

COMMUNITY ENGAGEMENT REPORT

Harold Street and Carpenter Street
Local Shopping Strip

Proudly working
with and for
our community



Overarching Summary

In November 2025, engagement at Carpenter Street and Harold Street local shopping strips was undertaken so we could hear how these shopping strips are currently used and what improvements might be considered in the future.

All businesses in Harold Street and Carpenter Street were visited to let them know about the survey. Postcards highlighting the survey were left with the businesses to hand out to their customers. All businesses were emailed a link to the survey for them to fill out or share with their customers. Focused social media posts were used to spread the message and 1,000 postcards were delivered to residents surrounding each shopping strip.

Response to the engagement was good from the business owners and people that live near the shopping strips with 35 contributors for each of Carpenter Street and Harold Street. For those that contributed they enjoy the easy access from their house and convenient parking. Comments about the current precinct included its old, unloved and outdated and it would benefit from the addition of lighting, trees and safe crossings. The majority of people feel relaxed/welcome/safe at both the shopping strips

Carpenter Street Overview

This summary presents a more detailed overview of the community feedback for the Carpenter Street shopping strip. Most respondents visit the strip weekly and primarily travel by car, though walking and cycling are also common.

Key insights include:

- **Accessibility:** Generally good, but 23% report difficulties due to vehicle-pedestrian conflicts and poor visibility.
- **Safety:** 80% feel safe, but concerns exist around lighting, crossings, and speeding.
- **Amenities:** Strong desire for more seating and shade.
- **Aesthetics:** Area perceived as outdated, lacking greenery and modern facilities.
- **Community Identity:** Most prefer retaining the name 'Carpenter Street Shops,' with some interest in branding enhancements.

a. Overview

 In person: **3 businesses**

 Phone: **1 response**

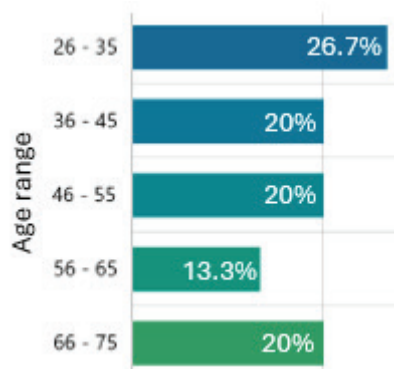
 Email: **1 response**

 MySay survey: **30 contributions**

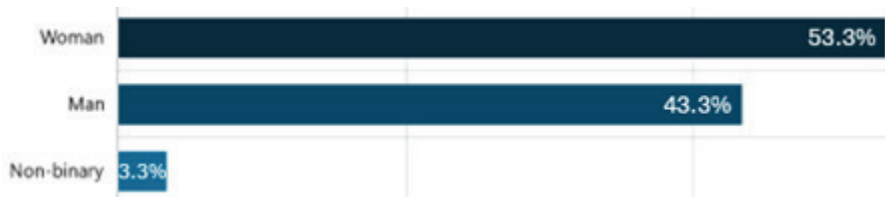
Recommendations focus on improving safety, enhancing public spaces, upgrading playground facilities, increasing greenery, supporting local businesses, and exploring branding opportunities.

