

City of Ballarat

Online Community Directory User Guide

The City of Ballarat Online Community Directory provides easy-to-find information and assists residents and visitors in engaging with the many local community groups, clubs, services, associations and facilities based in the Ballarat community and those who service our community.

This user guide gives you a step by step instructions on how to create an account on the My Community Directory website, so that you can create and manage your Online Community Directory listing.

Benefits of creating a listing include:

- Increase your club or organisations visibility and attract new members.
- A great way to engage new volunteers.
- Free exposure to advertising your upcoming and annual events and regular programs.
- Give new residents and visitors insight into what’s happening in your community.

Before you begin, please make sure you have read the eligibility requirements and disclaimer. (appendix 1)

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Ballarat Community Directory

Accessing and Viewing the Online Community Directory

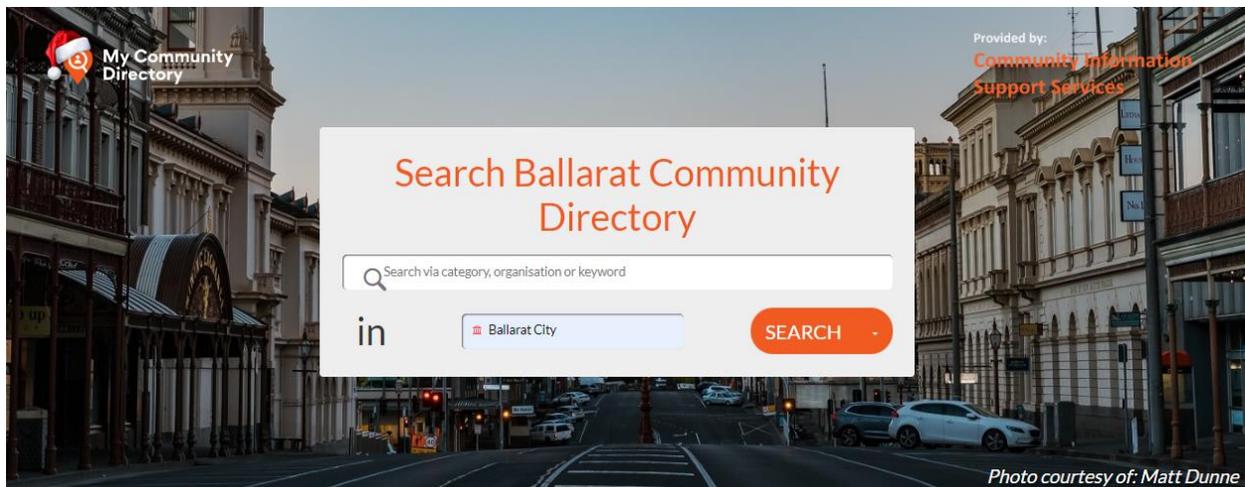
Step 1

Visit <https://www.mycommunitydirectory.com.au/Victoria/Ballarat>

Step 2

To view directory listings, you do not need to create an account

- Type in a keyword eg. Hall for hire
- Choose the appropriate category, tag word or service listed.
- Add a town by using the drop down tab
- Then select search



Creating a log in for the Online Community Directory

To create an online Community Directory Listing, you will need to create a log-in, if you do not already have one.

It's a good idea to have more than one person in your organisation register and connect to your listing, therefore there is help at hand to keep your listing updated and relevant.

Be sure to use a general organisational email account and not your personal email address. Contact your council contact officer for support around the establishment of an independent email account. Contact 5320 5500 or email info@ballarat.vic.gov.au.

