

Help shape Ballarat's next Intercultural Plan

We want to hear from people across Ballarat about what helps our community feel welcoming, inclusive and connected. Your feedback will help shape future programs, services and actions that support culturally and linguistically diverse communities across Ballarat. This survey takes around 5–10 minutes to complete and responses are anonymous.

Section 1: About You

We want to hear from the wide and diverse range of people who make up Ballarat and the surrounding region. The City of Ballarat's Inclusion Framework guides us in listening to all voices, especially those who may not always be heard, so that the different needs and perspectives in our community can be understood and represented. Your answers to the following questions help us ensure that everyone has an opportunity to participate. Your responses are anonymous, secure, and confidential. Each question includes a "Prefer not to say" option.

01. Which of the following best describes your gender? **Required**

Select one answer only
☐ Man
☐ Woman
☐ Non-binary
☐ Prefer not to say
☐ Self-describe:

02. Please select your age group: **Required**

Select one answer only
☐ Under 12
☐ 12 to 25
☐ 26 to 35
☐ 36 to 45
☐ 46 to 55
☐ 56 to 65

☐ 66 to 75
☐ 76 to 85
☐ 86+
☐ Prefer not to say

03. Do any of the following apply to you? **Required**

Select all that apply
☐ I identify as LGBTQIA+
☐ I am Aboriginal and/or Torres Strait Islander
☐ I am a person with disability or chronic health condition
☐ I am from a culturally and linguistically diverse (CALD) background
☐ I earn less than \$650 per week, receive a government pension or allowance, or hold a Health Care Card
☐ None of the above
☐ Prefer not to say

Section 2: Your experience in Ballarat

04. How welcome do you feel in Ballarat?

1 = Not welcome at all 3 = Neutral 5 = Very welcome

On a scale between 1 and 5, and in increments of 1, provide your rating below.

05. In the past 12 months, have you experienced or witnessed unfair treatment, exclusion or discrimination in Ballarat? **Required**

Select one answer only
☐ Yes
☐ No
☐ Prefer not to say
☐ Other (please specify):

06. If yes, would you like to share more about your experience?

Have you or someone you know, experienced unfair treatment, exclusion or discrimination?

If you have experienced or witnessed unfair treatment, exclusion, discrimination, racism or harassment, support and reporting options are available.

You can report experiences of discrimination, racism or unfair treatment through the City of Ballarat's Community Reporting Tool:

<https://www.ballarat.vic.gov.au/community/health-and-wellbeing/reducing-racism-community-reporting-tool>

For support and information about community safety, wellbeing and reporting options, including emergency and non-urgent assistance to crime and events, visit the Community Safety Support and Resources page:

<https://www.ballarat.vic.gov.au/community/health-and-wellbeing/improving-community-safety/community-safety-support-and-resources>

07. What is one thing that would help make Ballarat a more welcoming and inclusive community for everyone?

Section 3: Access and Inclusion

08. How easy is it to access Council services, programs or information?

Required

1 = Very difficult 3 = Neutral 5 = Very easy

On a scale between 1 and 5, and in increments of 1, provide your rating below.

09. What can make it difficult to access Council services, information, programs or opportunities? **Required**

Select all that apply
☐ Information is not available in my preferred language
☐ I don't know what services, programs or opportunities are available
☐ Information is difficult to find or understand
☐ I am not aware of how to contact Council
☐ I do not feel represented in Council communications
☐ Council staff may need more training to understand and respond to diverse community needs
☐ I have difficulty accessing services or activities due to location, transport or timing
☐ I do not feel comfortable providing feedback to Council
☐ I do not feel safe providing feedback to Council
☐ Other (please specify)

10. What would help you access Council information, services, programs or opportunities? **Required**

Select all that apply
☐ Information translated into different languages
☐ Access to interpreters or language support
☐ More information written in plain (easy to understand) language
☐ Better promotion of services, programs and opportunities
☐ Trusted community leaders helping share information
☐ More community outreach and face-to-face engagement
☐ Culturally safe and inclusive staff practices
☐ Better signage and wayfinding
☐ Improvements to Council's website and online information
☐ Other (please specify):

Section 4: Your Priorities for the next Intercultural Plan

11. What should Council focus on most over the next four years? **Required**

Select up to 4 options.

Select between 1 and 4 answers
☐ Better communication and language support
☐ Culturally safe and inclusive services
☐ Supporting community organisations and leaders
☐ Building community connection and belonging
☐ Supporting new and emerging communities
☐ Celebrating cultural diversity through events and activities
☐ Community safety
☐ Addressing racism and discrimination
☐ Increasing participation in community life
☐ Advocacy to other levels of government (eg. housing, public transport, health services, education, employment and settlement support)
☐ Other (please specify):

12. You selected advocacy to State and Federal Government. Which issues do you think Council should advocate for? **Required**

(Select all that apply)

Select all that apply
☐ Housing and homelessness
☐ Public transport
☐ Employment opportunities
☐ Health and wellbeing services
☐ Settlement and support services
☐ Education and training opportunities
☐ Employment programs
☐ Health services (such as Medicare, NDIS etc)

☐ Other (please specify)

13. Would you like to explain any of your answers above, or share examples from your experience?

14. How would you prefer to hear about Council services, programs, events and opportunities?

Select all that apply
☐ Email
☐ Social media
☐ Council website
☐ Community organisations
☐ Community leaders
☐ Printed information
☐ Local media
☐ Community events
☐ SMS/text message
☐ Word of mouth
☐ Other (please specify)

What happens next?

Between June and July, we'll gather feedback from community members, organisations and stakeholders. We'll use this feedback to develop a draft Intercultural Plan.

The draft plan will be shared with the community in October 2026, giving everyone another opportunity to provide feedback before it is finalised.

The final Intercultural Plan 2027-2031 is expected to be presented to Council for adoption in March 2027. Once adopted, the plan will help guide our work, partnerships and priorities to support intercultural communities across Ballarat over the next four years.