b. Demographics

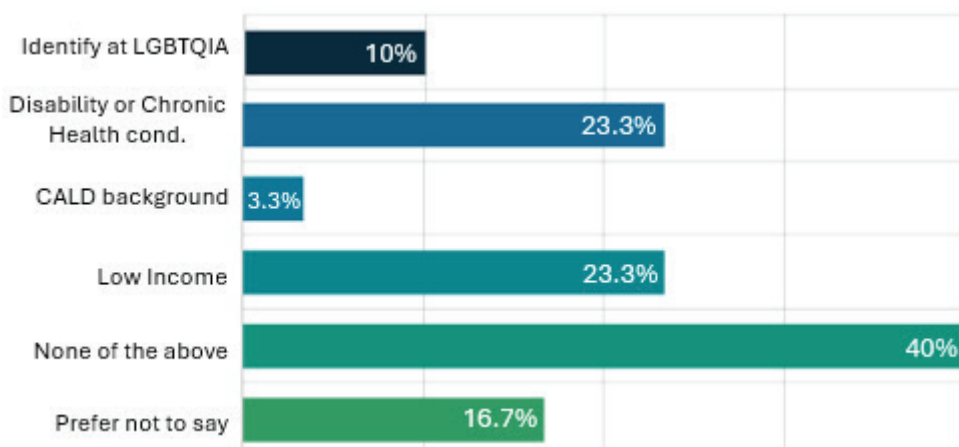
Age



Gender



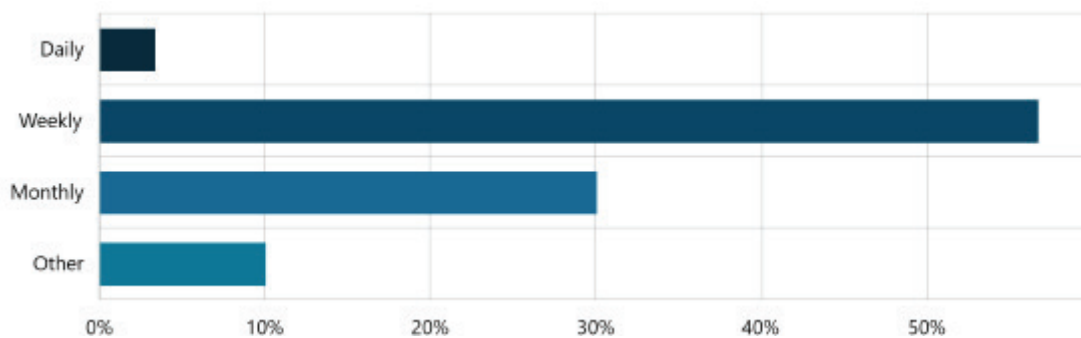
Identity



Community Response

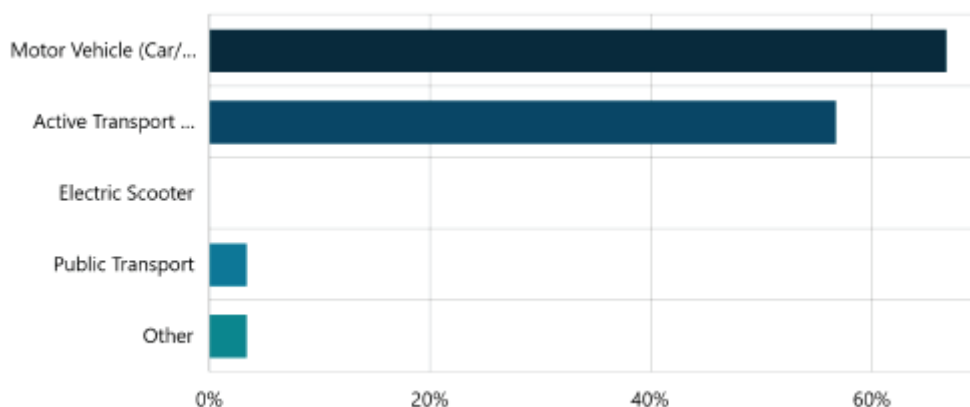
Q1. How often do you visit the shopping strip?

Most people who responded use the Carpenter Street shops on a weekly basis.



Q2. How do you travel to the shopping strip?

More people travel to the Carpenter Street shops via motor vehicle however, nearly as many people who responded walk or ride.



Q3. Do you find the shopping strip easy to access?

The majority of respondents find the Carpenter Street shops easy to access. However, 23% find it difficult to access the shops. This is mainly due to the conflicts between motor vehicles and pedestrians, especially at Oswald Street. It is also hard to locate the shopping strip when driving down Forest Street.



Q4. What do you like about the shopping strip?

