

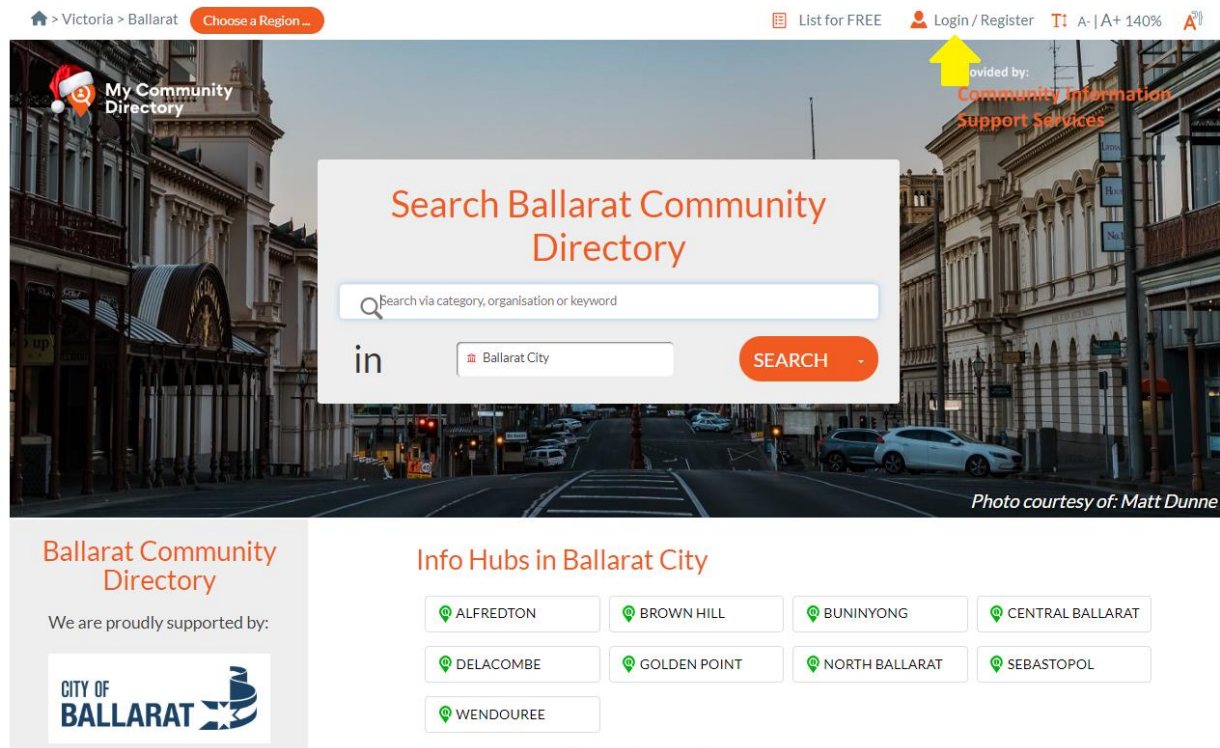
# City of Ballarat

## Ballarat Community Directory FAQ

### How do I register to join?

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

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



If you need further assistance, please refer to our Online Community Directory User Guide for a step-by-step process.

### Why do I need to register to put my information in the listing?

We encourage groups to register using their organisation details as this will provide the ability to manage information to make sure that it is kept up to date. Periodically, emails are sent to remind organisations and community groups to check and update their details.

### **What information do I need to have before I start my online registration?**

Registering your organisation is simple. Prior to starting individuals should have the below information as a minimum:

- Your organisational email address
- ABN number- If applicable (not required)
- Contact details
- Website address- If applicable
- Social media addresses eg. Facebook, X- If applicable
- High resolution logo if applicable
- Brief description of the organisation
- Detailed description of the services you provide

### **What are the tags used for?**

Tags are keywords associated with your organisation that individuals may use to search for your services. For example - Services for older people are currently listed under Ageing Services but it might also be relevant to include other tags such as community transport

### **The categories listed aren't relevant for me? Can I request another category?**

All categories are generated across all My Community Directory sites Australia wide. We encourage you to choose relevant categorie/s to the best of your ability. If you have a strong need for a new category listing please contact [support@mycommunitydirectory.com.au](mailto:support@mycommunitydirectory.com.au)

### **Why can't I register my private business?**

My Community Directory is for health and community organisations that provide community services and activities.

Registration with the directory is free but is limited to those organisations and individuals which meet at least one of the following criteria:

- Provides services that are free, or minimal cost, or are funded by the council, state or federal government
- Provides services that can be accessed by people in the community
- Run events to support people or groups in the community
- Provide advocacy or support services to the community

For more information visit the following [support article](#).

**Do I need to have a listing to advertise a community event?**

Yes- Review “Ballarat Community Diary” with support around listing an event in the Ballarat Community Diary.

**Where can I go for extra help?**

Visit [Contact Us - My Community Directory](#) or call 1300 762 515 or email [support@mycommunitydirectory.com.au](mailto:support@mycommunitydirectory.com.au)

**Additional Assistance**

If you require additional assistance in creating or editing your Online Community Directory listing, please email [communitydevelopment@ballarat.vic.gov.au](mailto:communitydevelopment@ballarat.vic.gov.au) or call 5320 5500.