public transport. It's been getting worse every year | 1 |
| Have some kind of system where drug addicts can have part of the hospital wing to be treated, get them off the streets | 1 |
| I've seen people on drugs talking to themselves on the bus's multiple times | 1 |
| Parents with kids are scared to take their kids to shopping areas due to junkies | 1 |
| School kids and druggies | 1 |
| Use of drugs in the neighbourhood | 1 |
| **Total** | **12** |
| *Specific locations* | |
| Antisocial behaviour by people on drugs near Frankston railway station | 1 |
| Antisocial behaviour, drug sale and usage around Outlook Rd late at night | 1 |
| Around the Beach St around the corner of 7-eleven a lot of drug deal happening around there | 1 |
| Drug dealing near public places like Parkdale Dr at night | 1 |
| Drug dealing near public places like Carrum Downs Shopping Centre | 1 |
| Drug issues in Karingal should be looked at more | 1 |
| Drug usage near Frankston railway station | 1 |
| Drug users roam near Tecoma St in evening, might be staying at one of the houses | 1 |
| Druggies and drunks near Carrum Downs Shopping Centre | 1 |
| Harassment by drunk people on Frankston railway station | 1 |
| Have seems antisocial behaviour like drug usage at night near Carrum Downs skatepark | 1 |
| Junkies on Young St are too much | 1 |
| One of the houses on Tecoma St sells drugs | 1 |
| There was a drunk or druggie who was throwing stones on the windows of houses in Tattler St | 1 |
| There's a lot of drugs selling in Karginal Village shopping area | 1 |
| **Total** | **15** |
| **Total responses** | **27** |

## Safety in public areas

Respondents were asked:

*"On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of Frankston City?"*

Respondents were again in 2026, asked to rate their perception of safety in the public areas of the City of Frankston, during the day, at night, travelling on / waiting for public transport, and at various specific locations.

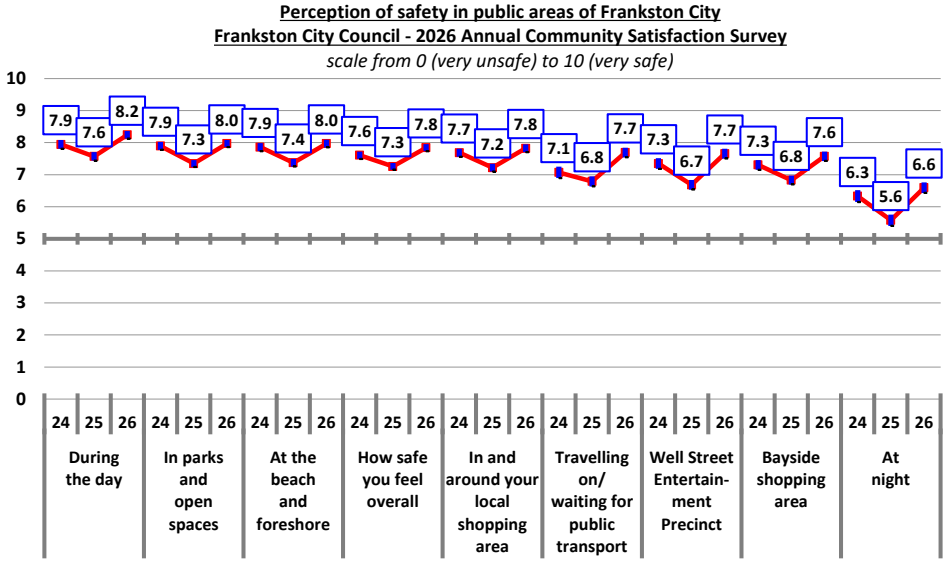
The perception of safety in the public areas of the City of Frankston increased measurably and significantly this year, somewhat reversing the large decline recorded last year.

This increase in the perception of safety this year, following the large decline reported last year, was consistent with the issues to address results.

In 2025, 29% of respondents nominated safety, policing, and crime related issues as a top three issue to address for the City of Frankston 'at the moment'. This year, this result declined back to near the long-term average of 12%, with 11% nominating the issue this year.

Respondents were also asked to rate how safe they felt overall living in Frankston City.

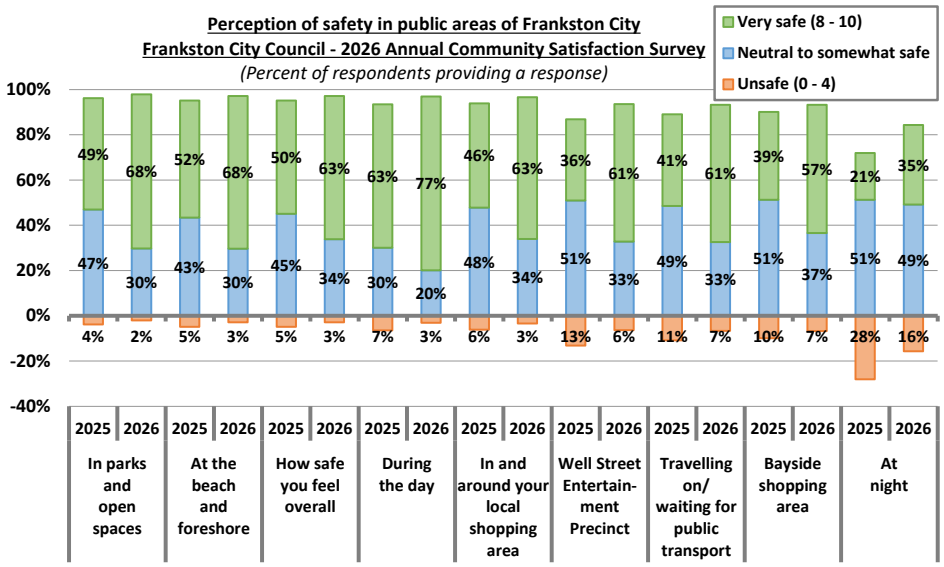
The overall perception of safety living in Frankston City also increased measurably this year, up five percentage points to 7.8 out of 10. This was a strong perception of safety overall, with 63% (up from 50%) feeling "very safe" and three percent (down from 5%) reporting that they felt "unsafe".



The following graph outlines the proportion of respondents (providing a score) who felt "very safe" (i.e., rated safety at eight or more), those who felt neutral to somewhat safe (i.e., rated safety at between five and seven), and those who felt "unsafe" (i.e., rated safety at less than five).

Consistent with the measurable increase in the average perception of safety, there was a significant increase in the proportion of respondents who felt "very safe" in all these locations and circumstances this year, with the largest increase recorded for those who felt "very safe" in the Wells Street Entertainment Precinct (up 25pts to 61%).

There was also a significant decrease in the proportion of respondents who felt "unsafe" in the public areas of Frankston City at night, down 12 percentage points to 16%. This result was somewhat higher than the 2026 metropolitan average of 13% (up from 10%), as recorded in *Governing Melbourne*.




Taken together, these results confirm that while most respondents in the City of Frankston feel very safe overall, there remains substantial community concern around safety and crime related issues in the City of Frankston.

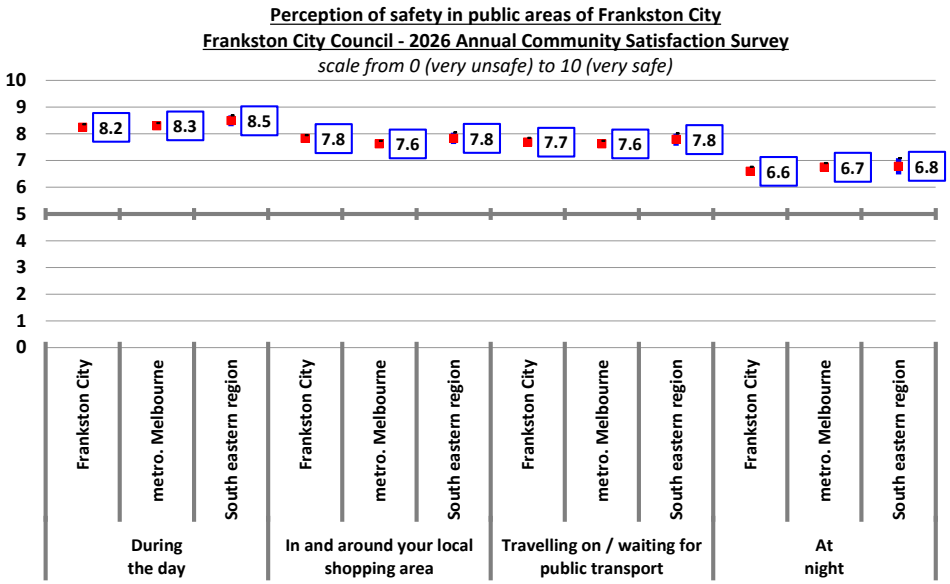
The following graph provides a comparison of the perception of safety in public areas during the day, at night, in and around local shopping areas, and travelling on or waiting for public transport, against the metropolitan and southeastern region councils' averages, as recorded in *Governing Melbourne.*

*Governing Melbourne* was conducted independently by Metropolis Research in January 2026, using the same door-to-door, in-person survey methodology.

The perception of safety in the public areas of the City of Frankston was similar to both the metropolitan and southeastern region councils' averages, as outlined in the graph.

This was a significant improvement on last year, at which time the City of Frankston reported measurably lower than metropolitan (17pts) and southeastern region councils' (12pts) average perception of safety in public areas at night.

Metropolis Research notes that the perception of safety declined notably across many municipalities surveyed through 2025 and into 2026, although in recent months there have been several municipalities to record increases in the perception of safety in public areas at night.



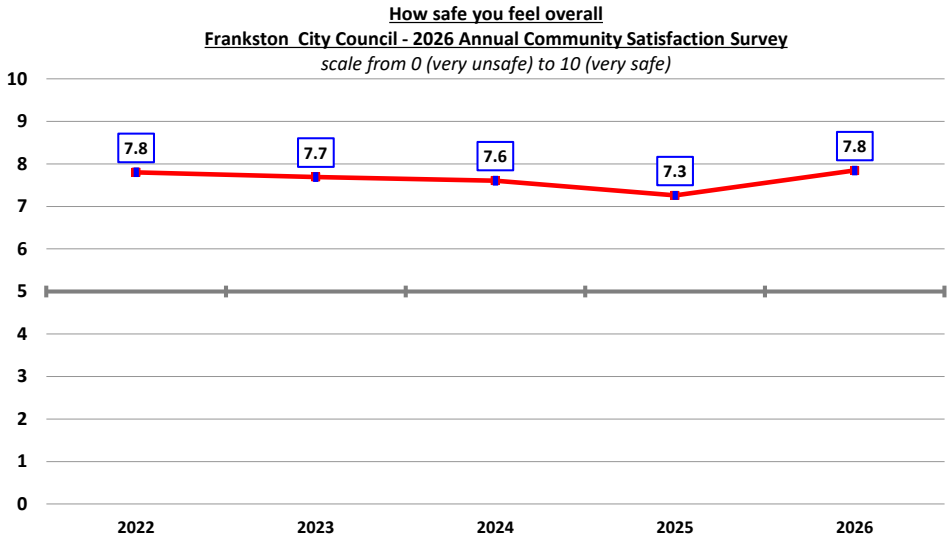

## *Overall safety living in the City of Frankston*

The perception of overall safety living in the City of Frankston increased measurably this year, up five percentage points (7%) to 7.8 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in parks and open spaces to above the relatively stable long-term average of 7.6.

This was the highest perception of overall safety living in the City of Frankston recorded.

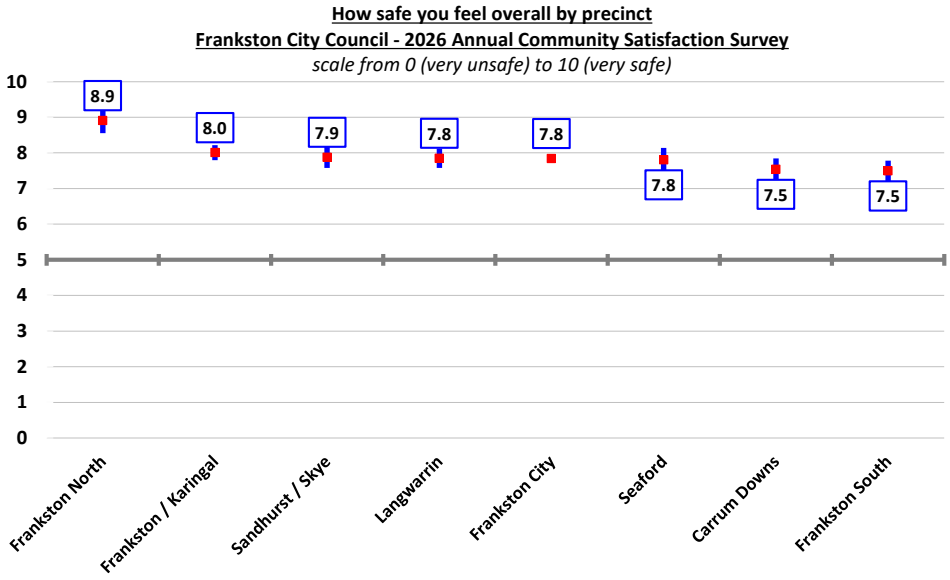
This result comprised 63% (up from 50%) who felt "very safe" and three percent (down from 5%) who felt "unsafe".



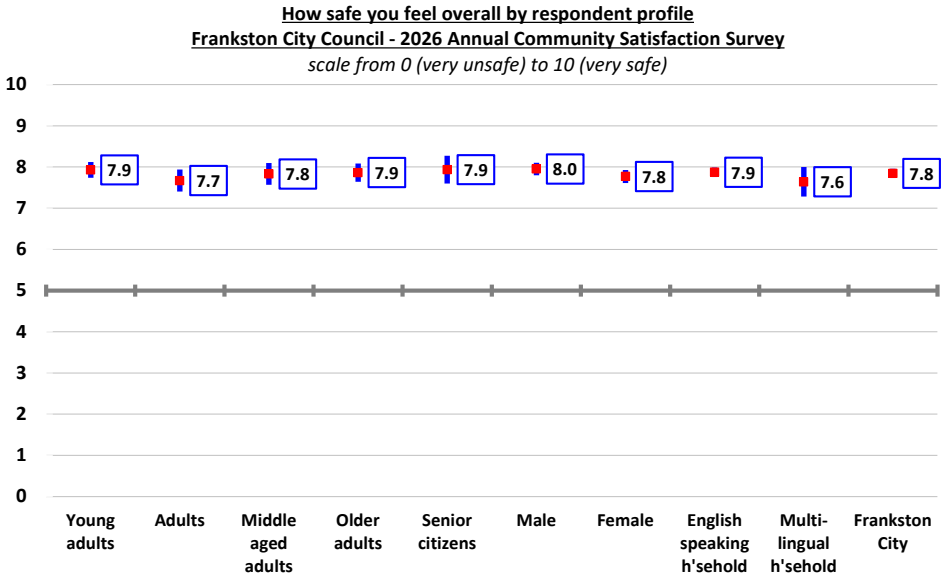

There was measurable variation in this result observed across the municipality.

Respondents from Frankston North felt measurably (11pts) safer than the municipal average.

By contrast, respondents from Frankston South and Carrum Downs felt somewhat (3pts) less safe than average.



While there was no measurable variation in this result observed by respondent profile, respondents from English speaking households felt somewhat (3pts) safer than respondents from multilingual households.



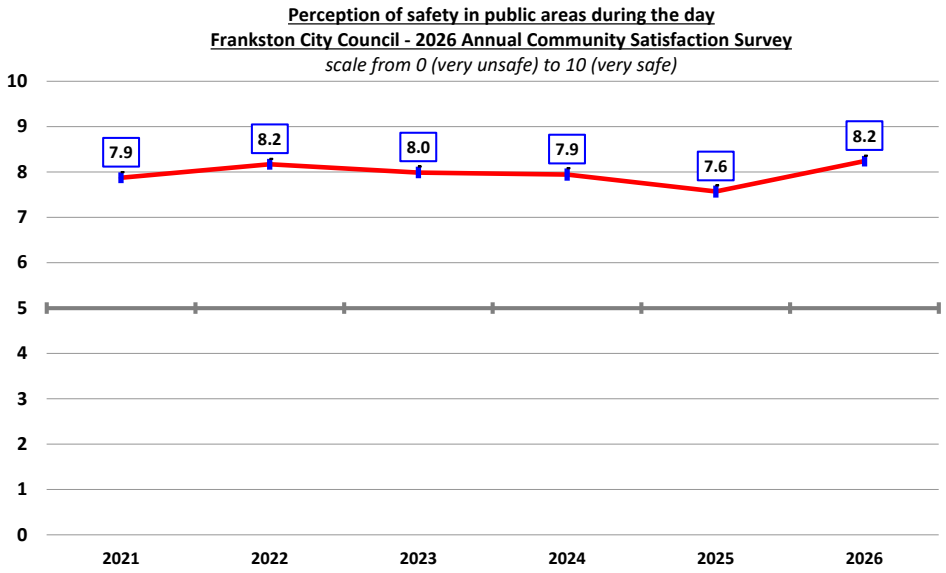

## *Safety during the day*

The perception of safety in the public areas of the City of Frankston during the day increased measurably this year, up six percentage points (8%) to 8.2 out of 10.