Quiet and tidy. **It's local.** Easy access. Easy parking. ...**ease of finding a parking spot.** Easy to access. Not too busy.

Q5. What do you dislike about the shopping strip?

No where to eat food at the location so can only be a passing visit. **No trees. Feels unloved and outdated.** It's old. Not enough lighting at night time. **No safety crossing areas for the school kids.** The playground is a bit boring. ... **the old dirty area.** The congestion at Oswald St caused by cars parking on street. **Playground is small, worn out and unprotected from the elements – too hot in summer, too wet in winter.** Lack of parking. It's awkward for parking. Looks a bit bland and the parking can be a bit tricky some times so I end up parking in front of someones house. **Pedestrian access from Oswald St not great, especially at night when cars are around.** Not enough parking on busy days. **Very dull and the playground is very old.** Parking can get full. **The lack of security as it attracts people doing the wrong thing after hours, no safe ways to cross over the street to access, especially with all the kids and schools around.** **No speed bumps, meaning regularly people are speeding down carpenter street making it more unsafe.** And lack of parking spots, people are often parking in front of my driveway.

Q6. Do you feel relaxed/welcome/safe at the shopping strip?

80% of respondents feel relaxed/welcome/safe in the area and 13% feel somewhat relaxed in the area with 7% not feeling safe.

Comments included: Most times. **Reasonably safe, would be good to get some better lighting.** I wouldn't go there after dark as there is abandoned house across the road with antisocial behaviour.

Somewhat. I think an upgrade will make it great.

Q7. Are there enough places to stop and rest?

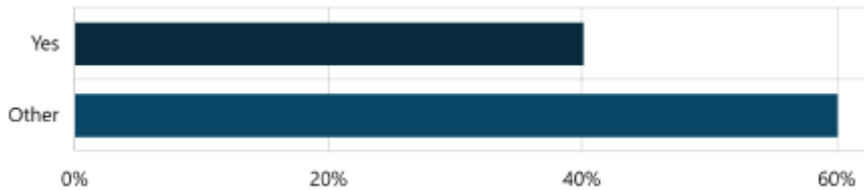
47% of respondents find that there are not enough places to stop and rest. Respondents would like to have more seating with picnic tables, specifically at either end of the strip for people to sit, supervise children playing, consume goods and enjoy spaces.



80% of respondents feel relaxed/welcome/safe in the area. 13% feel somewhat relaxed.

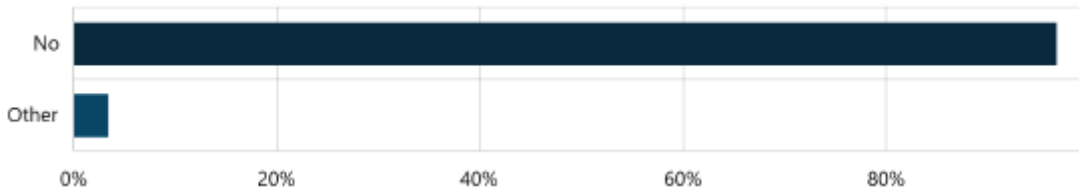
Q8. Is there enough shade and shelter?

60% of respondents would like more shade and shelter. Respondents would like more trees and shelter over the playground.



Q9. Is the shopping strip noisy?

The overwhelming majority found the Carpenter Street shops were not too noisy.



Q10. What name could we give to the shopping strip?

The majority of respondents would like to leave the name as 'Carpenter Street Shops'. One suggestion was to link all shopping strips under a retro theme. Other suggestions were 'The Locals @ Carpenter', 'Carpenter Street Collective', 'Carpenter Hub'.

Q11. Are there any streetscape changes you would like to see at the shopping strip?

Park tables and chairs, improved children's play facilities and some shelter. **Somewhere to grab fish and chips and sit and eat it while the kids have a play**, improve the crossing, **add trees and raised garden beds**, all accessible parking, **improved lighting**, decent bike parking.

Q12. Do you have any other ideas for the space?

