



Annual Report
2017/2018



Banyule
CITY COUNCIL

Annual Report 2017/2018

The Annual Report 2017/2018 is presented in three parts:



Part One of Three
Report of Operations for the
Year Ended 30 June 2018



Part Two of Three
Performance Statement for the
Year Ended 30 June 2018



Part Three of Three
Financial Report for the
Year Ended 30 June 2018

**Part One of Three
Report of Operations for the
Year Ended 30 June 2018**



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Introduction

Welcome to the Report of Operations 2017/2018

Banyule City Council is committed to transparent reporting and accountability to the community. The Report of Operations 2017/2018 is the primary means of advising the community about Council's operations and performance during the financial year.

Snapshot of Banyule City Council

This section sets out demographic information about the municipality which influences how Council plans and budgets for various services.

Population

Banyule's estimated resident population for 2017 is 129,341. The municipality has an older age profile compared to Greater Melbourne. Older residents aged 50+ years make up 36% of Banyule's population compared to 31% of the population in Greater Melbourne.

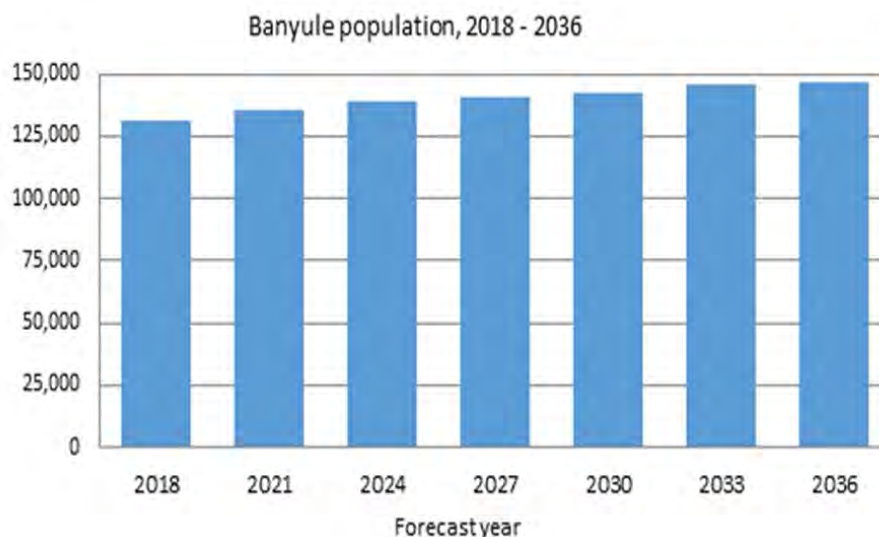
From 2011 to 2016, the largest growth in the number of Banyule residents occurred in the following age groups:

- 5-9 years (+916 persons)
- 65-69 years (+1,140 persons)
- 70-74 years (+897 persons).

Compared to Greater Melbourne, Banyule has a higher than average socio-economic profile. However, there are pockets of disadvantage in the municipality, particularly in the suburb of Heidelberg West.

Forecast

Banyule's population forecast for 2018 is 131,178. It is forecast to grow by almost 16,000 residents to 147,098 by 2036, at an average annual growth rate of 0.67%.

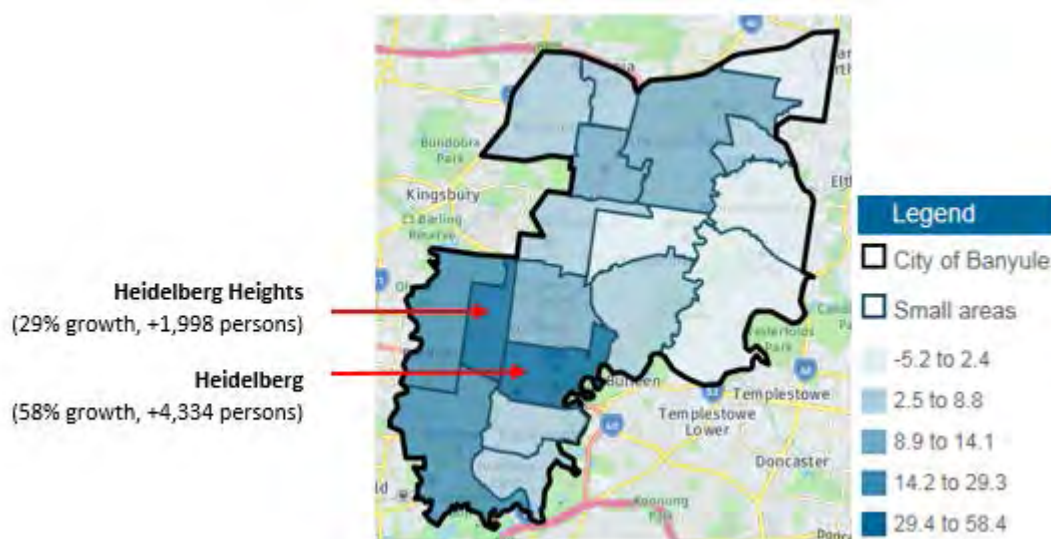


Introduction

The largest growth in the number of persons is forecast for the suburb of Heidelberg (+4,334), followed by Ivanhoe (+3,398). The population is forecast to increase across all suburbs, with the exception of Montmorency.

The largest percentage growth is forecast for Heidelberg (58% increase) and Heidelberg Heights (29% increase).

Population forecast map, 2018-2036 percent change



Source: Census of Population and Housing.
Forecast data prepared by .id, November 2017

Cultural diversity

Banyule is a culturally and linguistically diverse municipality. Residents come from over 140 countries and around 120 different languages are spoken at home.

An increasing number of residents are born overseas (23% in 2016, up from 20% in 2006), a trend that mirrors the increasing diversity in Greater Melbourne.

The main overseas countries of birth for Banyule residents are: United Kingdom, China, Italy and India.

Between 2011 and 2016, Banyule experienced significant growth in the number of residents born in China (+1,111 persons, 47% increase). There was also considerable growth in the number of residents born in India (+367 persons), Iran (+321 persons) and Vietnam (+201 persons). The largest decrease in birthplace was for residents born in Italy (-307 persons).

The number of residents from Asian countries continues to increase while the number from European countries continues to decline.

Introduction

More than one in five Banyule residents (22%) speak a language other than English at home. The main non-English languages spoken are: Mandarin, Italian, Greek, Cantonese and Arabic.

Of all suburbs across Australia, Banyule's suburb of Heidelberg West has the largest population of residents that speak Somali at home (562 persons).

Banyule remains a predominantly Christian municipality with 51% of residents identifying as Christians. Between 2011 and 2016, the number of Christians decreased, while the number of residents that nominated no religion, Islam or Hinduism increased.

In the 2016 Census, 706 residents identified as Aboriginal and/or Torres Strait Islander. The Indigenous community is under-represented in census data so the actual population may be higher.

Housing

There are 50,163 private dwellings in Banyule. Between 2011 and 2016 there was a decline in the number of separate houses and an increase in the number of medium and high density dwellings.

The average household size has dropped slightly from 2.56 persons in 2011, to 2.54 in 2016. The average household size remains lower compared to the average household size in Greater Melbourne (2.61 persons per household).

Compared to Greater Melbourne, Banyule has:

- A higher proportion of households purchasing or fully owning their home (70% compared to 63%).
- A lower proportion of households renting privately (20% compared to 26%).
- A higher proportion of households in social housing (3.7% compared to 2.6%).

Between 2011 and 2016, the proportion of households that fully owned their home and the proportion of households in social housing decreased while the proportion of renters increased.

The main household type in Banyule is couples with children, making up 34% of all households across the municipality.

Education & employment

An increasing proportion of Banyule residents (aged 15+ years) have completed Year 12 or equivalent (61% in 2016, up from 56% in 2011). An increasing proportion have also completed a Bachelor or higher degree (32% in 2016, up from 27% in 2011).

The unemployment rate in Banyule remains lower compared to unemployment rates in Australia. In the 2017 December quarter, the unemployment rate in Banyule was 4.3%, up from 3.8% in the previous year and lower compared to Greater Melbourne (6.1%).

The largest employer in Banyule is the Health Care and Social Assistance industry, making up 31% of all employment in 2015/16. This is followed by Retail Trade (11%), Education and Training (10%) and Construction (9%). A considerable proportion of the people who work in Banyule also live in the area (36%).

Introduction

Council Plan Context

Banyule's Council Plan 2017-2021

The context for Banyule's Annual Report 2017/2018 is a report to our community in relation to the achievement of Banyule's strategic direction as set out in its Council Plan 2017-2021 and Budget 2017/2018.

Banyule's Council Plan 2017-2021 is prepared in accordance with the requirements of Section 125 of the *Local Government Act 1989*. The plan is a partnership between council and community

The Council Plan 2017-2021 outlines the strategic direction and priorities for Council under the objectives of People, Planet, Place, Participation and Performance. It sets the policy platform for Council and helps guide the services Council provides to the community.

Our Council Plan provides a roadmap to follow. Underpinned by our vision and values, the Plan's objectives give us clear areas of focus for the four-year period. It works together with the Budget to guide us to achieve the best for our community



Introduction

The following diagram gives an overview of Council's objectives and key directions:



The framework outlined above is supported by a set of key policies, strategies and plans. We use strategic indicators to measure our achievements.

The Council Plan includes a Strategic Resource Plan, which is integrated within our 'Performance – Efficiency and good governance' objective.

Vision (What we strive for)

Banyule, a green, sustainable and vibrant place for a healthy, connected and inclusive community.

Values

The core values that help us achieve our vision are:

- Respect
- Integrity
- Responsibility
- Initiative
- Inclusion
- Leadership

Strategic Objectives

- **PEOPLE: STRONG, HEALTHY AND INCLUSIVE COMMUNITIES**
Support and strengthen the health and wellbeing of the Banyule community.
- **PLANET: ENVIRONMENTAL SUSTAINABILITY**
Protect and care for the natural environment.
- **PLACE: GREAT PLACES AND SPACES**
Maintain and enhance our public spaces, buildings and infrastructure.
- **PARTICIPATION: ENGAGEMENT AND ADVOCACY**
Engage meaningfully and advocate for the broader interest of the community.
- **PERFORMANCE: EFFICIENCY AND GOOD GOVERNANCE**
Manage our resources wisely to achieve Council's strategic objectives.

Each objective is supported by the following:

- **Key directions:** A range of key strategic directions set to achieve our objectives. These include our priority areas for the four-year period, focus areas and key initiatives:
 - **Focus areas** - Each key direction is supported by a more specific series of themes that Council will focus on.
 - **Key initiatives** - A list of practical activities, programs and projects resourced by Council. These will deliver on our objectives over the term of this plan. The list of initiatives is comprehensive, captures what Council does for its community, and is reviewed on an annual basis.

Introduction

- **Strategic indicators:** These indicators will measure achievements against our objectives over a four-year period. Banyule's set of Strategic Indicators is detailed in the Council Plan, together with further information about the Local Government Performance Reporting Framework.

The indicators include a mix of:

- Key data gathered by Council and other agencies to assist in evaluating community wellbeing
- Community Satisfaction Indices (CSI) measured by the State Government in its annual survey of Local Governments in Victoria.
- Key measures as part of the Local Government Performance Reporting Framework – these include indicators and measures of service performance, financial performance and sustainable capacity, along with a checklist of 24 governance and management requirements.

Together these indicators provide a comprehensive measure of the achievement of the long-term objectives of Council and the community.

The indicators chosen represent broad measures of success in areas that are within our control or of significant interest to Council. They help us to assess our efficiency and indicate effectiveness and the quality of the services we provide. They aim to monitor progress against Council's priority areas within each objective.

Banyule's set of Strategic Indicators is detailed in the 'Our Best Value Performance' section of this document.

- **Supporting Policies, Strategies and Plans:** Each of our strategic objectives is underpinned by a range of current supporting policies, strategies and plans. Our key documents informing the Council Plan are continuously reviewed to ensure relevance and responsiveness to community needs and industry best practice.

Strategic Resource Plan

The Strategic Resource Plan outlines how Council will manage our financial and non-financial resources over the next four years to achieve our strategic objectives.

The Strategic Resource Plan consists of the following:

- The 'Performance – Efficiency and good governance' objective. This includes key directions for achieving the objective, and focus areas for the next four years
- The 'Management of our Human Resources' section, which includes statements describing the human resources required for the next four years
- The Financial Resources section, which includes information on financial position, financial statements and commentary on these.

The plan also takes into account services and initiatives contained in plans adopted by Council, as well as other information prescribed by the regulations.

The Strategic Resource Plan is prepared in accordance with the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*. This sits well with Banyule's objective of 'Performance – Efficiency and good governance'.

The Strategic Resource Plan is updated annually.

Annual Budget

The Annual Budget is then framed within the Strategic Resource Plan, taking into account the activities and initiatives included in the Annual Budget which contribute to achieving the strategic objectives specified in the Council Plan.

Our Council Plan's Relationship with the Municipal Public Health and Wellbeing Plan

The Council Plan and the Banyule People: Health and Wellbeing Framework meet Banyule's obligation for the provision of a Municipal Public Health and Wellbeing Plan under the *Victorian Public Health and Wellbeing Act 2008*.

This Council Plan documents our commitment to, and strategic plan for, enhancing health and wellbeing outcomes for our community.

The development, approval and implementation of Banyule's Council Plan is governed by the *Local Government Act 1989 (LG Act)*. It is the elected Council's responsibility to approve the Council Plan in accordance with S125 of the LG Act.

Under Section 94A(1)(a) of the LG Act, the Chief Executive Officer (CEO) is responsible for Council's operations in accordance with the Council Plan. Banyule's CEO works together with four Directors who, as the Executive Management Team, are jointly responsible for the development, implementation and achievement of the Council Plan. The Banyule Executive Management Team is ultimately responsible for achieving the Council Plan objectives and associated health and wellbeing outcomes.

Banyule Council also works in partnership with community organisations, service providers, neighbouring Councils and other levels of government to achieve improvements in the health and wellbeing of the Banyule Community.

The Council Plan is reviewed on an annual basis with a further lens relating to the health and wellbeing outcomes of our community. This is done to ensure compliance under the *Victorian Public Health and Wellbeing Act 2008* and to help improve health outcomes.

Planning for health and wellbeing relies on many sources of information, including legislation, health and wellbeing data, demographic information, community engagement, research, and the work of our partner agencies.

Council has produced a range of profiles to assist understanding of current and future needs of the Banyule community. These include: a health and wellbeing profile; a series of demographic and precinct profiles; as well as data relating to preventable health issues.

Victorian Public Health and Wellbeing Plan 2015-2019 and Victorian Public Health and Wellbeing Outcomes Framework 2016

To ensure a co-ordinated approach to and alignment of objectives and key directions for enhancing health and wellbeing outcomes, the Victorian Public Health and Wellbeing Plan 2015-2019 was used to inform the development of Banyule's Council Plan. Banyule also welcomes the recent development of the Victorian Public Health and Wellbeing Outcomes Framework and the direction it provides in monitoring and reporting progress in our collective health and wellbeing efforts.

Our approach to measuring performance is detailed in the Council Plan. Banyule has been working to strengthen our links to the Victorian Public Health and Wellbeing Outcomes Framework and will continue to undertake and consolidate this work throughout 2018.

Introduction

Relationship with the Banyule Planning Scheme (BPS)

Health and wellbeing is influenced by the built environment. The BPS is the primary decision-making tool for shaping private sector land-use and development, whilst government policy and other legislation directs public sector investment and infrastructure.

Local strategic direction for future land-use and development is guided by the Municipal Strategic Statement (MSS), which sits in the BPS. This MSS has a suite of themes for Cultural Heritage, Land Use, Natural Environment, Built Environment as well as Transport and Access. These themes inform a suite of planning tools, such as zones and overlay, which implement the MSS's strategic direction for decisions on property development. The MSS includes objectives to promote land use and development that is sensitive to changing community needs for access to community facilities, public transport and promotes property development close to existing facilities and public spaces, such as public hospitals.

The themes in the MSS are reflected in Banyule's Council Plan, in particular in the 'Place' objective, and are consequently aligned with the Municipal Public Health and Wellbeing Plan. These themes describe the buildings, structures and spaces in which we live, work, shop and play and that ultimately impact on the health and wellbeing of the community.

Banyule City Council's work in Health Promotion and Population Health

Banyule's work within population health planning and health promotion aims to improve the health and wellbeing of our whole community, to reduce inequities between specific population groups and address the needs of the most disadvantaged. It takes into account the environmental, economic, political, social, cultural and behavioural factors that contribute to health and wellbeing.

These factors are integrated into the decisions Council makes. We ensure that action is taken on the key areas that make a difference in the long (and short term) to people's health and wellbeing, and in particular the issues that have been shown to lead to the most deaths and illness, and identified within state and federal government priorities.

Banyule has mapped current Council activity in each of the following issues:

- Physical Activity
- Nutrition
- SunSmart
- Alcohol
- Tobacco
- Other drugs
- Mental health – including social connection and social support activities.

Separate summaries and action plans have been developed for each of these issues. In addition, Council is working to address a number of other important priorities, in particular: preventing family violence, promoting gender equity and reducing harms associated with Electronic Gaming Machines.

Council reports on its health and wellbeing outcomes to the Victorian Department of Health and Human Services.

Mayor Cr Mark Di Pasquale



Simon McMillan – Chief Executive Officer



Mayor and CEO Message

We are pleased to present Banyule City Council's Annual Report 2017/2018, which documents our achievements in fulfilling the objectives and commitments outlined in the first year of our Council Plan 2017-2021.

At the heart of all we do is our commitment to work with the community to achieve our shared vision: Banyule, a green, sustainable and vibrant place for a healthy, connected and inclusive community.

Council continues to follow five interlinked objectives that help us determine Banyule's priorities, shape our actions and achieve our goals:

- People –strong, healthy and inclusive communities
- Planet – environmental sustainability
- Place – great places and spaces
- Participation – engagement and advocacy
- Performance – efficiency and good governance

Over the last 12 months we have seen many exciting projects and successful initiatives that continue to improve the City for the community. The Annual Report outlines our performance and provides a snapshot of our extensive work. It demonstrates our sound financial position and ongoing commitment to maintain services at a high standard, invest in public facilities and infrastructure, and deliver community-building initiatives.

Financial results

Council achieved an operating surplus result of \$19.24 million this financial year which compares favourably to the budgeted operating surplus of \$3.94 million. Council has continued to deliver higher than anticipated net surpluses against budget to contribute to the future capital works program, community asset renewal program and loan principal repayments. Our resources were strategically allocated across Council to those areas with greatest community need and benefit. The ability to generate the additional cash flow has enabled Council, under its current debt redemption strategy, to significantly reduce debt and invest into its capital works program. Council achieved a \$16.8 million debt reduction during the current financial year. Council's capital works program over the next few years maintains a solid focus on renewal, including the upgrade and expansion of the Ivanhoe Library and Cultural Hub.

Local government general rate increases were capped for 2017/2018 at 2% and expenditure was successfully managed to remain within budget. Council continues to be effective in delivering prudent financial management and planning. Our ongoing positive results reaffirms our long-term financial sustainability and our ability to maintain the provision of quality services and infrastructure renewal program in a challenging environment.

Major projects

Council continued to maintain and improve public facilities to ensure they were meeting current demands and ready for future needs. Our largest project is to redevelop the Ivanhoe Civic Precinct to deliver Ivanhoe Library and Cultural Hub. Plans for this modern, built-for-purpose building have been out for public comment and it is set to start construction in January 2019. Also on the major infrastructure agenda, Council has committed a \$5 million contribution to building a six-court high ball stadium at La Trobe Sports Park which will secure court time for Banyule clubs at a world-class facility without ongoing capital or operational costs to Council.

Community facilities, including preschools, leisure centres, community halls, neighbourhood houses, and The Centre Ivanhoe, benefitted from \$5.04 million worth of building works including new toilets, roofing and flooring, air conditioning, plumbing and electrics. Improved sports field lighting was delivered at Petrie Park and Burkitt Oval, while plans progressed for an upgrade of Loyola Reserve pavilion.

Environmental sustainability is just as important as financial sustainability and we rolled-out a solar panel program on 22 Council buildings and implemented energy initiatives to save money and reduce our carbon emissions. Electric vehicles were added to our fleet, thousands of new trees and vegetation were planted, we rejuvenated bushlands and harvested thousands of litres of stormwater, and conducted waste reduction campaigns, which all helped to protect and care for the environment.

Resources were directed into improving our infrastructure across the municipality with \$9.40 million invested this year, incorporating our roads, streets, bridges and drainage, and a range of upgrades to our shared path network, shopping streetscapes, parks and playgrounds to improve the way we experience our City. These improvements add to the total \$1.58 billion of property, infrastructure, plant and equipment managed by Council for the benefit of the community.

Community services and initiatives

Supporting and strengthening the health and wellbeing of the community is linked to everything we do. We continued to focus on delivering a comprehensive range of efficient and effective services that most people access and depend on at some time during their life.

More than 2,100 older residents were given the support they need to live at home while close to 34,000 meals were delivered to clients. Our immunisation team continued to service Banyule and even Nillumbik residents. Banyule Maternal and Child Health nurses assisted parents and carers with children's health and development. Council also continued to support early childhood services, libraries, neighbourhood houses, local business and shopping precincts to thrive. Staff were also busy taking care of public health, traffic, parking and animal management, emergency management, waste and recycling, street sweeping and building inspections.

We also took great pride in offering a diverse range of inclusive events and activities throughout the year. From children's festivals and Aboriginal art exhibitions, to movies screened in local parks and nature play adventures in bushland reserves, it was great to see the community come together and connect. Our impressive Homefront sculptures project at Greensborough War Memorial Park also started to come to life with several new sculptures installed.

The year in review

Community consultation

We continued to increase the level of engagement to ensure that the views and needs of the community were reflected in Council's current work and future planning. Consultation activities were held to help develop Year 2 of the Council Plan 2017-2021 and give feedback into the draft Budget 2018/2019. Our community engagement online portal 'Shaping Banyule' saw 68 projects featured with more than 21,000 visits and 3,380 contributions made. We were also out and about conducting surveys at festivals and events, visiting schools, talking to community groups, and meeting regularly with our various community advisory committees to get input and feedback on our plans, programs and initiatives.

A large community forum for the North East Link was held on 6 September 2017, which was streamed live on Facebook. We followed this with a postal survey to 52,000 residents to establish their preferred route of the North East Link of which nearly 8,000 responses were received.

A community reference group also played a pivotal role in developing our Customer Charter (Banyule Service Promise). All these types of public participation were central to Council continuously improving and ensuring its work continued to meet community expectations.

Advocacy

Council continued to advocate to government agencies and organisations for improved outcomes for people in Banyule, such as to improve services for older adults, young people or people with a disability.

We dedicated more resources to respond to what will be Victoria's largest ever transport project, the North East Link, to ensure the best interests of the community were being represented and communicated. Council remained strongly opposed to the selected corridor option A and maintained its preference for an orbital link to connect directly to Eastlink. There were also concerns about the impact of this project on the amenity and environment, especially at Banyule Flats and Banyule Billabong. We continued to advocate to the North East Link Authority for improvements to Watsonia Railway Station, including a multi-deck car park and bus interchange, as well as better road access and pedestrian and cycling paths.

Council also successfully advocated for urban design, transport, and drainage improvements to be part of the Hurstbridge Railway Line duplication and Lower Plenty Road level crossing removal projects.

Future direction

Council has managed finances responsibly to operate within a rate capping environment. Each year we continue to look at ways to be more resourceful and cost efficient while trying to meet community expectations. Another issue impacting all councils is changes to the recycling industry. This is a complex issue that requires collaboration between all three levels of government, industry and the community but does present an opportunity to ultimately achieve a better outcome for us all.

With the North East Link project set to drastically change the Banyule landscape in the coming years, Council will be ensuring it remains a key link between the community and the North East Link Authority and advocate strongly to achieve the best possible outcomes for Banyule.

As an organisation, Banyule Council is undertaking a digital transformation to improve the way it services the community. Utilising technology to streamline processes and move more transactions online is something that has started and will remain a key priority moving forward. A new Customer Charter will see the organisation's outlook shift to be more customer centric.

Thank you

It has been a rewarding year filled with achievements which is a tribute to the professionalism and hard work of all the councillors and staff in partnership with the community and key business and government stakeholders. We look forward to continuing this collaborative journey together to keep enhancing Banyule for the benefit of the community.

Cr Mark Di Pasquale
Mayor

Simon McMillan
Chief Executive Officer

The year in review

Financial Summary

Council's financial position continues to remain sound. Opportunities continue to be explored to ensure income generating capability of Council, cost containment objectives, operational improvements and improvements to organisational efficiency are maximised. Our Commitment to renew and redevelop the community infrastructure for future generations will continue to progress under our financial sustainability strategy and without the need to significantly increase rates or significantly reduce services.

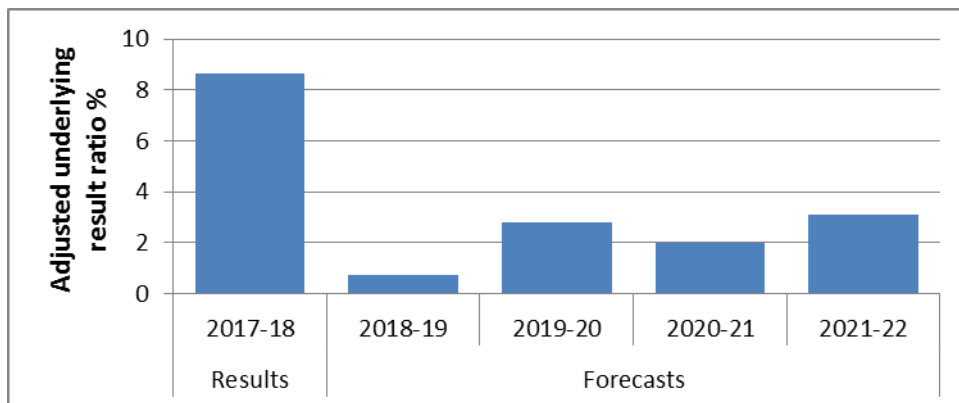
A summary of our performance is outlined below. Detailed information relating to Council's financial performance is included within the Financial Statements and Performance Statement sections of this Report.

Operating Position

Council achieved a \$19.24 million operating surplus for the 30 June 2018 financial year. The adjusted underlying surplus, after adjusting for non-recurrent capital grants and capital contributions, is \$12.92 million. This result compares favourably to the budgeted operating surplus of \$3.94 million.

Income increased by \$6.57 million from 2016/2017 and across all the major income categories.

Operating costs were maintained at manageable levels. Employee costs, which represent the largest component of our expenditure, increased by 3.36%.



Sustaining an adjusted underlying surplus is a critical financial strategy that provides capacity to renew the \$1.58 billion of community assets under Council's control. The adjusted underlying surplus measures the financial sustainability and Council's ability to achieve its service delivery objectives, as it is not impacted by capital income items which can often mask the operating result.

The underlying surplus is projected to reduce in the forecasts as a result of rate capping. In 2018/19 a significant funding contribution will be made to La Trobe University High Ball Stadium. As in prior year 50% of the 2018/19 Victoria Grants Commission was paid in 2017/18.

Council will continue to maximise its current financial position while continuing to explore other revenue and expenditure opportunities to guarantee the delivery of quality services and community infrastructure.

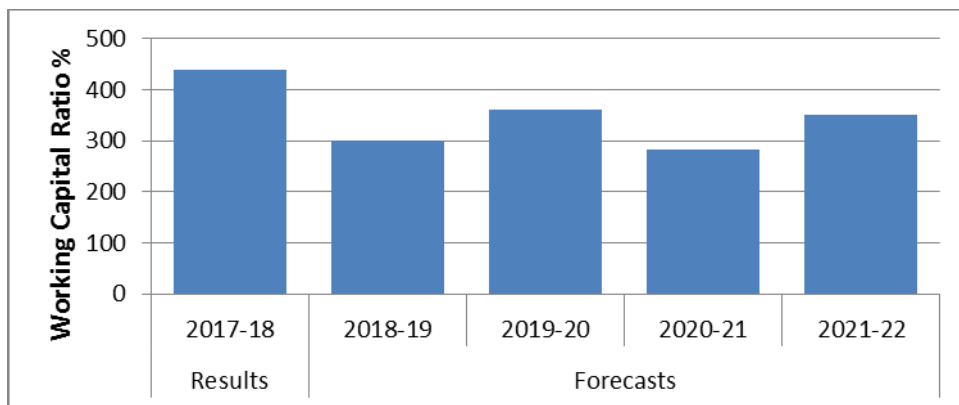
The year in review

Liquidity

The total cash holdings (including term deposits) amount to \$123.47 million of which \$97.45 million (79%) of these funds are subject to intended allocations and/or restricted.

The working capital ratio, which assesses Council's ability to meet current commitments, is calculated by measuring Council's current assets as a percentage of current liabilities.

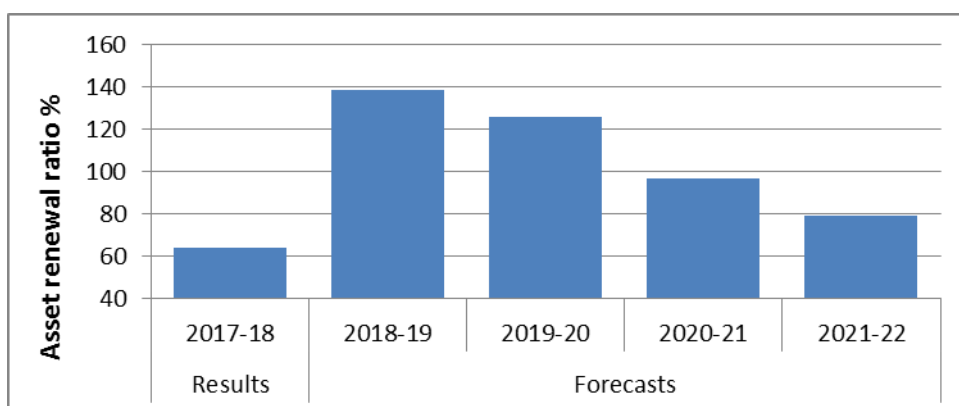
Council's liquidity position is very strong but will continue to reduce over the next 4 years as the Council continues to invest heavily in its capital works and renewal program, whilst managing within the rate cap. Council will allocate approximately \$160 million in capital works expenditure over the next four years, balance an expenditure budget in excess of \$140 million per year.



Obligations

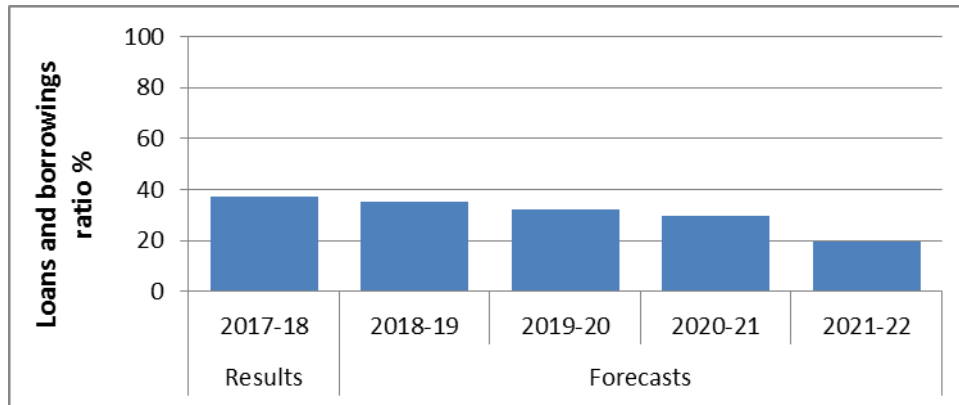
Council aims to ensure that it is able to maintain its infrastructure assets at appropriate levels, while at the same time continuing to deliver the services needed by the community. Council invested \$12.21 million in renewal works during the 2017/18 year, funded mainly from rates (62.3% of total income) and cash reserves.

Council's asset renewal ratio, measured by comparing asset renewal expenditure to depreciation, was 63.78% for the year ended 30 June 2018 (154.71% in 2017). Future investment into asset renewal will continue to be maintained at high levels with the planned development of the Ivanhoe library and cultural hub.



The year in review

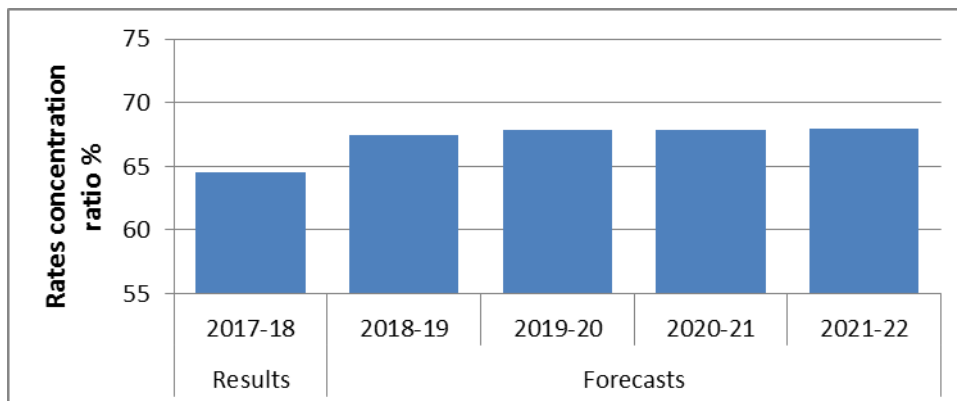
At the end of the 2017/2018 year Council's loans and borrowings ratio, which is measured by comparing interest bearing loans and borrowings to rate revenue, was below 40%. The amount of loans outstanding are steadily reducing as a result of Council's Debt Management strategy to reduce the reliance on borrowings. The ratio is budgeted to continue to fall.



Stability and Efficiency

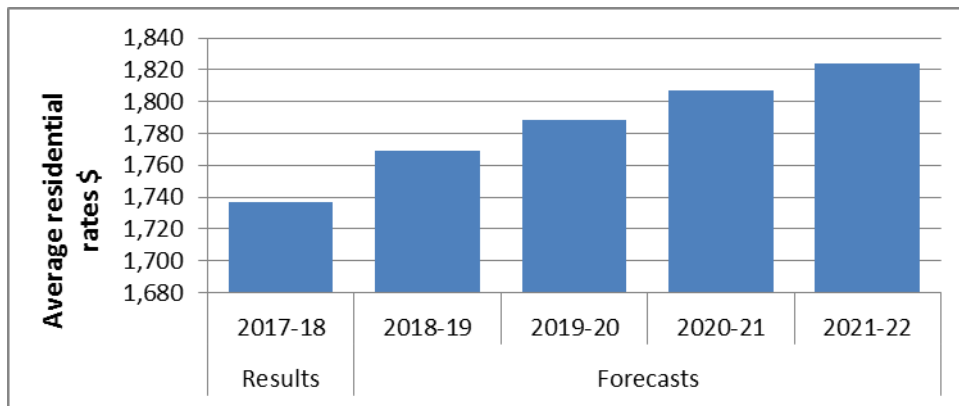
Council raises a wide range of revenues including rates, user fees, fines, grants and contributions. Rate revenue is the major source of funding for the Council and represents \$97.30 million. The rates concentration ratio compares rate revenue to adjusted underlying revenue and is at acceptable levels but remains a challenge for Council under the rate capping environment.

The Financial Sustainability Strategy provides direction to explore other revenue and expenditure opportunities; to guarantee the delivery of quality services and community infrastructure and to look for strategic opportunities to reduce the rates burden on residents.



The average rate per assessment is calculated at \$1,736.78. Rate increases will move in line with the rate cap and this has been set at 2.25% for 2018/19. Banyule City Council continues to implement cost-saving measures and manage the rate increases to within the Local Government rate capping and variation framework.

The year in review



The total rate income increase for 2017/2018 was 3.44% and supports the investment in the significant capital works program for the year. Council will maintain its general rate increases to that announced by the Minister for Local Government. For the year 2018/2019 the general cap has been set at 2.25%. Council has the ability to make an application for a higher cap in future years to the Essential Services Commission.

The year in review

Description of operations

Banyule City Council is responsible for the delivery of more than 100 services, from youth and family services, community and health services, local laws, open space planning, waste management and community building; to economic development, planning for appropriate development and ensuring accountability for Council's budget.

Council's vision, strategic objectives and strategies to further improve services and facilities are outlined in Banyule's Council Plan 2017-2021 and Council's Budget 2017/2018 and reported upon in this document.

The delivery of services, facilities, support and advocacy to achieve the Strategic Objectives are measured by a set of service performance indicators. Council also has a wide range of responsibilities under the Victorian and Australian legislations.

Economic Factors

We continued to see a strong and diverse economy with low interest rates and a stable consumer price index. Wage growth this year was aligned to inflation and unemployment has fallen against prior year. These factors have enhanced competition in the provision of some goods and service, however generally we are also experiencing the demand for Council services outweigh the supply of services. This continues to put greater pressure on our ability to procure the necessary resources. The ability to derive a reasonable return on our cash holdings is limited to the market returns and managing the risks within our investment policy.

Major Capital Works

During 2017/2018, Council's major capital works included:

Ivanhoe Library and Cultural Hub

The planning and design phase continued with this major Council project to redevelop and revitalise the Ivanhoe area with a state-of-the-art building that will house a range of community services and facilities:

- a modern accessible library
- an arts gallery
- conference and meeting spaces
- maternal and child health consulting suites
- an informal theatrette; and
- café.

Detailed plans were exhibited throughout 2017/2018 and community feedback has been incorporated into the design to create a vibrant place for people to congregate, connect and learn. The project is expected to start construction in January 2019 and be completed by mid-2020.

The year in review

Solar panel program

Council continued to invest in cleaner energy by rolling-out its solar photovoltaic (PV) panel program on 22 Council buildings to bring long-term benefits through the reduction of electricity bills and greenhouse gas emissions. Significant projects included the activation of 195kW worth of solar panels at One Flintoff and WaterMarc in Greensborough, 75kW at Ivanhoe Aquatic, 36kW at Nets Stadium, and 78kW at the Operations Depot in Heidelberg West. In total, Council has now installed 732kW of solar system power atop 36 Council buildings which saw Council's greenhouse gas emissions in 2017/2018 drop by 6% to 15,298 tonnes CO₂-e.

Major Changes

With some major transport infrastructure projects impacting Banyule, Council consulted extensively with the community and advocate on its behalf to achieve positive outcomes. Rosanna station and the Hurstbridge railway line underwent a massive transformation throughout the year and Council worked closely with the Level Crossing Removal Authority to secure many beneficial outcomes including improvements to streetscapes, parking, the drainage network, shared use paths, and extra toilets and a social enterprise café at the station. Advocacy also intensified with the North East Link Authority to seek improvements to public transport and open space, road interchanges and other enhancements as part of this massive North East Link project which will be routed through Banyule.

Council continued to respond to population density, and technology and lifestyles changing at a pace we have not seen before. A new Customer Focus Strategy 2017-2021 was implemented to enhance customer experience and we continued rolling-out our Digital Transformation Strategy to improve operational efficiencies and move more services and payments online. A range of masterplans were developed to ensure green open spaces would evolve to enhance recreational opportunities and meet increasing demands. To support the needs of the growing population of Banyule's older residents, the Older Adults Strategic Plan 2017-2021 was adopted. A Development Contribution Plan (DCP) was prepared which seeks to introduce levies that will contribute to community infrastructure catering for the increase in residents that new developments bring.

Major Achievements

Council's ongoing advocacy efforts helped secure a \$2 million commitment from the Victorian Government towards the Olympic Park Masterplan. The Masterplan recommends more than \$11 million in improvements at Olympic Park to boost participation in sport especially for women and provide high quality sport and green spaces for the community.

Council has long sought mandatory building height controls for Ivanhoe to strengthen controls of development in this growing area. Upon Council's request, the Minister for Planning introduced interim mandatory building height controls in Ivanhoe on 9 November 2017 for a period of 11 months. The Banyule Planning Scheme Amendment C123 was being exhibited from 18 June – 20 July 2018 which proposes height controls be made a permanent fixture within the Ivanhoe Activity Centre.

Banyule Council won the Australian Institute of Animal Management's 2017 Animal Management Plan of the Year for addressing over-population and high euthanasia rates for dogs and cats, and encouraging registration and identification of dogs and cats. Banyule Council also took out the Australian Pet Welfare Foundation's Innovation and Leadership Award for its program which has seen 540 cats being desexed and microchipped since the program began in partnership with the RSPCA in 2013.

The year in review

On 16 August 2017, Banyule Council Director Community Programs Allison Beckwith was recognised as one of the 2017 Top 50 Public Sector Women (Victoria). This was a Davidson Executive initiative to highlight the work of outstanding female leaders who were building high-performing teams, transforming their communities, and acting as great role models for other females working in the Victorian public sector.

In the lead up to Anzac Day 2018, Council unveiled the first four sculptures of the Homefront project at Greensborough War Memorial Park. This powerful public art project, in partnership with Greensborough RSL and Austin Repatriation Hospital, pays tribute to the resilience of the Defence Force and their families in the form of wartime characters crafted from cypress tree stumps.

Council participated with Conservation Volunteers Australia, to manage two Green Army Projects in Banyule to clean up and protect the environment while providing young Australians, aged 17-24, with paid work. The Green Army helped increase biodiversity and habitats by weeding, fencing, and planting of indigenous species in Banyule Flats and along the Darebin Creek corridor.

The year in review

Last year we provided:

Childhood services

- Supported families with 15,427 Maternal and Child Health Key Age and Stage visits
- Educated and cared for 236 children each day at our kindergartens and long day care centres
- Administered 8,727 vaccines at public immunisation sessions and 18,233 vaccines at school sessions during the 2017 calendar year

Youth services

- Supported young people via outreach contacts
- Helped young people of all abilities to express their artistic side at Jets creative arts studio
- Youth officers delivered face-to-face individual support sessions to young people to facilitate successful referral into appropriate services

Family support

- Conducted 2,084 hours of additional visits for mothers and infants identified with special needs or vulnerability, outreach and developmental screening and first time mothers.
- Engaged with local families and promoted early childhood services through play-based activities at Council events, activities and festivals
- Conducted 638 new parent groups to provide information and opportunities to connect with others.

Libraries and community education

- Banyule libraries had almost 20,342 active users, with borrowings of more than 1.11 million items
- Managed seven Neighbourhood Houses and Learning Centres, providing educational opportunities and community hubs in local areas

Home and community care

- Delivered approximately 33,908 meals

Commonwealth Home Support Program (CHSP)

- Serviced 1,907 clients through the Commonwealth Home Support Program, equating to 31,363 hours of Domestic Assistance
- Provided 15,624 hours of personal care, 2,801 hours of respite, 2,203 hours of property maintenance,

Community spirit

- Welcomed 424 new Australians at our citizenship ceremonies
- The Banyule Volunteer Celebration presented 14 awards to exceptional volunteers

Local business initiatives

- Hosted the third annual Banyule BestBiz Awards to celebrate local businesses
- Supported economic development by delivering 30 training, networking, mentoring and business events, attended by over 1,000 participants.

Greening Banyule

- Planted 6,075 trees in streets and parks
- Planted 21,431 tubestock shrubs, grasses, ground cover herbs and semi-aquatic plants were planted within bushland reserves.
- Educated 2,528 visitors in waste minimisation practices at our Rethink Centre.

