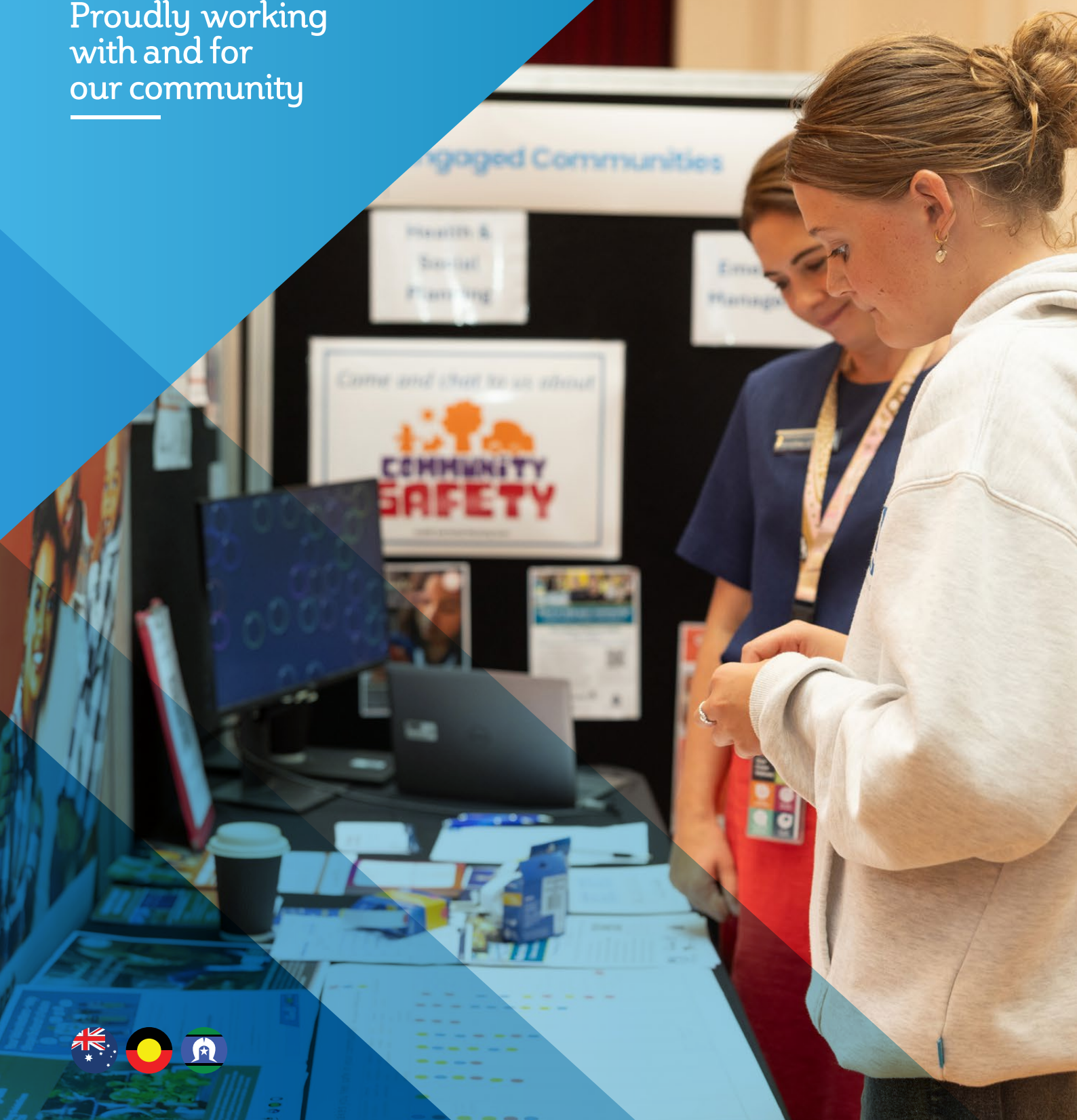


ANNUAL COMMUNITY ENGAGEMENT REPORT 2024/25

Proudly working
with and for
our community





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The City of Ballarat acknowledges the Traditional Custodians of the land we live and work on, the Wadawurrung and Dja Dja Wurrung People, and recognises their continuing connection to the land and waterways.

We pay our respects to their Elders past, present and emerging and extend this to all Aboriginal and Torres Strait Islander People.



Executive Summary

Welcome to the 2024/25 Annual Community Engagement Report.