Step 1

Visit <https://www.mycommunitydirectory.com.au/Victoria/Ballarat>

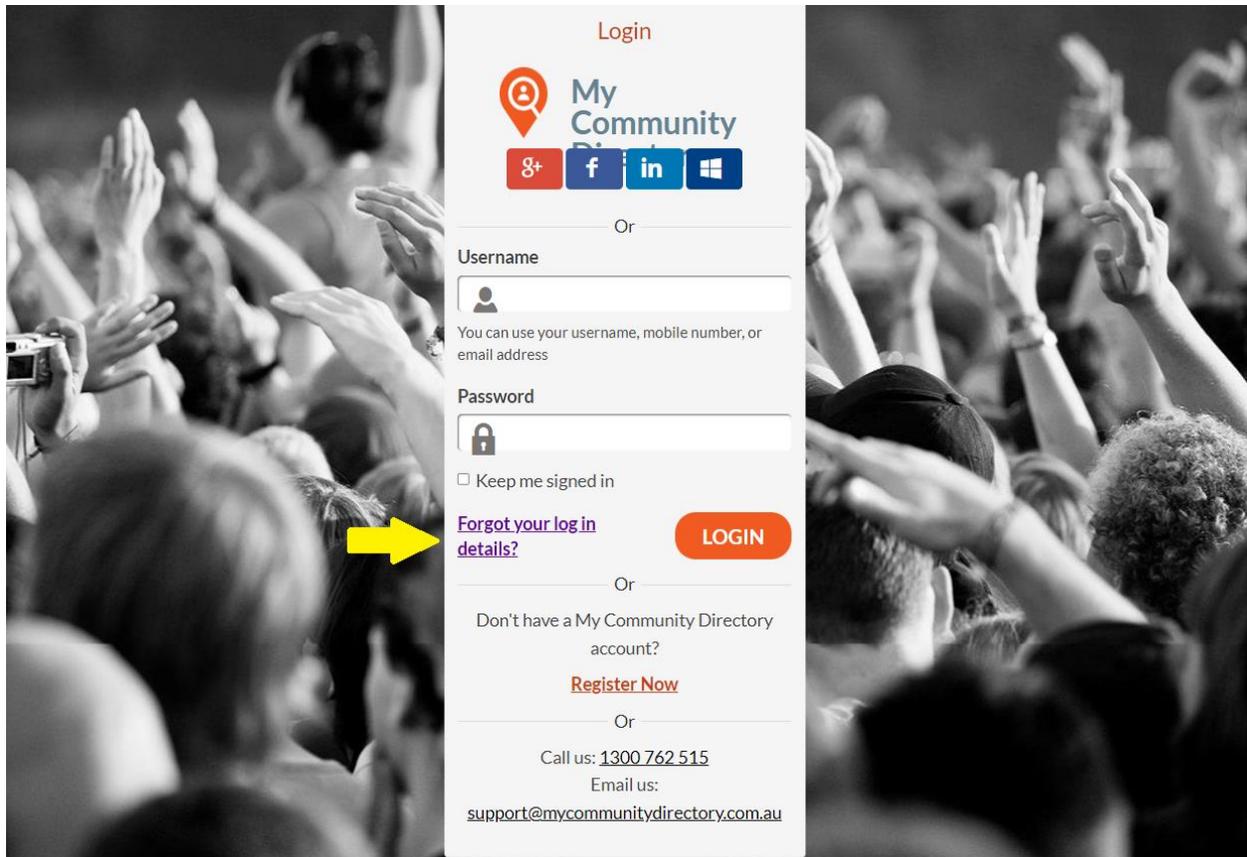
Step 2

The best way to check if you already have an account is to:

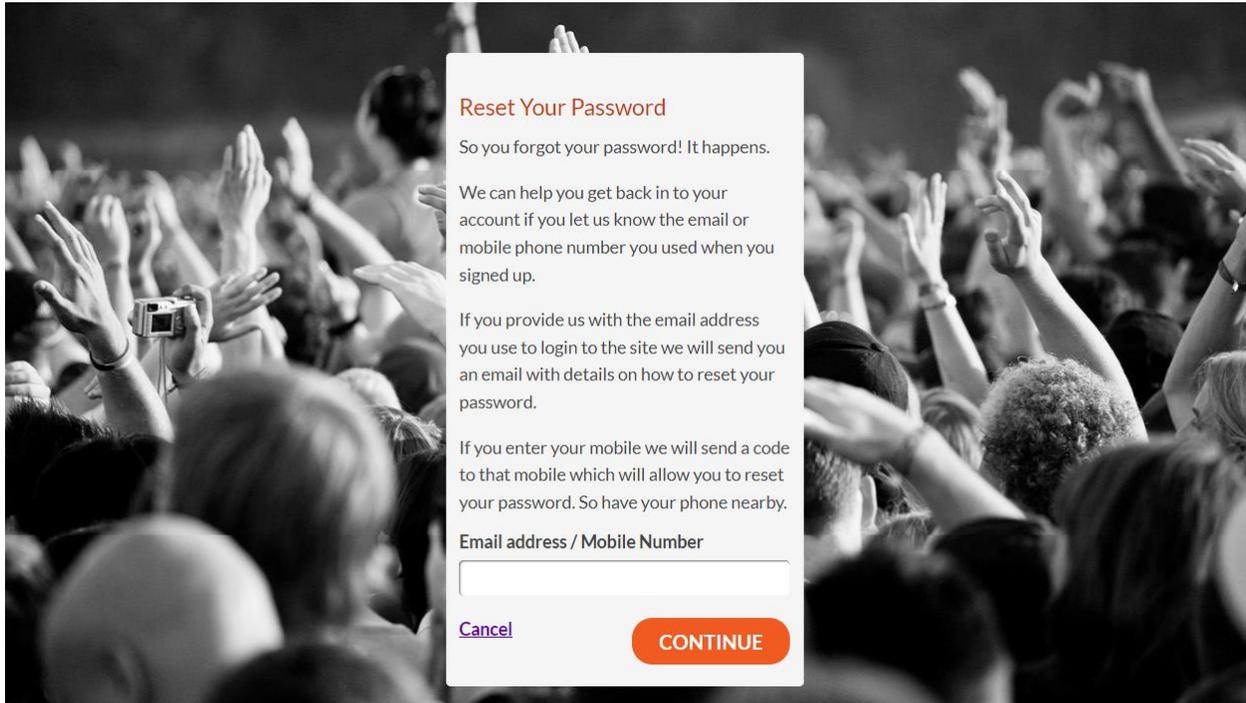
- Click the log in button at the top of the screen

The screenshot shows the top navigation bar with the following elements: a home icon, a breadcrumb trail 'Victoria > Ballarat', a 'Choose a Region ...' button, a 'List for FREE' button, a 'Login / Register' button with a user icon, and text 'A- | A+ 140%' and 'A'. Below the navigation is a large banner image of a street in Ballarat. Overlaid on the banner is a search box with the text 'Search Ballarat Community Directory' and a search input field containing 'Ballarat City'. A yellow arrow points to the 'Login / Register' button. In the top right corner of the banner, text reads 'provided by: Community Information Support Services'. Below the banner, the page is divided into two columns. The left column features the 'Ballarat Community Directory' logo and the text 'We are proudly supported by:' followed by the 'CITY OF BALLARAT' logo. The right column is titled 'Info Hubs in Ballarat City' and contains a grid of buttons for various locations: ALFREDTON, BROWN HILL, BUNINYONG, CENTRAL BALLARAT, DELACOMBE, GOLDEN POINT, NORTH BALLARAT, SEBASTOPOL, and WENDOUREE. A photo credit 'Photo courtesy of: Matt Dunne' is visible in the bottom right corner of the banner image.