The year in review

Last year we provided:

Keeping Banyule beautiful

- Maintained 300 parks and reserves
- Cared for approximately 81,000 street trees and park trees
- Emptied approximately 3.9 million bins

Health and wellbeing

- Welcomed 1,681,815 visits to Council leisure centres
- Inspected 1,180 food premises and 133 public health and wellbeing premises
- Maintained 49 sports grounds

Provide and maintain public assets

- Continued to upgrade Banyule's shared trail network which extends for 44 kilometres
- Maintained 550 kilometres of roads
- Replaced more than 21,000sqm of footpath

Festivals, events and the arts

- Hatch Contemporary Arts Space hosted 7 exhibitions with a total of 3,283 visitors
- Malahang Community Festival saw 4,000 people get into the festive spirit
- YouthFest welcomed more than 3,500 people, mostly in the 14-17 age group.
- Kids ArtyFarty Fest entertained over 7,000 people throughout the day

Assisting the community

- Lodged 76,430 action requests through our Customer Request Management system
- Answered 122,237 calls to Council's main incoming number
- Received 684,372 visits to Council's website
- Issued 1,103 building permits
- Conducted 5,398 building permit inspections

City Profile

Banyule is located between seven and 21 kilometres north-east of central Melbourne and is made up of 21 suburbs. The City covers an area of approximately 63 square kilometres. The Yarra River runs along the City's south border while the west is defined by Darebin Creek.

Traditional Owners

Banyule is located on the lands of the Wurundjeri willam and Council recognises the Wurundjeri as the traditional custodians of the lands and waters upon which Banyule is located. More than 50 Aboriginal heritage sites have been identified in Banyule and Council is committed to protecting these.

Rich artistic heritage

The region's rolling hills and commanding vistas inspired Australian Impressionist painters (known as the Heidelberg School) which included Arthur Streeton, Walter Withers, Tom Roberts, Charles Conder and Frederick McCubbin. Famous architects and urban landscapers, including Walter Burley Griffin and Ellis Stones, left their mark on the local landscape.

Olympic history

The Olympic Village in Heidelberg West was home to 4,200 athletes representing 67 countries during the 1956 Melbourne Games. After the Games, most of the Village accommodation was converted to public housing.

Open space and recreation

Banyule is renowned for its open spaces and plentiful parklands, especially along the Yarra and Plenty River valleys. There are 466 hectares of council-owned open space in Banyule, as well as substantial areas of parkland managed by Parks Victoria. Banyule boasts excellent community leisure facilities, including 49 sports grounds and 44 km of shared trails.

How we live

The City is primarily a residential area of which approximately two thirds of dwellings are privately owned or being purchased, and most of the remainder being rented. While separate houses dominate, increasing numbers of semi-detached houses, townhouses and units are being built

Where do we come from?

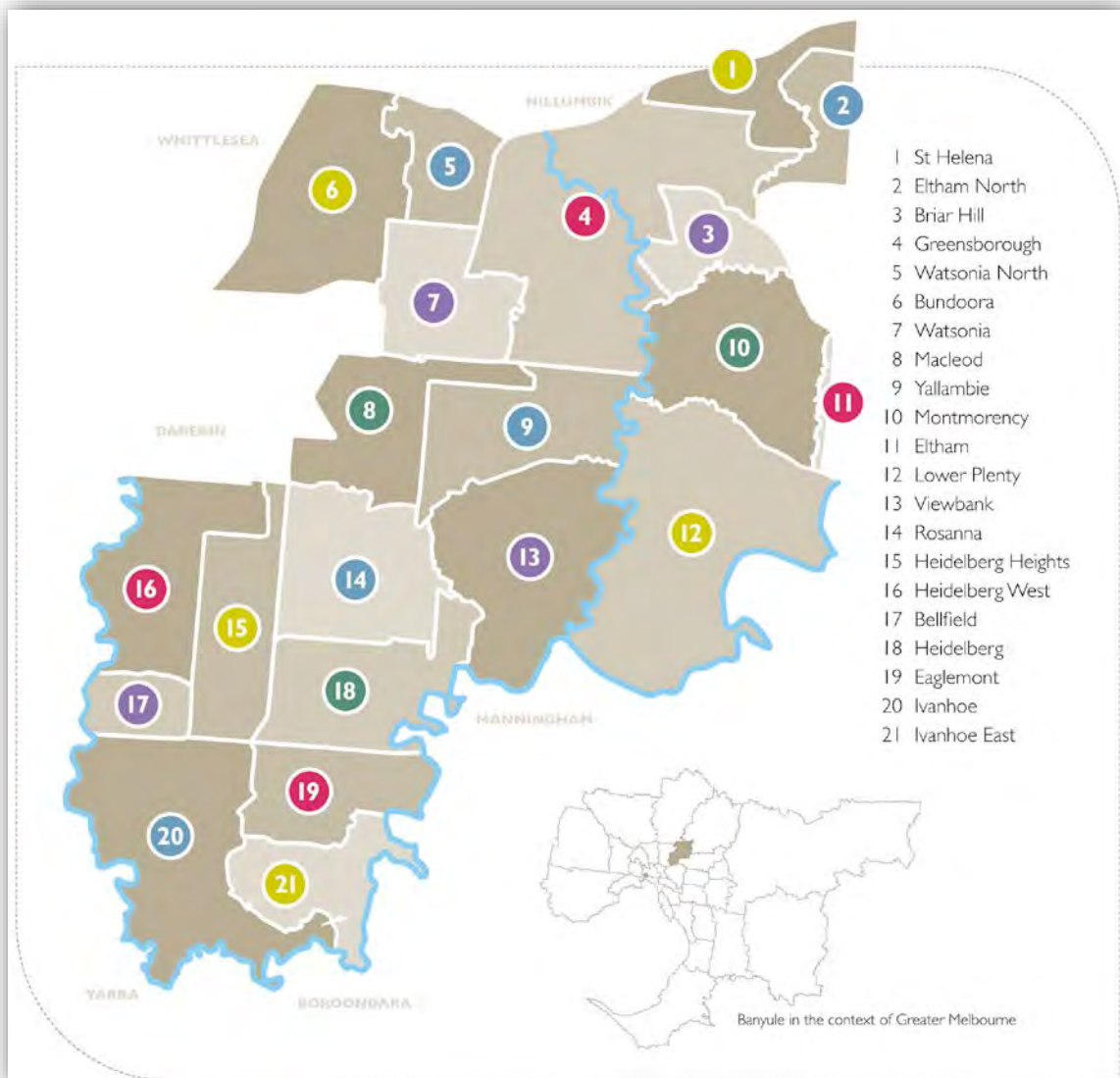
Banyule is home to more than 129,000 residents from over 140 countries, bringing a cultural richness and diversity to our community. In addition to Indigenous Australians, a significant number of residents are of European descent, and there is a growing population with Asian and African ancestry.

Population growth

The number of people living in Banyule is expected to increase in the next decade, and our population is expected to age, with the greatest growth occurring in the over 75 age group.

Commerce and industry

Banyule's main industries are health care, education, retail and construction. Major commercial centres can be found in Greensborough, Heidelberg and Ivanhoe, and industrial areas in Heidelberg West, Greensborough, Briar Hill and Bundoora. The City is home to a number of large institutions such as Melbourne Polytechnic, the Austin Hospital and the Simpson Army Barracks.



Service Centres

Ivanhoe: 275 Upper Heidelberg Road, Ivanhoe, 3079

Rosanna: 72 Turnham Avenue, Rosanna, 3084

Greensborough: Level 3, 1 Flintoff Street, Greensborough, 3088

Parks and Buildings: 268 Banksia Street, Heidelberg West, 3081

Operations Centre: Corner Banksia Street and Waterdale Road, Heidelberg West, 3081

Postal Address: PO Box 94, Greensborough, 3088

DX: 97904 Ivanhoe

Telephone: 9490 4222

National Relay: If your hearing or speech is impaired, you can call us via the National Relay Service on **133 677** (TTY) or **1300 555 727** (ordinary handset) and ask for 9490 4222

Fax: 9499 9475

Email: enquiries@banyule.vic.gov.au

Internet: www.banyule.vic.gov.au

Our Council

A General Election was conducted on Saturday 22 October 2016. The elected councillors were sworn into Office on 7 November 2016. Councillors are required to make an Oath of Office before they officially become councillors.

The following councillors took the Oath of Office before the Chief Executive Officer on Monday, 7 November 2016:

Councillor Peter Castaldo

Councillor Mark Di Pasquale

Councillor Rick Garotti

Councillor Craig Langdon

Councillor Tom Melican

Councillor Wayne Phillips

Councillor Alison Champion (Zandegu)



Our Council

The role of the Council is to provide leadership for the good governance of Banyule. The Council serves the community, including ratepayers, residents, businesses, workers and community groups. Council is the level of government closest to the community and takes an active role in advocating for the needs and interests of residents to other levels of government.

The principal duties of the Council are to:

- review and confirm the strategic direction of the Council which is set out in the Council Plan and the Annual Business Plan
- approve the Council budget and resource allocation plan
- consider and approve a range of strategies and policies prepared by Council officers
- fulfil responsibilities in relation to providing quality services, occupational health and safety and protection of the environment.

Good Governance - Accountability to each other and our Community

In late 2015 the Local Government Act 1989 was amended to include a number of important reforms to the councillor conduct framework and the governance requirements for councils.

One of the most significant of these reforms is the requirement for councils to review the councillor code of conduct, which is now required to be done at a special meeting of Council called especially for that purpose. Going forward, all incoming councillors must read their Council's Code of Conduct and make the declaration to abide by it before taking (and remaining in) office.






Banyule's Councillor Code of Conduct, which is available on Council's website, is already well placed to meet the high level of governance standards expected. In developing their Code of Conduct, Banyule's councillors have gone beyond the base requirements and have articulated a set of values to which they hold themselves and each other to account to provide exemplary leadership to the community. These values are:

- Advocacy and Leadership
- Accountability
- Honesty and Integrity
- Courtesy and Respect
- Openness and Inclusion
- Be the Best

Our Council

Councillors

Council has seven democratically elected ward Councillors who have overall responsibility for providing services and facilities for the community, improving and developing the municipality and governing the local area.

 <p>Mayor Cr Mark Di Pasquale Bakewell Ward Elected 2012 Current term expires 2020 Mayor 2017/2018 Deputy Mayor 2016/2017 mark.dipasquale@banyule.vic.gov.au 0481 002 299</p>	 <p>Deputy Mayor Cr Wayne Phillips Beale Ward Elected 2005 Current term expires 2020 Mayor 2012/2013, 2009/2010, 2007/2008, 2006/2007, 2005/2006 Deputy Mayor 2017/2018, 2011/2012, 2010/2011 wayne.phillips@banyule.vic.gov.au 0408 999 189</p>
 <p>Cr Peter Castaldo Griffin Ward Elected 2016 Current term expires 2020 peter.castaldo@banyule.vic.gov.au 0466 502 698</p>	 <p>Cr Rick Garotti Grimshaw Ward Elected 2012 Current term expires 2020 rick.garotti@banyule.vic.gov.au 0402 846 845</p>
 <p>Cr Craig Langdon Olympia Ward Elected 2011 Current term expires 2020 Mayor 2015/2016, 2014/2015, 2013/2014 Deputy Mayor 2012/2013 craig.langdon@banyule.vic.gov.au 0401 097 032</p>	 <p>Cr Alison Champion (Zandegu) Hawdon Ward Elected 2016 Current term expires 2020 alison.zandegu@banyule.vic.gov.au 0466 486 593</p>
 <p>Cr Tom Melican Ibbott Ward Elected 2003 Current term expires 2020 Mayor 2016/2017, 2011/2012, 2008/2009 Deputy Mayor 2007/2008, 2006/2007 tom.melican@banyule.vic.gov.au 0413 043 015</p>	

Our people

Organisational Structure

Council is the governing body that appoints a Chief Executive Officer (CEO). The CEO has responsibility for the day to day management of operations in accordance with the strategic directions of the Council Plan. Four Directors and the CEO form the Executive Management Team (EMT) and lead the organisation. Details of the CEO and senior officers reporting directly to the CEO are set out below.



Simon McMillan
Chief Executive Officer

Appointed CEO in 2007
29 years local government experience

*Bachelor of Arts Urban Studies,
Post Graduate Urban and Regional Planning,
Master Business Administration – La Trobe University
Fellow Planning Institute of Australia (Victorian Division)
Fellow AIM, Fellow LGPro*



Scott Walker
Director
City Development

Appointed Director City Development in 2008. Started at Banyule as Manager Development Services. 26 years local government experience.

*Bachelor of Applied Science (Planning) – RMIT University,
Certificate of Business – RMIT University*



Marc Giglio
Director
Corporate Services

Appointed Director Corporate Services in January 2016. 22 years local government experience.

Bachelor Business (Accounting) – Swinburne Institute of Technology

*Fellow CPA Australia
Vice President, Local Government Finance Professionals*



Allison Beckwith
Director
Community Programs

Appointed Director Community Programs in September 2013, previously held position of Manager Leisure, Recreation and Cultural Services. 25 years local government experience.

*Bachelor of Applied Science (Consumer Science) – RMIT
Post Graduate of Business Management – Victoria University
Master of Business Administration – La Trobe University*



Geoff Glynn
Director
Assets and City Services

Appointed Director Assets and City Services in October 2013. 32 years local government experience.

*Bachelor of Engineering (Civil) – Ballarat College Advanced Education
Post Graduate Diploma Municipal Engineering and Management – Deakin University
Master of Business Administration (Technology Management) – La Trobe University*

Joel Elbourne
Manager Urban Planning and Building

- Development planning
- Strategic planning
- Building services

Joseph Tabacco
Acting Manager Transport, Sustainability and Municipal Laws

- Environment sustainability
- Municipal laws
- Transport and drainage engineering

James Stirton
Acting Manager Property and Economic Development

- Property management
- Valuations
- Economic development
- Strategic property projects

Gina Burden
Manager Governance and Communications

- Governance
- Cemeteries
- Customer service
- Communications

Tania O'Reilly
Manager Finance and Procurement

- Financial and management accounting
- Revenue collection
- Payroll
- Procurement

Craig Ryan
Manager Organisational Systems

- Information technology
- Business services
- Records and information management

Angela Johnson
Manager Human Resources

- Workforce strategy and planning
- Learning and development
- Recruitment
- Occupational health and safety
- Risk management

Lisa Raywood
Manager Health, Aged and Community Planning

- Home and community care
- Environmental health
- Immunisation
- Community planning

Darren Bennett
Manager Leisure, Recreation and Culture Services

- Arts and cultural services
- Leisure services and facilities
- Library services

Roberta Colosimo
Manager Youth and Family Services

- Early childhood services
- Community partnerships
- Youth services
- Community grants and trusts
- Maternal and child health
- Recovery management

James Kelly
Manager Assets and Infrastructure

- Asset management
- Capital works project management and construction
- Building maintenance
- Major Infrastructure maintenance

Arun Chopra
Manager Major Projects

- Ivanhoe Library and Cultural Hub

Russell Darling
Manager Operations

- Environmental waste management
- Depot, plant and fleet management
- Emergency management
- Cleansing and infrastructure maintenance

Kathy Hynes
Manager Parks and Gardens

- Parks maintenance
- Horticultural services
- Bushland management
- Tree care
- Open space planning

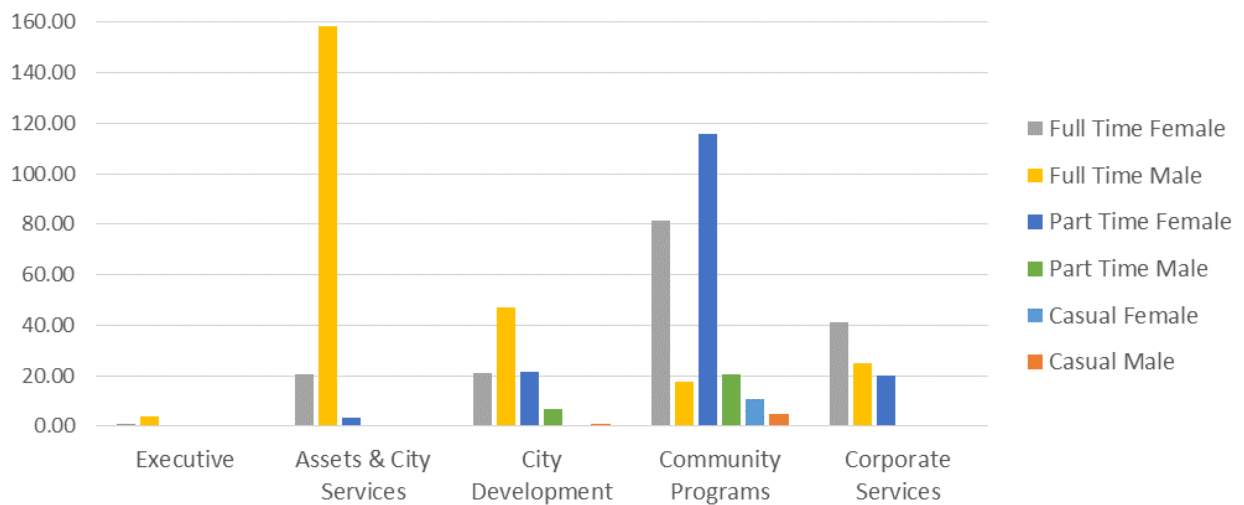
Our people

Council Staff

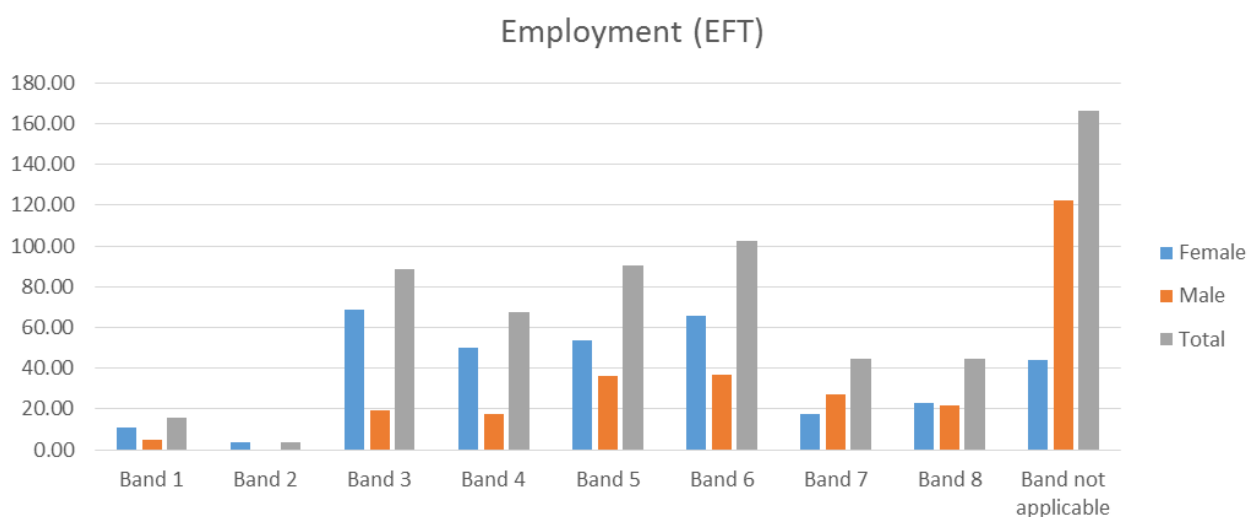
A summary of the number of equivalent full time (EFT) council staff by organisational structure, employment type and gender is set out below.

Employment Type (Gender)	Executive	Assets and City Services	City Development	Community Programs	Corporate Services	TOTAL
Full Time (Female)	1	20.42	20.97	81.23	41.19	164.81
Full Time (Male)	4	158.24	46.82	17.73	25.	251.79
Part Time (Female)	0	3.45	21.62	115.56	20.13	160.76
Part Time (Male)	0	0.63	6.98	20.68	0	28.29
Casual (Female)	0	0.11	0.26	10.70	0.53	11.60
Casual (Male)	0	0	0.89	4.75	0.48	6.11
TOTAL	5	182.85	97.54	250.65	87.33	623.38

Employment type (EFT)



Employment	Female	Male	Total EFT
Band 1	10.94	4.75	15.69
Band 2	3.37	0	3.37
Band 3	68.81	19.50	88.31
Band 4	50.18	17.26	67.44
Band 5	53.83	36.31	90.14
Band 6	65.83	36.77	90.14
Band 7	17.23	27.40	44.64
Band 8	22.87	21.94	44.81
Band Not Applicable	44.12	122.27	166.39
TOTAL	337.18	286.20	623.38



Our people

Equal employment opportunity program

As a large employer, with over 1,000 staff, Banyule City Council ensures it meets its commitment to regularly revisit education and information on appropriate workplace conduct. The program has sponsorship from senior leadership and Workplace Behaviour Training remains part of its standard suite of training programs. The session addresses discrimination (direct and indirect), bullying and harassment as well as 'the reasonable person test'. The objective of the training is to ensure employees understand their obligations in the workplace, to ensure there is no discrimination relating to any of the attributes described in the Equal Opportunity Act 2010 and to assist with strategies where an employee may be subjected to discrimination, bullying or harassment. Attendance at the training is centrally recorded and all staff are expected to attend refresher training each two years. Complementary to this training is the Contact Officer program. A number of trained Contact Officers are available across various sites to provide support and assistance to colleagues who may be experiencing difficulties in the workplace.

Other staff matters

Enterprise Agreement

The terms and conditions of employment of Banyule staff are contained within Enterprise Agreement No. 7 2017. This Agreement was ratified by the Fair Work Commission on 14 June 2018 and became operative on 21 June 2018. With agreement and support from the ASU, ANMF and Professional Australia Part A and Part B the Agreement - which is the Victorian Local Authorities Award 2001, were consolidated into one document. This has resulted in a more streamlined and accessible document to all staff as it will be easier to understand and many outdated provisions which are no longer applicable to the modern workforce have been removed.

Professional Development

Banyule has a broad suite of learning and development opportunities to ensure staff are appropriately trained and skilled to deliver services now and into the future. Banyule's leadership framework, 'FUEL your career' has been well received, enabling staff to tap into the extensive range of formal and informal training opportunities on offer.

To continue to develop our staff and ensure Banyule has the skills and talent needed into the future, an online Learning Management and Employee Development System is in the process of being implemented. This will change how annual reviews are conducted with a shift in focus to more qualitative, two way conversations that will ultimately improve employee engagement and development. It will also automate the completion of reviews and improve record keeping, access and monitoring of completion rates. The LMS will provide improved record keeping, a platform to host and deliver online content and increase the range and reach of training opportunities.

Leadership continues to be a focus at Banyule with staff participating in a range of internal and external activities. Internally, the Coaching Program provides employees with the opportunity to be matched with a senior leader and work with them over 12 months to develop their professional and leadership skills. Similarly, the internally run Leading Innovation Program offers emerging leaders the opportunity to work on organisation-wide projects and build interdepartmental relationships. Externally, Banyule was proud to support a new LGPro Emerging Leader in 2017 from our Youth & Community Partnerships Team and a new LGPro Executive Leader from City Development.

Preventing Violence Against Women

Banyule, together with the representative unions, has ensured that the Enterprise Agreement incorporates provisions to support employees who may be subject to violence or abuse in their personal life. The Enterprise Agreement makes provision for paid leave and individual support to employees who are at risk.

Council continued to implement the Preventing Violence Against Women Strategy. Highlights included promotion of White Ribbon with the Northern Football League, promotion of 'Week Without Violence' at Shop 48, the Harmony Centre in October, and promotion of books that have positive messaging about gender equity during the 16 Days of Activism in November.

Health and Safety

Banyule City Council has maintained its certification against AS/NZS 4801:2001 *Occupational health and safety management systems*. Under this element of our management system, Best Value Plus, existing health and safety measures are monitored, and regular reports of progress provided to senior management for review and action, as necessary.

Specific initiatives, including measures to address manual handling exposures, sun safety, machinery and equipment use, mental and physical health, to prevent injury and illness were undertaken.

This included:

- a program of events during Health and Safety Week
- appointment of a new Employee Assistance Program Provider
- conducting noise assessments for all plant and equipment; and
- production of an online training package for induction and Emergency Management procedures at the Greensborough Office.

Our Best Value Performance

Local Government Planning and Accountability Framework

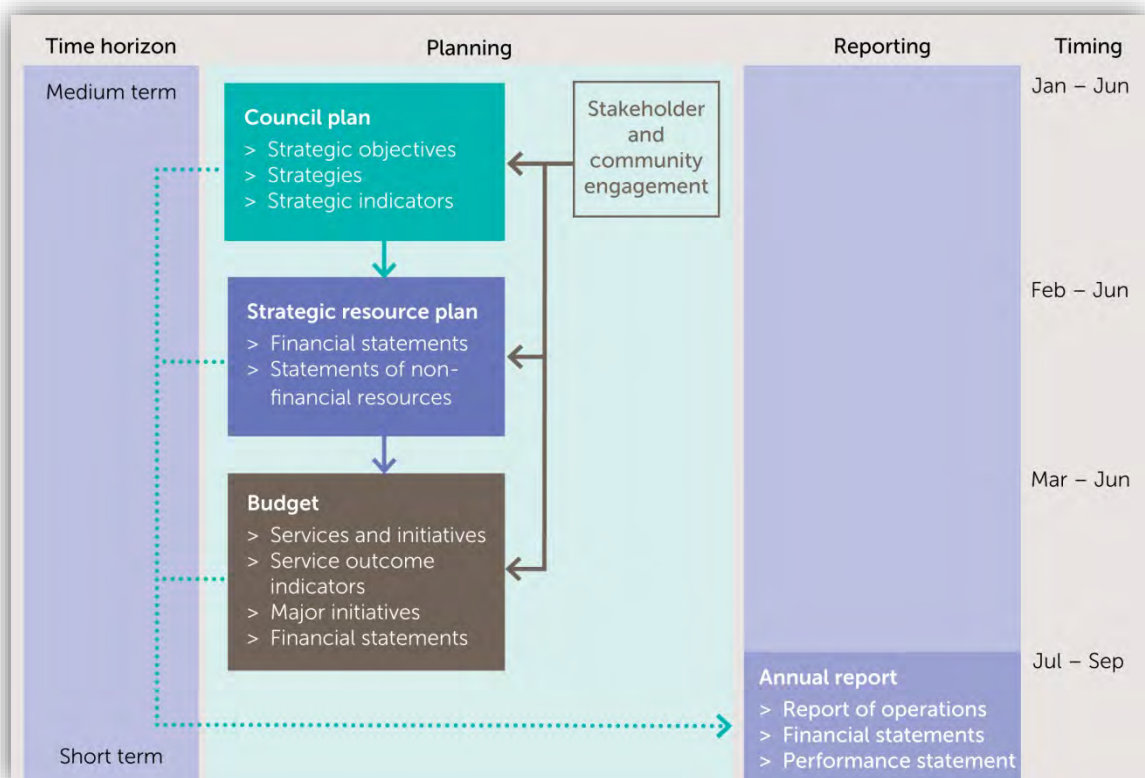
Council has developed its strategic planning process to deliver service outcomes for the Community and to meet requirements of the *Local Government Act 1989* (the Act).

The Planning and Accountability Framework is found in part 6 of the Local Government Act 1989 (the Act). The Act requires councils to prepare the following planning and reporting documents:

- A council plan within the (period of) six months after each general election or by 30 June, whichever is later
- A strategic resource plan for a period of at least four years and include this in the council plan
- A budget for each financial year
- An annual report in respect of each financial year.

The following diagram shows the relationships between the key planning and reporting documents that make up the planning and accountability framework for local government. It also shows that there are opportunities for community and stakeholder input and feedback at each stage of the planning and reporting cycle.'

Planning and Accountability Framework



Note: The information above is sourced from the 'Local Government Better Practice Guide: Report of Operations 2017-18,' Department of Environment, Land, Water and Planning, Local Government Victoria.

Our Best Value Performance

Performance

Banyule's performance for the 2017/2018 year has been reported against our strategic objectives to demonstrate how Council is performing in achieving the Council Plan 2017-2021.

Performance has been measured as follows:

- Results achieved in relation to the strategic indicators in the Council Plan
- Progress in relation to the initiatives identified in the Budget 2017/2018
- Services funded in the Budget and the persons or sections of the community who are provided those services
- Results against the prescribed service performance indicators and measures.

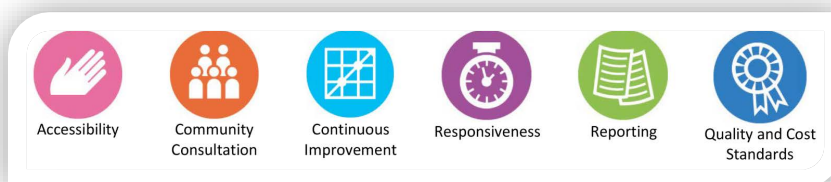
The Strategic Resource Plan (SRP) is part of and prepared in conjunction with the Council Plan.

Synopsis of Our Best Value Performance

This part of our Annual Report provides a summary of performance against Banyule's Council Plan 2017-2021. This section also constitutes Council's Best Value Victoria Annual Report 2017/2018 to our community on the application of Council's work to the Best Value Principles.

The summary outlines the significant achievements and progress made in relation to the objectives and key directions in our Council Plan. It highlights the range of services (activities), initiatives and processes being implemented across Council to meet the needs of our community, meet the Best Value Principles, and promote a culture of continuous improvement.

The Best Value legislation, introduced by the State Government in 1999, is based on consideration of the following six principles in providing services to the community:



1. All services provided by a council must meet quality and cost standards set by Council (having regard to community expectations, affordability, accessibility, value for money and best practice).
2. All services provided by a council must be responsive to the needs of its community.
3. All services provided by a council must be accessible to those members of the community for whom they are intended.
4. A council must achieve continuous improvement in provision of services for its community
5. A council must develop a program of regular consultation with its community in relation to the services it provides.
6. A council must report regularly to its community on its achievements in relation to the first five principles.

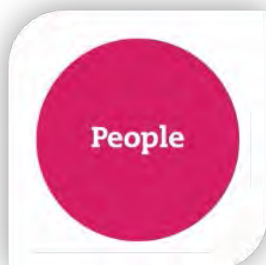
Further information on our Best Value response is available on our website in the Best Value section (go to www.banyule.vic.gov.au and follow links to Council, Publications and Best Value). The following information for each of Council's services is also available:

- Key Performance Indicator (KPI) results
- Key Highlights for 2017/2018
- Future Challenges for 2018/2019.

Note: Progress against Banyule's strategic indicators is provided in the next section of our Annual Report, following the summary of highlights and achievements.

Our Activities and Services

The following statement provides information in relation to the services funded in the Budget 2017/2018 and the persons or sections of the community who are provided with the service.



Strategic Objective 1:

PEOPLE: STRONG, HEALTHY AND INCLUSIVE COMMUNITIES
Support and strengthen the health and wellbeing of the Banyule community.

Business area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Health, Aged and Community Planning	<p>Provision of the following to support, protect and enhance the community's health and wellbeing:</p> <p>Aged and Disability Services: Services for Older People and People with a Disability - service assessment, social support group, domestic assistance, delivered meals, flexible respite and carer support, personal care, home maintenance and modifications, individual social support, support for Seniors Clubs, and Age-friendly City activities and planning.</p> <p>Health Services: Environmental Health - food safety enforcement & education and immunisation. Public Health - neighbourhood complaints (nuisance), Health Protection - tobacco, infection control, heatwave planning, prescribed accommodation, domestic wastewater management and public health emergency management.</p> <p>Community & Social Planning: Supporting Council's community consultation and engagement, demographic data analysis and Council's direct service delivery areas.</p> <p>Supporting Council's commitment to:</p> <ul style="list-style-type: none"> - Inclusion, access and equity - Public health & wellbeing priorities - Advocacy and - Planning on key social issues. 	<p>10,637 (7,335) 3,302</p>

Our Best Value Performance

Business area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Leisure, Recreation and Cultural Services	Provision of the following to the municipal community/ population as a whole: Leisure & Cultural Services: Art collection management, culture and heritage development, festivals and cultural events, leisure programs for older adults, leisure programs for people with disabilities, sports pavilions and ground allocations, support for Neighbourhood Houses, community halls for hire. Facility & Contract Management: The Centre Ivanhoe function centre, library services, leisure facilities including: Ivanhoe Golf Course, WaterMarc, Macleod Recreation Centre and Watsonia Pool. Banyule Leisure Facility Management: Ivanhoe Aquatic Banyule, Olympic Leisure Banyule and Macleod Netball Stadium.	14,770 (7,847) 6,923
Youth and Family Services	Provision of the following to families, children and youth: Youth & Family Strategic Management: Municipal Recovery Management, Banyule Child, Youth and Family Plan. Early Years: Child care centres, early childhood facilities management and capital works program, Early Years Networks facilitation, Kindergartens and Universal Access, Kindergarten Central Enrolment, and Maternal and Child Health Services. Youth & Community Partnerships: Youth Services - including Jets Creative Arts Youth Facility & Banyule After Hours Youth Outreach & Program Support team; Community Safety - including Graffiti Management and preventing Violence Against Women; Community Liaison - Community Development Grants and Volunteer Recognition Awards; Shop 48, Facility management; Project 3081 community capacity building.	10,344 (5,271) 5,073



Strategic Objective 2

**PLANET: ENVIRONMENTAL SUSTAINABILITY -
Protect and care for the natural environment.**

Business Area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Transport, Sustainability and Municipal Laws – Environmental Sustainability	Provision of the following to support council's direct service delivery areas, and municipal community as a whole: Environmental Planning: Planet: Environmental Sustainability policy and strategy and supporting plans, energy and water efficiency, environmental stewardship education and publications, Wildlife Corridor Program, State of the Environment reporting, maintaining organisational wide environmental sustainability program, Significant Tree Register, Banyule Environment Advisory Committee (BEAC).	1,579 — 1,579
Parks and Gardens	The provision of the following to the municipal community as a whole: Strategic: Parks and Gardens strategic management - strategy development for public open space, including preparation and delivery of the Public Open Space Plan, master planning of reserves and regional playgrounds, and planning and development of Banyule's shared trail network. Horticulture: Carry out maintenance on Banyule's park assets including playgrounds, sports fields, irrigation systems, garden beds, paths, fences, park furniture and BBQ's. Implement Council's Park asset renewal programs. Provide service to repair minor damage to nature strips. Tree Care: Street and park tree maintenance, pest and disease control, tree replacement and planting, tree removal, tree root control, assessment for council trees, nursery operations for plant propagation. Bushland: Environmental education, environmental management, flora and fauna recording and habitat restoration, noxious weed control, development of wildlife corridors, maintenance, construction, restoration and protection of bush reserves and rivers, community planting days, Friends Group working bees. Parks Maintenance: Mowing of active and passive parks and reserves, passive reserve maintenance, active reserve maintenance, half cost fence replacement, litter control in parks, maintenance of dog tidy bins, fire hazard control, maintenance and mowing of Right of Ways.	10,663 (207) 10,456

Our Best Value Performance

Business Area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Operations - Waste Management and Cleansing	<p>Provision of the following to the municipal population as a whole:</p> <p>Waste Management: Strategic Waste Management, Metropolitan Waste Management Group member, Banyule-Visy Material Recovery Facility, Rethink Centre Education Programs, Outreach Education Programs, waste service support, Waste Recovery Centre (Transfer station), garbage collection, recycling collection, green waste collection, Hard rubbish collection, Bundled branch collection, Commercial waste collection, parks and reserves waste collection.</p> <p>Cleansing: Mechanical footpath sweeping of shopping centres, Mechanical sweeping of sealed roads, Cleaning of public toilets and BBQ's, Inspection and clearance of drainage pits, Maintenance of litter trap program, Litter clearance from shopping centres, Litter collection, Removal of dumped rubbish, Removal of dead animals from roads, Syringe removal, drain cleaning.</p>	<p>15,025 <u>(8,346)</u> 6,679</p>



Strategic Objective 3

PLACE: GREAT PLACES AND SPACES – Maintain and enhance our public spaces, buildings and infrastructure.

Business area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Capital Projects	Provision of the following to support council’s direct service delivery areas, and to the municipal community as a whole:	4,469
	Capital Works management and reporting, project management and contract supervision for building works projects, and major civil and building works, road resurfacing, pedestrian trail maintenance, bike path maintenance, roads construction and reconstruction projects, scheduled building maintenance, unscheduled building maintenance, air conditioning maintenance, vandalism repairs and graffiti removal from council buildings	- 4,469
Assets and Infrastructure	Provision of the following to the municipal population as a whole:	3,817
	Asset Management: Strategic Asset Management, programming for road and footpath (pavement) maintenance, Capital Works planning, strategic drainage maintenance, Asset Management plans, asset inspection and protection, Memorandum of consents and road infrastructure asset protection. Infrastructure Maintenance: Footpath maintenance, kerb and channel maintenance, sign repair/replacement, street furniture repair/replacement, guardrail maintenance, road patching, drainage repair, unsealed road maintenance, traffic counters, line marking, Road Management Plan implementation, pedestrian bridge maintenance, supervision of new sub-divisions and supervision of unit developments.	<u>(291)</u> 3,526
Urban Planning and Building	Provision of the following to landowners, builders and developers:	5,870
	Development Planning: Statutory planning (land use and development including tree removal), subdivisions, planning investigations and enforcement. Building Services (Bpi): Municipal Building Surveyor, building permits and inspections, building investigations and enforcement. Provision of the following to support council’s direct service areas, and to the municipal population as a whole: Strategic Planning: Creating and reviewing place-based policies, strategies and plan. This includes structure plans for activity centres and design frameworks for renewal areas; facilitating Council’s role as the Planning Authority for planning scheme amendments; participating in Government strategic planning projects associated with the Victorian Planning Provisions and periodically reviewing and updating the Banyule Planning Scheme.	<u>(9,188)</u> (3,318)

Our Best Value Performance

Business area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Transport, Sustainability and Municipal Laws – Municipal Laws, Transport & Development Engineering, Transport Advocacy	<p>Provision of the following to road users, pet owners, parents and municipal community as a whole:</p> <p>Municipal Laws: Animal management, parking control and enforcement, fire prevention, school crossing supervision, Local Laws compliance and enforcement, building sites compliance and enforcement, residential parking permits, disabled parking permits, footpath trading.</p> <p>Provision of the following to support council's direct service delivery areas, and to the municipal community as a whole:</p> <p>Transport and Development Engineering: Transport, engineering design, drainage and infrastructure approvals, sustainable transport, transport engineering and planning, drainage and developments engineering.</p> <p>Transport Advocacy: Advocating to improve transport services and functions within the municipality.</p>	<p>6,277</p> <p><u>(8,146)</u></p> <p>(1,869)</p>
Property and Economic Development	<p>Provision of the following to businesses and industry:</p> <p>Economic Development: Business attraction and retention, investment facilitation, special rate and charge scheme facilitation, labour market development, business support services, activity centre streetscape master planning and business planning, economic development policy and strategy.</p> <p>Provision of the following to support council's direct service delivery areas, and to the municipal community as a whole:</p> <p>Valuations: Statutory property rating valuations. . (This service will continue to be delivered by Council until December 2018 – thereon in the Victorian Government shall be responsible for General Valuations).</p> <p>Property Services: Property portfolio management including the management of commercial and residential leases, acquisition and disposition of property, discontinuances and associated sale of unused roads.</p> <p>Major Properties (Strategic Property Projects): Strategic property developments involving Council land.</p> <p>Land Information Systems: Geographical Information System facilitation and corporate property information management.</p>	<p>3,183</p> <p><u>(1,304)</u></p> <p>1,879</p>



Strategic Objective 4

PARTICIPATION: ENGAGEMENT AND ADVOCACY – Engage meaningfully and advocate for the broader interest of the community.

Business area	Description of services provided	Expenditure (Revenue) Net Cost \$000
<p>Governance and Communication</p>	<p>Provision of the following to support council’s direct service delivery areas:</p> <p>Governance: Corporate Governance and compliance including Council Meetings, CEO & Councillor administration, Freedom of Information and Protected Disclosure, Council Elections, Councillors support and training, Cemetery management for Warringal & Greensborough Cemeteries.</p> <p>Customer Service: The team provides an interface between the Community and the Council through the telephone contact centre, front counter (Customer Service Centres) and providing receipting operations. The team resolves customer queries at the first point of contact, and where this is not possible, queries are redirected to the correct department. The team supports the organisation in a consistent approach to delivering and ensuring excellent service delivery.</p> <p>Communications: The team manages all aspects of Council’s communications with the community including the Council website and social media accounts. The team is responsible for producing material that informs the community of the services and activities provided by the Council and other issues affecting people that live, work or play in Banyule.</p>	<p>3,825 (150) 3,675</p>
<p>Executive</p>	<p>Provision of the following to support council’s direct service delivery areas, and to the municipal community as a whole:</p> <p>Provides responsible stewardship of the community’s resources. Fosters an organisational culture that promotes service excellence, good governance and accountability within a fair, safe and healthy work environment.</p>	<p>1,938 - 1,938</p>

Note: These services relate to both the Participation and Performance objectives. Based on the contribution to outcomes associated with the Participation objective they have been attributed accordingly.



Strategic Objective 5

PERFORMANCE: EFFICIENCY AND GOOD GOVERNANCE
 – Manage our resources wisely to achieve Council’s strategic objectives.

Business area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Operations – Plant and Fleet Management, and Emergency Management	<p>Provision of the following to support council’s direct service delivery areas:</p> <p>Plant and Fleet Management: Council’s Workshop conducts repairs and servicing of all fleet vehicles, provides welding and fabrication services, coordination of accident repairs, administration of contracts and specification/ purchasing of new and replacement vehicles, trucks and heavy mobile plant, and sale of retired fleet.</p> <p>Provision of the following for the municipality:</p> <p>Emergency Management: Municipal emergency risk assessment, Local community disaster resilience planning and education, Emergency services support, Community information and warnings, Vulnerable Persons Register (VPR) coordination, Business continuity planning support, Single Incident coordination, Regional collaboration, Municipal emergency relief and recovery planning and coordination, Secondary impact assessment coordination, Volunteer recruitment and training, Relief and recovery centre management and local and regional exercises.</p>	<p>3,510 (18) 3,492</p>
Human Resources	<p>Provision of the following to support council’s direct service delivery areas:</p> <p>Recruitment and selection, induction, industrial relations, employee relations, human resources information system (HRIS), occupational health & safety, Work Cover and return to work, health & wellbeing, learning & development, corporate training programs, leadership development, organisational cultural improvement initiatives, risk management, claims processing/management, insurances and broker relations, business continuity plan.</p>	<p>3,005 (19) 2,986</p>

Our Best Value Performance

Business area	Description of services provided	Expenditure (Revenue) Net Cost \$000
Finance & Procurement	<p>Provision of the following to support council's direct service delivery to the community:</p> <p>The team maintains the integrity of the financial system and partners with the organisation to ensure it always provides relevant financial and strategic procurement support to all business units.</p> <p>The team is accountable for the efficient and compliant strategic procuring of goods and services, collection of monies, timely payment to suppliers and staff. It ensures that investments are appropriately managed and administered and that future and current financial sustainability, performance and position is appropriately monitored and reported.</p>	<p>3,607 (304) 3,303</p>
Organisational Systems	<p>Provision of the following to support council's direct service delivery areas:</p> <p>Information Technology:</p> <p>IT Operations: Customer request management, Maintenance of voice and data network, Availability of systems and applications.</p> <p>IT Application Services: Providing an important role for the organisation in the management of applications and systems to ensure secure, reliable and innovative application services. We manage applications throughout their lifecycle, supporting and offering leading edge business solutions and database management. We assist in the design, configuration and deployment of applications, providing application improvements through innovative technologies.</p> <p>IT Infrastructure: Stable and innovative infrastructure, Efficient life cycle management of data, hardware and voice, Web solutions, Accessibility and mobility infrastructure solutions.</p> <p>Records and Information Management: Management of incoming and outgoing correspondence, capture and distribution of incoming records into Council's Electronic Document Records Management System (EDRMS), delivery of the archiving and disposal program for hard copy and electronic records, mail and courier deliveries across sites, Information Management advice and EDRMS staff training program, privacy advice and investigations.</p> <p>Business Services: Organisational business planning, reporting and improvement services including, Council Plan development, Best Value implementation, Corporate policy development and management, Business plan development, Corporate planning and reporting support, continuous improvement, service quality management and support.</p>	<p>6,100 (23) 6,077</p>

Reconciliation of operating result against Strategic Objectives

	Net Cost (Revenue)	Expenditure	Revenue
	\$'000	\$'000	\$'000
1. People:			
Strong, healthy and inclusive communities	15,298	35,751	20,453
2. Planet:			
Environmental Sustainability	18,714	27,267	8,553
3. Place:			
Great places and spaces	4,687	23,616	18,929
4. Participation:			
Engagement and advocacy	5,613	5,763	150
5. Performance:			
Efficiency and good governance	15,858	16,222	364
Total services	60,170	108,619	48,449
Depreciation	19,396		
Unallocated corporate cost	1,857		
Deficit before funding sources	81,423		
Funding Sources			
Rates and charges	97,297		
Capital grants	3,362		
Total funding sources	100,659		
Surplus for the year	19,236		

Note: The surplus for the year is as per the Comprehensive Income Statement contained in Part 3 Financial Report.

