

The background image shows an indoor community engagement event. Several people are gathered around a long table covered with a white cloth. A woman in a white shirt is leaning over the table, looking at papers. Other people are standing and talking. In the background, there is a large circular display board with the text "YOUR CONNECTION KARINGAL" and a map. There are also three white doors with accessibility signs. The overall atmosphere is one of active participation and community interaction.

Conversation Co.

KARINGAL PLACE NEIGHBOURHOOD CENTRE ENGAGEMENT

Engagement Summary Report
April 2026

Conversation Co. proudly acknowledges and celebrates First Peoples of Australia and their ongoing strength in upholding some of the world's oldest living cultures.

We acknowledge the Traditional Owners of the lands throughout what is now Victoria – where we live, conduct pop-ups, and engage with our communities – and pay our respects to their Elders, past and present. Conversation Co. acknowledges First People's sovereignty has never been ceded. The strength, resilience and pride of First Peoples, their cultures, communities and identities continue to grow and thrive today despite the impact of colonisation and ongoing experiences of racism.

Executive Summary

Karingal PLACE Neighbourhood Centre is developing a four-year plan for the Centre to guide decisions about which programs, services, partnerships and events to prioritise. To support the development of this plan, and ensure future offerings are reflective of community need, a series of in-person pop-up events and an open day were hosted by Council and Conversation Co to engage the local community.

Who participated?

There were a total of 273 participants across all engagement activities. The online and paper-based survey saw the highest participation (186 participants, 68.1%).

There was a higher representation of females (163, 71.8%) compared to males, and those aged 70-84 (57, 23.8%), and 35-49 (52, 21.7%) compared to other age groups. There was a greater representation of participants that identified as having a disability or caring for someone with a disability (32, 14.1%) and those who spoke a language other than English at home (32, 14.1%) in comparison to 2021 Census figures,

A higher proportion of engagement participants already attended the Centre (60.3%), and most often attended occasionally (41.2%), or once a week (35.1%).

Those who already attended the Centre mostly often attended for community centre programs (42), library services / storytime (30), and maternal and child health / immunisation services (21).

Barriers to attending

The most common barriers to attending the Centre were timing of programs and / or services (30), followed by caring responsibilities (24), and finances (17).

Health and wellbeing, social connection and learning

Participants were asked whether there is an activity, skill or topic they would like to explore at the Centre. The most common response was seen under activity (181, 45.5%), followed by skills (122, 30.7%) and topic (95, 23.9%).

Due to the crossover of feedback under activities, skills and topics, findings in this section have been reported by categories of services delivered by Karingal PLACE. These categories include social connection, health and wellbeing and learning.

Below are the most common themes under each category (social connection, health and wellbeing and learning):

- Social connection
 - Social clubs (20)
 - General activities and games (12)
 - Art and craft (11)
- Health and wellbeing

- Active recreation (58)
- General health and wellbeing (26)
- Healthy ageing and activities for seniors (10)
- Learning
 - Art and craft (38)
 - Computer and technology (22)
 - DIY / Men's shed activities (16)

Making Karingal PLACE more accessible and welcoming

The participants were asked what improvements would help make the Centre's spaces and information easier to access and more welcoming for everyone. Of the 123 responses to this question, improvements to the frontage was the most common suggestion (20), followed by promotion (18), parking and access (15), and inclusive and disability friendly (10).

Adult short courses

Participants were asked if they could see themselves attending a series of short courses delivered by the Centre. Of the short courses listed, Microsoft Office was the highest preference (43), followed by small business (41) and work skills (27). There were 131 respondents that were not interested in any course. A number of additional suggestions were made. See [3.4 Adult short courses](#) for more information.

Weekend and after hours activities

Participants most commonly preferred yoga / pilates (106), craft workshops (74), general first aid (65) and meditation and sound healing (61).

There was a good spread of preferences among each timing option, however, after hours mid evening (16), and weekend mornings (13) received a slightly higher preference.

Communication preferences

The most common communication preferences were email update (81), Facebook pages (50), paper newsletter in mailbox (44) and Council website with current Program Brochure (35).

Children's activities

From the children's drawing activity, children most often preferred an outdoor kitchen in the outdoor area (22), followed by a drawing wall (21) and sensory garden (18).

The most common activity, skill or topic preferred by children was dancing (2).

Recommendations

Engagement findings highlight strong participation in existing services, alongside clear opportunities to expand and improve access. Key priorities include optimising activity timing, increasing awareness of available programs, and enhancing inclusive, family-friendly offerings. There is high demand for active recreation, learning opportunities, arts and crafts, and informal social connection activities. Improving promotion, visibility, and use of outdoor spaces will support greater community participation and maximise the Centre's role as a welcoming, accessible hub.

1. Introduction

Karingal PLACE Neighbourhood Centre is developing a four-year plan for the Centre to guide decisions about which programs, services, partnerships and events to prioritise. To support the development of this plan, and ensure future offerings are reflective of community need, a series of in-person pop-up events and an open day were hosted by Council and Conversation Co to engage the local community.

These engagement activities provided an opportunity to check with the community on how the Centre can continue to support positive health and wellbeing, social connections and learning.

The engagement period commenced on February 2, 2026 and concluded on March 4, 2026.

1.1 Project background

In 2019 Karingal PLACE Neighbourhood House wound up its operations following significant financial difficulties, relinquishing management back to Frankston City Council. Following this transitional phase, in 2020, Council staff engaged the community in formal consultation to inform the development of the Karingal PLACE Neighbourhood Centre revitalisation and plan. The consultation plan was notably impacted by the COVID 19 pandemic, with the community survey being the only engagement tool able to be utilised at the time.

Despite COVID 19 impacts, the 2020 engagement saw fewer respondents to the online survey following a significant letterbox drop of information to nearby Karingal residents.

Karingal PLACE Neighbourhood Centre is now due to revise the Centre strategic plan and develop a new four-year implementation plan. Consultation with the community is required to identify the local community needs and ensure these priorities are embedded in the development of service provision at Karingal PLACE.

1.2 Engagement activities

A mixed-method community engagement program was delivered to increase participation in the project and allow participants to engage in an activity that suited their needs.

Activities included an online survey hosted on Council's *Engage Frankston* page, in-person pop-ups and a Centre Open Day. Table 1 outlines the community engagement activities delivered as part of this project, noting their purpose and key audiences.

Table 1. Engagement activities

Activity	Purpose	Key audiences
Pop-ups (x4)	Designed to intercept participants as they are going about their day-to-day activities and capture a broad range of the community. Pop-up locations were determined with proximity to the Centre and high-foot traffic times in consideration.	Local residents Families
Community survey via <i>Engage Frankston</i>	Provided an online option and allowed participants to consider their responses in their own time. Paper surveys were also made available on request to Council.	Local residents registered to <i>Engage Frankston</i>
Centre Open Day	An opportunity to showcase the Centre to new and existing attendees. Segmented into three main areas of participation (children, youth and adult) to promote an all-welcoming feel.	New and existing Centre users

Surveys

The online survey was hosted on the *Engage Frankston* project page from 2 February to 4 March, 2026. See Appendix 1 to view the survey.