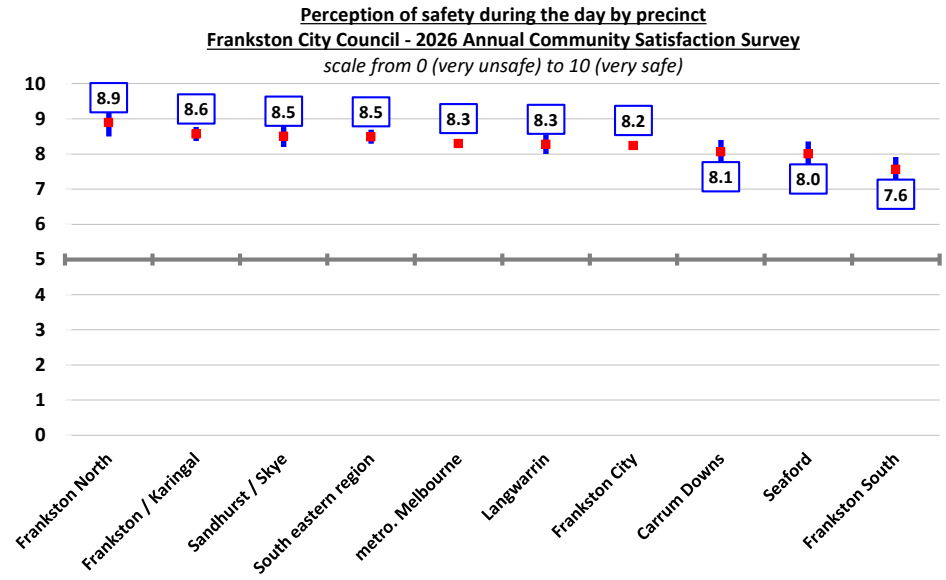
This result reversed the measurable decline recorded last year and returned the perception of safety in public areas of the City of Frankston during the day to above the long-term average of 8.0 out of 10.

This was the highest perception of safety in public areas of the City of Frankston during the day recorded by Metropolis Research since the it commenced asking the question in 2021.

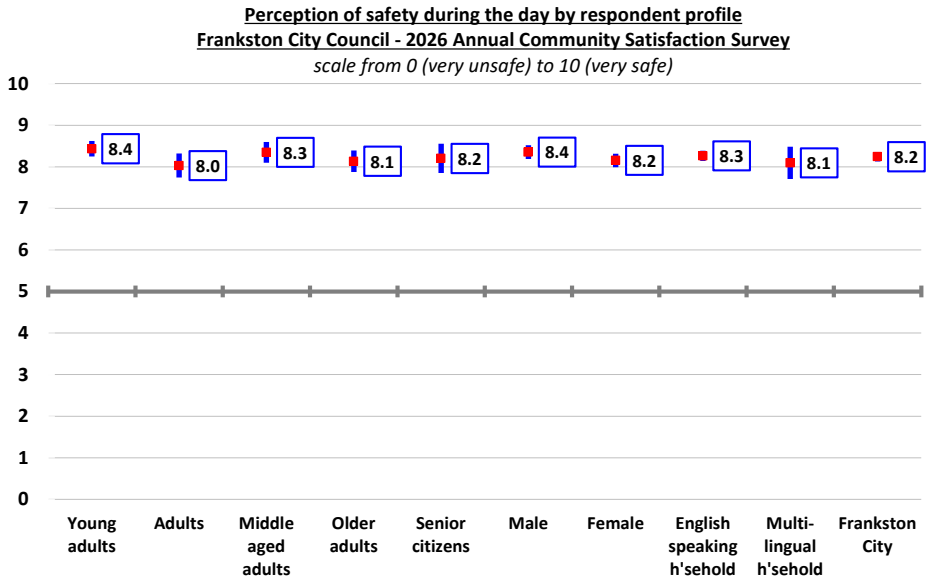
This result was marginally (1pt) lower than the metropolitan average of 8.3 out of 10, and somewhat (3pts) lower than the southeastern region councils' average.
This result comprised 77% (up from 63%) who felt "very safe" and three percent (down from 7%) who felt "unsafe".




There was measurable variation in this result observed across the municipality, as respondents from Frankston North and Frankston / Karingal felt measurably (6pts and 3pts) higher than the municipal average. By contrast, respondents from Frankston South felt measurably (6pts) less safe in public areas during the day than the municipal average.




There was no measurable variation in the perception of safety in public areas during the day observed by respondent profile, although young adults (age 18 to 34 years) felt somewhat (2pts) safer than average, and adults (aged 35 to 44 years) felt somewhat (2pts) less safe.




### *Safety at night*

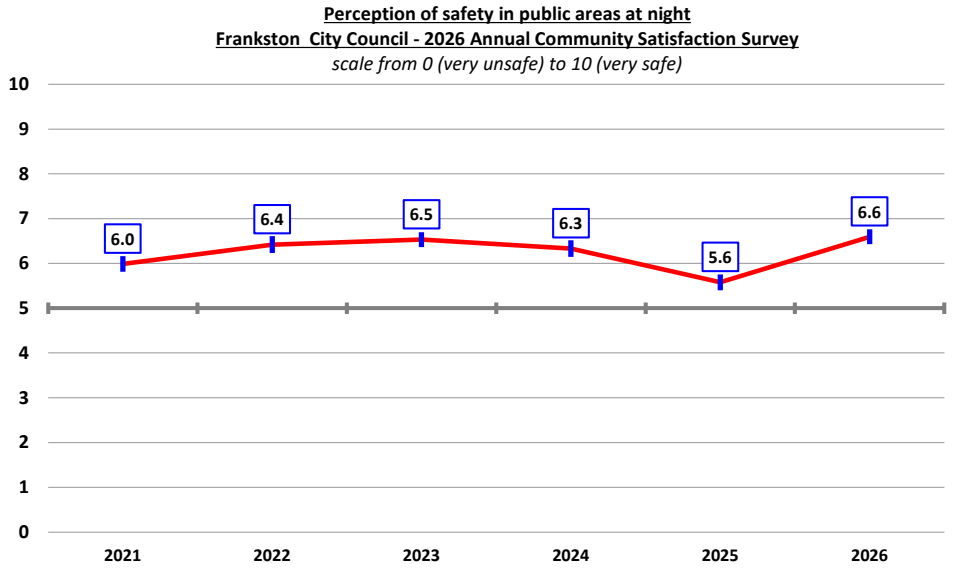
The perception of safety in the public areas of the City of Frankston at night increased measurably and significantly this year, up 10 percentage points (18%) to 6.6 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in public areas of the City of Frankston at night to the longer-term trend of improving perception of safety at night.

This was the highest perception of safety in public areas at night recorded for the City of Frankston and was above the long-term average of 6.2 out of 10.

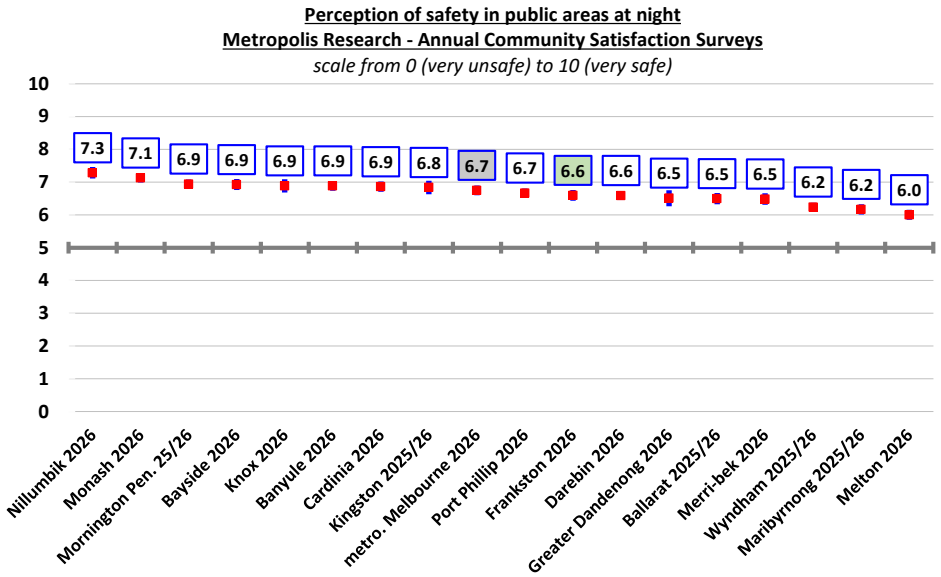
This result was marginally (1pt) lower than the metropolitan average of 8.3 out of 10, and somewhat (3pts) lower than the southeastern region councils' average.

This result comprised 35% (up from 21%) who felt "very safe" and 16% (down from 28%) who felt "unsafe".

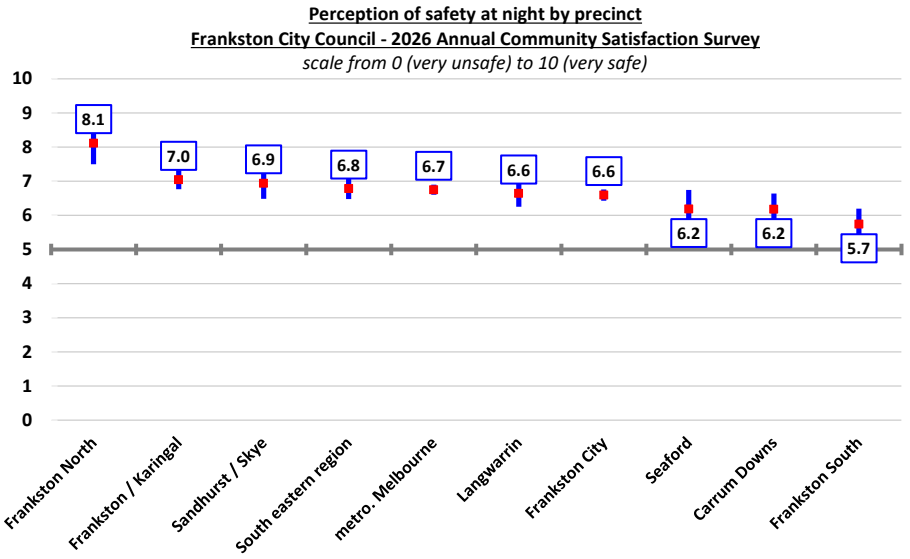



The following graph provides a comparison of the average perception of safety in public areas at night for all municipalities surveyed by Metropolis Research in 2025 and so far in 2026. In 2025, the City of Frankston was the lowest result (5.6) recorded by Metropolis Research.

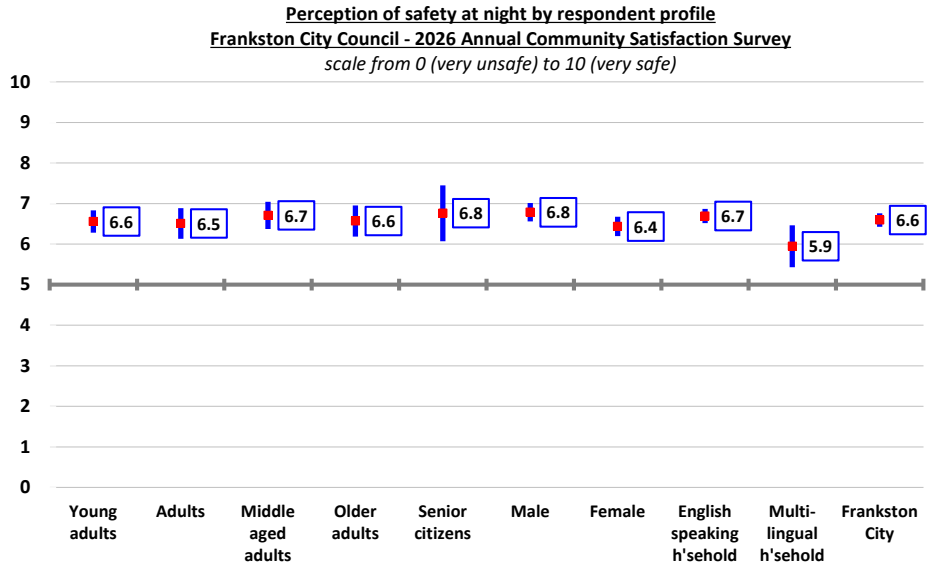
While the perception of safety in public areas of the City of Frankston was somewhat (2pts) lower than the metropolitan average, this result was higher than that recorded in several other municipalities. This includes the City of Greater Dandenong, but also several western region municipalities (including Wyndham, Melton, and Maribyrnong).



There was measurable variation in the perception of safety in public areas at night observed across the municipality. Respondents from Frankston North (15pts) and Frankston / Karingal (4pts) felt measurably safer than average. By contrast, respondents from Frankston South felt measurably (9pts) and respondents from Seaford and Carrum Downs felt notably (4pts) less safe than average.




There was no measurable variation observed by age structure, however, male respondents felt measurably (4pts) safer than female respondents, and respondents from multilingual households felt measurably (8pts) less safe than respondents from English speaking.



### *Travelling on / waiting for public transport*

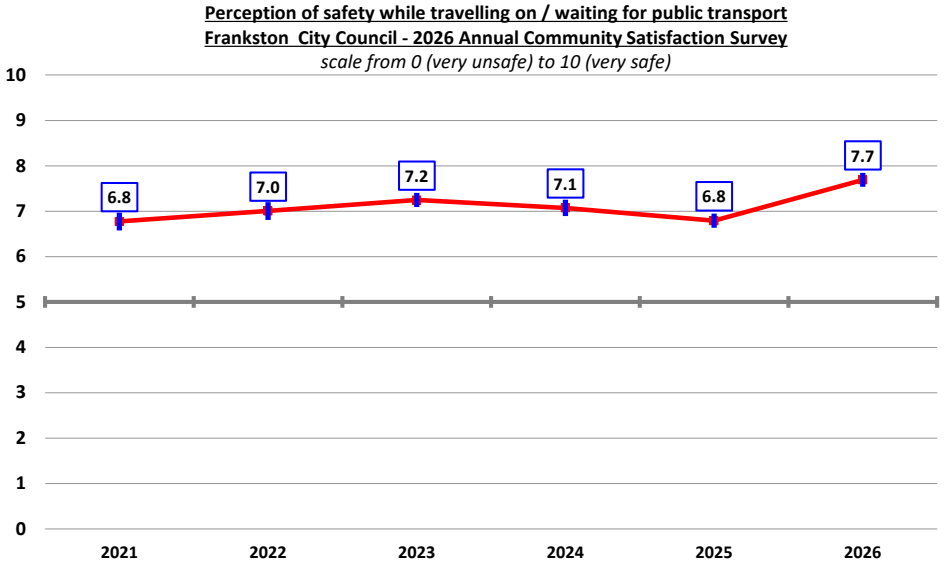
The perception of safety travelling on / waiting for public transport increased measurably and significantly this year, up nine percentage points (13%) to 6.8 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety travelling on / waiting for public transport to the longer-term trend of improving perception of safety.

This was the highest perception of safety travelling on / waiting for public transport for the City of Frankston and was above the long-term average of 7.1 out of 10.

This result was marginally (1pt) higher than the metropolitan average of 7.6 out of 10, and marginally (1pt) lower than the southeastern region councils' average.

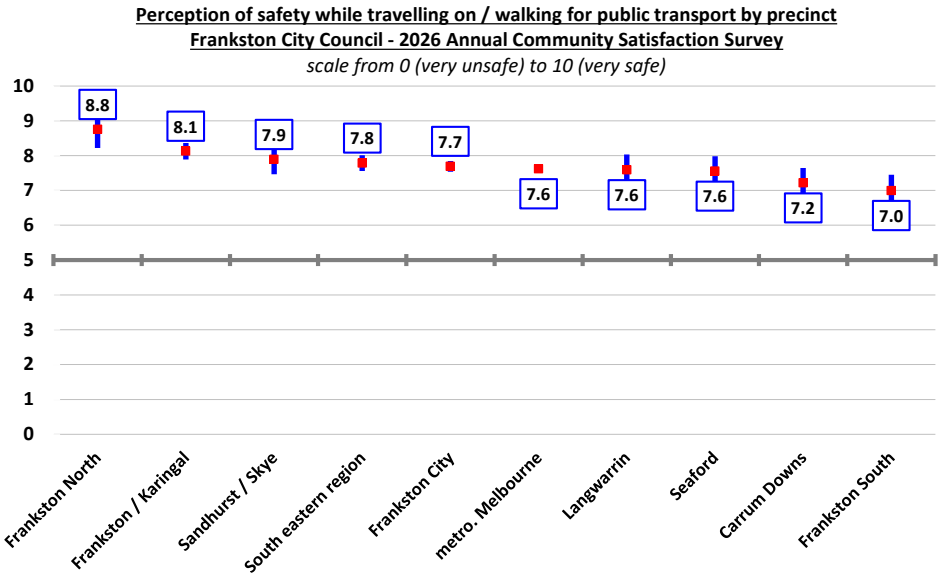
This result comprised 61% (up from 41%) who felt "very safe" and seven percent (down from 11%) who felt "unsafe".