Our Best Value Performance

A summary of our best value performance

The following statement reviews the progress of Council in relation to major initiatives identified in the Budget 2017/2018. It provides a comprehensive summary of the wide range of initiatives and services that Council has delivered in line with the objectives of the Council Plan.

Objective:

I. **PEOPLE - STRONG, HEALTHY AND INCLUSIVE COMMUNITIES**

Support and strengthen the health and wellbeing of the Banyule community

'People' is about our desire for optimal health, better living conditions and improved quality of life. Good health is the state of complete physical, mental and social wellbeing and not merely the absence of disease. Health and wellbeing can be supported at any age through individual and public policy measures. Wellbeing is fundamental to quality of life, quality of human relationships and the capacity to participate in education, work, recreation and the community.

We are committed to improving the health of our community and identifying and minimising threats to public health. This is a shared responsibility for which we have delegated legislative responsibility, and we undertake this in conjunction with other agencies and partners, such as the Department of Health & Human Services and Banyule Community Health, with whom we work closely.

Outcomes for our key directions:

I.1 **Support and promote health and wellbeing**

The Recreation Plan 2017-2021 was adopted in December 2017 which guides Council's work in relation to recreation, reflective of current trends and responding to community needs. The Plan seeks to deliver four goals for the community:

- Equitable access to multipurpose, inclusive, accessible and sustainable facilities;
- Awareness of opportunities and support in the delivery of recreation;
- Access and participation in diverse activities that enhance wellbeing; and
- Actively involved and a strong and connected sense of belonging.

Council continued to provide a range of innovative leisure programs that engage the community and help improve people's physical and mental health and wellbeing. Banyule also prides itself on offering an extensive array of arts and culture activities and vibrant festivals which encourage creativity, connectedness and participation. Some of the annual programs included:

- Twilight Sounds, Kids ArtyFarty Fest, and Malahang Community Festival;
- Movies on the Move events and Nature Play Adventures in each of Banyule's wards;
- Premier's Active April
- Winter Games Night at the Watsonia Library in partnership with the Yarra Plenty Regional Library Service;
- Billy cart making and testing in partnership with Banyule's Men's Shed and Bunnings Northland;
- Neighbour Day street parties; and
- World Wide Knit in Public Day.

Our Best Value Performance

In 2017/2018, Council contributed \$500,000 as part of a \$5 million commitment to La Trobe University's indoor stadium. The stadium will be part of a world class Sports Park and major sporting precinct that will benefit the local community, elite sports people and researchers, and is expected to be open in the first half of 2020. The financial agreement guarantees Banyule-based clubs 162 hours of court time per week for a minimum of 38 weeks of the year, and enables Council to fulfil its commitment of providing community access to high ball facilities.

WaterMarc maintained large attendance figures and service targets for the community, welcoming 733,429 visitors during 2017/2018 despite service interruptions from the construction of the 'Coaching Zone', a new group training studio to improve facilities and better equip members to meet their training goals. The centre continued to be important for older adults with 90,645 senior members' visits to the facility.

Macleod Recreation and Fitness Centre continued to provide an extensive gymnastics program for toddlers through to adults and had a 14% increase in gymnastics memberships during 2017/2018.

The playground replacement program continued to redevelop playgrounds in local parks across Banyule, including at The Glade, Viewbank; Gillingham Reserve, Watsonia North; and Loyola Reserve, Bundoora. Council sought the views of local residents and park users to help shape the design of the new playgrounds and determine which playground elements were popular with the community.

Council continued to provide a range of 'Learn to Swim' programs at its aquatic centres that teach children to be safer in the water as well as improve their swimming technique.

Jets Creative Arts Studios provided programs focussed on skill acquisition and the achievement of project goals, demonstrated by several young people being employed at external events. Other young people used their Jets Crew Membership for credit for their studies for TAFE, VCAL or work experience placements. Strategic partnerships with local schools and organisations, such as the Local Learning and Employment Networks and Melbourne Polytechnic, helped young people continue their journey and explore broader opportunities.

Looking after the community's health and wellbeing is one of Council's vital roles in areas such as food safety, immunisation and general health. Banyule continues to review, implement and promote public health programs and services to maintain high standards of public health within the municipality and meet community needs. Some of the initiatives included:

Food Safety

- Completed 1,180 statutory inspections/assessments of food premises in the year ending 31 December 2017.
- Satisfied statutory food sampling requirements with a total of 179 food samples analysed in the set period of 1 March 2017 to 31 December 2017.
- Implemented a new portal for online renewal of food and health premises registration.

Immunisation

- Provided 26,960 immunisations during the 2017 calendar year and achieved an average of 93% immunisation coverage in children.
- Continued to deliver immunisation sessions in the Shire of Nillumbik.

Public Health

- Registered 221 premises under the Public Health and Wellbeing Act as at 30 June 2018.
- Conducted 95 tobacco education visits to schools, children’s centres, playgrounds and underage sporting events in 2017/2018.
- Conducted 72 tobacco test purchases in 2017/2018.
- Promoted the new tobacco legislation that introduced smoking bans on 1 August 2017 to outdoor eating areas and courtyards where food is served.
- Continued Council’s program for monitoring and promoting the importance of good water quality in public pools to ensure compliance with public health requirements.

1.2 Provide a range of services for people at important life stages

Council’s Youth Plan 2018-2021 was adopted in May 2018. The Plan provides an integrated approach to ensuring Council continues to value and recognise young people as engaged, active and contributing community members. More than 860 individuals helped inform the Plan which sets out the strategic objectives for the next four years’ planning and delivery.

Banyule Youth Services continued to provide programs to support young people. Rainbow Space continued to engage with young people who identify as LGBTIQ+ with social activities and advancing advocacy opportunities. Young people from Culturally and Linguistically Diverse (CALD) backgrounds participated in the African Woman’s Action Group (AWAG), Iftar and Eid al-Adha female only events, and leadership training and advocacy activities.

Council continued to provide service delivery under the Commonwealth Home Support Program (CHSP), which included help with housework, personal care, meals, social support and groups’ activities, nursing care, allied health and home maintenance. A new staff position was established to orient new clients to services and ensure the timely review of clients’ need. During the year, Council effectively managed its Domestic Assistant waitlist for clients over 65 year needing help with house cleaning and shopping. Another highlight was the collaborative approach established by councils within the northern region to jointly manage peak periods of incoming referrals for assessment under My Aged Care.

Adopted in October 2017, Banyule’s Older Adults Strategic Plan 2017 – 2021 provides a roadmap for Council and other key stakeholders to support the health and wellbeing of all residents, in particular older adults. Underpinned by Banyule’s Older Adults Policy Statement, the Plan’s goals help people stay healthy and active at all ages, and provide support and advocacy for those who require it. A key focus of the Plan is to continually engage with older adults so that Council can continue to improve and adapt its work.

Council’s Early Childhood Services continued to provide a responsive service that met the current standards of best practice. Changes were made to the policies and the services unit plan to reflect the changes to the National Quality Standards.

To build the capacity of parents to raise happy healthy children and help them better understand the issues facing parents, eight parent information sessions were held in partnership with external organisations, attracting 150 participants. Council also engaged with Banyule families to promote the range of services available at a host of community events throughout the year.

I.3 Support a connected, inclusive and involved community

The Spot On program was a successful partnership with Banyule Community Health that provided support from an occupational therapist and speech therapist to work with families and children at Morobe Street Children's Centre and support educators to enhance children's learning and development.

Council continued to support the Management Group of Barrbunin Beek, a local Aboriginal and Torres Strait Islander gathering space at Olympic Park, to operate an accessible space and organise events and activities that support local Aboriginal and Torres Strait Islanders.

Shop 48 - The Harmony Centre at Bell Street Mall continued to act as a community hub for support services and information. Council continued to manage the facility, provide a host of events, forums and activities, and encourage new service providers to operate out of the centre.

Active engagement programs continued to be offered to encourage greater use of Council leisure centres by under-represented groups. Highlights included the Culturally and Linguistically Diverse (CALD) women's program with Himilo Community Connect which saw 864 attendances and 41 group fitness classes, and the Koori Partnership Visit pass program which attracted 291 visits.

Council maintained its Rainbow Tick accreditation for Home and State Community Care (HACC) services and Commonwealth Community Home Support Program to ensure services were inclusive of LGBTI (lesbian, gay, bisexual, transgender and intersex) communities. The Rainbow Tick Accreditation Program developed by Gay and Lesbian Health Victoria and Quality Innovation Performance, sets out six standards for inclusive service delivery.

I.4 Develop and promote safety and resilience in our community

Ensuring Council and the community was aware of and prepared for emergency events remained a key focus of the organisation, particularly when there were major storms, heatwaves, and code red (bushfire warning) days, with resources, procedures and policies in place to ensure the organisation is equipped to respond with a coordinated approach with emergency services and other councils. Relevant warnings and key information were also made available to the community on Council's website, and Facebook and Twitter feeds, and in Council's newsletter.

There were many traffic and road safety improvements implemented across the municipality, including new children's and pedestrian crossings, footpath replacements, improved road intersections, traffic speed and volume control measures, and bicycle route wayfinding and road marking.

Throughout 2017/2018, Council's 11 community halls were fitted with defibrillators providing regular and casual users of these public buildings access to this vital emergency medical support equipment if required.

Council continued to support areas of need within postcode 3081 through its Project 3081 team. Consolidating its presence at the Bell Street Mall in Heidelberg West, Shop 48 - The Harmony Centre continued to provide a welcoming community space and offer a range of support services, meeting spaces and a number of programs and activities throughout the year.

Our Best Value Performance

The Graffiti Management Strategy and Action Plan 2015-2018 saw many initiatives undertaken to address graffiti, including a Street Art Program, free graffiti removal kits, and participation with a Municipal Association of Victoria graffiti working group.

The Safer Banyule Plan 2017-2021 was completed and implemented. The Plan outlines Council's strategic direction and key objectives for community safety for the next four years with a focus on safe design in public spaces and preventing violence against women.

1.5 Enhance quality of life and connection through arts and culture

The Arts and Culture Strategic Plan 2017-2021 was adopted by Council in December 2017 which recognises the value of arts and culture for the community and the need to engage, support and celebrate these two important facets.

The Pinpoint program continued to offer local artists the opportunity to display their art in public spaces and make art more alive and accessible. Examples included artwork installations at Warringal Parklands in Heidelberg and along the Plenty River in Greensborough.

Council supported a wide range of community events, celebrating diversity and culture, including a Ramadan Iftar Dinner, Lunar New Year, and World Refugee Day. The 2017 Malahang Community Festival also celebrated the vibrant local multicultural community with performances, food and activities embracing Aboriginal, Chinese and Somali cultures.

Works on Paper is Council's biennially exhibition offering an acquisitive prize with the winning artwork entered into the Banyule Art Collection. With an increase in prize money to \$10,000, the 2018 award attracted the highest number of entries, including from highly-regarded and collectible artists. Council acquired four high-quality works from the exhibition for its collection.

This year saw Council run an extensive program of exhibitions and events at Hatch Contemporary Arts Space in Ivanhoe to promote local arts and culture. The theme for the entire 2018 program was 'Finding common ground' and included the 'inContext' exhibition featuring works from Kurdish, Afghan, Somali and Japanese artists who call Banyule home; and Nhalinggu Bagung (Come gather) which showcased Indigenous art and culture.

The Arts and Culture teams 'expression of interest' process led to a number of well-received creative projects play out across the municipality. Partnerships were developed with individual artists, arts cooperatives, Shop 48 – the Harmony Centre, and Banyule libraries which supported artistic and cultural endeavours to incubate and thrive across Banyule.

In September 2017, the Homefront Ceremonial Fire provided a moving farewell to the original Leigh Conkie sculptures at the Greensborough War Memorial Park. On 22 April 2018, the first of the new Homefront sculptures were unveiled to local residents, war veterans and friends. Carved out of wood, the sculptures acknowledge the resilience of servicemen, servicewomen, and their families and communities, and was a partnership between Council, Greensborough RSL and the Austin Repatriation Hospital.

1.6 Stimulate business, employment and investment opportunities

Council continued to deliver or support economic development events in partnership with other organisations, for example neighbouring councils, Victorian and Australian governments, and regional development organisations. Banyule's annual Women in Business Lunch featured celebrity interior designer Shayna Blaze who drew record crowds. Other popular events included: the Northern Business Achievement Awards breakfasts; business mentoring days; and Victorian Government small business workshops.

The Banyule BestBiz Awards presentation evening was held on 14 August 2017 and attracted 150 local businesses to Council's Greensborough Office. This was the third year the 'people's choice' awards recognised and celebrated customer service excellence across Banyule businesses. Council received more than 12,000 votes for local businesses through online and paper-based entries across nine categories.

Council continued its partnership with the Brotherhood of St Laurence to deliver the 'Stepping Stones' program to provide a unique and tailored program that empowered local migrant, refugee and asylum seeker women to start their own businesses.

A focus on job creation in Banyule was helped by a Council resolution in June 2018 to create several intern positions within the organisation and for Council to explore social enterprise opportunities across Banyule.

The Melbourne's North Jobs Portal was recently launched and a Real Industry Job Interviews (RIJI) program and local task force initiatives are being planned in collaboration with the Banyule Nillumbik Local Learning Employment Network (BNLLEN) and Nillumbik Shire Council.

Objective:

2. PLANET - ENVIRONMENTAL SUSTAINABILITY Protect and care for the natural environment

'Planet' is about the natural and formed environment and the ecosystems that sustain the community. Our community is an integral part of the environment and together we are the custodians of our shared home.

Outcomes for our key directions:

2.1 Protect and enhance our natural environment

The Bushland Management team continued to protect and enhance Banyule's natural environment through many initiatives:

- Continued to tackle weed infestation across the municipality's waterways, including along the Plenty and Yarra rivers;
- Continued an extensive weed control program within 35 bush reserves covering approximately 280 hectares of bush and natural areas; and
- Coordinated the planting of 21,431 tubestock of shrubs, grasses, ground cover herbs and semi-aquatic plants throughout bushland reserves with the help of various community and school groups.

Council continued to implement the Biodiversity Plan, which included the following initiatives:

- Continued the environmental watering of Banyule Billabong in partnership with Parks Victoria, Melbourne Water and the Victorian Environmental Water holder.
- Implemented biodiversity actions in the Wilson Reserve Management Plan with the support of Friends groups.
- Completed the Plenty River Bushland Reserves Management Plan.
- Undertook biodiversity initiatives for priority bushland reserve management plans.
- Delivered Wildlife Corridor Program initiatives, including school and resident education programs, and planting days.

Over the course of the year, 6,075 trees were planted in streets, parks and open spaces with approximately 40,000 aftercare visits of watering and mulching to nurture them through the early stages of transplanting.

With housing development and subdivision prevalent across the municipality, Council continued its proactive enforcement for replacement tree planting on building sites.

To improve the quality and quantity of the City's urban forest and raise community awareness, Council continued with initiatives including:

- Continued to implement the Urban Forest Strategic Plan
- Inspected and protected our treed environment in public places
- Worked with the Banyule community to broaden its understanding of the benefits and importance of, and connection with, our urban forest.

Enforcement strategies for litter and illegal dumping were implemented, including the use of demountable cameras for surveillance at problem sites where rubbish dumping occurs and the introduction of a dedicated Litter Officer to step up enforcement and education.

Our Best Value Performance

Council continue to facilitate a cross organisational working group to address litter and dumped rubbish within Banyule, including promoting community awareness of hard rubbish and green waste collection programs to minimise illegal dumping.

To help meet the physical, social and economic challenges that large cities face today, Council staff attended a Resilience Planning seminar to collaborate with other metropolitan councils to address aspects of the 'Resilient Melbourne'.

2.2 Conserve water and improve stormwater management

Council continued to operate, monitor and review capabilities of the stormwater harvesting systems at Chelsworth Park, Kalparrin Gardens, and De Winton Park to deliver efficient water supply to local sports fields and open space.

Concept design work was completed for stormwater quality improvements at Olympic Park and for water quality improvement benefits at Gresswell Reserve and Gresswell Nature Forest Conversation Reserve (Parks Victoria) to improve stormwater quality. There were also many pit replacements and modifications across Banyule to address drainage issues and improve stormwater capture.

Council continued to improve water use efficiency through various initiatives in Banyule's parks and reserves, including a new irrigation system at Heidelberg Park Gardens which has allowed cool season grass to be sown to create a lush green and picnic destination for the public.

Raising community awareness about Banyule's stormwater projects and their importance to water quality continued with interpretive signs installed at several sites and videos placed on Council's YouTube channel. These education activities demonstrate how everyone plays a part in keeping waterways clean and seek to change individual practices to improve stormwater quality.

2.3 Lead in planning for, and responding to, climate change

To assist the community to minimise energy use and lower greenhouse gas emissions, Council started to investigate the development of a Community Energy Plan to facilitate the installation of solar photovoltaic panels on residential and commercial buildings, and support older people access renewable energy to reduce their power bills.

Council maintained its commitment to invest in cleaner energy by continuing to roll-out its solar photovoltaic (PV) panel program throughout 2017/2018. Twenty-two more Council building roofs had solar panels activated which helped reduce Council's greenhouse gas emissions in 2017/2018 to 15,298 tonnes CO₂-e. This was a reduction of 6% from the previous year (16,306 tonnes).

Environmental Sustainable Design (ESD) features in Council's Greensborough civic offices continued to reduce energy bills. Some of these include 194kW of solar panels and internal energy efficient measures such as active chilled beams, double glazing, sensor lighting, low-flow water appliances and sustainable waste management practices.

Council continued to increase fuel efficiency in its fleet, substituting fossil-fuelled vehicles with alternative fuel and electric powered vehicles. A new zero emissions electric vehicle (EV), a Renault Kangoo delivery van, and a Mitsubishi Outlander PHEV (plug-in hybrid electric vehicle) were welcomed in 2017/2018.

2.4 Avoid waste generation

Banyule continued to achieve a high level of community satisfaction with a result of 75 for 'Waste Management (performance)' in the Victorian Government's Annual Community Satisfaction Survey 2018. The result was the highest performing area for Banyule Council and was significantly higher than the state-wide average.

Council continued to incorporate waste reduction initiatives at its festivals and events. Encouraging people to bring 'nude food' (food without packaging) and reusable water bottles, and providing recycling for plastic, aluminum and glass beverage containers, and organic waste bins were among some of the measures employed.

Avoiding food waste and promoting recycling remained a key priority of Council. Initiatives included promoting on-site solutions to the community, such as worm farms, compost bins, biogester green cones, and emerging waste reduction technologies. 'The Litter Sisters Do Lunch' performed at 14 of Banyule's preschools, reaching 789 children, to encourage food waste avoidance behaviour and practice, as well as good nutrition to pre-school children. The program also helped spread the message of good food practices to the parents of the preschool children. At Council's Rethink Centre in Bellfield, 2,528 visitors participated in waste education programs examining littering, pollution, recycling, composting, sorting and reprocessing recycling into new products.

As a large organisation with up to 1,000 staff, there was a continued emphasis on reducing waste to landfill by providing recyclables and organic waste bins at Council work sites. Reusable shopping bags, 'boomerang bags', were also introduced to reduce the need for single-use plastic bags.

2.5 Be environmental stewards

Council continued to deliver environmental sustainability engagement programs and events including Sustainable Homes and Communities (including the Sustainable Leaders Program), Home Harvest Festival, Kids Teaching Kids Conference, EnviroReps and Spring Outdoors. A Gardens for Wildlife program was trialled where 25 residents participated in an indigenous plant workshop followed by an assessment of their gardens to determine plant selection to suit wildlife. A 'Speed Date a Sustainability Expert' event also proved a success offering access to advice on across a broad range of sustainability topics and projects.

Darebin Creek Corridor and Yarra River reserves hosted two Federal Green Army projects in partnership with Conservation Volunteers Australia that involved conservation training and programmed works within these important Banyule nature areas over a 20 week period.

Council continued implementation of its Biodiversity Plan, Sustainable Water Plan, Energy Plan and Environmental Stewardship Plan and Waste Plan. Work also started to develop a Plenty River Bushlands Environmental Management Plan.

There was a continued partnership with CERES at all five Banyule Early Childhood Services to educate children to be more environmentally sustainable and inspire them to take these learnings home and to their communities.

Council installed conservation and regeneration fencing to improve habitat cover and refuge for local wildlife of the Banyule Flats river frontage reserve. There was also more than 1000 indigenous shrubs and ground storey planted throughout the south eastern side of Banyule Billabong and over 50 new nesting boxes installed within the tree canopy of this location.

Objective:

3. **PLACE - GREAT PLACES AND SPACES** **Maintain and enhance our public spaces, buildings and infrastructure.**

'Place' describes the buildings, structures and spaces in which we live, work, shop and play. It is about our surroundings, how we interact with and move about within them. 'Place' also shapes our interactions with others and influences the quality and frequency of our social and economic activities. 'Place' is dynamic and influenced by many factors, most notably the aspirations of landowners and statutory approval systems that are governed through State and sometimes Federal decision making.

Outcomes for our key directions:

3.1 **Preserve and improve Banyule as a great place to live, work and play**

A Development Contributions Plan (DCP) was exhibited which will require developers to make a financial contribution to Council's capital works program to maintain and improve community facilities and infrastructure.

Council finalised its Draft Urban Design Framework (UDF) to guide built form and future character for neighbourhood renewal in postcode 3081 over the next 20 years.

Council continued work with the Victorian Government on State government planning strategies including: the Latrobe National Employment and Innovation Cluster, mandatory planning controls for parts of the Ivanhoe Activity Centre and planning for waterway environments and public land around the Yarra River.

To better understand local history and to assess the significance of local places that are important to Banyule's heritage, Council prepared a draft Banyule Thematic Environmental History report that sets out 12 key themes in Banyule's history. The document will be made available for community feedback in July 2018.

Council continued work with Victorian Government departments and authorities for their land development projects, including Development Victoria for the Yarra Valley Water Tank Site in Heidelberg and the Department of Health and Human Services for the BellBardia and Tarakan public housing sites in Heidelberg West.

Council adopted Planning Scheme Amendment C111 to introduce a municipal-wide Public Open Space Contribution of 5%. This proposal was approved by the Minister for Planning on 3 August 2017.

Banyule achieved a result of 73 for 'The Appearance of Public Areas (performance)' in the Victorian Government's Annual Community Satisfaction Survey 2018 which was the second highest performing area for Council.

3.2 Renew and maintain Banyule's public assets and infrastructure

Planning for the Ivanhoe Library and Cultural Hub continued throughout the year. Council is investing will revitalise the Ivanhoe Civic Precinct with improved and increased community facilities. The Hub will house:

- a modern accessible library
- an arts gallery
- conference and meeting spaces
- maternal and child health consulting suites
- an informal theatrette; and
- café.

Concept designs for the new Hub were presented to the community and their feedback was used to help shape the final designs of the building. Construction is expected to start in early 2019 with the project scheduled to be completed by mid-2020.

Council continued to maintain and improve the local road network infrastructure, including:

- Delivered re-sheeting and rehabilitation program to improve over 30 roads.
- Conducted line marking in conjunction with road re-sheets and design and construct bicycle parking facilities to improve bicycle travel opportunities.
- Delivered improvement initiatives for localised traffic infrastructure and pedestrian and school crossings.
- Continued the Roads to Recovery program.

During 2017/2018, there was an increased focus on footpath renewal to improve the condition and safety of the network, including in important high pedestrian traffic areas such as shopping areas.

Council delivered a program of improvements for sports facilities, including the Telfer Reserve car park construction, and Anthony Beale Reserve pavilion stair and deck works.

In 2017/2018, 6075 trees were planted to beautify streetscapes and provide many benefits such as improved air quality, habitat for birds and animal, and reduced flooding. Tree planting days in local reserves were also conducted with the help from community groups and organisations.

Council undertook a comprehensive condition audit of Banyule's whole network of roads, footpaths, kerb and channel, and car parks to ensure works were prioritised in the capital works program for these vital public assets.

Laminated glass was installed at several maternal and child health centres, preschools and childcare centres to improve safety.

3.3 Invest in and support activity centres and employment precincts

Council continued delivery of a range of support to traders in each of its eleven main shopping centres to develop sustainable economic development programs through the Special Rates and Charges schemes, including: governance arrangements, best practice guidance, rules of association, rate renewals, marketing and promotional activity, and annual business planning. During 2017/2018, Special Rate and Charge Schemes were prepared for East Ivanhoe and Ivanhoe, with Lower Plenty to be renewed in early 2018/2019.

Council commenced large scale streetscape projects at Bell Street, Heidelberg West; Main Street, Greensborough; and Burgundy Street, Heidelberg. Significant support was provided to the traders throughout, especially to Rosanna traders who experienced ongoing disruptions during the Victorian Government railway works in the area.

The Economic Development Plan (2015-2020) continued to deliver a range of programs and initiatives to support local shopping centres and businesses, and regional economic development, helping attract investment and encourage partnerships to benefit the labour market.

A new campaign to encourage shoppers to 'Shop to it' at Banyule's shopping precincts was developed and is due to be launched in September 2018.

A new Banyule Economic Profile launched which included findings from an economic information base. The Watsonia Activity Centre Report continued to be updated to reflect changes associated with the North East Link Project.

3.4 Provide great public and open spaces

Council prepared the Draft Heidelberg Activity Centre and Medical Precinct Public Realm Strategy and the Burgundy and Powlett Street Reserves Masterplan to enhance these important open spaces and meet the demands of the growing population in the area.

Council continued to implement the Ford Park Masterplan to improve the amenity of this expansive Bellfield park. Feedback from public consultation around the new family playspace and picnic area was incorporated into the final design, with construction expected to start in September 2018.

The Kalparrin Gardens Masterplan progressed with detailed designs of a new family playspace, paths and bridges completed.

Council continued to invest in upgrading sporting facilities for local clubs. Some of this year's projects included replacing all-seasons cricket pitches at Loyola Reserve, Burkitt Oval, Heidelberg Park and Greensborough War Memorial Reserve; baseball cages at Elder Street Reserve; and cricket nets at Macleod Park and Cartledge Reserve. Plans also progressed for a major pavilion redevelopment at Loyola Reserve, Bundoora.

Council enhanced Banyule's streetscapes, parks, reserves and bushlands with more than 6000 trees and 21,000 tubestock planted.

Banyule's numerous green open spaces continued to be cared for by Council with mowing, pruning, weeding, watering, mulching and controlled burnings at ovals, parks, and road reserves, with a focus on the upkeep of high profile parks.

Our Best Value Performance

The Watsonia Skate Space and Pop Up Park proved a success at Ibbotson Street, Watsonia. Community members of all ages were drawn to a range of activities including skate sessions, art activities, archery, live music, Zumba gold and meditation sessions across 18 days in January 2018.

3.5 Support sustainable transport

Council implemented actions outlined in the Banyule Integrated Transport Plan 2035 to address transport issues and create a more accessible, safe, sustainable and active community. Council continued to advocate to relevant authorities for public transport upgrades to improve infrastructure and services, including: the level crossing removal project at Rosanna station and the duplication of the Rosanna Heidelberg railway line; increased frequency, appropriateness and capacity of public transport options available in Banyule; and upgrading Greensborough and Watsonia stations.

There was a continued focus to encourage a change in people's travel behaviour and increase walking, cycling and public transport use in priority areas around the municipality. Programs supported included Ride to Work, Ride to School, and Walk to School. A Draft Walking Strategy in line with the International Charter for Walking commenced development to guide Council on how best to support the community to participate in more walking activities.

Council continued to implement a Parking Management Plan and Green Travel Plan for the organisation. Some of the key initiatives included carpooling, bicycle loans and myki commuter loans. Events such as the annual Ride to Work Day encouraged staff to explore cycling as a way of commuting to work.

Enhancing and extending Banyule's shared trail network for walking, running and cycling remained a key focus with a highlight being the opening of the link from the Main Yarra Trail to the Darebin Creek Trail after 20 years of community and Council lobbying, which has led to a significant increase in trail users. Extending the East West power easement shared trail continued with the section between Noorong Avenue and Dilkara Avenue completed.

With a growing population, parking has become a challenge in certain high-demand areas, such as around shopping centres and railway stations. Council continued to consult with the community to look at the introduction of various parking management techniques, such as paid parking, residential parking zones and time limits, to encourage the availability of spaces.

Objective:

4. PARTICIPATION - ENGAGEMENT AND ADVOCACY

Engage meaningfully and advocate for the broader interest of the community.

'Participation' is about how people get involved in the community and community activities, how they have a say on issues important to them, and how Council listens to and involves people in decision making and planning. Participation also involves Council advocating with and on behalf of the community on issues out of Council's direct control. Supporting 'Participation' is central to good governance.

Outcome of our key directions:

4.1 Engage meaningfully with our community and encourage participation

In November 2016, 'Shaping Banyule' was launched to provide an online platform to assist and complement face-to-face community consultation and offer people a digital 'open all hours' way to engage with Council. Throughout 2017/2018, 68 projects featured on 'Shaping Banyule' with 21,759 visits and 3,380 contributions received. 'Shaping Banyule' kiosks equipped with iPads at Ivanhoe Service Centre, Ivanhoe Library, and Ivanhoe Aquatic continued to give the community an opportunity to have their say while visiting these facilities. More than 1000 people participated in the community consultation process to help develop the Year 2 of the Council Plan 2017-2021 and provide valuable input into shaping the key directions for Council. Council heard from people online at 'Shaping Banyule' and spoke face-to-face with community groups and businesses, and people at community events and schools.

Banyule has a diverse community and Council continued to support and strengthen all aspects of its vibrant community across a range of programs and plans. During 2017/2018, Council adopted the second Inclusion Access and Equity Framework and its associated Plans:

- Aboriginal and Torres Strait Islander Plan 2017-2021
- Multicultural Plan 2017-2021
- Disability & Inclusion Plan 2017-2021
- Lesbian Gay, Bi-sexual, Transgender and Intersex (LGBTI) Plan 2017-2021.

As part of the Aboriginal and Torres Strait Islander Plan, Council continued to enhance its relationship and work in respectful partnership with the Wurundjeri people, and other Aboriginal and Torres Strait Islanders. A Community and Social Planner (Aboriginal Liaison) was employed to make Council services more relevant and appropriate for Aboriginal and Torres Strait Islander communities. Support continued for Barrbunin Beek Gathering Place in Heidelberg West, a cultural hub for Indigenous people living in the area. In partnership with Banyule Community Health, Reconciliation Banyule and the Yarra Plenty Regional libraries, Council conducted 18 events attended by more than 1,500 people as a part of Reconciliation Week.

The Multicultural Plan produced a host of significant achievements, including hosting and supporting annual events that celebrate cultural diversity, including Holi, Lunar New Year, Ramadan, Harmony Day, Refugee Week and Cultural Diversity Week.

The LGBTI Plan outlines how Council works in partnership to support LGBTI communities and ensure activities and services are accessible, inclusive and equitable. Education, celebration and awareness raising contributed to building inclusive and equitable communities, such as hosting the Qwere St party in partnership with Montmorency Traders Association which was attended by 5000 people, flying the Rainbow Flag at Council buildings on significant days like International Day Against Homophobia Biphobia and Transphobia (IDAHOBIT), and Banyule's continued participation at the annual Pride March.

Our Best Value Performance

The Disability Action Plan took steps to ensure that Council's buildings, services, facilities, programs and events do not present barriers to residents with disabilities and their families and carers. Another key focus was to advocate for people with disabilities to promote access and inclusion. Council also held an International Day for People with Disability event.

In collaboration with Whittlesea and Nillumbik councils, a \$100,000 Victorian Government grant was secured to build a 'Marveloo' - a mobile accessible restroom that caters for people with disabilities and their carers for use at key events throughout the three municipalities.

YouthFest was held for the 7th consecutive year at Macleod Park and it continued to attract large crowds with an estimated 3500 people attending in 2017. More than 400 young people were consulted about the event, 182 young people volunteered, and over 20 local community groups helped run activities on the day. The event has grown from a music festival to include advocacy opportunities for young people, information on topical issues, sports activities, workshops, and multicultural programming, plus showcased Banyule Youth Services' programs.

In October 2017, Banyule Youth Services held an event to report back to the community on the recommendations proposed at the previous Youth Summit. A panel of young people and community workers explained the successful outcomes which included a six-week program for young women around wellbeing topics, a study coach program, and an art project. Recommendations will continue to be implemented in conjunction with local young people and the Banyule Youth Services team will provide a summit report card to the community in early 2019.

The Age-friendly Champion Program encouraged and supported older adults to be active participants in the process of planning and implementing actions to enable people to stay connected to their community as they age.

To encourage volunteerism and recognise the remarkable contributions that volunteers and citizens make to the community, Council held the Banyule Volunteer Celebration during National Volunteers Week. More than 400 guests attended the event which saw a total of 54 nominations across five categories with 14 awards presented.

4.2 Advocate for our community

Council continued its advocacy to the North East Link Authority and other Victorian Government agencies to seek to achieve better outcomes for Banyule from the North East Link project. Improvements to active transport, public open space, road and interchanges, public transport and land use were among the key focuses. Concerns were also expressed about tunnelling under Banyule Flats for the North East Link and how it could threaten endangered plant, animal and vegetation species at Banyule Swamp and Banyule Billabong. Pushing for improvements for the Watsonia area, such as pedestrian and cycling infrastructure, road access and a multi-deck car park, together with improvements to Watsonia Railway Station and its bus interchange, was also high on Council's advocacy agenda.

Council developed a Draft Gambling Policy which focuses on minimising the harms associated with electronic gaming machines. The draft Policy was out for public exhibition on 25 June 2018. There were also several advocacy efforts supporting neighbouring councils' efforts to reduce poker machine numbers. In September 2017, Council joined the Alliance for Gambling Reform, a collaboration of organisations concerned about the deeply harmful and unfair impacts of gambling and its normalisation in Australian culture.

Our Best Value Performance

Council continued to advocate for funding from Victorian Government departments, such as Sport and Recreation Victoria, to improve sports facilities across Banyule. Throughout 2017/2018, Council was successful with \$100,000 funding applications for each of the following projects:

- Ivanhoe Park sports field lighting construction;
- Loyola Reserve baseball/cricket training facility;
- Petrie Park pavilion change room upgrade;
- Willinda Park pavilion change room upgrade; and
- Glenauburn Park pavilion change room upgrade.

The Victorian Government has committed funding for the following projects:

- Olympic Park Masterplan - \$2 million;
- Additional courts at Nets Stadium - \$1.5 million;
- Improvements at De Winton Park - \$400,000; and
- Court and lighting upgrades at Viewbank Tennis Club - \$100,000.

Council successfully advocated to the Victorian Government for 'smalltalk' program funding. This has allowed five facilitated playgroups to be established in Banyule and staff to visit vulnerable families in their homes to provide parenting support.

The 2017/2018 Banyule Community Grants Program, saw Council distribute over \$170,000 to more than 50 agencies and community groups to deliver projects that fostered community spirit, social health and wellbeing within Banyule.

Council continued to participate in the review of the Local Government Act 1989. Contributing to the review is critical as the Act sets the regulatory framework that supports viable and independent councils, which can govern effectively and be more responsive to their communities. In February 2018, Council made a submission on the Local Government Bill Exposure draft. The Local Government Bill was released to Parliament incorporating feedback from the submission process and is still awaiting assent.

Banyule Leisure continued to provide subsidised access to Council facilities and deliver programs for minority groups at Olympic Leisure, such as providing women's only sessions in the pool and group fitness sessions in the gym.

4.3 Communicate effectively with our community

Banyule's Customer Service team answered 122,237 calls to the main incoming number and lodged 76,430 action requests through Banyule's Customer Request Management (CRM) system.

Banyule's new Age in Focus newsletter continued to improve the promotion of programs and services that support Banyule being an age-friendly city. The quarterly newsletter has a hard copy distribution of 3,000 and had 408 email recipients at 30 June 2018.

Our Best Value Performance

Banyule's Communications team delivered a range of activities in 2017/2018 to improve the reach, impact and responsiveness of communications including:

- Six editions of Council's newsletter the Banyule Banner and 3 editions of local Ward Newsletters;
- Community Calendar 2018 – 'Celebrating Banyule's significant trees';
- Four editions of the events focused The Little Banyule Book of Things To Do;
- Contributed to the Council Plan, Budget, and Annual Report;
- Monthly half-page Banyule in Brief advertorials profiled news and events and a Mayoral message in the Heidelberg and Diamond Valley Leader newspapers;
- 80 media releases sent to media, which, along with 120 responses to media enquiries, generated 915 media articles about Council and its activities across local, state and national radio, television and press, as well as local government specific media. Of these articles, 90.85% were positive;
- Mayoral updates to accompany rates notice to keep residents informed; and
- TV presentations in service centres and leisure centres updated weekly, and on hold messages updated monthly.

The Communications team developed marketing and communications for over 50 events, programs and initiatives throughout the year including:

- Banyule Volunteer Awards
- Malahang Community Festival
- Twilight Sounds
- Kids ArtyFarty Fest
- Banyule Seniors Festival
- Banyule BestBiz Awards

Council continued to increase its digital media presence and utilise it as an effective way to communicate with residents.

- Visits to Banyule Council's corporate website increased by 5.79% from 646,919 to 684,372 with more than 1.5 million page views.
- Banyule's corporate Facebook following increased by 24.07% to 5,569 page likes. 366 posts were published 366 Facebook post were published gaining over 1,000,000 impressions and almost 50,000 engagements (clicks or actions). 316 posts had over 1,000 impressions.
- Banyule's corporate Twitter following increased by 18.88% to 2,233 followers. 241 tweets were published with 175 tweets receiving over 500 impressions. All tweets generated a total of 254,519 impressions, representing a 3,005 increase from last financial year.

In response to the announcement of the North East Link, the Communications team coordinated a range of communications activities including:

- Held a community forum in September 2017 which was attended by more than 400 people and live streamed on Facebook. The video recorded was viewed by over 4,000 people.
- Conducted a community survey to seek feedback on the proposed corridor options which received more than 8,000 responses.
- Regular communications occurred throughout the year including letters to residents, articles in the Banyule Banner and a specific North East Link newsletter.

Objective:

5. PERFORMANCE - EFFICIENCY AND GOOD GOVERNANCE

Manage our resources wisely to achieve Council's strategic objectives.

'Performance' is about managing our resources wisely, providing organisational support services, strategic planning and risk management. We are charged with the stewardship of the resources of the municipality. Council is committed to managing its resources in a responsible, sustainable and accountable way in keeping with community expectations.

Our operations are based on responsible management, risk mitigation, strong customer service, and continuous improvement. We value our staff and recognise the integral role they play in the provision of Best Value services to our community.

We will effectively manage our resources in a changing environment, while continuing to deliver quality and value for money services. Banyule's commitment to a culture and practice of continuous improvement is based on our organisational Best Value Program.

Outcome of our key directions:

5.1 Provide exceptional customer service

Key initiatives identified in the organisation's Customer Focus Strategy 2017-2021 started to be implemented, including the establishment of a Community Reference group to help develop a new Customer Charter. The Charter will deliver an updated and responsive service model which sets out clearly defined service levels and timeframes.

A new training program for all staff was implemented to improve customer experience, and a new reporting system was developed for each customer contact method (telephone, face-to-face, social media, email and letters).

The organisation continued to explore and utilise existing and emerging technologies to improve its customer contact experience, improve responsiveness and deliver a range of self-serve options, including online booking of hard waste collection, planning applications, and the introduction of a call back feature and queue position for Council's call centre.

Council coordinated Council Reporting under the Victorian Local Government Performance Reporting Framework which was established across every local government in Victoria based on common service data sets. Council continued to advocate for streamlined and meaningful Victorian Government reporting, provision of full community reporting in Council's Annual Report, and development of robust reporting processes.

5.2 Deliver best value services and facilities

Securing better value for services and utilities remained a key priority as Banyule continued to pursue procurement contracts by forming alliances. Banyule was part of a Procurement Australia tender process to establish a contract securing competitive electricity and gas prices, and was leading a collaboration of five northern region councils to engage security services at a more competitive price.

Council continued to investigate options to consolidate landholdings to maximise revenue and asset reallocation. Council annually reviews its property portfolio ensuring its assets are optimally utilised and occupied, preferably with a rental return. Among a range of delivered projects in the last year Council has conducted an Expression of Interest process for community uses of properties in Heidelberg West and Bellfield, produced Draft Urban Design Guidelines and a Master Plan for the former Banksia La Trobe Secondary College site in Bellfield, received a planning permit for a townhouse development in Watsonia, and investigated other opportunities to consolidate services and improve performance of assets to deliver efficiencies for the organisation and community.

Completed the first year digital transformation through offering electronic lodgement and payment for all planning applications and related requests, which made it easier and more convenient for applicants to lodge and make amendments. There was also improvement in the number of planning applications determined within the statutory timeframe.

Coordinated Council's Reporting under the Victorian Local Government Performance Reporting Framework which was established across every local government in Victoria based on common service data sets. Council continued to advocate for streamlined and meaningful Victorian Government reporting, provision of full community reporting in Council's Annual Report, and development of robust reporting processes.

Council's targeted Service Development Review program continued to strengthen service provision through review of key delivery, needs, and objectives. This activity includes utilising benchmarking, consultation, service data, and financial analysis to assess service provision and sustainability.

- Functional components of Local Laws services and key Asset Management services are currently being undertaken. This builds on service initiatives to address litter issues management, dumped rubbish, local construction sites monitoring, administration, community inputs and needs assessment, asset planning (including future needs assessment), facility maintenance, drainage and infrastructure management, associated asset life-cycles and strategic resource needs.
- Established and finalised service development reviews for Urban Planning, including Statutory Planning and Strategic Planning services. Reviewing these areas included current operational and delivery challenges, community needs, resource use, and identifying short and longer term needs to be addressed. An Action Plan was developed for both services to prioritise and address opportunities identified in developing stronger service delivery in a challenging environment.
- Master planning and implementation has continued for previous review activity across key operational areas of Parks, Infrastructure Maintenance, Waste Services, Street Sweeping and Cleansing, and Fleet. This activity continues to progress service delivery and financial outcomes for community benefit and operational performance.

5.3 Provide responsible financial management and business planning

Council's Financial Services team continued its commitment to ensuring effective financial management and Banyule's long-term sustainability. Some of its key initiatives included:

- Worked closely with the management team, service units and councillors to prepare Council's Budget. The development of the Budget included extensive community consultation.
- Prepared relevant financial information for Banyule's Annual Report, incorporating the Financial Statements, Performance Statements, and Report of Operations.
- Completed monthly financial management reporting for the Executive Management Team (EMT), councillors and Council meetings (quarterly). The Finance team continued regular monthly monitoring of each of the capital projects and operational services and initiatives to enhance the reporting of the financial position, year-to-date data, and forecasting.

Council continued to utilise asset management plans which set out the asset maintenance and renewal needs for key infrastructure asset classes for the next 10 years for roads, pathways, bridges, drains, playgrounds, open space, and buildings.

The Banyule Council Household Survey 2017 was undertaken to provide a significant data set for better understanding community needs and leveraging business intelligence into service provision. This included forward-looking data for the Customer Strategy, as well as housing, transport, advocacy, and health and wellbeing issues. Similarly important for data collecting, benchmarking, and planning, Banyule participated in the annual state-wide 2018 Community Satisfaction Survey led by Local Government Victoria. This survey asks people to rate Council and service importance across a range of areas including customer service, advocacy, service areas, and the overall direction of the Council.