Community pop ups

Four community pop-ups were held across two days, incorporating both weekday and weekend options. Those dates and locations were:

- Pop-up 1 & 2. Saturday 7 February (Beach Street IGA / Ballam Park)
- Pop-up 3 & 4. Thursday 19 February (Ballam Park / Beach Street IGA)
- Centre Open Day. Saturday 21 February

1.3 Strategies to support participation

Communications campaign: Council-led communications methods included a letterbox drop to an estimated 4800 nearby residents, promotional flyers posted, and handed out during pop-up engagements to promote the Centre Open Day.

Dedicated project page: A dedicated project page was created on Council's *Engage Frankston* website, to provide a consistent location for the community to access information, participate in the survey, see project updates and advertise pop up events.

Going to the community: Pop-up events were hosted in high foot-traffic areas, within the Karingal community. These events allowed participants to provide feedback and receive information as they went about their day-to-day activities.

Diversity of activities: The Centre Open Day catered to all age groups, utilising both indoor and outdoor spaces with a variety of activities.

2. Who participated?

In total 273 people participated in the engagement activities, a breakdown of participation by engagement event is summarised in Table 2. It is important to note that paper-based surveys completed during in-person engagements were uploaded via the online survey.

The visitation rate observed at the Centre during the Centre Open Day event was estimated at 300 participants. While participants were encouraged to fill out demographic collection information at pop-ups and the Open Centre Day, this was not strictly required. Centre Open Day and community pop-up participation in Table 2 represents those that filled out demographic cards only.

Table 2. Participation by engagement event

Engagement activity	No. of participants	%
Online survey	186	68.1
Community Pop-ups	30	11.0
Centre Open Day	21	7.7
TOTAL	273	100

A high level of participation can be seen in question responses during in-person engagements. Some participants provided multiple pieces of information.

Table 3. In-person engagement response

In-person engagement question	No. of responses
Is there anything within our programs, activities or services that you think could be improved?	38
What improvements would help make the Centre's spaces and information easier to access and more welcoming for everyone?	36
Is there an activity, skill or topic you would like to try that relates to social, learning, health or wellbeing at the Centre? (ball activity)	17
Total	91

Participants were asked to provide their demographic information. Table 4 presents the demographic characteristics of participants, compared to the general Frankston municipality characteristics from the 2021 Census. Pop-up participants were encouraged to provide demographic information, though it wasn't technically compulsory.

Table 4. Characteristics of Participants

Selected characteristics	No.	%	2021 Census %
Gender			
Woman or female	163	71.8	51.1
Man or male	61	26.9	48.9
Non-binary or gender diverse	0	0.0	-
Prefer not to say	3	1.3	-
Use a different term	0	0.0	-
Age Group			
0-4	N/A*	0.0	6.2
5-11 years	N/A*	0.0	6.3
12-17 years	2	0.8	-
18-24 years	4	1.7	-
25-34 years	31	12.9	13.7
35-49 years	52	21.7	21.1
50-59 years	32	13.2	13.0
60-69 years	39	16.3	10.8
70-84 years	57	23.8	9.5
85+	18	7.5	2.2
Prefer not to say	5	2.1	-
Communities of interest			
Identifies as someone with a disability or caring for someone with a disability (responses)	32	14.1	13.5 (provided unpaid assistance) 6.2 (need for assistance)

Selected characteristics	No.	%	2021 Census %
Speak a language other than English at home (responses)	32	14.1	10.9
Part of the LGBTQIA+ community (responses)	7	3.1	-
Aboriginal and/or Torres Strait Islanders (responses)	4	1.8	1.3
Suburbs			
Karingal	134	58.3	9.8
Carrum Downs	3	1.3	15.8
Frankston	65	28.3	17.0
Frankston North	3	1.3	4.1
Frankston South	5	2.2	13.5
Langwarrin	11	4.8	16.9
Langwarrin South	1	0.4	1.0
Sandhurst	0	0.0	3.7
Seaford	7	3.0	12.4
Skye	1	0.4	5.8

*Ages 0-11 did not formally provide demographic details, see [Children's activities](#) for more information

Data sources: Survey and pop-ups and Centre Open Day.

Data source for 2021 Census data is General Community Profile for Frankston.

In addition to general demographic questions, participants asked to share their cultural identity or background. This question wasn't compulsory, and allowed a free text response. Participants answered this question in a variety of ways, with the highest being Australian (36), English (9) and New Zealand (5).

3. Key Findings

3.1 Current attendance and frequency

Online and paper-based survey participants were asked whether they attend Karingal PLACE, and how often these visits occur. Participants primarily already attended the Centre, with many visiting occasionally (47), followed closely by once a week (40). Tables 5 and 6 show the current attendance rate and frequency of those surveyed.

Table 5. Attendance

Attendance	Count	%
Yes	114	60.3
No	72	39.7

Table 6. Frequency

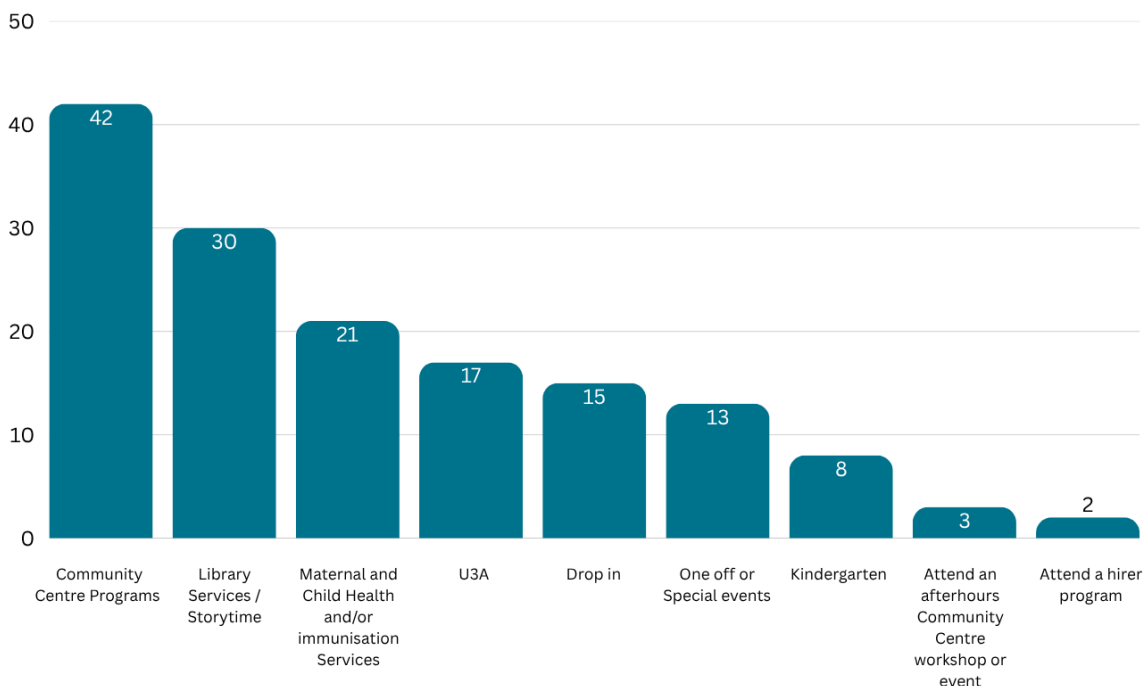
Frequency	Count	%
Occasionally	47	41.2
A couple of times a month	11	9.6
Once a week	40	35.1
2 – 3 times a week	15	13.2
4 or more times a week	1	0.9

Both male and female participants most often attended the Centre occasionally, with females also often attending once a week.