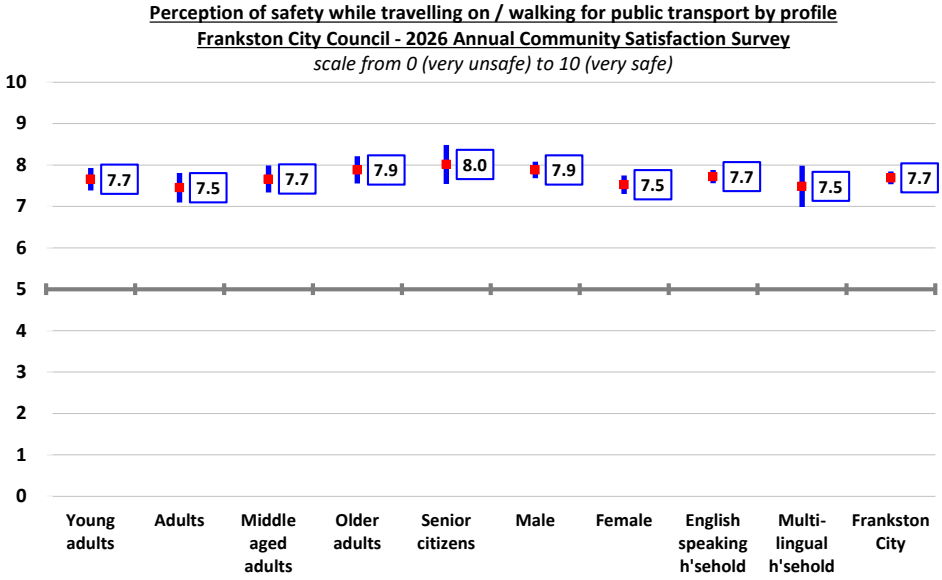

There was measurable variation in the perception of safety in public areas at night observed across the municipality.

Respondents from Frankston North (11pts) and Frankston / Karingal (4pts) felt measurably safer than average.

By contrast, respondents from Frankston South felt measurably (7pts) and respondents from Carrum Downs felt notably (5pts) less safe than average.




There was no measurable variation observed by age structure, however, male respondents felt measurably (4pts) safer than female respondents.



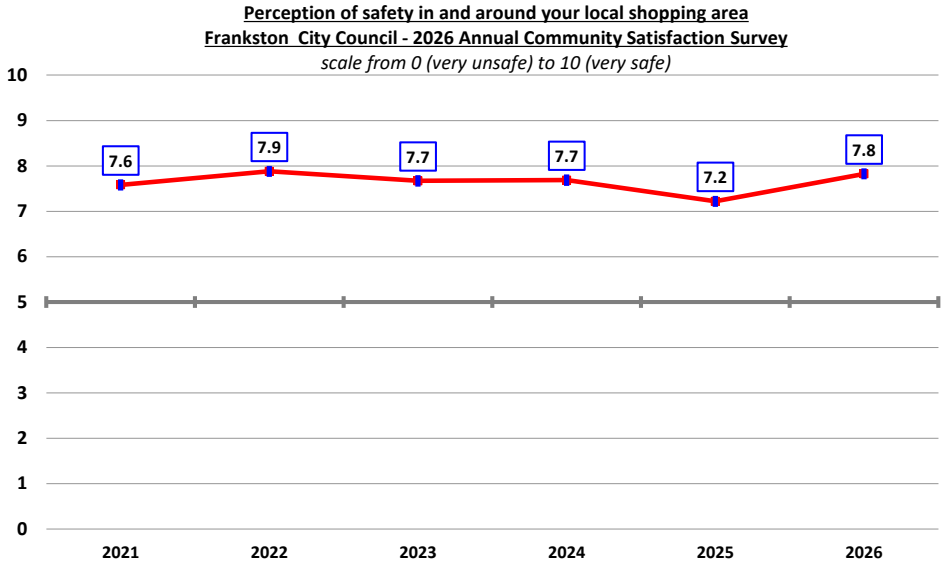
### *In and around your local shopping area*

The perception of safety in and around the respondents' local shopping area increased measurably this year, up six percentage points (8%) to 7.8 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in and around the local shopping area to the relatively stable long-term average of 7.6.

This result was measurably (2pts) higher than the metropolitan average of 7.6 out of 10, and identical to the southeastern region councils' average.

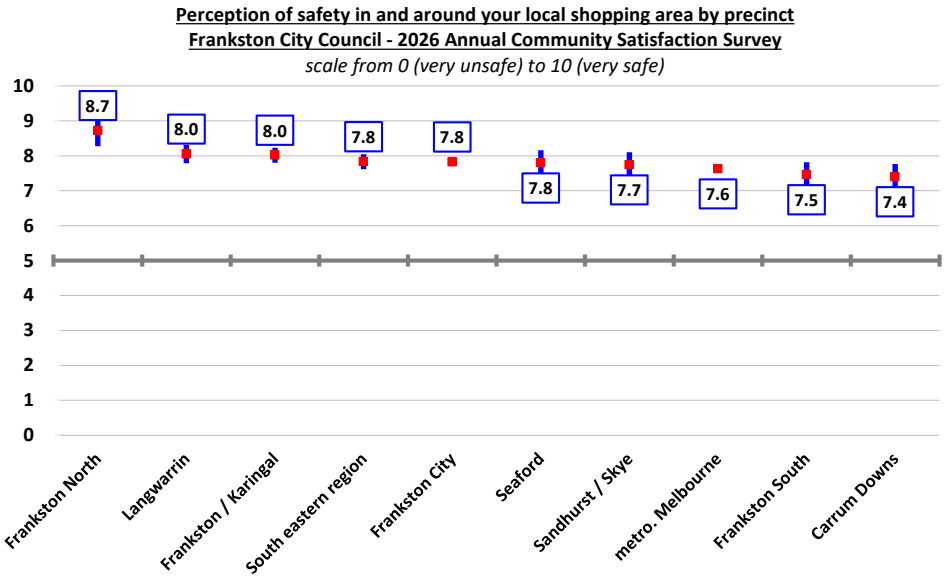
This result comprised 63% (up from 46%) who felt "very safe" and three percent (down from 6%) who felt "unsafe".



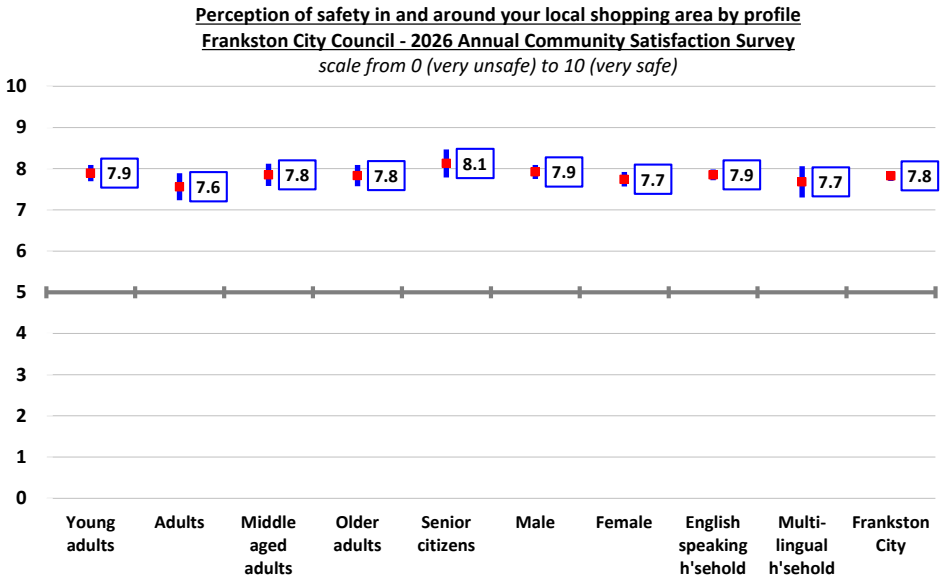

There was measurable variation in this result observed across the municipality.

Respondents from Frankston North felt measurably (9pts) safer than the municipal average.

By contrast, respondents from Frankston South (3pts) and Carrum Downs (4pts) felt notably less safe than average.




There was no measurable variation in the perception of safety in and around the local shopping area observed by respondent profile.

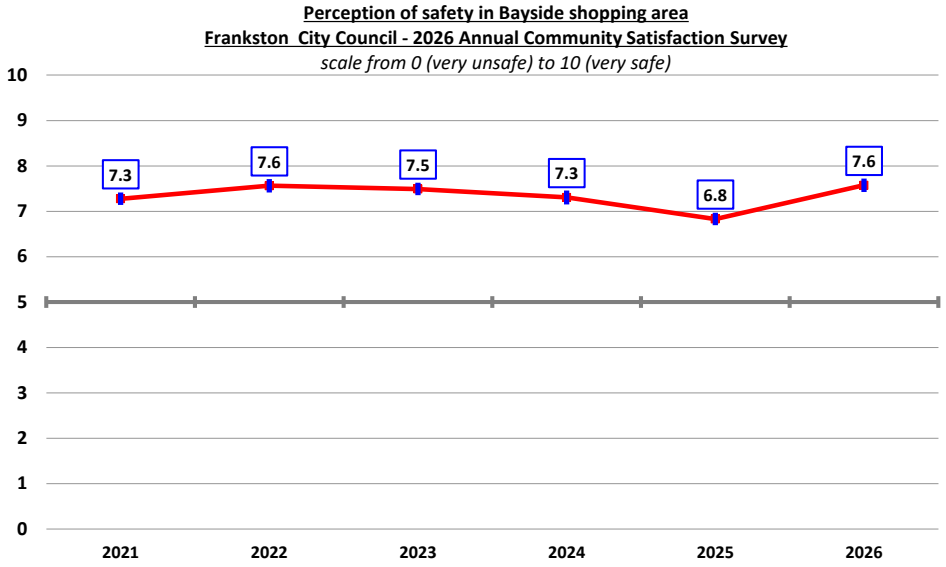


### *Bayside shopping area*

The perception of safety in and around Bayside shopping area increased measurably and significantly this year, up eight percentage points (12%) to 7.6 out of 10.

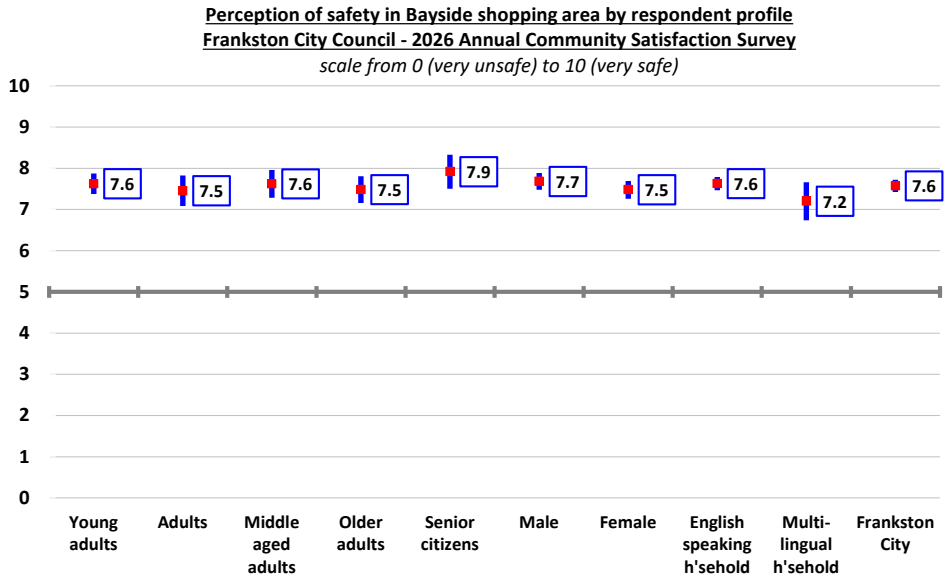
This result reversed the measurable decline recorded last year and returned the perception of safety in and around the local shopping area to the relatively stable long-term average of 7.3.

This result comprised 57% (up from 39%) who felt "very safe" and seven percent (down from 10%) who felt "unsafe".




While there was no measurable variation in this result observed by respondent profile, senior citizens (aged 75 years and over) felt somewhat (3pts) safer than the municipal average.

Respondents from English speaking households felt notably (4pts) safer than respondents from multilingual households.



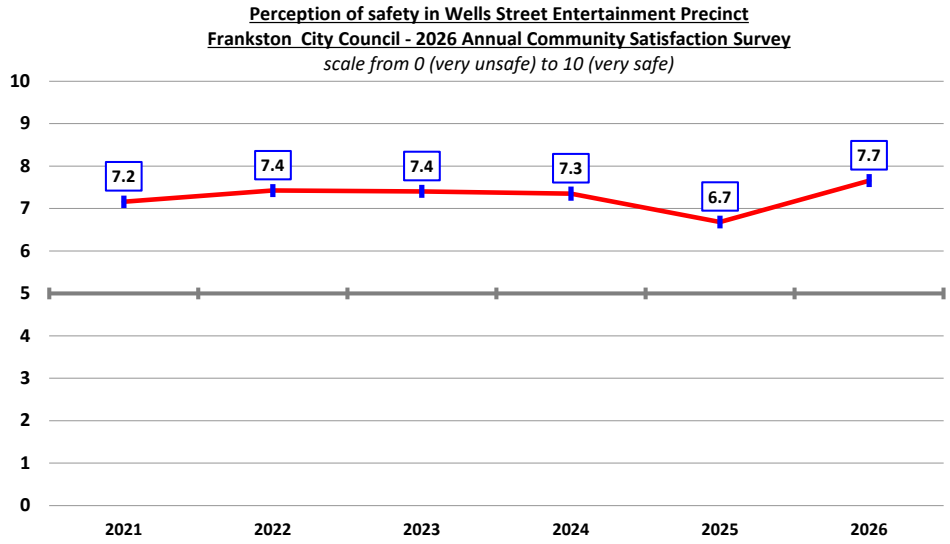

### *Wells Street Entertainment Precinct*

The perception of safety in and around the Wells Street Entertainment Precinct increased measurably and significantly this year, up 10 percentage points (15%) to 7.7 out of 10.

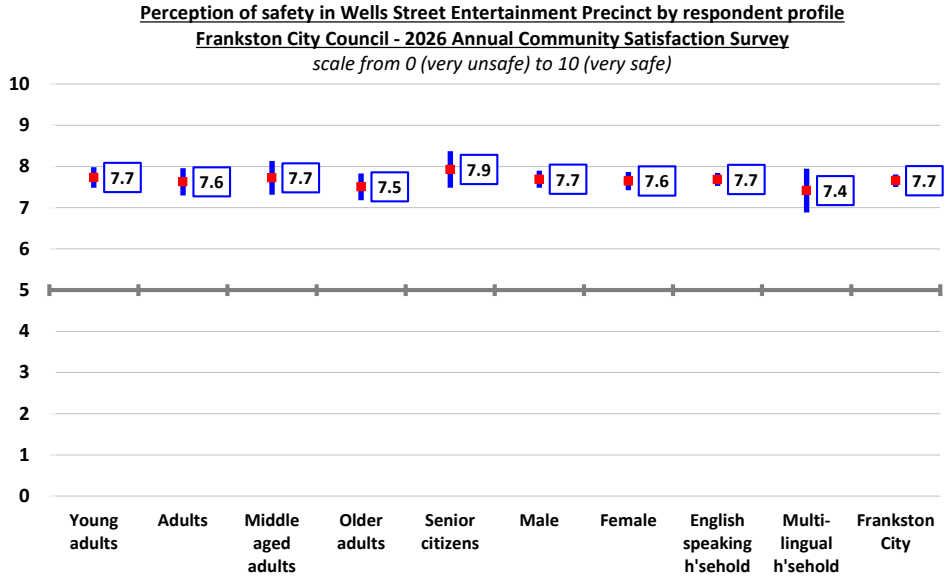
This result reversed the measurable decline recorded last year and returned the perception of safety in and around the local shopping area to above the relatively stable long-term average of 7.3.

This was the highest perception of safety recorded for the Wells Street Entertainment Precinct.

This result comprised 61% (up from 36%) who felt “very safe” and six percent (down from 13%) who felt “unsafe”.




While there was no measurable variation in this result observed by respondent profile, respondents from English speaking households felt somewhat (3pts) safer than respondents from multilingual households.



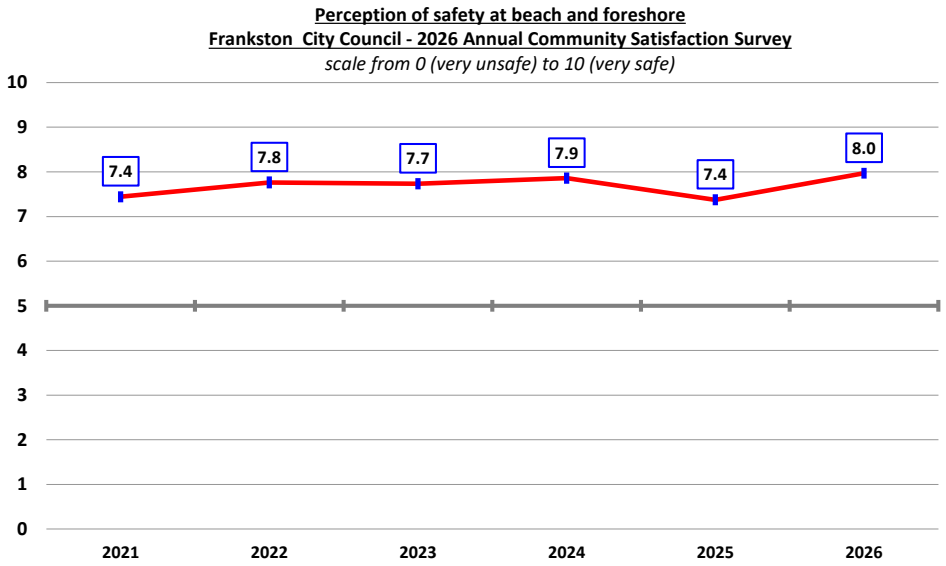
### *At the beach and foreshore*

The perception of safety at the beach and foreshore increased measurably this year, up six percentage points (8%) to 8.0 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety at the beach and foreshore to above the relatively stable long-term average of 7.7.