Safe crossings over Oswald Street. **Update playground at Southern end**. Teens area at Northern end – parkour course or half pipe. **Wider footpaths**. Public art on blank walls. **Improve line marking**. Provide grants to businesses to improve their buildings. **Variety of seating and tables**.

Harold Street Overview

This summary presents a more detailed overview of the community feedback for the Harold Street shopping strip. Respondents visit the strip daily, weekly and monthly and primarily travel by car, or active transport (walking and cycling).

Key insights include:

- **Accessibility:** While the majority find the strip easy to access, nearly 20% report difficulties due to lack of pedestrian crossings and limited scooter access.
- **Safety:** 77% feel relaxed/welcome/safe. Any safety concerns relate to outdoor areas rather than inside shops.
- **Amenities:** Strong desire for more seating and shade, especially for elderly and disabled visitors
- **Aesthetics:** Area perceived as lacking greenery, outdoor seating, and landscaping.
- **Community Identity:** Most prefer retaining the name 'Harold Street Shops'.

a. Overview

 In person: **7 businesses**

 Phone: **1 response**

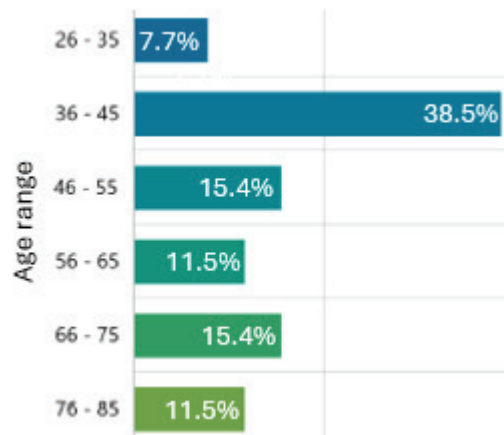
 Email: **1 response**

 MySay survey: **28 contributions**

Recommendations focus on improving safety, enhancing public spaces, upgrading footpaths, increasing greenery, supporting local businesses, and exploring identity opportunities.