3.1.1 Purpose of visit

Participants that attended the Centre were asked to select which of the current services, programs or activities they attend. Community centre programs (including Playgroup, Chatty Café, Men's group, Agestrong, and Thursday exercise programs) was found to be the most attended option among participants (42) followed by Library Services and Storytime (30). Figure 1 below shows the level of participation in each service, program and activity currently hosted at Karingal PLACE.

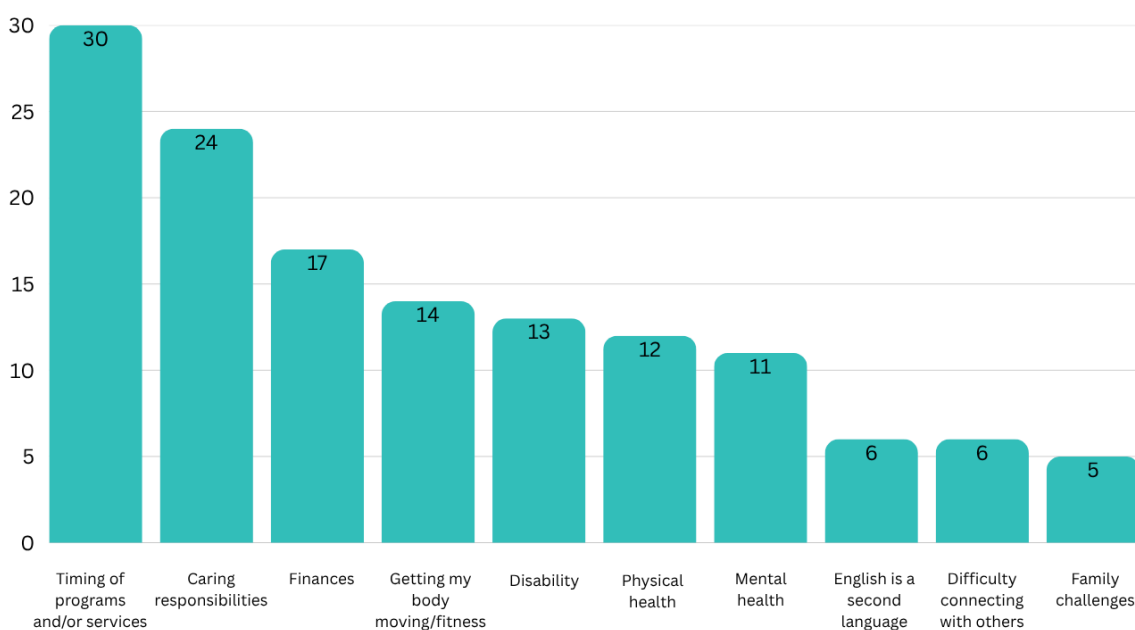
Figure 1. Purpose of visiting Karingal PLACE



3.1.2 Barriers to attending

Online and paper-based survey respondents were asked whether there are any factors that affect their ability to attend the Centre or participate in programs or services. Of the barriers selected, the timing of programs and or services (30) was particularly prominent, followed by caring responsibilities (24) and finances (17). It is important to note that many participants (102) stated that they were not affected by these barriers.

Figure 2. Barriers to attending the Centre

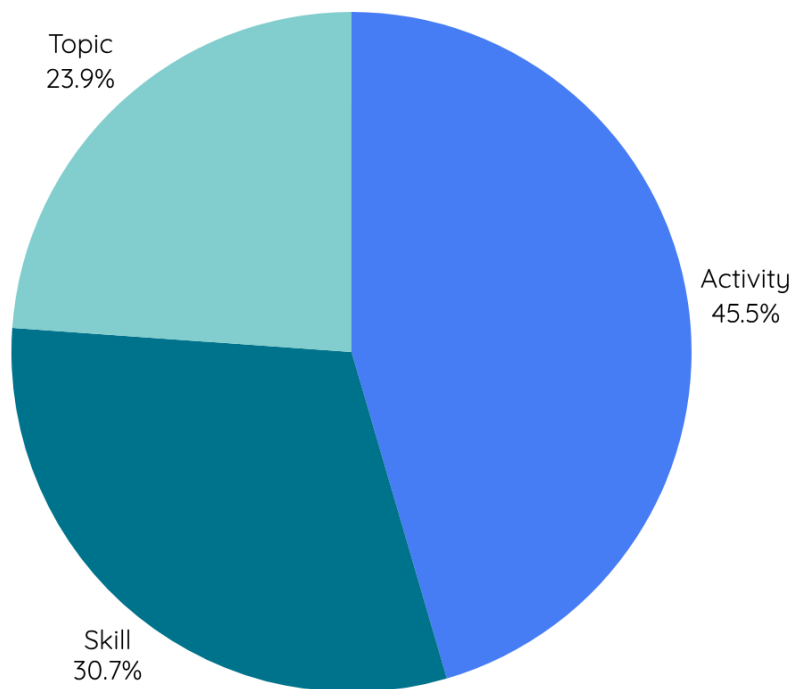




3.2 Health and wellbeing, social connection and learning

Participants were asked whether there is an activity, skill or topic they would like to learn about in the Centre. There were a total of 398 responses under these questions. Of those focus areas, activities received the most attention (181 participants, 45.5%), followed by skills (122 responses, 30.7%) and topics (95 responses, 23.9%). Figure 3 shows the comparison of these focus areas.

Figure 3. Comparison of response rate under each focus area



Participants were then able to determine whether their suggestion fell under categories that the Centre was determined to deliver. These categories were:

- Social connection
- Health and wellbeing
- Learning

Some suggestions were relevant to some or all focus areas and categories, therefore, there is a noticeable crossover among the following sections of the report. Free text feedback has been grouped into common themes under each category.

3.2.1 Social connection

The category of social connection received 104* responses, and saw 112 unique ideas expressed*. These responses have been categorised into 23 emerging themes, with social clubs / groups being a high focus for participants (20). This was followed by general activities and games (12), arts and craft (11) and music and dance (7). Table 7 outlines the themes, supported by examples of direct quotes from the community.