- Then click “forgot your log in details”



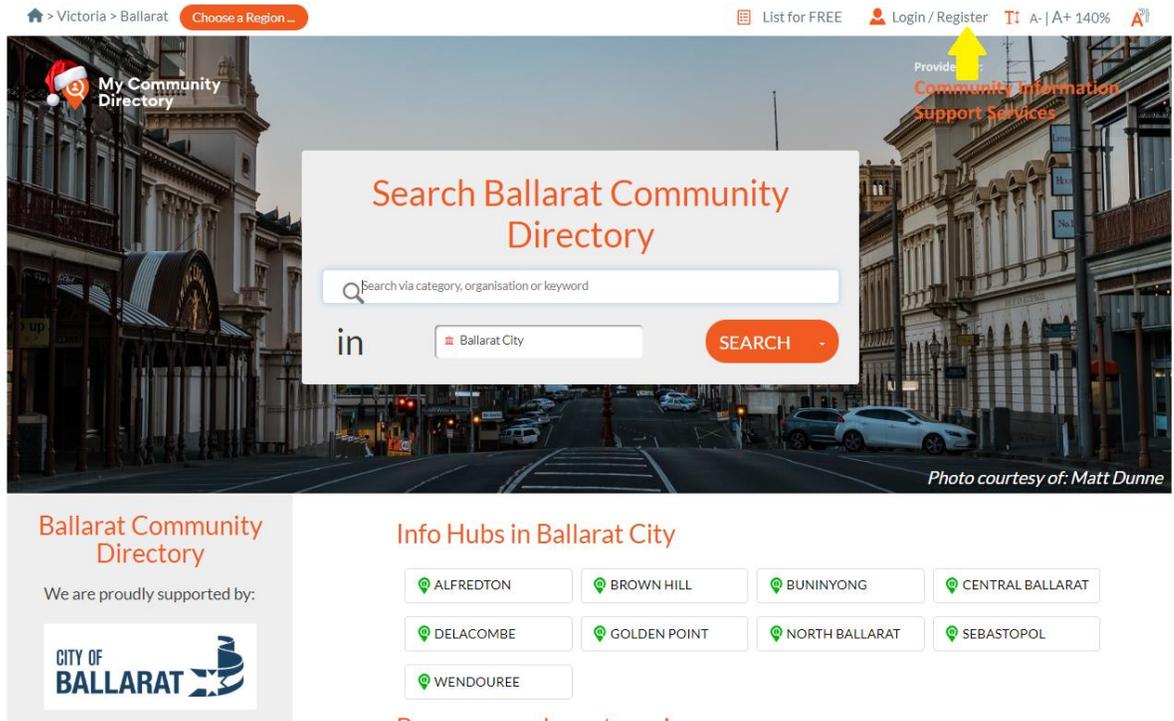
- Then enter your email address to reset your password if you already have an account



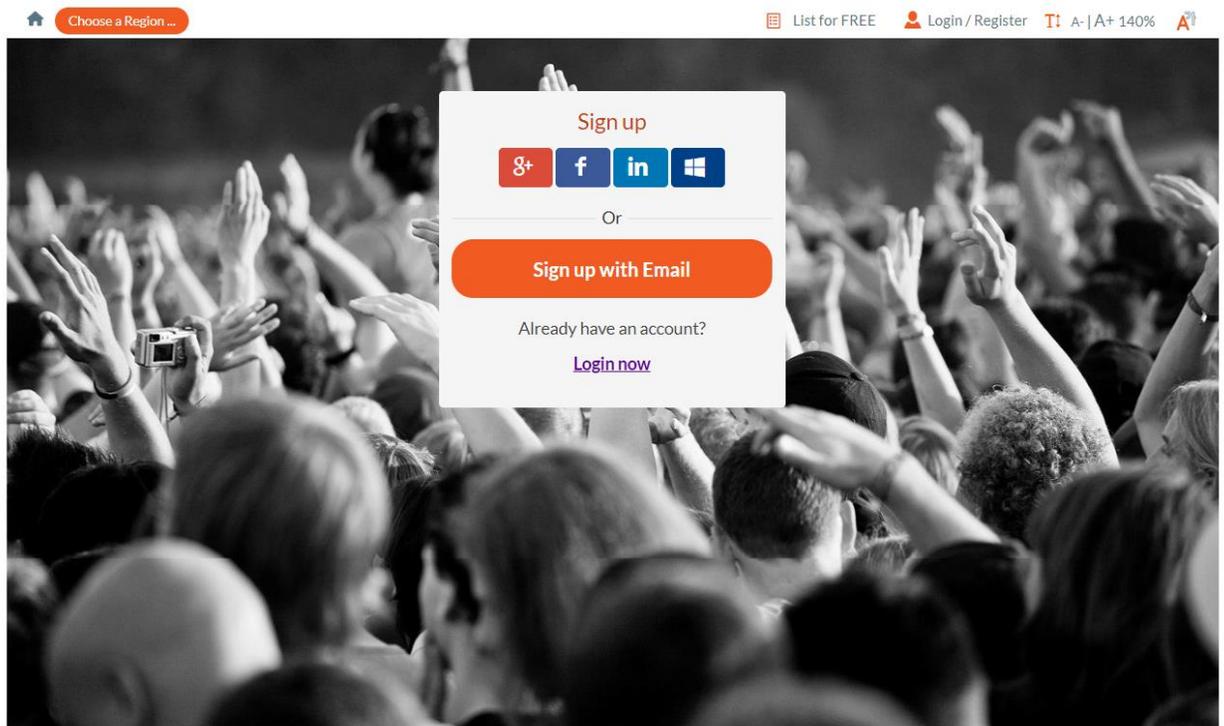
Step 3

If your email is not recognised then:

