



Chatty Café Project Report



June 2021 – October 2022



Jobs,
Precincts
and Regions

Acknowledgments

City of Bayside wishes to acknowledge the Inner South-east Metropolitan Partnership and the Victorian Government, The Department of Jobs, Precincts and Regions for their invaluable contribution to support our local community to deliver the Chatty Café Project.

We thank the following for their support in the management and delivery of the project:

- Chatty Café Australia
- The numerous active Chatty Café volunteers who provided a welcoming face, great conversation and a listening ear to Chatty customers
- The 13 City of Bayside Officers across 10 teams who supported community and trader engagement, communications and graphic design, library hosting and promotion, transport, capacity building and community development
- The 10 commercial venues and nine community venues who hosted Chat Tables on a regular basis
- Castlefield Community Centre, Neighbourhood House Victoria, Paperboy Coffee Bar, South Eastern Melbourne Primary Health Network, Department of Families, Fairness and Housing (Community Partnerships) for their stakeholder contributions of ideas, feedback and promotion
- Activate Consulting for developing a Communications and Engagement strategy and supporting its implementation and evaluation
- Cochrane Research Solutions for evaluation framework development, data gathering and analysis and provision of an evaluation report

Acknowledgement of Country

Bayside City Council proudly acknowledge the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of the land on which we work, and we pay our respects to their Elders, past, present, and emerging.

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Executive summary

In response to the economic and social impacts of the COVID-19 pandemic, the City of Bayside partnered with Chatty Café Australia to address social isolation and loneliness through simple conversation. Council was able to access \$70,000 through the Metropolitan Partnerships Development Fund (MPDF) to establish the Chatty Café Project across the municipality of Bayside.

Lockdown restrictions in response to the pandemic included the closure of hospitality venues and strict limitations on reasons for people to leave their homes. This resulted in significant loss of income to hospitality businesses and an increase in feelings of isolation and loneliness amongst community members. To address this, the project aimed to facilitate social and community connections while boosting economic recovery for local hospitality businesses and community venues. This was achieved by establishing 'Chat tables' at a variety of commercial and community host venues.

Participating venues received support to host 'Chat Tables' on a regular basis in the form of volunteer facilitators, marketing of the business/community centre via a variety of communication platforms and branded collateral to raise their community profile. Community members were targeted via Council newsletters, social media, venue promotions and word of mouth. Volunteers were recruited, trained and supported by Chatty Café Australia. Volunteer opportunities were promoted through Council's volunteering portal, newsletters, and volunteer database.

An independent consultant was engaged to develop a Communications and Engagement Plan as well as an Evaluation Framework. Project implementation was supported by a Working Group and a separate Stakeholder Group.

A total of 19 venues across the City of Bayside hosted regular Chatty Café sessions. These sessions were supported by more than 20 volunteers who connected with over 2,200 community members. It proved to be much more challenging to engage commercial venues than anticipated. Despite this, just over half (53%) the host venues involved with the project were commercial enterprises with the remaining 47% being community venues such as libraries, neighbourhood houses and community centres. Customer evaluation showed a 22% increase in the number of people who felt 'Good' or 'Great' after participating in a Chatty session and a 23.5% decrease in the number who felt 'Not good' or 'Okay'.

Although significantly affected by the constantly changing environmental constraints of pandemic responses, the project showed promise for potential positive outcomes for community members and host venues alike.



Introduction

One of the desired outcomes of the Inner South-east Metropolitan Partnership vision is to enhance social connection across the region and provide opportunities to participate in community life. In response to this, the City of Bayside accessed \$70,000 through the Metropolitan Partnerships Development Fund (MPDF) to establish the Chatty Café Project across the municipality of Bayside.

Like many areas across Australia, mental health and resilience scores in Bayside decreased due to the impacts of COVID-19. Even as social distancing rules were relaxed across 2021, local shopping villages remained ghost towns, with many in the community nervous to return. With the support of MPDF funding, Bayside City Council and The Chatty Café Scheme Australia (CCA) partnered with community and hospitality venues across the municipality to host 'Have a Chat' tables to encourage conversation and social connection.

The Bayside Chatty Café Project aimed to reduce social isolation and loneliness by encouraging and creating opportunities for people to interact through conversation. Volunteer facilitators sat at 'Have a Chat' tables within local venues and encouraged community members to join them for a chat. Host venues were encouraged to participate by considering the opportunities community connections can bring on an economic and social level as part of their COVID recovery.

Background

The Chatty Café Scheme is a global initiative that originated in the United Kingdom in 2017. The Scheme was established in Australia in October 2019. A grant application through Council's Community Grants Program in 2020 supported the initial establishment of Chatty Cafés within the City of Bayside. It was the first local government collaboration with Chatty Café in Australia, and it was hoped that if the pilot was successful, it could be expanded throughout Victoria.

Given the project's potential for generating positive social and economic impact across Victoria, Council then partnered with CCA to secure additional funding through the MPDF. The project was delivered using a place-based community partnership model. Project partners came from a diverse range of backgrounds and expertise and included:

- team members across 10 Council teams
- Chatty Café representatives
- Victorian Government representatives
- community organisations
- local businesses.

The leadership and implementation of the project were a true collaboration, with shared decision making, effort and support.

Objectives

The Bayside Chatty Café Project aimed to support social connection and economic recovery across the Bayside municipality by working with community and hospitality venues to host 'Chat Tables' to encourage inclusive community conversation.

Key project objectives:

- Enable the implementation of 'chat tables' which support community connection through conversation

- Provide connection opportunities for vulnerable community members (who may experience social isolation or loneliness)
- Support business recovery by providing opportunities for local hospitality venues (cafes, restaurants, pubs, and clubs) to create community connections through a shop local model
- Support community development by providing opportunities for community organisations and groups to create community connections

Deliverables

The project deliverables were:

- Communications and engagement strategy to support implementation of the scheme
- Training and development for volunteer facilitators
- Support to businesses and community groups to rollout the scheme
- Develop a toolkit to enable implementation of the scheme in Bayside and throughout Victoria

Project target audience

There were four primary target audiences for the project:

- Community members who may be experiencing vulnerability
- Volunteers
- Commercial hospitality venues
- Community venues

It was anticipated that the project would enhance feelings of social connectedness for community members, volunteers and host venues as well as contributing to positive economic outcomes for commercial venues through an increase in patronage and positive brand exposure.

Project Stakeholders

Stakeholders	Role/s or connection/s
Project Delivery Team (Bayside Council and Chatty Café Australia representatives)	Project/delivery partners
Project Working Group	Project input, support, and oversight
Stakeholder Group	Project advisors
Inner South-East Metropolitan Partnership (Department of Jobs, Precincts and Regions) - Metropolitan Partnerships Development Fund	Funding body
Local businesses/traders/hospitality venues	Commercial host venue
Local community organisations	Community host venue
Council libraries	Library host venue
Volunteers – current and potential	Chatty table facilitators
Residents and community members (within Bayside)	Customers

Stakeholders	Role/s or connection/s
Community members at risk of vulnerability (within Bayside)	Targeted customers

Project delivery

Council partnered with Chatty Café Scheme Australia (CCA) to deliver the project across the city of Bayside. At the completion of the project period, 19 venues were actively offering 'Chat Tables' at least once per week across the municipality. Offerings were available seven days a week both during and after business hours providing opportunities for community members to participate regardless of their work or other commitments.