Table 7. Social connection themed feedback

Theme	Direct quotes
Social clubs (20)	“Connect with others to help me live with a spouse who is showing signs of dementia.” “I’d like to make more local connections.” “Topic based armchair conversations evening.” “Social groups about the bible. Sharing work and life experiences as it can be fascinating to others.” “Focusing on communication is a big one, as it helps everyone connect and share ideas smoothly.”
General activities and games (12)	“Library of things. I used Frankston Library to borrow the Frankston Monopoly.” “Outdoor stuff like a basketball hoop.” “Board games, gaming nights, casual options.” “Movie nights screen at centre.” “Bingo.”
Art and craft (11)	“Craft Based activities.” “Craft classes, embroidery and cross stitch and crochet!” “basic mending or sewing.”
Music and dance (7)	“Music band classes.” “Sing along and dance.” “Junior choir.” “Friday night dancing, singing groups, karaoke.”
Healthy ageing and activities for seniors (6)	“Mini bus tour for locals and low cost.” “Weekend activities for seniors.” “Youngering program.” “Active agers, seated yoga.”
Intergenerational activities (6)	“Intergenerational activities that promote voluntary tolerance.” “Intergenerational opportunities.” “Engage some teenagers who lost their way by offering some senior classes they might be interested to learn.”
Nature and gardening (5)	“Green thumbs garden club.” “Community clean up of Kananook creek and other creeks during low tide.”
Disability and inclusion (5)	“Social for young people (over 18) on the autism spectrum.”

	“LGBTQIA support.” “Neurodivergent youth group to support community participation.” “A Auslan chat where deaf people can socialise and chat and do different fun activities.”
Children’s groups, games and learning (5)	“Playgroups for preschool ages.” “Dress up classes.”
Active recreation (5)	“Indoor sports and kids programs at the same time on the weekends.” “Adult pilates, Karate, Zumba or aerobics classes.”
Language and speaking (4)	“Offering foreign language classes.” “To learn English.” “Speaking skills.”
Programming, partnerships and volunteering (4)	“Partnerships with Council to have kids involved in urban art, yarn bombing.” “Competitions between community centres. Actually participate for a reward.”
Youth groups (4)	“Primary school age school holiday programs.” “Teen Hangout, Anime/cartoon drawing.” “Social kids activities on the weekend.”
Women’s activities and mothers groups (4)	“A non-mothers group somewhere more casual, no planned activities.” “Social connection groups that run on weekends for middle aged women.” “Mum groups.”
Use of existing spaces (3)	“Using the hall and equipment without having to hire with money.” “Chatty Cafe is good because it’s free and a nice place to relax and use bathrooms.”
DIY / men’s shed activities (2)	“A repair cafe.”
General health and wellbeing (2)	“Health and wellbeing, first aid class.”
Life skills (2)	“Learning how to run a business.”
Food and healthy choices (1)	“Support networks advice eg: Meals on Wheels, food Access.”
Meditation and sound healing (1)	“Meditation.”
Computer and technology (1)	“Computers.”

Men's groups (1)	"Hope to attend the Men's group soon."
Family friendly (1)	"Somewhere we can meet comfortably, baby friendly."

* 14 of the responses included terms like 'not applicable', 'unsure' and 'no'.

* Some participants raised more than one idea in their feedback.

3.2.2 Health and wellbeing

The category of health and wellbeing received 140* total responses, and 157* unique ideas shared. Feedback under this category had a high focus on active recreation opportunities (58) and broader health and wellbeing topics (26). Table 8 outlines the themes, supported by examples of direct quotes from the community.

Table 8. Health and wellbeing themed feedback

Theme	Direct quotes
Active recreation (58)	"Yoga - early morning or evening." "Gym and exercise." "My wife would like to improve her health and social activity with exercise and zumba." "To know how to practice yoga at home." "Exercise classes and programs."
General health and wellbeing (26)	"Understanding of e.g. Naturopathy, Homeopathy, Reflexology, Kinesiology, Australian Native Plant remedies." "Sensory integration - Exploring the five senses in a safe space - connecting to self promoting heart brain coherence."
Healthy ageing and activities for seniors (10)	"Preparing for ageing." "Exercising and mobility." "Youngering."
Food and healthy choices (8)	"Education around food for families. Meal planning, healthy choices, budget friendly meals etc." "Diet, healthy eating."
Meditation (8)	"Affordable group exercise & meditation classes both during & after office hours." "Meditation."
Arts and crafts (6)	"Candle making." "Art Classes."
Parenting classes (6)	"Learn how to comfort my baby and meet other families." "Pre natal and post natal movement."
Children's groups, games and learning (6)	"I like bike riding." "Messy play (age 4)"
Nature and gardening (5)	"Plant music workshops to connect more deeply with nature."

	"Gardening."
Family friendly (4)	"I think in the past you have offered yoga or Pilates classes where mothers could bring their children along." "evening classes and activities over the weekends for families."
Women's activities and mothers groups (4)	"Group exercise or dance fitness type classes that aren't aimed at the elderly. Something more suitable for mums." "More social opportunities for mums during the day - would like to meet more mum friends."
Music and dancing (4)	"Dance fitness type classes that aren't aimed at the elderly." "Dancing! - any kind would be amazing but I'm particularly interested in swing or Latin."
General activities (3)	"We like Karingal Hub - ropes courses kids love." "Either Mahjong or Rummikub without cost."
Life skills (3)	"Energy power cost/rates/insurance." "Support (all there but located all over different websites and logging) listing transport apps - Myki, Ventura." "Bike course, traffic school on a small scale. Learning road rules and walking on a track."
History, genealogy, culture (1)	"Family tree."
Language classes (1)	"My wife would like to improve her English."
Computer and technology (1)	"Computers."
Men's groups (1)	"More programs for men. I hate to admit it, but men don't often reach out for help."
Disability and inclusion (1)	"Pilates/Tai chi /other gentle exercise programs, especially if there could be sessions catering for neurodiverse people."
Incentives (1)	"As a pensioner now I know little of what's available. Sometimes there are incentives from the government that are not disseminated well into the community. I am pleased to see many young mothers going in and out of the centre. This is good for community building."

* 12 of the responses included terms like 'not applicable', 'unsure' and 'no'.

* Some participants raised more than one idea in their feedback.

3.2.3 Learning

The category of learning received the highest level of feedback, with 158* total responses, and 181* unique ideas shared. Of the feedback received, arts and crafts was a high priority for learning (38), followed by computers and technology (22), DIY / men's shed activities (16) and language classes (15). Table 9 outlines the themes, supported by examples of direct quotes from the community.

