



Trader Support Directory

A quick reference guide to
local resources for Frankston
City businesses



Frankston City Council is implementing a long-term action plan for the Frankston Station and Young Street Precinct. Our **Young Street Action Plan** spans property development, business and street presentation, city connectivity, public safety and community health and wellbeing.

We can all work together to achieve these goals. As a local business owner, you provide vital points of connection for our community and contribute to Frankston City's character, economy and liveability.

As a local business owner, Council is committed to helping you continue to work and thrive in Frankston City. The Trader Support Directory is designed to provide a quick and easy guide for you to access any supports and services you may need to achieve this goal.

Types of local resources available to your business

Within this brochure, you will find colour coded resources under the following categories:

Community safety

Community support

Business support

Victoria Police

When to reach out

Frankston Police's regular foot patrols provide a visible presence throughout the city centre and the Protective Service Officers (PSOs) provide a reassuring presence around Frankston Station.

Examples where Victoria Police can help include:

- criminal activity (e.g. theft, criminal damage, violence)
- threatening behaviour
- emergencies or life-threatening incidents.

How to get in touch

Emergencies

Phone Triple Zero (000)

Non-emergencies

Phone the Police Assistance Line on 131 444

Report anonymously

Phone Crime Stoppers on 1800 333 000

What happens next?

Victoria police assess each report. Responses may include attending the scene, follow up by phone or email and coordinating with other services. Police conduct regular patrols and work proactively to address community safety issues. Victoria Police will keep you informed about how the investigation of your case is going.



Frankston City Council Safer City Patrol

When to reach out

Council's Safer City Patrol provides a visible presence throughout the municipality, focussing on proactive patrols and providing a quick response to issues falling under Council's Local Laws. By working closely with local businesses and the community, they support fair use of public space and promote positive behaviours in our municipality.

Local Laws breaches that our Safer City Patrol team responds to, if it's safe to do so, include:

- public consumption of alcohol and open containers
- smoking/vaping in designated smoke free areas
- graffiti currently occurring or minors purchasing spray paint products
- excessive noise or nuisance from buskers
- unsightly and derelict properties
- footpath trading: furniture and signage blocking footpaths and walkways
- offensive behaviour and obstruction of footpaths.

How to get in touch

Phone 1300 322 322

Email info@frankston.vic.gov.au

Visit frankston.vic.gov.au/Council/Report-an-issue

Download the Snap Send Solve app

What happens next?

The Safer City Patrol will investigate the issue. Where appropriate, the officer will contact the trader to gather more information and keep them informed of the outcome of the investigation. When addressing ongoing issues, Safer City Patrol will incorporate the area into their regular proactive patrols of the city centre.



Community Connectors

What they do

Community Connectors build trusted relationships with vulnerable individuals in the city centre, offering support and linking them to services like housing, health care, and food relief. By engaging early and often, they help reduce crisis situations and contribute to a safer, more inclusive community environment for everyone. This is a service delivered by South East Community Links and has been funded through partnerships between Council, Metro Trains and Vicinity Centres.

The Community Connectors are there for:

- homelessness support
- mental health concerns
- anti-social behaviour (when safe/non-criminal)
- substance misuse (when safe).

How to get in touch

The Connectors in their bright purple vests are easy to spot in the Young Street and Station Street areas, so please talk to them directly any time.

Email ccteam@secl.org.au

Phone 9546 5255
(Monday to Friday, 1–5pm)

Visit secl.org.au

What happens next?

Operating hours:

- Tuesdays and Thursdays: 8am–2pm
- Mondays and Fridays: 12–4pm
- Wednesdays: 1–5pm

Once a day the Community Connectors will review emails received (it is for sharing information, not for an urgent response). Where possible, Connectors will follow up directly or refer to a service that can assist. If appropriate, and if the individual is still present, they will make contact to assess needs and offer support.

NB: Community Connectors are a triage and referral service only – they do not offer long-term case management or ongoing support.



Frankston City Council Youth Service Project-Y

What they do

Project-Y is a collaborative of youth service providers working together to connect with and support young people aged 12 to 24 years who may be disengaged from education and employment. Outreach is delivered twice per week and provides youth with wraparound support, positive community connections and guidance to help them to pursue their passions and aspirations.

How to get in touch

Email youthservices@frankston.vic.gov.au

Phone 9768 1366

What happens next?

We encourage traders to promote Youth Services space (near Frankston library) to young people to access snacks, pool table and gaming. Open Monday to Friday 9am–5pm.

For traders seeking support or information, please call Youth Services Monday to Friday 9am–5pm on 9768 1366. We'll respond to the best of our ability. We'll provide direct assistance or offer referrals and information when we can't personally attend to the specific needs.

Frankston City Libraries

When to reach out

If someone in the vicinity of your business or a regular customer is experiencing difficulty, Monash University Social Work Clinic offers free services from the Frankston Library on Tuesdays and Thursdays from 9.30am–3.30pm, and Wednesdays from 9.30am–2pm.

The clinic is staffed by Monash University postgraduate social work students, with all participating students being supervised by qualified and experienced social worker practitioners. Students are equipped to provide counselling, emotional support, work with people experiencing stressful life situations to develop skills and access resources.

How to get in touch

Reach out to the clinic:

Email socialworkclinic@monash.edu

Phone 0492 192 884

Or speak to a librarian at Frankston Library to be referred:

Email libraryenquiries@frankston.vic.gov.au

Phone 9784 1020



Community Support Frankston (CSF)

When to reach out

If someone in the vicinity of your business or a regular customer is experiencing difficulties, CSF's Emergency Relief program responds to requests from financially disadvantaged community members that are struggling with housing and cost of living pressures. If you live within the Frankston municipality, CSF may be able to offer FREE emergency relief assistance including emergency food parcels, hot meals, household items, essential bills, vouchers, medical scripts and referrals to other supports and co-located services.