Host venue name	Street address	Suburb	Chatty Café times
1 26 Advantage	26 Advantage Rd	Beaumaris	Mon - Fri: 9am to 5pm, Sat: 10am to 4pm (Free Beverage/View Gallery/No Chatty Volunteer)
2 Bay Road Nursery Café	112-114 Bay Rd	Sandringham	Tuesday 11am-1pm
3 Beaumaris Library	96 Reserve Rd	Beaumaris	Wednesday 11.30am
4 Brighton Library	14 Wilson St	Brighton	Wednesday 2.30pm
5 Castlefield Community Centre	505 Bluff Rd	Hampton	Friday 10am-11:30am
6 Cheltenham Community Centre	8 Chesterville Rd	Cheltenham	Wednesdays 10am to 11.30am
7 Eclair Boulangerie	275 Hampton St	Hampton	Tuesday 10:30am to 12.00pm
8 Family Life Op Shop	48 Station Rd	Cheltenham	Monday 11am-1pm
9 Fan's Kitchen Bar	5/417 Hampton St	Hampton	Mon-Tues 12pm-10pm; Wed-Thurs 5pm-10pm; Fri-Sun 11am -10pm
10 Gin Dispensary	472 Beach Rd	Beaumaris	Friday 4pm - 6pm
11 Hampton Community Centre	14 Willis St	Hampton	Wednesday 11:15-12pm followed by Nourish lunch
12 Highett Neighbourhood Community House	2 Livingston St	Highett	Tuesday 11:15am-12:15pm
13 La Cabra Modern Mexican	265 Hampton St	Hampton	Wednesdays 5pm-7pm (\$1 Chicken Wings Special)
14 Our Casa	8/532 Hampton St	Hampton	Saturday 10:30am-11:30am
15 Paperboy Coffee Bar	370 Hampton St	Hampton	Wednesday 10:30am-12pm
16 RAW Garden	325 South Rd	Brighton East	Tuesday 11am-1pm (Hot soup also offered in winter)
17 Sandringham Library	2 Waltham St	Sandringham	Wednesday 11.30am
18 The George in Sandringham	15 George St	Sandringham	Wednesday at 11am (fortnightly)
19 The Timbuktu Cafe	36 Wilson St	Brighton	Tuesday 11am-1pm

Delivery approach

The project was overseen by a Project Working Group with input from a separate Stakeholder group. The working group was comprised of Officers from a range of Council teams and representatives from:

- CCA
- Office of Suburban Development
- Activate Consulting (upon request)

The Stakeholder group included representatives from:

- Community host venues
- Commercial host venues
- Inner South-east Metropolitan Partnership
- Office of Suburban Development
- Bayside City Council
- Neighbourhood House Victoria
- South Eastern Melbourne Primary Health Network
- Activate Consulting

The underlying goal of project delivery was to enable community connections through engagement with both commercial and community venues by supporting them to establish regular Chatty Café sessions. Across the lifespan of the project delivery approaches were necessarily varied and adapted to accommodate the constantly changing environmental conditions resulting from the COVID-19 pandemic.

Initial approaches to potential venues were made by Bayside City Council staff and/or the Chatty Café Scheme Australia Managing Director. Once a venue elected to become involved with the project, they were asked to register via the [Chatty Café website](#). During the project delivery period, the annual registration fee of \$20¹ was covered by project funds to decrease the financial burden on venues and increase participation. After registering, hosts received a 'Welcome Pack' containing:

- Welcome letter
- A3 posters
- A4 poster
- Window stickers
- Brochures
- Table signs (incl. stand)

Host venues were asked to provide details about their Chatty Café sessions for inclusion on the [Chatty Café website](#) and other marketing material for promotional purposes. Session days, times and duration were decided by host venues according to their preferences. Host venues also decided whether they would offer free beverages, reduced cost options, complimentary items such as a free biscuit with the purchase of tea or coffee or simply offered their regular menu. Community venues typically offered free or 'gold coin donation' options while commercial venues tended towards special offers and standard menus.

Chatty volunteers could be requested by host venues to support their sessions and Chatty Café Australia would then match volunteers to venues according to volunteer preference and availability. Where volunteers were available, they could assist the venue to set up tables for each Chatty session including signage and flowers (where available). Venues were encouraged to purchase teardrop banners at cost to place outside their venue during sessions as clear external signage to draw

¹ Host venue registration fees will increase to \$40 p.a. from 1 December 2022

customers in. Volunteers would then sit at the Chatty table to initiate and facilitate conversations ensuring that participating customers had opportunities to join the conversation if they wished. Volunteers would also move about café settings and engage with lone patrons to invite them to join the Chatty table if they felt like company.



Example table signage and decoration



Example teardrop banner

Project delivery evolved into online Chatty Café sessions twice a week via Zoom during lockdown periods that closed hospitality venues to seated dining. Volunteers facilitated these sessions which provided a welcome connection for isolated community members. As venues began to re-open with density limits, outdoor Chatty Tables were encouraged and were well attended.



Customers enjoying a Chatty Café session outside a local café



Chatty Café table in parkland adjacent to the Beaumaris Concourse retail village

As restrictions eased further, a new promotional campaign was implemented to engage more commercial venues. Council's Economic Development Service Unit utilised existing communication channels to invite local traders to participate in the 'Chat Around Bayside' promotion. The promotion gave traders the opportunity to 'try out' a Chatty Café session at their venue while receiving additional marketing through a variety of Council channels including street signage, social media, newsletter articles and website promotions. This was presented as an opportunity to increase patronage (and therefore revenue) and enhance positive brand recognition by being associated with a valued

community program. In total, 16 'Chat Around Bayside' events took place across 13 venues between 3 May and 9 June 2022 resulting in five venues registering to regularly offer Chatty tables at their establishment.



Chat Around Bayside promotional sessions May/June 2022

We've expanded the demographic of people that come here - by far. That's the best. It's built our volunteer base. And the participants have feed into our other Projects. Big success.

- Community host venue

As part of the return to business as usual at community venues, Chatty Café was promoted to those attending other programs at the centres. This encouraged often socially isolated and potentially vulnerable people to engage with their community venues more deeply and develop stronger relationships with other patrons.

'Pop up' events were also held across Bayside to raise community awareness of Chatty Cafés with Chatty tables featuring during both Senior's and Children's week celebrations and open days at Billila House and 26 Advantage art gallery.

To further support project delivery Council Officers engaged with CCA to build their capacity to support volunteers through training and the implementation of more efficient volunteer management systems.