Table 9. Learning themed feedback

Theme	Direct quotes
Arts and craft (38)	"Craft after hours and weekend, weaving." "Soap / candle making workshop." "Get in touch with local charities to host sewing groups." "I would love to see craft classes offered, such as learning to crochet."
Computer and technology (22)	"Computer basic skills." "Use of mobile phones (beyond making & receiving calls)." "Seniors support learning IT and social media." "Computer skills for our 60's."
DIY / Men's shed activities (16)	"Workshops for women i.e. how to use tools." "Repair, recycle, declutter workshops." "Carpentry skills for DIY projects." "Woodwork, whistling, making spoons."
Language classes (15)	"Language classes for migrants." "Second language." "Speaker on a variety of topics related to age and ability."
Life skills (11)	"I would love to be involved in a learning program." "Bike tracks or programs."
Cooking and healthy eating (8)	"I would love to develop gardening skills, growing and preserving food, even cooking." "Life skills for 18 - 24. Learning how to cook." "Cooking classes."
Music and dancing (8)	"Line dancing classes." "Anything to do with learning like a musical instrument." "I like playing piano."
General health and wellbeing (8)	"To discuss current parenting ideas - the challenge of accessing aged care support(venting). Help with eSafe for both ages."
Nature and gardening (7)	"Kids garden club/playgroup with chickens, growing veg. Basic farming skills."
Home school support (6)	"If Frankston has an artist or local celebrity football player etc to come show homeschooled kids and promote opportunities." "Homeschool support, space use for smaller and older kids."
History, genealogy, culture	"History, language, geography and travel."

(6)	"History local, indigenous or colonial." "Genealogy."
Intergenerational activities (5)	"Intergenerational activities - sewing, gardening, crochet. Bring old skills to teach younger people."
Social groups (5)	"Book club once a month for people who work." "Bible study."
Active recreation (5)	"Zumba for seniors." "Health classes after work hours, such as yoga, pilates." "Exercise classes i.e. Pilates, aerobics."
Activities for seniors (5)	"A 'Grandparents club' or 'Sandwich Club' for those of us that have the responsibility of caring for very elderly parents and young grandchildren."
General learning (4)	"Tutoring programs for school children." "Kids learning."
Children's groups, games and learning (3)	"Children's activities for 4yrs old." "Lego building classes."
RSA / Barista courses (2)	"RSA Course." "Running short courses to get people qualified, first aid, coffee, RSA."
Programming, partnerships and volunteering (2)	"Partnership with men's and women's shed for generational activities / learning."
Youth groups (1)	"Teenage group learning."
General activities (1)	"Scrabble, Bingo."
Meditation (1)	"Regular mediation classes after work hours 6pm."
Pediatric and post-natal classes (1)	"Parenting at all stages, like the toddler, breastfeeding etc. classes FCC did previously."
Family friendly (1)	"Evening classes and activities over the weekends for families."

* 4 of the responses included terms like 'not applicable', 'unsure' and 'no'.

* Some participants raised more than one idea in their feedback.

3.3 Making Karingal PLACE more accessible and welcoming

Participants were asked for suggestions to make Karingal PLACE more accessible and welcoming. A total of 123 individual responses were received under this question, with 114 ideas shared*. A further 23 responses stated that they could not respond or had no feedback, were out of scope, or did not respond to the question. Feedback has been grouped by common themes and is shown in Table 10.

Table 10. Suggestions for improvement

Theme	Inclusions
Improvements to frontage (20)	- Physical 'what's on' signs - Changing electronic noticeboard - More awareness of the Centre - Activating the front of the building - Wayfinding signage / not knowing where the entry point is - Signage visible from the road
Promotion (18)	- Promotion through social media and online platforms - Use of bulletin boards - Promotional events hosted in convenient locations
Parking and access (15)	- Improvements to physical access, including use of another entry point - More and improved parking conditions - Conducting trip hazard assessments for wet weather access - Drop off point at the front of the Centre - Difficulty getting children out of the car
Inclusive and disability friendly (10)	- Encouraging workers with a disability in the Centre - Having a sensory or quiet room - Having an 'all are welcome' feel - Including First Nations naming as opposed to English where possible
Cost and timing (9)	- After hours for those working - Participants being 'too busy' to engage with the Centre - A preference for activities between 10 am to 3 pm for those with disabilities - Low cost for informal groups
Use of space (8)	- Welcoming / inviting feel upon entry - Private areas for breastfeeding - Partition to alleviate draft issues at entry - Seating availability (particularly in the Library section)
Safety (7)	- Fencing set back from the road - Feelings of safety - Doors to keep children within the storytime area

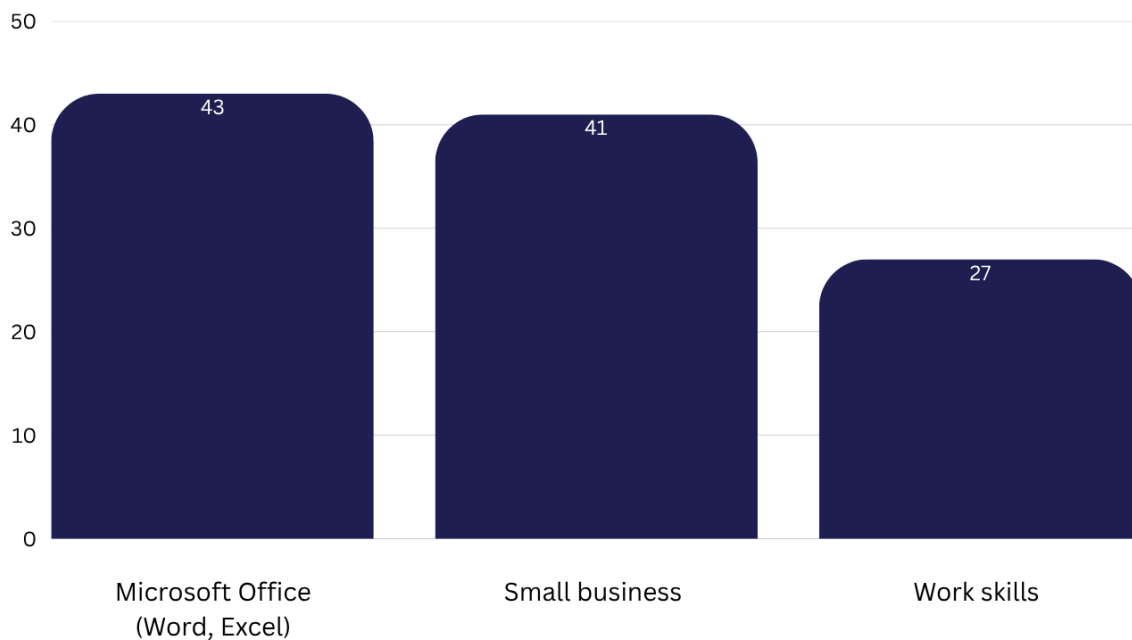
	- Good lighting that is considerate of wildlife - Fencing by the playground (Wingham Park)
New and existing services (7)	- A dedicated space for groups hosting Boomerang Bags - Outdoor free pantry - Composting bag availability at the Centre - Sharps containers - Affordable learning options - Larger library space - Food sharing, growing and preparing
Social and greeting (6)	- Showcasing people's stories - A person at the desk for greeting
Health and wellbeing (6)	- Focus on youth mental health - Youth 'hang out' areas - Activities for support workers to attend with clients - Space for mental health diagnosis - On-site health assistance at all hours - On-site social workers
Improvements to outdoor spaces (3)	- Improved garden spaces - A vegetable garden and sculpture - Better utilisation of the playground area - Playground area to be crawler friendly - Use outdoor area for messy play, pop-up playgroup
Other (3)	- Children's artwork in the lunch room - A new visitor wanting to run workshops within the Centre - Dog training or being able to bring dog to activities
Age-specific / all ages (2)	- Activities for 10-15 year olds to address gaps in services - Broad range of activities for all ages

* Some participants suggested more than one improvement in their response.

