

Shaping the future of community care together

Thank you for providing your feedback

Why was engagement important?

The Australian Government is introducing Aged Care Reforms, which will change how aged care services are delivered. As a provider, Council is reviewing its current community care services and devising a way forward that meets this new legislation. Community feedback is important in helping us to understand what matters most to our community, so we can make the best decision for the future.



Who we heard from

Between 26 February and 6 April 2025, **957 people** took part in our community care engagement.

688

current
Council clients

13

carers

11

local service
providers

53

Council
staff

164

community
members

28

unidentified

How we heard

Online
surveys



Hardcopy
surveys



Interviews



Meetings



Pop-ups



Group
discussion



What you said Council should focus on

Filling service
gaps

Being a
trusted
provider

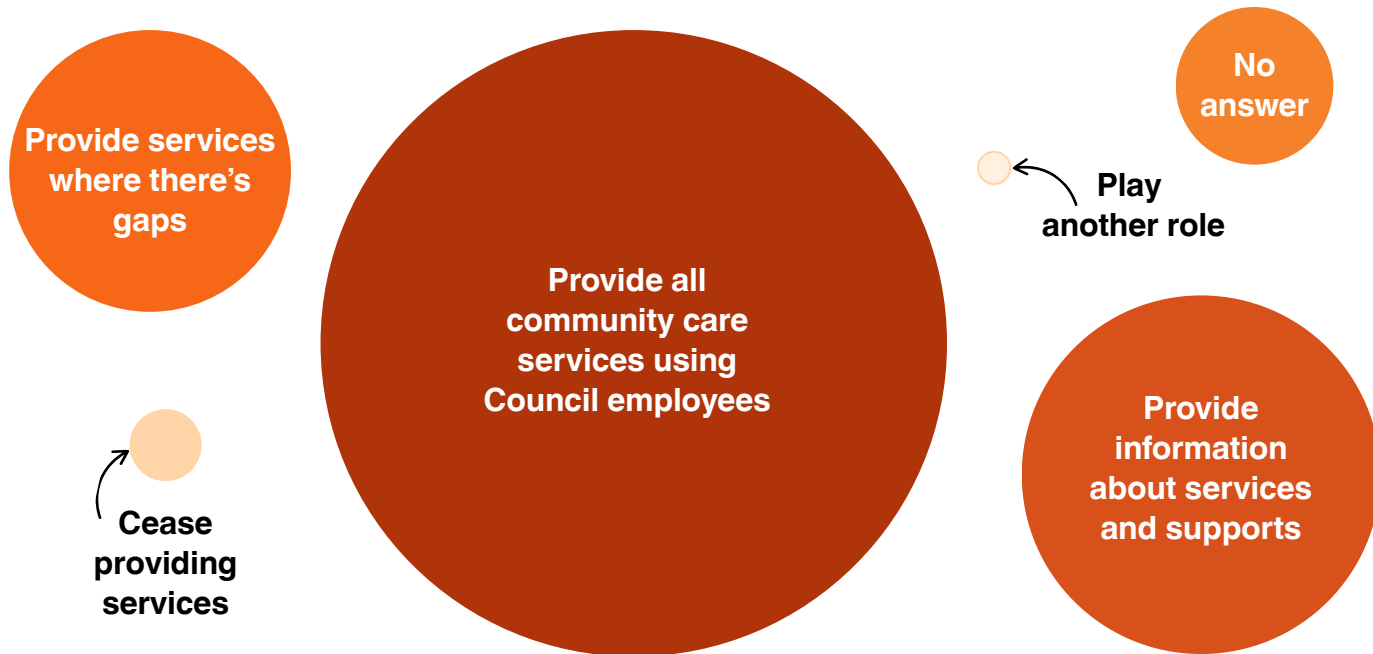
Not profiting,
but supporting

Helping to
navigate
the system



The role you would like to see Council take

Each bubble shows community support – the bigger the bubble, the more people supported that option.



What comes next?

Engagement was just the first step. Council will take the next few months to carefully review what was heard and consider your feedback when planning for the future.



ENGAGEMENT REVIEW / PLANNING DISCUSSIONS ENDORSEMENT IMPLEMENTATION

The next phase of the project – the review and planning phase – will focus on ensuring plans align with Aged Care Reforms, are sustainable for Council and reflect the needs of the community. A decision about the way forward is expected to be made by Council later this year.

Services will stay the same unless a decision is made to change them.

Whatever changes may come, we'll be there to support you and we promise to keep you up to date on the project as it progresses.

Scan the **QR code** or visit the **Engage Frankston website** for the full report



Get in Touch

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