City of Ballarat recognises that good engagement leads to well-informed decisions at a strategic and operational level, achieves effective and transparent governance, and is fundamental to inclusive, vibrant and thriving communities.

In 2024/25, the City of Ballarat supported 32 engagement projects across a broad range of themes — from strategic planning and policy to local infrastructure and community services. Despite a six-week hiatus during the 2024 Local Government General Election caretaker period, community participation remained strong, with increasing reach and growing appetite for meaningful involvement. Engagement was delivered across 32 departments, using a mix of online and offline methods tailored to the purpose, audience, and scale of each project, this is an increase from 20 departments in 2023/24 and is the first time that all departments contributed to engagement through the Let's Chat Ballarat Expo.

Year two of the 'Making Your Voice Matter' campaign was launched and provided valuable benchmarking data for understanding community preferences and tracking improvements in how we engage. Over 340 community members participated — 36% of whom were first-time contributors. Participants told us they appreciated clear, plain language and shorter surveys and want more frequent updates on how their contributions are used. This feedback is shaping how we promote, design, and report back on engagements moving forward.

There were a number of community engagement projects in 2024/25 which attracted a large volume of community interest and participation.

The top five most contributed to engagements were:

- Council Plan 2025–2029 and Community Vision 2025-2035 – 1,791 contributions
- Cultural Venues Strategy – 494 contributions
- Ballarat Botanical Gardens Master Plan – 323 contributions
- Flood Planning – 129 contributions
- Draft Recreation Infrastructure Plan 2024–2039 – 145 contributions

Across the year, we broadened our commitment to engagement with a larger diversity of the community, hearing from voices that can often be underrepresented, this included:

- Ballarat Kids Think Tank – engaging children through targeted programs.
- Council Plan deliberative panel - selected to reflect a cross-section of the community.
- Advisory committees – using these networks to reach specific demographics.

The Let's Chat Ballarat Expo and Let's Chat Councillor Roadshow were launched in 2024/25 — bringing engagement into the heart of the community through in-person events at local venues. In a first ever for City of Ballarat, the Let's Chat Ballarat Community Expo was attended by approximately 500 people over two half days with all departments across the organisation showcasing the work they do in and for the community.

Key metrics from the MySay webpage for 2024/25 show membership numbers at 7730, an increase of 369 members over the past 12 months and a total of 5750 contributions to engagement projects.

This report highlights the tools, partnerships, and innovations that shaped community engagement in 2024/25 — and outlines our ongoing efforts to build more meaningful, and transparent conversations between Council and the community.

Introduction

The 2024/25 period marked a year of growth and consolidation for the City of Ballarat's community engagement functions.

With a full year operating on the upgraded MySay Ballarat platform and the review of the Community Engagement Policy, we have been able to provide stronger, more consistent engagement support across the organisation. This growth is continuing through refining systems, templates, and resources with the aim to build the quality, consistency and confidence of engagement across City of Ballarat.

Increased engagement support in the organisation will continue to develop with the addition of two new Community Engagement Officers at the end of the 2024/25 year.

In 2024/25, the City of Ballarat's Community Engagement Policy continued to be the primary referral and support document, underpinned by the principles of the *Local*

Government Act 2020. During a full review of the policy that commenced in March 2025, a number of inclusions were identified to strengthen City of Ballarat's commitment to engagement, these include:

- Provision of more localised, face-to-face engagement opportunities
- An annual engagement event
- A focus on 'closing the loop' on engagements
- The use of a community panel outside of the legislative requirements

Whilst increasing the number of engagement opportunities remain a priority, under the renewed policy the City of Ballarat aims for consultations to be more accessible, meaningful and impactful on the final outcomes.

Growth is continuing through refining systems, templates, and resources with the aim to build the quality, consistency and confidence of engagement across City of Ballarat

2024 Local Government Elections

Following the October 2024 Local Government General Election, a new Council was declared for the City of Ballarat under the new structure of one Councillor per ward across nine wards. This brought a renewed focus on connection with the community and a clear direction to strengthen how Council listens, responds, and communicates with residents.