Additional information on emergency food relief, laundry and showering services and other practical services can be found here: frankston.net/brochures-resources

How to get in touch

Phone 9783 7284

Email csf@frankston.net

Visit frankston.net

What happens next?

CSF phones are staffed by volunteers Monday, Tuesday, Wednesday and Friday 9.30am–3.30pm and Thursday 12–3.30pm. Due to high demand, CSF don't provide unscheduled (drop in) face to face appointments; please call or email initially where possible.

The Salvation Army

When to reach out

For those experiencing homelessness The Salvation Army offers crisis and transitional housing, tailored support, and pathways to permanent accommodation.

How to get in touch

Phone 9784 5060 (BH) or 1800 825 955 (AH)

Visit 37 Ross Smith Ave East, Frankston

What happens next?

Phones are staffed Monday to Friday, 9:30am–4pm or people can drop in without an appointment and meet with a housing worker.

The Orange Door

When to reach out

Help for those experiencing family violence.

How to get in touch

Phone 1800 319 535

Visit 60–64 Wells Street, Frankston

What happens next?

Office is staffed during business hours (9am–5pm) from Monday to Friday (closed public holidays). No referrals or appointments needed.



Other Supports

Frankston Brekky Club

Uniting Church

16–18 High St, Frankston

Provides a safe, inclusive, and welcoming space serving breakfast each weekday.



Frankston Winter Shelter

252 Frankston-Flinders Road, Frankston South

Provides crisis accommodation and compassionate care for up to 12 people each night over winter.



Pantry Plus

252 Frankston-Flinders Road, Frankston South

Provides essential food, toiletries, and pet supplies, alongside budgeting support, no-interest loan assistance and community programs.



Life Gate Inc

1A Olsen Street, Frankston

Empowers vulnerable youth and families through professional counselling, life skills training and outreach services addressing addiction, trauma and crisis.



Project Fresh Start Inc

Orwil Street Community House

16 Orwil Street, Frankston

Provides free, nutritious plant-based meals and groceries.



Local 2 Community Inc

52 Mahogany Avenue, Frankston North

Provides essential food pantry services, hot meals, and material aid.

Mon–Fri 9am–4pm, Sat 9am–1pm. Food pantry open Tue–Thurs 9am–3pm. Please book by phone during trading hours on 0416 300 841.

Operation Larder Inc

Uniting Church

16–18 High St, Frankston

Provides emergency food relief and essential support services to individuals and families experiencing hardship.

Phone 9783 3400

Email frankstonuc@gmail.com

Sikh Volunteers Australia Inc

Provides free, nutritious meals to individuals and families experiencing hardship.



Street Peace Ltd

7D Station St, Frankston

Works to reduce youth violence and build safer communities through early intervention, mentoring and outreach programs.



Theodora House Inc

1/12 Govan Street, Seaford

Provides year-round food security and essential support to families and individuals facing hardship.



Brotherhood of St Laurence Thrive Hub

3–5 Thompson Street, Frankston

Provides free services including employment support, financial counselling, education programs and community connection opportunities.



Frankston Life Community Inc Street Chaplaincy Program

7A Station Street, Frankston

Provides outreach support, care and practical assistance to vulnerable people in the Frankston community.



John Paul College Companion Food & Outreach Van

Provides free meals, essential supplies, and outreach support to vulnerable people.

Thursday from 5–6.15pm in the Young Street car park (near Tasman Meats).

Peninsula Health Alcohol and Other Drug (AOD) Services

Provides assessment, treatment and support programs for individuals in the Frankston community affected by alcohol or other drug use.



Tackling graffiti

Our City Presentation team is responsible for daily footpath and street sweeping, graffiti removal and frequent litter collection, weekends included.

Graffiti can be reported to the correct authority via the QR code below.

Council is also trialling two graffiti management initiatives:

- a \$500 reward for residents who report graffiti that leads to a guilty finding
- free graffiti removal kits for residents.

For more information scan the QR code.



Frankston City Council Economic Development Team

What they do

Council's Economic Development Team provides information, programs and assistance to new and existing businesses across Frankston City, as well as those looking to relocate or invest locally.

Supports are FREE and include:

- Business Concierge Service, helping you to navigate and apply for permit and regulatory approvals
- business workshops and training
- business mentoring
- Frankston City Business Directory, a trusted source for residents and other businesses to find local trades, retailers, services and home-based businesses
- general business grants and help locating other non-Council grant options
- regular business eNewsletters.

How to get in touch

Email business@frankston.vic.gov.au

This inbox is monitored daily (Monday–Friday).

What happens next?

A member of our Economic Development Team will contact you via email within 7–10 business days to find out more about the support you require.

The Frankston Business Chamber

What they do

The chamber is a network of passionate business owners and industry leaders, working together to create a supportive community that fosters success and innovation in Frankston. The Frankston Business Chamber is here to support local businesses every step of the way, whether you are already established or just getting started. The chamber provides members with opportunities to network, access to exclusive events and workshops and advocates in the interest of local business.

How to get in touch

Email

memberservices@frankstonbusinesschamber.com.au





The **Young Street Action Plan** is one of several initiatives Council is undertaking to transform Frankston's city centre.

We're also working with the state and federal government to deliver the Nepean Boulevard Revitalisation Project, which aims to reimagine the Nepean Highway into a people centric boulevard of housing, hospitality and retail opportunities.

For more information on this and other initiatives, visit **frankston.vic.gov.au**