Finally, data collected as part of the formal evaluation process, along with additional input from CCA representatives, was used to develop a Toolkit to support others who would like to establish a Chatty Café Project. The Toolkit outlines core elements to establishing a successful Chatty Café Project, CCA operational processes and shares insights from the Bayside Chatty Café Project experience. It is suitable for use by those working in local government, community organisations or hospitality operators and will be available on the CCA website from late December 2022.

Milestone activities

Milestone	Delivery date
Establishment of Project Governance Group and activation of Fortnightly Project Working Group meetings, develop detailed Project Scope of works and finalise.	Aug 2021
Shift to online Chatty Café weekly connections Development and approval of Communications and Engagement Plan. Establishment and activation of bi-monthly Stakeholder Group	Aug - Nov 2021
Development and approval of Evaluation Framework and commence development of the Toolkit (guidelines)	Nov/Dec 2021
Commence implementation of the Communication and Engagement Plan Social media campaign rollout and engagement with stakeholders including delivery partners	Nov 2021- Jun 2022
Continuation of roll out of scheme through establishment of 'chat tables', ongoing engagement, marketing and promotion	Dec 2021 – Jun 2022
Official Launch by the Minister	Feb 2022
Delivery of 'Chat Around Bayside' promotional campaign across 16 venues	May – Jun 2022
Activate and collect feedback to support Evaluation Framework/Toolkit	Jan - Jun 2022
Commence preparation of evaluation report of scheme and develop toolkit, promotional material and guidelines to enable scheme to be rolled out throughout Victoria.	Jun – Aug 2022
Test guidelines and toolkit with other Councils and external stakeholders for endorsement by peak bodies	Aug – Sep 2022
Commence preparation of toolkit (guidelines) to enable implementation throughout Bayside and beyond	Oct 2022
Draft final project report	Nov 2022
Final guidelines and toolkit published and made available to other Council to use	Oct 2022

Communication and media

A variety of communication tools were used to promote the project and encourage host venues and community members to participate. This included:

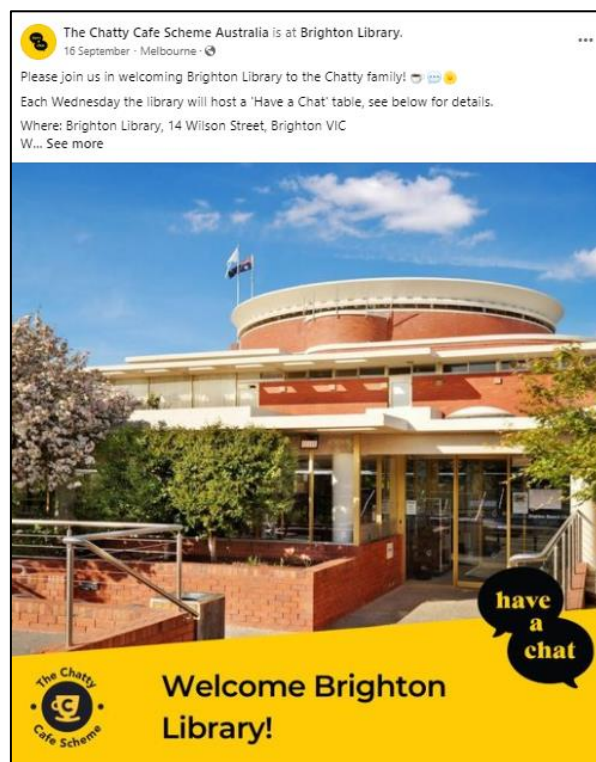
Platform	Reach
CCA website (Bayside program, volunteer sign-up, host venue sign-up, social media)	50,150
Bayside City Council	
- Web page views	892
- e-newsletters	40,810
- social media views	31,567
Printed materials	
- 'Chat Around Bayside' postcards	350
- 'Reconnecting Bayside' postcards	200
- 'Chat Around Bayside' posters	125
- 'Reconnecting Bayside' posters	50
- A1 outdoor advertising signs	30
Trader email campaign	
- Email recipients	2,019
- Opened emails	977 (48%)
Social media videos	80+
Podcast interviews x 1	N/A
YouTube programs and videos x 3	N/A



Example newsletter article



Chatty Café Facebook promotions for 'pop-up' tables at Bayside Senior's Expo and Children's week celebrations



Sample social media posts promoting Bayside Chatty Café sessions



Screen shot of Chatty Café promotional video produced by the Department of Jobs, Precincts and Regions (access full video via this link <https://www.youtube.com/watch?v=r8sGwcAy7r8>)



Bayside Bubble Podcast by Kate Harvey and Maree Lacy featuring Chatty Café (access podcast from [Apple Podcasts](#) or the [Bayside Bubble website](#) [scroll down to find episode])

Delivery challenges

Much of the project delivery took place during periods of COVID-19 lockdowns and restrictions including bans on in-house dining and density limits for hospitality venues. Even as restrictions were eased, residents and business owners lived with ongoing uncertainty which significantly impacted willingness to participate in the project. Many residents remained reluctant to re-engage socially and business owners continued to focus on revenue and turnover in the early stages of COVID recovery.

An integral component of the Chatty Café project was the provision of volunteer table facilitators where possible. Volunteer recruitment and participation numbers were impacted by the pandemic with a universal decrease in volunteer engagement being experienced across all Bayside programs. Volunteers were often older (>65 years) and frequently did not feel comfortable in crowded indoor environments due to the risk of COVID exposure.

Tensions sometimes arose as venues expected to be able to access a volunteer for every Chatty session and this was not always possible with the limited number of trained volunteers available. To

“...a few people have become regulars that would have never come here.”
- Bayside commercial host

address this in community settings, people already volunteering at centres were encouraged to also become Chatty volunteers and support Chatty sessions at their venue.

Commercial venue hosts turned out to be quite difficult to engage in the project. This was most likely related to the impacts of COVID-19 with venues continuing to experience staffing difficulties, uncertain financial constraints and an overall reluctance to commit to new concepts in a constantly changing environment.

Outcomes and recommendations

Evaluation methods

Activate Consulting (with Cochrane Research Solutions) was engaged to scope, map, and deliver an evaluation framework for the Bayside Chatty Café Project. Formal evaluation took place between 1 January to 30 June 2022 and resulted in responses from 103 participants.

A range of evaluation tools were used including:

- Paper surveys (pre- and post- experience)
- Phone interviews
- Online surveys (opt-in option)
- Online workshops
- Self-reflection worksheets
- Website and social media metrics
- Observations of Chatty Café events in action.

The number of registered Chatty Café host venues, volunteers and an estimate of the number of Chatty Café customers were also used as overall measures of project reach and engagement.

[Appendix 2](#) contains copies of survey tools used.

Outcomes

Overall, evidence showed support for all objectives and anticipated impacts, but to varying degrees. Positive social impact was consistently observed across multiple participant groups. While there was limited evidence of economic impact, the potential was promising, particularly in times with less COVID-19 related uncertainty and no venue restrictions.