3.4 Adult short courses

Participants were asked to select short courses that they were interested in, from a predetermined list. Of those that selected a course, many (43) found Microsoft Office useful. A further 41 participants were interested in small business classes, and 27 in work skills. There were 131 respondents that were not interested in any of the courses suggested. Figure 4 shows the comparison of interest in short courses.

Figure 4. Interest in adult short courses



In addition to the preselected options provided, participants were welcome to suggest alternative options for learning should they not be interested in the above. There were 48 ideas raised in this segment, with an additional 13 participants not providing any detail in their response.

Of those ideas, general computer skills (16), arts and crafts (11) and language and writing skills (9) were the most prominent alternative options. Table 11 shows the breakdown of alternative ideas.

Table 11. Short course alternative ideas

Idea	Example quotes
General computer and technology skills (16)	- "Safety online and using your iphone" - "Texting Emojis Text abbreviations." - "Update & usage of iphone & ipad."
Arts and craft (11)	- "Arts, crafts, sewing." - "Craft days." - "Quilting"
Language and writing skills (9)	- "Creative writing." - "Language... Sign language." - "Resume writing."
DIY / home renovation (5)	- "Craft/home renovation." - "Womens basics for tools and car checks." - "DIY handyman courses."
Nature and gardening (5)	- "Permaculture."

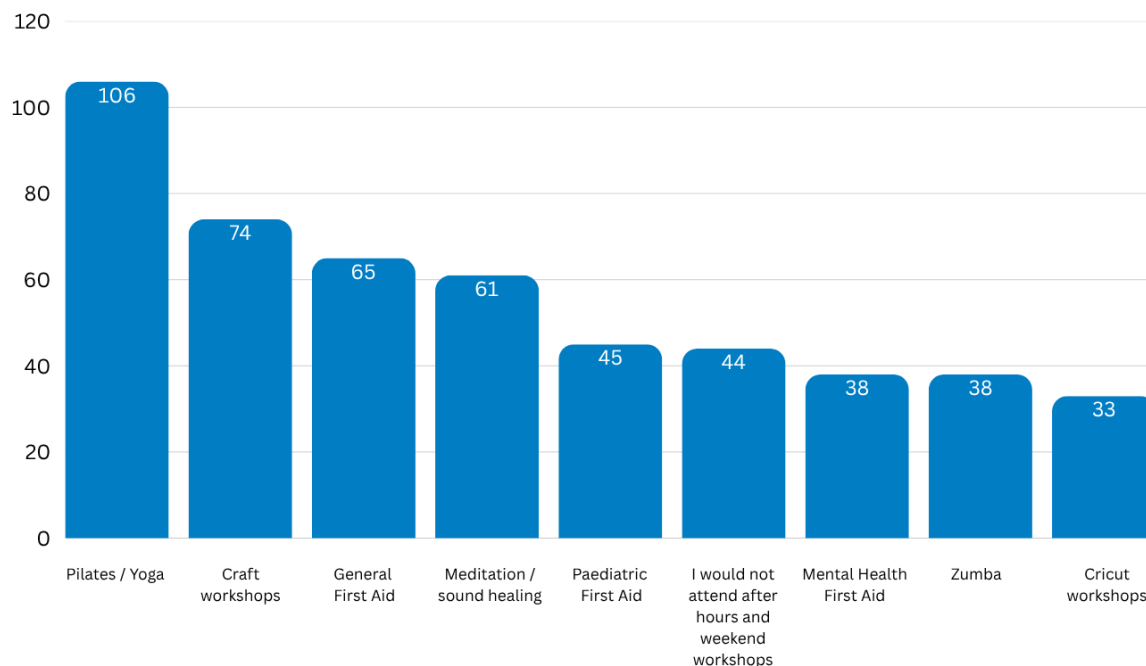
Idea	Example quotes
	- "Q&A session on learning more about recycling i.e. an update on what can & can't be recycled." - "Gardening, animal health."
Health and first aid (5)	- "Infant first aid." - "First aid."
Life skills (2)	- "Power bill reading." - "Self confidence."
Bible study (2)	- "Christianity." - "Bible study."
Music and dance (2)	- "Dancing." - "Music."
Meditation (1)	- "Meditation."

While male and female respondents most often preferred small business and Microsoft Office classes from the preselected list, males preferred Microsoft Office slightly more, and females preferred small business classes.

3.5 Weekend and after hours activities

Participants were asked if they could see themselves attending any weekend or after hours activities currently hosted by the Centre. Of the responses received, pilates / yoga was the highest preference among participants (106), followed by craft workshops (74), general first aid (65), and meditation and sound healing (61). There were 44 participants that stated they were not interested in the options provided. Figure 5 shows the breakdown of participant preferences.

Figure 5. Weekend and after hours activity preferences



Male respondents preferred to attend general first aid classes most, followed by pilates and yoga, whereas female respondents preferred pilates and yoga, followed by craft workshops.

3.5.1 Timing preferences

In-person engagement participants were asked which timing suits them best for after hours and weekend opportunities. There was a good spread of preferences among each timing option, however, after hours mid evening (16), and weekend mornings (13) received a slightly higher preference.

Table 12. After hours and weekend timing preferences

Type	Timing	Count
After hours	Late afternoon (3pm to 5pm)	10
	Early evening (5pm to 7pm)	8
	Mid evening (7pm to 9pm)	16
Weekends	Morning (9 am to 11 am)	13
	Afternoon (12 pm to 5 pm)	12
	Early evening (5pm to 7pm)	7
	Mid evening (7pm to 9pm)	7

3.6 Communication preferences

Online and paper-based survey participants were asked how they would like to be kept informed on what is happening at the Centre. The most commonly preferred communication avenues were via email (81), Facebook pages (50) and a paper-based newsletter (44). Table 13 shows participants' communication preferences.

Table 13. Communication preferences

Communication avenue	Count
Email update	81
Facebook	50
Paper newsletter in my mail box	44
Council website with current Program Brochure	35
Instagram	28
Text messages/SMS	27
Visiting the centre	25
Volunteering at the Centre	23
Community notice board	22
Calling to ask what's on	9

In addition to these suggested communication avenues, participants recommended the following:

- Publishing in the nearby school's newsletter
- YouTube advertisements
- Promotion through local businesses
- Booklets
- U3A information online

3.7 Children's activities

Children and young people were invited to share their ideas for a new outdoor area for Karingal PLACE. Participants were encouraged to select from the following ideas:

- Sensory garden
- Outdoor kitchen
- Drawing wall

Beyond the broader community engagement, Council hosted sessions with kindergarten children and playgroup families. There were 26 kindergarten children engaged, and nine playgroup families. It is important to note that children and families were able to select more than one option. Table 14 shows the preferences of these groups.

