



Legislative Council Legal and Social Issues Committee

Hearing date: 15/09/2025

Question taken on notice

Directed to: Department of Government Services, Philippa Nihill

Received date: 29/09/2025

1. P.10 Rikkie-Lee Tyrell

Question: ...What are the most common negative feedback issues you hear from users of Engage Victoria?

Philippa NIHILL: We might have to take that on notice...

Response:

Engage Victoria collects feedback from users about what was helpful or not helpful about the platform. The most common positive feedback is that the Engage Victoria website is helpful because it is clear and easy to understand. The most common negative feedback issue is that the content is sometimes confusing or unclear.