- Select register



- Sign up with email-

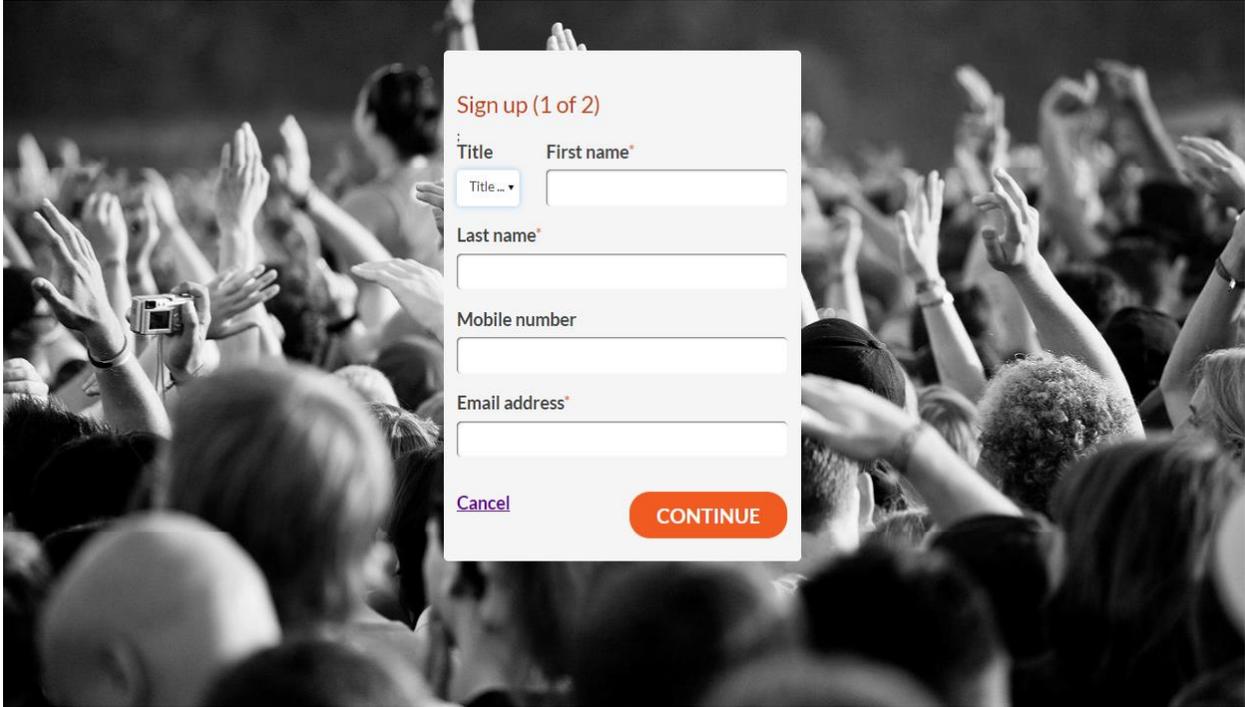


- Be sure to use your organisation email address and contact details

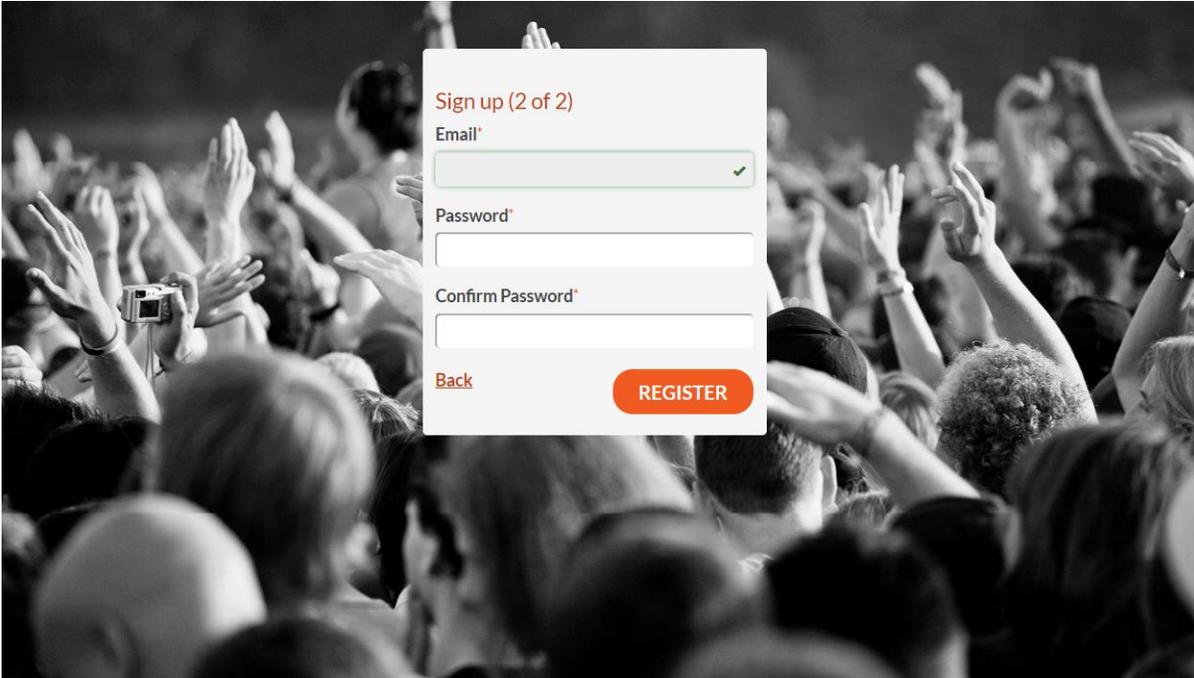
Remember

Remember the details you include on the directory will be out in the public domain, so you may want to think carefully about email, phone and other contact details you include.

- Items with a red asterix* must be completed to progress the listing



- Be sure to remember your email and password for future use



- Head to your email account and click on the message to confirm your registration.
- Click confirm email to completed registration.



proudly
provided by



Community Information
Support Services

Hi

We have received a request to create an account/profile for you on My Community Directory at this email address.