To support this shift, a number of initiatives were implemented, primarily, the delivery of two major engagements:

- **Let's Chat Ballarat Community Expo** – this city-wide showcase of Council's engagement work, services and programs marked the start of an annual commitment to strengthen community connection and transparency. The Expo provided residents with a unique opportunity to speak directly with Councillors and staff, explore live and upcoming projects, and learn how to get involved in Council decision-making. It also offered a chance for the community to better understand the roles of different Council business units and how their work contributes to Ballarat's future. Attended by approximately 500 people across two half days, the feedback showed Council that attendees valued this event as an engagement opportunity and will continue in 2026.

- **Let's Chat Councillor Roadshow** – a series of face-to-face pop-ups in each ward, led by the Councillor of the ward and supported by City of Ballarat staff, creating more informal opportunities for the community to meet their elected representatives and share feedback on local priorities.

Both initiatives aimed to build stronger relationships between Council and the community and reflect a broader commitment to being more visible, accessible, and responsive.

Expo provided residents with a unique opportunity to speak directly with Councillors and staff and learn how to get involved in Council decision-making

Engagement Methods

In 2024/25, the City of Ballarat used a variety of engagement methods to connect with the community across 32 projects. These methods are informed by best practice and selected based on the scope, audience, and purpose of each engagement.

The methods used included both online and in person engagements:

- **Surveys / Questionnaires:** The most commonly used method, available online via MySay Ballarat and in paper format at events and venues. These captured broad input across policy, planning, and infrastructure projects.
- **Drop-in Sessions:** Hosted in community venues and libraries to provide information and collect feedback in an informal setting.
- **Pop-up Engagements:** Mobile stalls at festivals, shopping centres, and parks (e.g. SpringFest, Begonia Festival, and Delacombe Town Centre), offering a quick, convenient, casual face-to-face engagement opportunity.
- **Community Expo:** The Let's Chat Ballarat Community Expo invited community members to explore multiple projects at once, ask questions, and speak directly with staff.
- **Councillor Roadshows:** Let's Chat 'Ward' sessions were informal drop-ins with Councillors to foster open dialogue and increase Council visibility in each ward.
- **Workshops:** Facilitated sessions with targeted stakeholders and general community, used to explore issues in greater depth.
- **Deliberative Engagement:** The Ballarat Community Think Tank brought together a representative group to contribute to the Council Plan 2025–2029 and Community Vision 2025-2035.
- **Focus Groups and Advisory Committees:** Including contributions from the Ballarat Friends of Ainara Community Advisory Committee, Disability Advisory Committee, Intercultural Advisory Committee, LGBTIQ+ Advisory Committee and Koorie Engagement Action Group Advisory Committee.
- **Engagement with Children:** The Ballarat Kids Think Tank worked with students in Years 4–6 to explore and contribute to live projects through age-appropriate workshops.
- **One-on-One Conversations:** Used in targeted outreach, stakeholder engagement, and to support inclusion where group settings were unsuitable.
- **Letter Drops:** Used for hyper-local projects (e.g. specific planning scheme amendments), to ensure residents were aware of engagement opportunities.

These methods reflect Council's commitment to using inclusive, accessible and varied approaches to reach a broad cross-section of our community.

Online Engagement Tools	Contributions
Form / Survey	5,394
Social Map	189
Quick Poll	135
Gather Ideas	30
Visioner	2
Total	5,750

MySay continues to be the key component to our engagement methods and a central site community can keep up to date with engagements. Membership to the MySay site continues to grow as does visitation to the page. Key highlights include:

- 58,566 unique visitors - an increase from 55,644 in 2023/24
- 5,750 online contributions via surveys, maps, polls, and idea boards – a decrease from 6601 in 2023/24
- 7,730 registered MySay members – an increase from 7361 in 2023/24
- 343 project followers staying informed throughout

Staff have continued to attend regular training and review meetings with the MySay providing, ensuring that the site is used to its full potential and any improvements to the site are integrated into our engagement planning and practices.

Promoting Community Engagements

Effective promotion continues to play an important role in raising awareness of projects that affect community members by reaching our community and encouraging participation.

In 2024/25, engagement opportunities were promoted through a mix of online and offline channels, including:

- MySay project pages and homepage updates
- Email campaigns to 7,730 registered users
- Social media and website posts
- Media releases
- Newspaper advertising and radio interviews
- Posters, flyers, and QR codes at local venues
- In-person outreach at community events and pop-ups
- Information in the Phoenix Customer Service foyer

We continue to focus on building awareness and reducing barriers to participation - especially among groups we don't usually hear from. To support this, Council delivered the MySay Ballarat monthly newsletter, a streamlined email update that showcases all newly opened engagements in one place.

