

Let's Chat

BALLARAT

Community Expo

CLOSING THE LOOP

COMMUNITY SUMMARY REPORT



Com- munity

Event Overview



26–27 March



Ballarat Civic Hall



Sessions:

Thursday 4–8pm

Friday 9am–1pm

28 stalls representing Council services and projects

Around 600 community members attended

What we heard



Talking directly with staff

People valued the opportunity to ask questions and have face-to-face conversations with Council staff.

"Interesting informative and insightful"



A positive and welcoming experience

The Expo created a friendly and engaging atmosphere for the community.



Average rating 4.6 out of 5

"I wasn't expecting it to be as interactive and fun... the vibe was positive and buzzing."



Friendly and approachable staff

Staff were seen as helpful, knowledgeable and open to feedback.

"Approachable, friendly staff... actively seeking feedback and ideas from the community."



Better understanding of Council

The Expo helped people learn more about Council services and projects.

"Great idea to understand council services better and talk to staff face to face."



Improving how we engage

People felt the Expo made a positive contribution to how Council engages with the community.



Rated 8 out of 10 for improving engagement

"Made me very proud of the work that goes into our community!"

What worked well



Real conversations

People enjoyed being able to speak directly with staff and get answers to their questions.

"I appreciated getting 1st hand advice."



A vibrant event atmosphere

City of Ballarat competition winners, live radio and displays helped create an active and welcoming space.

"They were great – high quality, friendly and engaging, a good addition to the festive atmosphere."



Young people getting involved

Students attended the Expo and took part in activities to learn about local government and decision-making.

What could be improved



Event timing

Some people told us the timing could be improved, with interest in shorter evening sessions or a weekend option.



Accessibility

We heard that parking (including accessible parking) made it difficult for some people to attend or participate.



Promotion and awareness

Some people didn't know the Expo was on until they happened to pass by or heard in on the radio.



Sharing feedback

We can improve how we collect feedback to make it easier for more people to share their views.

What's next

We're using your feedback to improve future Let's Chat events.



Reviewing event timing and format



Looking at ways to improve accessibility



Strengthening promotion and awareness



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.