

2025 Age Friendly Ballarat Survey Results



Thank you to everyone who shared their experiences of ageing in our community.

616
total responses
1.8% 55+ Ballarat population

Last October, the City of Ballarat ran its first Age Friendly Ballarat Survey to better understand what life is like for older people in Ballarat. Over 6 weeks, we collected information from community members via a survey which was available online (47% of respondents) and in hard copy (53% of respondents).

We ran the survey at various community events during Ballarat Seniors Festival including the Community Expo, Country Concert and Life Activities Club Biggest Exercise class event as well as visiting Senior Citizen Clubs, a Lawn Bowls tournament, and a Ballarat Regional Multicultural Council seniors community lunch. We also publicised the survey widely on social media, City of Ballarat's MySay and through the Ageing Well Services newsletter.

The results are a snapshot of respondents' experiences of ageing in Ballarat.

Key insights



Social opportunities and a **sense of community** are valued aspects of an age-friendly community



Mobility and **transport issues** are very important to older people

Top 3 Age Friendly Aspects of Ballarat



91% of survey respondents felt they **can shop for most things** they need locally



88% of survey respondents felt that the **house they live in is suitable** or can be adapted, to meet their needs



86% of survey respondents felt they know how to **access information** or advice **about their health needs**

Areas to explore further



42% of people **had not attended a course** or education talk in the last month.



A third of respondents did not feel consulted on Council issues that affect older people, although a third did feel consulted

“Many of the things I want from a community are the same things I have always wanted: opportunities to belong, connect, express myself, listen to others, learn”



Survey responses by statement

Statement	% Agree	% Neutral	% Disagree
1. My neighbourhood is a safe place to live	78	15	7
2. I can shop for most things I need locally	91	3	6
3. I can move around my local neighbourhood easily	72	14	14
4. I can access public buildings easily	76	15	9
5. I can access public toilets	69	20	11
6. If I need a public toilet, they are clean	41	37	22
7. My home maintenance needs are met by local services in a timely fashion.	49	36	15
8. The house I live in is suitable or can be adapted, to meet my needs	88	8	4
9. Bus drivers are friendly and helpful to me	41	57	1
10. I know how to obtain information on community transport.	57	27	16
11. I take part in community-based activities outside my home	75	16	9
12. I speak with my neighbours regularly	71	15	15
13. I often feel included or connected to other people	75	16	8
14. I know how to obtain information on events and activities happening in Ballarat	77	15	9
15. Older people are portrayed in positive and diverse ways in Council media.	56	35	9
16. I am treated with more respect as I age.	44	32	23
17. I have attended a course or educational talk in my local community in the last month.	33	26	41
18. I have been actively consulted on Council issues that affect me as an older person.	31	35	33
19. I receive Council information in a format that meets my needs	65	23	13
20. I find the telephone and counter services at the City of Ballarat agencies welcoming, helpful, and easy to use.	66	29	4
21. I can access training on using new technologies that meet my needs	48	39	13
22. I take part in physical activities such as walking, swimming, cycling, bowls, dancing or fitness classes	74	13	13
23. I know how to access information or advice about my health needs	86	8	6

Percentages may not equal 100% due to rounding decimals to whole numbers

Next steps

We'll use this information to help guide our strategic planning as we continue our focus on ensuring Ballarat is an age-friendly city.

We'll repeat this survey in the future so we can monitor our progress. The results will also be part of a report to the World Health Organisation's Global Network of Age Friendly Cities and Communities to demonstrate our commitment to the age friendly community approach.

If you have any questions or comments, please contact Ageing Well Services **ageingwell@ballarat.vic.gov.au** or by calling **03 5320 5500**