The Procurement Policy was reviewed and updated to include requirements and outcomes for a sustainable (social, economic and environmental) procurement framework. This included a focus on supporting local jobs, improving the economic wellbeing of disadvantaged communities, and considering environmental impacts.

Council continued to ensure alignment of all strategic planning to the Council Plan 2017-2021 objectives and the organisation's values. The Council Plan 2017-2021 framework is based on the '5P' objectives of People, Planet, Place, Participation and Performance. Together, these give Council a strong framework for decisions moving forward. Banyule's strategic direction and priorities were reviewed, incorporating community feedback, further strengthening the areas of focus, and meeting the relevant legislative requirements. The Council Plan includes an updated list of key initiatives for 2018/2019 to give the community a practical sense of what Council is aiming to achieve within its objectives, key directions and focus areas. Ongoing internal support is also provided for key plans as they are reviewed (linkages of these with Council Plan, Annual Business Plan, and key policies, strategies and plans).

Council provided relevant corporate reporting for Banyule's Annual Report 2016/2017 in line with relevant legislation and best practice guides, as well as reported progress to the community and Minister for Local Government. This involved preparing Banyule's Best Value Victoria Report 2016/2017.

A detailed assessment of the rating strategy was undertaken to accommodate current known limitations arising from a rate capping environment and feedback from the community in areas such as differential rating and waste services charges. The public was consulted utilising Council's online engagement platform, Shaping Banyule, and face-to-face interaction at Movies on the Move events. The Rating Strategy was subsequently adopted in June 2018.

5.4 Provide good governance and be accountable

The Governance team continued to be actively involved in the review of the Local Government Act making numerous submissions as part of the consultation process. Some of Council's suggested changes to the 1989 Act have been incorporated into the Draft Local Government Bill 2018. The Act should be proclaimed towards the end of 2018.

A review of Council Meetings was undertaken to prepare for the move of Council Meetings to the Greensborough Offices in 2019 while construction of the Ivanhoe Library and Cultural Hub takes place. The review will ensure that transition arrangements are in place so that Council Meetings run smoothly from the new location and continue to engage public participation.

Key changes made to Council Meetings' public question time enabled questions to be submitted prior and the answer read at the end of the Council Meeting which facilitated a more comprehensive response to be provided. The change has increased public participation as submitters no longer need to address the Council at the meeting or attend the meeting as the response is captured in the official meeting minutes and on the meeting audio recording on Council's website.

A review of the Freedom of Information (FOI) Officer role and processes was undertaken to meet major reforms to the Freedom of Information Act 1982 which came into effect on 1 September 2017. Key changes included shorter appeal and decision making timeframes, mandatory compliance with professional standards and an additional requirement to consult prior to the release of documents.

The Local Laws team continued the implementation, education and enforcement of the new Local Law No.1, including articles in Council's newsletter outlining laws around parking on nature strips, picking up after your dog, and overhanging vegetation.

5.5 Promote an engaged and productive organisation

Banyule City Council Enterprise Agreement No. 7 was ratified by the Fair Work Commission and came into effect on 21 June 2018. With union support, Part A and Part B (Victorian Local Authorities Award 2001) and (Part C - Nurses ANF Victoria Local Government Award 2002) were consolidated into one modern, streamlined and contemporary document. The new Agreement improved comprehension for employees and eliminated out-dated practices that were no longer relevant in a modern workforce.

Council started implementing a revised Employee Development Review process to improve staff development via quality, two-way conversations, and make the management and reporting of reviews easier.

Recruitment and pre-employment practices were improved with staff offered training in selection and assessment, and pre-employment processes made more rigorous. Most notably, psychometric testing was introduced to improve Council's selection process for short-listed applicants for certain job positions. These tests feature a number of questions and exercises designed to assess and identify a candidate's personality, abilities and values.

Council continued to undertake mandatory training workshops to ensure staff were equipped with the relevant knowledge and skills relative to their work, such as workplace behaviour, privacy awareness, customer service and manual handling. A range of enhanced organisational and personal development opportunities continued to be offered to enable staff to learn new skills, improve teamwork and progress their careers. Examples included the popular coaching program and the Leading Innovation program.

5.6 Manage the systems and assets that support service delivery

Investing in new technology and innovative solutions to deliver operational efficiencies and improve the customer experience was a key focus of the organisation. The development of a Digital Transformation Strategy continued to define Council's digital vision, strategies, supporting initiatives and transformation roadmap for 2018-2020.

Council continued to review and streamline Council's financial systems and processes to ensure the most efficient and effective use of our technology resources. The Procure-To-Pay project introduced online and automated workflow invoice approvals to streamline the process, eliminate duplication and improve invoicing and late payments.

An automation project for purchasing card transaction workflow has improved input processes for staff and manager approvals, and allowed expenditure reports to be generated throughout the month, providing immediate transparency.

New mobile phones with greater functionalities and security control, and mobile laptops were introduced to increase connectivity to Council's resources from off-site locations, which helped Banyule to embrace a modern workspace of enhanced productivity and increased mobility.

The Centre Based Care legacy software was upgraded to a modern cloud platform which improved backend processes and customer service.

The Fleet Policy was adopted in May 2018 resulting in improved fleet management reporting. Installation of GPS and cameras on various Council vehicles commenced with the roll-out of the technology on waste trucks and sweepers. This has helped Council investigate incidents such as missed bins and alleged incidents involving Council vehicles, saving the organisation time and money.

The Electronic Document Records Management System (EDRMS) project continued with the digitisation of hard copy files and electronic work processes to move to fully electronic data management. Digitisation of both personnel and health premise files was completed, and new processes were started to support scan hard copy applications for the Planning and Building departments.

Our Best Value Performance

Indicators – How we measure our performance against the Council Plan objectives

The following statement reviews the performance of Council against the Council Plan including results achieved in relation to the strategic indicators included in the Council Plan. The following statement also provides the results of the prescribed service performance indicators and measures including explanation of material variations. Results are also compared with targets set out in Banyule's Budget 2017/2018.

Note: Council Plan objectives:



People



Planet







Place








Participation





Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
1.	 <p>CSI – Recreational facilities (performance) Indicator Type: Output (Quality)</p> <p>(Note: CSI indicators are measured via the annual Community Satisfaction Survey (CSS) for Local Government (CSS) for Local Government. CSI Targets 2018 (ie. 2017/2018) are based on: 'Equal to or greater than the Metro Council Group average'. For further information please refer to the 'General Notes and Glossary of Terms for the Indicators')</p>	76	73	73	72	<p>Banyule's CSI score (72) was lower than the 2018 Metro Council Group average (74) and higher than the 2018 State-wide average (69).</p> <p>Overall, 90% of respondents provided a rating of very good, good or average for this service area (category) in 2018.</p> <p>Target 2018 74</p> <p>The 2018 result represents 97% achievement against target.</p>
2.	 <p>Attendance at Council provided leisure centres Indicator Type: Outcome (Service Effectiveness)</p>	1,737,835	1,955,712	1,812,985	1,681,815	<p>These figures are inclusive of WaterMarc (733,429), Macleod (122,982), Ivanhoe Aquatic (466,804), Olympic (65,645) and Nets (292,955) leisure centres.</p> <p>Target 2018 1,000,000</p> <p>Achieved Target (+681,815).</p>
3.	 <p>Percentage of people who feel they 'belong' in Banyule Indicator Type: Outcome (Service Effectiveness)</p> 	84%	83%	84%	87%	<p>This indicator is measured via the CSS 2018, co-ordinated by the Department of Environment, Land, Water and Planning (DELWP) and is an additional question for Banyule. The result demonstrates a relatively strong result for people feeling connected in Banyule and this has continued since 2012.</p> <p>Target 2018 80%</p> <p>Achieved Target (+7%).</p>




Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
4.	CSI – Art centres and libraries (performance)  Indicator Type: Output (Quality)	77	71	72	73	Banyule's CSI score (73) was lower than the 2018 Metro Council Group average (75) and the 2018 State-wide average (74). Overall, 87% of respondents provided a rating of very good, good or average for this service area (category) in 2018. Target 2018 75 The 2018 result represents 97% achievement against target.
5.	CSI – Community and cultural activities (performance)  Indicator Type: Output (Quality)	72	69	70	71	Banyule's CSI score (71) was higher than the 2018 Metro Council Group average (70) and higher than the 2018 State-wide average (69). Overall, 86% of respondents provided a rating of very good, good or average for this service area (category) in 2018. Target 2018 70 Achieved Target (+1)
6.	Attendance at Banyule festivals  Indicator Type: Appropriateness (Access/Equity/Service Levels)	13,000	14,500	13,500	14,000	Includes: Malahang Community Festival (3,000), Twilight Sounds (3,000) and The Kids ArtyFarty Festival (8,000). Target 2018 10,000 Achieved Target. (+4,000)
7.	Performance against People: Health and Wellbeing Action Plan (% actions completed on time)  Indicator Type: Output (Quality)	90%	90%	94%	97%	Target 2018 80% Achieved Target (+17%).
8.	CSI – Disadvantaged support services (performance)  Indicator Type: Appropriateness (Access/Equity/Service Levels)	64	62	61	64	Banyule's CSI score (64) was higher than the 2018 Metro Council Group average (61) and the 2018 State-wide average (61). (Note: 43% of respondents provided a rating of 'can't say') Target 2018 61 Achieved Target (+3%).





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
9.	 LGPRF - Aquatic facilities: (a) Service standard (aquatic facilities are inspected by a qualified officer).					
	<ul style="list-style-type: none"> Health inspections of aquatic facilities (number of inspections by an authorised officer within the meaning of the Public Health and Wellbeing Act 2008 carried out per Council aquatic facility) 	4	3	3.67	4	Achieved Target
	<ul style="list-style-type: none"> Reportable safety incidents at aquatic facilities (number of WorkSafe reportable aquatic safety incidents) 	1	4	2	9	The Service responds to incidents which can occur in the aquatic and leisure environment. On occasions incidents may relate to the health status of individual patrons. The service seeks to provide an ongoing safe environment and encourages patrons in safe facility use.
	<p><i>Indicator Type: Output (Effectiveness, Quality)</i></p> <p><i>(Note: LGPRF - Key indicators and measures as part of the Local Government Performance Reporting Framework. For further information please refer to the 'General Notes and Glossary of Terms for the Indicators').</i></p>				Target 2018 0	Target not achieved on this occasion
10.	 LGPRF - Aquatic facilities: (b) Service cost (provision of aquatic facilities is undertaken in a cost-efficient manner)					
	<ul style="list-style-type: none"> Cost of indoor aquatic facilities (direct cost to Council less any income received of providing indoor aquatic facilities per visit) 	\$1.15	\$0.09	\$0.32	\$0.00	This movement is due to Learn to Swim income received within financial year, refinement of management costs, and improved contract arrangement.
	<p><i>Indicator Type: Output (Efficiency, Cost)</i></p>				Target 2018 \$0	Achieved Target





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
11.	 <p>LGPRF - Aquatic facilities: (c) Utilisation (aquatic facilities are safe, accessible and well utilised)</p> <ul style="list-style-type: none"> Utilisation of aquatic facilities (number of visits to aquatic facilities per head of municipal population) <p><i>Indicator Type: Outcome (Utilisation)</i></p>	10	10.90	10.04	9.79	<p>Target 2018 8 visits per head of BCC municipal population</p> <p>Achieved Target (+1.79)</p>
12.	 <p>LGPRF - Food safety: (a) Timeliness (Councils take action in response to food complaints in a timely manner)</p> <ul style="list-style-type: none"> Time taken to action food complaints (average number of days it has taken for Council to action food complaints received from members of the public about the about the safety or handling of food for sale) <p><i>Indicator Type: Output (Effectiveness, Appropriateness)</i></p>	No Result	1.51	2.27	1.83	<p>This is a good result and as per previous years it is within our target. Response time is prioritised based on the risk associated with the complaint. As there is an overall low total number of complaints the variation in the results between each year can appear significant, though the actual response time is performing well year on year.</p> <p>Target 2018 Written or verbal acknowledgement of receipt of complaint within 5 working days.</p> <p>Achieved Target (3.17 days better than target).</p>
13.	 <p>LGPRF - Food safety: (b) Service standard (food safety service is provided in accordance with legislative requirements)</p> <ul style="list-style-type: none"> Food safety assessments (percentage of registered class 1 food premises and class 2 food premises that receive an annual food safety assessment) <p><i>Indicator Type: Output (Effectiveness, Quality)</i></p>	100%	99.81%	99.61%	99.61%	<p>Target 2018 100%</p> <p>Result within target</p> <p><i>Note: Calculation includes some premises due for inspection in the next calendar year.</i></p>





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
14.	 LGPRF - Food safety: (c) Service cost (food safety service is delivered in a cost-efficient manner) – Cost of food safety service (direct cost to Council of the food safety service per food premises registered by Council, or for which Council has received notification, during the year) <i>Indicator Type: Output (Efficiency, Cost)</i>	\$984	\$727.76	\$689.75	\$623.97	Target 2018 \$1,200 Achieved Target (\$576.03 better than target). This result is reflective of efficient use of resources and work practices.
15.	 LGPRF - Food safety: (d) Health and safety (food safety service protects public health by preventing the sale of unsafe food) – Critical and major non-compliance notifications (percentage of critical and major non-compliance outcome notifications that are followed up by Council) <i>Indicator Type: Outcome (Health and safety)</i>	71%	100%	100%	100%	Target 2018 100% Achieved Target
16.	 CSI - Family support services (performance) <i>Indicator Type: Outcome (Service Effectiveness)</i>	69	68	69	68	Banyule's CSI score (68) was equal to the 2018 Metro Council Group average and higher than the 2018 State-wide average (66). (Note: 32% of respondents provided a rating of 'can't say') Target 2018 68 Achieved Target.
17.	 CSI – Elderly support services (performance) <i>Indicator Type: Outcome (Service Effectiveness)</i>	69	69	65	68	Banyule's CSI score (68) was higher than the 2018 Metro Council Group average (67) and equal to the 2018 State-wide average. (Note: 38% of respondents provided a rating of 'can't say') Target 2018 67 Achieved Target (+1).





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
18.	 <p>Key Ages and Stages: participation rate for 3.5 year visits to maximise positive lifelong outcomes for children in preparation for four year old kindergarten.</p> <p><i>Indicator Type: Outcome (Service Effectiveness)</i></p>	86%	62%	77%	77%	<p>Target 2018 75%</p> <p>Achieved Target (+2%)</p>
19.	 <p>Unit rate cost to Council for delivered meals</p> <p><i>Indicator Type: Output (Cost)</i></p>	\$16.34 per meal	\$18.60 per meal	\$21.70 per meal	\$16.30 per meal	<p>Target 2018 \$16.50 per meal</p> <p>Achieved Target (\$0.20 per meal better than target)</p>
20.	 <p>Total number of delivered meals</p> <p><i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i></p>	50,571	44,185	43,167	33,908	<p>Meal numbers have continued to decline due to increased competition from supermarkets and other home delivery services. This trend is Australia wide for this once popular service.</p> <p>Target 2018 38,900 meals</p> <p>The 2018 result represents 87% achievement against target</p>
21.	 <p>Percentage of delivered meals recipients satisfied with the service (rating the service as excellent, very good or good)</p> <p><i>Indicator Type: Output (Quality)</i></p>	98%	96%	98%	98%	<p>Service quality and customer satisfaction continues to be high despite falling demand.</p> <p>Target 2018 90%</p> <p>Achieved Target (+8%)</p> <p>The survey covers areas such as food quality, delivery times, helpfulness of staff and overall satisfaction.</p>





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
22.	 <p>Aged Care Regional Assessment Service – Timeliness - Referrals received from My Aged Care actioned on time</p> <p><i>Indicator Type: Output (Effectiveness, Appropriateness)</i></p>	-	-	-	98%	Target 2018 80% Achieved Target (+18%)
23.	 <p>LGPRF - Maternal and Child Health: (a) Satisfaction (clients satisfied with the MCH service)</p> <p>– Participation in first MCH home visit (percentage of infants enrolled in the MCH service who receive the first MCH home visit)</p> <p><i>Indicator Type: Output (Effectiveness, Appropriateness)</i></p>	96%	100%	98.12%	98.38%	Target 2018 80% Achieved Target (+18.38%).
24.	 <p>LGPRF - Maternal and Child Health: (b) Service Standard (Councils enrol all infants in the MCH service)</p> <p>– Infant enrolments in the MCH service (percentage of infants enrolled in the MCH service)</p> <p><i>Indicator Type: Output (Effectiveness, Quality)</i></p>	94%	99.41%	102.26%	101.56%	Target 2018 95% Achieved Target Within range of LGV (permissible range 90-110)
25.	 <p>LGPRF - Maternal and Child Health: (c) Service cost (MCH service is delivered in a cost-efficient manner)</p> <p>– Cost of the MCH service (cost to Council of the MCH service per hour of service delivered)</p> <p><i>Indicator Type: Output (Efficiency, Cost)</i></p>	No Result	\$70.66	\$73.76	\$72.57	Target 2018 \$70.00 <i>Methodology based on multidisciplinary team to deliver MCH service</i> Additional cost of \$2.57 compared with target Cost reduction compared to previous financial year





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
26.	 LGPRF - Maternal and Child Health: (d) Participation (Councils promote healthy outcomes for children and their families)	85%	77.47%	80.55%	79.95%	
	- Participation in the MCH service (percentage of children enrolled who participate in the MCH service)				Target 2018 80%	Achieved Target
	- Participation in the MCH service by Aboriginal children (percentage of Aboriginal children enrolled who participate in the MCH service)	78%	53.17%	77.24%	81.18%	
					Target 2018 70%	Achieved target (+11.18%).
	<i>Indicator Type: Outcome (Participation)</i>					
27.	 Percentage of people who feel safe in Banyule <i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i>	96%	97%	92%	92%	This indicator is measured via the CSS 2018 co-ordinated by the DELWP, and is an additional question for Banyule. The result demonstrates a strong result for people feeling safe in Banyule and this has continued since 2012.
					Target 2018 80%	
28.	 Performance against Safer Banyule Action Plan (% actions completed on time) <i>Indicator Type: Output (Quality)</i>	94%	95%	96%	96%	Target 2017 80% Achieved Target (+16%)





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
29.	 LGPRF - Libraries: (a) Utilisation (library services are well utilised) – Library collection usage (number of library collection item loans per library collection item) <i>Indicator Type: Output (Effectiveness, Appropriateness)</i>	9	9.11	6.95	9.53	The number of library loans was under reported by the Regional Library Service in 2016/17 reporting period. Target 2018 7 Achieved Target (+2.53).
30.	 LGPRF - Libraries: (b) Resource standard (libraries have a high standard of resources) – Standard of library collection (percentage of the library collection that has been purchased in the last 5 years) <i>Indicator Type: Output (Effectiveness, Quality)</i>	85%	86.11%	86.24%	87.37%	Target 2018 80% Achieved Target (+7.37%).
31.	 LGPRF - Libraries: (c) Service cost (delivery of library services is undertaken in a cost-efficient manner) – Cost of library service (direct cost to Council of the library service per visit) <i>Indicator Type: Output (Efficiency, Cost)</i>	\$8.12	\$7.01	\$6.50	\$7.93	New technology installed in 2017/18 to more accurately record library attendances has contributed to result variation from the previous year. Target 2018 \$9.00 Achieved Target (\$1.07 per visit better than target).
32.	 LGPRF - Libraries: (d) Participation (library resources are free, accessible and well utilised) – Active library members (percentage of the municipal population that are active library members) <i>Indicator Type: Outcome (Participation)</i>	18%	15.37%	16.12%	15.73%	Target 2018 15% Achieved Target (+0.73%).





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
33.	 <p>Number of economic development events delivered in partnership with other organisations (eg. neighbouring Councils, State and Federal Government, Regional Development organisations, traders associations, etc)</p> <p><i>Indicator Type: Output (Quality)</i></p>	38	41	31	30	<p>Target 2018 10</p> <p>Achieved Target (+20).</p>
34.	 <p>Participation level (attendance) at Council operated/ hosted economic development events</p> <p><i>Indicator Type: Outcome (Service Effectiveness)</i></p>	1,071	1,284	940	1,014	<p>Target 2018 300</p> <p>Achieved Target (+714)</p> <p>A high level of participation to all events, including the Banyule BestBiz Awards, Women in Business Lunch and Industrial Estate networking event, which all exceeded their target.</p>
35.	 <p>CSI – Emergency and disaster management (performance)</p> <p><i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i></p>	70	70	69	68	<p>Target 2018 69</p> <p>The 2018 result represents 99% achievement against target.</p> <p>Banyule's CSI score (68) was lower than the 2018 Metro Council Group average (69) and lower than the 2018 State-wide average (71). (Note: 32% of respondents provided a rating of 'can't say').</p>
36.	 <p>Completion of scheduled emergency management exercises as part of Council's Municipal Emergency Management Plan</p> <p><i>Indicator Type: Output (Quality)</i></p>	Completed as per schedule	Completed as per schedule	Completed as per schedule	Completed as per schedule	<p>Target 2018 Completed as per schedule</p> <p>Achieved Target.</p>




Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
37.	 CSI – Environmental sustainability (performance) <i>Indicator Type: Outcome (Service Effectiveness)</i>	68	67	67	65	Banyule's CSI score (65) was higher than the 2018 Metro Council Group average (64) and the 2018 State-wide average (63). Overall, 80% of respondents provided a rating of very good, good or average for this service area (category) in 2018. Target 2018 64 Achieved Target (+1).
38.	 Number of tree plantings (Council tree plantings in streets and parks) <i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i>	3,700	4,000	7,347	6,075	The result includes street and park and bushland reserve trees (advanced trees and tube stock trees) and is aligned with objectives of Banyule's Urban Forest Strategic Plan. In addition 21,431 tubestock shrubs, grasses, ground cover herbs and semi-aquatic plants were planted within bushland reserves. Target 2018 4,000 Achieved Target (+2,075)
39.	 Performance against Planet: Environmental Sustainability Action Plan (% actions completed on time) <i>Indicator Type: Output (Quality)</i>	94%	91%	92%	98%	Target 2018 90% Achieved Target (+8%).
40.	 Council's water use <i>Indicator Type: Outcome (Service Effectiveness)</i>	276 million litres	299.99 million litres	283.60 million litres	286.74 million litres	Target not achieved on this occasion (additional 86.74 million litres compared with target). Target 2018 Constrain annual Council potable water use below 200 million litres This year, just over 30ML of water was drawn from stormwater harvesting systems, this figure is likely to rise over the next year due to planned operational improvements to the existing systems.



Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
41.	CSI – The appearance of public areas (performance)  <i>Indicator Type: Outcome (Service Effectiveness)</i> 	73	71	72	73	Banyule's CSI score (73) was equal to the 2018 Metro Council Group average and higher than the 2018 State-wide average (71). Overall, 94% of respondents provided a rating of very good, good or average for this service area (category) in 2018. Target 2018 73 Achieved Target.
42.	Council's greenhouse gas emissions  <i>Indicator Type: Outcome (Service Effectiveness)</i>	14% reduction	14% reduction	1.7%* increase	6.2% reduction	Council's greenhouse gas emissions reduced from 16,306 tonnes (CO2 equivalent) in 2017 to 15,298 tonnes in 2018, representing a reduction of 1,008 tonnes (6.2%). Target 2018 Reduce Council's greenhouse gas emissions Achieved Target. The reduction in emissions is attributed to the Watermarc cogeneration system coming back into operation and further installation of solar PV systems on Council buildings * The WaterMarc cogeneration system was out of operation between approximately April 2016 and April 2017.
43.	CSI - Waste management (performance)  <i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i>	77	77	76	75	Banyule's CSI score (75) was equal to the 2018 Metro Council Group average and higher than the 2018 State-wide average (70). Overall, 94% of respondents provided a rating of very good, good or average for this service area (category) in 2018. Target 2018 75 Achieved Target.




Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
44.	 Percentage of 'consumer waste' diverted from landfill (ie excludes greenwaste) <i>Indicator Type: Outcome (Service Effectiveness)</i>	38%	38%	37%	36%	Drop in weight of recyclables collected due to lighter packaging and less paper and cardboard waste. Target 2018 37% The 2018 result represents 97% achievement against target
45.	 LGPRF - Waste Collection: (a) Satisfaction (users are satisfied with the waste collection system) - Kerbside bin collection requests (number of kerbside bin collection requests per 1,000 kerbside bin collection households) <i>Indicator Type: Output (Effectiveness, Appropriateness)</i>	190	180.72	198.61	215.15	Target 2018 200 Target not achieved on this occasion. Increase in total garbage and recycling collection requests due to non-presentation of bins at time of collection. Strategies will be implemented during 2018/2019 to address the number of requests.
46.	 LGPRF - Waste Collection: (b) Service standard (kerbside collection bins are collected as planned) - Kerbside collection bins missed (number of kerbside collection bins missed per 10,000 scheduled kerbside collection bin lifts) <i>Indicator Type: Output (Effectiveness, Quality)</i>	14	13.02	15.31	18.51	Increase in missed bin requests due to rise in non-presentation of bins by some residents at time required for collection in accordance with service requirements. Target 2018 14 Target not achieved on this occasion. Strategies will be implemented during 2018/2019 to address the number of missed bins




Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
47.	 LGPRF - Waste Collection: (c) Service cost (kerbside collection service is delivered in a cost-efficient manner)					
	<ul style="list-style-type: none"> – Cost of kerbside garbage collection service (direct cost of the kerbside garbage bin collection service per kerbside garbage collection bin) 	\$90.57	\$89.93	\$99.44	\$104.75	
					Target 2018 \$100	Target not achieved on this occasion.
	<ul style="list-style-type: none"> – Cost of kerbside recyclables bin collection service (direct cost of the kerbside recyclables collection service per kerbside recyclables collection bin) 	\$28.10	\$25.57	\$29.55	\$32.20	
					Target 2018 \$30	Target not achieved on this occasion.
	<i>Indicator Type: Output (Efficiency, Cost)</i>					
48.	 LGPRF - Waste Collection: (d) Waste diversion (amount of waste diverted from landfill is maximised)	53%	52.11%	52.35%	50.76%	
	<ul style="list-style-type: none"> – Kerbside collection waste diverted from landfill (percentage of garbage, recyclables and green organics collected from kerbside bins that is diverted from landfill) 					
					Target 2018 50%	Achieved Target (+0.76%). Reduction in diversion due to 1,085 fewer tonnes of green waste being collected as a result of a dry year.
	<i>Indicator Type: Outcome (Waste diversion)</i>					




Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
49.	 <p>Attendance at Council's Rethink Centre waste education programs</p> <p><i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i></p>	3,515	4,524	3,944	2,528	<p>Reduction due to an unexpected centre closure and also a temporary period of reduced centre capacity which limited the number of visitors at any one time.</p> <p>Target 2018 3,900</p> <p>The 2018 result represents 65% achievement against target.</p>
50.	 <p>CSI – The condition of local streets and footpaths in your area (performance)</p> <p><i>Indicator Type: Outcome (Service Effectiveness)</i></p>	64	63	60	63	<p>Banyule's CSI score (63) was lower than the 2018 Metro Council Group average (64) and higher than the 2018 State-wide average (58).</p> <p>Overall, 84% of respondents provided a rating of very good, good or average for this service area (category) in 2018.</p> <p>Target 2018 64</p> <p>The 2018 result represents 98% achievement against target.</p>
51.	 <p>LGPRF - Statutory Planning: (a) Timeliness (Council planning application processing and decisions are carried out in a timely manner)</p> <ul style="list-style-type: none"> – Time taken to decide planning applications (median number of days between receipt of a planning application and a decision on the application) <p><i>Indicator Type: Output (Effectiveness, Appropriateness)</i></p>	50 days	41.00 days	44.00 days	48.00 days	<p>Target 2018 56 days</p> <p>Achieved Target (8 days better than target).</p> <p>This result is reflective of established fast tracking processes for minor applications including vegetation removal. Banyule, in comparison to other authorities, has one of the lowest median number of processing days for applications.</p>





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
52.	 LGPRF - Statutory Planning: (b) Service Standard (planning application processing and decisions are in accordance with legislative requirements) <ul style="list-style-type: none"> – Planning applications decided within 60 days (percentage of planning application decisions made within 60 days) <i>Indicator Type: Output (Effectiveness, Quality)</i>	50%	54.99%	63.49%	63.71%	Target 2018 60% Achieved Target (+3.71%) The number of planning decisions within the statutory timeframe remains consistent with the previous financial year.
53.	 LGPRF - Statutory Planning: (c) Service cost (planning application processing and decisions are carried out in a cost-efficient manner) <ul style="list-style-type: none"> – Cost of statutory planning service (direct cost to Council of the statutory planning service per planning application) <i>Indicator Type: Output (Efficiency, Cost)</i>	\$1,434	\$1,457.62	\$1,537.78	\$1,810.78	There has been increased expenditure in staffing support and legal expenses affecting the direct cost of Statutory Planning service provision. Target 2018 \$1,718 Target not achieved on this occasion. Additional \$92.78 compared with target
54.	 LGPRF - Statutory Planning: (d) Decision making (planning application processing and decisions are consistent with the local planning scheme) <ul style="list-style-type: none"> – Council planning decisions upheld at VCAT (percentage of planning application decisions subject to review by VCAT and that were not set aside) <i>Indicator Type: Outcome (Decision making)</i>	40%	53.03%	65.12%	50.00%	The decrease in the percentage of applications upheld can consist of the Tribunal giving higher weight to State Policy and higher planning tolerance against more stringent Council decisions in respect of neighbourhood character, tree protection and preferred heights. This result is similar to that in 2015/16. Target 2018 56% The 2018 result represents 89% achievement against target.





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
55.	 LGPRF - Roads: (a) Satisfaction of use (road users are satisfied with the sealed local road network) <ul style="list-style-type: none"> - Sealed local road requests (number of sealed local road requests per 100 kilometres of sealed local road) Indicator Type: Output (Effectiveness, Appropriateness)	78	110.37	116.33	83.67	Council has embarked on a continuous improvement program by strengthening proactive road inspections. Target 2018 150 Achieved Target
56.	 LGPRF – Roads: (b) Condition (sealed local roads are maintained at the adopted condition standard) <ul style="list-style-type: none"> - Sealed local roads below the intervention level (percentage of sealed local roads that are below the renewal intervention level set by Council and not requiring renewal) Indicator Type: Output (Effectiveness, Quality)	98%	96.90%	96.93%	98.23%	Target 2018 80% Achieved Target (+18.23%).
57.	 LGPRF - Roads: (c) Service cost (renewal and maintenance of sealed local roads are undertaken in a cost-efficient manner) <ul style="list-style-type: none"> - Cost of sealed local road reconstruction (direct reconstruction cost to Council per square metre of sealed local roads reconstructed). - Cost of sealed local road resealing (direct resealing cost to Council per square metre of sealed local roads resealed). Indicator Type: Output (Efficiency, Cost)	N/A	N/A	N/A	N/A	Not Applicable. (Council did not undertake sealed local road reconstruction in 2017-18 as defined in this Indicator by Local Government Victoria.) Cost of resealing sealed roads has higher costs associated with increased concrete construction to improve longer term kerb and channel maintenance in road sealing works. Target 2018 \$35 Target not achieved on this occasion. Additional \$1.42 compared with target





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
58.	 LGPRF - Roads: (d) Satisfaction (sealed local road network is maintained and renewed to ensure that it is safe and efficient) – Satisfaction with sealed local roads (community satisfaction rating out of 100 with how Council has performed on the condition of sealed local roads) <i>Indicator Type: Outcome (Satisfaction)</i>	68	67	66	64	Target 2018 68 The 2018 result represents 94% achievement against target. Banyule's CSI score (64) was lower than the 2018 Metro Council Group average and higher than the 2018 State-wide average (53). Overall, 84% of respondents provided a rating of very good, good or average for this service area (category) in 2018.
59.	 CSI – Council's general town planning policy (performance) <i>Indicator Type: Appropriateness (Access/ Equity/ Service Levels)</i>	59	54	53	54	Target 2018 53 Banyule's CSI score (54) was higher than the 2018 Metro Council Group average (53) and equal to the 2018 State-wide average. (Note: 21% of respondents provided a rating of 'can't say'). Achieved Target (+1)
60.	 CSI – Business and community development and tourism (performance) <i>Indicator Type: Appropriateness (Access/ Equity/ Service Levels)</i>	60	56	59	58	Target 2018 60 Banyule's CSI score (58) was lower than the 2018 Metro Council Group average (60) and the 2018 State-wide average (60). (Note: 30% of respondents provided a rating of 'can't say'). The 2018 result represents 97% achievement against target.
61.	 CSI – Planning and building permits (performance) <i>Indicator Type: Output (Quality)</i>	56	51	50	50	Target 2018 51 Banyule's CSI score (50) was lower than the 2018 Metro Council Group average (51) and the 2018 State-wide average (52). (Note: 20% of respondents provided a rating of 'can't say'). The 2018 result represents 98% achievement against target.






Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
62.	 Number of businesses that are participating in special rates schemes <i>Indicator Type: Appropriateness (Access/ Equity/ Service Levels)</i>	1,318	1,306	1,353	1,309	This figure reflects continued investment in our shopping centres by traders, property owners and Council. Target 2018 700 Achieved Target (+609).
63.	 Number of promotional campaigns delivered in collaboration with Traders Associations <i>Indicator Type: Appropriateness (Access/ Equity/ Service Levels)</i>	-	-	-	53*	A broad range of promotional campaigns and events were delivered across the eleven trader associations. Target 2018 15 Achieved Target (+38) <i>*Indicator first introduced for 2017/2018.</i>
64.	 LGPRF – Animal management: (a) Timeliness (Councils act in response to animal management related requests in a timely manner) – Time taken to action animal requests (average number of days it has taken for Council to action animal management related requests) <i>Indicator Type: Output (Effectiveness, Appropriateness)</i>	No Result	8.53	1.60	2.46	Staff resourcing has had some impact in action times and is being reviewed. Target 2018 5 Days Achieved Target (+2.54 days better than target)
65.	 LGPRF – Animal management: (b) Service standard (Councils register all animals in the municipality in accordance with the Domestic Animals Act 1994) – Animals reclaimed (percentage of collected registrable animals under the Domestic Animals Act 1994 reclaimed) <i>Indicator Type: Output (Effectiveness, Quality)</i>	71%	84.49%	69.67%	84.62%	Increased responsible pet ownership and registration has resulted in increased ability to return and reunite animals with owners. Target 2018 80% Achieved Target (+4.62%)





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
66.	 LGPRF – Animal management: (c) Service cost (animal management service is delivered in a cost-efficient manner) – Cost of animal management service (cost to Council of the animal management service per registered animal under the Domestic Animals Act 1994) <i>Indicator Type: Output (Efficiency, Cost)</i>	\$30	\$32.51	\$35.62	\$29.31	Council has been able to reduce expenditure in the past year. Registrations have also increased with greater community awareness regarding responsible animal management. Target 2018 \$30 Achieved Target (\$0.69 better than target)
67.	 LGPRF – Animal management: (d) Health and safety (animal management service protects the health and safety of animals, humans and the environment) – Animal management prosecutions (number of successful animal management prosecutions) <i>Indicator Type: Outcome (Health and safety)</i>	3	9	2	3	Prosecutions taken to court increased by 1 this year, with all cases proven. Target 2018 5 Achieved Target Education and ongoing enforcement continues to support this result.
68.	 CSI – Parking facilities (performance) <i>Indicator Type: Appropriateness (Access/ Equity/ Service Levels)</i>	57	54	54	53	Banyule's CSI score (53) was lower than the 2018 Metro Council Group average (55) and the 2018 State-wide average (56). Overall, 75% of respondents provided a rating of very good, good or average for this service area (category) in 2018. Target 2018 55 The 2018 result represents 96% achievement against target.
69.	 CSI – Traffic management (performance) <i>Indicator Type: Outcome (Service Effectiveness)</i>	58	53	54	53	Banyule's CSI score (53) was lower than the 2018 Metro Council Group average (57) and the 2018 State-wide average (57). Target 2018 57 The 2018 result represents 93% achievement against target.







Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
70.	<p>Linear metres of shared paths/ trails renewed, upgraded and new.</p> <p> <i>Indicator Type: Appropriateness (Access/ Equity/ Service Levels)</i></p>	1,730	520	1,610	575	<p>This result includes the construction of a strategic link from Grimshaw Street through to Castlereagh place allowing connectivity to the East West Power Easement Trail and the construction of the Heidelberg Park feeder trail from Brown St to Beverley Road.</p> <p>Target 2018 500 metres</p> <p>Achieved Target (+75)</p>
71.	<p>CSI - Overall performance of Council</p> <p> <i>Indicator Type: Outcome (Service Effectiveness)</i></p> <p></p>	69	66	65	64	<p>Banyule's CSI score (64) was lower than the 2018 Metro Council Group average (65) and higher than the 2018 State-wide average (59).</p> <p>Overall, 88% of respondents provided a rating of very good, good or average for this service area (category) in 2018.</p> <p>Target 2018 65</p> <p>The 2018 result represents 98% achievement against target.</p>
72.	<p>CSI - Customer service (performance)</p> <p> <i>Indicator Type: Output (Quality)</i></p> <p></p>	73	73	74	70	<p>Banyule's CSI score (70) was lower than the 2018 Metro Council Group average (72) and equal to the 2018 State-wide average.</p> <p>Overall, 86% of respondents provided a rating of very good, good or average for this service area (category) in 2017.</p> <p>Target 2018 72</p> <p>The 2018 result represents 97% achievement against target.</p>

Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
73.	 Visits to website (based on number of sessions visits to the website covering one or more page views) <i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i> 	(Not available) (1,249,926 page views)	(569,773)* (1,414,966 page views)	(646,919)* (1,513,927 page views)	684,372* Target 2018 500,000	The 2018 result represents an increase of 6% over the last financial year Most noticeable shifts in July, August and December 2017 and February 2018. Increases connected to e-Planning go live, Ivanhoe Aquatic campaigns and attention on waste. Achieved Target (+184,372). <i>*Indicator measure has been revised for 2018 to number of 'sessions'. Results for 2016 and 2017 have been updated to show number of sessions and the original reported results (ie. number of page views).</i>
74.	  LGPRF - Governance: (a) Transparency (Council decisions made at an ordinary or special meeting of Council, or at a meeting of a special committee consisting only of councillors, in an open and transparent manner) – Council resolutions made at meetings closed to the public (percentage of Council resolutions made at an ordinary or special meeting of Council, or at a meeting of a special committee consisting only of councillors, closed to the public under section 89(2) of the Act) <i>Indicator Type: Output (Effectiveness, Appropriateness)</i>	10%	9.60%	2.23%	4.98% Target 2018 10%	Increase in confidential reports due to commercial components which can arise in property acquisition considerations. Achieved Target








Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
75.	<p>LGPRF - Governance: (b) Consultation and engagement (Council decisions made and implemented with community input)</p> <p> - Satisfaction with community consultation and engagement (community satisfaction rating out of 100 with the consultation and engagement efforts of Council)</p> <p> <i>Indicator Type: Output (Effectiveness, Appropriateness)</i></p>	59	54	56	57	<p>Target 2018 57</p> <p>Achieved Target</p> <p>Banyule's CSI score (57) was equal to the 2018 Metro Council Group average and higher than the 2018 State-wide average (55).</p> <p>The increase can be attributed to continued focus on providing opportunities for community engagement through Shaping Banyule and other consultation methods.</p> <p>Overall, 71% of respondents provided a rating of very good, good or average for this service area (category) in 2018.</p>
76.	<p>LGPRF - Governance: (c) Attendance (councillors represent the views of their constituents and allow decisions to take place by attending meetings)</p> <p> - Councillor attendance at Council meetings (percentage of attendance at ordinary and special Council meetings by councillors)</p> <p> <i>Indicator Type: Output (Effectiveness, Quality)</i></p>	92%	86.29%	90%	95.24%	<p>Target 2018 80%</p> <p>Achieved Target (+15.24%)</p> <p>The Council meeting cycle changed from a fortnightly to a 3 weekly cycle in 2017.</p>
77.	<p>LGPRF - Governance: (d) Service cost (Councils deliver their governance service in a cost-efficient manner)</p> <p> - Cost of governance (direct cost of delivering Council's governance service per Councillor)</p> <p> <i>Indicator Type: Output (Efficiency, Cost)</i></p>	\$49,172	\$50,929.86	\$46,584.89	\$46,712.29	<p>Target 2018 \$55,000</p> <p>Achieved Target (+\$8,287.71 better than target)</p>





Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
78.	<p>LGPRF - Governance: (e) Satisfaction (Councils make and implement decisions in the best interests of the community)</p> <p>- Satisfaction with Council decisions (community satisfaction rating out of 100 with how Council has performed in making decisions in the interests of the community)</p> <p><i>Indicator Type: Outcome (Satisfaction)</i></p>	60	57	57	56	<p>Target 2018 58</p> <p>The 2018 result represents 97% achievement against target.</p> <p>Banyule's CSI score (56) was lower than the 2018 Metro Council Group average (58) and higher than the 2018 State-wide average (54).</p> <p>Overall, 70% of respondents provided a rating of very good, good or average for this service area (category) in 2018.</p>
79.	<p>CSI – Informing the community (performance)</p> <p><i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i></p>	65	60	61	62	<p>Banyule's CSI score (62) was higher than the 2018 Metro Council Group average (61) and higher than the 2018 State-wide average (59).</p> <p>Overall, 83% of respondents provided a rating of very good, good or average for this service area (category) in 2018.</p> <p>Target 2018 61</p> <p>Achieved Target (+1%)</p>
80.	<p>Number of Community nominations for Banyule volunteer awards to recognise the range and breadth of volunteering activity and contributions within the community.</p> <p><i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i></p>	58	62	56	54	<p>A total of 54 nominations were received for 5 categories, with 14 awards presented.</p> <p>Target 2018 50</p> <p>Achieved Target (+4).</p>

Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
81.	 CSI – Lobbying on behalf of the community (performance) <i>Indicator Type: Outcome (Service Effectiveness)</i>	58	53	53	56	Banyule’s CSI score (56) was equal to the 2018 Metro Council Group average and higher than the 2018 State-wide average (54). (Note: 24% of respondents provided a rating of ‘can’t say’). Target 2018 56 Achieved Target
82.	  Average time taken to answer telephone call enquiries <i>Indicator Type: Appropriateness (Access/Equity/Service Levels)</i>	2 minutes and 11 seconds	2 minutes and 53 seconds	3 minutes and 3 seconds	3 minutes and 56 seconds	The operation of the call centre is being reviewed. The information available to customer service staff is also being updated to enable quicker responses to customer enquiries. Target 2018 Within 3 minutes 56 seconds above/outside the target.
83.	  Percentage of customer requests actioned within specified timeframes <i>Indicator Type: Output (Quality)</i>	83%	78%	82%	83%	Concentrated efforts have been made in reviewing service timeframes and reporting. Target 2018 78% Achieved Target (+5%)
84.	 Maintain full certification for all services to the most recent National/ International standards in Quality, Occupational Health & Safety, and Environmental Management. <i>Indicator Type: Output (Quality)</i>	Certification Maintained	Certification Maintained	Certification Maintained	Certification Maintained	Certification Maintained.
85.	 Achievement of the budgeted result or better. <i>Indicator Type: Output (Quality)</i>	Result Achieved	Result Achieved	Result Achieved	Result Achieved	Result Achieved

Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
86.	Percentage of projects in year 1 of 10 year Capital Works program completed on time.  Indicator Type: Output (Quality)	95%	91.45%	90%	94%	Target 2018 85% Achieved Target (+9%).
87.	CSI – Enforcement of local laws (performance)  Indicator Type: Appropriateness (Access/Equity/Service Levels)	65	62	65	65	Target 2018 64 Achieved Target (+1) Banyule's CSI score (65) was higher than the 2018 Metro Council Group average (64) and the 2018 State-wide average (64). Overall, 70% of respondents provided a rating of very good, good or average for this service area (category) in 2018. (Note: 21% of respondents provided a rating of 'can't say').
88.	WorkCover premium as a percentage of payroll  Indicator Type: Output (Cost)	1.90%*	1.98%*	3.03%	2.65%	Target 2018 2.25% Premium exceeded forecast by 0.40% *Note: This was formerly a lag indicator, with data not available until after the completion of annual reporting. (A change in the timing of WorkCover premium invoicing, enabled the results for 2017 and 2018 to be provided earlier for the relevant reporting periods.)
89.	Staff engagement (measured via Council's regular Alignment and Engagement Staff Survey) 	-	-	-	64%	Target 2018 70% Target not achieved on this occasion.

