City of Ballarat Customer Service Social Story

The Phoenix Building
25 Armstrong Street South, Ballarat
(03) 5320 5500 | www.ballarat.vic.gov.au/

Customer Service Centre

Opening hours

Monday	8.30am - 5pm
Tuesday	8.30am - 5pm
Wednesday	8.30am - 5pm
Thursday	8.30am - 5pm
Friday	8.30am - 5pm
Saturday	Closed
Sunday	Closed

Contact hours are 8.30am to 5pm, Monday to Friday and closed on public holidays.

The City of Ballarat is a proud member of the Hidden Disabilities Sunflower Program.

Keep an eye out for staff wearing the Sunflower Supporter lanyard or pin.

This social story will help me learn what to expect when I visit the City of Ballarat Customer Service Centre in the Phoenix Building. This book will help me understand:

- How to get to the Customer Service Centre.
- Some of the things I might see and hear.
- Things I can do to feel comfortable and safe.
- Where I can go for help.
- Things I can do while I am there.

Knowing what to expect can help me feel more prepared and confident when I visit.

I am going to the City of Ballarat Customer Service Centre.

This is near the Ballarat Town Hall.

It is open Monday to Friday.

I can enter from Armstrong Street South.

There are automatic sliding glass doors at the entrance.

When I arrive, I will see staff behind the Customer Service desk.

Staff work for the City of Ballarat and are there to help.

They wear grey shirts with the City of Ballarat logo.

I can talk to a staff member if I need help or have a question.

If I need to use the toilet, there are options nearby.

There are male and female toilets inside Ballarat Town Hall.

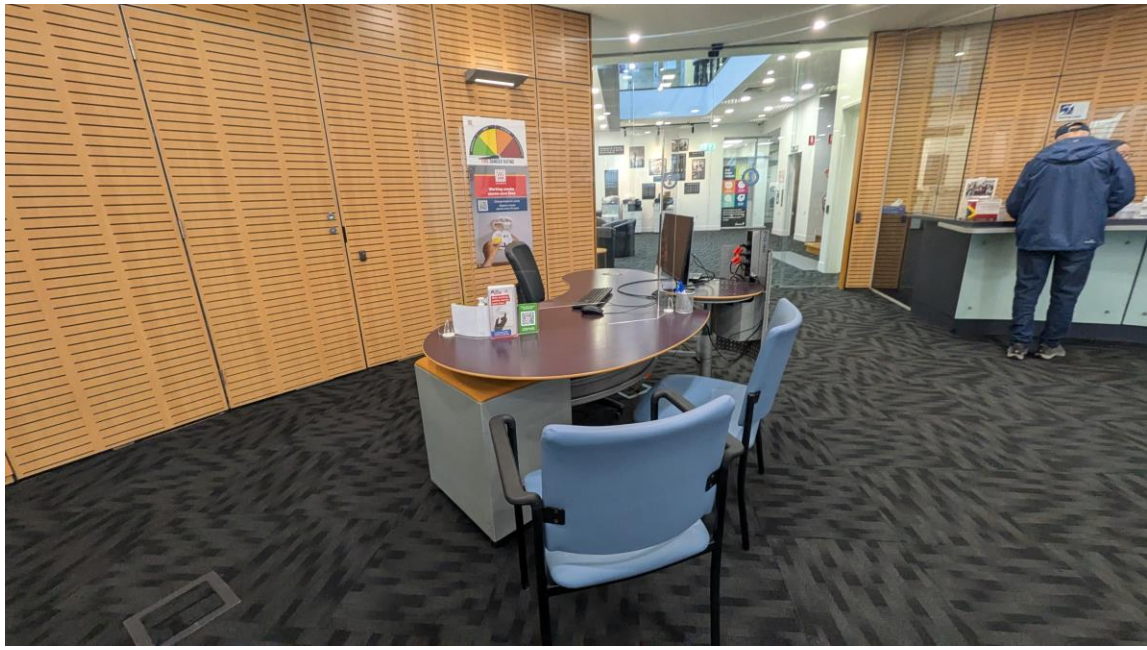
There are accessible toilets in Central Square Shopping Centre.