Table 14. Children's activity findings

Outdoor area idea	No. of selections
Outdoor kitchen	22
Drawing wall	21
Sensory garden	18

3.7.1 Children's preferences for activities, skills or topics

In-person engagements with the broader community allowed children to respond with a short answer on their preferred activities, skills or topics to learn about in the Centre. There were 17 responses to this question, with dancing being slightly more preferred than other responses (2). Figure 6 shows the responses from children*.

Figure 6. Children's preferences for activities, skills or topics

Basketball **Get a love heart**

Active recreation for little ones

Singing **A digging patch with shovels**

Origami club **Eat lollies**

Trampolines **Dancing** **Cooking lessons**

Fun! **Pickleball** **Singing**

Build a house or fast car **Kids toys**

* There were two responses to this activity that recommended activities not related to children ("women's local health classes" and "computer classes, using excel, how to do tax")

4. Evaluation

Measures of success for this project were determined in collaboration with the project team at the beginning of the project. Table 15 outlines the evaluation of these measures.

Table 15. Evaluation of success measures

Success measure	Evaluation
Good representation of a cross section of ages, demographics and social status.	Consultation reached all age groups.
Participation from at least 10% of mail-out recipients.	Not achieved. 273 participants engaged through this project.
Representation of participants aged 20 - 50 to address gaps in visitation.	87 participants between 18 - 49 years of age.
More detail and focus on learning and skill-based programs.	The learning category received the highest level of feedback. 122 responses to learning a skill question.

5. Next steps

5.1 Closing the loop

Engagement on this project has created significant interest in attending new programs and services hosted at Karingal PLACE Neighbourhood Centre. With a mix of participants who attend the Centre currently, or are unaware of the options available, it is important to keep participants in the loop with new and ongoing service delivery.

Thank participants

Issue a statement and update the Council project page thanking participants for participating in the project and for sharing their ideas and contributions for Karingal PLACE.

5.2 Recommendations for implementation

Current service delivery: Use information in section 3.1.1 and attendance rates available within the Centre to determine what is working well and areas for improvement. Community centre programs, library services and storytime, and maternal and child health / immunisation services were very popular among participants that currently attend the Centre through this engagement. Whereas, after hours workshops and events and hirers have a lower representation. Despite this, 111 participants were interested in predetermined after hours and weekend activities, and some enquired about hiring rooms to host programs.

Timing of activities: The highest barrier to attending the Centre as seen from engagement participants, was the timing of activities and services. When introducing new activities or services, consider asking participants the timing that suits them. This could be a short survey, or through direct communication with interested participants. This information could be further shaped by attendance at current activities and services hosted by the Centre, where certain days, or times have been previously suitable for certain audiences.

Learning: Throughout the engagement, learning opportunities were prominent, with a number of participants showing interest in preselected short courses and continuing to provide further options. Some of these prominent learning opportunities included, but were not limited to, computer literacy and technology, language, cooking and healthy eating, RSA and barista courses. Additionally, building skills in art and craft related activities such as sewing, crochet and painting were favoured, alongside dancing, history and genealogy and many more. This shows a direct interest in less passive participation in the Centre.

Inclusive and family friendly: The need for inclusive and family friendly services can be seen through a variety of questions asked during the engagement. Another high barrier for participants was caring responsibilities (24), with family friendly activities appearing in feedback related to skills and topics. Reducing barriers associated with caring responsibilities could allow meaningful participation from those that may not regularly participate in formal activities.

Accessible and welcoming: Improvements to the frontage and promotion of offerings were among the highest levels of feedback under this section. Many were either unaware of the space, or unsure of the activities and services available. Some participants that had previously attended the Centre were also unaware of other opportunities beyond their standard visit. Physical signs displaying what is on offer could be beneficial in bringing community members through the door. In such a great location with a nearby school, park and shopping options, this could make Karingal PLACE stand out. Additionally, a number of participants communicated that they had completed the survey upon receiving the mail out. Consider a variety of communication methods to suit different audiences in the community.

Active recreation opportunities: These activities received a high level of support across many age groups and genders. Yoga and pilates was among the most preferred activities in both multiple choice and free-text responses. Other opportunities like Zumba and healthy ageing activities were also desired by the community. These opportunities could be delivered in a variety of ways, from family friendly, to age-specific, or intergenerational.

Social connection opportunities: While formal participation may be limiting to some, informal social connection opportunities can reduce barriers to attending the Centre. This type of participation was seen through feedback recommending youth groups, mothers groups, armchair conversations, religious discussions, and intergenerational opportunities. These preferences require less specialised involvement and can be hosted at various times to suit the needs of participants. Consider advertising these options, or promote the possibility through existing users.

Arts and craft: This activity or learning avenue was mentioned across all categories (social connection, health and wellbeing and learning). While a variety of activities were suggested under this category, there is a clear desire for sewing and crochet. In addition to this, local artist classes, including painting and drawing were also favoured. With such a broad range of ages being interested in similar such activities, this could be an excellent use of after hours service delivery.

Outdoor areas: Children's activity outcomes show a mix of preferences for use of the outdoor area. With no stand out preference, the space could be divided to include multiple options. Broader community feedback has referenced outdoor areas with feedback such as "improved garden spaces", "a vege garden, a sculpture" and "crawler friendly". This shows an interest in utilising these spaces across the age ranges. As with previous feedback on the lack of knowledge of offerings, this space could be promoted as an opportunity to relax, bring children, or host social gatherings to increase usage.

6. Appendices

Appendix 1. Online / paper-based survey

How can Karingal PLACE Neighbourhood Centre best support you?

Karingal PLACE Neighbourhood Centre is owned and managed by Frankston City Council. It is a purpose-built, multi-service community hub established in 2009. The Centre offers a range of programs and services designed to meet the needs of local residents, with the aim of:

- Improving community health and wellbeing
- Strengthening community participation and capacity

The Centre is currently developing a four-year plan to guide future decisions about the programs, services, partnerships and events it will prioritise.

We are seeking feedback from local residents and stakeholders on how the Centre can best support your health and wellbeing goals and help you stay connected with your local community.

Tell us what matters most to you so we can design the programs, services and events you need at Karingal PLACE Neighbourhood Centre over the next four years.

Complete the survey below by 11.59pm on 4 March 2026 to go into the draw to win one of three \$100 Prezzy vouchers!

You can return your completed survey in the reply-paid envelope or hand it in at Karingal PLACE Neighbourhood Centre (103 Ashleigh Avenue, Frankston) by **4 March 2026**.

The survey should take less than 10 minutes to complete.