Our Best Value Performance

No.	Indicators	Result 2015	Result 2016	Result 2017	Result 2018	Comments / Material Variations
90 to 104.	<p>LGPRF - Financial and Sustainable Capacity Indicators</p> <p>Key indicators and measures as part of the Local Government Performance Reporting Framework.</p> <p>Indicator Type: Output (Financial – Operating position, Liquidity, Obligations, Stability, Efficiency (11) and Sustainable Capacity (4))</p> <p>(Note: For further information please refer to the 'General Notes and Glossary of Terms for the Indicators')</p>	Refer to Parts 1 and 2 of relevant Annual Reports.				<p>Council's set of strategic indicators includes the prescribed Financial and Sustainable Capacity indicators.</p> <p>The results of Council's assessment and commentary against these 15 indicators (covering 18 measures) are included in 'Part 2 Performance Statement for the year ended 30 June 2018'.</p> <p>Targets were achieved for 14 of these measures. Results for the other 4 measures were considered to be within an acceptable range.</p>
105 to 128.	<p>LGPRF GMC – Governance and Management Checklist (24 indicators)</p> <p>Key indicators and measures as part of the Local Government Performance Reporting Framework.</p> <p>Indicator Type: Output (Governance & management, Community engagement (2), Monitoring (4), Planning (10), Reporting (5), Decision making (3))</p> <p>(Note: For further information please refer to the 'General Notes and Glossary of Terms for the Indicators')</p>	Assessment criteria successfully achieved			Refer to GMC in BBC Annual Reports for relevant years	<p>Council's set of strategic indicators includes the prescribed governance and management checklist (24 measures).</p> <p>The results of Council's assessment against these measures are included in the 'Governance, management and other information section' of the BCC Annual Report.</p>

General Notes and Glossary of Terms for the Indicators

1. CSI – Community satisfaction index scores measured by Victorian Local Government Community Satisfaction Survey (CSS), co-ordinated by the Department of Environment, Land, Water and Planning (DELWP)
2. CSI indicators and results are based on survey measures in the CSS for 2015, 2016, 2017 and 2018. These are listed for comparison with the average results for the Melbourne Metropolitan Group of councils (Metro Council Group). Banyule is classified as a Metropolitan Council, and the Target 2017/2018 is based on: 'Equal to or greater than the Metro Council Group average'
3. Banyule's CSI indicators and targets are based on 'performance' measures. Community Satisfaction Index (CSI) scores are commonly used in the market research industry to represent the extent of customer satisfaction. Banyule's survey results are available on Council's website.

General Notes and Glossary of Terms for the Indicators (continued)

4. The explanatory notes supporting CSI indicators often include additional information, including comparisons with the 2018 Metro Council Group average, comparison with 2018 State-wide average, and 'the percentage of respondents providing a rating of very good, good or average' (note: the percentages are based on the survey report data which includes the scale: very good, good, average, poor, very poor, and can't say. The percentage of respondents providing a rating of 'can't say' is highlighted in some cases in order to qualify the percentage results, where this adds value to the comments).
5. 'Indicator type': Indicators have been categorised in terms based on the objectives of the local government reporting framework (ie. the Local Government Performance Reporting Framework – LGPRF). Banyule has aligned its indicator types, in the form of: Output (Quality), Appropriateness (Access/Equity/Service Levels), Outcome (Service Effectiveness), and Output (Cost).
6. LGPRF – Local Government Performance Reporting Framework indicators:
 - Key measures as part of the Local Government Performance Reporting Framework – these include indicators and measures of service performance, financial performance and sustainable capacity, along with a checklist of 24 governance and management requirements.
 - The Local Government (Planning and Reporting) Regulations 2014 support the operation of the planning and reporting framework for Councils under the Local Government Act 1989. This includes the requirement for Councils to report against the LGPRF.
 - Banyule follows the 'Local Government Better Practice Guide: Performance Reporting Framework Indicator Workbook 2017-18,' Department of Environment, Land, Water and Planning, Local Government Victoria (LGV Guide - LGPRF Indicator Workbook) in the implementation of the LGPRF indicators process.
 - The list of indicators included in the State Government's LGPRF is included in Council's Budget 2017/2018. The results are reported in the Annual Report, in line with the legislative requirements. Council will continue to review and adjust targets and indicators as appropriate on an annual basis.
 - Council will continue to work with the State Government and Local Government industry sector in the further development and implementation of the LGPRF.
 - The LGPRF indicator 'Aquatic facilities: User satisfaction with pool facility' has not been included in this report. This is an optional measure, and Banyule is not reporting this measure.
 - LGPRF - Aquatic facilities: (b) Service cost - Cost of outdoor aquatic facilities – This indicator is not applicable. Banyule has no outdoor Aquatic facilities.
 - LGPRF Home and Community Care indicators - Reporting on the HACCC indicators ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs:
 - LGPRF GMC – LGPRF Governance and Management Checklist
7. Banyule's reporting on indicators in the Report of Operations (and in the Performance Statement) is in accordance with the Local Government (Planning and Reporting) Regulations 2014, and the relevant Local Government Better Practice Guides 2017-18. The 2015 results are represented with rounding as reported in the BCC Annual Report 2014/2015. The 2016, 2017 and 2018 results are represented to two decimal places in line with the most recent LGV guides.
8. The indicators are reviewed on an ongoing basis to ensure continued alignment with Council's objectives and priorities, and are subject to change.
9. Indicator No. 3: Percentage of people who feel they 'belong' in Banyule - This indicator is measured on a '0 to 10' rating scale. The percentage result is based on the total percentage of people who have given a rating of 5 or more on the rating scale.
10. Indicator No. 27: Percentage of people who feel safe in Banyule - This indicator is measured on a '0 to 10' rating scale. The percentage result is based on the total percentage of people who have given a rating of 5 or more on the rating scale.

Governance, management and other information

Good Governance

At Banyule we are committed to fair dealing and high standards of ethical behaviour in caring for and managing our City. The community places its trust in our councillors, staff and contractors to ensure that we serve them faithfully and honestly and manage resources responsibly on their behalf.

We must therefore ensure the business of Council is conducted efficiently, impartially and with integrity, and that the interests of the Banyule community are always our priority.

Underpinning everything we do at Council is strong governance, astute financial management and efficient service delivery. We remain transparent and accountable as an organisation.

Decision Making

Council's formal decision-making processes are conducted through Council meetings of Council. Council delegates the majority of its decision-making to Council staff. These delegations are exercised in accordance with adopted Council policies.

Meetings of Council

Ordinary meetings of Council are generally held on a three-weekly cycle on a Monday evening. The meeting schedule is adopted by Council each year and is advertised in the local paper calendar and on Council's website. Council meetings commence at 7.00pm and are open to the public. The meetings are followed by a public forum commencing at the end of the formal meeting.

Council decisions are made by councillors at Council meetings. Meetings are open to the public unless the Council resolves to close the meeting to consider confidential matters. Council meetings provide residents with an opportunity to witness the discussion and decisions of Council, to ask questions of Council and to raise issues for Council to consider in its decision-making process.

The meeting procedure is outlined in Council's Governance Local Law No.2 (2015). The local law and Meeting Procedures Code (2015) regulate the conduct of Council meetings and use of the Common Seal. Voting is by a show of hands. The Mayor takes precedence at all municipal proceedings within the municipality and takes the chair at all meetings of the Council when present.

Public Participation in Council Meetings

Anyone can address Council on a matter that is on the Council Agenda by submitting a written request to speak on the day of the meeting. Speakers are allowed three minutes to present to Council.

A public question time is held after each meeting where members of the gallery may submit a question in writing on the Friday before a meeting. Questions are read out at the end of each meeting by the Chairperson or another nominee. The appropriate Councillor or Officer will then provide a detailed response.

Members of the community can provide input through the conventional process of petitions. In this way they can raise the attention of the whole Council to matters that are of concern to a number of residents.

Council meetings open to the public are also audio recorded. This provides residents who may not have been able to attend with the ability to hear proceedings.

For the 2017/18 year Council held the following meetings:

- 18 ordinary Council meetings
- 2 special Council meeting.

Governance, management and other information

The following table provides a summary of councillor attendance at Council meetings and Special Council meetings for the 2017/18 financial year.

Councillors	Council Meeting	Special Council Meeting	Total
Cr Mark Di Pasquale	15	2	17
Cr Rick Garotti	13	2	15
Cr Craig Langdon	16	2	18
Cr Tom Melican	16	2	18
Cr Wayne Phillips	15	2	17
Cr Peter Castaldo	15	2	17
Cr Alison Champion (Zandegu)	16	2	18

Special Committees

The *Local Government Act 1989* allows councils to establish one or more special committees consisting of:

- Councillors
- Council staff
- Other persons
- Any combination of the above.

Council has no special committee as permitted under Section 86 of the *Local Government Act 1989*.

Council has established a number of advisory committees and councillors are appointed as representatives on those committees. In addition to the Council-established advisory committees, there are a number of other committees that include nominated Councillor Representatives.

Governance, management and other information

Committee Listing

Below is the last financial year committee listing and Councillor appointments:

BANYULE ADVISORY COMMITTEES	1 JULY 2017 – 21 NOVEMBER 2017	22 NOVEMBER 2017 – 30 JUNE 2018
<p>Aboriginal and Torres Strait Islander Advisory Committee <i>The aim of BATSAC is to provide Council with advice on Aboriginal and Torres Strait Islander issues and on the implementation of Council's Inclusion, Access and Equity Framework (IAEF) and Aboriginal and Torres Strait Islander Plan.</i></p>	<p>Cr Peter Castaldo Cr Tom Melican</p>	<p>Cr Peter Castaldo Cr Craig Langdon</p>
<p>Arts and Cultural Advisory Group <i>To provide a formal mechanism for Council to consult with key stakeholders, seek specialist advice and enable community participation in arts & cultural planning and development.</i></p>	<p>Cr Tom Melican Cr Peter Castaldo</p>	<p>Cr Peter Castaldo Cr Craig Langdon</p>
<p>Audit Advisory Committee <i>The role of the Audit Committee is to assist Council in fulfilling its governance responsibilities by overseeing compliance with laws and regulations, accountability requirements, ensuring sound ethical standards are practised and the necessary systems controls are in place to manage risks and headed by an independent chairperson.</i></p>	<p>Cr Rick Garotti Cr Mark Di Pasquale <i>Substitutes</i> <i>Cr Peter Castaldo</i> <i>Cr Tom Melican</i></p>	<p>Cr Rick Garotti Cr Mark Di Pasquale <i>Substitutes</i> <i>Cr Tom Melican</i></p>
<p>Banyule Age-friendly City Advisory Committee (BAFCAC) <i>Provide Council with advice on older adult issues and ageing well in Banyule. The Advisory Committee will oversee Councils involvement in the World Health Organisations Global Network of Age-friendly Cities. The Committee includes representation from Council, Residents, Community Organisations, Agencies and Service providers who have a focus on the provision of services to older people in Banyule and Community Groups.</i></p>	<p>Cr Alison Champion (Zandegu) Cr Wayne Phillips</p>	<p>Cr Alison Champion (Zandegu) Cr Craig Langdon</p>
<p>Banyule Environment Advisory Committee (BEAC) <i>Provide advice to Council and Council staff on the development, implementation and evaluation of Council's key environmental documents and initiatives including the Environment Strategy and the State of Environment report and other related documents/initiatives.</i></p>	<p>Cr Mark Di Pasquale <i>Substitute</i> <i>Cr Peter Castaldo</i></p>	<p>Cr Mark Di Pasquale <i>Substitute</i> <i>Cr Peter Castaldo</i></p>
<p>Banyule Multicultural Advisory Committee (BMAC) <i>The aim of BMAC is to provide Council with advice on multicultural issues and on the development and implementation of Council's Inclusion, Access and Equity Plan (IAEP).</i></p>	<p>Cr Mark Di Pasquale <i>Substitute</i> <i>Cr Tom Melican</i></p>	<p>Cr Mark Di Pasquale Cr Craig Langdon</p>
<p>Chief Executive Officer (CEO) Employment Matters Committee <i>The purpose of the Chief Executive Officer Employment Matters Committee (the Committee) to be headed by an independent chairperson, is to advise the Council on all contractual matters relating to the CEO's employment.</i></p>	<p>All councillors</p>	<p>All councillors</p>

Governance, management and other information

Committee Listing (continued)

BANYULE ADVISORY COMMITTEES	1 JULY 2017 – 21 NOVEMBER 2017	22 NOVEMBER 2017 – 30 JUNE 2018
<p>Disability and Inclusion Advisory Committee <i>The aim of BDIAC is to provide Council with advice on disability and inclusion issues and on the implementation of Council's Inclusion, Access and Equity Framework (IAEF) and Council Disability Action Plan.</i> <i>The priority of the committee is to assist with the development of the 3 year Disability Action Plan 2015-2017.</i></p>	<p>Cr Tom Melican</p> <p><i>Substitute</i> Cr Mark Di Pasquale</p>	<p>Cr Mark Di Pasquale</p> <p><i>Substitute</i> Cr Rick Garotti</p>
<p>Gay, Lesbian, Bisexual, Transgender and Intersex (GLBTI) Advisory Committee <i>The aim of the GLBTI committee is to provide Council with advice and information on issues facing the GLBTI community and on the development and implementation of Council's Inclusion, Access and Equity Plan (IAEP).</i></p>	<p>Cr Wayne Phillips</p> <p><i>Substitute</i> Cr Tom Melican</p>	<p>Cr Craig Langdon</p> <p><i>Substitute</i> Cr Tom Melican</p>
<p>Child, Youth & Family Advisory Committee <i>This Banyule Committee aims to bring together peak organisations, service providers, government and residents to act as a coordination team to support the implementation and monitoring of the Child Youth and Family Plan. The Committee is responsible for identifying and prioritising local opportunities to improve outcomes for children and young people, and advocating for coordinated, collaborative local responses to issues such as service and program development.</i></p>	<p>Cr Mark Di Pasquale Cr Alison Champion (Zandegu)</p> <p><i>Substitute</i> Cr Tom Melican</p>	<p>Cr Mark Di Pasquale Cr Alison Champion (Zandegu)</p> <p><i>Substitute</i> Cr Tom Melican Cr Peter Castaldo</p>

COUNCIL PORTFOLIO <i>The main role of Portfolio Councillors is to be a spokesperson within the Council Chamber for those issues falling within their allocated portfolio Acts as liaison between the Council, community and external organisations on significant issues relating to the portfolio area.</i>	1 JULY 2017 – 21 NOVEMBER 2017	22 NOVEMBER 2017 – 30 JUNE 2018
	PORTFOLIO COUNCILLOR	PORTFOLIO COUNCILLOR
City Development Portfolio	Cr Wayne Phillips	Cr Wayne Phillips
Community Programs Portfolio	Cr Alison Champion (Zandegu)	Cr Alison Champion (Zandegu)
Assets & City Services Portfolio	Cr Craig Langdon	Cr Craig Langdon
Corporate Services Portfolio	Cr Rick Garotti	Cr Rick Garotti

Governance, management and other information

External Committees

In addition to the Council-established advisory committees there are a number of other committees that include nominated Councillor Representatives.

EXTERNAL COMMITTEES	1 JULY 2017 – 21 NOVEMBER 2017	22 NOVEMBER 2017 – 30 JUNE 2018
<p>Darebin Creek Management Committee <i>Established to ensure the preservation, restoration, environmental protection, and ecologically sensitive development and maintenance of the Darebin Creek Linear Park.</i></p>	<p>Cr Peter Castaldo Substitute Cr Tom Melican</p>	<p>Cr Craig Langdon Substitute Cr Peter Castaldo</p>
<p>Metropolitan Transport Forum (MTF) <i>The Metropolitan Transport Forum (MTF) is an advocacy group comprising members from Melbourne metropolitan local government, associate members representing transport companies, and participants from the State Government and environment groups.</i></p>	<p>Cr Tom Melican Substitute Cr Peter Castaldo</p>	<p>Cr Tom Melican Substitute Cr Mark Di Pasquale</p>
<p>Metropolitan Waste and Resource Recovery Group (MWRRG) <i>The MWRRG is a Victorian State Government Statutory Body responsible for coordinating and facilitating the delivery of waste management and resource recovery across metropolitan Melbourne. The MWRRG is established under the Environment Protection Act 1970 and consists of a councillor (voting member) and a council officer (as an advisory, non-voting member) from each of the 31 council areas that make up the MWRRG region</i> <i>* MWRRG Board - Councillor Tom Melican is as a Director on the MWRRG Board for 2017/2018 financial year.</i></p>	<p>Cr Tom Melican Substitute Cr Peter Castaldo</p>	<p>Cr Tom Melican Substitute Cr Peter Castaldo</p>
<p>Napier Waller Property Committee of Management <i>To manage the restoration of the house, garden and art collection of the former residence of the artist Napier Waller.</i></p>	<p>Cr Peter Castaldo Substitute Cr Alison Champion (Zandegu)</p>	<p>Cr Peter Castaldo Substitute Cr Alison Champion (Zandegu)</p>
<p>Northern Alliance for Greenhouse Action (NAGA) <i>Investigates, develops and coordinates energy saving and greenhouse gas emissions abatement projects within the NAGA region.</i></p>	<p>Cr Peter Castaldo</p>	<p>Cr Peter Castaldo Substitute Cr Tom Melican</p>

Governance, management and other information

External Committees (continued)

EXTERNAL COMMITTEES	1 JULY 2017 – 21 NOVEMBER 2017	22 NOVEMBER 2017 – 30 JUNE 2018
<p>Yarra Plenty Regional Library Board <i>The Board is made up of two representatives of the three municipalities (Banyule, Nillumbik, Whittlesea) that constitute the service. Its role is to set policy and direction for the regional library service.</i></p>	<p>Cr Tom Melican Cr Mark Di Pasquale</p>	<p>Cr Tom Melican Cr Mark Di Pasquale</p>
<p>Yarra Plenty Regional Library Audit Committee <i>One YPRL Board Member and 1 proxy A sub committee of the Yarra Plenty Regional Library Board which advises on financial and risk management issues.</i></p>	<p>Cr Tom Melican Cr Mark Di Pasquale</p>	<p>Cr Tom Melican Cr Mark Di Pasquale</p>

Municipal Association of Victoria (MAV) – Committees	1 JULY 2017 – 21 NOVEMBER 2017	22 NOVEMBER 2017 – 30 JUNE 2018
<p>MAV State Council – Representatives <i>State Council is the MAV governing body. It is made up of representatives from each member council. Members must appoint a representative to attend State Council meetings, exercise their council's vote and provide regular reports to their council on the activities.</i></p>	<p>Cr Tom Melican Substitute Cr Wayne Phillips</p>	<p>Cr Tom Melican Substitute Cr Mark Di Pasquale</p>

Councillor Briefing Sessions

In addition to regular Council meetings, briefing sessions are held to inform councillors about important issues. These sessions provide councillors and Council officers with an opportunity to discuss issues in detail, seek further information and allow questions and concerns to be addressed in an open and frank environment. Briefing meetings are not a decision-making forum; they allow councillors to explore options and gain a more detailed understanding of the matter/s in question. Decisions of Council can only be made during Council meetings. Most Councillor briefing sessions are considered an Assembly of Councillors, further information is provided below.

Assembly of Councillors

The *Local Government Act 1989* requires councils to keep a record of any planned or scheduled meetings where at least half the councillors (4) and one member of Council staff are present to consider matters that are intended or likely to be the subject of a decision of the Council, or subject to the exercise of a function, duty or power of a Council that has been delegated to a person or committee. An Assembly of Councillors does not include a meeting of the Council, a special committee of the Council, or any club, association, peak body, political party or other organisation.

At an Assembly of Councillors, if a councillor has a conflict of interest they must disclose it, complete a prescribed form and leave the assembly before the matter is considered.

Council keeps a written record of the names of councillors and members of Council staff attending the meeting, the matters considered at the meeting, and any conflict of interest disclosures made by a Councillor attending. The public can inspect an Assembly of Councillors record for 12 months after the date of the Assembly. For the 2017/2018 period, 87 Assemblies of Councillors were recorded.

Period	Council Meetings	Assembly of Councillors
2017/2018	18	87

Code of Conduct

Banyule's Councillor Code of Conduct is designed to assist councillors in maintaining the highest standards of conduct and behaviour as well as provide a means for dealing with conflicts which may occur. The Code is also intended to assist the mayor, deputy mayor and councillors to discharge their public office appropriately. (Further information regarding the Councillor Code of Conduct is available on Banyule's website.)

The *Local Government Act 1989* section 76C requires each council to adopt a Councillor Code of Conduct (the Code). The Code of Conduct must be reviewed within 4 months after a General Election

A special meeting must be called solely for the purpose of reviewing the Councillor Code of Conduct. Council reviewed and adopted its Councillor Code of Conduct at a Special Meeting on 20 February 2017. All councillors signed and declared in writing to abide by the Councillor Code of Conduct at all times, and this declaration was made in front of, and witnessed, by the Chief Executive Officer as required under Section 76C(6B) of the *Local Government Act 1989*.

Governance, management and other information

As community and civic leaders, councillors commit to lead by example and promote the highest standard in the way Council business is conducted. The Values and Behaviours include:

- Leadership - Councillors will strongly represent and advocate on behalf of the community and exercise courage in leadership and decision-making.
- Responsibility - Councillors will actively and openly participate in Council decision-making processes and strive to achieve effective governance and the best outcome for the community
- Integrity - Councillors will always act with honesty and integrity and demonstrate high standards of professionalism.
- Respect - Councillors will act in ways which support individual contribution and worth and strive to achieve healthy working relationships
- Inclusion - Councillors will value the contribution and individuality of others and commit to develop open and positive working relationships
- Initiative - Councillors will aim to achieve continuous improvement in performance and the highest standards and outcomes for the City of Banyule.

The Councillor Code of Conduct also includes:

- conduct principles
- procedures for resolving disputes between Councillors
- procedures for the disclosure of conflict of interests
- a statement of caretaker procedures for the election period
- procedures to ensure Council resources are not inappropriately used during an election period.

Conflict of Interest

The *Local Government Act 1989* sets out, in general terms, the conduct expected of councillors and members of special committees. In performing the role of a councillor, councillors must act honestly and must exercise reasonable care and diligence in carrying out their duties.

Councillors must not make improper use of their position or information gained in their role as a councillor to:

- gain, or attempt to gain, directly or indirectly, an advantage for themselves or for any other person
- cause, or attempt to cause, detriment to the Council.

The *Local Government Act 1989* places stringent obligations on councillors to disclose any conflict of interest they may have in a matter which is to be, or is likely to be, considered or discussed at a meeting of the Council or a special committee.

Conflict of interest provisions apply only if the nature of the interest of the councillor may conflict with the performance of their public duties. Where a conflict of interest exists the councillor is not allowed to vote on the matter before Council and must leave the Council chamber before the vote is taken.

Disclosure of conflict of interest provisions requires a councillor to disclose the type of interest, whether it is direct or indirect, and the nature the conflict of interest.

Governance, management and other information

A direct interest generally exists if the councillor is directly affected or their circumstances directly altered. Direct interests specifically include circumstances where the councillor is reasonably likely to be directly affected financially, or where their residential amenity is likely to be directly affected.

An indirect interest generally arises as a result of a connection with another person, organisation or circumstance. Indirect interests are described as:

- a close association in the matter: this is where a 'family member' who regularly resides with the councillor has a direct or indirect interest, or a 'relative' has a direct interest, or a member of the person's household has a direct interest in the matter
- an indirect financial interest in the matter
- a conflicting duty. (Note there are circumstances where a person does not have an indirect interest because of a conflicting duty)
- receipt of an applicable gift
- someone who becomes an interested party in the matter by initiating civil proceedings or becoming a party to civil proceedings in relation to the matter
- residential amenity is likely to be altered.

To ensure impartiality in decision-making, councillors, senior and nominated officers are required to make a six-monthly return of any prescribed interest they hold. Council staff with delegated powers must also disclose any conflict of interest they may have in a matter where they are executing their delegated authority.

During 2017/18, two (2) conflicts of interest were declared at Council meetings.

Conflict of Interest	Number
Direct Interest (S77B)	0
Indirect Interest (S78)	
Indirect Interest by Close Association (s78)	0
Indirect Interest that is an indirect financial interest (s78A)	0
Indirect Interest because of conflicting duties (s78B)	2
Indirect Interest because of receipt of applicable gift (s78C)	0
Indirect Interest as a consequence of becoming an interested party (s78D)	0
Indirect Interest because of residential amenity (s78E)	0
Conflicting personal interest (s.79B)	0
Total	2

Councillor Allowances

The *Local Government Act 1989* provides for councillors to be paid an allowance for their services. The Mayor is also entitled to receive a higher allowance. These allowances are determined by the State Government who sets the upper and lower limits for all allowances paid to councillors and mayors. Councils are divided into three categories based on the income and population of each Council. Banyule City Council is recognised as a category two council. Banyule City Council is recognised as a category three council.

In accordance with Section 74 the *Local Government Act 1989* (the 'Act'), a Council must review and determine the level of councillor and mayoral allowance within the period of 6 months after a general election or by next 30 June, whichever is later.

On 24 April 2017, Council set the mayoral and councillor allowances which will be payable during the next four financial years, effective from the same date. The allowance for councillors was set at \$29,630 and \$94,641 for the mayor subject to any adjustments determined by the Minister. The allowances are adjusted in line with Section 73B of the *Local Government Act 1989*, which provides for an annual adjustment factor to be applied to the mayoral and councillor allowances. The Minister for Local Government approved an adjustment factor increase of 2.0 per cent to take effect from 1 December 2017.

Period	Mayoral Allowance	Councillor Allowance
01/07/17 – 30/11/17	\$94,641 per annum pro rata	\$29,630 per annum pro rata
1/12/17 – 30/6/18	\$96,534 per annum pro rata	\$30,223 per annum pro rata

Councillors also receive other forms of support including a computer and fax machine, communication assistance such as landline, mobile phone and ipad to enable them to fulfil their role in accordance with the *Local Government Act 1989*. In addition to the above, the Mayor receives a fully serviced vehicle to enable mayoral obligations to be fulfilled.

Governance, management and other information

Councillor Expenses

In accordance with the Local Government Act 1989, councillors are entitled to be reimbursed in relation to expenses incurred in their capacity as a councillor.

Section 75B of the Local Government Act 1989 (the Act) requires that a Council must adopt and maintain a policy in relation to the reimbursement of out-of-pocket expenses for councillors and members of Council committees. Section 75C of the Act requires Councils to provide for resources and facilities for councillors as prescribed.

In accordance with these requirements, Banyule Council has a policy titled "Councillor Expense & Resource Policy" (Policy) which was last reviewed and adopted by Council on 24 April 2017. The Policy outlines the support, resources and facilities to councillors to perform their roles and undertake their official duties by assuring that reimbursement of expenses and access to resources and support are provided in an equitable manner to cater for the full participation of all councillors in Council business and with their communities, while also recognising individual needs and circumstance.

The details of the expenses, including reimbursement of expenses, for each councillor, paid by the Council for the 2017/18 year, are set out in the following table. Please note all councillors were issued with new equipment at the start of the new Council term in accordance with the Councillor Expense & Resource Policy.

Councillors	Travel	Car Mileage	Child Care	Information/ Communication	Conferences & Training	Total
Cr Craig Langdon	\$15.22	\$4,824.35	\$-	\$3,984.13	\$3,055.48	\$11,879.18
Cr Rick Garotti	\$150.07	\$948.26	\$-	\$5,027.48	\$177.27	\$6,303.08
Cr Tom Melican	\$1,427.85	\$-	\$-	\$4,308.51	\$2,284.30	\$8,020.66
Cr Mark Di Pasquale	\$955.04	\$622.10	\$-	\$3,892.07	\$-	\$5,469.21
Cr Wayne Phillips	\$-	\$-	\$-	\$4,519.24	\$177.27	\$4,696.51
Cr Peter Castaldo	\$-	\$90.01	\$-	\$3,915.19	\$1,238.00	\$5,243.20
Cr Alison Champion (Zandegu)	\$295.00	\$-	\$-	\$3,994.19	\$177.27	\$4,466.46

Governance, management and other information

Statutory information

The following information is provided in accordance with legislative and other requirements applying to council.

Documents Available for Public Inspection

The following documents in accordance with Section 12 of the *Local Government (General) Regulations 2015* are available for inspection or copies of the document can be obtained for the purposes of section 222 of the *Local Government Act 1989* from the Council offices during business hours and include:

- details of overseas or interstate travel
- Council Agendas and Minutes for Ordinary and Special Meetings (*website*)
- register of delegations kept under sections 87(1) and 98(4)
- details of all leases involving land
- a register of authorised officers appointed under Section 224 of the Act
- list of donations and grants made by Council.

In addition to this, the *Local Government Act 1989 Act* and other Acts under which local government operates, stipulate the following information is available for public inspection (*access to some of these documents may require a payment of a fee in accordance with the relevant Act or Regulation):

- Register of Interests (Section 81(10))
- Candidate campaign donation returns (Section 62A) (*website*)
- Councillor Reimbursement Policy (Section 75B) (*website*)
- Councillor Code of Conduct (Section 76C) (*website*)
- Assembly of Councillors (Section 80A) (summary also available in Council Agenda)
- Election Period Policy (section 93B(4)) (*website*)
- Local Law (Section 120) (*website*)
- Accounts and records of Council transactions (Section 140)
- Annual Report (Section 131) (*website*)
- Auditor's Report (Section 133)
- Annual Budget (Section 127) (*website*)
- Council Plan and Strategic Resource Plan (Section 125 & 126) (*website*)
- Details of Differential Rates (Section 161) (*website*)
- Best Value – Quality and cost standards (Section 208)
- Procurement Policy (Section 186A) (*website*)

Other Acts

- Register of all building permits issued (Building Act 1983, Section 31)
- Register of all registered dogs and cats in the Municipal District (Domestic Animals Act 1994, Section 18)
- Municipal Planning Scheme and any approved amendments (Planning & Environment Act 1987, Section 42) (*website*)
- A register of planning permit applications, decisions and determinations (Planning & Environment Act 1983, Section 49)
- A copy of each s173 agreement indicating any amendment made, (Planning and Environment Act 1987, Section 179)
- Municipal Public Health and Wellbeing Plan (Public Health and Wellbeing Act 2008, Section 26(7))
- Details of Food Premise Registrations (Food Act 1984, Section 43)
- Protected Disclosure Procedures (Protected Disclosure Act 2012, Section 70) (*website*)

Note: (*website*) - available on Council's website

Best Value

In accordance with section 208B(f) of the *Local Government Act 1989*, at least once every year a Council must report to its community on what it has done to ensure that it has given effect to the Best Value Principles. Council incorporates Best Value Principles through regular corporate and business planning, Best Value Plus support systems, community engagement, performance monitoring processes, and through a commitment to continuous improvement in a range of activities. To further reflect Council's commitment to Best Value, Council has a Service Development Review program which is progressively rolled out across the organisation. This program provides extensive review and assessment to strengthen Council's delivery of sustainable, efficient, and effective services to the local community.

Disability Action Plan

In accordance with section 38 of the *Disability Act 2006*, as Council has prepared a Disability Action Plan it must report on the implementation of the Disability Action Plan in its annual report.

As a part of Council's Inclusion, Access and Equity Framework, Council has developed a Disability Action Plan which outlines Council's commitment to people with a disability and their families. Council has established a Disability Inclusion Advisory Committee which meets regularly to provide advice to Council on implementing the plan and raise issues requiring strategic advocacy. Council has developed an annual reporting program for the Plan reports on the progress of implementation, through Council's advisory committee, Council's website and a variety of printed publications. Over the past year extensive community engagement was undertaken to identify the key directions and focus areas for Council's Disability Plan. In June 2018 Council's adopted the 2017-2021 Disability Plan.

During 2017/18 Council has implemented a range of actions including:-

- Develop a guide to on sensory-friendly festivals
- Continued to coordinate and host the Disability Advisory Committee meetings with a wide representation of people with a disability.
- Co-ordinated the Banyule Disability Services network, now with over 20 member organisations.
- Provided advise and information to support the role out of the NDIS
- Ran a series of internal awareness raising session with Council staff.
- Coordinated a range of events to celebrate International Day of People with a Disability in partnership with local services, organisations and businesses.
- Worked in partnership with the NDIS Local Area Co-ordinator
- Successfully applied for funding to implement a mobile changing place facility that can be used a festivals within Banyule, Whittlesea and Nillumbik
- Successfully advocated for an extension to the Metro Access funding to enable the funding for the program to continue an extra year (ie. until 30 June 2019)
- Reviewed Council's retrofitting policy to ensure works on Council buildings are priorities to maximise access benefits.
- Supporting the delivery of sensory friendly films in partnership with Hoyts Greensborough.
- Undertook extensive consultation to inform the development of the new Disability Plan.

Carers Recognition Act 2012

Within the *Carers Recognition Act 2012* all councils in Victoria are defined as a 'public service care agency' and therefore a 'care support organisation'. As a consequence, councils are required to comply with the Act and to report on this.

This reporting requirement impacts across a wide range of council activities including Human Resources, Aged & Disability Services, Leisure & Recreation, Community Services and Family & Children's Services.

Councils are identified in the Act as *Care Support Organisations*. As a Care Support Organisation, council has obligations outlined in the following sections of the Act:

11 Obligations of care support organisations

(1) A care support organisation must—

- (a) take all practicable measures to ensure that its employees and agents have an awareness and understanding of the care relationship principles; and
- (b) take all practicable measures to ensure that persons who are in care relationships and who are receiving services in relation to the care relationship from the care support organisation have an awareness and understanding of the care relationship principles; and
- (c) take all practicable measures to ensure that the care support organisation and its employees and agents reflect the care relationship principles in developing, providing or evaluating support and assistance for persons in care relationships.

(2) Nothing in this section creates any obligation on a care support organisation to provide funding or services to persons in care relationships.

Council Reporting Obligations

Section 12 of the Act outlines the annual reporting obligations of councils. A report must be included in council's Annual Report and address the obligations outlined in the Act:

12 Reporting obligations

(1) Despite anything to the contrary in any other Act, a care support organisation must prepare a report on its compliance with its obligations under section 11.

(2) A report required under this section must—

- (a) be included in the care support organisation's annual report; and
- (b) relate to the period to which the annual report relates; and
- (c) include any additional information required by the regulations.

Banyule Council's compliance

Council has taken all practicable measures to comply with its responsibilities outlined in the *Carers Recognition Act 2012*. Council has promoted the principles of the Act to people in care relationships who receive council services; to people in care relationships, and to the wider community by:

- Distributing printed material through relevant council services;
- Providing links to state government resource materials on council's website; and
- Providing information to organisations represented in council/community networks.
- Council runs a monthly carers group that has been set to provide information and advice to support carers in their role.

Governance, management and other information

Council has taken all practicable measures to ensure staff, council agents and volunteers working for council are informed about the principles and obligations of the Act by including information on the care relationship in:

- Council induction and training programs for staff working in Commonwealth Home Support Program (CHSP) and disability services;
- Council induction and training programs for staff working in front-line positions with the general community; and
- Induction and training programs for volunteers working directly with the community.

Domestic Animal Management Plan

In accordance with the *Domestic Animals Act 1994*, Council is required to prepare and implement a 4 year Domestic Animal Management Plan (DAM) which is required to be reviewed and updated annually.

In late 2017, Council adopted its new Domestic Animal Management Plan (the Plan) 2017-2021 which was developed by Council's Animal Management Team with input from Banyule residents and other organisations with vested interests in animal management.

Other initiatives delivered under the Plan during the 2017/18 financial year included:

- A focus on encouraging new pet registrations
- Delivering online options to register pets
- Council's cat de-sexing program which continued to be offered free twice a year, with approximately 240 cats/kittens being de-sexed and micro-chipped.
- A review of Council's Barking Dog complaint process.
- Patrols of our parks to provide general education of responsible pet ownership
- Increased pet registration checks and enforcement of Local Laws where necessary for dogs in parks.

Food Act Ministerial Directions

In accordance with section 7E of the *Food Act 1984*, Council is required to publish a copy of any Ministerial Direction received during the financial year in its annual report.

No such Ministerial Directions were received by Council during the financial year.

Victorian Charter of Human Rights and Responsibilities

Council takes a range of steps to ensure that actions and decision of Council adequately meet the requirements and principles of the Charter. This includes providing training for Council's staff on understanding the Charter and being able to identify potential human rights issues. Council staff are required to assess the impacts of decisions, policies and actions against the Charter and take steps to address any potential conflicts. Council reports on actions it has taken to comply with the Charter through responding to the biannual report developed by the Victorian Human Rights and Equal Opportunity Commission into the operation of the Charter within Local Government. Council completed this report in early 2017.

Freedom of Information

In accordance with section 7(4AA)(a) and 7(4AA)(b) of the *Freedom of Information Act 1982*, Council is required to publish certain statements in their annual report or separately such as on its website, concerning its functions and information available. Council has chosen to publish the statements separately however provides the following summary of the application and operation of the *Freedom of Information Act 1982*.

The *Freedom of Information Act (FOI) 1982* gives the community a legal right to access certain Council documents. The Banyule Council is subject to the FOI Act and responds to requests directly related to its operations.

The FOI Act has four basic principles:

- the public has a legal right of access to information
- local governments are required to publish information concerning the documents they hold
- people may request that inaccurate, incomplete, out-of-date or misleading information in their personal records be amended
- people may appeal against a decision not to give access to the information or not to amend a personal record.

Requests to access documents must be in writing and accompanied by the appropriate application fee. Applicants should specify the documents they are seeking to access. Access charges may also apply once documents have been processed and a decision on access is made (e.g. photocopying and search and retrieval charges).

On receipt of a request, a decision must be made within 45 days. Where a decision is made to refuse or defer access, the applicant will be notified in writing of the reasons for the refusal and the procedures available to appeal the decision. Application forms are available on Council's website.

Reporting of FOI requests during 2017/18

There were 18 FOI requests processed in 2017/18.

Further information regarding FOI can be found at www.foi.vic.gov.au and or on Councils website.

Privacy and Data Protection Act 2014

The Victorian Privacy and Data Protection Act 2014 requires that Council adhere to the information privacy principles when collecting, managing and using an individual's personal information. The Act contains ten information privacy principles that Victorian Government organisations must comply with in the collection, use, protection and disclosure of personal information about an individual.

Council has developed and adopted guidelines and procedures to manage its compliance with the Privacy and Data Protection Act 2014, which are consistent with the Commissioner for Privacy and Data Protection guidelines and with the requirements of the Act.

Council's Privacy Policy applies to all Council officers, councillors and contractors engaged by Council. Mandatory training and awareness sessions have been held with all Council staff and councillors. Privacy training is incorporated in Council's induction program and it is mandatory for all staff to undertake refresher training every two years.

Protected Disclosure Procedures

Banyule City Council is a public body subject to the *Protected Disclosures Act 2012* (PD Act). The purpose of the Act is to encourage and facilitate the making of disclosures of improper conduct by public officers and public bodies, including the Council as a public body, its staff, employees and councillors.

Banyule is committed to the aims and objectives of the PD Act. It recognises the value of transparency and accountability in its administrative and management practices, and supports the making of disclosures that reveal improper conduct. It does not tolerate improper conduct by the organisation, its employees, officers, or councillors, nor the taking of reprisals against those who come forward to disclose such conduct.

The Independent Broad-based Anti-corruption Commission (IBAC) has responsibility for identifying and preventing serious corrupt conduct across the whole public sector, including members of Parliament, the judiciary and state and local government.

IBAC also has a broad oversight role in relation to police personnel misconduct and an important education function to proactively assist public sector agencies to improve their systems and processes to prevent corrupt conduct.

People making a disclosure must believe, on reasonable grounds that the councillor or Council employee has engaged in, or proposes to engage in, improper conduct. The conduct must be serious enough to constitute a criminal offence or reasonable grounds for dismissal.

Further information and a copy of the Banyule's Protected Disclosure procedures is available on Council's website or by calling Council on 9490 4222.

Reporting of Disclosures during 2017/18

There were no disclosures notified to the IBAC under section 21(2) in 2017/18.

Election Period Policy

With the recent amendments to the *Local Government Act 1989* (Act), section 93B now requires all councils to adopt and maintain an 'Election Period' policy.

All levels of government in Australia accept that during the period leading up to an election that the Government assumes a 'caretaker role'.

During the caretaker period, the business of government continues and ordinary matters of administration still need to be addressed. However, successive governments have followed a series of practices, known as the 'caretaker conventions', which aim to ensure that their actions do not bind an incoming government and limit its freedom of action.

The Election Period policy requires that councils publicly explain to their communities how they will conduct their business immediately prior to an election. This is to ensure council elections are not compromised by inappropriate electioneering by existing councillors and to safeguard the authority of the incoming council.

The policy must cover the three matters outlined below:

1. Preventing inappropriate decisions and misuse of resources
2. Limiting public consultation and council events
3. Equitable access to council information

For the 2016 general elections, the Election Period policy needed to be adopted by the 31 March 2016. Banyule adopted its Policy on the 7 March 2016. The Policy is available on Council's website.

Road Management Act Ministerial direction

In accordance with section 22 of the *Road Management Act 2004*, Council must publish a copy or summary of any Ministerial direction in its annual report. No such Ministerial Directions were received by Council during the financial year.

Local Laws

As at 30 June 2016, Council had the following Local Laws:

- General Local Law No 1 (2015) which regulates and controls activities and behaviour on public land
- Governance Local Law 2 (2015) which regulates the conduct of Council meetings and use of the Common Seal.

Codes of Practice

The Council has also adopted Codes of Practice to complement and enhance its Local Laws. Council has the following Code as at 30 June 2015:

- Meeting Procedures Code (2015).

Contracts

During the year Council did not enter into any contracts valued at \$150,000 or more for services, or \$200,000 or more for works or more of a kind specified in section 186(5)(a) and (c) of the Act other than for recruitment services used to engage temporary school crossing supervisors. During the year these services were provided by Hoban Recruitment as Council was unable to source the required services through the existing contractual agreement with Comensura. Council has now arranged to procure these services through Hoban Recruitment, through the Procurement Australia contract 'Recruitment and Selection' Services which was established through a public tender process.

Infrastructure and development contributions

In accordance with section 46GM and 46QD of the *Planning and Environment Act 1987*, a council that is a collection or development agency must prepare and give a report to the Minister for Planning on infrastructure and development contributions, including levies and works in kind. The report must be published in a Council's annual report.

Council has prepared a Development Contribution Plan (DCP) consistent with Victorian Government practice notes and guidelines for the creation of DCPs. After Banyule's DCP has gone through a planning scheme amendment process, been approved by the Minister for Planning and included in the Banyule Planning Scheme, there will be an obligation for Council to report on income collected and works completed, in-line with the ministerial reporting requirements for contribution plans that are part of a planning scheme.