Designed to help residents stay informed in real time, the newsletter is one of the most effective ways for community members to find out what's happening, where to get involved, and how to have their say. To ensure accessibility, the newsletter is written in plain language, mobile-friendly, and compatible with screen readers.

Community members are subscribed to the newsletter when they join MySay Ballarat, making it easy to stay up to date with current and upcoming consultations. Efforts continue to increase registration to the MySay platform to increase the direct email participants.

Who Did We Hear From?

In 2024/25, the City of Ballarat continued to strengthen our commitment to accessible engagement by:

- Asking a consistent set of demographic questions across most MySay surveys
- Expanding outreach to groups who are often underrepresented in decision-making

Understanding who participates helps us assess whether we're hearing from a broad cross-section of our community and where improvements are needed. This approach aligns with the City's Inclusion Framework, which emphasises equity, fairness, and the importance of every voice.

Demographic Insights

Of the 32 engagement projects delivered during 2024/25, 21 projects included standard demographic questions, typically asked via online surveys. Some engagements, such as statutory planning scheme amendments or information-only pages, did not include surveys and therefore did not collect demographic data.

Note: These results reflect survey submissions, not individual people. Some community members may have participated in multiple engagements.

Demographic Insight	2023/24 (n = 2,764)*	2024/25 (n= 4,321)*
Gender – Female	53%	58%
Gender – Male	40%	35%
Gender Diverse / Prefer not to say	2%	4%
Most common age group	36-45yr old at 23%	36-45yr old at 20%

*There is an 'other' option that is not captured in these numbers, therefore not equaling 100%.

Capturing demographic data helps us better understand whether we are reaching people across a range of lived experiences - including those who may face greater barriers to participation.

One question allows respondents to select all categories that apply to them, such as:

- Identifying as LGBTQIA+
- Living with disability
- Being culturally and linguistically diverse (CALD)
- Experiencing financial hardship
- Identifying as Aboriginal and/or Torres Strait Islander

This acknowledges that many people hold overlapping identities - an important step toward recognising intersectionality in engagement. While not all participants choose to respond, the data provides a valuable starting point for guiding future outreach and embedding accessible practices.

Community feedback also emphasised the importance of Council listening to and being guided by those most often excluded from decision-making:

“Ensure Council sets high standards of behaviour in the context of respect, equity and listening to and being directed by marginalised community members.”

Council Plan Survey respondent

Self-Identified Inclusion Characteristics	Percentage of respondents
I identify as LGBTQIA+	9%
I am Aboriginal and/or Torres Strait Islander	2%
I am a person with disability or chronic health condition	12%
I am from a culturally and linguistically diverse (CALD) background	4%
I have a low income (e.g. I earn less than \$650 per week, receive a government pension or allowance, or hold a Health Care Card)	15%
None of the above	48%
Prefer not to say	9%

Demographic data reflects MySay survey responses only. It does not capture feedback collected through in-person activities or civic engagement programs such as the Ballarat Kids Think Tank.

Ballarat Kids Think Tank

Children are often left out of consultation processes, but their perspectives matter. This year, Council launched the Ballarat Kids Think Tank — a creative, age-appropriate engagement model for students in Years 4–6 across three local schools. The Think Tank contributed to:

- Council Plan 2025–2029 and Community Vision 2025-2035
- Making Your Voice Matter – Year 2
- Ballarat Botanical Gardens Master Plan

By creating early opportunities for civic participation, we’re building a culture of engagement that includes residents of all ages.

Advisory Committees

Council continued to engage with several advisory committees throughout the year. These groups consist of community members with lived experience and subject matter expertise, providing valuable insights to support inclusive and informed decision-making. Active committees in 2024/25 included:

- Ballarat Heritage Advisory Committee
- Disability Advisory Committee
- Intercultural Advisory Committee
- Koorie Engagement Action Group Advisory Committee
- LGBTIQA+ Advisory Committee
- Ballarat Friends of Ainara Community Advisory Committee

These committees bring forward diverse perspectives and play a vital role in shaping Council’s understanding of community needs. Their contributions reflect the Inclusion Framework’s commitment to “creating spaces where everyone feels they belong, can contribute, and is heard.”