By the end of the funding period, a total of 19 venues across the City of Bayside were hosting regular Chatty Café sessions. These sessions were supported by more than 20 volunteers who connected with over 2,200² community members. Just over half (53%) the host venues engaged with the project were commercial enterprises with the remaining 47% being community venues such as libraries, neighbourhood houses and community centres.

Chatty customers and volunteers weren't specifically screened to determine if they were experiencing vulnerability. Proxy indicators were instead used in the formal evaluation and focused on personal characteristics such as:

- living alone
- not working
- stay at home parent
- aged over 60 years.

² The number of Chatty Café customers was estimated based on feedback provided by host venues and project team members and include repeat customers. An allowance was made for 12 weeks of COVID lockdowns.

Survey data relating to these characteristics indicated that people at risk of vulnerability engaged with the project as both customers and volunteers.

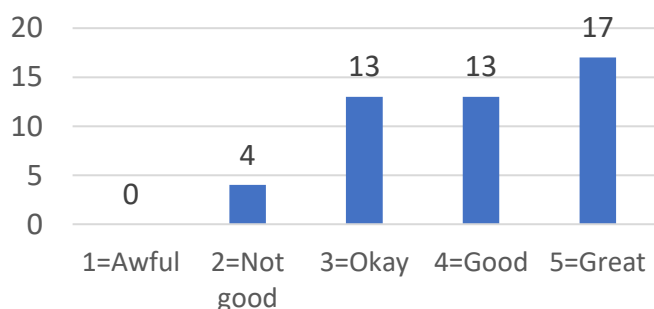
Customers

Of the customers who participated in the formal evaluation:

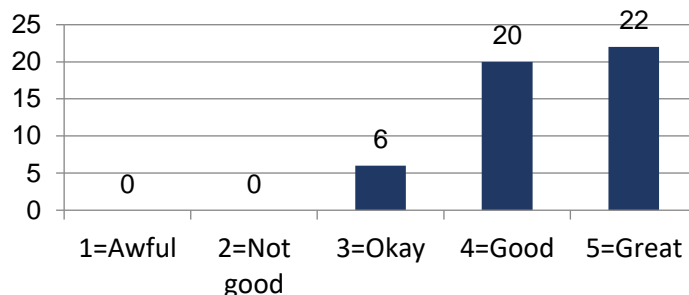
- 73% reported that it brightened their day
- 70% reported that they enjoyed connecting with new people
- 37% made new friends

To assess the social impact of Chatty sessions on customers, those participating in the evaluation completed surveys before and after their 'Chat Table' sessions. Many reported already feeling good or great but a total of 36% felt 'Not Good' or 'Okay'. Survey responses post participation revealed that a total of 86% felt 'Good' or 'Great', a 22% increase from before the session, and there was a 23.5% decrease in the number who felt 'Not good' or 'Okay'.

How are you feeling today?
(start of Have a chat time)



How are you feeling now?
(after Have a chat time)



If not for Chatty Café I wouldn't have been able to settle as well in Australia. I'm now very connected. I now have a wonderful friendship group no thanks to Chatty – we have games and afternoon tea.

- Chatty Café customer

It's very good – it's the best thing! It's helping me to heal. Great to have diversity, not just all elderly people from the church. Having respect from the Chatty Café group is wonderful. I don't get this from my family.

- Chatty Café customer

Volunteers

Volunteers also reported experiencing positive social impact because of their participation in the project. All survey respondents reported that they were 'very likely' or 'likely' to recommend becoming a Chatty Café volunteer to a friend. Almost all volunteers also reported that they became involved with Chatty Café because they wanted to become involved in the community overall.

Community host venues

In terms of social impact, community venues reported that becoming a host venue:

- increased overall customers/patrons
- encouraged customers/patrons to stay longer than usual
- attracted customers/patrons outside of usual peak hours
- attracted patrons from a wider demographic.

Participation in the project also provided positive economic impact through the attraction of new customers/patrons from a wider demographic. One community venue noted positive promotional exposure due to their involvement with the project.

I've loved seeing people still chatting HOURS later.

- Chatty Café community host

Receiving feedback from a socially isolate gentleman whose wife had passed that Chatty Café had broken down his feelings of isolation and loves coming to them.

- Chatty Café community host

Commercial host venues

Commercial host venues also reported positive social and economic impacts because of their participation in the project. Some were motivated to host Chat tables because they wanted to enable people to connect socially, and they had received customer feedback that they had achieved this. All commercial host venue evaluation respondents were motivated to become more involved in their community and that they enjoyed both, the conversations they were having, and the people they were meeting through the project. Venues also reported positive economic impact related to hosting 'Chat Tables' in the form of attracting new customers, positive brand exposure and excellent customer feedback.

Our best chatty experience is when a customer shared a hard experience in her life and said she did it because she felt safe!

- Chatty Café commercial host

When I feel alone on Tuesdays, I know I can come to Chatty Café here and meet new or old friends.

- Feedback to Chatty Café commercial host

Lessons

The varied experiences across the lifespan of the project provided many lessons. A summary of what worked well and challenges and barriers is included below.

What worked well:

- Informing and engaging departments within Council takes time but the active support is invaluable.
- In-kind support from other community groups supporting the project (i.e., Nourish Project at Hampton) enhanced project offerings.
- Alignment of Chatty Café values with community venues and libraries made engagement easier.
- Staff engagement in community settings supported customer engagement.
- Offering regular weekly Chatty times made it easier for community members to attend when they needed to make connections – they always knew when a ‘Chatty Table’ was available.
- Venue ability to choose date, time, duration, table location etc. was an incentive to participate.
- Chatty Café Australia having a physical presence at scheduled events to increase visibility provided strong connections.
- Printed materials worked well.
- Diversity in participation encouraged more people to join in (not the same old crowd)
- Engaged and committed volunteers were invaluable.
- Social media activity worked well - the branding has become well recognised.
- Celebration events to showcase the concept helped reach a wider audience.

Challenges/barriers:

- Availability of volunteers – demand is greater than supply.
- Trying to grow the commercial venue partners at the same rate as community facilities.
- Change of venue ownership or management changes may place the Chatty Table at risk as new personnel may not have the same commitment or may decide to withdraw.
- External factors such as COVID-19 lockdowns hurt momentum and continuity which was important factor for participants.
- Commercial venues are less likely to be experienced in hosting social inclusion projects and require more support to establish and maintain a Chatty Café.
- There was no simple way to arrange transport to venues for those who were unable to get there by themselves.
- Maintaining engagement of Council Officers with multiple competing demands outside of the project

Recommendations

The project proved to be very popular among customers, volunteers and host venues but it does take time to raise awareness and build customer base at many venues. Commercial venues often lack experience or skills in supporting customers who may be experiencing vulnerability to regularly participate in programs. Additional support and encouragement may be required at these venues to enable them to persist until their Chatty customer base increases. To recruit more commercial venues, it may be helpful to remind them of their corporate social responsibility and overall role in the community.