Orders of Council

Alcohol Prohibition

In accordance with its General Local Law No. 1(2015) alcohol prohibition applies with and in the environs of the below-listed locations. The restriction means that it is an offence to consume or be in possession of an open container of alcohol in the following locations:

- Bundoora, Andrew Place Shopping Precinct
- Eaglemont, Silverdale Road Shopping Strip
- Greensborough Shopping Precinct
- Heidelberg Shopping Precinct
- Heidelberg West, Olympic Village Shopping Centre located at Southern Road, including the park, community centre, and adjoining laneway
- Heidelberg West, The Mall Shopping Precinct
- Heidelberg West, Waterdale Road North Shops and surrounds including park
- Ivanhoe Shopping Precinct and Council Offices Ivanhoe,
- The Boulevard, Ivanhoe 15 December - 1 January 7:00PM - 2:00AM inclusive
- Montmorency Shopping Precinct
- Ivanhoe East Shopping Precinct and surrounds
- Macleod Shopping Precinct and surrounds
- Lower Plenty Shopping Precinct
- Watsonia Shopping Centre and surrounds
- Waterdale Road Shopping Precinct and surrounds
- Rosanna Shopping Precinct and surrounds

It should be noted that the prohibition does not apply to individual trading premises, licensed premises, premises operating pursuant to a current Footpath Trading Permit issued by Council, subject to any additional licensing requirements or any other license granted by Licensing Victoria, but does extend to all other public places within the above areas as indicated by signs.

Governance, management and other information

Governance and Management Checklist

The following are the results in the prescribed form of Council's assessment against the prescribed governance and management checklist.

Column 1		Column 2
Governance and Management Items		Assessment
1	Community engagement policy (policy outlining council's commitment to engaging with the community on matters of public interest)	Current policy in operation. Date of operation of current policy: 3 February 2016. <input checked="" type="checkbox"/>
2	Community engagement guidelines (guidelines to assist staff to determine when and how to engage with the community)	Current guidelines in operation. Date of operation of current guidelines: 24 January 2013. <input checked="" type="checkbox"/>
3	Strategic Resource Plan (plan under section 126 of the Act outlining the financial and non-financial resources required for at least the next 4 financial years)	Plan adopted in accordance with section 126 of the Act. Date of adoption: 25 June 2018. <input checked="" type="checkbox"/>
4	Annual Budget (plan under section 130 of the Act setting out the services to be provided and initiatives to be undertaken over the next 12 months and the funding and other resources required)	Budget adopted in accordance with section 130 of the Act. Date of adoption: 25 June 2018. <input checked="" type="checkbox"/>
5	Asset management plans (plans that set out the asset maintenance and renewal needs for key infrastructure asset classes for at least the next 10 years)	Current plans in operation. Date of operation of current plans: Roads – 25 July 2016, Pathways - 25 July 2016, Bridges - 25 July 2016, Drains - 25 July 2016, Playgrounds and Open Space -25 July 2016, Buildings – 25 July 2016, <input checked="" type="checkbox"/>
6.	Rating strategy (strategy setting out the rating structure of Council to levy rates and charges)	Current strategy in operation. Date of operation of current strategy: 19 June 2018. <input checked="" type="checkbox"/>
7.	Risk policy (policy outlining Council's commitment and approach to minimising the risks to Council's operations)	Current policy in operation. Date of operation of current policy: 26 June 2018. <input checked="" type="checkbox"/>

Governance, management and other information

Column 1 Governance and Management Items	Column 2 Assessment	
8. Fraud policy (policy outlining council's commitment and approach to minimising the risk of fraud)	Current policy in operation. Date of operation of current policy: 14 December 2017.	<input checked="" type="checkbox"/>
9 Municipal emergency management plan (plan under section 20 of the <i>Emergency Management Act 1986</i> for emergency prevention, response and recovery)	Prepared and maintained in accordance with section 20 of the <i>Emergency Management Act 1986</i> . Date of preparation: 11 May 2017.	<input checked="" type="checkbox"/>
10. Procurement policy (policy under section 186A of the <i>Local Government Act 1989</i> outlining the matters, practices and procedures that will apply to all purchases of goods, services and works)	Prepared and approved in accordance with section 186A of the <i>Local Government Act 1989</i> . Date of operation of current strategy: 18 September 2017.	<input checked="" type="checkbox"/>
11 Business continuity plan (plan setting out the actions that will be undertaken to ensure that key services continue to operate in the event of a disaster)	Current plan in operation. Date of preparation: 22 December 2017.	<input checked="" type="checkbox"/>
12 Disaster recovery plan (plan setting out the actions that will be undertaken to recover and restore business capability in the event of a disaster)	Current plan in operation. Date of preparation: 6 February 2015.	<input checked="" type="checkbox"/>
13 Risk management framework (framework outlining council's approach to managing risks to the Council's operations)	Current framework in operation. Date of operation of current framework: 27 May 2016.	<input checked="" type="checkbox"/>
14 Audit Committee (advisory committee of council under section 139 of the Act whose role is to oversee the integrity of a council's financial reporting, processes to manage risks to the council's operations and for compliance with applicable legal, ethical, and regulatory requirements)	Committee established in accordance with section 139 of the Act. Date of operation of current guidelines: 27 June 1997.	<input checked="" type="checkbox"/>

Governance, management and other information

Column 1 Governance and Management Items	Column 2 Assessment	
15 Internal audit (independent accounting professionals engaged by the council to provide analyses and recommendations aimed at improving council's governance, risk and management controls)	Internal auditor engaged. Date of engagement of the current provider: 18 September 2017.	<input checked="" type="checkbox"/>
16 Performance reporting framework (a set of indicators measuring financial and non-financial performance, including the performance indicators referred to in section 131 of the Act)	Current framework in operation. Date of operation of current framework: 1 July 2017.	<input checked="" type="checkbox"/>
17 Council Plan reporting (report reviewing the performance of the council against the Council Plan, including the results in relation to the strategic indicators, for the first six months of the financial year)	Current Report. Date of the reports: Q1 CY: 8 November 2017; Q2 CY: 31 January 2018; Q3 CY: 12 April 2018; Q4 CY: 25 July 2018.	<input checked="" type="checkbox"/>
18 Financial reporting (quarterly statements to Council under section 138 of the Act comparing budgeted revenue and expenditure with actual revenue and expenditure)	Quarterly statements presented to Council in accordance with section 138(1) of the Act. Dates statements presented: Q1 CY: 20 November 2017 Q2 CY: 19 February 2018 Q3 CY: 21 May 2018 Q4 CY: 17 September 2018	<input checked="" type="checkbox"/>
19 Risk reporting (six-monthly reports of strategic risks to council's operations, their likelihood and consequences of occurring and risk minimisation strategies)	Reports prepared and presented. Date of reports: 14 September 2017 14 December 2017 15 March 2018 7 June 2018	<input checked="" type="checkbox"/>
20 Performance reporting (six-monthly reports of indicators measuring the results against financial and non-financial performance, including performance indicators referred to in section 131 of the Act)	Reports prepared and presented. Date of reports: Full-Year: (base on 2017/18 EOY Reporting) Council monitors financial and non-financial indicator performance on a quarterly basis, with a focus on annual State Government indicators as part of more extensive and informative reporting throughout the entire year. Council's Annual Report includes reporting against targets that Council has set for both State Government and Key Direction indicators in the Council Plan.	<input checked="" type="checkbox"/>

Governance, management and other information

Column 1 Governance and Management Items	Column 2 Assessment	
21 Annual Report (annual report under sections 131, 132 and 133 of the Act to the community containing a report of operations and audited financial and performance statements)	Annual report considered at a meeting of Council in accordance with section 134 of the Act. Date statements presented: 16 October 2017.	<input checked="" type="checkbox"/>
22 Councillor Code of Conduct (Code under section 76C of the Act setting out the conduct principles and the dispute resolution processes to be followed by councillors)	Code of conduct reviewed in accordance with section 76C of the Act. Date reviewed: 20 February 2017.	<input checked="" type="checkbox"/>
23 Delegations (a document setting out the powers, duties and functions of council and the Chief Executive Officer that have been delegated to members of staff)	Delegations reviewed in accordance with section 98(6) of the Act. Date of reviewed: 19 September 2017	<input checked="" type="checkbox"/>
24 Meeting procedures (a local law governing the conduct of meetings of council and special committees)	Meeting procedures local law made in accordance with section 91(1) of the Act. Date local law made: 1 May 2015 Governance Local Law and Meeting Procedures Code were made (gazetted) in 2015. Updates also made to the Meetings Procedures Code (an attachment to the Local Law) on 15 September 2016 to reflect changes to the Local Government Act and best practice.	<input checked="" type="checkbox"/>

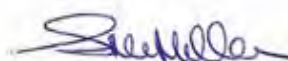
I certify that this information presents fairly the status of Council's governance and management arrangements.



Cr MARK DI PASQUALE

Mayor

Dated: Monday, 17 September 2018



SIMON McMILLAN

Chief Executive Officer

Dated: Monday, 17 September 2018

Act	<ul style="list-style-type: none">• The <i>Local Government Act 1989</i>
Advisory Committees	<ul style="list-style-type: none">• The main function of an advisory committee is to assist Council in the consultative process and provide valuable information to support the decision making of Council. Each year Council appoints Councillor representatives to a number of advisory committees. Their role in relation to these committees is representation, advocacy and consultation.
Annual report	<ul style="list-style-type: none">• A report of the council's operations of the previous financial year and contains a report of operations, audited financial statements and an audited performance statement
Appropriateness	<ul style="list-style-type: none">• Means indicators or measures that provide users with sufficient information to assess the extent to which an entity has achieved a pre-determined target, goal or outcome
Auditor General	<ul style="list-style-type: none">• An independent officer of the Parliament, appointed under legislation, to examine and report to Parliament and the community, on the efficient and effective management of public sector resources, and provide assurance on the financial integrity of Victoria's system of government
Best Value	<ul style="list-style-type: none">• State Government legislation that requires councils to review all their services and adopt service delivery models that are the best on offer, to meet the needs of their community.
BPI	<ul style="list-style-type: none">• Banyule BPI is a well-established building permit provider to the large volume home builders of Victoria.
Budget	<ul style="list-style-type: none">• A plan setting out the services and initiatives to be funded for the financial year and how they will contribute to achieving the strategic objectives specified in the council plan
CAATS	<ul style="list-style-type: none">• Computer assisted audit techniques – computer programs to read city databases to assess correctness.
CALD	<ul style="list-style-type: none">• Culturally and linguistically diverse.

Capital Works	<ul style="list-style-type: none">• Work undertaken on Council-owned assets including new works, expansions, upgrades and renewal or disposal.
CEO	<ul style="list-style-type: none">• Chief Executive Officer
Continuous Improvement	<ul style="list-style-type: none">• The process of ensuring that review and improvement practices are built into operational activities.
Corporate Governance	<ul style="list-style-type: none">• Taking responsibility for the economic and ethical performance of the municipality, the underlying principles of which are openness, inclusion, integrity and accountability. Governance differs from the everyday management of affairs, in that it identifies the strategic directions for the organisation and implements the controls and checks, which enable the governing body to measure management's performance.
Council Asset	<ul style="list-style-type: none">• An asset is a physical component of a facility that has value, enables a service to be provided and has an economic life greater than 12 months.
Council Plan	<ul style="list-style-type: none">• A plan setting out the medium-term strategic objectives, strategies, strategic indicators and resources reflecting vision and aspirations of the community for the next four year
Financial performance indicators	<ul style="list-style-type: none">• A prescribed set of indicators and measures that assess the effectiveness of financial management in a council covering operating position, liquidity, obligations, stability and efficiency
Financial statements	<ul style="list-style-type: none">• The financial statements and notes prepared in accordance with the Local Government Model Financial Report, Australian Accounting Standards and other applicable standards as they apply to the general purpose financial reports and a statement of capital works and included in the annual report
Financial Year	<ul style="list-style-type: none">• The period of 12 months beginning on 1 July and ending on 30 June the following year.
HACC Indicator	<ul style="list-style-type: none">• Home and Community Care• What will be measured to assess performance

Infrastructure	<ul style="list-style-type: none">• The physical 'skeleton' required to enable the community to be connected and operational. This includes roads, drains, footpaths and public open spaces as well as public facilities and buildings.
Initiatives	<ul style="list-style-type: none">• Actions that are one-off in nature and/or lead to improvements in service
Internal Audit	<ul style="list-style-type: none">• An independent appraisal to examine and evaluate Council's financial, management and internal control systems.
Major initiative	<ul style="list-style-type: none">• Significant initiatives that will directly contribute to the achievement of the council plan during the current year and have a major focus in the budget
MAV	<ul style="list-style-type: none">• Municipal Association of Victoria: the peak representative and lobbying body for Victoria's 79 councils.
Measure	<ul style="list-style-type: none">• Means how an indicator will be measured and takes the form of a computation, typically including a numerator and denominator
Minister	<ul style="list-style-type: none">• The Minister for Local Government
PAG	<ul style="list-style-type: none">• Planned Activity Group: social groups for frail older adults that provide an opportunity to meet and enjoy the company of others in a supported group situation.
Performance statement	<ul style="list-style-type: none">• A statement including the results of the prescribed service outcome indicators, financial performance indicators and sustainable capacity indicators for the financial year and included in the annual report
Planning and accountability framework	<ul style="list-style-type: none">• The key statutory planning and reporting documents that are required to be prepared by councils to ensure accountability to local communities in the performance of functions and exercise of powers under the Act
Regulations	<ul style="list-style-type: none">• The <i>Local Government (Planning and Reporting) Regulations 2014</i>
Relevance	<ul style="list-style-type: none">• Indicators or measures that have a logical and consistent relationship to an entity's objectives and are linked to the outcomes to be achieved

Report of operations	<ul style="list-style-type: none">• A report containing a description of the operations of the council during the financial year and included in the annual report
Service outcome indicators	<ul style="list-style-type: none">• The prescribed service performance indicators to be included in the performance statement which measure whether the stated service objective has been achieved
Service performance indicators	<ul style="list-style-type: none">• A prescribed set of indicators measuring the effectiveness and efficiency of council services covering appropriateness, quality, cost and service outcomes
Services	<ul style="list-style-type: none">• Assistance, support, advice and other actions undertaken by a council for the benefit of the local community
Strategic objectives	<ul style="list-style-type: none">• The outcomes a council is seeking to achieve over the next four years and included in the council plan
Strategic resource plan	<ul style="list-style-type: none">• A plan of the financial and non-financial resources for at least the next four years required to achieve the strategic objectives in the council plan. It is also referred to as a long term financial plan
Strategies	<ul style="list-style-type: none">• High level actions directed at achieving the strategic objectives in the council plan
Sustainable capacity indicators	<ul style="list-style-type: none">• A prescribed set of indicators measuring whether councils have the capacity to meet the agreed service and infrastructure needs of the local community and absorb foreseeable changes and unexpected shocks into the future covering financial performance, capacity and governance and management
Financial year representation	<ul style="list-style-type: none">• Representation of financial years is presented in one of two formats as appropriate; either as 2016/2017 or where a whole year is used it represents end of the relevant financial year, i.e. 2017 represents 2016/2017.

**Part Two of Three
Performance Statement for the
Year Ended 30 June 2018**



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Performance Statement

For the year ended 30 June 2018

Description of municipality

Banyule is located between seven and 21 kilometres northeast of central Melbourne and is made up of 21 suburbs. The City covers an area of approximately 63 square kilometres. The Yarra River runs along the City's south border while the west is defined by Darebin Creek.

Banyule is renowned for its open spaces and parklands, especially along the Yarra and Plenty River valleys. There are 617 hectares of council-owned open space in Banyule, as well as substantial areas of parkland managed by Parks Victoria. These provide a wealth of recreational, environmental and tourism opportunities for the region. There are sites of botanical, zoological, habitat and heritage significance, including aboriginal archaeological sites and scar trees, and points of interest associated with the Heidelberg School of Artists.

Banyule's estimated resident population for 2017 is 129,341 based on 2016 census data, forecast to grow to 147,098 residents by 2036. Banyule has a diverse community from over 140 countries. A significant number of residents have European ancestry, and there is an increasing population of people with Asian and African ancestry. This diverse population brings a cultural richness to our community.

The city is primarily a residential area. There are industrial areas in Heidelberg West, Greensborough/ Briar Hill and Bundoora, as well as institutions such as the Austin and Repatriation Medical Centre and Simpson Army Barracks. Banyule also has a range of educational, health and leisure facilities.

Note: Banyule City Council's Performance Statement is prepared and completed in accordance with the Local Government (Planning and Reporting) Regulations 2014, and the Local Government Better Practice Guide: Performance Statement 2017-18, Department of Environment, Land, Water and Planning, Local Government Victoria

Sustainable Capacity Indicators

For the year ended 30 June 2018

<i>Indicator / measure</i>	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations
Population	\$1,018	\$997.40	\$1,031.48	\$1,058.46	
<i>Expenses per head of municipal population</i> [Total expenses / Municipal population]					
<i>Infrastructure per head of municipal population</i> [Value of infrastructure / Municipal population]	\$4,436	\$4,263.32	\$4,366.65	\$4,605.74	
<i>Population density per length of road</i> [Municipal population / Kilometres of local roads]	229	230.77	234.05	239.96	
Own-source revenue	\$991	\$970.17	\$996.25	\$1,046.90	
<i>Own-source revenue per head of municipal population</i> [Own-source revenue / Municipal population]					
Recurrent grants	\$123	\$93.30	\$126.77	\$107.34	Council's recurrent grants levels continue to be a challenge in providing vital community services. Victoria Grants Commission (VGC) has paid 50% of each year's funding in advance for the past two years.
<i>Recurrent grants per head of municipal population</i> [Recurrent grants / Municipal population]					
Disadvantage	9	9	9	9	
<i>Relative socio-economic disadvantage</i> [Index of Relative Socio-economic Disadvantage by decile]					

Sustainable Capacity Indicators

For the year ended 30 June 2018

Definitions

"adjusted underlying revenue" means total income other than:

- (a) non-recurrent grants used to fund capital expenditure; and
- (b) non-monetary asset contributions; and
- (c) contributions to fund capital expenditure from sources other than those referred to above

"infrastructure" means non-current property, plant and equipment excluding land

"local road" means a sealed or unsealed road for which the council is the responsible road authority under the *Road Management Act 2004*

"population" means the resident population estimated by Council and the Australian Bureau of Statistics

"own-source revenue" means adjusted underlying revenue other than revenue that is not under the control of council (including government grants and contributions)

"relative socio-economic disadvantage", in relation to a municipality, means the relative socio-economic disadvantage, expressed as a decile for the relevant financial year, of the area in which the municipality is located according to the Index of Relative Socio-Economic Disadvantage (Catalogue Number 2033.0.55.001) of SEIFA

"SEIFA" means the Socio-Economic Indexes for Areas published from time to time by the Australian Bureau of Statistics on its Internet website

"recurrent grant" means a grant other than a non-recurrent grant.

"non-recurrent grant" means a grant obtained on the condition that it be expended in a specified manner and is not expected to be received again during the period covered by a council's Strategic Resource Plan.

"unrestricted cash" means all cash and cash equivalents other than restricted cash.

Service Performance Indicators

For the year ended 30 June 2018

Service / indicator / measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations
Aquatic facilities Utilisation <i>Utilisation of aquatic facilities</i> [Number of visits to aquatic facilities / Municipal population]	10	10.90	10.04	9.79	
Animal management Health and safety <i>Animal management prosecutions</i> [Number of successful animal management prosecutions]	3	9	2	3	Prosecutions taken to court increased by 1 this year, with all cases proven.
Food safety Health and safety <i>Critical and major non-compliance notifications</i> [Number of critical non-compliance notifications and major non-compliance notifications about a food premises followed up / Number of critical non-compliance notifications and major non-compliance notifications about food premises] x100	71%	100%	100%	100%	

Service Performance Indicators

For the year ended 30 June 2018

Service / indicator / measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations
Governance Satisfaction <i>Satisfaction with council decisions</i> [Community satisfaction rating out of 100 with how council has performed in making decisions in the interest of the community]	60	57	57	56	
Home and community care Participation <i>Participation in HACC service</i> [Number of people that received a HACC service / Municipal target population for HACC services] x100	17%	18.03%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs
Participation <i>Participation in HACC service by CALD people</i> [Number of CALD people who receive a HACC service / Municipal target population in relation to CALD people for HACC services] x100	15%	15.67%	Reporting Ceased 1 July 2016	Reporting Ceased 1 July 2016	Reporting on HACC ceased on 1 July 2016 due to the introduction of the Commonwealth Government's NDIS and CHSP programs

Service Performance Indicators

For the year ended 30 June 2018

Service / indicator / measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations
Libraries	18%	15.37%	16.12%	15.73%	
Participation					
<i>Active library members</i>					
[Number of active library members / Municipal population] x100					
Maternal and child health	85%	77.47%	80.55%	79.95%	
Participation					
<i>Participation in the MCH service</i>					
[Number of children who attend the MCH service at least once (in the year) / Number of children enrolled in the MCH service] x100					
Participation	78%	53.17%	77.24%	81.18%	
<i>Participation in the MCH service by Aboriginal children</i>					
[Number of Aboriginal children who attend the MCH service at least once (in the year) / Number of Aboriginal children enrolled in the MCH service] x100					
Roads	68	67	66	64	
Satisfaction					
<i>Satisfaction with sealed local roads</i>					
[Community satisfaction rating out of 100 with how council has performed on the condition of sealed local roads]					

Service Performance Indicators

For the year ended 30 June 2018

Service / indicator / measure	Results 2015	Results 2016	Results 2017	Results 2018	Material Variations
Statutory Planning Decision making <i>Council planning decisions upheld at VCAT</i> [Number of VCAT decisions that did not set aside council's decision in relation to a planning application / Number of VCAT decisions in relation to planning applications] x100	40%	53.03%	65.12%	50.00%	The decrease in the percentage of applications upheld can consist of the Tribunal giving higher weight to State Policy and higher planning tolerance against more stringent Council decisions in respect of neighbourhood character, tree protection and preferred heights. This result is similar to that in 2015/16.
Waste Collection Waste diversion <i>Kerbside collection waste diverted from landfill</i> [Weight of recyclables and green organics collected from kerbside bins / Weight of garbage, recyclables and green organics collected from kerbside bins] x100	53%	52.11%	52.35%	50.76%	

Service Performance Indicators

For the year ended 30 June 2018

Definitions

"Aboriginal child" means a child who is an Aboriginal person

"Aboriginal person" has the same meaning as in the Aboriginal Heritage Act 2006

"active library member" means a member of a library who has borrowed a book from the library

"annual report" means an annual report prepared by a council under sections 131, 132 and 133 of the Act

"CALD" means culturally and linguistically diverse and refers to persons born outside Australia in a country whose national language is not English

"class 1 food premises" means food premises, within the meaning of the *Food Act 1984*, that have been declared as class 1 food premises under section 19C of that Act

"class 2 food premises" means food premises, within the meaning of the *Food Act 1984*, that have been declared as class 2 food premises under section 19C of that Act

"Community Care Common Standards" means the Community Care Common Standards for the delivery of HACC services, published from time to time by the Commonwealth

"critical non-compliance outcome notification" means a notification received by council under section 19N(3) or (4) of the *Food Act 1984*, or advice given to council by an authorized officer under that Act, of a deficiency that poses an immediate serious threat to public health

"food premises" has the same meaning as in the *Food Act 1984*

"HACC program" means the Home and Community Care program established under the Agreement entered into for the purpose of the Home and Community Care Act 1985 of the Commonwealth

"HACC service" means home help, personal care or community respite provided under the HACC program

"local road" means a sealed or unsealed road for which the council is the responsible road authority under the *Road Management Act 2004*

"major non-compliance outcome notification" means a notification received by a council under section 19N(3) or (4) of the *Food Act 1984*, or advice given to council by an authorized officer under that Act, of a deficiency that does not pose an immediate serious threat to public health but may do so if no remedial action is taken

"MCH" means the Maternal and Child Health Service provided by a council to support the health and development of children within the municipality from birth until school age

"population" means the resident population estimated by council

"target population" has the same meaning as in the Agreement entered into for the purposes of the Home and Community Care Act 1985 of the Commonwealth

"WorkSafe reportable aquatic facility safety incident" means an incident relating to a council aquatic facility that is required to be notified to the Victorian WorkCover Authority under Part 5 of the *Occupational Health and Safety Act 2004*.

Financial Performance Indicators

For the year ended 30 June 2018

Dimension / indicator / measure	Results			2018	2019	Forecasts			Material Variations
	2015	2016	2017			2020	2021	2022	
Efficiency Revenue level Average residential rate per residential property assessment [Residential rate revenue / Number of residential property assessments]	\$1,579	\$1,622.82	\$1,691.40	\$1,736.78	\$1,768.77	\$1,788.79	\$1,807.16	\$1,823.70	Rate increases from 2018 onwards are budgeted to move in line with the rate cap. This has been set at 2.25% for 2018/19.
Expenditure level Expenses per property assessment [Total expenses / Number of property assessments]	\$2,456	\$2,375.55	\$2,490.82	\$2,558.01	\$2,695.42	\$2,653.73	\$2,706.45	\$2,693.87	Residential property assessments continue to remain stable and Council continues to realise real cost savings and ongoing efficiencies to maintain expenditure at suitable levels to support quality services within the community.
Workforce turnover Resignations and terminations compared to average staff [Number of permanent staff resignations and terminations / Average number of permanent staff for the financial year] x100	9.09%	9.32%	12.33%	11.93%	10.54%	10.27%	10.31%	10.37%	
Liquidity Working capital Current assets compared to current liabilities [Current assets / Current liabilities] x100	397%	426.04%	304.18%	438.42%	300.81%	360.36%	283.40%	350.83%	Council has maintained a strong cash position in accordance with its financial sustainability plan.

Financial Performance Indicators

For the year ended 30 June 2018

Dimension / indicator / measure	Results				Forecasts				Material Variations
	2015	2016	2017	2018	2019	2020	2021	2022	
Unrestricted cash <i>Unrestricted cash compared to current liabilities</i> [Unrestricted cash / Current liabilities] x100	261%	320.33%	236.18%	324.35%	235.28%	306.73%	246.85%	307.33%	Council has maintained a strong cash position in accordance with its financial sustainability plan.
Obligations Asset renewal <i>Asset renewal compared to depreciation</i> [Asset renewal expenses / Asset depreciation] x100	89%	62.52%	154.71%	63.78%	138.17%	125.48%	96.81%	78.98%	Council continues to ensure that assets are maintained and renewed to meet community needs. Providing adequate funding for asset renewal in the longer term remains a significant priority for Council.
Loans and borrowings <i>Loans and borrowings compared to rates</i> [Interest bearing loans and borrowings / Rate revenue] x100	68%	61.56%	56.21%	36.98%	35.13%	32.03%	29.63%	19.37%	Council's Debt Management Strategic Plan includes identifying opportunities to accelerate the repayment of debt taking into account Council's financial position. Council has taken the opportunity to make an early repayment in 2017/18 and plans to make another early repayment in 2021/22.
Loans and borrowing <i>Loans and borrowings repayments compared to rates</i> [Interest and principal repayments on interest bearing loans and borrowings / Rate revenue] x100	7%	7.09%	6.82%	20.54%	5.02%	4.62%	3.83%	11.32%	Council has taken the opportunity to make an early repayment of its current loan commitments in 2017/18 and plans to make another early repayment in 2021/22.

Financial Performance Indicators

For the year ended 30 June 2018

Dimension / indicator / measure	Results				Forecasts				Material Variations
	2015	2016	2017	2018	2019	2020	2021	2022	
Indebtedness <i>Non-current liabilities compared to own source revenue</i> [Non-current liabilities / Own source revenue] x100	45%	43.38%	30.13%	26.81%	25.05%	23.25%	15.37%	14.38%	This result is in line with Council's funding of community infrastructure and the Debt Management Strategic Plan.
Operating position Adjusted underlying result <i>Adjusted underlying surplus (or deficit)</i> [Adjusted underlying surplus (deficit) / Adjusted underlying revenue] x100	9%	6.63%	8.58%	8.62%	0.73%	2.81%	2.01%	3.10%	This result supports the ongoing long term financial sustainability of the municipality to generate an underlying surplus. Council's Financial Sustainability Plan acknowledges the challenges of maintaining an adequate financial performance under a rate capping environment.
Stability Rates concentration <i>Rates compared to adjusted underlying revenue</i> [Rate revenue / Adjusted underlying revenue] x100	61%	66.70%	64.83%	64.51%	67.49%	67.88%	67.81%	68.00%	
Rates effort <i>Rates compared to property values</i> [Rate revenue / Capital improved value of rateable properties in the municipality] x100	0.3%	0.28%	0.24%	0.24%	0.20%	0.21%	0.21%	0.22%	

Financial Performance Indicators

For the year ended 30 June 2018

Definitions

"adjusted underlying revenue" means total income other than:

- (a) non-recurrent grants used to fund capital expenditure; and
- (b) non-monetary asset contributions; and
- (c) contributions to fund capital expenditure from sources other than those referred to above

"adjusted underlying surplus (or deficit)" means adjusted underlying revenue less total expenditure

"asset renewal expenditure" means expenditure on an existing asset or on replacing an existing asset that returns the service capability of the asset to its original capability

"current assets" has the same meaning as in the Australian Accounting Standards (AAS)

"current liabilities" has the same meaning as in the AAS

"non-current assets" means all assets other than current assets

"non-current liabilities" means all liabilities other than current liabilities

"non-recurrent grant" means a grant obtained on the condition that it be expended in a specified manner and is not expected to be received again during the period covered by a council's Strategic Resource Plan

"own-source revenue" means adjusted underlying revenue other than revenue that is not under the control of council (including government grants and contributions)

"population" means the resident population estimated by Council and the Australian Bureau of Statistics

"rate revenue" means revenue from general rates, municipal charges, service rates and service charges

"recurrent grant" means a grant other than a non-recurrent grant

"residential rates" means revenue from general rates, municipal charges, service rates and service charges levied on residential properties

"restricted cash" means cash and cash equivalents and other financial assets, within the meaning of the AAS, that are not available for use other than for a purpose for which it is restricted, and includes cash to be used to fund capital works expenditure from the previous financial year

"unrestricted cash" means all cash and cash equivalents other than restricted cash.

Other Information

For the year ended 30 June 2018

Basis of preparation

Council is required to prepare and include a Performance Statement within its Annual Report. The Performance Statement includes the results of the prescribed sustainable capacity, service performance and financial performance indicators and measures together with a description of the municipal district and an explanation of material variations in the results. This statement has been prepared to meet the requirements of the *Local Government Act 1989* and *Local Government (Planning and Reporting) Regulations 2014*.

Where applicable the results in the Performance Statement have been prepared on accounting bases consistent with those reported in the Financial Statements. The other results are based on information drawn from Council information systems or from third parties (e.g. Australian Bureau of Statistics).

The Performance Statement presents the actual results for the current year and for the prescribed financial performance indicators and measures, the results forecast by the Council's Strategic Resource Plan. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variations in the results contained in the Performance Statement.

Banyule City Council's (BCC) Performance Statement is prepared and completed in accordance with the *Local Government (Planning and Reporting) Regulations 2014*, and the Local Government Better Practice Guide, Performance Statement 2017-18. The 2015 results are represented with rounding as reported in the BCC Annual Report 2014/2015. The 2016, 2017 and 2018 results are represented to two decimal places in line with the most recent guide.

The forecast figures included in the Performance Statement are those adopted by Council in its Strategic Resource Plan on 25 June 2018 and which forms part of the Council Plan. The Strategic Resource Plan includes estimates based on key assumptions about the future that were relevant at the time of adoption and aimed at achieving sustainability over the long term. Detailed information on the actual financial results is contained in the General Purpose Financial Statements. The Strategic Resource Plan can be obtained by contacting Council.

Certification of Performance Statement

For the year ended 30 June 2018

In my opinion, the accompanying Performance Statement has been prepared in accordance with the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.



TANIA O'REILLY, CA
Principal Accounting Officer

Dated: Monday, 17 September 2018
Ivanhoe

In our opinion, the accompanying Performance Statement of Banyule City Council for the year ended 30 June 2018 presents fairly the results of Council's performance in accordance with the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

The Performance Statement contains the relevant performance indicators, measures and results in relation to service performance, financial performance and sustainable capacity.

At the date of signing, we are not aware of any circumstances that would render any particulars in the Performance Statement to be misleading or inaccurate.

We have been authorised by the Council and by the *Local Government (Planning and Reporting) Regulations 2014* to certify this Performance Statement in its final form.



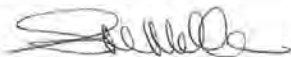
MARK DI PASQUALE
Councillor

Dated: Monday, 17 September 2018
Ivanhoe



RICK GAROTTI
Councillor

Dated: Monday, 17 September 2018
Ivanhoe



SIMON McMILLAN
Chief Executive Officer

Dated: Monday, 17 September 2018
Ivanhoe



Independent Auditor's Report

To the Councillors of Banyule City Council

Opinion	<p>I have audited the accompanying performance statement of Banyule City Council (the council) which comprises the:</p> <ul style="list-style-type: none"> • description of municipality for the year ended 30 June 2018 • sustainable capacity indicators for the year ended 30 June 2018 • service performance indicators for the year ended 30 June 2018 • financial performance indicators for the year ended 30 June 2018 • other information and • the certification of performance statement. <p>In my opinion, the performance statement of Banyule City Council in respect of the year ended 30 June 2018 presents fairly, in all material respects, in accordance with the performance reporting requirements of Part 6 of the <i>Local Government Act 1989</i>.</p>
Basis for Opinion	<p>I have conducted my audit in accordance with the <i>Audit Act 1994</i> which incorporates the Australian Standards on Assurance Engagements. I further describe my responsibilities under that Act and those standards in the <i>Auditor's Responsibilities for the Audit of the performance statement</i> section of my report.</p> <p>My independence is established by the <i>Constitution Act 1975</i>. I and my staff are independent of the council in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 <i>Code of Ethics for Professional Accountants</i> (the Code) that are relevant to my audit of the performance statement in Victoria and have also fulfilled our other ethical responsibilities in accordance with the Code.</p> <p>I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.</p>
Councillors' responsibilities for the performance statement	<p>The Councillors are responsible for the preparation and fair presentation of the performance statement in accordance with the performance reporting requirements of the <i>Local Government Act 1989</i> and for such internal control as the Councillors determines is necessary to enable the preparation and fair presentation of the statement of performance that is free from material misstatement, whether due to fraud or error.</p>
Auditor's responsibilities for the audit of the performance statement	<p>As required by the <i>Audit Act 1994</i>, my responsibility is to express an opinion on the performance statement based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the performance statement as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Standards on Assurance Engagements will always detect a material misstatement when it exists.</p>

Level 31 / 35 Collins Street, Melbourne Vic 3000
 T 03 8601 7000 enquiries@audit.vic.gov.au www.audit.vic.gov.au

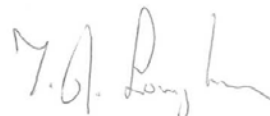
Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of users taken on the basis of this performance statement.

As part of an audit in accordance with the Australian Standards on Assurance Engagements, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of performance statement, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the council's internal control
- evaluate the overall presentation, structure and content of the performance statement, including the disclosures, and whether performance statement represents the underlying events and results in a manner that achieves fair presentation.

I communicate with the Councillors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE
20 September 2018



Tim Loughnan
as delegate for the Auditor-General of Victoria

**Part Three of Three
Financial Report for the
Year Ended 30 June 2018**

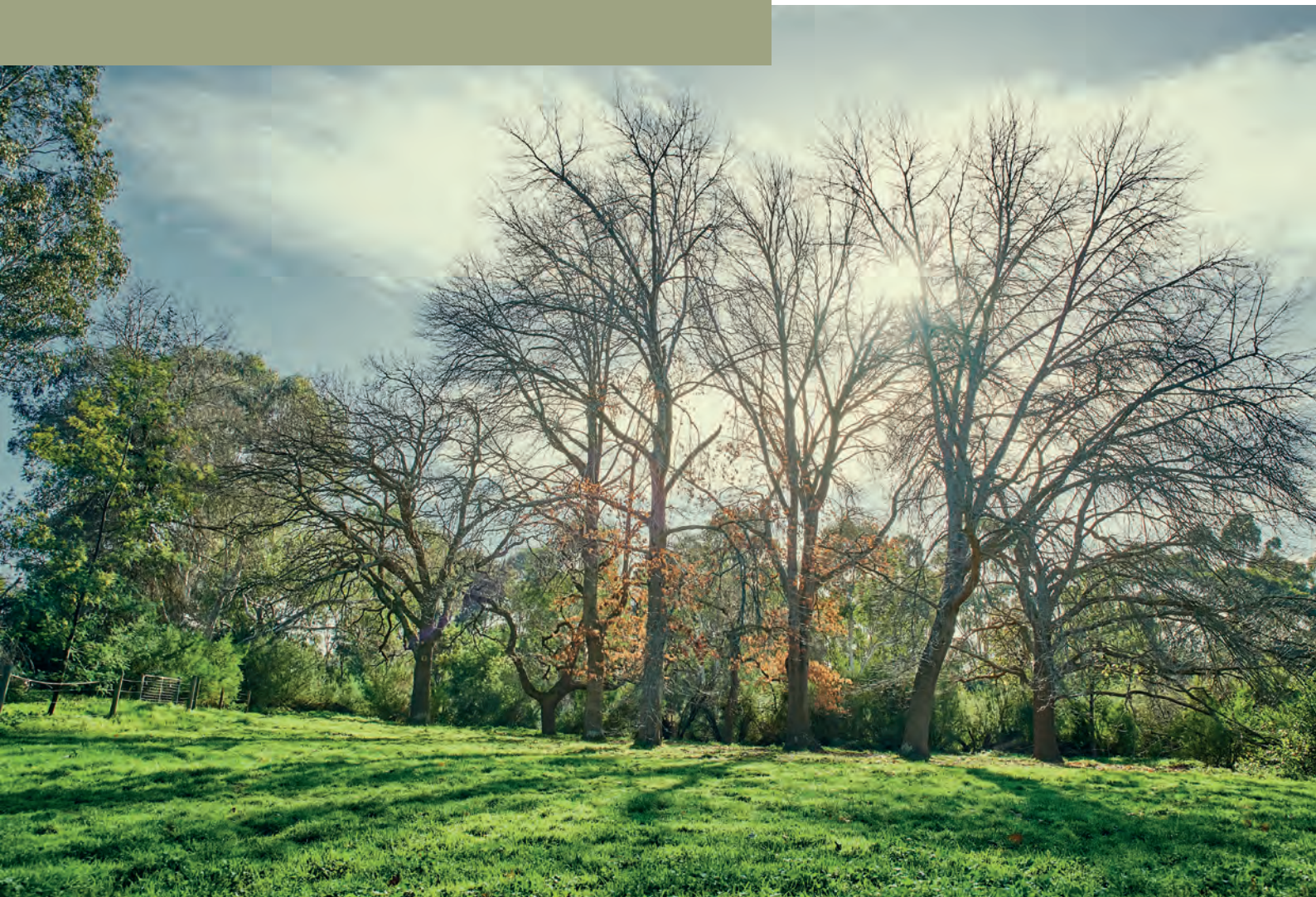


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**Certification of the Financial Statements
for the year ended 30 June 2018**

In my opinion the accompanying Financial Statement have been prepared in accordance with the *Local Government Act 1989, the Local Government (Planning and Reporting) Regulations 2014*, Australian Accounting Standards and other mandatory professional reporting requirements.



TANIA O'REILLY, CA
Principal Accounting Officer

Date: Monday, 17 September 2018
Ivanhoe

In our opinion the accompanying Financial Statements present fairly the financial transactions of Banyule City Council for the year ended 30 June 2018 and the financial position of the Council as at that date.

As at the date of signing, we are not aware of any circumstances which would render any particulars in the Financial Statements to be misleading or inaccurate

We have been authorised by the Council on Monday, 17 September 2018 and by the *Local Government (Planning and Reporting) Regulations 2014* to certify the Financial Statements in their final form.




MARK DI PASQUALE
Councillor

Dated: Monday, 17 September 2018
Ivanhoe



RICK GAROTTI
Councillor

Dated: Monday, 17 September 2018
Ivanhoe



SIMON McMILLAN
Chief Executive Officer

Dated: Monday, 17 September 2018
Ivanhoe



Victorian Auditor-General's Office

Independent Auditor's Report

To the Councillors of Banyule City Council

Opinion I have audited the financial report of Banyule City Council (the council) which comprises the:

- balance sheet as at 30 June 2018
- comprehensive income statement for the year then ended
- statement of changes in equity for the year then ended
- statement of cash flows for the year then ended
- notes to the financial statements, including significant accounting policies
- certification of the financial statements.

In my opinion the financial report presents fairly, in all material respects, the financial position of the council as at 30 June 2018 and their financial performance and cash flows for the year then ended in accordance with the financial reporting requirements of Part 6 of the *Local Government Act 1989* and applicable Australian Accounting Standards.

Basis for Opinion I have conducted my audit in accordance with the *Audit Act 1994* which incorporates the Australian Auditing Standards. I further describe my responsibilities under that Act and those standards in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

My independence is established by the *Constitution Act 1975*. My staff and I are independent of the council in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's *APES 110 Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Victoria. My staff and I have also fulfilled our other ethical responsibilities in accordance with the Code.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Councillors' responsibilities for the financial report The Councillors of the council are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the *Local Government Act 1989*, and for such internal control as the Councillors determine is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Councillors are responsible for assessing the council's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless it is inappropriate to do so.

Auditor's responsibilities for the audit of the financial report

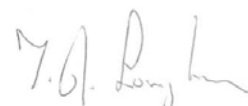
As required by the *Audit Act 1994*, my responsibility is to express an opinion on the financial report based on the audit. My objectives for the audit are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the council's internal control
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Councillors
- conclude on the appropriateness of the Councillors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the council's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the council to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Councillors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

MELBOURNE
20 September 2018



Tim Loughnan
as delegate for the Auditor-General of Victoria

Comprehensive Income Statement for the year ended 30 June 2018

	Note	2018 \$'000	%	2017 \$'000	%
INCOME					
Rates and charges	2.1	97,297	62.3	94,062	62.3
Statutory fees and fines	2.2	10,816	6.9	9,246	6.1
User fees and charges	2.3	20,961	13.4	18,494	12.2
Grants - operating	2.4	12,335	7.9	14,145	9.4
Grants - capital	2.4	3,362	2.2	2,719	1.8
Interest income	2.5	2,982	1.9	3,244	2.1
Rental income	2.6	2,099	1.3	1,735	1.2
Contributions - monetary	2.7	5,034	3.2	5,392	3.6
Net gain on disposal of property, infrastructure, plant and equipment	2.8	99	0.1	-	0.0
Fair value adjustments for investment property	5.4	465	0.3	519	0.3
Other income	2.9	627	0.4	1,376	0.9
Share of net profits of associates	5.3(b)	61	0.1	160	0.1
Total Income		156,138	100.0	151,092	100.0
EXPENSES					
Employee costs	3.1	60,898	44.4	58,917	44.4
Materials, contracts and services	3.2	40,361	29.5	37,717	28.4
Utility charges	3.3	4,066	3.0	3,518	2.6
Depreciation and amortisation	3.4	19,396	14.2	18,837	14.2
Donations expenditure	3.5	452	0.3	420	0.3
Borrowing costs	3.6	3,052	2.2	3,549	2.7
Contributions expense	3.7	6,691	4.9	6,644	5.0
Impairment loss		-	0.0	357	0.3
Net loss on disposal of property, infrastructure, plant and equipment	2.8	-	0.0	1,005	0.7
Other expenses	3.8	1,986	1.5	1,855	1.4
Total Expenses		136,902	100.0	132,819	100.0
Surplus/(Deficit) for the year		19,236		18,273	
OTHER COMPREHENSIVE INCOME					
Items that will not be reclassified to surplus or deficit in future periods:					
Impairment loss	5.2	-		(354)	
Net asset revaluation increment/(decrement)	5.1/5.2	124,728		118,496	
Total Comprehensive Result		143,964		136,415	

The above Comprehensive Income Statement should be read in conjunction with the accompanying notes.

