

Frankston South Community and Recreation Centre

Strategic Plan 2024-2027



opportunity » growth » lifestyle

Introduction

Frankston South Community and Recreation Centre (FSCRC) is a modern, purpose-built community Centre located in Frankston South and owned and operated by Frankston City Council.

FSCRC consists of a multi-purpose sport stadium and four smaller rooms suitable for a range of activities including but not limited to meetings, yoga, dance and exercise. It also houses Youth Services and Library Outreach Services.

FSCRC has a registered ACFE training Café called Frankie's Café where students learn hospitality and barista skills via short courses scheduled throughout the year.

In 2023, FSCRC undertook an extensive community engagement survey seeking feedback from local community and current participants as to the future programs, events and services they need and want at the Centre.

This FSCRC Strategic Plan 2024-2027 focuses on the findings and recommendations of the 2023 survey and outlines how we will continue working with community and key stakeholders over the next three years to deliver inclusive and accessible programs, activities and services that meet community needs and build community capacity and resilience.



Vision

We engage, empower and strengthen our community at FSCRC.

Purpose

FSCRC is a vibrant neighbourhood centre where people feel safe, can socialise, learn new skills and participate in programs and activities to enhance their health and wellbeing.

Values

Values aligned to Frankston City Council - Kinder, Smarter, Fairer.

Key Drivers

The key drivers for Frankston South Community and Recreation Centre are:

Council Plan

- Community Strength
 - Accessibility of services to enhance social inclusion and mental wellbeing
 - Volunteering to build connections and resilience within the community
- Healthy and Safe Communities
 - Active and healthy lifestyles that support residents living independently longer
 - Long-term health and learning outcomes established in early childhood
 - Reduction of harms from family violence, gambling, alcohol and other drugs
 - Value and support young people

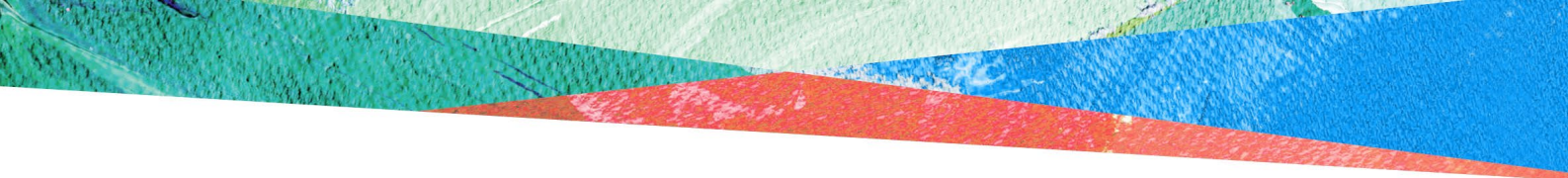
Service Plan

- Community programs and development
 - We provide programs based on priorities, that deliver a broad range of inclusive and accessible activities and services that meet community needs
 - We foster opportunities and broker partnerships to enable meaningful participation in the community
- Community facilities
 - We provide equitable access to community spaces that meet diverse community needs

Health and Wellbeing Plan

- Increasing mental wellbeing and resilience
 - Support opportunities to build social inclusion and community connection
 - Increase volunteering and community participation
 - Foster social cohesion and community harmony





Strategic Pillars

Operations

Frankston South Community and Recreation Centre is a Council operated and managed facility which will continue to operate with the local community's best interests in mind. This is achieved by:

- Ensuring highly skilled and experienced staff with capacity to deliver quality activities and services that meet community needs.
- Utilising Council policies and procedures and well as localised procedures to manage the day to day running of the centre.
- Technology as required for operations and program delivery.
- Commitment to Council's Customer Service Promise – accessible, respectful, clear, accountable.

Finances

Frankston City Council is committed to funding the management and operations of FSCRC. This is achieved by:

- Recurrent Council funding with budget for salaries, program delivery, equipment, technology and overheads.
- Monitoring and managing costs associated with operations to ensure they remain within budget.
- Maximising revenue generation opportunities through venue hire and program fees.

Facility

Frankston City Council is committed to accessible, high quality, fit-for-purpose community facilities. This is achieved by:

- Facility condition and fit for purpose audits.
- Maintenance and renewal of the facility to ensure infrastructure standards are met.
- Provision of fair and equitable access to community spaces to meet diverse community needs.
- Safety and emergency management plans in place.

Partnerships

Frankston South Community and Recreation Centre is committed to collaborating with key stakeholders to facilitate meaningful participation and support a healthy and inclusive community. This is achieved by:

- Building strong partnerships based on common community focused goals to strengthen the capacity of the community.
- Establishing formal and informal partnerships and fostering collaboration to provide services and deliver the best outcome for the community.
- Taking advantage of opportunities as they present to be responsive to evolving and emerging community needs.

Community Engagement

FSCRC is committed to working with the community to determine the needs and priorities and ensure these are addressed in centre programs, activities and services. This is achieved by:

- Commitment to Council's Community Engagement Policy and six engagement principles – purpose, informed, representative, influenced, supported, report.
- Formal community engagement every 3 – 5 years to inform strategic planning to meet current and future community needs.
- Establishment of a community reference group to inform program and service delivery.
- Regular informal feedback from participants and hirers.
- Regular, formal key stakeholder meetings to build trust and strengthen relationships.
- Marketing and promotion.

Programs and Services

FSCRC is committed to providing inclusive and accessible programs, activities and services based on community needs and priorities. This is achieved by:

- Person-centred programs, activities and services based on best practice principles and informed by community engagement.
- A balanced approach to centre programming ensuring inclusivity and diversity.
- Developing, refining and expanding partnerships with key stakeholders to response to community needs.
- New and innovative approaches in program and service development and delivery.

Priority Action Areas

FSCRC community engagement undertaken in 2023 indicated the key reasons community attended centre programs was to:

- Be active and healthy
- Social Connection
- Learn new skills
- Be involved in my community

In response, the following actions have been identified as priority areas for this plan.

These are focused on the development and delivery of programs, activities and services at the Centre and aimed at meeting community needs and building community capacity and resilience.

Further community engagement and consultation will be undertaken as needed to inform this work.



Priority 1: Social Connections

Initiate more opportunities for social connection at the centre including Chatty Café and similar programs, parents/single parents/kinship support, social groups based on common interests/topic-based e.g. gardening, art etc., youth and family-based activities and cultural and other events.



Priority 2: Learning and Skill Sharing

Build employability and transferable skills through skill-building workshops and pre-accredited training delivery (Adult, Community and Further Education ACFE) including hospitality, barista and other life or employment training courses.



Priority 3: Health and Wellness

Expand the range and type of health and wellness programs including exercise classes, Yoga and/or Pilates together with other health and wellbeing programs including meditation, healthy eating and nutrition workshops, health education, community health, stress management, chronic disease management and mental health support.



Priority 4: Public Awareness & Promotion

Expand the audience and profile of FSCRC by using a range of promotional activities to engage local community interest such as but not limited to; Monthly newsletter campaigns, social media posts, notice board displays, email campaigns, letter box delivery and collaborative promotion via other internal FCC departments such as Youth Services, Positive Aging and NH Inclusion.

Frankston City Council respectfully acknowledges the traditional owners, the Bunurong people, as the custodians of this land. We pay respect to all Aboriginal community Elders, past and present, who have resided in the area and have been an integral part of the history of the region.