



Frankston City Council
PO Box 490
Frankston, Vic 3199

Phone: 1300 322 322
info@frankston.vic.gov.au
frankston.vic.gov.au

Reference: A5850629
Enquiries: Manager Engineering & Civil Infrastructure,
Mr Shekar Atla
Telephone: 1300 322 322

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Ms Kara Thomas
NPAA President
AMPS - Australian Medical Professionals' Society
PO Box 646
MOOLOOLABA QLD 4557
Email: kara.thomas@npaaservices.org.au

Dear Ms Thomas

**NPAA: STAFF SAFETY, OCCUPATIONAL VIOLENCE AND PARKING CRISIS –
FRANKSTON HEALTH AND COMMUNITY SERVICES**

Thank you for your detailed correspondence regarding staff safety, occupational violence and parking pressures experienced by health and community service workers in Frankston City.

Council takes these concerns seriously. No worker should feel unsafe travelling to or from work, particularly those providing frontline care and support to vulnerable members of our community.

We recognise that improving safety and access across the precinct requires a coordinated response involving health and community service providers, Victoria Police, Council and the Victorian Government.

Council has considered the specific requests regarding parking arrangements and continues to engage directly with local service providers about practical opportunities for improvement.

Parking arrangements

On 17 June 2026, Council officers met with representatives from Frankston Mental Health and Wellways at 454 Nepean Highway to better understand the operational needs of workers in the precinct and concerns regarding the availability and duration of on-street parking.

Council must balance these needs with those of residents, visitors, local businesses, customers, other service providers and people requiring access to properties throughout the precinct. Parking restrictions are used to improve turnover and ensure limited public parking remains reasonably accessible to different users.

Council has considered the concerns raised and has identified an opportunity to investigate additional longer-duration parking in O'Grady Avenue.



O'Grady Avenue

Following discussions with Frankston Mental Health and Wellways, Council is investigating the potential introduction of four-hour parking on the southern side of O'Grady Avenue, between Horne Street and Nepean Highway.

Community consultation has commenced and is scheduled to close on 8 September 2026. Subject to the outcome of consultation, including consideration of any objections received, implementation of the proposed parking changes is expected to be completed by the end of September 2026.

This change could provide approximately 30 additional longer-duration on-street parking spaces for health and community care workers, while retaining access for the broader community.

At this stage, Council does not propose to alter the existing parking restrictions in Gould Street, Ebdale Street or the relevant sections of Nepean Highway. Council will continue to monitor parking demand and feedback across the precinct.

Frankston Health and Community Worker Parking Permit

Council appreciates the intent behind the proposal for a dedicated Frankston Health and Community Worker Parking Permit, particularly given the nature of clinical work and the difficulty some workers may experience in leaving appointments to move vehicles.

However, introducing a dedicated permit category would require careful consideration of eligibility, administration, compliance and enforcement, as well as the potential impact on residents, businesses, other essential workers and service providers who also rely on limited on-street parking.

For these reasons, Council is not proposing to introduce a dedicated permit at this time. Council considers the investigation of additional four-hour parking in O'Grady Avenue to be a more practical and immediate opportunity to improve access while maintaining equitable use of public parking.

Council-managed parking

You also propose access to a Council-managed car park near the Frankston Mental Health and Wellbeing Local for eligible workers, potentially at a reduced daily rate.

Council has considered this request; however, due to the existing lease agreements and the anticipated future use of the car park, Council is not currently in a position to make these spaces available for this purpose.



Parking infringements

Council also acknowledges the concerns raised regarding infringements issued to clinicians who report being unable to leave clients in order to move their vehicles.

While Council is required to administer parking restrictions consistently and fairly, any person who receives a parking infringement may seek an internal review if they believe the decision to issue the infringement should be reconsidered. This provides an opportunity for the recipient to outline the circumstances that applied at the time, including any relevant operational or exceptional circumstances.

Applications for internal review require the identifying number of the infringement notice and may be made once the infringement has been processed in Council's system. The review process can take up to 90 days and the fine is placed on hold while the review is being considered. Internal reviews are provided for under Division 3 of Part 2 of the [Infringements Act 2006 \(Vic\)](#). As the Act allows one application for review, applicants should ensure they include all relevant information and supporting material when lodging their request.

Safety across the precinct

Council recognises that parking is only one element of the broader safety concerns raised in your correspondence.

Council continues to work with Victoria Police, the Victorian Government, local businesses and service providers to improve community safety in Frankston's city centre. This includes ongoing engagement with the Frankston Business Chamber and Victoria Police to understand and respond to safety concerns affecting local businesses, workers, residents and visitors.

Council also continues to advocate for increased police and PSO presence in the city centre and supports practical initiatives that improve safety, amenity and confidence across the precinct. This is complemented by Council's investment in public safety infrastructure, including CCTV, improved amenity and activation initiatives.

Thank you again for bringing the experiences of your members to Council's attention, and for acknowledging the constructive engagement between Council officers and local service providers to date.

Council will continue this engagement as the O'Grady Avenue proposal progresses and remains committed to playing its role in supporting a safer, more accessible and welcoming precinct for those who work in, visit and rely on Frankston's health and community services.

Yours faithfully

A handwritten signature in black ink that reads "T. Bradley".

Tennille Bradley
Chief Executive Officer