Balance Sheet as at 30 June 2018

	Note	2018 \$'000	2017 \$'000
ASSETS			
Current Assets			
Cash and cash equivalents	4.1 (a)	3,426	19,073
Other financial assets	4.1 (b)	120,050	103,620
Trade and other receivables	4.1 (c)	13,711	12,259
Inventories	4.2 (a)	52	36
Non-current assets classified as held for sale	5.1	29	633
Other assets	4.2 (b)	1,373	1,128
Total current assets		138,641	136,749
Non-Current Assets			
Trade and other receivables	4.1 (c)	270	356
Investments	5.3	3,473	3,412
Property, infrastructure, plant and equipment	5.2	1,584,787	1,461,881
Investment property	5.4	12,115	8,195
Intangible assets	4.2 (c)	1,287	1,409
Total non-current assets		1,601,932	1,475,253
Total Assets		1,740,573	1,612,002
LIABILITIES			
Current Liabilities			
Trade and other payables	4.3 (a)	13,447	13,998
Provisions	4.5	14,535	14,320
Trust funds and deposits	4.3 (b)	2,180	1,428
Interest bearing loans and borrowings	4.4	1,461	15,211
Total current liabilities		31,623	44,957
Non-Current Liabilities			
Provisions	4.5	1,198	553
Trust funds and deposits	4.3 (b)	817	472
Interest bearing loans and borrowings	4.4	34,283	37,332
Total non-current liabilities		36,298	38,357
Total Liabilities		67,921	83,314
Net Assets		1,672,652	1,528,688
EQUITY			
Accumulated surplus		454,692	434,528
Reserves	8.1	1,217,960	1,094,160
Total Equity		1,672,652	1,528,688

The above Balance Sheet should be read in conjunction with the accompanying notes.

Statement of Changes in Equity for the year ended 30 June 2018

2018	Total \$'000	Accumulated Surplus \$'000	Asset Revaluation Reserve \$'000	Asset Replacement Reserves \$'000
Balance at beginning of the financial year	1,528,688	434,528	1,026,536	67,624
Surplus for the year	19,236	19,236	-	-
Net asset revaluation increment	124,728	-	124,728	-
Impairment loss on revalued assets	-	-	-	-
Transfers from asset revaluation reserve (a)	-	2,168	(2,168)	-
Transfers to other reserves	-	(14,422)	-	14,422
Transfers from other reserves	-	13,182	-	(13,182)
Balance at end of the financial year	1,672,652	454,692	1,149,096	68,864
			(b)	(b)

2017	Total \$'000	Accumulated Surplus \$'000	Asset Revaluation Reserve \$'000	Asset Replacement Reserves \$'000
Balance at beginning of the financial year	1,392,273	413,110	916,418	62,745
Surplus for the year	18,273	18,273	-	-
Net asset revaluation increment	118,496	-	118,496	-
Impairment Loss on revalued assets	(354)	-	(354)	-
Transfers from asset revaluation reserve	-	8,024	(8,024)	-
Transfers to other reserves	-	(31,492)	-	31,492
Transfers from other reserves	-	26,613	-	(26,613)
Balance at end of the financial year	1,528,688	434,528	1,026,536	67,624
			(b)	(b)

(a) Re-allocation of investment property fair value adjustments from previous years.

(b) Refer to Note 8.1 for more information on reserves

The above Statement of Changes in Equity should be read in conjunction with the accompanying notes.

Statement of Cash Flows for the year ended 30 June 2018

	Note	2018 Inflows/ (Outflows) \$'000	2017 Inflows/ (Outflows) \$'000
Cash Flows from Operating Activities			
Receipts:			
Rates and charges		97,699	94,389
Grants - operating		11,743	14,091
Grants - capital		3,364	2,721
Statutory fees and fines		10,242	9,021
User fees and charges		21,558	17,035
Contributions - monetary		5,629	4,958
Interest received		3,041	2,537
Rent		1,747	1,815
Trust funds and deposits received		1,097	603
Other receipts		1,124	2,414
Payments:			
Employee costs		(59,355)	(58,703)
Materials, contracts and services		(45,981)	(44,260)
Other payments		(12,999)	(11,961)
Trust funds and deposits refunded		-	(81)
Net cash provided by operating activities	8.2	38,909	34,579
Cash Flows from Investing Activities			
Payments for property, infrastructure, plant and equipment		(18,773)	(34,978)
Payments for leasehold improvements and intangible assets		(82)	-
Proceeds from sale of property, plant and equipment		581	18,308
Payments for financial assets		(130,502)	(161,742)
Redemption of financial assets		114,072	149,721
Net cash (used in) investing activities		(34,704)	(28,691)
Cash Flows from Financing Activities			
Borrowing costs - interest		(3,053)	(3,550)
Repayment of borrowings		(16,799)	(2,823)
Net cash (used in)/provided by financing activities		(19,852)	(6,373)
Net (decrease)/increase in cash and cash equivalents		(15,647)	(485)
Cash and cash equivalents at the beginning of the financial year		19,073	19,558
Cash and cash equivalents at the end of the financial year	4.1 (a)	3,426	19,073
<i>Financing arrangements</i>	4.6		
<i>Restrictions on cash assets</i>	4.1 (b)		

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.

Statement of Capital Works for the year ended 30 June 2018

	Note	2018 \$'000	2017 \$'000
Capital Works			
Infrastructure			
Roads, streets and bridges	5.2	4,902	5,037
Drainage	5.2	850	407
Parks and gardens	5.2	3,286	4,340
Playgrounds	5.2	365	902
Total infrastructure		9,403	10,686
Property			
Freehold land	5.2	-	-
Freehold buildings	5.2	5,039	24,264
Leasehold Improvements	5.2	10	-
Total property		5,049	24,264
Plant and equipment			
Motor vehicles	5.2	2,014	3,664
Plant and equipment	5.2	709	886
Furniture and fittings	5.2	228	-
Total plant and equipment		2,951	4,550
Other assets			
Art Collection	5.2	133	29
Total other assets		133	29
Intangible assets			
Intangible assets	4.2 (c)	135	-
Total intangible assets		135	-
Total capital works expenditure		17,671	39,529
Represented by:			
New assets		1,091	2,129
Asset renewal		12,206	28,691
Asset upgrade		2,213	2,585
Asset expansion		2,161	6,124
Total capital works expenditure		17,671	39,529

Note: Work in progress is incorporated into the specific asset class based on the nature of the work.

The above Statement of Capital Works should be read in conjunction with the accompanying notes.

OVERVIEW

INTRODUCTION

Banyule City Council (“Council”) was established by an Order of the Governor in Council on 14 December 1994 and is a Body Corporate.

Council has three Service Centres located at:

- Ivanhoe – 275 Upper Heidelberg Road
- Rosanna – 72 Turnham Avenue
- Greensborough – 1 Flintoff Street

Council’s website address is: www.banyule.vic.gov.au

STATEMENT OF COMPLIANCE

These Financial Statements are a general purpose Financial Report that consists of a Comprehensive Income Statement, Balance Sheet, Statement of Changes in Equity, Statement of Cash Flows, Statement of Capital Works and notes accompanying these Financial Statements. The general purpose Financial Report complies with Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the *Local Government Act 1989*, and the *Local Government (Planning and Reporting) Regulations 2014*.

SIGNIFICANT ACCOUNTING POLICIES

The significant policies which have been adopted in the preparation of these Financial Statements are:

(a) Basis of Accounting

The accrual basis of accounting has been used in the preparation of these Financial Statements, whereby assets, liabilities, equity, income and expenses are recognised in the reporting period to which they relate, regardless of when cash is received or paid.

Judgements, estimates and assumptions are required to be made about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and associated judgements are based on professional judgement derived from historical experience and various other factors that are believed to be reasonable under the circumstances. Actual results may differ from these estimates.

Revisions to accounting estimates are recognised in the period in which the estimate is revised and also in future periods that are affected by the revision. Judgements and assumptions made by management in the application of AASs that have significant effects on the Financial Statements and estimates relate to:

- the fair value of land, buildings, infrastructure, plant and equipment (Note 5.2)
- the determination of depreciation for buildings, infrastructure, plant and equipment (Note 5.2)
- the determination of employee provisions (Note 4.5)

SIGNIFICANT ACCOUNTING POLICIES (cont)

(a) Basis of Accounting (cont)

Unless otherwise stated, the accounting policies adopted for the reporting period are consistent with those in the prior year. Where appropriate, comparative figures have been amended to accord with current presentation, and disclosure has been made of any material changes to comparatives.

The figures presented in all the Financial Statements and the notes to the Financial Statements are expressed as thousands of dollars when indicated by “\$’000”. Otherwise, the figures are exact to the nearest one dollar.

(b) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Tax Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the Balance Sheet are shown inclusive of GST.

Cash flows are presented in the cash flow statement on a gross basis, except for the GST component of investing and financing activities, which are disclosed as operating cash flows.

NOTE 1. PERFORMANCE AGAINST BUDGET

The performance against budget notes compare Council’s financial plan, expressed through its annual budget, with actual performance. The *Local Government (Planning and Reporting) Regulations 2014* requires explanation of any material variances. Council has adopted a materiality threshold of the lower of \$1.5million or 10% (if over \$1,000,000) where further explanation is warranted. Explanations have not been provided for variations below the materiality threshold unless the variance is considered to be material because of its nature.

The budget figures detailed below are those adopted by Council on 26 June 2017. The Budget was based on assumptions that were relevant at the time of adoption of the Budget. Council sets guidelines and parameters for the income and expense targets in this budget in order to meet Council’s planning and financial performance targets for both the short and long-term.

These notes are prepared to meet the requirements of the *Local Government Act 1989* and the *Local Government (Planning and Reporting) Regulations 2014*.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

I. PERFORMANCE AGAINST BUDGET (cont)

I.1 Income and Expenditure

	Ref.	Budget 2018 \$'000	Actual 2018 \$'000	Variance 2018 \$'000
INCOME				
Rates and charges		96,952	97,297	345
Statutory fees and fines	(a)	9,393	10,816	1,423
User fees and charges	(b)	18,684	20,961	2,277
Grants – operating	(c)	9,710	12,335	2,625
Grants – capital		3,393	3,362	(31)
Interest income		2,598	2,982	384
Rental income		2,054	2,099	45
Contributions income	(d)	3,025	5,034	2,009
Net gain on disposal of property, infrastructure, plant and equipment		338	99	(239)
Fair value adjustment for investment property		-	465	465
Other income		149	627	478
Share of net profits/(losses) of associates		-	61	61
Total income		146,296	156,138	9,842
EXPENSES				
Employee costs	(e)	63,126	60,898	2,228
Materials, contracts and services		39,768	40,361	(593)
Utility charges		4,430	4,066	364
Depreciation and amortisation		20,463	19,396	1,067
Donations expenditure		369	452	(83)
Borrowing costs		2,991	3,052	(61)
Contributions expense	(f)	8,928	6,691	2,237
Impairment loss		-	-	-
Net loss on disposal of property, infrastructure, plant and equipment		-	-	-
Other expenses		2,278	1,986	292
Total expenses		142,353	136,902	5,451
Surplus/(Deficit) for the year		3,943	19,236	15,293
OTHER COMPREHENSIVE INCOME				
Items that will not be reclassified to surplus or deficit in future periods:				
Impairment loss		-	-	-
Net asset revaluation increment		75,000	124,728	49,728
Total Comprehensive Result		78,943	143,964	65,021

I. PERFORMANCE AGAINST BUDGET (cont)

I.1 Income and Expenditure (cont)

Explanation of Material Variations – Income and Expenditure

Ref.	Item	Explanation
(a)	Statutory fees and fines	<ul style="list-style-type: none"> The parking management function was outsourced in 2017 with performance indicators identified as a key component of the contract which have exceeded the performance measures generating more revenue. Fines lodged with Fines Victoria (for non-payment) includes the additional penalties and recoverable cost which offsets with Materials and services expenditure.
(b)	User fees and charges	<ul style="list-style-type: none"> An increase in commercial customers and volume at the waste transfer station is due to marketing and promotion, resulting in significantly more income compared to budget. Additionally, more residents are opting to use larger than standard garbage and green waste services which attracts a cost. Increased utilisation in Heidelberg, Greensborough and Eaglemont of paid parking bays has seen an increase in revenue. An increase in building works within the municipality has seen the occupation permits under the Local Law increase with a corresponding income increase compared to budget. Aged and disability services income has reduced due to NDIS being implemented and clients moving to other services.
(c)	Grants - operating	<ul style="list-style-type: none"> Half of the Victorian Grants Commission payment for 2018/2019 was paid in advance (received June 2018). The 2017/2018 payment was also paid in advance, however notification of this was communicated prior to the 2017/2018 budget being finalised and budget was therefore reduced to half. Commonwealth Home Supported Packages funding was announced after the 2017/2018 budget was set resulting in more operating grant income than expected. This was due to confirmation of targets and CPI adjustments.
(d)	Contributions income	<ul style="list-style-type: none"> A greater than anticipated number of subdivisions and associated building activity occurred during the period resulting in Public Open Space contributions exceeding budget by over \$2 million. The contributions represent the growth in development in the municipality, with most occurring in the Ivanhoe, Heidelberg West and Heidelberg Heights areas.
(e)	Employee costs	<ul style="list-style-type: none"> Employee costs were under budget across Council due to a number of vacancies that occurred throughout the year. These savings are offset by a related increase in contract labour that was used as a temporary measure to maintain service levels.
(f)	Contributions expense	<ul style="list-style-type: none"> Council had budgeted to make a contribution to the Latrobe Sport Precinct during the year, the majority of the planned payment for 2018 has been delayed until 2019 following finalisation of the payment arrangements.

I. PERFORMANCE AGAINST BUDGET (cont)

I.2 Capital Works

	Ref.	Budget 2018 \$'000	Actual 2018 \$'000	Variance 2018 \$'000
Infrastructure				
Roads, streets and bridges	(a)	6,856	4,902	1,954
Drainage		550	850	(300)
Parks and gardens	(b)	5,353	3,286	2,067
Playgrounds		522	365	157
Total infrastructure		13,281	9,403	3,878
Property				
Freehold land		-	-	-
Freehold buildings		5,687	5,039	648
Leasehold improvements		-	10	(10)
Total property		5,687	5,049	638
Plant and Equipment				
Motor vehicles	(c)	5,293	2,014	3,279
Plant and equipment		595	709	(114)
Furniture and fittings		335	228	107
Total plant and equipment		6,223	2,951	3,272
Other				
Art collection		15	133	(118)
Total other		15	133	(118)
Intangible assets				
Intangible assets		500	135	365
Total intangible assets		500	135	365
Total capital works expenditure		25,706	17,671	8,035
Represented by:				
New assets		1,205	1,091	114
Asset renewal		18,443	12,206	6,237
Asset upgrade		4,433	2,213	2,220
Asset expansion		1,625	2,161	(536)
Total capital works expenditure		25,706	17,671	8,035

I. PERFORMANCE AGAINST BUDGET (cont)

I.2 Capital Works (cont)

Explanation of Material Variations – Capital Works

Ref.	Item	Explanation
(a)	Roads, streets and bridges	<ul style="list-style-type: none"> The Heidelberg Central streetscape works will be completed in 2018/2019, with the remaining budget carried forward for this project. Maintenance programs for road assets originally budgeted as capital works have been expensed due to the nature of works. Roads to Recovery, a Commonwealth Government funded program, is a multi-year scheme. Works were under budget this year, but were carried forward with the expectation that the full program budget will be spent in future years of the scheme.
(b)	Parks and Gardens	<ul style="list-style-type: none"> Construction works at some parks and gardens have been delayed and unfinished works carried over to 2018/2019. Projects that were carried forward include Burkitt Oval sports field lighting, Olympic Park masterplan, Ford Park redevelopment concept plan and Kalparrin Gardens' masterplan implementation. Banksia Street pedestrian bridge works have been delayed (<i>This is a shared asset with Darebin City Council</i>). Works are being arranged by Darebin and are expected to be completed early in 2018/2019. The associated budget has been carried forward Stage 2 of the bike path at Banyule Flats was abandoned due to the feasibility of the project.
(c)	Motor Vehicles	<ul style="list-style-type: none"> The replacement of waste trucks as per the Council fleet replacement schedule has been deferred to 2018/2019. Delivery of new trucks is expected early in the 2018/2019 financial year.

Note	2018 \$'000	2017 \$'000
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NOTE 2. FUNDING FOR THE DELIVERY OF OUR SERVICES

2.1 RATES AND CHARGES

For the basis of rates calculation, Council uses Capital Improved Value as the basis of valuation of all properties within the municipality. The Capital Improved Value of a property is the value of the land, dwellings and all its improvements.

The valuation base used to calculate general rates for 2017/2018 was \$39,063,327,600 (\$38,685,329,720 for 2016/2017).

The most recent revaluation of land for rating purposes within the Municipality was done on 1 January 2018 and this valuation will be first applied in the rating year commencing 1 July 2018.

The last revaluation of land for rating purposes within the Municipality was done on 1 January 2016 and the valuation was first applied in the rating year which commenced on 1 July 2016. These valuations were used in the calculation of rates in the current financial year.

Residential	80,160	77,712
Commercial	5,781	5,620
Industrial	2,010	1,968
Cultural and Recreational	77	76
Total general rates	88,028	85,376
General Rates	88,028	85,376
Supplementary Rates	912	728
Municipal Charge	7,369	7,105
Interest on Rates	341	264
Total general rates and charges	96,650	93,473
Special Rates and Charges – Shopping Centres	639	580
Interest on Special Rates and Charges	8	9
Total rates and charges	97,297	94,062

Annual rates and charges are recognised as revenues when Council issues annual rates notices, as a result of the adoption by Council of its annual budget and fulfilling the statutory process. Supplementary rates are recognised when a valuation and reassessment is completed and a supplementary rates notice issued.

A provision for doubtful debts on rates has not been established as unpaid rates represent a charge against the rateable property that will be recovered when the property is next sold.

Income from construction special rates and special charges is recognised at the commencement of each scheme. Income from shopping centre special rates and charges schemes is recognised on a yearly basis, for the length of each scheme, as the schemes run on a year by year basis.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Note	2018 \$'000	2017 \$'000
2.2 STATUTORY FEES AND FINES			
Building and Planning permits and fees		4,313	4,000
Failure to vote fines		125	211
Food Act and Health registrations		552	550
Local laws infringements and fines		5,383	3,706
Property valuations		-	387
Road and footpath reinstatement		145	201
Others fees and fines		298	191
Total statutory fees and fines		10,816	9,246

Statutory fees and fines (including parking fees and fines) are recognised as revenue when the service has been provided, the payment is received, or when the penalty has been applied, whichever first occurs.

2.3 USER FEES AND CHARGES			
Aquatic and Leisure Centre fees and charges		6,831	6,737
Building and Planning permits and fees		120	169
Child Day Care charges		1,557	1,486
Community buses, halls and events		306	297
Delivered meals charges		313	381
Engineering services' fees		195	127
Functions Centre charges		208	203
Home care charges		351	394
Immunisation fees		332	250
Local laws fees		2,240	1,773
Planned Activity Group fees and charges		105	97
Sports ground rentals income		189	230
Transfer station tipping fees		7,371	5,588
Other fees and charges		843	762
Total user fees and charges		20,961	18,494

User fees and charges are recognised as revenue when the service has been provided or the payment is received, whichever first occurs.

	Note	2018 \$'000	2017 \$'000
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2.4 FUNDING FROM OTHER LEVELS OF GOVERNMENT

Grants were received in respect of the following:

Summary of Grants

Recurrent	13,884	16,200
Non-recurrent	1,813	664
Total grants	15,697	16,864

Summary of Grants

State Government funded grants	5,312	4,512
Commonwealth Government funded grants	10,385	12,352
Total grants	15,697	16,864

Summary of Grants

Operating grants	12,335	14,145
Capital grants	3,362	2,719
Total grants	15,697	16,864

Operating Grants

Recurrent – State Government

Children's services	50	74
Delivered meals	19	25
HACC assessment and care management	709	738
Home care	72	121
Immunisation	155	120
Maternal and child health centres	860	855
Maternal and child health outreach worker	141	139
Metro access program	103	110
PAG (incl. carer support)	217	212
Personal care	40	66
Pre-schools and child day care	606	690
Property maintenance	18	26
Respite care	137	232
School crossing supervisors	311	202
Supported playgroup	83	-
Vic Roads maintenance and traffic management	91	89
Youth services	180	297
Other grants	71	122
Total State Government	3,863	4,118

	Note	2018 \$'000	2017 \$'000
2.4 FUNDING FROM OTHER LEVELS OF GOVERNMENT (cont)			
Recurrent – Commonwealth Government			
Child day care		1,218	1,204
Delivered meals		196	141
HACC assessment and care management		38	69
Home care		2,018	1,508
PAG (incl. carer support)		622	614
Personal care		796	761
Property maintenance		211	208
Respite care		174	172
Victorian Grants Commission – general purpose		2,870	4,956
Other grants		22	55
Total Commonwealth Government		8,165	9,688
Total recurrent operating grants		12,028	13,806
Non-Recurrent – State Government			
Engineering		10	80
HACC assessment and care management		18	26
Youth and community development		54	10
Other grants		138	103
Total State Government		220	219
Non-Recurrent – Commonwealth Government			
Child Care Centres		45	47
Other grants		42	73
Total Commonwealth Government		87	120
Total non-recurrent operating grants		307	339
Total operating grants		12,335	14,145
Capital Grants			
Recurrent – State Government			
Total State Government		-	-
Recurrent – Commonwealth Government			
Roads to recovery		916	1,032
Victoria Grants Commission – local roads		940	1,362
Total Commonwealth Government		1,856	2,394
Total recurrent capital grants		1,856	2,394

	Note	2018 \$'000	2017 \$'000
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2.4 FUNDING FROM OTHER LEVELS OF GOVERNMENT (cont)

Capital Grants (cont)

Non-Recurrent – State Government

Ivanhoe Library & Cultural Hub	750	-
Sports grounds and pavilions	460	163
Other grants	19	12
Total State Government	1,229	175

Non-Recurrent – Commonwealth Government

Safer Streets program	277	100
Sports grounds and pavilions	-	50
Total Commonwealth Government	277	150

Total non-recurrent capital grants

1,506	325
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Total capital grants

3,362	2,719
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Total grants

15,697	16,864
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Unspent Grants received on condition that they be spent in a specific manner

Balance of unspent grants at start of year	1,024	1,118
Grants received during the financial year and remained unspent at balance date	1,701	624
Grants received in prior years and spent during the financial year	(492)	(718)
Balance of unspent grants at year end	2,233	1,024

Grant income is recognised when Council obtains control of the grant. This is normally obtained upon their receipt (or acquittal) or upon earlier notification that a grant has been secured and is valued at their fair value at the date of transfer.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Note	2018 \$'000	2017 \$'000
2.5 INTEREST INCOME			
Interest on investments		2,997	3,204
Interest from sporting clubs		(17)	14
Other interest		2	26
Total interest income		2,982	3,244

2.6 RENTAL INCOME			
Residential/commercial rental		1,394	1,051
Recycling centre rental		705	684
Total rental income		2,099	1,735

Interest and rental income are recognised as they are earned.

2.7 CONTRIBUTIONS – MONETARY			
Public Open Space – contributions		4,741	4,586
Contributions for capital works projects		68	472
Other contributions		225	334
Total contributions – monetary		5,034	5,392

Monetary contributions are recognised as revenue when Council obtains control over the income and/or contributed asset.

2.8 NET GAIN/(LOSS) ON DISPOSAL OF PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

Non-current assets classified as held for sale

Proceeds from sale of assets	(a)	-	17,475
Less: Written down value of assets sold		-	(18,879)
Total net gain/(loss) on sale of assets classified as held for sale		-	(1,404)

Fixed assets

Proceeds from sale of assets	(a)	581	833
Less: Written down value of assets disposed	5.2	(482)	(434)
Total net gain/(loss) on sale/disposal of fixed assets		99	399

Total net gain/(loss) on disposal of property, infrastructure, plant and equipment

		99	(1,005)
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(a) Proceeds for sale of land, buildings and motor vehicles.

The profit or loss on sale of an asset is determined when control of the asset has irrevocably passed to the buyer.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Note	2018 \$'000	2017 \$'000
2.9 OTHER INCOME			
Insurance claims		129	867
Sale of right-of-ways		15	167
Sale of drainage reserves		-	11
Sponsorship		22	34
Workcover reimbursements		183	259
Other revenue		278	38
Total other income		627	1,376

Other income is measured at the fair value of the consideration received or receivable and is recognised when Council gains control over the right to receive the income.

NOTE 3. THE COST OF DELIVERING SERVICES

3.1 (a) EMPLOYEE COSTS

Salaries and wages	47,995	47,509
Annual leave and loading	4,196	4,111
Long service leave	2,207	1,547
Superannuation	4,902	4,736
WorkCover	1,704	1,015
Other on costs	573	725
Less: Capitalised labour	(543)	(581)
Less: Capitalised oncosts	(136)	(145)
Total employee costs	60,898	58,917

(b) SUPERANNUATION

Council made contributions to the following funds:

Defined benefit fund

Employer contributions to Local Authorities
Superannuation Fund (Vision Super)

	402	464
	402	464

Employer contributions payable at reporting date:

	-	12
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Accumulation funds

Employer contributions to Local Authorities
Superannuation Fund (Vision Super)

	4,500	4,272
	4,500	4,272

Employer contributions payable at reporting date

	72	68
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Vision Super acts as a clearing house for all employees with alternative super funds, so all superannuation is paid by Council to Vision Super.

Refer to Notes 7.1(c) and 8.3 for further information relating to Council's superannuation obligations.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Note	2018 \$'000	2017 \$'000
3.2 MATERIALS, CONTRACTS AND SERVICES			
Advertising		225	212
Bank and payment collection fees		322	323
Building and Planning charges and government fees		336	408
Contractor costs		19,707	18,331
General materials and supplies		3,206	3,409
Insurances		866	885
Municipal laws data searches		376	193
Plant and motor vehicle operating		2,725	2,793
Postage costs		320	294
Printing, stationery and external communications		684	666
Program costs		1,048	1,152
Staff training and equipment		806	793
Sundry expenses		335	370
Waste disposal general		8,276	6,620
Other	(a)	1,129	1,268
Total materials, contract and services		40,361	37,717

(a) Auditors Remuneration (Note 3.9) is included in other materials, contracts and services

3.3 UTILITY CHARGES

Gas and electricity		2,322	1,869
Telephone		297	278
Water		908	846
Public street lighting		539	525
Total utility charges		4,066	3,518

	Note	2018 \$'000	2017 \$'000
3.4 DEPRECIATION AND AMORTISATION			
<i>Depreciation</i>			
Infrastructure		10,761	10,469
Property		3,204	2,857
Investment Property		76	74
Plant and equipment		5,097	5,179
Total depreciation	(a)	19,138	18,579
<i>Amortisation</i>			
Intangible asset		204	204
Property (Leasehold improvements)		54	54
Total amortisation	(a)	258	258
Total depreciation and amortisation		19,396	18,837
<i>(a) Refer to Notes 4.2(c) and 5.2 for a more detailed breakdown of depreciation and amortisation charges.</i>			
3.5 DONATIONS EXPENDITURE			
Banyule Housing Support group		92	92
Community Services grants		177	203
Diamond Valley Community Support		51	50
Environmental sustainability		47	45
Other donations		85	30
Total donations expenditure		452	420
3.6 BORROWING COSTS			
Interest on borrowings – total		3,052	3,549
Total borrowing costs		3,052	3,549

Borrowing costs are recognised as an expense in the period in which they are incurred.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Note	2018 \$'000	2017 \$'000
3.7 CONTRIBUTIONS EXPENSE			
Yarra Plenty Regional Library		4,514	4,559
Traders Associations contributions		1,209	1,096
YMCA contributions		100	100
Other contributions		868	889
Total contributions expense		6,691	6,644
3.8 OTHER EXPENSES			
Bad and doubtful debts	3.10	423	510
Operating lease rental		320	322
Lease costs and compensation		115	37
Councillor allowances		316	256
Fire Service Property Levy on Council properties		169	175
Other		643	555
Total other expenses		1,986	1,855
3.9 AUDITORS' REMUNERATION			
Audit fee to conduct external audit – Victorian Auditor General		52	76
Internal audit fee		17	139
Fees for minor audits – other external auditors		15	1
Total auditors' remuneration	(a)	84	216
(a) Included in Note 3.2 – Materials, Contracts and Services			
3.10 BAD AND DOUBTFUL DEBTS			
Parking fines debtors		279	401
Animal fines debtors		38	62
Other debtors		106	47
Total bad and doubtful debts	(b)	423	510
(b) Included in Note 3.8 – Other Expenses			

	Note	2018 \$'000	2017 \$'000
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NOTE 4. OUR FINANCIAL POSITION

4.1 FINANCIAL ASSETS

(a) CASH AND CASH EQUIVALENTS

Cash on hand		7	8
Cash at bank		1,944	469
Money market call account		1,475	8,575
Term deposits		-	10,021
Total cash and cash equivalents		3,426	19,073

Cash and cash equivalents include cash on hand, deposits at call and other highly liquid investments with original maturities of 90 days or less, net of outstanding bank overdrafts.

(b) OTHER FINANCIAL ASSETS

Current

Term deposits		120,050	103,620
Total other financial assets		120,050	103,620
Total financial assets		123,476	122,693

Other financial assets are valued at fair value, being market value, at balance date. Term deposits are measured at original cost. Any unrealised gains and losses on holdings at balance date are recognised as either a revenue or expense.

Council's cash and cash equivalents and financial assets are subject to external restrictions that limit amounts available for discretionary use. These include:

Trust funds	4.3(b)	961	752
Deposits held	4.3(b)	2,036	1,148
Total restricted funds		2,997	1,900
Total unrestricted cash and cash equivalents		120,479	120,793

Intended allocations

Although not externally restricted, the following amounts have been allocated for specific future purposes by Council:

Long service leave	4.5	11,048	10,363
Unexpended grants	2.4	2,233	1,024
Statutory Reserves	8.1	11,315	8,581
Discretionary reserves	8.1	57,549	59,043
Unexpended contributions		166	208
Cash held to fund carried forward capital works		4,195	5,009
Total funds subject to intended allocations		86,506	84,228
Unrestricted cash and cash equivalents and financial assets adjusted for intended allocations		33,973	36,565

	Note	2018 \$'000	2017 \$'000
4.1 FINANCIAL ASSETS (cont)			
(c) TRADE AND OTHER RECEIVABLES			
Current			
Statutory receivables			
Rates debtors		4,520	3,629
Special rates and charges debtors		51	54
Parking infringement debtors		3,272	2,249
Provision for doubtful debts – parking infringements		(1,519)	(1,240)
Other by-laws debtors		483	421
Provision for doubtful debts – other by-laws		(295)	(199)
Non-statutory receivables			
Club contribution debtors	(i)	93	85
Other debtors	(i)	7,149	7,310
Provision for doubtful debts – other debtors	(ii)	(43)	(50)
Total current		13,711	12,259
Non-Current			
Statutory receivables			
Rates debtors		40	34
Special rates and charges debtors		23	39
Non-statutory receivables			
Club contribution debtors	(i)	137	210
Other debtors	(i)	70	73
Total non-current		270	356
Total trade and other receivables		13,981	12,615

Note: Non-current trade and other receivables includes debtors who are on long term interest-accruing payment plans and bonds and deposits which are not expected to be returned in the next 12 months.

Short term receivables are carried at invoice amount as amortised cost using the effective interest rate method would not impact the carrying value. A provision for doubtful debts is recognised when there is objective evidence that an impairment has occurred. Long term receivables are carried at amortised cost using the effective interest rate method.

(i) Ageing of Receivables

At balance date other debtors representing financial assets were past due, but not impaired. The ageing of Council's Trade and Other Receivables (excluding statutory receivables) was:

Current – not yet due		6,015	6,362
Past due – by up to 30 days		419	300
Past due – between 31 and 60 days		83	96
Past due – between 61 and 90 days		54	56
Past due – more than 91 days		878	864
Total trade and other receivables	(i)	7,449	7,678

(i) These items are considered non-statutory receivables and therefore treated as financial instruments and are included in the ageing of receivables table.

Note	2018 \$'000	2017 \$'000
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4.1 FINANCIAL ASSETS (cont)

(c) TRADE AND OTHER RECEIVABLES (cont)

(ii) Movement in Provisions for Doubtful Debts – Other Debtors

Balance at beginning of the year	50	45
Amounts provided for but recovered during the year	-	(1)
New provisions recognised during the year	42	23
Amounts already provided for and written off as uncollectable	(49)	(17)
Balance at end of the year	43	50

(iii) Ageing of individually impaired receivables

At balance date, other debtors representing financial assets with a nominal value of \$42,500 (2017 \$50,000) were impaired. The amount of the provision raised against these debtors was \$42,500 (2017 \$50,000). The individually impaired debtors related to general and sundry debtor and have been impaired as a result of their doubtful collection. Many of the long outstanding past due amounts have been lodged with Council's debt collectors or are on payment arrangements.

4.2 NON-FINANCIAL ASSETS

(a) INVENTORIES

Inventories held for distribution	52	36
Total inventories	52	36

Inventories held for distribution are measured at cost, adjusted when applicable, for any loss of service potential.

All other inventories, including land held for sale, are measured at the lower of cost and net realisable value. Where inventories are acquired for no cost or nominal consideration, they are measured at current replacement cost at the date of acquisition.

(b) OTHER ASSETS

Prepayments	1,373	1,128
Total other assets	1,373	1,128

(c) INTANGIBLE ASSETS

Software	(a) 1,287	1,409
Total intangible assets	1,287	1,409

(a) Intangible assets are comprised of Council's Electronic Document and Records Management System (EDRMS) software purchase and in-house development costs.

4.2 NON-FINANCIAL ASSETS (cont)

(c) INTANGIBLE ASSETS (cont)

	Software \$'000
Reconciliation	
Gross carrying amount	
Balance at 1 July 2017	2,043
Additions	82
Balance at 30 June 2018	<u>2,125</u>
Accumulated amortisation	
Balance at 1 July 2017	(634)
Amortisation expense	(204)
Balance at 30 June 2018	<u>(838)</u>
Net book value at 30 June 2017	<u>1,409</u>
Net book value at 30 June 2018	<u>1,287</u>

Intangible assets with finite lives are amortised as an expense on a systematic basis over the asset's useful life. Amortisation is generally calculated on a straight line basis, at a rate that allocates the asset value, less any estimated residual value over its estimated useful life. Estimates of the remaining useful lives and amortisation method are reviewed at least annually, and adjustments made where appropriate.

4.3 PAYABLES

(a) TRADE AND OTHER PAYABLES

	Note	2018 \$'000	2017 \$'000
Unsecured			
Trade creditors		9,898	10,492
Accrued expenses		3,549	3,506
Total trade and other payables		<u>13,447</u>	<u>13,998</u>

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Note	2018 \$'000	2017 \$'000
4.3 PAYABLES (cont)			
(b) TRUST FUNDS AND DEPOSITS			
Summary			
Current		2,180	1,428
Non-current		817	472
Total trust funds and deposits		2,997	1,900
Summary			
Trust funds	4.1(b)	961	752
Deposits held	4.1(b)	2,036	1,148
Total trust funds and deposits		2,997	1,900
Current			
Trust Funds			
- Subdivision street trees		60	102
- Eagle Views Estate		-	92
- Parking Planning Contributions		37	50
- Other trust funds		47	36
		144	280
Refundable deposits held			
- Tender contracts		131	136
- Sub-divisions		24	24
- Road opening permits		1,606	663
- Sundry		230	276
- Other deposits		45	49
		2,036	1,148
Total current		2,180	1,428
Non-current			
Trust Funds			
- Eagle Views Estate		40	-
- Parking Planning Contributions		710	410
- Other trust funds		67	62
		817	472
Total non-current		817	472
Total trust funds and deposits		2,997	1,900

Amounts received as deposits and retention amounts controlled by Council are recognised as trust funds until they are returned, transferred in accordance with the purpose of the receipt, or forfeited. Trust funds that are forfeited, resulting in council gaining control of the funds, are to be recognised as revenue at the time of forfeit.

	Note	2018 \$'000	2017 \$'000
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4.3 PAYABLES (cont)

(b) TRUST FUNDS AND DEPOSITS (cont)

Purpose and nature of items

Refundable Deposits – Deposits are taken by Council as a form of surety in a number of circumstances, including in relation to building works, tender deposits, contract deposits and the use of civic facilities.

Retention Amounts – Council has a contractual right to retain certain amounts until a contractor has met certain requirements or a related warrant or defect period has elapsed. Subject to the satisfactory completion of the contractual obligations, or the elapsing of time, these amounts will be paid to the relevant contractor in line with Council's contractual obligations.

Trust Funds – Funds are received by Council and they are to be spent for a specific purpose.

4.4. INTEREST BEARING LIABILITIES

Current

Borrowings – secured	(a)	1,461	15,211
Total current		1,461	15,211

Non-Current

Borrowings – secured	(a)	34,283	37,332
Total non-current		34,283	37,332
Total interest bearing loans and borrowings		35,744	52,543

(a) The interest bearing loans are secured by a deed of charge over Council rates.

The maturity profile of Council's borrowings is:

Not later than one year	1,461	15,211
Later than one year, but not later than five years	15,426	16,522
Later than five years	18,857	20,810
Total interest bearing loans and borrowings	35,744	52,543

Borrowings are initially measured at fair value, being the cost of the interest bearing liabilities, net of transaction costs. The measurement basis subsequent to initial recognition depends on whether the Council has categorised its interest bearing liabilities as either financial liabilities designated at fair value through the profit and loss, or financial liabilities at amortised cost. Any difference between the initial recognised amount and the redemption value is recognised in net result over the period of the borrowing using the effective interest method. The classification depends on the nature and purpose of the interest bearing liabilities. The Council determines the classification of its interest bearing liabilities at initial recognition

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Annual Leave \$'000	Long Service Leave \$'000	Total \$'000
4.5 PROVISIONS			
2018			
Balance at beginning of the financial year	4,510	10,363	14,873
Additional provisions	4,224	2,278	6,502
Amounts used	(4,062)	(1,674)	(5,736)
Increase in the discounted amount arising because of time and the effect of any change in the discount rate	13	81	94
Balance at the end of the financial year	4,685	11,048	15,733
2017			
Balance at beginning of the financial year	4,414	9,877	14,291
Additional provisions	4,149	1,504	5,653
Amounts used	(4,055)	(1,254)	(5,309)
Increase in the discounted amount arising because of time and the effect of any change in the discount rate	2	236	238
Balance at the end of the financial year	4,510	10,363	14,873

	Note	2018 \$'000	2017 \$'000
(a) EMPLOYEE PROVISIONS:			
Current			
Current provisions expected to be wholly settled within 12 months:			
Annual Leave		4,016	3,954
Long Service Leave		1,059	847
		5,075	4,801
Current provisions expected to be wholly settled after 12 months:			
Annual Leave		669	556
Long Service Leave		8,791	8,963
		9,460	9,519
Total current employee provisions		14,535	14,320
Non-current			
Long Service Leave		1,198	553
Total non-current employee provisions		1,198	553
Total employee provisions		15,733	14,873
Employee Provisions Summary:			
Current		14,535	14,320
Non-current		1,198	553
Total aggregate carrying amount of employee provisions		15,733	14,873

4.5 PROVISIONS (cont)

The calculation of employee costs and benefits includes all relevant on-costs and are calculated as follows at reporting date:

Wages and salaries and annual leave

Liabilities for wages and salaries, including non-monetary benefits and annual leave expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits in respect of employee services up to the reporting date, classified as current liabilities and measured at their nominal values.

Liabilities that are not expected to be wholly settled within 12 months of the reporting date are recognised in the provision for employee benefits as current liabilities, measured at present value of the amounts expected to be paid when the liabilities are settled using the remuneration rate expected to apply at the time of settlement.

Long service leave

Liability for long service leave is recognised in the provision for employee benefits.

Current liability – unconditional long service leave is disclosed as a current liability even when Council does not expect to settle the liability within 12 months because it will not have the unconditional right to defer settlement of the entitlement should an employee take leave within 12 months.

The components of this current liability are measured at:

- Present value – component that is not expected to be wholly settled within 12 months.
- Nominal value – component that is expected to be wholly settled within 12 months.

Classification of employee costs

Non-current liability – conditional long service leave that has been accrued, where an employee is yet to reach a qualifying term of employment, is disclosed as a non-current liability. There is an unconditional right to defer settlement of the entitlement until the employee has completed the requisite years of service.

This non-current long service leave liability is measured at present value.

The following assumptions were used in measuring the present value of employee provisions:

- Weighted average increase in employee costs 2.10% (1.80% in 2017)
- Discount rates from 1 year to 16 years within the range of 1.910% to 2.695% (1.61% to 2.74% in 2017)
- Settlement period from 1 year to 16 years.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

	Note	2018 \$'000	2017 \$'000
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4.6 FINANCING ARRANGEMENTS

Business card facilities		172	161
Overdraft facilities		700	700
Total facilities		872	861
Unused facilities			
- Business card facilities		140	124
- Overdraft facilities		700	700
		840	824
Used facilities			
- Business card facilities		32	37
		32	37
Total facilities		872	861

4.7 COMMITMENTS

Council has entered into the following commitments. Commitments are not recognised in the Balance Sheet. Commitments are disclosed at their nominal value and presented inclusive of the GST payable.

2018	Not later than 1 year \$'000	Later than 1 year and not later than 2 years \$'000	Later than 2 years and not later than 5 years \$'000	Later than 5 years \$'000	Total \$'000
Operating					
Cash collection & security	32	32	-	-	64
Cleaning services	602	511	289	-	1,402
Insurance	61	63	86	-	210
Internal audit fee	84	86	179	-	349
IT services & licences	512	437	475	-	1,424
Mail distribution	87	-	-	-	87
Parking & traffic enforcement	1,590	795	-	-	2,385
Facilities maintenance	65	21	18	-	104
Tree maintenance	29	-	-	-	29
Other contracts	45	53	-	-	98
Total operating commitments	3,107	1,998	1,047	-	6,152
Capital					
Buildings	1,539	-	-	-	1,539
Parks and gardens	487	-	-	-	487
Plant & Equipment	2,034	38	76	-	2,148
Roads	1,379	-	-	-	1,379
Total capital commitments	5,439	38	76	-	5,553

4.7 COMMITMENTS (cont)

2017	Not later than 1 year \$'000	Later than 1 year and not later than 2 years \$'000	Later than 2 years and not later than 5 years \$'000	Later than 5 years \$'000	Total \$'000
Operating					
Cash collection & security	32	32	97	32	193
Cleaning services	575	575	816	-	1,966
Insurance	58	20	60	20	158
Internal audit fee	22	-	-	-	22
Mail distribution	86	87	87	-	260
Parking & traffic enforcement	1,464	1,464	3,661	-	6,589
Stormwater facility maintenance	110	-	-	-	110
Tree maintenance	562	638	-	-	1,200
Other contracts	101	31	115	-	247
Total operating commitments	3,010	2,847	4,836	52	10,745
Capital					
Buildings	1,122	-	-	-	1,122
Parks and gardens	313	-	-	-	313
Drainage	317	-	-	-	317
Total capital commitments	1,752	-	-	-	1,752

	Note	2018 \$'000	2017 \$'000
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4.8 OPERATING LEASES

(a) OPERATING LEASES COMMITMENTS

At the reporting date, Council had the following obligations under non-cancellable operating leases for the lease of equipment, land and/or buildings, for use within Council's activities (these obligations are not recognised as liabilities):

Not later than one year	236	200
Later than one year and not later than two years	125	198
Later than two years and not later than five-years	30	157
Total operating lease commitments	391	555

Lease payments for operating leases are required by the accounting standard to be recognised on a straight line basis, rather than expensed in the years in which they are incurred.