You can confirm this email address for your account by clicking on the **Confirm Email** button below. This will give you access to My Community Directory and all future user notifications will be sent to this email address.

Clicking the button will take you to a page where you will be given the option to connect with an existing organisation or create a new one.

[Confirm Email](#)

Alternatively you can enter the token **d5b2750c454c4b23bd964eaddd9ef4ce** on the [Verify Email](#) page at My Community Directory.

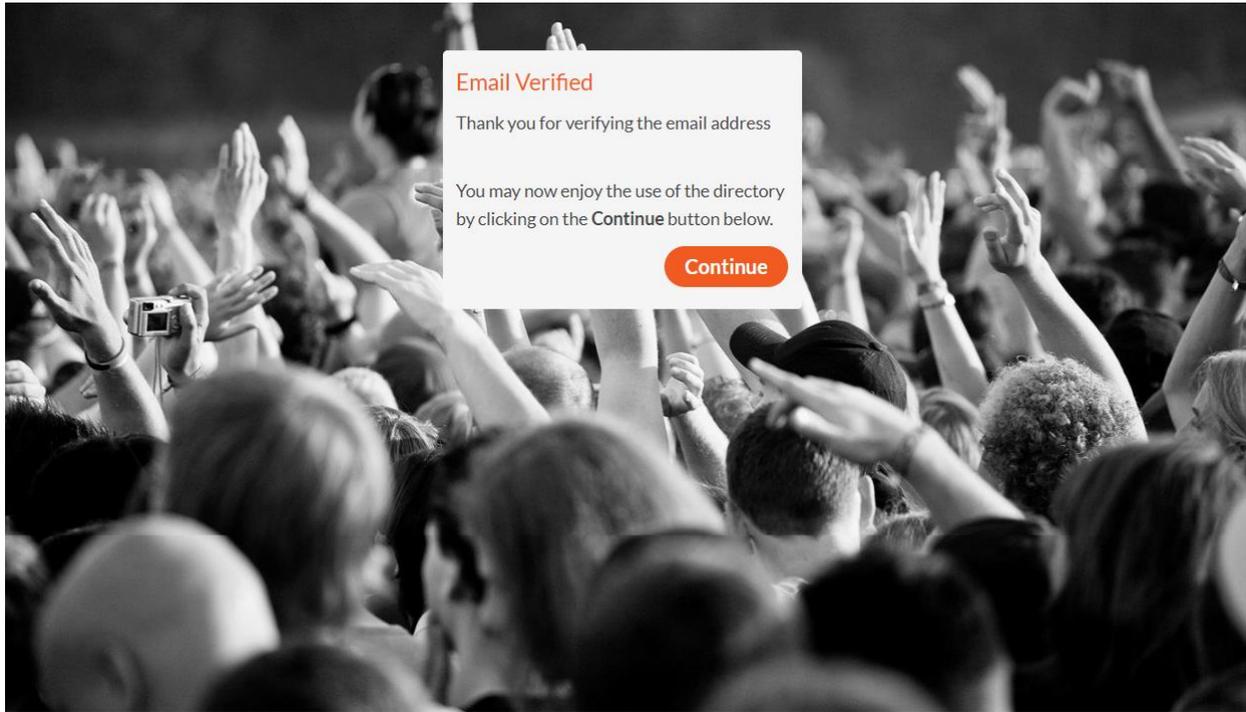


If you need assistance or have questions, please contact [My Community Directory Customer Service](#)

This email was intended for Natalie Grero. Learn how this information helps us [protect your security](#)