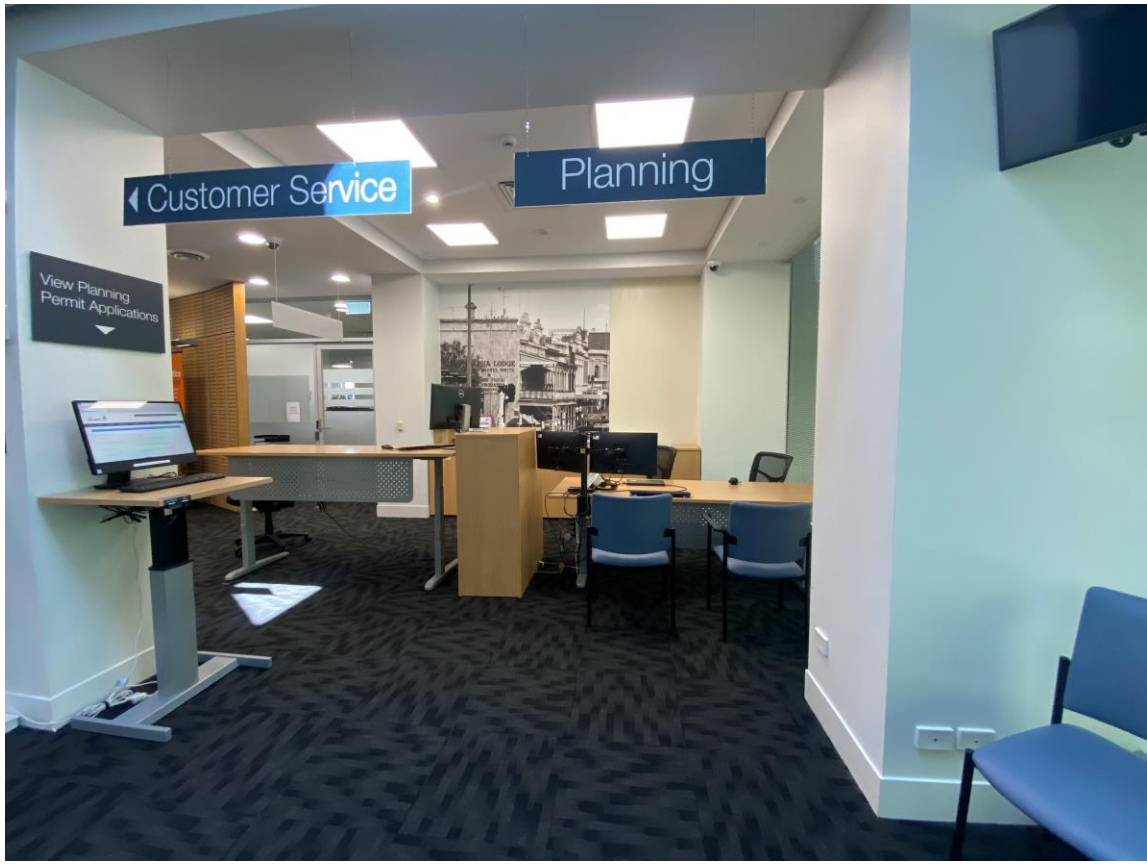
The closest Adult Change Facility is on Bath Lane, at the rear of Ballarat Town Hall.

If I am not sure where the toilets are, I can ask a staff member for help.

To ask a question, I may need to wait in line.

I will have my turn. A staff member will help me when I reach the front of the line.





Staff can help me with many different things.

Bins and waste services
I can ask for a new bin, report a missed bin collection, or ask questions about rubbish and recycling.

Permits and applications
Staff can help me apply for an accessible parking permit, building permit, planning permit, or ask questions about renovations.

Rates and payments
I can ask about my council rates, paying bills, or setting up a payment plan.

Pets and animals
I can register my pet, report a lost or found animal, or learn about local pet rules.

Local laws and rules
Staff can help me understand parking rules, noise concerns, or permits for events and business signs.

Community services
I can ask about libraries, community centres, support programs, and activities for children, young people, older people, and families.

Reporting a problem
I can tell staff if something needs fixing, such as a pothole, graffiti, or a broken street light.

If I am not sure who to talk to, staff can help me find the right person.

There is a table in the Customer Service Centre with printed information and brochures.

I can look at the information and take copies home if I would like to.

Staff will listen to my question.

They may ask me some questions so they can understand how to help me.

I can answer the questions as best as I can.

If I do not understand a question, I can ask the staff member to explain it in a different way.