Community Panel: A Representative Approach

As part of the Council Plan engagement process, Council engaged a deliberative panel known as the Ballarat Community Think Tank. Over 10,000 letters were distributed to randomly selected households, inviting expressions of interest in being part of the community panel. Through a selection process, 43 participants were identified to reflect Ballarat’s population based on ABS-aligned characteristics such as age, gender, and suburb.

This representative model is considered best practice in deliberative engagement. It strengthens trust in decision-making and ensures diverse voices are included in shaping Ballarat’s future.

Community Satisfaction Survey

Each year, the City of Ballarat participates in the state-wide Local Government Community Satisfaction Survey, conducted by the Department of Government Services. A minimum of 400 local residents and ratepayers over 18 years of age are selected at random.

This survey gathers community perceptions on a range of council services. Including consultation and engagement and benchmarks these results against other regional councils and the state-wide average.

In 2025, Ballarat’s result for ‘Community consultation and engagement’ was 48 (on a 100-point scale).

This result:

- Is consistent with Ballarat’s 2024 result (also 48)
- Is on par with the regional centre average (49)
- Falls slightly below the state-wide average (50)

While Ballarat’s performance remained steady, the survey reinforces the importance of continued efforts to improve transparency, close the loop with the community, and ensure more residents feel heard and informed.

The table below shows the community consultation and engagement scores and benchmarking.

Ballarat 2025	Ballarat 2024	Regional Centres 2025	State-wide 2025
48	48	49	50

Engagement Highlights

Case Study 1

Let's Chat Ballarat Community Expo

Engagement Type

Face-to-face / City-wide event

When

Thursday 20 & Friday 21 March 2025

Participants

500+ residents / 32 Council service areas

Purpose

To showcase Council's work, strengthen community connection, and provide direct access to Councillors and staff.

Summary

The inaugural Let's Chat Ballarat Community Expo marked the beginning of a new annual commitment to transparent, inclusive engagement. Held at Civic Hall, the event drew over 500 community members who explored 32 stalls representing Council's range of service areas - from infrastructure and planning to arts, youth, and sustainability. It offered a rare, centralised opportunity for residents to speak directly with Councillors and staff, learn about live and upcoming projects, and better understand the role and work of different Council units.

This large-scale, face-to-face initiative aligns with best practice values of public participation, transparency, and building community capacity. By bringing multiple departments into one open and accessible space, the Expo helped reduce silos and build community confidence in Council's work.

What we heard

"In 22 years of being on Council, that is the best piece of public consultation I have seen the organisation do."

Cr Des Hudson, Council Meeting April 2025.

Case Study 2

Council Plan 2025–2029 and Community Vision 2025 – 2035 Engagement (Wider Engagement)

Engagement Type

Wider community engagement – online and face-to-face

When

31 October to 29 November 2024

Participants

- 1,728 survey responses received via MySay and paper formats
- 2,270+ residents engaged across 27 in-person sessions at 19 locations
- Included participation from priority groups such as children (via the Ballarat Kids Think Tank), young people, and residents

Purpose

To test and refine the Council's draft strategic directions and community vision by capturing local priorities, lived experiences, and expectations for Council services and infrastructure.

Summary

Engagement was delivered over October and November 2024 and featured a wide range of methods:

- Online surveys promoted via MySay
- Paper surveys distributed at libraries and events
- Pop-ups at locations like the Libraries and the Ballarat Aquatic and Lifestyle Centre, Delacombe Town Centre, and the SpringFest
- The Ballarat Kids Think Tank, held at Ballarat Town Hall with three primary schools, used interactive activities to capture the voices of children
- Dedicated staff in the Phoenix Customer Service foyer

Key outcomes included

- Council Plan goals reflect everyday priorities like infrastructure and cleanliness
- Feedback for the Community Vision with stronger emphasis on safety and wellbeing
- Recognition of feedback trends such as desire for improved communication and service visibility

What We Heard: Community feedback reflected the importance of transparency, trust, and early engagement in shaping the future of Ballarat. People want to see clear action on the issues that matter - including climate change, safety, inclusion, and sustainable growth. There was a strong emphasis on the need for Council to listen deeply and take visible steps based on community input.

“Just being there for people and listening to their voices.”

(Council Plan Survey respondent)

Ballarat Community Think Tank (Deliberative Panel)

Engagement Type

Deliberative panel using a ‘Mini Ballarat’ model

When

18 & 22 February, 2 March

Participants

43 residents randomly selected from over 10,000 expressions of interest invitations. Participants reflected Ballarat’s diversity in age, gender, suburb, and lived experience, aligned to ABS data.