This was the highest perception of safety recorded for the beach and foreshore.

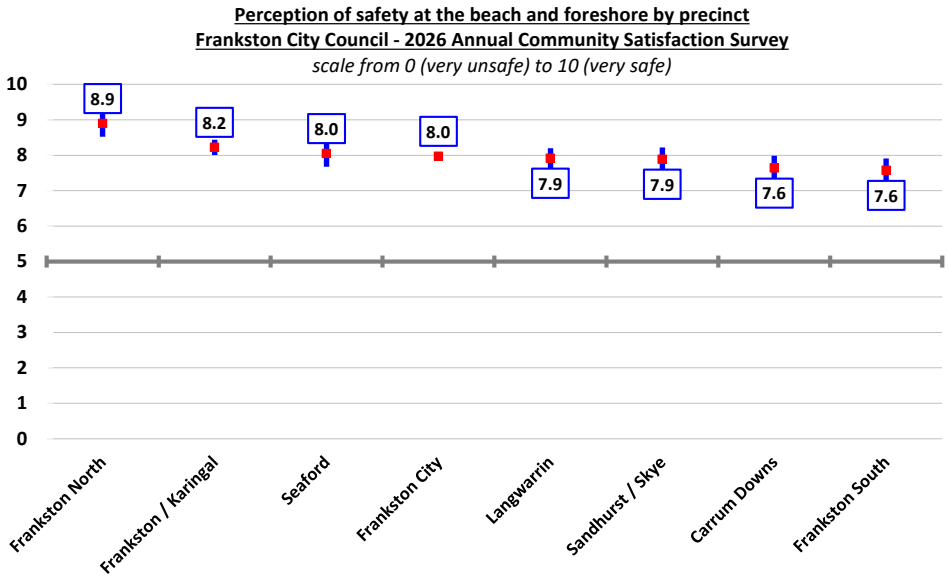
This result comprised 68% (up from 52%) who felt "very safe" and three percent (down from 6%) who felt "unsafe".



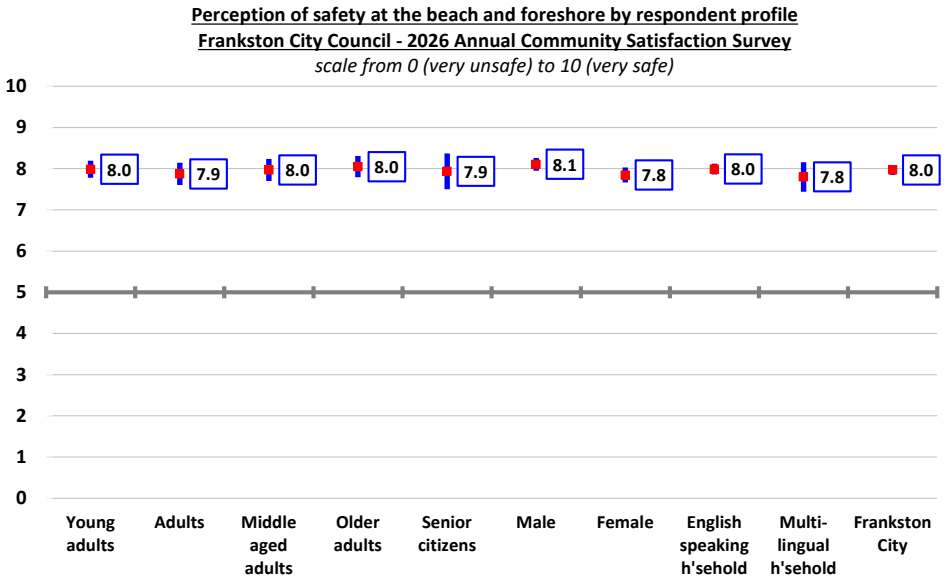

There was measurable variation in this result observed across the municipality.

Respondents from Frankston North felt measurably (9pts) safer than the municipal average.

By contrast, respondents from Frankston South and Carrum Downs felt notably (4pts) less safe than average.




There was measurable variation in this result observed by respondent profile, as male respondents felt measurably (3pts) safer than female respondents.



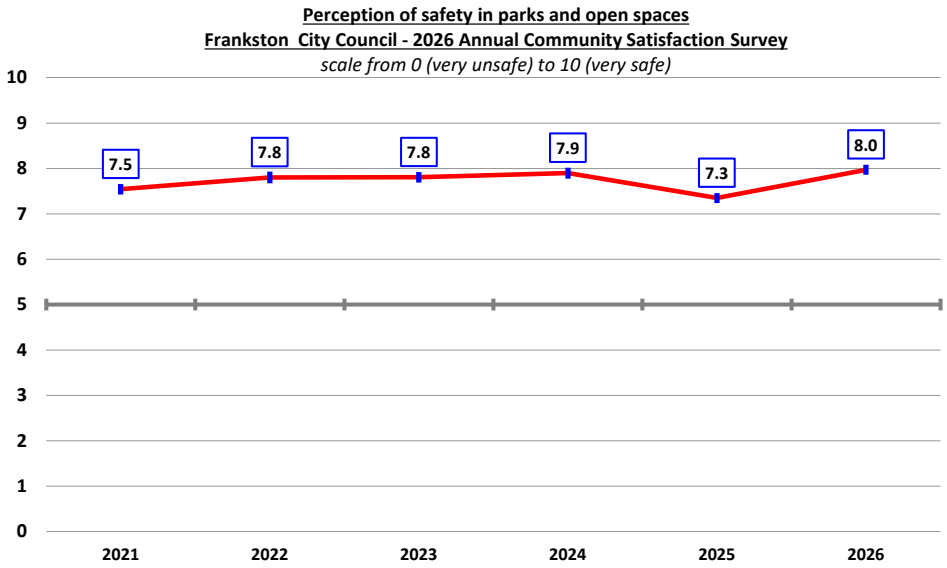
### *In parks and open spaces*

The perception of safety in parks and open spaces increased measurably this year, up seven percentage points (10%) to 8.0 out of 10.

This result reversed the measurable decline recorded last year and returned the perception of safety in parks and open spaces to above the relatively stable long-term average of 7.7.

This was the highest perception of safety recorded in parks and open spaces.

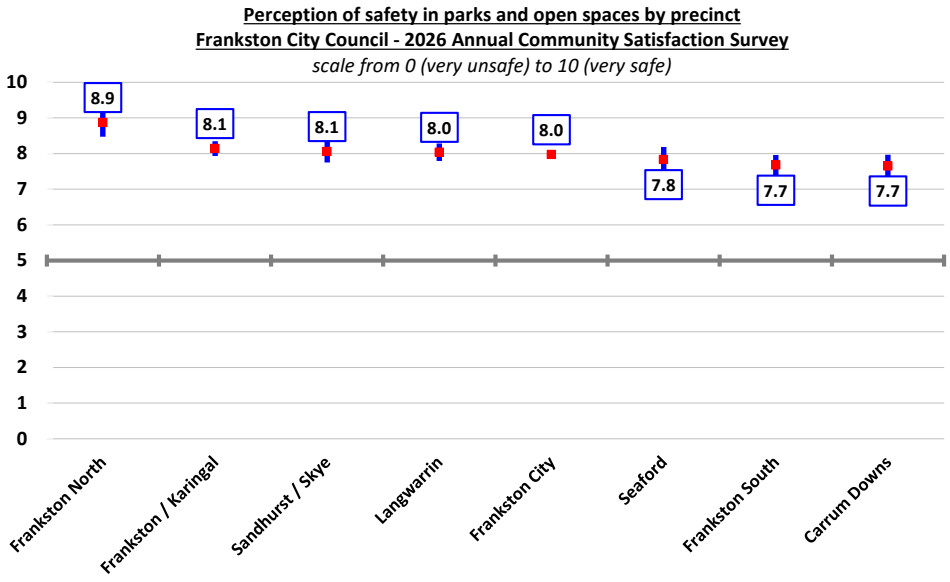
This result comprised 68% (up from 49%) who felt "very safe" and two percent (down from 4%) who felt "unsafe".



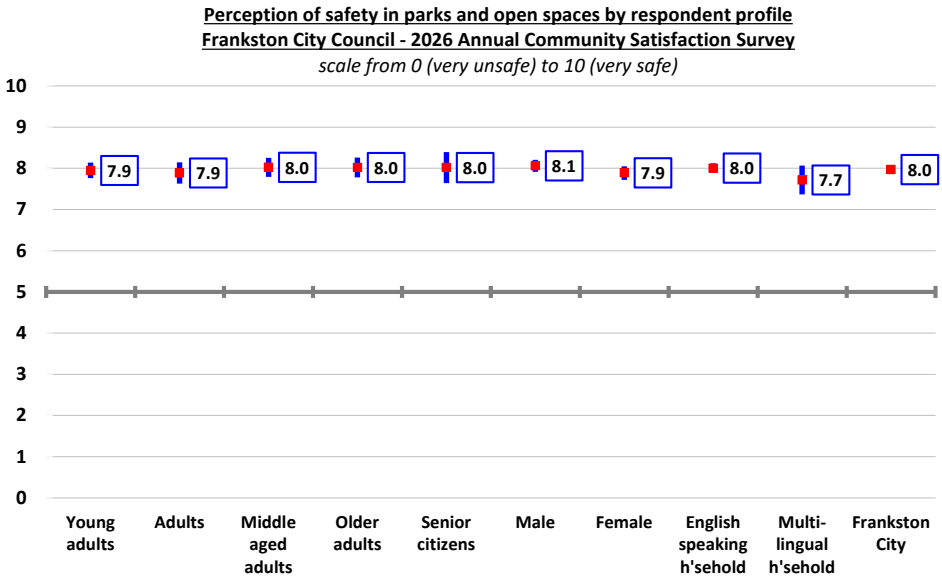

There was measurable variation in this result observed across the municipality.

Respondents from Frankston North felt measurably (9pts) safer than the municipal average.

By contrast, respondents from Frankston South and Carrum Downs felt somewhat (3pts) less safe than average.




While there was no measurable variation in this result observed by respondent profile, respondents from English speaking households felt somewhat (3pts) safer than respondents from multilingual households.



### *Reasons for feeling less safe*

In 2026, there were 216 (down from 404) comments received from respondents who felt unsafe in the public areas of the City of Frankston.

These comments have been broadly categorised, as outlined in the following table.

The most common issue raised by respondents who felt unsafe again this year related to concerns around drugs and alcohol (63 comments), and concerns around various types of people (53 comments).

There were also, again this year, a notable number of comments about perception of crime and perceived lack of policing (22 comments).

Other issues such as homelessness, incidents and break-ins, youth crime, anti-social behaviour, and the general perception of safety were evident in these results.

**Reasons for not feeling safe in the public areas of Frankston City**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total responses)*

| *Response* | *2026* | | *2025* | *2024* | *2023* | *2022* |
|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | |
| Drugs and alcohol | 63 | 29% | 30% | 38% | 22% | 33% |
| People | 53 | 25% | 17% | 26% | 27% | 25% |
| Crime and policing | 22 | 10% | 14% | 11% | 13% | 10% |
| Homeless people / homelessness | 15 | 7% | 4% | 0% | 0% | 0% |
| Incidents / break-ins | 14 | 6% | 7% | 3% | 7% | 4% |
| Youth / youth crime | 14 | 6% | 7% | 0% | 0% | 0% |
| Violence and anti-social behaviour | 13 | 6% | 7% | 5% | 4% | 4% |
| General perception of safety | 10 | 5% | 7% | 6% | 7% | 1% |
| Feel vulnerable (e.g., women, elderly) | 4 | 2% | 1% | 0% | 0% | 1% |
| Perception of safety at night and lighting | 3 | 1% | 3% | 8% | 12% | 11% |
| Traffic / hooning | 2 | 1% | 1% | 0% | 0% | 7% |
| Other | 3 | 1% | 3% | 4% | 7% | 4% |
| **Total** | **216** | **100%** | **404** | **282** | **268** | **224** |

The verbatim comments underpinning these summary results are presented as an appendix to this report.

## *Locations where respondents felt unsafe*

The following table outlines the locations where respondents felt unsafe in the public areas of the City of Frankston, broken down by precinct.

**Location where respondents feel unsafe by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Precinct* | *Location* | *Number* |
|---|---|---|
| **Carrum Downs *(Total = 35)*** | In general. | 7 |
| | Frankston train station | 5 |
| | Around train station | 4 |
| | At night | 2 |
| | Shopping centre | 2 |
| | Around the station | 1 |
| | At home | 1 |
| | At night and in Bayside. Add more streetlights and cameras | 1 |
| | Bayside shopping area | 1 |
| | Bus stops | 1 |
| | Carrum Downs Shopping Centre | 1 |
| | Frankston | 1 |
| | Frankston CBD | 1 |
| | Frankston North | 1 |
| | Frankston shopping area | 1 |
| | Near youth rehabilitation area | 1 |
| | Outer part of shopping areas | 1 |
| | Public transport | 1 |
| | The Bayside area. Depends on where you are | 1 |
| | Wells St | 1 |
| **Seaford *(Total = 33)*** | Frankston train station | 6 |
| | In general. | 4 |
| | All of Frankston | 2 |
| | At night in general | 2 |
| | Wells St precinct | 2 |
| | At night in Frankston and the train station or go on the train | 1 |
| | At night in the local area | 1 |
| | Bayside and surrounding area, Wells Entertainment Precinct and at night | 1 |
| | Bayside Shopping Centre | 1 |
| | Everywhere | 1 |
| | General area | 1 |
| | In Frankston CBD the housing around is bad | 1 |
| | Inside some of the malls | 1 |
| | Main city Frankston station area | 1 |
| | Next to train stops | 1 |
| | Officeworks | 1 |

| | | |
|---|---|---|
| | Overall | 1 |
| | Places that aren't lit, closer to the train stations | 1 |
| | Shopping area | 1 |
| | Streetlights have been busted at Eel Race Rd roundabout | 1 |
| | Train stations in evening | 1 |
| | Young St | 1 |

| | | |
|---|---|---|
| **Langwarrin** ***(Total = 18)*** | In general. | 3 |
| | Frankston main precinct / city area | 2 |
| | Frankston station | 2 |
| | Bayside and Keyside shopping centres | 1 |
| | Beach, Bayside, public transport and Wells St entertainment precinct | 1 |
| | Closer to Frankston centre | 1 |
| | During the day its fine | 1 |
| | Frankston beach area | 1 |
| | Near hotels in Frankston | 1 |
| | Night | 1 |
| | People with bikes everywhere | 1 |
| | Public transport is unsafe, that's why I don't take it | 1 |
| | Wells St Entertainment Precinct | 1 |
| | Young St | 1 |

| | | |
|---|---|---|
| **Sandhurst / Skye** ***(Total = 6)*** | Bayside Shopping Centre Caremark | 1 |
| | Carrum Downs, Frankston shopping centres | 1 |
| | Everywhere | 1 |
| | Frankston train station and other station | 1 |
| | General Frankston area | 1 |
| | Station area and the beaches | 1 |

| | | |
|---|---|---|
| **Frankston South** ***(Total = 50)*** | Train station | 6 |
| | Around the station | 4 |
| | Frankston train station | 4 |
| | In general. | 4 |
| | Bayside shopping area | 3 |
| | Bayside | 2 |
| | Beach and foreshore | 2 |
| | Everywhere | 2 |
| | Frankston CBD | 2 |
| | Frankston entirely | 2 |
| | Frankston North | 2 |
| | Night | 2 |
| | Wells St | 2 |
| | Around the station at night | 1 |
| | Bayside SC train stations | 1 |
| | Frankston CBD and station Wells St Bayside shopping area | 1 |
| | In general, anywhere with low light | 1 |
| | Night at stations | 1 |
| | Playne St | 1 |
| | Seaford | 1 |

| | | |
|---|---|---|
| | Shopping centres | 1 |
| | The shopping strip in front of the Frankston station | 1 |
| | Wells St Entertainment Precinct | 1 |
| | When shopping | 1 |
| | Wouldn't go into the Coles | 1 |
| | Young St | 1 |

| | | |
|---|---|---|
| **Frankston North** ***(Total = 2)*** | Frankston railway station | 1 |
| | Around the station | 1 |

| | | |
|---|---|---|
| **Frankston / Karingal** ***(Total = 25)*** | Frankston station | 3 |
| | In general. | 3 |
| | Mainly around train stations | 3 |
| | Dalpura Cct end | 2 |
| | Everywhere | 2 |
| | Around homes | 1 |
| | Beachside in night | 1 |
| | City centre | 1 |
| | Frankston shopping area | 1 |
| | Home | 1 |
| | Near shopping areas | 1 |
| | Overpass of the Frankston station | 1 |
| | Parks | 1 |
| | The Frankston Shopping Centre | 1 |
| | The shopping centre and Frankston station | 1 |
| | Williams St | 1 |
| | Young St | 1 |

## Sense of community

Respondents were asked:

*"On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community."*

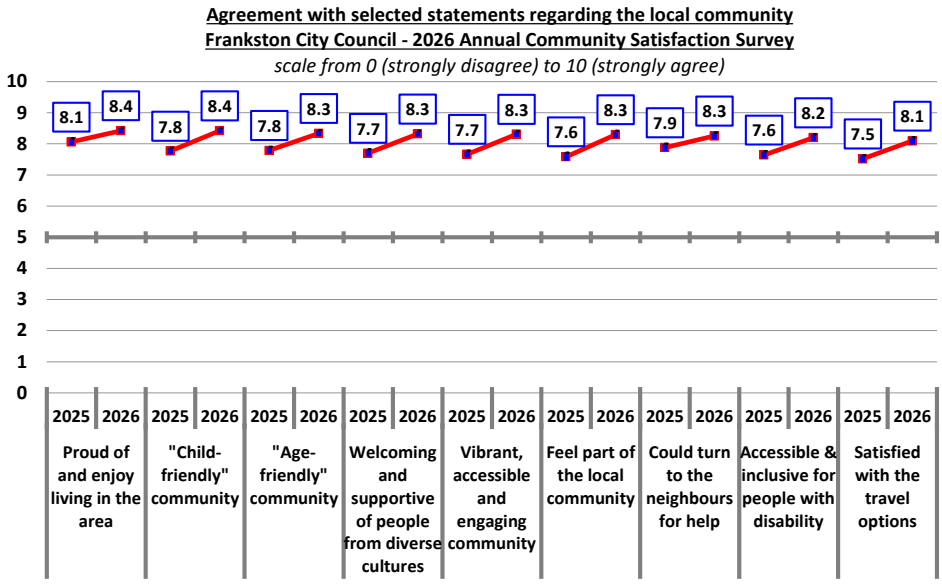
Respondents were again in 2026, asked to rate their agreement with nine statements about the local community.