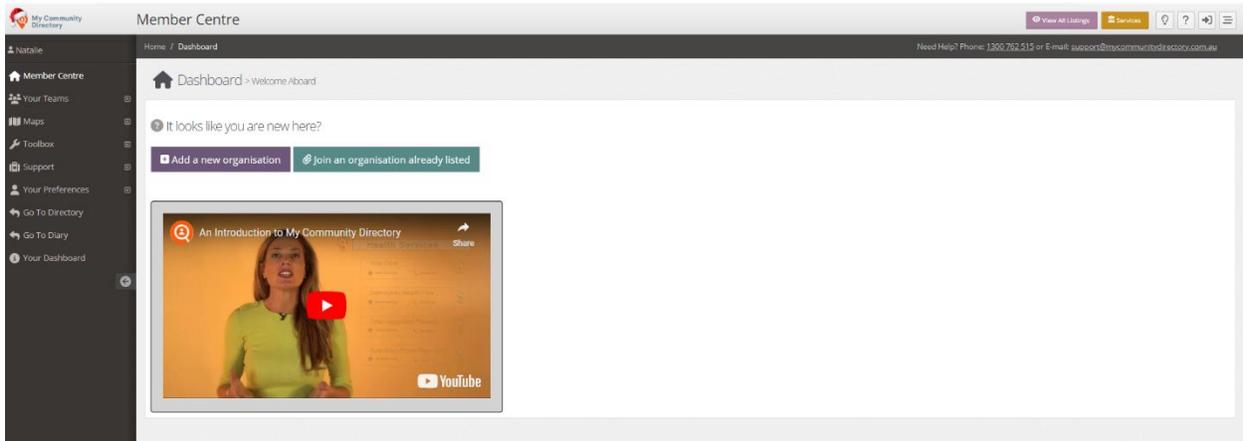
© 2024 My Community Directory Pty Ltd, Fortitude Valley, Brisbane, Queensland, Australia

- Once verified click the continue button as shown

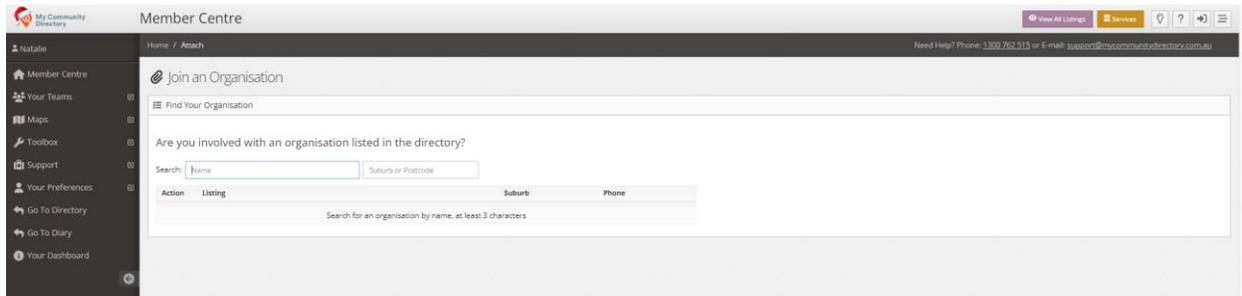


Step 4

- Connect your account to your organisation if listed or create a new one



- Find your organisation by searching for it on the following page



- If your organisation is not listed, press the back button and add a new organisation

Listing a New Organisation

Complete the fields as listed

Log in to your account (see Creating a log in for the Online Community Directory)

Section 1 is already entered for you. Start with Section 2.

- If you do not have an ABN click the green button to change to No
- List the best contact details for the organisation eg. Main contact number and email address.
- You can leave the website blank if you don't have a website for your service
- Select the 'next' button

2 Tell Us About Your Organisation

Yes We have an ABN*

Organisation Name*

Street Address*

i Enter the best address for your base of operations. You will be able to add more locations later if required. *If you have no physical premises then enter the suburb at the center of your operating area.*

Phone

Email

Website

Next

- Select the main service you provide- you can add secondary services later
- Select which category your organisation fits best
- Then provide a brief description of your organisation see examples provided in the green box

3 Tell Us About Your Service

 If you provide multiple services you can add them later.

Choose Your Type of Service*

-  Aboriginal Services
-  Accommodation Services
-  Advocacy Services
-  Ageing Services
-  Animal Services
-  Arts & Creatives
-  Child Services
-  Communication & Information
-  **Community Centres, Halls & Facilities**
-  Community Clubs & Interest Groups
-  Crisis & Emergency Services
-  Cultural and Migrant Services
-  Disability Services
-  Education
-  Employment & Training
-  Environment & Conservation
-  Health Services
-  Information & Counselling
-  Legal Assistance & Information Services
-  Peak, Industry and Funding Bodies
-  Recreation & Leisure
-  Religion & Philosophy
-  Self Help
-  Sport
-  Transport Services
-  Volunteering
-  Welfare Assistance & Services
-  Youth Services

Choose a Category*

-  **Community & Neighbourhood Centres**
-  Community Halls
-  General Community Facilities

Brief Description*

A purpose-built centre for people who are blind or who have a vision impairment. Open every day 9am-4pm.

18 words, 296 characters remaining

4 Tell Us About Your Key Contact

Yes No **You are the key contact**

Positions Held*

- Location Manager
- Emergency Contact
- Service Coordinator
- Media Contact
- CEO
- President
- Secretary
- Treasurer
- Operations Manager