As most commercial venues were not able to offer free beverages or food to attract customers it would be worthwhile to consider implementing a voucher system or a 'pay it forward' scheme which would allow community members experiencing financial strain or food insecurity to access the Chatty sessions more readily. Where possible, grants could be considered to subsidise these costs to the venues.

The support of staff from a range of areas within Council contributed to the success of the pilot project. To further enhance this, it would be beneficial to continue to explore links with other parts of Council to address barriers to participation such as transport, venue subsidies or concessions for participation, and co-location at council venues (e.g., Maternal and Child Health Centres or Youth Centres).

Additionally within Council, it may be beneficial to draw links to existing council and state government social connection strategies and policies to attract further ongoing Council budget resources and support staff project coordination. Availability of more secure funding to CCA would also enhance their ability to employ staff to support operations, particularly with respect to volunteer recruitment and retention, which would greatly enhance the sustainability of the program.

Appendices

Appendix 1 – Promotional print materials

Example Chatty Café poster



The poster features a bright yellow background. At the top, two large black speech bubbles overlap, with the text "have a chat" in yellow lowercase letters. A blue starburst graphic with the text "AND RECONNECT" in white is positioned between the speech bubbles. Below this, the text "...at our 'Have a Chat' table" is written in black. Underneath, there are two white rectangular boxes with the labels "Day" and "Time" in black text. The bottom section of the poster contains text about the Chatty Café movement, including sections for "What is Chatty Café?", "Who is it for?", and "Want to volunteer?". To the right of this text is a QR code and a yellow box with the text "Find out more", "chattycafeaustralia.org.au", and "#ChatBayside". Below the QR code is a photo of a group of people sitting at a table. At the bottom of the poster are several logos: "The Chatty Café Scheme", "Bayside City Council", "Metropolitan Partnerships", "VICTORIA State Government", and "Jobs, Precincts and Regions".

have a chat

AND RECONNECT

...at our "Have a Chat" table

Day

Time

We're part of the Chatty Café movement, where community members can sit at our "Have a Chat" table if they are happy to chat with others. Everyone is welcome, and there are normally no bookings needed.

What is Chatty Café?
Chatty Café is a global movement to help bring people together, reduce social isolation and build social connections within the local community.

Who is it for?
Our "Have a Chat" tables are for everyone. People on their own, in a couple, with a friend, carers, people with babies and children, grandparents – people of all ages and walks of life.

Want to volunteer?
Chatty Café train local volunteers who can assist at our "Have a Chat" tables and act as facilitators or "ice-breakers" to encourage conversation. Chatty Volunteers have to be good at both chatting and listening.

Find out more

 chattycafeaustralia.org.au
#ChatBayside
← Scan here



DL Brochure

Chatty volunteers

We are looking for volunteers to help start conversations at our "Have a Chat" tables. Your role as a volunteer is to act as icebreakers for our community members and help spread the Chatty Café movement across Australia.

Where will I be volunteering?

Whilst a Chatty venue is most likely to be a café or restaurant local to you, it could also be a local club, pub, community centre, residential facility, neighbourhood house or another local venue.

Who can volunteer?

This role would be perfect for someone looking for a relaxed volunteering role. No specific skills or experience are required, just the ability to enjoy meeting new people, having a chat and being a good listener. You will receive an induction handbook and further details when you sign-up.

Visit chattycafeaustralia.org.au/volunteer to find out more about volunteering with us.



Find out more



chattycafeaustralia.org.au
facebook.com/chattycafeaustralia
[@ChattyAUS](https://twitter.com/ChattyAUS)
[@ChattycafeAUS](https://instagram.com/ChattycafeAUS)
[#ChatBayside](https://hashtagger.com/ChatBayside)

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Bayside's
Chatty Café
program

Who are we?

Chatty Café is a global movement to help bring people together, reduce social isolation and build social connections within the local community – something we all need right now after experiencing many COVID lockdowns!

Chatty Café events run in many locations across Bayside, from local parks, community centres, cafes and restaurants. Supporting venues provide a "Have a Chat" table where community members, sometimes with the support of volunteers, can come together, grab a coffee, a bite to eat and have a chat!

Why "Have a Chat"?

Chatty Café Australia aims to help people stay connected to their community by choosing to "Have a Chat" with others in safe and comfortable social settings. Such a simple concept, but so important to reduce social isolation and improve mental health; after COVID-19 has impacted everyone, everywhere.

We want community-focussed venues across Australia to designate a "Have a Chat" table where people can choose to sit if they are happy to talk to other customers.

Who can join in?

Our "Have a Chat" tables are for everyone. People on their own, in a couple, with a friend, carers, people with babies and children, grandparents – people of all ages and walks of life.

So, if you are someone who wants to connect more with your local community, meet new people, or just enjoy the company of others – why not join us at a "Have a Chat" table.



Chatty Café venues

When venues join up, they let their local communities know they care about them! The more places that get involved, the more it will just become the norm to walk into a café, restaurant, pub, library, club, community centre and sit at a "Have a Chat" table and chat with others.

"Have a Chat" tables

Each venue can choose which table they provide and what time it is available for customers to "Have a Chat". It could be as little as an hour a week on a chosen day or even all day every day!

Venues will set up the table with our "Have a Chat" table sign during their chosen day and time. The table sign is an excellent prompt to get people chatting.

Venue benefits

Local cafes and small businesses played an important role in keeping our community connected during lockdowns. Getting outside to grab a takeaway coffee and having a chat while doing so was the highlight of many peoples days! This program will help you to continue to show your support for Bayside.

Having several customers sitting together chatting, instead of at individual tables alone, is a win-win for everyone!

Strengthen your connection with the Bayside community, reach more customers and become a Chatty Café venue today!

Promotion of Chatty Cafes

Chatty Café venues also gain greater exposure from our Chatty Café communications and promotional materials. We regularly communicate with the Bayside community about our program via our social media channels, Bayside City Council communications, local papers and media outlets.

We list all our Chatty Café venues on our website and feature venues from time to time in our promotional materials and social media channels.

We encourage our venues to post on social media people having a chat at your "Have a Chat" table using the hashtag #ChatBayside

How to register your venue

It's easy to become a Chatty Café Australia venue. Simply add your venue on our secure website – chattycafeaustralia.org.au

We will send you an information pack with everything you need to set up and maintain your "Have a Chat" table.

Your pack will include:

- A cover letter welcoming you to the Chatty Café movement
- A poster to display and identify you as a Chatty Café venue
- A Chatty Café sticker to display and identify you as a Chatty Café venue
- Our Chatty Café brochure – which can be displayed and used to explain the Chatty Café movement to your customers
- Our "Have a Chat" table signs for you to place on your "Have a Chat" table during your chosen days and times

Visit chattycafeaustralia.org.au/register for more information and to register.



Chatty Café Bayside events



We're hosting in person and online Chatty Café events across Bayside. Come join us for a cuppa and a chat!

'Chat Around Bayside' Promotional poster

**have
a
chat**

AND RECONNECT

We're hosting in person and online Chatty Café events across Bayside. Come join us for a cuppa and a chat!