These statements include some that define the sense of local community, and some that reflect various importance aspects of living in the local community, such as transport.

The average agreement with each of these statements increased measurably this year, consistent with the general increase in satisfaction with the performance of Council, and other variables such as the perception of safety, and satisfaction with housing affordability and availability.

Agreement with each of these statements was at a record high for the City of Frankston this year.

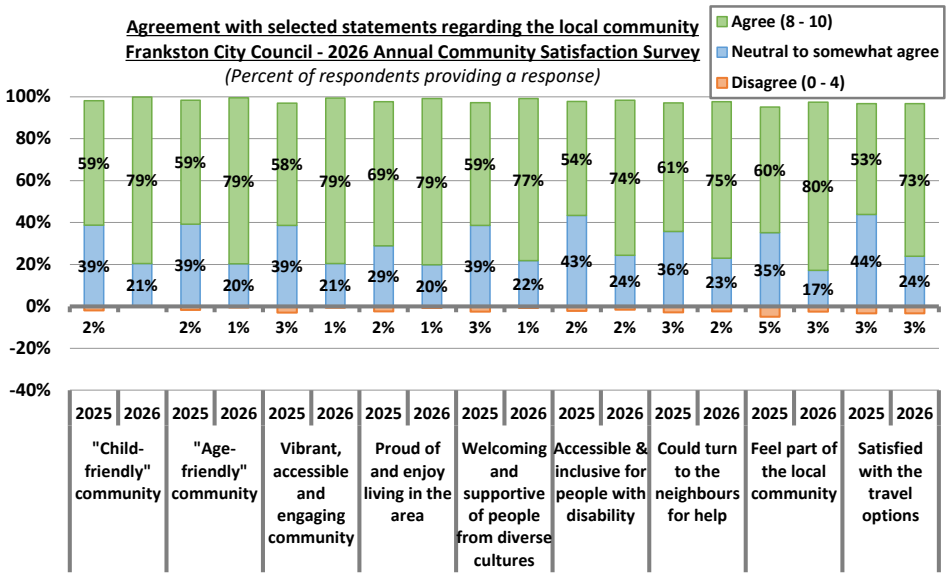
These results reflect a strong local sense of community in the City of Frankston, and at levels higher than the metropolitan average, as recorded in *Governing Melbourne*.



The following graph provides a breakdown of these results into the proportion of respondents (providing a score) who “strongly agreed” (i.e., rated agreement at eight or more), those who were “neutral to somewhat agreed” (i.e., rated agreement at between five and seven), and those who “disagreed” (i.e., rated agreement at less than five out of 10).

Consistent with the measurable increase in average agreement, there were measurable increases in the proportion of respondents who "strongly agreed” with each statement.

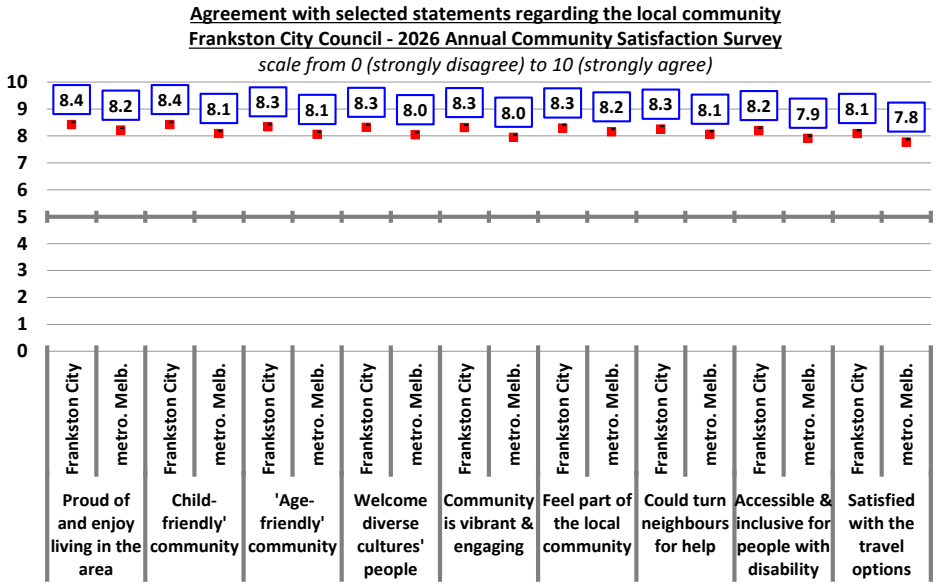
Less than four percent of respondents “disagreed” with any of these nine statements.




The following graph provides a comparison of average agreement with these nine senses of community statements for the City of Frankston against the metropolitan Melbourne average, as recorded in the 2026 *Governing Melbourne* research.

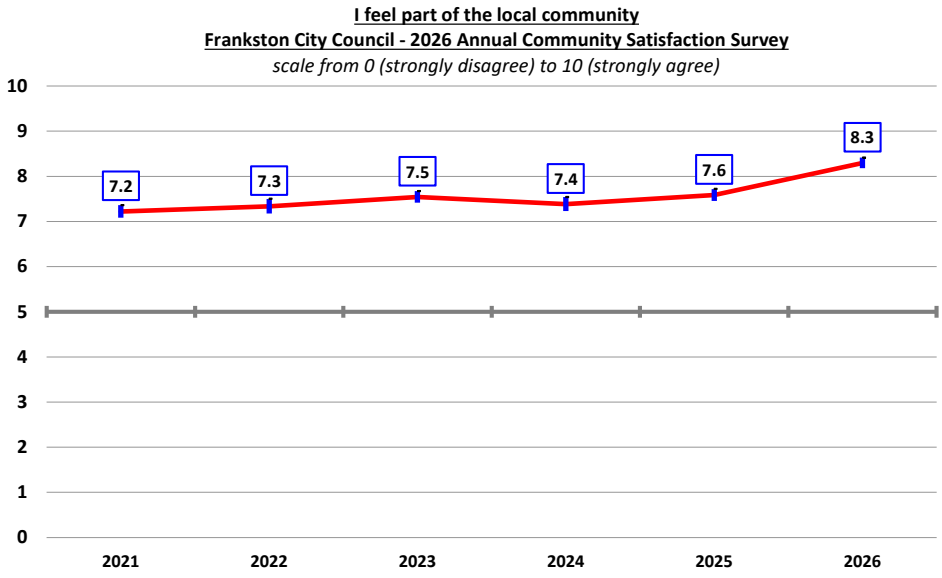
The average agreement with all nine statements was higher in the City of Frankston.

This was a reversal of some of the results recorded last year, at which time several of these aspects recorded lower agreement in the City of Frankston.

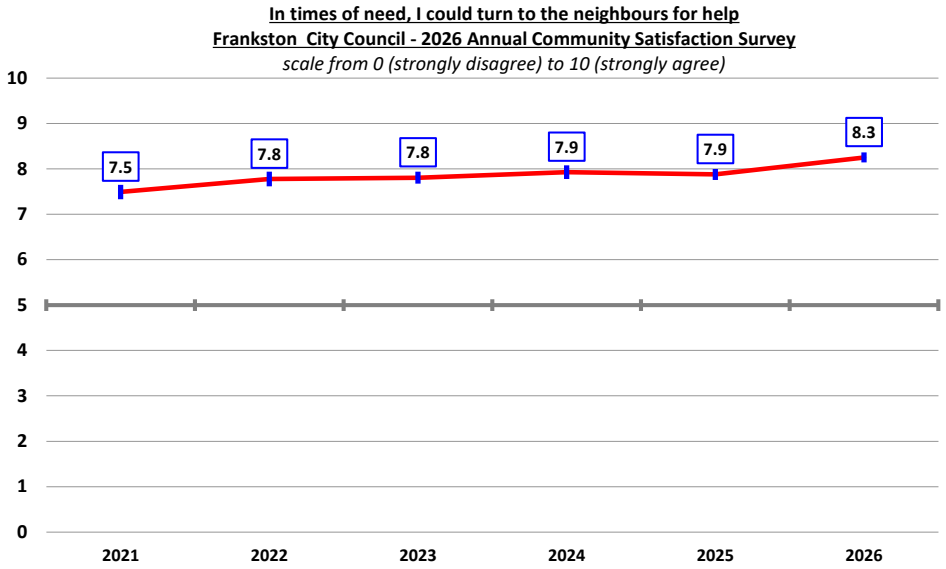



The average agreement that the respondent feels part of the local community increased measurably this year, up seven percentage points (9%) to 8.3 out of 10.

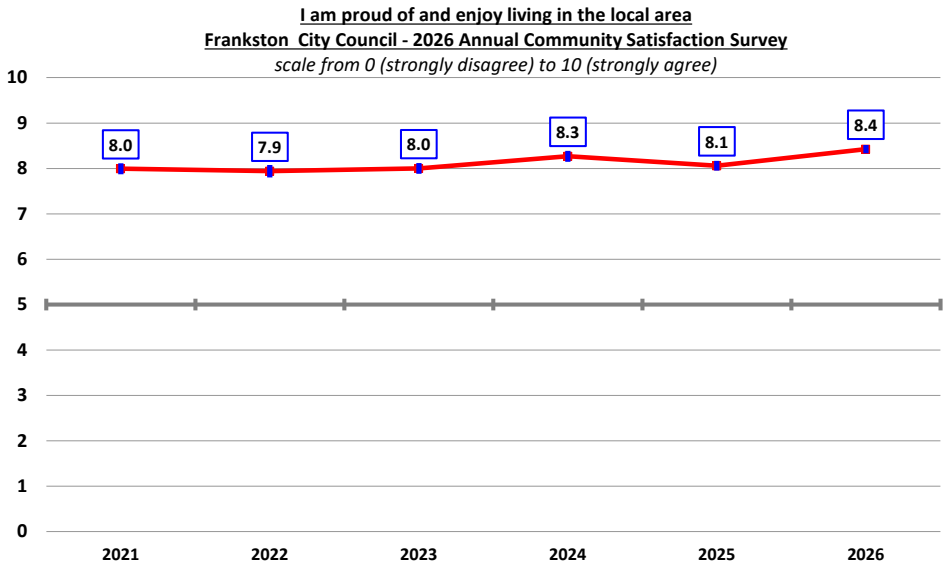
This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.6.



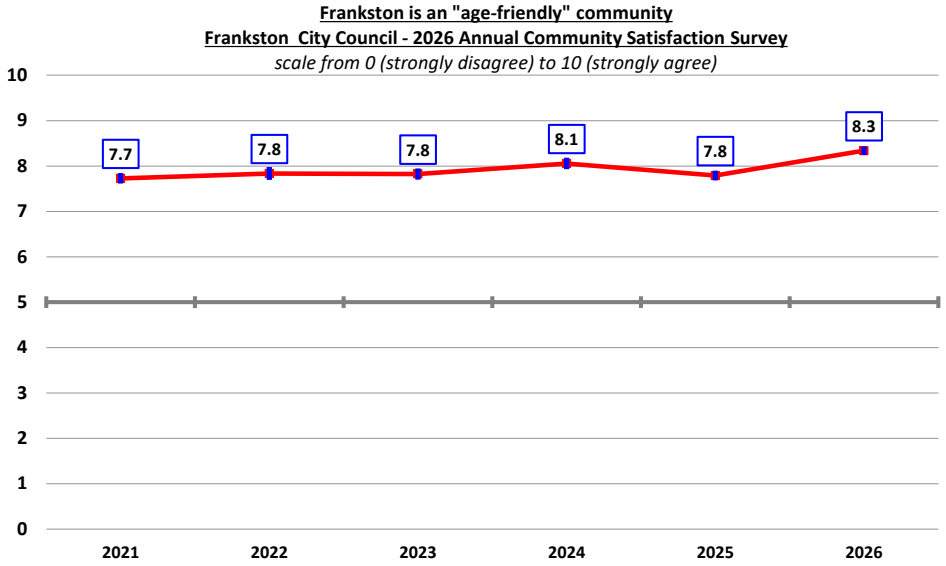
The average agreement that in times of need, the respondent could turn to the neighbours for help increased measurably this year, up four percentage points (5%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (4pts) higher than the long-term average agreement since 2021 of 7.9.



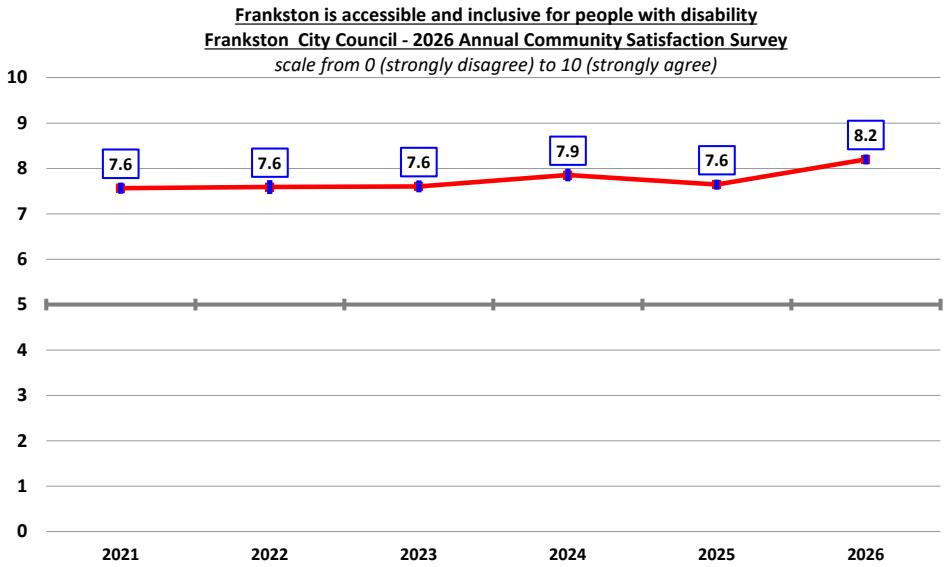

The average agreement that the respondent feels proud of and enjoys living in the local area increased measurably this year, up seven percentage points (9%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (3pts) higher than the long-term average agreement since 2021 of 8.1.



