



WELLBEING SYMPOSIUM

Toowoomba, Queensland

Thursday, 27 March 2025 9am – 3:30pm

St Patrick's Conference Centre, Neil Street, Toowoomba

Summary of Symposium Feedback



27 March 2025

Background

On March 27, 2025, Momentum Mental Health, in partnership with Pureland Learning College and the Bupa Foundation, hosted a successful Wellbeing Symposium that attracted a total of approximately 148 attendees. The event featured over 30 stallholders from community organisations and not-for-profits, alongside 13 expert speakers, many of whom have spoken at international events. The topics covered a wide range of areas across the wellbeing continuum, including youth wellbeing, financial management tips, older adults' health, and First Nations wellbeing.

This evaluation is based on feedback from 24 attendees who completed the evaluation forms. While this sample size represents a portion of the overall attendance, it provides valuable insights into the experiences and perspectives of those who participated. The aim of this evaluation is to assess the event's impact, gather recommendations for future initiatives, and ensure continued growth in supporting the diverse wellbeing needs of the community.

What Worked Well

Of the 24 respondents, 23 shared feedback on what worked well, generating 37 comments across five key themes:

1. **Community Focus (9 comments)** – Participants appreciated the symposium's emphasis on community engagement and local perspectives. The sessions fostered a sense of belonging and highlighted the importance of grassroots mental health initiatives.
2. **Networking (4 comments)** – The events provided meaningful opportunities for attendees to connect with like-minded individuals and community organisations, strengthening personal and professional relationships.
3. **Speakers (11 comments)** – Many praised the high calibre of speakers, noting their expertise, relatability, and engaging presentations. The diversity of speakers, including professionals from general practice, academia, community advocacy, and First Nations representatives, was particularly well received.
4. **Wellbeing Perspectives (9 comments)** – Attendees found the content valuable, particularly discussions on self-belief, emotional resilience, and practical wellbeing strategies. The *5 Ways to Wellbeing* framework resonated with participants and was seen as a useful tool for everyday life.
5. **Other (4 comments)** – Additional positive feedback focused on aspects such as the event structure and the accessibility of the information provided.

Areas for Improvement

Fourteen participants provided suggestions for improvement, with twenty-two (22) comments falling into five main categories:

1. **Food (3 comments)** – Some attendees suggested improvements in catering, with requests for a greater variety of options.
2. **Less Speakers/Panel Members (4 comments)** – A few participants felt that fewer speakers or panel members would allow for deeper discussions and a more focused event structure.
3. **More Marketing of the Event (2 comments)** – Some respondents believed that greater promotional efforts could have increased attendance and awareness of the symposium.
4. **More Q&A or Audience Discussion (7 comments)** – The most common suggestion was for more interactive elements, including extended question-and-answer sessions and audience-led discussions.
5. **Other (6 comments)** – Additional suggestions included logistical improvements and more structured networking opportunities.

Additional Comments

Sixteen respondents provided extra remarks, resulting in twenty-six (26) comments across four themes:

1. **General Praise for the Event (15 comments)** – Many participants expressed appreciation for the event's organisation, content, and overall impact.
2. **Food Suggestions (2 comments)** – Further recommendations on catering were provided.
3. **Praise for Speakers (3 comments)** – Additional recognition was given to the speakers for their knowledge, engagement, and ability to inspire meaningful conversations.
4. **Other (6 comments)** – Miscellaneous remarks included gratitude for the opportunity to attend and suggestions for future topics.

Key Performance Metrics

The Symposium was highly rated by participants, with the following scores:

- **Net Promoter Score (NPS):** 71%
- **Overall Quality of Symposium:** 4.8/5
- **Relevance of Topics Covered:** 4.5/5
- **Opportunity to Network:** 4.5/5
- **Event Organisation:** 4.7/5
- **Knowledge and Engagement of Speakers:** 4.5/5

Conclusion

The Symposium successfully engaged participants, providing valuable insights into mental health and wellbeing. The quality of speakers was mentioned throughout the feedback. While the overall feedback was overwhelmingly positive, key areas for improvement, including greater audience interaction, refined event structuring, and enhanced marketing efforts, can be considered for future initiatives. The high ratings and positive comments reaffirm the impact of Momentum Mental Health's commitment to fostering a stronger, more connected community through education and engagement.

What worked well

Twenty-three (23) people provided feedback on what worked well. There were thirty-seven (37) comments across five (5) themes: Community focus (9 comments), networking (4 comments), speakers (11 comments), wellbeing perspectives (9 comments) and other (4 comments).

Theme	What worked well
Community focus	Good selection of stall holders.
	Excellent community event. I learned so much!
	Is great to feel a room filled with so much care and positivity for our community
	Organisations showcase
	Overall - breadth of information and stalls
	Stalls and availability/options to variety of services/resources as a clinician able to then share with clients to offer activities of community engagements.
	The number of stalls was excellent. Great for networking.
	I became more aware of what was offered in Toowoomba and people's main concerns.
	Very well organised event and obviously well received by Toowoomba Community.
Networking	Exposure to various services and networking during the stall time.
	The networking opportunities and the information offered by speakers.