b. Demographics

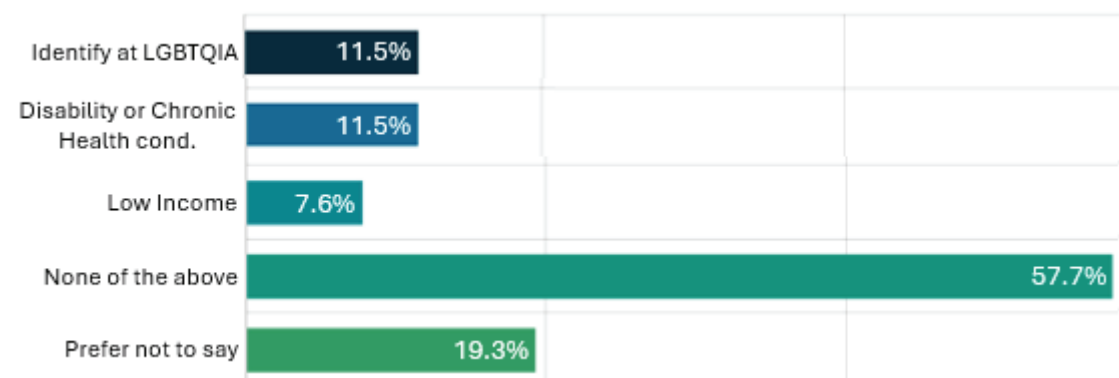
Age



Gender



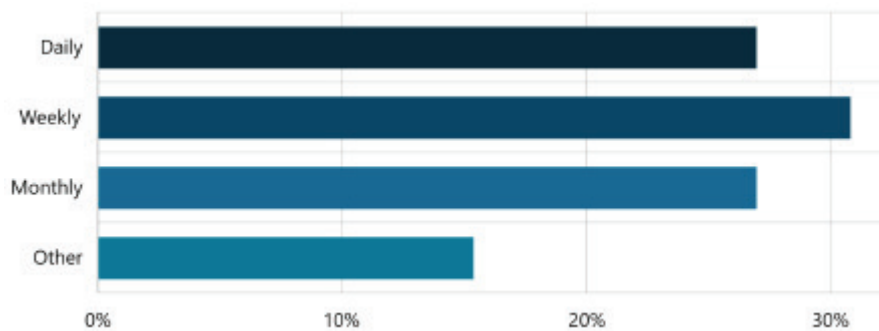
Identity



Community Response

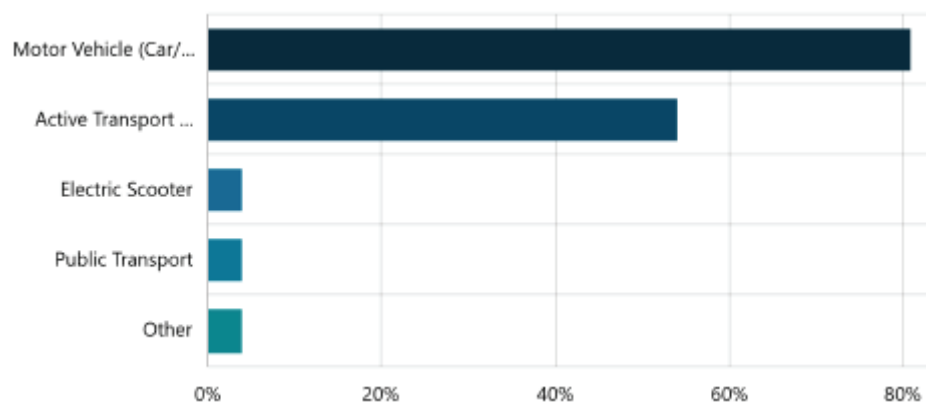
Q1. How often do you visit the shopping strip?

People visit the Harold Street shops daily, weekly and monthly.



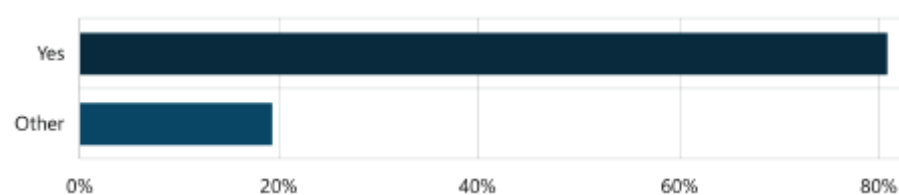
Q2. How do you travel to the shopping strip?

People travel to the Harold Street shops using multiple forms transport with the majority travelling by car or active transport.



Q3. Do you find the shopping strip easy to access?

The majority of respondents find the Harold Street shops easy to access. Just under, 20% find it difficult to access the shops. This is mainly due to the lack of identified crossing points and better access for scooters, and the need for more signage. Outside the scope but also highlighted was the difficulty people with disabilities have accessing the businesses due to steps into the buildings.



Q4. What do you like about the shopping strip?

The majority of things that people liked and didn't want changed was the ease of access and the amount of parking.

Other comments included: **Quiet, neighbourhood feel to it.** It is within walking distance and has what I want.

Plenty of parking, open space and range of shops that support community such as employment, accessibility etc.
Has an Aust Post post box.

Q5. What do you dislike about the shopping strip?

The majority of the feedback was around the dated feeling to the shopping strip and that it was in need of a refresh.