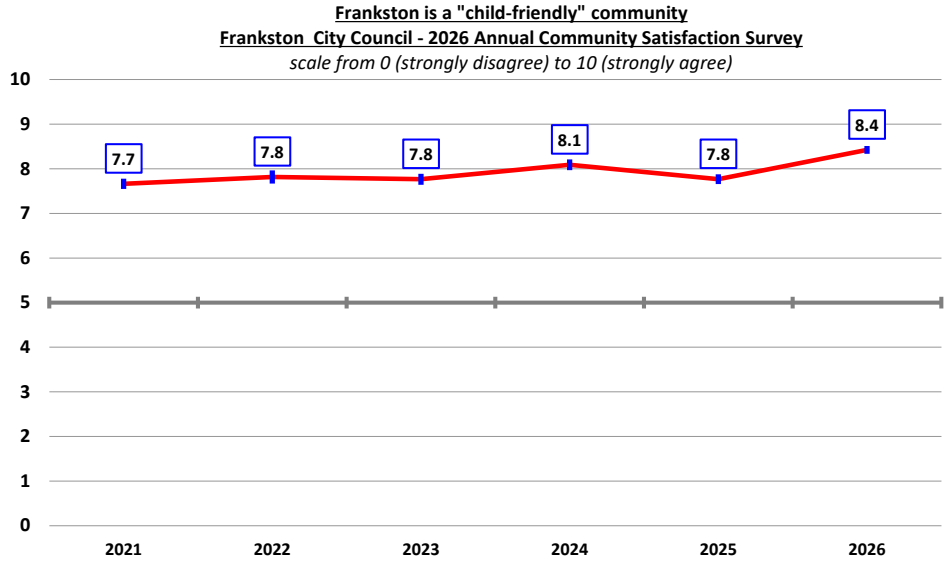
The average agreement that Frankston is an 'age-friendly' community increased measurably this year, up five percentage points (6%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.9.



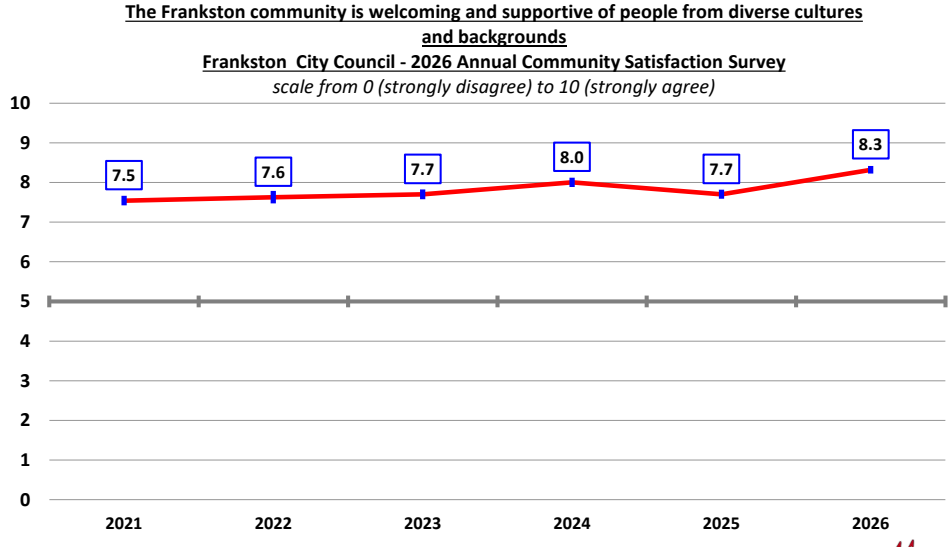

The average agreement that Frankston is accessible and inclusive for people with disability increased measurably this year, up six percentage points (8%) to 8.2 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.7.



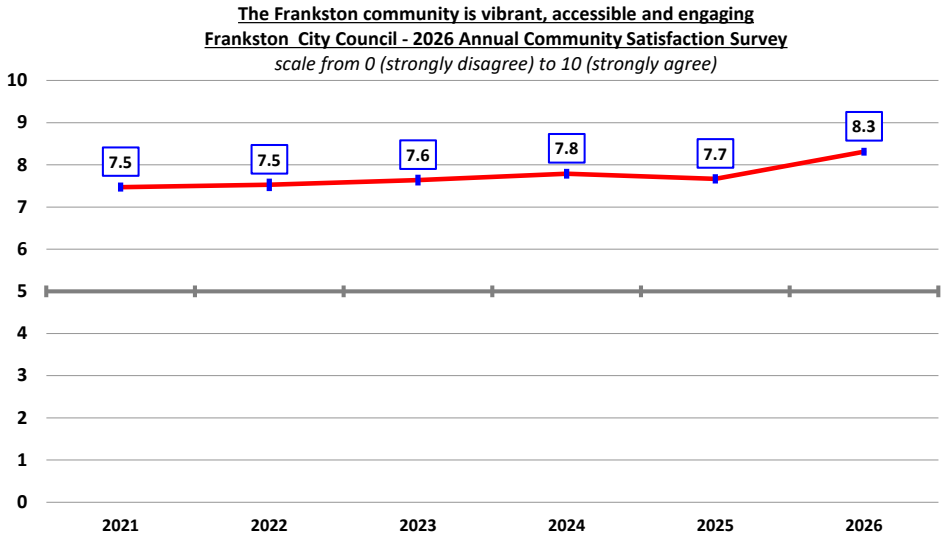
The average agreement that Frankston is a 'child-friendly' community increased measurably this year, up six percentage points (8%) to 8.4 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (5pts) higher than the long-term average agreement since 2021 of 7.9.



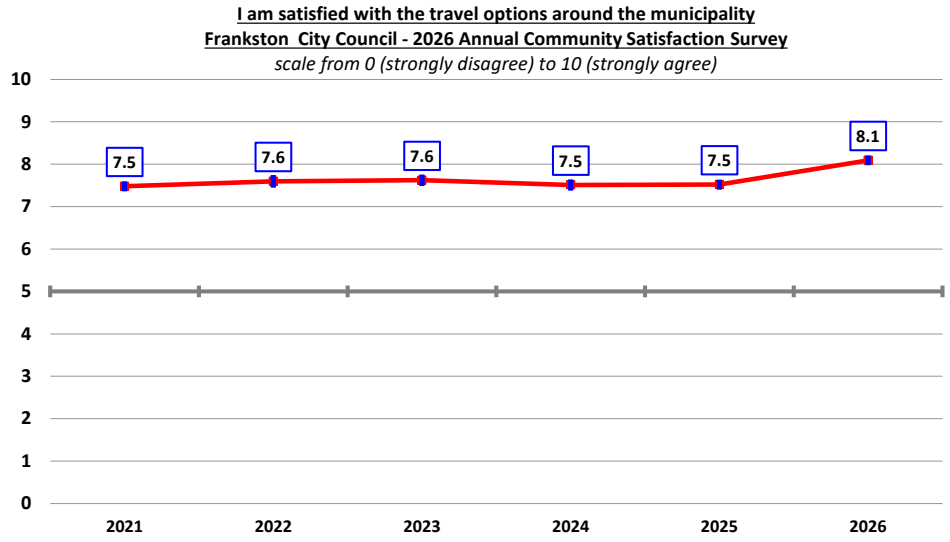

The average agreement that the Frankston community is welcoming and supportive of people from diverse cultures and backgrounds community increased measurably this year, up six percentage points (8%) to 8.3 out of 10. This was the highest agreement recorded for the City of Frankston and was measurably (5pts) higher than the long-term average since 2021 of 7.8.



The average agreement that the Frankston community is vibrant, accessible, and engaging increased measurably this year, up six percentage points (8%) to 8.3 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (6pts) higher than the long-term average agreement since 2021 of 7.7.




The average agreement that the respondent was satisfied with the travel options around the municipality increased measurably this year, up six percentage points (8%) to 8.1 out of 10. This was the highest agreement with this statement recorded for the City of Frankston and was measurably (7pts) higher than the long-term average agreement since 2021 of 7.6.



The following tables provides a comparison of the average agreement with each of these statements by precinct and by respondent profile. The following variations were noted:

- ***I feel part of the local community*** – respondents from Carrum Downs were notably less, while respondents from Sandhurst / Skye, Frankston North, and Frankston / Karingal were notably more in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.

- ***In times of need, I could turn to the neighbours for help*** – respondents from Langwarrin and Sandhurst / Skye were notably less, while respondents from Frankston North were notably more in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.

- ***I am proud of and enjoy living in the local area*** – respondents from Frankston North and senior citizens (aged 75 years and over) were notably more in agreement than average.

- ***Frankston is an 'age-friendly' community*** - respondents from Frankston North were notably more in agreement than average. Respondents from English speaking households were notably more in agreement than respondents from multilingual households.

- ***Frankston is accessible and inclusive for people with disability*** – respondents from Langwarrin were notably less and respondents from Frankston North were notably more in agreement than average.

- ***Frankston is a 'child-friendly' community*** – respondents from Frankston North were notably more in agreement than average.

- ***The Frankston community is welcoming and supportive of people from diverse cultures and backgrounds*** - respondents from Frankston North were notably more in agreement than average.

- ***The Frankston community is vibrant, accessible, and engaging*** - respondents from Frankston North were notably more in agreement than average.

- ***I am satisfied with the travel options around the municipality*** - respondents from Frankston North were notably more in agreement than average.

**Average agreement with selected statements regarding the local community by precinct**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and index score scale 0 - 10)*

| *Aspect* | *Carrum Downs* | *Seaford* | *Langwarrin* | *Sandhurst / Skye* |
|---|---|---|---|---|
| I feel part of the local community | 7.7 | 8.2 | 8.1 | 8.6 |
| In times of need, I could turn to the neighbours for help | 8.2 | 8.4 | 7.9 | 7.8 |
| I am proud of and enjoy living in the local area | 8.1 | 8.6 | 8.5 | 8.2 |
| Frankston is an "age-friendly" community | 8.1 | 8.4 | 8.3 | 8.1 |
| Frankston is accessible and inclusive for people with disability | 7.9 | 8.1 | 7.8 | 8.2 |
| Frankston is a "child-friendly" community | 8.3 | 8.4 | 8.4 | 8.3 |
| The Frankston community is welcoming and supportive of people from diverse backgrounds | 8.2 | 8.1 | 8.2 | 8.3 |
| The Frankston community is vibrant, accessible and engaging | 8.1 | 8.1 | 8.3 | 8.3 |
| I am satisfied with the travel options around the municipality | 7.9 | 8.1 | 8.0 | 8.2 |
| *Average agreement* | *8.1* | *8.3* | *8.2* | *8.2* |
| **Total respondents** | **130** | **94** | **138** | **80** |

| *Aspect* | *Frankston South* | *Frankston North* | *Frankston / Karingal* | *Frankston City* |
|---|---|---|---|---|
| I feel part of the local community | 8.0 | 9.0 | 8.8 | 8.3 |
| In times of need, I could turn to the neighbours for help | 8.3 | 9.1 | 8.4 | 8.3 |
| I am proud of and enjoy living in the local area | 8.4 | 8.8 | 8.6 | 8.4 |
| Frankston is an "age-friendly" community | 8.3 | 8.8 | 8.5 | 8.3 |
| Frankston is accessible and inclusive for people with disability | 8.2 | 8.8 | 8.5 | 8.2 |
| Frankston is a "child-friendly" community | 8.4 | 9.0 | 8.5 | 8.4 |
| The Frankston community is welcoming and supportive of people from diverse backgrounds | 8.3 | 8.9 | 8.5 | 8.3 |
| The Frankston community is vibrant, accessible and engaging | 8.2 | 8.9 | 8.5 | 8.3 |
| I am satisfied with the travel options around the municipality | 7.9 | 8.6 | 8.2 | 8.1 |
| *Average agreement* | *8.2* | *8.9* | *8.5* | *8.3* |
| **Total respondents** | **108** | **38** | **213** | **800** |

**Average agreement with selected statements regarding the local community by respondent profile**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and index score scale 0 - 10)*

| *Aspect* | *Young adults* | *Adults* | *Middle-aged* | *Older adults* | *Senior citizens* | *Male* | *Female* | *English speaking* | *Multi-lingual* |
|---|---|---|---|---|---|---|---|---|---|
| I feel part of the local community | 8.2 | 8.3 | 8.5 | 8.2 | 8.2 | 8.3 | 8.3 | 8.4 | 7.9 |
| In times of need, I could turn to the neighbours for help | 8.1 | 8.1 | 8.4 | 8.4 | 8.5 | 8.3 | 8.2 | 8.3 | 7.9 |
| I am proud of and enjoy living in the local area | 8.4 | 8.3 | 8.5 | 8.4 | 8.7 | 8.4 | 8.4 | 8.5 | 8.2 |
| Frankston is an "age-friendly" community | 8.4 | 8.3 | 8.3 | 8.3 | 8.3 | 8.4 | 8.3 | 8.4 | 8.0 |
| Frankston is accessible and inclusive for people with disability | 8.3 | 8.2 | 8.2 | 8.1 | 8.2 | 8.2 | 8.2 | 8.2 | 7.9 |
| Frankston is a "child-friendly" community | 8.5 | 8.4 | 8.4 | 8.4 | 8.4 | 8.4 | 8.5 | 8.5 | 8.2 |
| The Frankston community is welcoming and supportive of people from diverse backgrounds | 8.4 | 8.2 | 8.4 | 8.3 | 8.4 | 8.3 | 8.3 | 8.3 | 8.3 |
| The Frankston community is vibrant, accessible and engaging | 8.3 | 8.3 | 8.3 | 8.3 | 8.2 | 8.3 | 8.3 | 8.4 | 8.1 |
| I am satisfied with the travel options around the municipality | 8.1 | 8.0 | 8.1 | 8.2 | 8.1 | 8.1 | 8.1 | 8.1 | 7.9 |
| *Average agreement* | *8.3* | *8.2* | *8.3* | *8.3* | *8.3* | *8.3* | *8.3* | *8.3* | *8.1* |
| **Total respondents** | **230** | **141** | **145** | **212** | **69** | **380** | **415** | **681** | **107** |

## Respondent profile

The following section provides the demographic profile of respondents to the *Frankston City Council – 2026 Annual Community Satisfaction Survey*.

These questions have been included in the survey for two purposes; to allow checking that the sample adequately reflects the underlying population of the municipality and secondly to allow for more detailed examination of the results of other questions in the survey.

### *Age structure*

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* profile.

Metropolis Research notes, however, that the unweighted sample was a very fair reflection of the underlying age and gender structure of the Frankston City community, which speaks to the strength of the door-to-door, in-person methodology.

Consistent with all voluntary surveys, the unweighted sample somewhat under-represented young adults (aged 18 to 34 years), although Metropolis Research notes that the under-representation was significantly smaller than is typically observed with telephone surveys.

**Age structure**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Age* | *2026 (unweighted)* | | *2026* | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | *(weighted)* | | | | | |
| Young adults *(18 - 34 years)* | 127 | 16% | 29% | 29% | 29% | 29% | 29% | 29% |
| Adults *(35 - 44 years)* | 188 | 24% | 18% | 18% | 18% | 18% | 18% | 18% |
| Middle-aged adults *(45 - 54 years)* | 168 | 21% | 18% | 18% | 18% | 18% | 18% | 18% |
| Older adults *(55 - 74 years)* | 215 | 27% | 27% | 27% | 27% | 27% | 27% | 27% |
| Senior citizens *(75 years and over)* | 99 | 12% | 9% | 9% | 9% | 9% | 9% | 9% |
| Not stated | 3 | | 3 | 5 | 3 | 3 | 9 | 0 |
| **Total** | **800** | **100%** | **800** | **800** | **800** | **801** | **803** | **811** |

## *Gender*

The sample of respondents was weighted by age and gender to reflect the 2021 *Census* results.

It is noted that the unweighted sample was a fair representation of the underlying Frankston City community, although it slightly over-represented male and over female respondents.

**Gender**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Gender* | *2026 (unweighted)* | | *2026* | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | *(weighted)* | | | | | |
| Male | 397 | 50% | 48% | 48% | 48% | 48% | 48% | 48% |
| Female | 398 | 50% | 52% | 52% | 52% | 51% | 52% | 52% |
| Non-binary | 3 | 0% | 0% | 0% | 0% | 1% | 0% | 0% |
| Other | 1 | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Prefer not to say | 1 | | 1 | 2 | 1 | 1 | 9 | 0 |
| **Total** | **800** | **100%** | **800** | **800** | **800** | **801** | **803** | **811** |

## *Language spoken at home*

Consistent with previous results, 14% of respondents were from households that spoke a language other than English at home. This was almost identical to the 13% of individuals who spoke a language other than English at home recorded in the 2021 *Census*.