01. Do you currently attend Karingal PLACE Neighbourhood Centre? **Required**

Select one answer only

☐ Yes

☐ No

02. How frequently do you attend the Centre? **Required**

Select one answer only

☐ Occasionally
☐ A couple of times a month
☐ Once a week
☐ 2 – 3 times a week
☐ 4 or more times a week

03. What do you attend the Centre for? **Required**

Please select as many as apply.

Select all that apply
☐ I hire a space
☐ Attend a hirer program (e.g. basketball training, Pilates)
☐ U3A
☐ Maternal and Child Health and/or immunisation Services
☐ Kindergarten
☐ Library Services / Storytime
☐ Community Centre Programs (including Playgroup, Chatty Café, Men's group, Agestrong, Thursday exercise programs)
☐ Attend an afterhours Community Centre workshop or event (e.g. Cricut, Paediatric First Aid)
☐ One off or Special events (e.g. Menopause talk, Senior's week event)
☐ Drop in (e.g. for a coffee, connect with others, sit and relax, use the facilities)
☐ Other

04. Does anything affect your ability to attend the Centre or participate in the programs or services? **Required**

Please select as many as apply.

Select all that apply
☐ Caring responsibilities
☐ Disability
☐ English is a second language
☐ Family challenges

☐ Finances
☐ Difficulty connecting with others
☐ Getting my body moving/fitness
☐ Mental health
☐ Physical health
☐ Timing of programs and/or services
☐ None of the above

Your ideas and needs for the Centre

We're asking if you have ideas for new activities, skills or topics you'd like to see offered at the Centre over the next four years.

Programs and services provided at the Centre currently fall into three main categories (consistent with all Victorian Neighbourhood Centres):

1. Social (e.g. connection with others)
2. Learning (e.g. developing skills, training)
3. Health and Wellbeing (e.g. exercise, healthy living, mental health).

05. Is there an ACTIVITY you would like to try that relates to social, learning, health or wellbeing at the Centre?

If No, skip to question 08.

Select one answer only
☐ Yes
☐ No

06. Which category does the activity relate to? **Required**

Select one answer only
☐ Social
☐ Health and wellbeing
☐ Learning

07. Please describe your proposed activity **Required**

--

08. Is there a new SKILL you would like to try that relates to social, learning, health or wellbeing at the Centre?

If No, skip to question 11

Select one answer only
☐ Yes
☐ No

09. Which category does the new skill relate to? **Required**

Select one answer only
☐ Social
☐ Health and wellbeing
☐ Learning

10. Please describe the skill you would like to develop at the Centre **Required**

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11. Is there a new TOPIC you would like to learn about that relates to social, learning, health or wellbeing at the Centre?

If No, skip to question 14

Select one answer only

☐ Yes
☐ No

12. Which category does the topic relate to? **Required**

Select one answer only
☐ Social
☐ Health and wellbeing
☐ Learning

13. Please describe the topic you would like to learn about at the Centre

Required

--

14. Is there anything within our programs, activities or services that you think could be improved?

--

15. What improvements would help make the Centre's spaces and information easier to access and more welcoming for everyone?

You might like to think about things like clear building signage, wayfinding (finding the main entrance), lighting, representation in our spaces (e.g. LGBTIQ+ or first nations visibility), or making rooms easier to move around in - all ideas are welcome!

--

16. Can you see yourself attending an adult learning short course (4 – 6 sessions) in the following areas:

Select all that apply
☐ Small business
☐ Microsoft Office (Word, Excel)
☐ Work skills
☐ None of the above interest me

17. If none of the above, are there any other short courses/topics you would be interested in attending?

--

18. The Centre occasionally delivers after hours and weekend workshops. Can you see yourself attending any of the below activities?

Tick all that apply

Select all that apply
☐ Paediatric First Aid
☐ General First Aid
☐ Mental Health First Aid
☐ Mediation / Sound healing
☐ Cricut workshops
☐ Craft workshops
☐ Pilates / Yoga
☐ Zumba
☐ I would not attend after hours and weekend workshops

Keeping you updated

Sharing your contact details if you would like to receive emails, mail, SMS or volunteering opportunities is optional. If you choose to share this information, we will protect it in accordance with our Privacy Statement. You can find our Privacy Statement on the last page of the survey.

19. How would you like to find out 'What's On' and be involved at the Centre?

Choose as many as you like. If required, please provide your details in the box below.

Select all that apply
☐ Facebook page
☐ Instagram
☐ Paper newsletter in my mail box (provide postal address below)
☐ Community notice board
☐ Email update (provide email address below)
☐ Visiting the centre
☐ Calling to ask what's on
☐ Text messages/SMS (provide mobile number below)
☐ Council website with current Program Brochure
☐ Volunteering at the Centre
☐ Something else

Please provide your details here:

20. If you would like to be contacted about volunteering opportunities, please provide your name and contact details, and a little bit about how you'd like to be involved.

A bit about you

Your responses help us understand who is interested in the services, programs and events offered at the Centre. You can choose 'prefer not to answer' for any of the following questions.

21. Where do you live or spend most of your time? **Required**

Select one answer only
☐ Karingal
☐ Carrum Downs
☐ Frankston
☐ Frankston North
☐ Frankston South
☐ Langwarrin

☐ Langwarrin South
☐ Sandhurst
☐ Seaford
☐ Skye
☐ Prefer not to answer
☐ Somewhere else

22. What best describes your gender? **Required**

Select one answer only
☐ Woman or female
☐ Man or male
☐ Non-binary or gender diverse
☐ Prefer not to answer

23. What is your age? **Required**

Select one answer only
☐ 0 – 4 years
☐ 5 – 11 years
☐ 12 – 17 years
☐ 18 – 24 years
☐ 25 – 34 years
☐ 35 – 49 years
☐ 50 – 59 years
☐ 60 – 69 years
☐ 70 – 84 years
☐ 85 years and over
☐ Prefer not to answer

24. Which of the following do you identify with? Required

Select all that apply
☐ Aboriginal and/or Torres Strait Islander
☐ Part of the LGBTIQA+ community
☐ Speak a language other than English
☐ Person with a disability or long-term health condition
☐ None of these
☐ Prefer not to answer

25. Would you like to share your cultural identity or background?

Responding to this is optional. Your response will help us design programs that reflect and respect the diversity of our community.

Competition draw

Want to win one of three \$100 Prezzy vouchers to spend at Karingal-based stores such as Woolworths, Coles, BigW, CottonOn, Mitre10, Best&Less and many more?

Enter our draw below by providing your name and email address. Learn more at engage.frankston.vic.gov.au/competition-details.

I want to enter the competition draw and agree to the competition terms.

☐ Yes

First Name

Last Name

Email

Phone number

Privacy Statement

Frankston City Council is committed to protecting your privacy. You can choose to respond to this consultation anonymously. Any information you provide will be used for the purpose of analysing and inform the development Karingal PLACE Neighbourhood Centre four-year plan. Public reports of the engagement project will include aggregate responses and not identify individuals. Your personal information will only be used and disclosed as authorised by law. For further information about how Council handles personal information, or to request access to your personal information, see frankston.vic.gov.au or contact Council's privacy officer on **1300 322 322**.