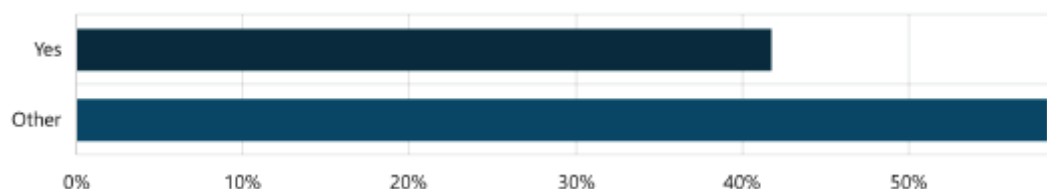
Respondents also commented: Terrible footpaths to get there - they are a danger. **Needs more trees and landscaping.** **Safe crossings are a good idea as roads seem very wide.** I do not like the laybacks in the footpaths' gutters. **It could be nice to have more greenery at the front of the stores.** It's lacking in outdoor seating, landscaping. It's dominated by car access. No signage, no life, no colour, no place to eat outdoors, no seating, no water fountains, only 1 bin. **There's a lot of reversing car traffic that can be a bit frustrating as a pedestrian trying to walk back towards forest st. Also the bike lock poles are an annoying design that isn't much use.**

Q6. Do you feel relaxed/welcome/safe at the shopping strip?

77% of respondents feel relaxed/welcome/safe in the area and 19% feel somewhat relaxed in the area with 4% not feeling safe. Comments included: Reasonably. In the shops yes. Not necessarily outside on the strip.

Q7. Are there enough places to stop and rest?

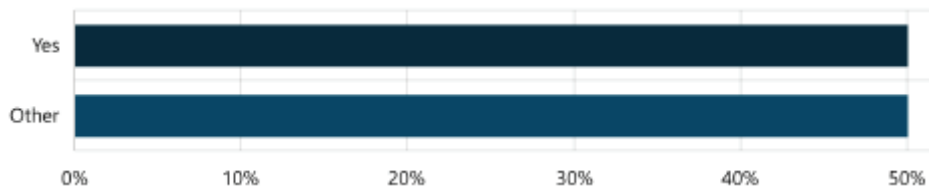
Nearly 60% of respondents find that there are not enough places to stop and rest. Respondents would like to have more seating and more places to stop and have a rest, especially for the elderly and disabled people



The majority of things that people liked and didn't want changed was the ease of access and the amount of parking.

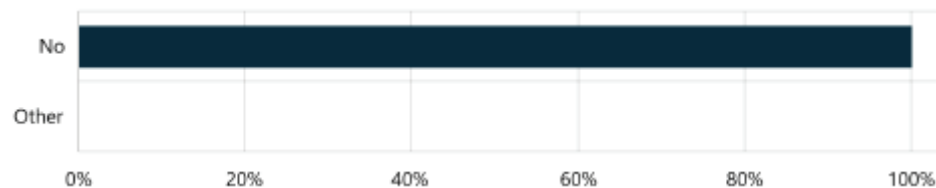
Q8. Is there enough shade and shelter?

There was an equal amount of respondents that thought there was enough shade and shelter and those that thought there could be more. For those that want more shade and shelter it was primarily in the form of trees to green, improve the look and shade the strip.



Q9. Is the shopping strip noisy?

The overwhelming majority found the Harold Street shops were not too noisy.



Q10. What name could we give to the shopping strip?

The majority of respondents would like to leave the name as 'Harold Street Shops'. One suggestion was to link all shopping strips under a retro theme. Other suggestions were 'Harold's Corner', 'Harold Street Hub' or 'Harold's Hub'.

Q11. Are there any streetscape changes you would like to see at the shopping strip?

Install a story board detailing shop strip history, who was Harold etc..., **better footpaths**, more trees and greening, **more seating**, better road signage, **planter boxes along front of shops**, safer, raised crossings with nibs to make road crossings shorter and slow down traffic, **accessible parking at both ends of the strip**, identification signage in Forest Street, **more long vehicle parking**, park benches, **raised crossings**, bike lock hoops.

Q12. Do you have any other ideas for the space?

Addition of public art, **make median strip an urban forest**, somewhere for kids to be occupied, so carers have the option to stay for a moment.



Customer Service

Monday to Friday, 8.30am–5pm

Phone

5320 5500

Email

info@ballarat.vic.gov.au

Postal Address

PO Box 655

Ballarat, VIC 3353

Website

ballarat.vic.gov.au

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All information correct at time of publication.