**Language spoken at home**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Language* | *2026* | | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | | |
| English | 681 | 86% | 80% | 76% | 84% | 86% | 85% |
| French | 11 | 1% | 1% | 1% | 1% | 0% | 0% |
| Mandarin | 11 | 1% | 1% | 3% | 1% | 1% | 1% |
| Tagalog (Filipino) | 10 | 1% | 1% | 1% | 2% | 1% | 1% |
| Hindi | 9 | 1% | 1% | 2% | 1% | 1% | 1% |
| Greek | 6 | 1% | 2% | 1% | 1% | 1% | 1% |
| Italian | 6 | 1% | 1% | 1% | 1% | 1% | 0% |
| Chinese, n.f.d | 4 | 1% | 0% | 0% | 0% | 0% | 0% |
| Malayalam | 4 | 1% | 1% | 1% | 0% | 0% | 1% |
| Spanish | 4 | 1% | 1% | 1% | 1% | 1% | 0% |
| Tamil | 4 | 1% | 0% | 0% | 0% | 0% | 0% |
| German | 3 | 0% | 1% | 1% | 1% | 0% | 0% |
| Japanese | 3 | 0% | 0% | 1% | 0% | 0% | 0% |
| Sinhalese | 3 | 0% | 0% | 1% | 0% | 0% | 0% |
| Ukranian | 3 | 0% | 0% | 0% | 0% | 0% | 0% |
| Vietnamese | 3 | 0% | 1% | 1% | 0% | 1% | 0% |
| Cantonese | 2 | 0% | 1% | 0% | 1% | 0% | 0% |
| Czech | 2 | 0% | 0% | 0% | 0% | 0% | 0% |
| Hungarian | 2 | 0% | 1% | 0% | 0% | 0% | 0% |
| Polish | 2 | 0% | 1% | 0% | 1% | 0% | 0% |
| Thai | 2 | 0% | 1% | 0% | 0% | 0% | 0% |
| Urdu | 2 | 0% | 0% | 0% | 0% | 0% | 0% |
| Albanian | 1 | 0% | 0% | 0% | 0% | 0% | 0% |
| Arabic | 1 | 0% | 1% | 1% | 1% | 1% | 0% |
| Dutch | 1 | 0% | 0% | 1% | 1% | 0% | 1% |
| Irish | 1 | 0% | 0% | 0% | 0% | 0% | 0% |
| Khmer | 1 | 0% | 0% | 0% | 0% | 0% | 0% |
| Maori | 1 | 0% | 0% | 0% | 0% | 0% | 0% |
| Nepali | 1 | 0% | 0% | 0% | 0% | 0% | 0% |
| Russian | 1 | 0% | 1% | 1% | 0% | 0% | 0% |
| Turkish | 1 | 0% | 0% | 0% | 0% | 0% | 0% |
| All languages | 5 | 1% | 2% | 4% | 3% | 4% | 5% |
| Not stated | 9 | | 14 | 7 | 13 | 21 | 4 |
| **Total** | **800** | **100%** | **800** | **800** | **801** | **803** | **811** |

## *Household structure*

Consistent with previous results, a little more than one-third of respondents were from two-parent families, 35% from couple households, 13% from sole person households, five percent from one-parent families, and seven percent from group households.

**Household structure**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Structure* | *2026* | | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | | |
| **Two parent family total** | **307** | **39%** | **40%** | **38%** | **36%** | **50%** | **48%** |
| *youngest child 0 - 4 years* | *59* | *8%* | *12%* | *11%* | *10%* | *12%* | *11%* |
| *youngest child 5 - 12 years* | *97* | *12%* | *9%* | *12%* | *9%* | *15%* | *16%* |
| *youngest child 13 - 18 years* | *59* | *8%* | *8%* | *7%* | *8%* | *10%* | *13%* |
| *adult children only* | *92* | *12%* | *11%* | *8%* | *10%* | *13%* | *8%* |
| **One parent family** | **42** | **5%** | **9%** | **11%** | **8%** | **8%** | **8%** |
| *youngest child 0 - 4 years* | *9* | *1%* | *1%* | *1%* | *1%* | *1%* | *1%* |
| *youngest child 5 - 12 years* | *3* | *0%* | *2%* | *2%* | *2%* | *1%* | *2%* |
| *youngest child 13 - 18 years* | *8* | *1%* | *2%* | *2%* | *2%* | *2%* | *2%* |
| *adult children only* | *22* | *3%* | *4%* | *5%* | *3%* | *3%* | *3%* |
| Group household | 54 | 7% | 6% | 8% | 10% | 5% | 24% |
| Sole person household | 105 | 13% | 13% | 15% | 15% | 14% | 6% |
| Couple only household | 275 | 35% | 32% | 27% | 30% | 23% | 13% |
| Extended or multiple families | 2 | 0% | 1% | 2% | 1% | 1% | 1% |
| Not stated | 15 | | 8 | 10 | 7 | 20 | 27 |
| **Total** | **800** | **100%** | **800** | **800** | **801** | **803** | **811** |

## *Housing situation*

A little less than two-thirds (61% up from 54%) of the respondents owned their home outright, 18% were mortgagor households, and 20% were rental households.

**Housing situation**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Situation* | *2026* | | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | | |
| Own this home | 471 | 61% | 54% | 47% | 54% | 51% | 39% |
| Mortgage (paying-off this home) | 138 | 18% | 20% | 25% | 22% | 25% | 38% |
| Private rental *(e.g., Real Estate Agent)* | 142 | 18% | 23% | 26% | 22% | 20% | 20% |
| Social or public housing | 12 | 2% | 3% | 0% | 2% | 4% | 3% |
| Other arrangement | 8 | 1% | 1% | 1% | 0% | 0% | 0% |
| Not stated | 29 | | 22 | 28 | 8 | 26 | 27 |
| **Total** | **800** | **100%** | **800** | **800** | **801** | **803** | **811** |

## *Diverse population groups*

There were fewer respondents who identified as speaking a language other than English at home this year than last year (9% down from 12%), which was a little smaller than the proportion of respondents from households with a member who spoke a language other than English (14%).

There were 50 respondents (6%) who identified with disability or chronic illness, 34 (4%) were experiencing financial hardship, nine identified as LGBTIQA+, and six identified as Aboriginal and / or Torres Strait Islander.

**Diverse population groups**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total respondents)*

| *Response* | *2026* | | *2025* | *2024* |
|---|---|---|---|---|
| | *Number* | *Percent* | | |
| Speak a language other than English at home | 68 | 9% | 12% | 23% |
| Person with disability / chronic illness | 50 | 6% | 9% | 12% |
| Experiencing financial hardship | 34 | 4% | 4% | 5% |
| Identify as LGBTIQA+ | 9 | 1% | 1% | 2% |
| Aboriginal and / or Torres St. Islander | 6 | 1% | 1% | 1% |
| **Total responses** | **167** | | **212** | **353** |
| *Respondents identifying at least one response* | *150 (19%)* | | *190 (24%)* | *301 (38%)* |

## *Period of residence*

Consistent with the previous results, six percent of respondents were new residents (less than one year in the municipality), whilst 58% were long-term residents (10 years or more).

**Period of residence**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents providing a response)*

| *Period* | *2026* | | *2025* | *2024* | *2023* | *2022* | *2021* |
|---|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | | |
| Less than one year | 51 | 6% | 7% | 7% | 7% | 4% | 1% |
| One to less than five years | 80 | 10% | 15% | 17% | 23% | 14% | 4% |
| Five to less than ten years | 199 | 25% | 21% | 20% | 20% | 29% | 21% |
| Ten years or more | 463 | 58% | 57% | 55% | 50% | 54% | 73% |
| Not stated | 7 | | 2 | 5 | 6 | 21 | 16 |
| **Total** | **800** | **100%** | **800** | **800** | **801** | **803** | **811** |

The most common previous municipalities of residence for respondents who had lived in the City of Frankston for less than five years were the neighbouring or near-neighbouring councils of Kingston (15%), Mornington Peninsula (14%), Port Phillip (10%), Monash (8%), Casey (7%), and Greater Dandenong (7%).

It is noted that seven percent of respondents moved to the City of Frankston from overseas, and six percent from interstate.

**Previous Council**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of respondents who lived in the City of Frankston less than 5 years and providing a response)*

| Council | 2026 Number | 2026 Percent |
|---|---|---|
| Kingston | 13 | 15% |
| Mornington Peninsula | 12 | 14% |
| Port Phillip | 8 | 10% |
| Monash | 7 | 8% |
| Casey | 6 | 7% |
| Greater Dandenong | 6 | 7% |
| International | 6 | 7% |
| Interstate | 5 | 6% |
| Knox | 4 | 5% |
| Bayside | 3 | 4% |
| Brimbank | 2 | 2% |
| Casey | 2 | 2% |
| Darebin | 2 | 2% |
| Glen Eira | 2 | 2% |
| Boroondara | 1 | 1% |
| Greater Geelong | 1 | 1% |
| Manningham | 1 | 1% |
| Maribyrnong | 1 | 1% |
| Melbourne | 1 | 1% |
| Merri-bek | 1 | 1% |
| Not stated | 47 | |
| **Total** | **131** | **100%** |

## General comments

There was a total of 80 (down from 162) general comments received from respondents this year,

The decline in the number of general comments was consistent with the significant increases in satisfaction with many aspects of performance this year, reflecting a decline in issues of concern in the municipality.

The general comments have been broadly categorised, as outlined in the following table.

The most common comments received this year related to various community facilities, services, and activities (12 comments), and general positive comments (12 comments).

It is noted that this year, 15% of the general comments were general positive comments, which was double the seven percent recorded last year, and double the long-term average since 2022 of eight percent.

**General comments**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number and percent of total responses)*

| *Comment* | *2026* | | *2025* | *2024* | *2023* | *2022* |
|---|---|---|---|---|---|---|
| | *Number* | *Percent* | | | | |
| Community facilities / services / activities | 12 | 15% | 15% | 9% | 7% | 9% |
| General positive comments | 12 | 15% | 7% | 2% | 11% | 4% |
| Planning and development issues | 9 | 11% | 4% | 5% | 8% | 5% |
| Parking | 7 | 9% | 5% | 8% | 5% | 9% |
| Parks, gardens, open spaces, tree maintenance | 7 | 9% | 2% | 11% | 13% | 9% |
| Waste management | 6 | 8% | 6% | 10% | 4% | 5% |
| Council governance and management | 4 | 5% | 4% | 3% | 4% | 4% |
| Rates / financial management | 4 | 5% | 7% | 5% | 11% | 9% |
| Communication, consultation, and engagement | 3 | 4% | 2% | 6% | 6% | 5% |
| Drugs, crime and safety | 3 | 4% | 10% | 6% | 4% | 11% |
| Traffic and public transport management | 3 | 4% | 9% | 11% | 12% | 10% |
| Cleanliness and aesthetics of area | 2 | 3% | 3% | 5% | 4% | 3% |
| Comments relating to this survey | 2 | 3% | 2% | 2% | 1% | 5% |
| Shops, restaurants and entertainment venues | 2 | 3% | 6% | 2% | 1% | 0% |
| General negative comments | 1 | 1% | 4% | 1% | 1% | 2% |
| Roads | 1 | 1% | 4% | 2% | 2% | 2% |
| Other | 2 | 3% | 2% | 5% | 1% | 2% |
| **Total** | **80** | **100%** | **162** | **173** | **83** | **174** |

The following table outlines the verbatim comments underpinning these summary results.

**General comments**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Comment* | *Number* |
|---|---|
| *Community facilities / services / activities* | |
| Bus stop to house commute options for seniors | 1 |
| Bus stops need shade | 1 |
| Help the elderly | 1 |
| It's the housing estate body corporate that provides and maintains the local area, not the Council and we all pay for these services. The ones covered by the Council are not good | 1 |
| Love the festivals | 1 |
| More physical activities should be made available through Council | 1 |
| More services needed for the youth | 1 |
| There are many homeless people and there's a need for housing to be more affordable | 1 |
| There's a long waitlist for services for children under 5 | 1 |
| We need more public benches, I'm pretty old and would like to sit | 1 |

| | |
|---|---|
| Why are pitbulls banned? | 1 |
| You should have to register cats | 1 |
| **Total** | **12** |

*General positive comments*

| | |
|---|---|
| I am very happy here | 2 |
| Keep up the good work | 2 |
| Pretty happy / very satisfied with everything | 2 |
| Frankston is so much better than Monash | 1 |
| Keep doing good things to the community | 1 |
| No real complaints from me | 1 |
| Quite happy with everything, it's a lovely place | 1 |
| The Council is doing a good job | 1 |
| You are very nice | 1 |
| **Total** | **12** |

*Planning and development issues*

| | |
|---|---|
| Cost and ease of getting planning permits, especially with the cost living | 1 |
| Develop foreshore artistically rather than putting high-rises all the way | 1 |
| DHS houses must be removed from residential areas | 1 |
| Getting clear information regarding planning on private property, what can we do and not do. Rules right now are unclear | 1 |
| Housing estate maintains this area, not the Council | 1 |
| More development near the beach | 1 |
| Not fixing housing issues | 1 |
| Planning permit applications have to be strictly monitored, especially for unstable geography | 1 |
| The building department has to be improved | 1 |
| **Total** | **9** |

*Parking*

| | |
|---|---|
| Fixing registration for parking | 1 |
| Make parking free, almost everywhere where people pay | 1 |
| More parking facilities in the school area | 1 |
| New carpark near Frankston station has been taken up by TAFE students | 1 |
| No fine for cars parking on green strips | 1 |
| Parking on nature strips has to be addressed | 1 |
| Should be allowed to park on grass outside my house and not be fined | 1 |
| **Total** | **7** |

*Parks, gardens, open spaces, tree maintenance*

| | |
|---|---|
| Barbecue in the Ferndale Reserve park | 1 |
| Cleanup median strips | 1 |

| | |
|---|---|
| Council can help us take this big tree | 1 |
| Fix up Armstrong Reserve | 1 |
| Get your act together and fix up the tree, the neighbours are complaining too. They won't come and do anything even | 1 |
| More trees especially from indigenous nursery on nature strips | 1 |
| The pine trees lean to the heavy side of you cut only 1 side | 1 |
| **Total** | **7** |

*Waste management*

| | |
|---|---|
| Bigger green bin or more regular basis of pickup | 1 |
| Bins should be collected early in the morning | 1 |
| Hard rubbish was scattered in Marina Dr | 1 |
| Sometimes when they do the hard rubbish collection there will be rubbish around for a week and a half still on the street | 1 |
| The hard rubbish pickup didn't pick up green waste | 1 |
| The tip should be made free | 1 |
| **Total** | **6** |

*Council governance and management*

| | |
|---|---|
| Badly performing Council in general | 1 |
| Be a bit more organized around the different communities around Frankston | 1 |
| Better community interest and involvement | 1 |
| Mayor overspending or mismanagement of funds for personal use | 1 |
| **Total** | **4** |

*Rates / financial management*

| | |
|---|---|
| Got fined at the pool even though I was a member | 1 |
| Our Mayor was talking on the radio about giving $1,000 to new home buyers, our rates shouldn't be spent like that. This is a state government job | 1 |
| Rates are too high | 1 |
| Rates can be reduced to support people | 1 |
| **Total** | **4** |

*Communication, consultation, and engagement*

| | |
|---|---|
| Informing the community through newsletters would be great | 1 |
| Keep engaging with the community | 1 |
| They need to do better in public engagement for people who live here, it's like a brick wall | 1 |
| **Total** | **3** |

*Drugs, crime and safety*

| | |
|---|---|
| I don't feel safe going out at all, especially for my teenage children | 1 |
| Safety around shopping centres | 1 |

| | |
|---|---|
| Safety around train stations | 1 |
| **Total** | **3** |

*Traffic and public transport management*

| | |
|---|---|
| Kananook station has to be improved more and accessible for seniors | 1 |
| There is a safety zone when turning into woodside avenue needs to be longer. It is too little to brake when coming in | 1 |
| We'd like a train station in Armstrongs Rd | 1 |
| **Total** | **3** |

*Cleanliness and aesthetics of area*

| | |
|---|---|
| Clean up Frankston | 1 |
| I'm impressed with the maintenance of street, a very good job done by the Council | 1 |
| **Total** | **2** |

*Comments relating to this survey*

| | |
|---|---|
| Comprehensive survey and well organized | 1 |
| Keep asking us questions! | 1 |
| **Total** | **2** |

*Shops, restaurants and entertainment venues*

| | |
|---|---|
| Fix up the shops in Eel Race St, they're not useful for the community | 1 |
| More restaurants near the beach | 1 |
| **Total** | **2** |

*General negative comments*

| | |
|---|---|
| Can do a lot better | 1 |
| **Total** | **1** |

*Roads*

| | |
|---|---|
| Improve the Moorooduc Hwy | 1 |
| **Total** | **1** |

*Other*

| | |
|---|---|
| It's the body corporate who maintains the area, so I can't say much about the Council | 1 |
| It's the housing estate that maintains the facilities and services | 1 |
| **Total** | **2** |
| **Total responses** | **80** |

## Appendix One: Verbatim comments outlining reasons for dissatisfaction with Council's overall performance

The following table outlines the verbatim comments received from respondents who were dissatisfied with Council's overall performance.