Staff are there to help me find the information or support I need.

They may ask some questions to help them understand what I need.

Sometimes staff can answer my question straight away.

Sometimes they may ask me to complete a form. I can complete the form online or at the Customer Service desk.

If I need help, I can ask a staff member.

Staff are there to help me.

Sometimes, staff may need help from another City of Ballarat staff member.

They might ask me to wait while they contact the right person.

They may also take my contact details and ask the staff member to contact me later.

This helps me get the right information and support.

Sometimes the Customer Service Area can be busy and noisy.

There may be lots of people waiting to speak with staff.

I can bring my ear defenders if the noise bothers me.

If I need a quieter space, I can tell a staff member.

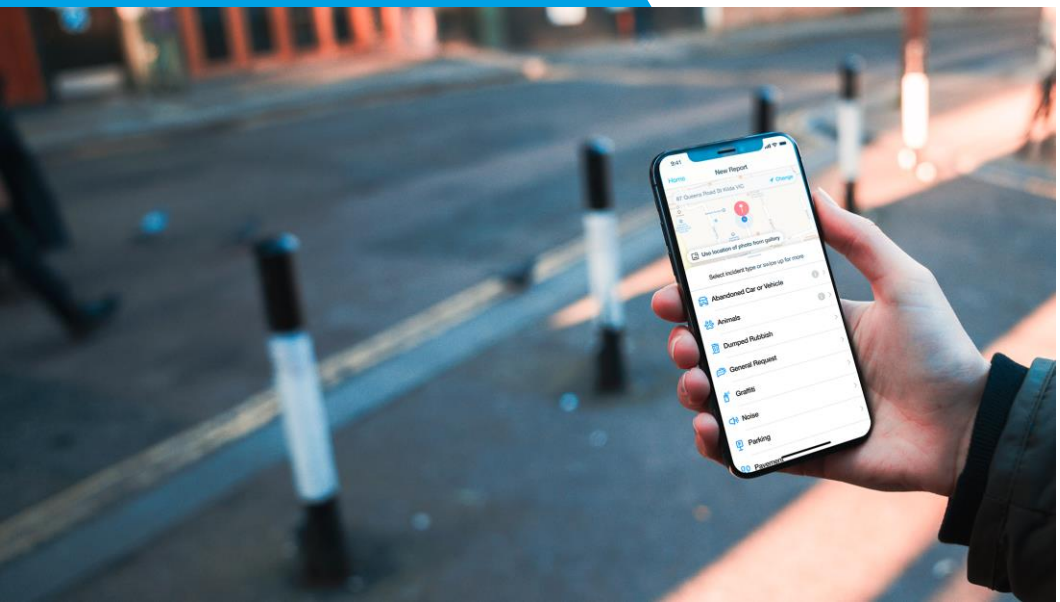
Staff may help me in a quieter part of the Customer Service Centre.

Snap Send Solve

I can report problems to the City of Ballarat.

I can tell a staff member, make a phone call, or use the free Snap Send Solve app.

With the app, I can take a photo and send the location of the problem.



This helps the City of Ballarat know what needs fixing.

Accessibility Information

Automatic double glass doors at the entrance
Level access to the building entrance

Seating available in the Customer Service Centre

Different counter heights available

Assistance animals are welcome

One designated accessible parking space at the front of the Phoenix Building

Metered parking available at the front of the building

Accessibility Information

Additional parking available on nearby streets and at the Central Square multi-storey car park

Nearest Changing Places and accessible toilet located on Bath Lane, behind Ballarat Town Hall

Male and female toilets available inside Ballarat Town Hall

For communication support options including for community who are deaf and or hard of hearing visit:

www.ballarat.vic.gov.au/community/disability-access-and-inclusion/communication-supports

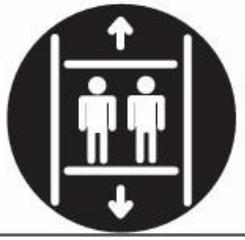
Communication Board

Ballarat Information Centre

March 2023 V1

Access Ability Australia

CITY OF BALLARAT

Toilets	Lift 	Wi-Fi	Meeting room	Time
Bus	Train	Parking	First aid	Phone
Visitor centre	Library	Gallery	Hospital	Cafe
Map	Question	Yes	No	Write it down

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CITY OF BALLARAT

City of Ballarat Online Service Portal

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