Chatty Café Bayside events

Sandy Beach Kiosk When Tuesday, 15 February Time 11am – 1pm Where Sandy Beach HQ & Kiosk 36 Jetty Road, Sandringham	Bay Road When Monday, 28 February Time 10am–12noon Where Bay Road Nursery 112 Bay Road, Sandringham
Beaumaris Concourse When Thursday, 10 March Time 10.30am – 12.30pm Where Beaumaris Concourse Reserve Road, Beaumaris	Online When Every Monday and Friday Time 1.30pm–2.30pm Where Visit chattycafeaustralia.org.au for Zoom links

Ongoing Chatty Café venues
There's also our regular Chatty Café venues and tables, view these on our website at chattycafeaustralia.org.au/find-a-chatty-table and use the search term "Bayside".

Find out more
Visit chattycafeaustralia.org.au
Call **0412 633 304**
Event details bayside.vic.gov.au/events
📞 ChatBayside 📱 [/chattycafeaustralia](https://www.facebook.com/chattycafeaustralia)

 Proudly supported by   



Appendix 2 – Evaluation surveys

Customer Experience Survey

Here for *Have a Chat* time? Welcome!

Please share your thoughts to improve and expand the Chatty Café Program

Instructions:

Your feedback is really important. You may complete this survey by yourself or seek assistance from a Chatty Volunteer (if available). The survey has 11 questions, takes 5 to 10 minutes to complete and is open from June to September 2022. The evaluation and survey are being administered by Activate Consulting. We value your input and take your privacy seriously. Your feedback will be treated as confidential. Your identity will remain anonymous unless you opt in and provide personal details. **Concerns or queries?** Contact Glenys Reid (Managing Director, Chatty Café Australia) via chattycafeaustralia@gmail.com

COMPLETE THIS PAGE BEFORE HAVE A CHAT TIME

How are you feeling today? [circle one image]



1 = Awful



2 = Not good



3 = Okay



4 = Good



5 = Great

Your family/home life [tick 1 box]

- | | |
|---------------------------------------------------|---------------------------------------------------|
| <input type="checkbox"/> Couple with child/ren | <input type="checkbox"/> Living alone |
| <input type="checkbox"/> Couple without child/ren | <input type="checkbox"/> Single parent family |
| <input type="checkbox"/> Group or community home | <input type="checkbox"/> Other ⇒ please describe↓ |

Your current situation [tick all box/es that apply]

- | | |
|--------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Doing (some) paid work | <input type="checkbox"/> Studying (full-time or part-time) |
| <input type="checkbox"/> Not working (retired or unemployed) | <input type="checkbox"/> Volunteering |
| <input type="checkbox"/> Stay at home parent or carer | |

Name of the place where you are sitting now⇒

★ Write here

Have you been here before today? [tick 1 box]

- ☐ No
- ☐ Yes ⇒ and if this is a community or Council building, what have you done here before today?

★ Write here the activities or things you have done at this place before today

How did you hear about Chatty Café or the *Have a Chat* table [tick 1 box]

- | | |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <input type="checkbox"/> Council newsletter | <input type="checkbox"/> Family member or friend |
| <input type="checkbox"/> Facebook or social media | <input type="checkbox"/> Through this venue (where I am now) |
| <input type="checkbox"/> Already been to a Chatty Café ⇒ how many times or where? ↓ | <input type="checkbox"/> Another way ⇒ please describe↓ |

PLEASE COMPLETE THE BACK OF THIS PAGE AFTER HAVE A CHAT TIME



How was your *Have a Chat* time today?

COMPLETE THIS PAGE AFTER HAVE A CHAT TIME

How did you go with today's *Have a Chat* time? [tick all box/es that apply]

- | | |
|-------------------------------------------------------------|-------------------------------------------------------|
| <input type="checkbox"/> Brightened my day | <input type="checkbox"/> Had a good time |
| <input type="checkbox"/> Enjoyed connecting with new people | <input type="checkbox"/> Might have made new friend/s |
| <input type="checkbox"/> Enjoyed spending time with friends | <input type="checkbox"/> Visited a new place |
| <input type="checkbox"/> Any other comments↓ | |

★ Write here

How are you feeling now after *Have a Chat* time? [circle one image]



1 = Awful



2 = Not good



3 = Okay



4 = Good



5 = Great

Is there anything that may have improved your Chatty Café or *Have a Chat* experience today?

★ Write your ideas here

Are you willing to possibly be contacted to answer a few more questions to help further improve the Chatty Café program? [tick one box]

- ☐ No
- ☐ Yes ⇒ please provide your first name and phone number (we will respect your privacy)

★ Write here

One final question please - what is today's day and date? ⇒

★ Write here

Thanks so much for your feedback today, it is greatly appreciated

Please hand this survey to your *Have a Chat* host or the front desk/cashier

Administrative use only

Name of person entering
survey response ⇒

Date of data entry ⇒

/ / 2022

Once data entry has been completed, please
return this survey to Glenys Reid (Chatty Café
Australia, PO Box 307, Hampton, 3188) for
secure storage and disposal



Volunteer Experience Survey (The Chatty Café Scheme Australia – Bayside Chatty Café Program)

Please share your Chatty Volunteer experience to improve and expand the Chatty Café Scheme

Please tell us about your Chatty Volunteer experience and your ideas to improve and expand the Chatty Café Scheme across a range of community and commercial hospitality venues in Australia. Your feedback is really important.

Volunteers are invited to complete this survey once after one or more chatty café table facilitation experiences. The survey has 17 questions, takes around 10 minutes and is open from June to September 2022.

The evaluation and survey are being administered by Activate Consulting on behalf of the Bayside Chatty Café Program. We value your input and take your privacy seriously. Your feedback will be treated as confidential and your identity will remain anonymous unless you choose to opt in and provide personal details.

Concerns or queries? Contact Glenys Reid (Managing Director, The Chatty Café Scheme Australia) via chattycafeaustralia@gmail.com

Volunteer Experience Survey (The Chatty Café Scheme Australia – Bayside Chatty Café Program)

Firstly, please tell us a bit about you

***1. My gender:**

- ☐ Man
- ☐ Woman
- ☐ Prefer not to say
- ☐ Other, I prefer to self identify as...