Purpose

To explore feedback gathered through broader engagement and ensure community voices were considered in the development of the Council Plan 2025–2029 and Community Vision 2025 - 2035.

Summary

The Ballarat Community Think Tank brought together a diverse group of residents across three facilitated sessions between February and March 2025. Participants reviewed

community engagement findings, discussed Council’s strategic responsibilities, and shaped a set of principles to guide future decision-making. Their final report was formally presented to the Mayor and CEO and contributed to the draft Council Plan.

This process marked the City’s most robust deliberative engagement to date and reinforced Council’s commitment to inclusive, evidence-based planning.

What We Heard

The panel wrote an updated Community Vision that reflected the feedback from the wider community engagement process and develop a set of principles to guide decision-making.

Post-engagement surveys showed a clear uplift in participants’ trust and connection with Council. Notably:

- Involvement in civic affairs: 68% of participants said they felt more involved in civic decision-making following the process.
- Trust and accountability: There was a 140% growth in participants who said they had more trust in Council’s decision-making after the process.
- Collaboration and process authenticity: 81% of participants felt the process was collaborative, genuine and worthwhile, compared to just 24% prior to the engagement - a 245% increase in positive perception of Council’s engagement approach.

These findings affirm the value of deliberative methods in building trust, supporting shared understanding, and empowering residents to influence decisions that affect them.

Quotes from Community Panel members:

‘I found the Community Panel to be a wonderful learning project. The facilitators were great and the people on the panel very friendly. Loved the experience.’

‘I really enjoyed the whole process, would recommend for my friends to participate in a Think Tank if the opportunity arose.’

‘The process was great and you could see each stage building on the last.’

Our Commitment to Continuous Improvement

In 2024/25, the City of Ballarat continued to improve how we engage by refining our digital tools, expanding face-to-face opportunities, and responding directly to community feedback and Councillor priorities.

A major focus this year was increasing in-person engagement. In response to an increased focus on community engagement, City of Ballarat introduced two new initiatives: the Let's Chat Ballarat Community Expo and the Let's Chat Councillor Roadshow. While led by Councillors, these events reflected a shared desire to strengthen how Council connects with the community.

Designed to support more open dialogue, make Councillors more accessible, and re-establish a regular presence in community spaces, these initiatives also aimed to build rapport, increase visibility, and create more direct channels for two-way conversation. The Let's Chat events will continue to evolve and be delivered into 2025/26.

Council also responded to feedback from Making Your Voice Matter and other projects which reaffirmed the ongoing importance of paper-based engagement.

In 2024/25, we increased the use of paper surveys at pop-ups and community events and provided reply-paid envelopes to make it easier for people to return their responses at no cost. This approach was especially valued by older residents, carers, and those with limited digital access, helping to ensure more inclusive participation by offering flexibility in how and when people engage.

We also made several platform enhancements to improve transparency and participation on MySay Ballarat:

- Key Dates and Project Updates features were introduced on the homepage to help users:
- View upcoming events and drop-in sessions at a glance
- Track important milestones such as survey close dates or draft release periods
- Access community engagement summaries and next steps

These features help people plan their involvement and clearly demonstrate how community feedback is being used - a vital part of "closing the loop."

Internal capability building continues to be a focus with the ongoing Engagement Champions Network where staff across the organisation come together and discuss their engagements and are provided with advice on best practice. This is then taken back to their teams and shared, increasing support and knowledge.

The expansion of the engagement team will enable strengthened internal support and consistency moving into 2025/26, this includes ensuring staff have access to tools and resources to assist in greater planning and delivery of engagements.

Additional continuous improvements include:

- Increasing awareness of engagement opportunities across more platforms and communities.
- Embedding consistent "reporting back" practices to help build trust and close the loop.
- Tailoring engagement methods to suit the needs of priority groups, including young people, people with disability, and culturally diverse communities.
- Continuing to evaluate what works and listening to improve how Council engages.
- Building staff capability and confidence through training, tools, and peer learning — while working more closely alongside project teams to embed best-practice engagement from the start.