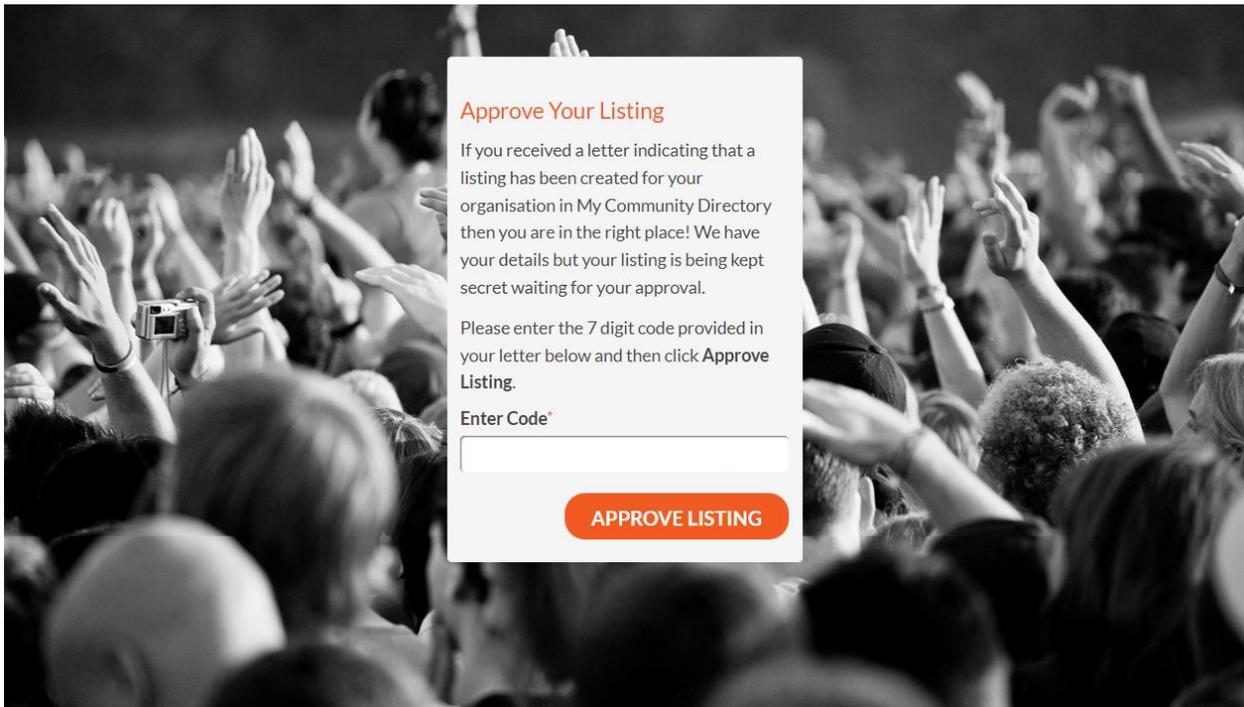
Next

- Once submitted, website hosts Community Information Exchange will review the information provided to validate and approve.
You will be informed when the listing has been approved.

Step 5

Once your listing has been approved you will receive an email with a 7 digit code to finalise your listing.

Enter it into the link provided



Complete your listing

Step 1

Complete each item as listed below based on your organisation

Member Centre

Home / Organisation / Edit

Need Help? Phone: 1200 762 515 or E-mail: support@mycommunitydirectory.com.au

View All Listings Services

1 Organisation Switch Organisation

2 Location Choose Location

3 Service Choose Service

1 Your listing is **not visible yet**. Please review the organisation, location and service details to confirm everything is correct and to add additional information. Click here to **Publish**

Operational Details

Describe how your organisation operates as a legal entity

No We have an ABN

Preferred Name*

Test Organisation-

The name your organisation prefers to be known as

Alternative Names

Other names or acronyms the organisation is known by

Previously Known As

Past names or acronyms the organisation was known by

AGM Month

Let us know your AGM month so we can remind you to update your office holders

Mission Statement

Collapse All

Collapse

Continue to complete the fields

Mission Statement

Briefly describe your organisations overall purpose and core values. Do not include specific details of the services you provide

Email Domain

Your email domain is the part of your email address after the @ symbol. Enter only if your email domain is owned by your organisation, e.g. myorganisation.org.au. We will use your email domain to automatically identify staff and volunteers when they register.

Disable Team Member Requests

Tick this option if you do not wish to allow people to request to become a team member. If you have your own email domain, users with an organisational email can still become team members.

Branding and Social Media Collapse

Help people become aware of who you are and what you do

Website

Add a link to your website to each of your listings

Facebook Page

Display your facebook feed on each of your listings

Twitter Screen Name

Display your tweets on each of your listings

Logo

Drop files here or click to select

Key Office Holders Collapse

Let us know the key contacts for your organisation

CEO President Treasurer Secretary Media Operations Other

Title

First Name

Email Domain

If your organisation has its own email address eg. Info@ballaratclub.org.au enter the text following the @ symbol.

Branding and Social Media

- If you have a webpage enter the full address under “website”
- Click on the logo box. You will be asked to upload your logo from your personal computer files (hint- if you have a logo, make sure you have this file ready before you start) Then, select your organisations logo from your document files
- Enter your Facebook address as shown in the box- you do not need to include www.facebook.com/ - complete the text following this.
- Complete your “X” (formally twitter) screen name as described above

Key office holders

Enter public information details as required

Click on the ‘next’ button when your organisational details are completed

Website

Add a link to your website to each of your listings

Facebook Page

Display your facebook feed on each of your listings

Twitter Screen Name

Display your tweets on each of your listings

Logo

Key Office Holders

Let us know the key contacts for your organisation Collapse

CEO President Treasurer Secretary Media Operations Other

Title

First Name

Surname

Phone

Mobile

Email



Edit Location

1 Organisation
Switch Organisation

2 Location
Switch Location

3 Service
Choose Service

Publish Save Preview More

Collapse All

Collapse

Location Details
Tell us about your base of operations within this region

Location Name*
Test Organisation-
The name of this location/branch, e.g. 'Test Organisation - Brisbane'. This can be the organisation name if you only operate out of one location.