***2. My age group:**

- | | |
|--------------------------------------|-----------------------------------------|
| <input type="radio"/> Under 18 years | <input type="radio"/> 50-59 years |
| <input type="radio"/> 18-24 years | <input type="radio"/> 60-69 years |
| <input type="radio"/> 25-34 years | <input type="radio"/> 70+ years |
| <input type="radio"/> 35-49 years | <input type="radio"/> Prefer not to say |

***3. My household structure:**

- | | |
|-----------------------------------------------------------------|-----------------------------------------|
| <input type="radio"/> Couple with child/ren | <input type="radio"/> Group household |
| <input type="radio"/> Couple without child/ren | <input type="radio"/> Single person |
| <input type="radio"/> One parent family | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Other (please describe in your own words) | |

4. Diversity and other personal characteristics: I identify as... (select all that apply or skip)

- ☐ Aboriginal or Torres Strait Islander
- ☐ Carer of a person with a disability or aged over 65 years
- ☐ LGBTIQ+
- ☐ Parent/carers for child/ren aged under 18 years
- ☐ Person with a disability
- ☐ Someone who speaks a language other than English at home (please state language/s)

Your connection to Bayside Chatty Café Program, motivation to volunteer and onboarding experience

***5. At which Chatty Café/s in Bayside have you volunteered?**

***6. How did you hear about Chatty Café? (select the most applicable option)**

- | | |
|--------------------------------------------------------------|-----------------------------------------------|
| <input type="radio"/> At another Chatty Café | <input type="radio"/> Facebook (social media) |
| <input type="radio"/> At a Chatty Café where I volunteer | <input type="radio"/> Family member or friend |
| <input type="radio"/> Bayside Council newsletter | <input type="radio"/> Unsure or don't recall |
| <input type="radio"/> Other (please state in your own words) | |

Volunteer Experience Survey (The Chatty Café Scheme Australia – Bayside Chatty Café Program)

Your connection to Bayside Chatty Café Program, motivation to volunteer and onboarding experience

*** 7. Why did you choose to become a Chatty Café volunteer (select all that apply)**

- ☐ To have regular social contact with other people
- ☐ To become involved in the community overall
- ☐ Other (please describe in your own words)

*** 8. How would you describe your experience with the volunteer online expression of interest process?**

- ☐ Poor
- ☐ Neither poor nor good
- ☐ Good
- ☐ Unsure or don't recall

*** 9. How would you describe your experience with the volunteer induction? (i.e. phone call, supporting documents, induction meeting (Zoom) and Volunteer Pack)**

- ☐ Poor
- ☐ Neither poor nor good
- ☐ Good
- ☐ Unsure or don't recall

***10. Which Chatty Café Australia social media channel/s do you follow? (select all that apply)**

- ☐ Facebook
- ☐ Instagram
- ☐ I do not use social media

***11. How often would you like to receive a regular Chatty Café Scheme Australia newsletter with news and updates?**

- ☐ Each month
- ☐ Every three months (quarterly)
- ☐ Every six months
- ☐ I do not wish to receive

***12. Volunteers are required to undertake a recruitment process which involves several documents (i.e., Working with Children Check, Chatty Handbook, Chatty Volunteer Agreement, Zoom Induction, and a Volunteer Pack [nametag/ lanyard/ safety cards/ table sign/ brochures]). Looking forward, what training or resources are you interested in? (select all that apply)**

- ☐ "Art of Conversation" idea cards
- ☐ Information – Local volunteering options
- ☐ Information – Social prescription awareness
- ☐ Training – Basic counselling (Accidental Counsellor)
- ☐ Training – First aid (Medical)
- ☐ Training – First aid (Mental health)
- ☐ Training – Handling conflict and anger
- ☐ Training – Social media (Facebook, Instagram)
- ☐ Training – Technology (using mobiles/laptops/PCs)
- ☐ Other (please describe)



Volunteer Experience Survey (The Chatty Café Scheme Australia – Bayside Chatty Café Program)

Your connection to Bayside Chatty Café Program, motivation to volunteer and onboarding experience

* 13. How likely are you to recommend becoming a Chatty Café volunteer to a friend?

- ☐ Very likely
- ☐ Likely
- ☐ Unlikely
- ☐ Very unlikely
- ☐ I am not sure

Your experience as a chatty café volunteer - in your own words

14. How would you describe your best Chatty Café experience?

15. Overall, how could the Chatty Café experience be improved for volunteers, customers or host venues?

16. How did you feel about volunteering in times of COVID-19 uncertainty?

17. Would you be happy to possibly be contacted to help further evaluate and improve the Bayside Chatty Café Program? If yes, we'll ask for your first name and phone number.

- ☐ Yes, happy to be contacted
- ☐ No thank you

Opt-in to possibly be contacted to help further evaluate and improve the Bayside Chatty Café Program

18. Thank you for agreeing to opt-in. Please provide your first name and phone number.

Name

Phone number



Hospitality and Service Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Please share your experience hosting a chatty café to improve and expand the Chatty Café Scheme

Please tell us about your experience hosting a chatty café table and your ideas to improve and expand the Chatty Café Scheme across a range of community and commercial hospitality venues in Australia. Your feedback is really important.

You are invited to complete this survey once after one or more chatty café tables have been hosted at your venue. The survey has 16 questions, takes around 10 minutes and is open from June to September 2022.

The evaluation and survey are being administered by Activate Consulting on behalf of the Bayside Chatty Café Program. We value your input and take your privacy seriously. Your feedback will be treated as confidential and your identity will remain anonymous unless you choose to opt in and provide personal details.

Concerns or queries? Contact Glenys Reid (Managing Director, The Chatty Café Scheme Australia) via chattycafeaustralia@gmail.com



Hospitality and Service Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Firstly, please tell us a bit about this business

1. What is the name of this business (café/restaurant/ pub/club)? (optional)

* 2. In which Bayside suburb is this business located?

- | | |
|-------------------------------------|------------------------------------|
| <input type="radio"/> Beaumaris | <input type="radio"/> Hampton |
| <input type="radio"/> Black Rock | <input type="radio"/> Hampton East |
| <input type="radio"/> Brighton | <input type="radio"/> Highett |
| <input type="radio"/> Brighton East | <input type="radio"/> Sandringham |
| <input type="radio"/> Cheltenham | |

3. How long have you been hosting a Bayside Have a Chat table in 2022?

- | | |
|-----------------------------------|---------------------------------------------------|
| <input type="radio"/> Since April | <input type="radio"/> Since August |
| <input type="radio"/> Since May | <input type="radio"/> Since September |
| <input type="radio"/> Since June | <input type="radio"/> Not currently participating |
| <input type="radio"/> Since July | <input type="radio"/> Unsure or don't recall |

4. On average, approximately how many Have a Chat table customers would you have per week?

- | | |
|--------------------------------|----------------------------------|
| <input type="radio"/> None | <input type="radio"/> 16 to 20 |
| <input type="radio"/> 1 to 5 | <input type="radio"/> 21 or more |
| <input type="radio"/> 6 to 10 | <input type="radio"/> Unsure |
| <input type="radio"/> 11 to 15 | |

5. Where have you been hosting your Have a Chat table?

- ☐ Indoors only
- ☐ Mix of indoors and outdoors
- ☐ Outdoors only
- ☐ Other (please tell us)

6. Have you had a Chatty Café provided volunteer sitting at your Have a Chat table?

- ☐ Yes
- ☐ No
- ☐ Unsure



Hospitality and Service Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Connection to Bayside Chatty Café Program, motivation to participate and sign-up experience

7. How did you hear about chatty café? (select the most applicable option)

- ☐ At another chatty café
- ☐ Bayside Council newsletter or communication
- ☐ Facebook (social media)
- ☐ Family member or friend
- ☐ Unsure or don't recall
- ☐ Other (please tell us)

* 8. Why did you choose to host a Have a Chat table? (select all that apply)

- ☐ To attract new patrons/customers
- ☐ To become involved in the community overall
- ☐ To demonstrate our corporate social responsibility
- ☐ To promote and raise awareness of our business
- ☐ To support the Program and enable customers to connect socially
- ☐ Other (please tell us)

* 9. How would you rate your experience with the chatty café registration process and pack (table signs, posters, leaflets, stickers)?