Theme	What worked well
	Networking
	The networking was amazing.
Other	The program guide was very informative.
	Congratulations to Shirley-Anne and her team.
	Everything essentially.
	Meal was brilliant.
Speakers	Breadth of practitioner contributions
	Col Ryan :)
	Col Ryan was great.
	Dr Clive!
	Fantastic! Really enjoyed the symposium, great speakers!
	Range of speakers
	Really enjoyed Terri Bromley, Prof Tracy Kolbe-Alexander, Charlie Rowe.
	Remarkable gathering of speakers who connects very well with the audience, knowledgeable and inspirational.
	Some excellent presentations from speakers who are specialists in their fields
	The set up well organised, speakers were great!
	There was a broad section of presenters.
Wellbeing perspectives	Inclusivity of wellbeing perspectives
	5 Ways to Wellbeing - all about it.
	Great topics covered.
	Knowing and learning about various aspects of wellbeing.
	Loved the 5 Ways workshops
	The aspect of handling "isolation" and the sensitivity to approach the person that they sense "needs" and give help - and who to turn for it.
	The awareness of important issues in the Australian society
	The whole thing was very informative and some topics were good professionally as well as personally
	There was a good number of First nations presenters and perspectives.

Areas for Improvement

Sixteen (16) people provided feedback on improvements. There were twenty-two (22) comments on areas for improvement across 5 main themes: Food (3 comments), less speakers/panel members (4 comments), more marketing of the event (2 comments), more Q & A or audience discussion (7 comments) and other (6 comments).

Areas for improvement theme and comments

Food

Diabetic options. Could do with a sugar free drink. Otherwise a positive day.
 Larger print in slide show.
 Some problems following the timetable.
 Some presentation images were difficult to read.

Improve the food for lunch.

Morning tea served

Less speakers/panel members

Areas for improvement theme and comments

Perhaps a couple less speakers to make that time.

2-3 panel discussion

Less speakers, so speakers provided longer time and add question time e.g. 10 mins at the end of each session

Maybe 2-3 less speakers. It was a long day.

More marketing of the event

Make it more well known

Open up surrounding areas, promotion.

More Q & A time/ audience discussion

Later 1/2 of the program could focus on a workshop style or a panel discussion.

Group discussions

More time for participants to chat in groups.

Possibly questions at the end of each presentation. While it is still fresh in people's minds.

Probably would have gone with panels (5-10 mins) presentations with more time for Q & A and audience discussion/interaction.

Q & A after each session

Some parts of the day - small groups (thank you for the 1 session)

Other

Additional academic speakers/presentations

An MC that engages with the audience more, not just introduce each speaker.

Maybe some more time to visit the stalls and have conversations with those there. I was able to do this for a few.

Times for movement, sitting for too long

Speaker vibe (engaging the audience)

I think you did well.

Additional Comments

Sixteen (16) people provided additional comments. There were twenty-six (26) additional comments across four themes: general praise for the event (15 comments), food suggestions (2 comments), praise for speakers (3 comments), and other (6 comments).

Theme	Additional comments
Food suggestions	Lunch maybe more nutritional to align with wellbeing.
	Thanks
	Morning tea
General praise for event	All topics so relevant
	Fantastic event - well done and thank you.
	I thoroughly enjoyed the day and found it very beneficial
	It was brilliant

Theme	Additional comments
	Keep doing what you do.
	Sessions were amazing!!!
	Such a great variety of topics on wellbeing.
	Thank you Haniff for meeting me for a late lunch and a very interesting afternoon.
	Thank you!! This was one of the best events I have been to in a long time and so valuable!
	Thanks for an excellent day - I very much enjoyed it and was so please to learn about wonderful initiatives in our community.
	That's all. Great work!!
	Very good and happy with the day!
	Love the overall program.
	Well done.
	Was very well organised.
	Well organised, well managed, and well implemented. Great program!
Other	Opportunity for a follow-up wellbeing network wasn't offered but perhaps could be suggested in symposium correspondence.
	The venue was big enough for "marketing fables" eating facilities and audience around tables.
	Was really good to have network tables (impressed with attendance).
	[One] speaker really boring.
	Sorry, no. It is such a hard one. I keep on thinking of the line, 'More is not always better'. Maybe it is enough for the present to focus on what was accomplished and to support the networks that were formed. Maybe from that, new ideas may arise. 🤔
Praise for speakers	Great speakers, with lots of experience.
	Loved all the speakers.
	Well chosen speakers who proved they knew their topic and young enough to be up to date with the latest advice.

Other key email feedback

A highlight of our wellbeing program was witnessing people discover new perspectives and skills. Several participants shared their gratitude, emphasising our impact.

“It was such a well planned event. Probably one of the best I’ve been to. Everything was thoughtful done. I hope this continues and the community engagement grows! I got more out of it, than I gave”.

“I just wanted to say a big thankyou and acknowledge who you are as a person and leader in this community and for organising such a wonderful event. I had a great time, and I hope people received the information that they required. It is always a pleasure working with and beside you...”.

“I hope you had a chance to recover last night after what was a spectacular day. Congratulations on what was an excellent event. It made me wonder how often all these people working in the same area actually have a chance to sit and chat with each other? Well done”.

“It was such a great event, and so very well put together. You did a fantastic job, along with all your fabulous staff. I believe everyone enjoyed the day as much as I did, a credit to you. Thank you again”.

“What a great Symposium staged Momentum Mental Health yesterday. The speakers and stallholders certainly are passionate about their commitment to Wellbeing for individuals and the community. Certainly, the Symposium was an ‘eye opener’ for me and well organised. Thank you!”

“Many, many thanks to you and your team for making us all so very welcome during our visit to *Momentum Metal Health* last Thursday. We were impressed with the services provided and the qualifications/experiences of those involved in delivering support to your members. Thank you for making the facilities available to us and providing lunch. We wish you and the team all the best in your very worthwhile endeavours”.

These heartfelt messages affirm the event’s success in strengthening community engagement and support.

Photos

Wellbeing Symposium







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