Street Address*
Armstrong Street North, Ballarat Central VIC 3350

Map Street Address Suburb Only Postal Address Postal Address No Address --
Physical Location Suburb Boundary Suburb Boundary No Map -- No Map --

Head Office
Is this the managing location for the organisation?

Phone
0417 290 184

After Hours Phone

Fax

Email
natgrero@gmail.com
Members of the public can send you messages but your email address is not displayed to them to protect you from SPAM.

Are you looking for volunteers?*

No Yes Maybe

- Confirm if details listed are correct. If you are a private support agency with sensitive services eg. Domestic violence and do not want to publish your location you can select "suburb only" in the map selection list.

Or, if you are an online only service, select 'no address'

- Be sure to select 'yes' if you are looking for volunteers and enter details accordingly.

Scroll down and continue to input data as you see fit



Networks and Recognitions

Be recognised for the role you play in the community

Collapse

You currently don't belong to any networks or have any service recognitions.

 Check back soon once your listing has been published.

Service Changes

Let everyone know when you have changes to your normal services due to holidays or other major events

Collapse

Create a new Service Change.

[+ Create Service Change](#)

Resource Bank

The resource links related to this location

Collapse

[+ Create a new Resource](#)



[Previous](#)

[Next](#)

Once completed, be sure to click the save button at the top of the page, then click the 'next' button at the bottom of the page

Service Details

Edit Service > Test Organisation - > Community Service Clubs

Service Details

[Publish](#) [Save & Publish](#) [Preview](#) [More](#)

1 Organisation
Switch Organisation

2 Location
Switch Location

3 Service
Switch Service

[Collapse All](#)

? Your listing is **not visible yet**. Please review the organisation, location and service details to confirm everything is correct and to add additional information. Click here to [Publish](#)

Service Detail [Collapse](#)

Tell us about your service or program and how it assists the community

Category*

Community Service Clubs x

The highlighted item is the primary category for this service

Tags

Add tags ... [Suggest a tag](#)

Tags help people doing targeted searches to find your listing

Cohort

Type here to search ...

Organisation

This section will provide the ability to detail the services your organisation provides.

- If your organisation falls into more than one category, select additional categories
- Tags- Add any keywords that will help community find your service eg. Football, food relief, homelessness.
- Cohort- Select what cohort of community your services targets eg. Youth, Older People
- Complete the description boxes as stated

Brief Description*

help ^

Concisely summarise the key points of what your service does, structuring your description so that the most important information is at the start. There is no need to repeat your organisation name or service title.

Here are some examples of good brief descriptions:

- A purpose-built centre for people who are blind or who have a vision impairment.
- Committed to advocating and defending human rights worldwide. Holds regular meetings, public forums, information stalls and fund-raising events such as trivia nights. Check our website for dates.

Test page to support the development of this webpage

Detailed Description*

help ^

Here are some hints for a great service description:

- **Do** use multiple paragraphs to describe the details of how you can help, with related key points kept together
- **Do** repeat details you enter in other fields, such as your service name, where it fits in the flow of writing
- **Do** list in point form the key activities that occur at your service
- **Do** describe those you aim to help, e.g. the homeless, elderly or those who have trouble walking
- **Do** include details of any restrictions you apply to those wishing to be involved
- **Do** include links to articles or pages on your website or other sites which may help those seeking your service
- **Don't** include details that will go out of date quickly, unless you are willing to update your description often
- **Don't** turn your description into a sales pitch
- **Don't** use negative language, ever
- **Don't** refer to other organisations and services unless they are strongly affiliated with you
- **Don't** include links to shopping areas on your site, or any other overtly commercial pages
- **Don't** be overly descriptive, just for the sake of it

✂️ 📄 📁 📁 📁 ⬅️ ➡️ 🔍 🗂️ 📄 **B** *I* U ~~S~~ x₂ x² *I*_x ☰ ☷ ⌵ ⌶ ⌷ ⌸ ⌹ ⌺ ⌻ ⌼ ⌽ ⌾ ⌿ Ⓜ Ⓝ

Normal ▾ 🔄

Test page to support the development of this webpage

Complete any further details as required.

Location

Member Centre

Home / Location

List Location > Select a Location

1 Organisation Switch Organisation

2 Location Switch Location

3 Service Choose Service

Search

+ Create New Location

The following list is all of the locations that are provided by the organisation **Test Organisation**. Choose a location to edit the details.

Name
Test Organisation Ballarat Central VIC 3350 <i>Incomplete Listing</i>

Showing 1 to 1 of 1 entries

Previous

First Previous 1 Next Last

Be sure to list the various locations in which your organisation operates from and complete the details

New Location

OK, lets get started with the basics

Street Address*

Enter the best address for your base of operations. *If you have no physical premises then enter the suburb at the center of your operating area.*

Phone

Email

Members of the public can send you messages but your email address is not displayed to them to protect you from SPAM

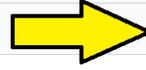
Category of Location*

Brief Description*

The key points about your service. This information is shown in search results and printed directories

Cancel Save

Once you are happy with all details entered, be sure to click the red publish button at the top of the page.



✓ Publish Save & Publish Preview More ▾



🔔 Your listing is **not visible yet**. Please review the organisation, location and service details to confirm everything is correct and to add additional information. Click here to [✓ Publish](#)

Appendix 1

Eligibility requirements and disclaimer

[Platform Terms and Conditions for My Community Directory v24.pdf](#)