**Reasons for dissatisfaction with overall performance**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Response* | *Number* |
|---|---|
| *Communication and consultation* | |
| Community outreach needs to improve | 2 |
| I don't hear a lot from them. Could be a good thing | 1 |
| Need more community engagement | 1 |
| Need to communicate often | 1 |
| No community outreach at all | 1 |
| The lack of consultation | 1 |
| They are out of touch | 1 |
| They don't want our opinions | 1 |
| They lack follow up | 1 |
| **Total** | **10** |
| *Rates and financial management* | |
| Rates are too high | 3 |
| Because of rates | 1 |
| Biggest waste of rate payer money | 1 |
| I see no value for the rates I pay | 1 |
| Need to reduce rates at least if they don't offer enough services | 1 |
| Outrageous rates for services | 1 |
| Rates are too high compared to other Councils | 1 |
| **Total** | **9** |
| *Council services and facilities* | |
| Clogged gutters | 1 |
| Graffiti | 1 |
| I don't know how the Council helps people | 1 |
| Need proper rebates on sporting facilities like PARC | 1 |
| Need to improve their services | 1 |
| No maintenance | 1 |
| Not doing anything beneficial for community after taking so much money | 1 |
| Services are fine | 1 |

| | |
|---|---|
| Sharp's programme is feeling useless due to its limited resources | 1 |
| **Total** | **9** |

*General negative*

| | |
|---|---|
| Could be better / improved | 3 |
| Don't do much at all really | 1 |
| I'm not happy with the Council at all | 1 |
| Nothing done about Langwarrin | 1 |
| They are **** | 1 |
| They do the bare minimum | 1 |
| **Total** | **8** |

*Management, governance, responsiveness*

| | |
|---|---|
| Carrum Downs representatives are invisible | 1 |
| Councillor is overseas and still spending his allowance | 1 |
| I don't agree with them because they're in it for themselves | 1 |
| I don't think Carrum Downs matters to Frankston | 1 |
| Processes are tedious | 1 |
| Promise everything deliver nothing | 1 |
| They have their own interests | 1 |
| **Total** | **7** |

*Roads, traffic and parking*

| | |
|---|---|
| Roads are very bad / poor | 2 |
| Fix the roads | 1 |
| Parking facilities need to made better | 1 |
| **Total** | **4** |

*General neutral*

| | |
|---|---|
| Pretty average / okay | 2 |
| **Total** | **2** |

*Planning and development*

| | |
|---|---|
| The emphasis on building apartments | 1 |
| The waterfront and not enough cafes and restaurants. That's the pits | 1 |
| **Total** | **2** |

*Safety, policing, drugs and alcohol*

| | |
|---|---|
| Frankston CBD has a drugs problem | 1 |

| | |
|---|---|
| Frankston CBD has a safety problem | 1 |
| **Total** | **2** |
| *Other* | |
| Need more connection with First Nations people | 1 |
| Never deal with Council | 1 |
| **Total** | **2** |
| **Total responses** | **55** |

## Appendix Two: verbatim reasons for feeling unsafe

The following table outlines the verbatim comments received from respondents who did not feel safe in any of the eight locations or situations listed in the survey form, as well as how safe they felt overall.

**Reasons for not feeling safe in the public areas of Frankston City**
**Frankston City Council - 2026 Annual Community Satisfaction Survey**
*(Number of responses)*

| *Reason* | *Number* |
|---|---|
| *Drugs and alcohol* | |
| Drug addicts / drug affected people | 48 |
| Too many drunkards | 5 |
| Drugs | 2 |
| Drug affected people behaving in threatening ways | 2 |
| Frankston has chemists that have methadone programs, people from outside come here to access them | 1 |
| It is junkies central | 1 |
| Junkies around at night | 1 |
| Junkies in Frankston | 1 |
| Many people under the influence are there sometimes | 1 |
| More junkies and are irritable | 1 |
| **Total** | **63** |
| *People* | |
| A lot of dodgy / shady / sketchy / weird / suspicious / undesirable people | 22 |
| People in the area hanging around / loitering | 13 |
| People that are not of right mind / mental health issues | 3 |
| Gangs | 2 |

| | |
|---|---|
| The demographic of the people there | 2 |
| Bullies | 1 |
| depends on how many people are there | 1 |
| I once saw people hiding in the bush | 1 |
| Just people there around the station | 1 |
| Lack of people | 1 |
| People that walk down here are rough and shop for illegal cigarettes | 1 |
| People who wander around at night | 1 |
| Perverts around beach | 1 |
| Share house attracting wrong crowd | 1 |
| Sketchy people, I won't shop there | 1 |
| Too much crowd around that area | 1 |
| **Total** | **53** |

*Crime and policing*

| | |
|---|---|
| Crime | 9 |
| Crime rates are high | 6 |
| Lack of police / security | 4 |
| Criminals roam the streets | 1 |
| I think that we have public transport security officer they stay at the station | 1 |
| It's a good area for crime | 1 |
| **Total** | **22** |

*Homeless people / homelessness*

| | |
|---|---|
| A lot of homeless people around | 14 |
| Homeless people around and yelling and being abusive | 1 |
| **Total** | **15** |

*Incidents / break-ins*

| | |
|---|---|
| Break-ins / home invasions | 4 |
| Shoplifting | 2 |
| Thefts | 2 |
| Car-jacking | 1 |
| I have heard about people being attacked there | 1 |
| I nearly got robbed | 1 |
| I was attacked | 1 |
| In the morning some people broke window and stole from the car in front and the police did not help | 1 |
| Things that already happened. Mainly at the beach | 1 |
| **Total** | **14** |

| *Youth / youth crime* | |
|---|---|
| Youth crime rates | 6 |
| Teenagers walking around | 2 |
| Youth that hang around | 2 |
| Kids on bikes | 1 |
| Presence of youth in numbers | 1 |
| Rowdy youth | 1 |
| Youth making a lot of noise | 1 |
| **Total** | **14** |

| *Violence and anti-social behaviour* | |
|---|---|
| Vandalism | 2 |
| Violent people in public spaces | 2 |
| Destruction of bus shelters | 1 |
| Hooligans are always running down my street | 1 |
| I heard uncomfortable news from Frankston area the way people make comments about you in public and it makes you feel scared | 1 |
| I was cat-called once | 1 |
| Madmen shouting in public, screaming and yelling there | 1 |
| Men are a bit frightening and screaming in bad language | 1 |
| People behaving in a scary way | 1 |
| People screaming at night | 1 |
| Violence | 1 |
| **Total** | **13** |

| *General perception of safety* | |
|---|---|
| Feel unsafe generally | 3 |
| Just what's going on you can see it in the neighbourhood around here | 1 |
| Looks like crap | 1 |
| Not the best street | 1 |
| The environment is very dangerous | 1 |
| The things you hear doesn't bring about a sense of safety | 1 |
| Unknown things that can happen | 1 |
| You hear a lot of things about that place | 1 |
| **Total** | **10** |

| *Feel vulnerable (e.g., women, elderly)* | |
|---|---|
| As a woman, I feel unsafe at night | 2 |
| For older people who are more vulnerable | 1 |
| Going alone as woman is pretty tough | 1 |
| **Total** | **4** |

| *Perception of safety at night and lighting* | |
|---|---|
| Dark streets | 1 |
| Lack of lighting | 1 |
| Bayside at night I don't feel comfortable | 1 |
| **Total** | **3** |
| *Traffic / hooning* | |
| At night there are people driving so fast | 1 |
| Speeding cars on narrow roads | 1 |
| **Total** | **2** |
| *Other* | |
| Buildings are really old | 1 |
| Found a huge knife outside the building inside the car park at Bayside. Handed it to security | 1 |
| No laws for crime rates on residents | 1 |
| **Total** | **3** |
| **Total responses** | **216** |

## Appendix Three: survey form

**Frankston City Council - 2026 Annual Community Satisfaction Survey**

**Hi my name is _____ from Metropolis Research and I am here on behalf of Frankston City Council.**

**Council is required, under government regulations to conduct a community satisfaction survey every year, and we would welcome your feedback on the performance of Council.**

**We would like to invite someone in your household to participate in the survey.**

**The survey will take approximately 15 mins to complete, is completely confidential and voluntary.**

**We are hoping to speak to people aged between 15-34 to ensure we have good representation of all age groups within our community, but are happy to speak to anyone in the household.**

**1** **Have you contacted Frankston Council in the last 12 months?**

| | | | |
|---|---|---|---|
| Yes (*continue)* | **1** | No (*go to Q.4)* | **2** |

**2** **When you last contacted the Council, was it?**

*(Please circle one only)*

| | | | |
|---|---|---|---|
| Visit in person | **1** | Social media *(e.g. Facebook)* | **7** |
| Telephone *(during office hours)* | **2** | Directly with a Councilor | **8** |
| Telephone *(after hours service)* | **3** | Live chat | **9** |
| Mail | **4** | Web request | **10** |
| Email | **5** | Snap Send Solve | **11** |
| Website | **6** | | |

**3** **On a scale of 0 (lowest) to 10 (highest), how satisfied were you with the following aspects of how you were served when you last interacted with Frankston City Council?**

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Care and attention to you and your enquiry | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 2. The provision of accurate information or referred to a relevant officer | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 3. The speed and efficiency of service | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 4. Courtesy and professionalism | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 5. Staff understanding of your communication needs or requirements | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 6. Overall satisfaction with the customer service experience | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |

**4**

**On a scale of 0 (lowest) to 10 (highest), please rate the importance to the community, and then your personal level of satisfaction with each of the following Council provided services and facilities.**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Maintenance and repairs of major arterial roads and highways *(managed by VicRoads)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *If satisfaction less than 6, are there any roads of concern:* | | | | | | | | | | | | | |
| 2. Maintenance and repairs of sealed local roads *(managed by Council)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *If satisfaction less than 6, are there any roads of concern:* | | | | | | | | | | | | | |
| 3. Drains maintenance and repairs | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 4. Footpath maintenance and repairs | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 5. Weekly garbage collection *(which goes to landfill)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 6. Fortnightly recycling collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 7. Glass recycling (purple bin) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 8. Provision and maintenance of parks, gardens, and reserves | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | | |
| 9. Provision and maintenance of street trees | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 10. Maintenance and cleaning of shopping strips | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | | |
| 11. Litter collection in public areas | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 12. Parking enforcement | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |

**4**

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 13. Local traffic management | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 14. Animal management | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 15. Frankston City News *(Council's news publication)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | | |

**5**

**On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)*

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Council's website | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 2. Hard rubbish collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 3. Food and garden waste collection | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| **3a. Are you aware that food scraps (organics) can be placed in this bin?** | | Yes | | | | | | No | | | | | |
| 4. Recycling and Recovery Centre | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 5. Local library | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 6. Sports ovals and other local sporting facilities *(including activities)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 7. Public toilets | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 8. On and off-road bike paths *(including shared pathways)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |

**5** **On a scale of 0 (lowest) to 10 (highest), please rate the importance of the following services to the community, followed by your personal level of satisfaction with only the services you or a family member has used in the past 12 months?**

*(Survey note: Ask importance, then use, then satisfaction only if service has been used in last 12 months)*

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 9. Aquatic and Leisure Centres | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 10. Services for children from birth to 5 years of age *(e.g. Maternal & Child Health, immunisation, playgroups, kinder)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 11. Youth services for 12 to 24 year olds *(e.g. programs and events, holiday programs, school based programs, leadership programs)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 12. Services for seniors *(e.g. Bus Outings, Positive Ageing activities including the Seniors Festival, Home Help and Maintenance and Meals on Wheels)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 13. Services for people with disability | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 14. Arts and cultural events, programs and activities *(including Frankston Arts Centre, Library Events, and Major Events and Festivals)* | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 15. Provision and maintenance of playgrounds | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 16. Council support for local business | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 17. Community Centres / Neighbourhood Houses | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 18. Planning applications | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 19. Frankston Memorial Park (Cemetery) | Importance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| | Used | Yes | | | | | | No | | | | | |
| | Satisfaction | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |

**6** **On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with each of the following?**

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Council meeting its responsibilities towards the environment | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | |
| 2. Council's performance in community consultation and engagement | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 3. The opportunities offered by Council to engage or be consulted with on Council decisions | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction with **Q2 or Q3** less than 6:* | | | | | | | | | | | | |
| 4. Council's representation, lobbying and advocacy on behalf of the community with other levels of government and private organisations on key issues | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | |
| 5. The responsiveness of Council to local community needs | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | |
| 6. Council's performance in maintaining the trust and confidence of the local community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | |
| 7. Council making and implementing decisions in the interests of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | |
| 8. Council's performance providing important infrastructure and services that meet the needs of the whole community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | |
| 9. Council's efforts to improve the image and reputation of Frankston | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *Reasons for rating satisfaction less than 6:* | | | | | | | | | | | | |

**7** **And on the same scale, please rate your satisfaction with the performance of Council across all areas of responsibility.**

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Overall performance | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| **If satisfaction rated less than 6, why do you say that?** | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |

**8** **Over the past 12 months, do you think Council's overall performance has?**

| | | | |
|---|---|---|---|
| Improved | **1** | Deteriorated | **3** |
| Stayed the same | **2** | Don't know, can't say | **9** |

**9** **What is the most important thing Frankston City should do to improve its performance?**

| | |
|---|---|
| **Improvement:** | |

**10** **Can you please list what you consider to be the top three issues for Frankston City at the moment?**

| | |
|---|---|
| **Issue One:** | |
| **Issue Two:** | |
| **Issue Three:** | |

**11** **On a scale of 0 (lowest) to 10 (highest) can you please rate your satisfaction with the following aspects of planning, development, and housing in your local area?**

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. The appearance and quality of newly constructed developments in your area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *If less than 6, are you **MORE CONCERNED** about lower density (e.g. houses, townhouses), or medium to higher density (e.g. apartments)* | | | | Lower density | | | | Medium / higher density | | | | |
| *If rated less than 6, what are your concerns, are there any examples of developments of concern:* | | | | | | | | | | | | |
| 2. The height, size, and set-back distances of new developments | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| *If rated less than 6, why do you say that?* | | | | | | | | | | | | |
| 3. The protection of local heritage *(sites may have historical, architectural, social, cultural, or scientific significance)* | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 4. The design of open spaces including parks, playgrounds, and reserves | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 5. The design of public spaces *(e.g. town squares, civic precincts and similar)* | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 6. The availability of housing that meets the needs of the community | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 7. The affordability of housing | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |

**The State Government has planned for the population of Frankston City to increase by approximately 20,000 over the next 20 years.**

**The responsibility for providing services, transport infrastructure, and facilities rests with both Council and the State Government.**

**12** **On a scale of 0 (lowest) to 10 (highest), can you please rate your satisfaction with?**

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. Planning for population growth | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| **If satisfaction less than 6, what concerns you most about population growth?** | | | | | | | | | | | | |

**13** **On a scale of 0 (lowest) to 10 (highest), how safe do you feel in public areas of Frankston City?**

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. During the day | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 2. At night | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 3. Travelling on / waiting for public transport | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 4. In and around your local shopping area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 5. Bayside shopping area | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 6. Wells Street Entertainment Precinct | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 7. At the beach and foreshore | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 8. In parks and open spaces | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| 9. How safe you feel overall | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | *99* |
| ***If rated less than 6, where do you feel unsafe?*** | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| ***Why do you feel unsafe?*** | | | | | | | | | | | | |
| | | | | | | | | | | | | |

**14** **On a scale of 0 (strongly disagree) to 10 (strongly agree), please rate your agreement with the following statements regarding the local community.**

| *Statement* | *Strongly disagree* | | | | *Neutral* | | | | | | *Strongly agree* | *Can't say* |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. I feel part of the local community | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 2. In times of need, I could turn to the neighbours for help | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 3. I am proud of and enjoy living in the local area | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 4. Frankston is an "age-friendly" community | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 5. Frankston is accessible and inclusive for people with a disability | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 6. Frankston is a "child-friendly" community | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 7. The Frankston community is welcoming and supportive of people from diverse backgrounds | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 8. The Frankston community is vibrant, accessible and engaging | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |
| 9. I am satisfied with the travel options around the municipality | **0** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** | *99* |

**15** **Please indicate which of the following best describes you.**

| | | | |
|---|---|---|---|
| 15 - 19 Years | **1** | 45 - 54 Years | **4** |
| 20 - 34 Years | **2** | 55 - 74 Years | **5** |
| 35- 44 Years | **3** | 75 Years or Over | **6** |

**16** **With which gender do you identify?**

| | | | |
|---|---|---|---|
| Man / Male | **1** | Prefer to self-identify: | **4** |
| Woman / Female | **2** | _____ | |
| Non-binary | **3** | Prefer not to say | **9** |

**17** **Do you identify with any of the following diverse population groups?** ***(select as many as appropriate)***

| | | | |
|---|---|---|---|
| Person with disability / chronic illness | **1** | Identify as LGBTIQA+ | **4** |
| Speak a language other than English at home | **2** | Experiencing financial hardship | **5** |
| Aboriginal and / or Torres St. Islander | **3** | | |

**18** **Do any members of this household speak a language other than English at home?**

| | | | |
|---|---|---|---|
| English only | **1** | Other _____ | **2** |

**19** **What is the structure of this household?**

| | | | |
|---|---|---|---|
| Two parent family *(youngest 0 - 4 yrs)* | **1** | One parent family *(youngest 13-18)* | **7** |
| Two parent family *(youngest 5 - 12 yrs)* | **2** | One parent family *(adult child only)* | **8** |
| Two parent family *(youngest 13 - 18 yrs)* | **3** | Group household | **9** |
| Two parent family *(adult child only)* | **4** | Sole person household | **10** |
| One parent family *(youngest 0 - 4 yrs)* | **5** | Couple only household | **11** |
| One parent family *(youngest 5 -12 yrs)* | **6** | Other *(specify):*_____ | **12** |

**20** **Which of the following best describes the current housing situation of this household?**

| | | | |
|---|---|---|---|
| Own this home | **1** | Social or public housing | **4** |
| Mortgage (paying-off this home) | **2** | Other arrangement | **5** |
| Private rental *(e.g., Real Estate Agent)* | **3** | Prefer not to say | **9** |

**21** **How long have you lived in the City of Frankston?**

| | | | |
|---|---|---|---|
| Less than 1 year | **1** | 5 to less than 10 years | **3** |
| 1 to less than 5 years | **2** | 10 years or more | **4** |

**If less than 5 years, what was your previous Council**

**22** **Do you have any further comments you would like to make?**

**Thank you for your time - Your feedback is most appreciated**
Council will publish the full results of this survey on its website, following detailed analysis and discussion with Councillors and senior officers.

*(c) Metropolis Research, 2025*