Appendix

Project Name	MySay Page Views	Method of Engagement	Number of contributions (via MySay only)
Ageing Well in Ballarat Strategy – Transport Study	980	Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	181
Art Gallery Master Plan	1,334	Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	249
Ballarat Botanical Gardens Master Plan	7,282	Advertising – Media and Print Ballarat Kids Think Tank Let's Chat Community Expo Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey Letters Posters / Postcards Begonia Festival Media Releases/Stories Focus Groups Focused Conversation Reference Project Working Group Public Display	396

Project Name	MySay Page Views	Method of Engagement	Number of contributions (via MySay only)
Ballarat East Trails and Connections		Community pop-up / drop-in sessions Door knocking MySay and interactive online tools Newsletter Social Media Survey	70
Ballarat Housing Strategy 2041	2,907	Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	0
Ballarat North Precinct Structure Plan (PSP)	375	MySay page Newsletter (MySay)	0
Ballarat Planning Scheme Amendment C252ball	245	MySay and interactive online tools Survey Advertising	1
Ballarat Planning Scheme Amendments C257 & C258ball	226	MySay and interactive online tools Survey Advertising	0
Ballarat Planning Scheme Amendment C249ball	147	MySay and interactive online tools Survey Advertising	0
Bike paths and Walking Connections	3,788	MySay page Online survey	135

Project Name	MySay Page Views	Method of Engagement	Number of contributions (via MySay only)
Buninyong Pump Track Upgrade	944	Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	126
Buninyong Town Hall Accessibility Upgrade	734	Community pop-up / drop-in sessions Let's Chat Councillor Roadshow session MySay and interactive online tools Newsletter Social Media Survey	6
Cardigan Village Reserve	1,978	Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	139
Central Highlands Vaping Prevention Project EOI	285	MySay and interactive online tools Newsletter Social Media Survey	5
Collection Development Guidelines Review	522	Ballarat Kids Think Tank Community pop-up / drop-in sessions Let's Chat Expo MySay and interactive online tools Newsletter Social Media Survey	72

Project Name	MySay Page Views	Method of Engagement	Number of contributions (via MySay only)
Community Engagement Policy Review	241	MySay and interactive online tools Newsletter Social Media Survey	27
Council Plan 2025 - 2029	8,337	Advertising Ballarat Kids Think Tank Community pop-up / drop-in sessions Deliberative Panel MySay and interactive online tools Newsletter Social Media Survey	1,791
Cultural Venues Strategy 2024 - 2028	3,884	Advertising Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	494
Draft Ballarat Industrial Land Strategy	2,746	Advertising Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	21

Project Name	MySay Page Views	Method of Engagement	Number of contributions (via MySay only)
Draft Circular Economy Strategy	737	Advertising Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	36
Draft Lease and Licencing Policy	250	Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	19
Draft Revenue and Rating Plan 2025 - 2029	302	MySay and interactive online tools Newsletter Social Media Survey	23
Flood Planning	8,418	Advertising Community pop-up / drop-in sessions MySay and interactive online tools Letters Newsletter Social Media Survey	129
Forest Street Active Transport Corridor (across two engagements, March 2024 and August 2024)	938	Community pop-up / drop-in sessions? MySay and interactive online tools Letters Newsletter Social Media Survey	56

Project Name	MySay Page Views	Method of Engagement	Number of contributions (via MySay only)
Heritage Gaps Study	1,312	Advisory Committees MySay and interactive online tools Letters Newsletter Social Media Survey	111
Lake Wendouree Waterway Rules	636	Advertising – Public Notice Community drop-in session MySay and interactive online tools Letters Focused Conversation Social Media Survey	25
Making Your Voice Matter	1,892	Ballarat Kids Think Tank Community pop-up / drop-in sessions MySay and interactive online tools Newsletter Social Media Survey	340
Reviewing Local Heritage Policy & New Heritage Guidelines	903	Advisory Committees MySay and interactive online tools Letters Newsletter Social Media Survey	41
Road Management Plan 2025	489	MySay and interactive online tools Newsletter Social Media Survey	28

Project Name	MySay Page Views	Method of Engagement	Number of contributions (via MySay only)
Wendouree Library and Learning Centre	1,385	Ballarat Kids Think Tank	190
		Community pop-up / drop-in sessions	
		MySay and interactive online tools	
		Let's Chat Councillor Roadshow	
		Letters	
		Newsletter	
		Social Media	
		Survey	
Yarrowee River Stormwater Litter Trap	866	Ballarat Kids Think Tank	82
		Community pop-up / drop-in sessions	
		Let's Chat Councillor Roadshow	
		MySay and interactive online tools	
		Newsletter	
		Social Media	
		Survey	



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