- ☐ Poor
- ☐ Neither poor nor good
- ☐ Good
- ☐ Unsure or don't recall
- ☐ I wasn't involved in the registration process



Hospitality and Service Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Your experience as a chatty café host venue - in your own words

10. How did you integrate the Have a Chat table into your operations (i.e. did you do anything in particular, did anything make it work better, any tips for others)?

11. How would you describe your best chatty café experience?

12. In your view, how has this business benefited from hosting a Have a Chat table? (select all that apply)

- ☐ Attracted customers outside of usual peak hours
- ☐ Attracted new customers
- ☐ Better understanding of Bayside Chatty Café Program
- ☐ Encouraged customers to stay longer and purchase more
- ☐ Increased overall customers
- ☐ Increased overall income
- ☐ Increased number of returning customers (repeat business)
- ☐ Promotional exposure by Council or Chatty Café (social media, website)
- ☐ Strengthened relationship with Bayside Council
- ☐ Other (please tell us)

13. What feedback have you received (or heard) from customers about having a Have a Chat table at your hospitality venue?

14. Overall, how could the Chatty Café processes and experience for host venues like this business be improved?

15. Would you recommend other hospitality venues (cafés, restaurant, pubs or clubs) to get involved and host a Have a Chat table?

Yes

No

Unsure

16. Would you be happy to possibly be contacted to help further evaluate and improve the Bayside Chatty Café Program? If yes, we'll ask for your first name and phone number.

☐ Yes, happy to be contacted

☐ No thank you



Hospitality and Service Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Opt-in to possibly be contacted to help further evaluate and improve the Bayside Chatty Café Program

17. Thank you for agreeing to opt-in. Please provide your first name and phone number.

Name

Phone Number



Community and Library Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Please share your experience hosting a chatty café to improve and expand the Chatty Café Program

Please tell us about your experience hosting a chatty café and your ideas to improve and expand the Chatty Café Scheme across a range of community and commercial hospitality venues in Australia. Your feedback is really important.

You are invited to complete this survey once after one or more chatty café tables have been hosted at your venue. The survey has 15 questions, takes around 10 minutes and is open from June to September 2022.

The evaluation and survey are being administered by Activate Consulting on behalf of the Bayside Chatty Café Program. We value your input and take your privacy seriously. Your feedback will be treated as confidential and your identity will remain anonymous unless you choose to opt in and provide personal details.

Concerns or queries? Contact Glenys Reid (Managing Director, The Chatty Café Scheme Australia) via chattycafeaustralia@gmail.com



Community and Library Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Firstly, please tell us a bit about this community or Council facility

1. What is the name of this community building or Council facility/service?

2. How long have you been hosting a Bayside Have a Chat table in 2022?

- | | |
|-----------------------------------|---------------------------------------------------|
| <input type="radio"/> Since April | <input type="radio"/> Since August |
| <input type="radio"/> Since May | <input type="radio"/> Since September |
| <input type="radio"/> Since June | <input type="radio"/> Not currently participating |
| <input type="radio"/> Since July | <input type="radio"/> Unsure or don't recall |

3. On average, approximately how many Have a Chat table customers would you have per week?

- | | |
|--------------------------------|----------------------------------|
| <input type="radio"/> None | <input type="radio"/> 16 to 20 |
| <input type="radio"/> 1 to 5 | <input type="radio"/> 21 or more |
| <input type="radio"/> 6 to 10 | <input type="radio"/> Unsure |
| <input type="radio"/> 11 to 15 | |

4. Where have you been hosting your Have a Chat table?

- ☐ Indoors only
- ☐ Mix of indoors and outdoors
- ☐ Outdoors only
- ☐ Other (please tell us)

5. Have you had a Chatty Café provided volunteer sitting at your Have a Chat table?

- ☐ Yes
- ☐ No
- ☐ Unsure



Community and Library Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Connection to Bayside Chatty Café Program, motivation to participate and sign-up experience

6. How did you hear about chatty café? (select the most applicable option)

- ☐ At another chatty café
- ☐ Bayside Council newsletter or communication
- ☐ Facebook (social media)
- ☐ Family member
- ☐ Friend
- ☐ Unsure or don't recall
- ☐ Other (please tell us)

* 7. Why did you choose to host a Have a Chat table? (select all that apply)

- ☐ To become involved in the community overall
- ☐ To increase new customers/patrons
- ☐ To promote and raise awareness of this facility
- ☐ To support the Program and enable people to connect socially
- ☐ Other (please tell us)

* 8. How would you rate your experience with the chatty café registration process and pack (table signs, posters, leaflets, stickers)?

- ☐ Poor
- ☐ Neither poor nor good
- ☐ Good
- ☐ Unsure or don't recall
- ☐ I wasn't involved in the registration process



Community and Library Venue Experience Survey (The Chatty Café Scheme Australia - Bayside Chatty Café Program)

Your experience as a chatty café host venue - in your own words

9. How did you integrate the Have a Chat table into your operations (i.e. did you do anything in particular, did anything make it work better, any tips for others)?

10. How would you describe your best chatty café experience?

11. In your view, how has your facility or service benefited from hosting a Have a Chat table? (select all that apply)

- ☐ Attracted customers/patrons outside of usual peak hours
- ☐ Attracted new customers/patrons
- ☐ Better understanding of Bayside Chatty Café Program
- ☐ Encouraged customers/patrons to stay longer than usual
- ☐ Increased overall customers/patrons
- ☐ Increased overall revenue (if applicable)
- ☐ Increased number of returning customers (repeat business)
- ☐ Promotional exposure by Council or Chatty Café (social media, website)
- ☐ Strengthened relationship with or within Bayside Council
- ☐ Other (please tell us)

12. What feedback have you received (or heard) from customers/patrons about having a Have a Chat table at your facility/service?

13. Overall, how could the Chatty Café processes and experience for host venues like this facility/service be improved?

14. Would you recommend other community or Council facilities/services to get involved and host a Have a Chat table?

Yes

No

Unsure

15. Would you be happy to possibly be contacted to help further evaluate and improve the Bayside Chatty Café Program? If yes, we'll ask for your first name and phone number.

☐ Yes, happy to be contacted

☐ No thank you



Community and Library Venue Experience Survey (The Chatty Café Scheme
Australia - Bayside Chatty Café Program)

**Opt-in to possibly be contacted to help further evaluate and improve the
Bayside Chatty Café Program**

16. Thank you for agreeing to opt-in. Please provide your first name and phone number.

Name

Phone Number