	Note	2018 \$'000	2017 \$'000
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NOTE 5. ASSETS WE MANAGE

5.1 NON-CURRENT ASSETS CLASSIFIED AS HELD FOR SALE

Opening balance on Council's valuation		633	13,797
Capitalised development cost		-	161
Transfer from property, infrastructure, plant and equipment		25	5,507
Transfer to property, infrastructure, plant and equipment		(633)	-
Change in valuation		4	94
Less: Impairment loss	(a)	-	(47)
Less: Written down value of assets sold		-	(18,879)
Total non-current assets classified as held for sale		29	633

(a) For 2017, the impairment loss refers to our Rosanna Office which was held for sale.

Fair value assessments have been performed at 30 June 2017 for assets held for sale. Details of the Council's assets held for sale and information about the fair value hierarchy as at 30 June 2017 are as per the table below.

A non-current asset classified as held for sale (including disposal groups) is measured at the lower of its carrying amount and fair value less costs to sell and are not subject to depreciation. Non-current assets, disposal groups and related liabilities and assets are treated as current and classified as held for sale if their carrying amount will be recovered through a sale transaction rather than through continuing use. This condition is regarded as met only when the sale is highly probable and the asset's sale (or disposal group sale) is expected to be completed within 12 months from the date of classification.

2018	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000
Assets held for sale—land (non-specialised) (b)	29	-	-
Assets held for sale—buildings (non-specialised)(b)	-	-	-
Total	29	-	-

No transfers between levels occurred during the year.

(b) Classified in accordance with fair value hierarchy – see Note 5.2.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT

Summary of Property, Infrastructure, Plant and Equipment

	Infrastructure	Plant and equip	Property	Art Collection	W.I.P	Total
2018	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Carrying value 30 June 2017	351,399	20,767	1,085,811	1,225	2,679	1,461,881
Acquisitions	7,318	2,949	3,716	133	3,473	17,589
Transfer between class	302	-	25	29	(356)	-
Transfer to assets held for sale	-	-	633	-	-	633
Transfer from assets held for sale	-	-	(25)	-	-	(25)
Change in valuation	47,772	-	76,952	-	-	124,724
Depreciation	(10,761)	(5,097)	(3,258)	-	-	(19,116)
Written off/Expensed	-	-	-	-	(417)	(417)
Disposal	(14)	(468)	-	-	-	(482)
Carrying value 30 June 2018	396,016	18,151	1,163,854	1,387	5,379	1,584,787

Summary of Work in Progress (WIP)

	Opening WIP	Additions	Transfers	Written off	Closing WIP
2018	\$'000	\$'000	\$'000	\$'000	\$'000
Roads	153	723	(50)	(55)	771
Drainage	66	68	(66)	-	68
Parks and gardens	1,712	1,294	(186)	(8)	2,812
Playgrounds	4	-	-	-	4
Freehold buildings	715	1,333	(25)	(354)	1,669
Plant and equipment	-	2	-	-	2
Art collection	29	-	(29)	-	-
Intangible Assets	-	53	-	-	53
Total work in progress	2,679	3,473	(356)	(417)	5,379

Asset recognition thresholds and depreciation periods

Asset Category	Depreciation Rate %	Useful Life Years	Threshold Limit \$
Property, infrastructure, plant and equipment:			
Roads, streets and bridges			
• Roads – seals	4	25	All
• Roads – sub-structure	1	100	All
• Bridges, medians & local area traffic management	1.00 – 1.18	100 – 85	10,000
• Footpaths	1.67	60	All
• Kerb and channel	1.42	70	All
Drainage	1	100	5,000
Parks and gardens	4 – 20	25 – 5	1,000
Playgrounds	5.55	18	1,000
Freehold buildings	1.25	80	5,000
Freehold land	-	-	All
Motor vehicles	15	6.60	All
Plant and equipment	4.00 – 33.33	25 – 3	1,000
Furniture and fittings	5 – 10	20 - 10	5,000
Works of art	-	-	All
Leasehold improvements:			
Leasehold improvements - building	10	10	5,000
Intangibles:			
IT software	10	10	50,000

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (cont)

(a) RECONCILIATION

Reconciliations of the carrying amounts of each class of property, infrastructure, plant and equipment at the beginning and end of the current financial year are set out below:

Infrastructure	Roads, streets and bridges \$'000	Drainage \$'000	Parks and gardens \$'000	Playgrounds \$'000	TOTAL Infrastructure \$'000
At fair value 1 July 2017	378,424	190,241	46,606	9,581	624,852
Accumulated depreciation at 1 July 2017	(156,315)	(86,970)	(25,780)	(4,388)	(273,453)
Carrying value at 1 July 2017	222,109	103,271	20,826	5,193	351,399
Movements in Fair Value					
Acquisition of assets at fair value	4,179	782	1,992	365	7,318
Transfers	50	545	(293)	-	302
Revaluation	23,961	14,278	-	-	38,239
Disposal	-	-	-	(147)	(147)
	28,190	15,605	1,699	218	45,712
Movements in accumulated depreciation					
Depreciation	(7,122)	(1,912)	(1,254)	(473)	(10,761)
Transfers	-	(14)	14	-	-
Change in valuation	13,528	(3,995)	-	-	9,533
Disposal	-	-	-	133	133
	6,406	(5,921)	(1,240)	(340)	(1,095)
At fair value 30 June 2018	406,614	205,846	48,305	9,799	670,564
Accumulated depreciation at 30 June 2018	(149,909)	(92,891)	(27,020)	(4,728)	(274,548)
Carrying value at 30 June 2018	256,705	112,955	21,285	5,071	396,016

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (cont)

(a) RECONCILIATION (cont)

Plant and Equipment	Motor vehicles \$'000	Plant and equipment \$'000	Furniture and fittings \$'000	Waste Management \$'000	TOTAL Plant and Equipment \$'000
At fair value 1 July 2017	19,298	23,616	5,750	4,974	53,638
Accumulated depreciation at 1 July 2017	(9,943)	(14,231)	(3,723)	(4,974)	(32,871)
Carrying value at 1 July 2017	9,355	9,385	2,027	-	20,767
Movements in Fair Value					
Acquisition of assets at fair value	2,014	707	228	-	2,949
Fair value of assets disposed	(1,486)	(1,081)	-	-	(2,567)
	528	(374)	228	-	382
Movements in accumulated depreciation					
Depreciation	(2,444)	(2,278)	(375)	-	(5,097)
Accumulated depreciation of assets disposed	1,070	1,029	-	-	2,099
	(1,374)	(1,249)	(375)	-	(2,998)
At fair value 30 June 2018	19,826	23,242	5,978	4,974	54,020
Accumulated depreciation at 30 June 2018	(11,317)	(15,480)	(4,098)	(4,974)	(35,869)
Carrying value at 30 June 2018	8,509	7,762	1,880	-	18,151

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (cont)

(a) RECONCILIATION (cont)

Property and Other Assets	Freehold land \$'000	Freehold buildings \$'000	Leasehold Imp'ments \$'000	TOTAL Property \$'000	Art collection \$'000	TOTAL Other \$'000
At fair value 1 July 2017	907,641	255,038	540	1,163,219	1,225	1,225
Accumulated depreciation at 1 July 2017	-	(77,309)	(99)	(77,408)	-	-
Carrying value at 1 July 2017	907,641	177,729	441	1,085,811	1,225	1,225
Movements in Fair Value						
Acquisition of assets at fair value	-	3,706	10	3,716	133	133
Revaluation increments/(decrements)	80,920	(734)	-	80,186	-	-
Transfers	-	25	-	25	29	29
Transfer from asset held for sale	540	93	-	633	-	-
Transfers to asset held for sale	(25)	-	-	(25)	-	-
	81,435	3,090	10	84,535	162	162
Movements in accumulated depreciation						
Depreciation	-	(3,204)	(54)	(3,258)	-	-
Revaluation	-	(3,234)	-	(3,234)	-	-
	-	(6,438)	(54)	(6,492)	-	-
At fair value 30 June 2018	989,076	258,128	550	1,247,754	1,387	1,387
Accumulated depreciation at 30 June 2018	-	(83,747)	(153)	(83,900)	-	-
Carrying value at 30 June 2018	989,076	174,381	397	1,163,854	1,387	1,387

Work in Progress	Property \$'000	Plant & Equipment \$'000	Infrastructure \$'000	Art Collection \$'000	Intangible Assets \$'000	TOTAL WIP \$'000
At fair value 1 July 2017	715	-	1,935	29	-	2,679
Carrying value at 1 July 2017	715	-	1,935	29	-	2,679
Movements in Fair Value						
Acquisition of assets at fair value	1,333	2	2,085	-	53	3,473
Transfers	(25)	-	(302)	(29)	-	(356)
Written off	(354)	-	(63)	-	-	(417)
	954	2	1,720	(29)	53	2,700
At fair value 30 June 2018	1,669	2	3,655	-	53	5,379
Carrying value at 30 June 2018	1,669	2	3,655	-	53	5,379

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (cont)

Acquisition

The purchase method of accounting is used for all acquisitions of assets, being the fair value of assets provided as consideration at the date of acquisition plus any incidental costs attributable to the acquisition. Fair value is the price that would be received to sell an asset (or paid to transfer a liability) in an orderly transaction between market participants at the measurement date.

Where assets are constructed by Council, cost includes all materials used in construction, direct labour, borrowing costs incurred during construction and an appropriate share of directly attributable variable and fixed overheads.

In accordance with Council's Policy, the threshold limits have applied when recognising assets within an applicable asset class and unless otherwise stated are consistent with the prior year.

Roads, drainage and building assets have been brought to account in the Balance Sheet of Council at cost in the year of acquisition or construction and are subject to depreciation on a straight line basis over their useful lives from the financial year following acquisition. These assets were revalued at 30 June 2018 at their current replacement cost less accumulated depreciation (calculated on a straight line basis).

Land assets have been brought to account in the Balance Sheet of Council at cost in the year of acquisition. These assets were revalued at 30 June 2018 at their fair value. Land is not subject to depreciation.

Parks and gardens assets, playgrounds, motor vehicles, plant and equipment, furniture and fittings, art collection assets, waste management big bins and intangible assets have been brought to account in the Balance Sheet of Council at cost in the year of acquisition or construction and are valued at cost.

Work in Progress

Any work in progress at the end of a financial year is identified and recorded as a non-current asset in the Balance Sheet. Upon completion of each project, the value of work in progress will be transferred to the appropriate non-current depreciable asset class within infrastructure, property plant and equipment of the Balance Sheet and will be subject to appropriate depreciation charges thereafter.

Leasehold Improvements

Leasehold improvements are recognised at cost and are amortised over the unexpired period of the lease or the estimated useful life of the improvement, whichever is the shorter. At balance date, leasehold improvements are amortised over a 10 year period.

Land under roads

Council does not recognise land under roads that it controlled prior to 30 June 2008. Land under roads acquired after 30 June 2008, if material, will be brought to account at fair value in line with Accounting Standard 1051.

Depreciation and Amortisation

Infrastructure assets, buildings, land improvements, plant and equipment, and other assets having limited useful lives are systematically depreciated over their useful lives to Council in a manner which reflects consumption of the service potential embodied in those assets. Estimates of remaining useful lives and residual values are made on a regular basis with major asset classes reassessed annually. Depreciation rates and methods are reviewed annually. Depreciation for roads and drainage assets are depreciated from the financial year following acquisition or construction.

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (cont)

Where assets have separate identifiable components that are subject to regular replacement, these components are assigned distinct useful lives and residual values and a separate depreciation rate is determined for each component.

Straight line depreciation is charged based on the residual useful life as determined each year. Depreciation periods used are listed below and are consistent with the prior year unless otherwise stated.

Land is not a depreciable asset. Council's art collection assets are not considered depreciable.

Depreciation of all assets is provided using the straight line basis with rates that are reviewed each reporting period. The 2018 depreciation rates have not changed from the previous year.

Repairs and Maintenance

Routine maintenance, repair costs and minor renewal costs are expensed as incurred. Where the repair relates to the replacement of a component of an asset and the cost exceeds the capitalisation threshold, the cost is capitalised and depreciated. The carrying value of the replaced asset is expensed.

(b) VALUATION OF LAND AND BUILDINGS

At 30 June 2018, Council's land and buildings were restated to Council's valuation of fair value based on existing use. The valuations were carried out by Council's Valuer, Mr P Kemm, A.A.P.I.

The valuation of land and buildings is at fair value, being market value based on highest and best use permitted by relevant land planning provisions. Where land use is restricted through existing planning provisions, the valuation is reduced to reflect this limitation. This adjustment is an unobservable input in the valuation. The adjustment has no impact on the comprehensive Income Statement.

Specialised land is valued at fair value using site values adjusted for englobo (undeveloped and/or unserviced) characteristics, access rights and private interests of other parties and entitlements or infrastructure assets and services. This adjustment is an unobservable input in the valuation. The adjustment has no impact on the comprehensive Income Statement. Any significant movements in the unobservable inputs for land and land under roads (if any) will have a significant impact on the fair value of these assets.

The date of the current valuation is detailed in the following table. The next revaluation is due to be reflected in the financial statements for the year ending 30 June 2020.

Details of Council's land and buildings and information about the fair value hierarchy as at 30 June 2018 are as follows:

2018	Date of last Valuation	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000
Freehold land	30/06/2018	-	-	989,076
Freehold buildings	30/06/2018	-	-	174,381
Total		-	-	1,163,457

No transfers between levels occurred during the year.

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (cont)

(c) VALUATION OF INFRASTRUCTURE

As at 30 June 2018, valuation of Council's bridges, road median and drainage assets has been determined by the valuation undertaken by Ms Claudia O'queli, Council's Senior Asset Engineer, with the support of Adam Boronaro, Construction Engineer, Axis Infrastructure Pty Ltd. The valuation is at fair value based on replacement cost, less accumulated depreciation in accordance with the basis of valuation.

As at 30 June 2018, Council's road assets (excluding bridges and medians) were restated to Council's valuation of current replacement cost. The valuation of these assets was carried out by Mr Peter Batson, Manager – Asset System Victoria, SMEC Australia Pty Ltd, in accordance with the basis of valuation. SMEC Pavement Management system software was used to assist with this process. As part of the valuation process for year ended 30 June 2018, Council undertook a condition survey to assess the current condition and inform the valuation of Council's road and footpath assets.

The valuation is at fair value based on replacement cost less accumulated depreciation as at the valuation date.

The Financial Statements for the Year Ended 30 June 2018 reflect the revaluation of assets that occurred on 30 June 2018. The next revaluation is due to be reflected in the Financial Statements for year ending 30 June 2020.

Council's Valuer's valuation, in the case of land and buildings is determined in accordance with the *Valuation of Land Act 1960*. The valuation is calculated using market value, as a fair value, based on existing use.

For drainage, roads, streets and bridges assets, the valuation represents an estimate of written down current replacement costs determined by reference to engineering construction plans and Melbourne Water base maps after taking into account construction costs written down for the current condition of the assets and the impact of any economic or technical obsolescence.

Other class of assets are not revalued.

Details of Council's infrastructure and information about the fair value hierarchy as at 30 June 2018 are as follows:

2018	Date of last Valuation	Level 1 \$'000	Level 2 \$'000	Level 3 \$'000
Roads, streets and bridges	30/06/2018	-	-	256,705
Drainage	30/06/2018	-	-	112,955
Total		-	-	369,660

No transfers between levels occurred during the year.

5.2 PROPERTY, INFRASTRUCTURE, PLANT AND EQUIPMENT (cont)

(d) DESCRIPTION OF SIGNIFICANT UNOBSERVABLE INPUTS INTO LEVEL 3 VALUATIONS

Specialised Land

Specialised land is valued using a market based direct comparison technique. Significant unobservable inputs include the extent and impact of restriction of use and the market cost of land per square metre. The extent and impact of restrictions on use varies and results in a reduction to surrounding land value between 0% and 90%. The market value of land varies significantly depending on the location of the land and the current market conditions. Currently land values range between \$2.50 and \$4,500 per square metre.

Specialised Buildings

Specialised buildings are valued using a depreciated replacement cost technique. Significant unobservable inputs include the current replacement cost and remaining useful lives of buildings. Current replacement costs for buildings are calculated on a square metre basis and ranges from \$275 to \$12,750 per square metre. Current replacement costs for multi-level car parks are calculated on a car space basis and the unit cost is \$18,400 per car space. The useful lives of buildings are 80 years. Replacement cost is sensitive to changes in market conditions, with any increase or decrease in cost flowing through to the valuation. Useful lives of buildings may be subject to variation due to changes in expectations or requirements that could either shorten or extend the useful lives of buildings.

Infrastructure Assets

Infrastructure assets are valued based on the depreciated replacement cost. Significant unobservable inputs include the current replacement cost and remaining useful lives of infrastructure. The useful lives of infrastructure vary from 40 years to 100 years. Replacement cost is sensitive to changes in market conditions, with any increase or decrease in cost flowing through to the valuation. Useful lives of infrastructure may be subject to variation due to changes in use, expectations or requirements that could either shorten or extend the useful lives of infrastructure assets.

5.3 INVESTMENTS

	Note	2018 \$'000	2017 \$'000
Investments – unlisted shares		239	239
Investments in associates		3,234	3,173
Total investments		3,473	3,412
(a) INVESTMENTS – UNLISTED SHARES			
MAPS Group Ltd – at cost		9	9
Regional Kitchen Pty Ltd – at cost		230	230
Total investments – unlisted shares		239	239

Note	2018 \$'000	2017 \$'000
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5.3 INVESTMENTS (cont)

(a) INVESTMENTS – UNLISTED SHARES (cont)

Investments other than investments in associates are measured at cost, as Council does not exert any control over the operations, and the investment is of a unique nature with no active market/no ability to redeem the investment.

Council has shares in Regional Kitchen Pty Ltd which along with their subsidiary, RFK Pty Ltd (trading as Community Chef), is involved in the production of delivered meals.

Regional Kitchen Pty Ltd and RFK Pty Ltd were separate, but related entities, with Council owning some shares in each. In May 2015, as per an agreed Company restructure, all shareholders in RFK Pty Ltd transferred their shares to Regional Kitchen Pty Ltd, in exchange for an additional share in Regional Kitchen. Through this process, Regional Kitchen Pty Ltd became the sole shareholder of RFK Pty Ltd.

(b) INVESTMENTS IN ASSOCIATES

Share of Yarra Plenty Regional Library Corporation	3,234	3,173
Total investments in associates	3,234	3,173

Council's share of accumulated surplus/(deficit):

Council's share of accumulated surplus/(deficit) at start of year	3,173	3,013
Reported change from prior year's equity	(4)	-
Reported surplus/(deficit) for year	65	160
Council's share of accumulated surplus/(deficit) at end of year	3,234	3,173

Movement in carrying value of specific investment:

Carrying value of investment at start of year	3,173	3,013
Share of total change in equity for year	61	160
Carrying value of investment at end of year	3,234	3,173

Council's share of expenditure commitments:

Operating lease commitments	145	174
Operating commitments	86	151
Capital commitments	42	66
Council's share of expenditure commitments	273	391

5.3 INVESTMENTS (cont)

(b) INVESTMENTS IN ASSOCIATES (cont)

Council's share of contingent liabilities and contingent assets:

The Yarra Plenty Regional Library has no known contingent liabilities as at 30 June 2018 nor as at 30 June 2017.

Significant restrictions:

Yarra Plenty Regional Library does not pay any dividends to Council. No loans or monetary advances were made between Council and the Library.

Associates are all entities over which Council has significant influence, but not control or joint control. Investments in associates are accounted for using the equity method of accounting. The investment was initially recorded at cost and adjusted thereafter for post-acquisition changes in the Council's share of the net assets of the entities. Council's share of the financial result of the entities is recognised in the Comprehensive Income Statement.

Council has an equity interest share in the following associate:

- 41.48% (41.71% in 2017) in the Yarra Plenty Regional Library;

Council's share is based on the total of contributions paid by Council, since the inception of the Library, as a percentage of the total contributions paid by the three Councils.

The valuation is made as at 30 June each year. The 2018 valuation is based on draft Financial Statements (2017 was based on draft Financial Statements and the prior year's equity has been adjusted to match the finalised financial statements).

The Yarra Plenty Regional Library is an independent legal entity with an Executive Management Team, which is responsible for the day-to-day operations of the organisation. Banyule is one of three Councils with a stake in the Library and each of the three Councils has put forward two members which make up the six-person Regional Library Board.

	Note	2018 \$'000	2017 \$'000
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5.4 INVESTMENT PROPERTY

Balance at beginning of financial year		8,195	7,750
Additions		3,531	-
Disposals		-	-
Depreciation - Building		(76)	(74)
Fair Value Adjustments		465	519
Balance at end of Financial Year		12,115	8,195

Investment property, is held to generate long-term rental yields or capital gains. Investment property is measured initially at cost, including transaction costs. Costs incurred subsequent to initial acquisition are capitalised when it is probable that future economic benefit in excess of the originally assessed performance of the asset will flow to Council. Subsequent to initial recognition at cost, investment property is carried at fair value, determined annually by a valuer. Changes to fair value are recorded in the Comprehensive Income Statement in the period that they arise.

Valuation of investment property

Valuation of investment property has been determined in accordance with a valuation by Council's Valuer, Mr P Kemm, A.A.P.I. who has recent experience in the location and category of the property being valued. The valuation is at fair value, based on the current market value for the property.

Rental income from the leasing of investment properties is recognised in the Comprehensive Income Statement, when invoiced, on a straight line basis over the lease term.

NOTE 6. PEOPLE AND RELATIONSHIPS

6.1 COUNCIL AND KEY MANAGEMENT REMUNERATION

(a) RELATED PARTIES

Parent Entity

Banyule City Council is the parent entity.

Subsidiaries and Associates

Interest in associates are detailed in note 5.3 (b).
There are no subsidiaries.

(b) KEY MANAGEMENT PERSONNEL

Details of persons holding the position of Councillor or other members of key management personnel at any time during the year are:

	2018	2017
Councillors	No.	No.
Mark Di Pasquale (Mayor from 22/10/2017)	1	1
Tom Melican (Mayor to 22/10/2016)	1	1
Craig Langdon	1	1
Rick Garotti	1	1
Wayne Phillips	1	1
Alison Champion (from 22/10/2016)	1	1
Peter Castaldo (from 22/10/2016)	1	1
Jenny Mulholland (to 22/10/2016)	-	1
Steven Briffa (to 22/10/2016)	-	1
Total Number of Councillors	7	9
Chief Executive Officer – Simon McMillan	1	1
Directors:		
Corporate Services - Marc Giglio	1	1
City Development – Scott Walker	1	1
Community Programs – Allison Beckwith	1	1
Assets & City Services – Geoff Glynn	1	1
Total Key Management Personnel	12	14

(c) REMUNERATION OF KEY MANAGEMENT PERSONNEL

Total remuneration of key management personnel was as follows:

	2018	2017
	\$'000	\$'000
Short-term benefits	1,685	1,586
Long-term benefits	31	28
Termination benefits	-	-
Total	1,716	1,614

6.1 COUNCIL AND KEY MANAGEMENT REMUNERATION (cont)

(c) REMUNERATION OF KEY MANAGEMENT PERSONNEL (cont)

The numbers of key management personnel whose total remuneration from Council and any related entities, fall within the following bands:

	2018 No.	2017 No.
\$0 - \$9,999	-	2
\$10,000 - \$19,999	-	2
\$20,000 - \$29,999	-	3
\$30,000 - \$39,999	5	-
\$40,000 - \$49,999	-	1
\$60,000 - \$69,999	1	-
\$70,000 - \$79,999	-	1
\$80,000 - \$89,999	1	-
\$250,000 - \$259,999	2	4
\$260,000 - \$269,999	2	-
\$330,000 - \$339,999	-	1
\$360,000 - \$369,999	1	-
Total	12	14

(d) SENIOR OFFICER REMUNERATION

A Senior Officer is an Officer of Council, other than Key Management Personnel:

- who has management responsibilities and reports directly to the Chief Executive Officer; or
- whose total annual remuneration exceeds \$145,000 (2017 exceeds \$142,000).

The numbers of Senior Officers are shown below in their relevant income bands:

	2018 No.	2017 No.
Income range:		
\$140,000 - \$149,999	2	4
\$150,000 - \$159,999	2	3
\$160,000 - \$169,999	1	7
\$170,000 - \$179,999	7	5
\$180,000 - \$189,999	3	2
Total	15	21

	\$'000	\$'000
Total Remuneration for the reporting year for Senior Officers included above, amounted to:	2,566	3,443

Due to staff change over for a number of management positions during the year, neither staff who terminated employment nor those who commenced their employment met the threshold of Senior Officers resulting in the reduction from 2017 to 2018.

6.2 RELATED PARTY DISCLOSURES

(a) TRANSACTIONS WITH RELATED PARTIES

During the period Council entered into the following transactions with related parties:
\$Nil (2017: \$Nil).

(b) OUTSTANDING BALANCES WITH RELATED PARTIES

The following balances are outstanding at the end of the reporting period in relation to transactions with related parties:
\$Nil (2017: \$Nil).

(c) LOANS TO/FROM RELATED PARTIES

The aggregate amount of loans in existence at balance date that have been made, guaranteed or secured by the Council to a related party is:
\$Nil (2017: \$Nil).

(d) COMMITMENTS TO/FROM RELATED PARTIES

The aggregate amount of commitments in existence at balance date that have been made, guaranteed or secured by the council to a related party are as follows:
\$Nil (2017: \$Nil).

Note	2018 \$'000	2017 \$'000
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NOTE 7. MANAGING UNCERTAINTIES

7.1 CONTINGENT ASSETS AND LIABILITIES

(a) OPERATING LEASE RECEIVABLES

At the reporting date, Council has entered into commercial property leases on some of its properties. These properties held under operating leases have remaining non-cancellable lease terms of between 1 and 29 years. Some leases include a CPI based revision of the rental charge annually.

Future minimum rental income under non-cancellable operating leases is as follows:

Not later than one year	2,459	1,795
Later than one year and not later than five years	3,802	3,238
Later than five years	2,781	162
Total operating lease receivables	9,042	5,195

The income for the period is shown in the Comprehensive Income Statement, under revenue as rental income.

	Note	2018 \$'000	2017 \$'000
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7.1 CONTINGENT ASSETS AND LIABILITIES (cont)

(b) GUARANTEES FOR LOANS TO OTHER ENTITIES

The Banyule City Council has undertaken to act as bank guarantor for:

- various local organisations' outstanding loans	(a)	71	20
Total guarantees		71	20

- (a) Council is currently acting as guarantor for loans taken out by three Sporting Clubs to be used for significant capital improvements to the Council's sporting facilities that are on Council land. At balance date, the total outstanding balance on these loans was \$71,075 (\$20,085 in 2017). At balance date we have received independent confirmation that the Clubs are continuing to meet repayments in accordance with the requirements of their individual loan agreements.

The amount disclosed for financial guarantee in this note is the nominal amount of the underlying loan that is guaranteed by Council, not the fair value of the financial guarantee.

Financial guarantee contracts are not recognised as a liability in the Balance Sheet unless the lender has exercised their right to call on the guarantee or Council has other reasons to believe that it is probable that, that right will be exercised.

(c) SUPERANNUATION

Banyule City Council has obligations under a defined benefit superannuation scheme that may result in the need to make additional contributions to the scheme. Matters relating to this potential obligation are outlined in Note 8.3. As a result of the volatility in financial markets the likelihood of making such contributions in future periods exists. At this point in time it is not known if additional contributions will be required, their timing or potential amount.

(d) CONTINGENT LIABILITIES MITIGATED BY INSURANCES

As a local authority with statutory regulatory responsibilities and ownership of numerous land holdings, the Council is regularly met with claims for damages allegedly arising from actions of Council or its Officers, and also claims allegedly arising from incidents which occur on land belonging to Council. Council carries professional indemnity and public/products liability insurance against these claims. There are no claims of which Council is aware which would fall outside the terms of Council's policies.

Contingent assets (if any) and contingent liabilities are not recognised in the Balance Sheet, but are disclosed by way of a Note and, if quantifiable, are measured at nominal value. Contingent assets and liabilities are presented inclusive of GST receivable or payable respectively.

7.2 CHANGES IN ACCOUNTING STANDARDS

The following new Australian Accounting Standards have been issued that are not mandatory for the 30 June 2018 reporting period. Council has assessed these pending standards and has identified the following potential impacts will flow from the application of these standards in future reporting periods.

Financial Instruments - Disclosures (AASB 7) (applies 2018/19)

This Standard requires entities to provide disclosures in their financial statements that enable users to evaluate: (a) the significance of financial instruments for the entity's financial position and performance; and (b) the nature and extent of risks arising from financial instruments to which the entity is exposed.

Financial Instruments (AASB 9) (applies 2018/19)

The key changes include the simplified requirements for the classification and measurement of financial assets, a new hedging accounting model and a revised impairment loss model to recognise impairment losses earlier, as opposed to the current approach that recognises impairment only when incurred.

Revenue from contracts with customers (AASB 15) (applies 2019/20 for Local Government Sector)

The standard shifts the focus from the transaction-level to a contract-based approach. Recognition is determined based on what the customer expects to be entitled to (rights and obligations), while measurement encompasses estimation by the entity of the amount expected to be entitled for performing under the contract. The full impact of this standard is not known however it is most likely to impact where contracts extend over time, where there are rights and obligations that may vary the timing or amount of the consideration, or where there are multiple performance elements. This has the potential to impact on the recognition of certain grant income.

Amendments to Australian Accounting Standards – Deferral of AASB 15 for Not-for-Profit Entities (AASB 2016-7) (applies 2019/20)

This Standard defers the mandatory effective date of AASB 15 for not-for-profit entities from 1 January 2018 to 1 January 2019.

Income of Not-For-Profit Entities (AASB 1058) (applies 2019/20)

This standard replaces AASB 1004 Contributions and establishes revenue recognition principles for transactions where the consideration to acquire an asset is significantly less than fair value to enable to not-for-profit entity to further its objectives.

Leases (AASB 16) (applies 2019/20)

The classification of leases as either finance leases or operating leases is eliminated for lessees. Leases will be recognised in the Balance Sheet by capitalising the present value of the minimum lease payments and showing a 'right-of-use' asset, while future lease payments will be recognised as a financial liability. The nature of the expense recognised in the profit or loss will change. Rather than being shown as rent, or as leasing costs, it will be recognised as depreciation on the 'right-of-use' asset, and an interest charge on the lease liability. The interest charge will be calculated using the effective interest method, which will result in a gradual reduction of interest expense over the lease term.

7.3 FINANCIAL INSTRUMENTS

(a) OBJECTIVES AND POLICIES

Council's principal financial instruments comprise cash assets, term deposits, receivables (excluding statutory receivables), payables (excluding statutory payables) and bank borrowings. Details of the significant accounting policies and methods adopted, including the criteria for recognition, the basis of measurement and the basis on which income and expenses are recognised, in respect of each class of financial asset, financial liability and equity instrument is disclosed in the notes of the Financial Statements. Risk management is carried out by senior management under policies approved by Council. These policies include identification and analysis of the risk exposure to Council and appropriate procedures, controls and risk minimisation.

(b) MARKET RISK

Market risk is the risk that the fair value or future cash flows of Council financial instruments will fluctuate because of changes in market prices. The Council's exposures to market risk is primarily through interest rate risk with only insignificant exposure to other price risks and no exposure to foreign currency risk.

(c) INTEREST RATE RISK

Interest rate risk refers to the risk that the value of a financial instrument or cash flows associated with the instrument will fluctuate due to changes in market interest rates. Interest rate liability risk arises primarily from long term loans and borrowings at fixed rates which exposes Council to fair value interest rate risk. Council does not hold any interest bearing financial instruments that are measured at fair value, and therefore has no exposure to fair value interest rate risk. Cash flow interest rate risk is the risk that the future cash flows of a financial instrument will fluctuate because of changes in market interest rates. Council has minimal exposure to cash flow interest rate risk through its cash and deposits that are at floating rates.

Investment of surplus funds is made with approved financial institutions under the *Local Government Act 1989*. Council manages interest rate risk by adopting an investment policy that ensures:

- Diversification of investment product;
- Monitoring of return on investments; and
- Benchmarking of returns and comparison with budget.

There has been no significant change in Council's exposure, or its objectives, policies and processes for managing interest rate risk or the methods used to measure this risk from the previous reporting year.

Interest rate movements have not been sufficiently significant during the year to have an impact on Council's year end result.

(d) CREDIT RISK

Credit risk is the risk that a contracting entity will not complete its obligations under a financial instrument and cause Council to make a financial loss. Council has exposure to credit risk on some financial assets included in Council's Balance Sheet. To help manage this risk Council:

- has a policy for establishing credit limits for the entities Council deals with
- may require collateral where appropriate; and
- will only invest surplus funds with financial institutions which have a recognised credit rating specified in our investment policy.

7.3 FINANCIAL INSTRUMENTS (cont)

(d) CREDIT RISK (cont)

Trade and other receivables consist of a large number of customers, spread across the ratepayer, business and government sectors. Credit risk associated with the Council's financial assets is minimal because the main debtor is secured by a charge over the rateable property. There are no material assets which are individually determined to be impaired.

Council may also be subject to credit risk for transactions which are not included in the Balance Sheet, such as when a guarantee is provided for another party. Details of Council's contingent liabilities are disclosed in Note 7.1.

The maximum exposure to credit risk on recognised financial assets at the reporting date is the carrying amount, net of any provisions for impairment of those assets, as disclosed in the Balance Sheet and notes to the Financial Statements. Council does not hold any collateral.

(e) LIQUIDITY RISK

Liquidity risk includes the risk that, as a result of our operational liquidity requirements, Council:

- will not have sufficient funds to settle a transaction when required,
- will be forced to sell a financial asset at below value, or
- may be unable to settle or recover a financial asset.

To help reduce these risks Council:

- has a liquidity policy which targets a minimum and average level of cash and cash equivalents to be maintained
- has readily accessible standby facilities and other funding arrangements in place
- has a liquidity portfolio structure that requires surplus funds to be invested within various bands of liquid instruments
- monitors budget to actual performance on a regular basis; and
- set limits on borrowings relating to the percentage of loans to rate revenue and percentage of loan principal repayments to rate revenue.

The Council's maximum exposure to liquidity risk is the carrying amounts of financial liabilities as disclosed in the face of the Balance Sheet and the amounts related to financial guarantees disclosed in Note 7.1(b) and is deemed insignificant based on prior periods data and current assessment of risk. There has been no significant change in Council's exposure, or its objectives, policies and processes for managing liquidity risk or the methods used to measure this risk from the previous reporting year.

With the exception of borrowings, all financial liabilities are expected to be settled within normal terms of trade. Details of the maturity profile for borrowings are disclosed in Note 4.4. Unless otherwise stated, the carrying amounts of financial instruments reflect their fair value.

(f) SENSITIVITY DISCLOSURE ANALYSIS

Taking into account past performance, future expectations, economic forecasts and management's knowledge and experience of the financial markets, Council believes the following movements are 'reasonably possible' over the next 12 months:

- A parallel shift of +0.5% and -0.5% in market interest rates (AUD) from year end weighted average interest rates of 2.64%.

These movements will not have a material impact on the valuation of Council's financial assets and liabilities, nor will they have a material impact on the results of Council's operations.

7.4 FAIR VALUE MEASUREMENT

(a) FAIR VALUE HIERARCHY

Council's financial assets and liabilities are not valued in accordance with the fair value hierarchy. Council's financial assets and liabilities are measured at amortised cost.

Council measures certain assets and liabilities at fair value where required or permitted by Australian Accounting Standards. AASB 13 *Fair Value Measurement* aims to improve consistency and reduce complexity by providing a definition of fair value and a single source of fair value measurement and disclosure requirements for use across Australian Accounting Standards.

AASB 13 defines fair value as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. Fair value under AASB 13 is an exit price regardless of whether that price is directly observable or estimated using another valuation technique.

All assets and liabilities for which fair value is measured or disclosed in the Financial Statements are categorised within a fair value hierarchy, described as follows, based on the lowest level input that is significant to the fair value measurement as a whole:

- Level 1: Quoted (unadjusted) market prices in active markets for identical assets or liabilities;
- Level 2: Valuation techniques for which the lowest level input that is significant to the fair value measurement is directly or indirectly observable; and
- Level 3: Valuation techniques for which the lowest level input that is significant to the fair value measurement is unobservable.

For the purpose of fair value disclosures, Council has determined classes of assets and liabilities on the basis of the nature, characteristics and risks of the asset or liability and the level of the fair value hierarchy as explained above.

In addition, Council determines whether transfers have occurred between levels in the hierarchy by re-assessing categorisation (based on the lowest level input that is significant to the fair value measurement as a whole) at the end of each reporting period.

(b) REVALUATION

Subsequent to the initial recognition of assets, non-current physical assets, other than plant and equipment, are measured at their fair value, being the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. At balance date, the Council reviewed the carrying value of the individual classes of assets measured at fair value to ensure that each asset materially approximated its fair value. Where the carrying value materially differed from the fair value at balance date, the class of asset was revalued.

Fair value valuations are determined in accordance with a valuation hierarchy. Changes to the valuation hierarchy will only occur if an external change in the restrictions or limitations of use of an asset result in changes to the permissible or practical highest and best use of the asset. Further details regarding the fair value hierarchy are disclosed at Note 5.2 Property, Infrastructure, Plant and Equipment.

7.4 FAIR VALUE MEASUREMENT (cont)

(b) REVALUATION (cont)

Where the assets are revalued, the revaluation increments are credited directly to the asset revaluation reserve except to the extent that an increment reverses a prior year decrement for that class of asset that had been recognised as an expense in which case the increment is recognised as revenue up to the amount of the expense. Revaluation decrements are recognised as an expense except where prior increments are included in the asset revaluation reserve for that class of asset in which case the decrement is taken to the reserve to the extent of the remaining increments. Within the same class of assets, revaluation increments and decrements within the year are offset.

(c) IMPAIRMENT OF ASSETS

At each reporting date, the Council reviews the carrying value of its assets to determine whether there is any indication that these assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the assets carrying value. Any excess of the assets' carrying value over its recoverable amount is expensed to the comprehensive income statement, unless the asset is carried at the revalued amount in which case, the impairment loss is recognised directly against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

7.5 EVENTS OCCURRING AFTER BALANCE DATE

No matters have occurred after balance date that requires disclosure in the Financial Report.

NOTE 8. OTHER MATTERS

8.1 RESERVES

(a) SUMMARY OF RESERVE TYPES

	Balance as at 30/6/18 \$'000	Balance as at 30/6/17 \$'000
Asset Revaluation Reserve	1,149,096	1,026,536
Asset Replacement Reserves	68,864	67,624
Total Reserves	1,217,960	1,094,160

8.1 RESERVES (cont)

(b) RESERVE MOVEMENTS

The following transfers to and from Council's reserves occurred during the reporting period:

(i) Asset Revaluation Reserve

2018	Balance as at 30/6/17 \$'000	Increment/ (Decrement) \$'000	Transfer to Acc. Surplus \$'000	Transfer between classes \$'000	Balance as at 30/6/18 \$'000
Infrastructure					
• Roads and streets	128,786	36,148	-	-	164,934
• Bridges, medians and local area traffic management	1,942	1,341	-	-	3,283
• Drainage	73,637	10,283	-	-	83,920
• Parks and gardens	247	-	-	-	247
	<u>204,612</u>	<u>47,772</u>	<u>-</u>	<u>-</u>	<u>252,384</u>
Property					
• Freehold land	770,463	80,920	(461)	68	850,990
• Freehold buildings	51,607	(3,968)	(1,707)	(522)	45,410
	<u>822,070</u>	<u>76,952</u>	<u>(2,168)</u>	<u>(454)</u>	<u>896,400</u>
Other assets					
• Heritage and culture – including art collection	283	-	-	-	283
	<u>283</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>283</u>
Non-current assets classified as held for sale					
• Freehold land	93	4	-	(68)	29
• Freehold buildings	(522)	-	-	522	-
	<u>(429)</u>	<u>4</u>	<u>-</u>	<u>454</u>	<u>29</u>
Total asset revaluation reserve	1,026,536	124,728	(2,168)	-	1,149,096

The asset revaluation reserve is used to record the increased (net) value of Council's assets over time.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

8.1 RESERVES (cont)

(b) RESERVE MOVEMENTS (cont)

(i) Asset Revaluation Reserve (cont)

2017	Balance as at 30/6/16 \$'000	Increment/ (Decrement) \$'000	Asset Disposal \$'000	Impairment Loss \$'000	Balance as at 30/6/17 \$'000
Infrastructure					
• Roads and streets	128,786	-	-	-	128,786
• Bridges, medians & local area traffic management	1,942	-	-	-	1,942
• Drainage	73,637	-	-	-	73,637
• Parks and gardens	471	-	-	-	247
				(224)	
	204,836	-	-	(224)	204,612
Property					
• Freehold land	652,060	118,403	-	-	770,463
• Freehold buildings	51,690	-	-	(83)	51,607
	703,750	118,403	-	(83)	822,070
Other assets					
• Heritage and culture – including art collection	283	-	-	-	283
	283	-	-	-	283
Non-current assets classified as held for sale					
• Freehold land	7,594	93	(7,594)	-	93
• Freehold buildings	(45)	-	(430)	(47)	(522)
	7,549	93	(8,024)	(47)	(429)
Total asset revaluation reserve	916,418	118,496	(8,024)	(354)	1,026,536

The asset revaluation reserve is used to record the increased (net) value of Council's assets over time.

**Notes to and forming part of the Financial Statements
for the year ended 30 June 2018**

8.1 RESERVES (cont)

(b) RESERVE MOVEMENTS (cont)

(ii) Asset Replacement Reserves

2018	Balance as at 30/6/17 \$'000	Transfers between \$'000	Transfers to \$'000	Transfers from \$'000	Balance as at 30/6/18 \$'000
Statutory Reserves					
Public Open Space	8,329	-	4,746	(2,012)	11,063
Off-Street Car Parking	252	-	-	-	252
Total statutory reserves	8,581	-	4,746	(2,012)	11,315
Discretionary Reserves					
General	4,743	-	71	(2,842)	1,972
Plant and Equipment	12,224	-	5,909	(1,589)	16,544
Strategic Properties	34,190	-	863	(6,115)	28,938
Asset Renewal	3,969	-	1,603	(614)	4,958
Car Parking Meters	1,183	-	877	(4)	2,056
BPI Investment	161	-	-	(6)	155
IT Equipment	2,050	-	350	-	2,400
WaterMarc renewal	523	-	3	-	526
Total discretionary reserves	59,043	-	9,676	(11,170)	57,549
Total Asset replacement reserves	67,624	-	14,422	(13,182)	68,864

2017	Balance as at 30/6/16 \$'000	Transfers between \$'000	Transfers to \$'000	Transfers from \$'000	Balance as at 30/6/17 \$'000
Statutory Reserves					
Public Open Space	3,468	-	7,159	(2,298)	8,329
Off-Street Car Parking	252	-	-	-	252
Total statutory reserves	3,720	-	7,159	(2,298)	8,581
Discretionary Reserves					
General	4,273	-	1,204	(734)	4,743
Plant and Equipment	9,849	-	5,626	(3,251)	12,224
Strategic Properties	39,472	-	15,014	(20,296)	34,190
Asset Renewal	2,527	-	1,442	-	3,969
Car Parking Meters	413	-	776	(6)	1,183
BPI Investment	168	-	21	(28)	161
IT Equipment	1,800	-	250	-	2,050
WaterMarc renewal	523	-	-	-	523
Total discretionary reserves	59,025	-	24,333	(24,315)	59,043
Total Asset replacement reserves	62,745	-	31,492	(26,613)	67,624

The above tables generally indicate usage of funds for budgeted capital works and recovery of capital from previous expenditures and investment projects in the ordinary course of business. These amounts are determined in accordance with the approved budget and subsequent Council reports.

8.1 RESERVES (cont)

(b) RESERVE MOVEMENTS (cont)

(ii) Asset Replacement Reserves (cont)

The Public Open Space Reserve is a statutory reserve where developers contribute income to the reserve by law. The funds are spent on 'public open spaces', for example playgrounds.

The Off-Street Car Parking Reserve is no longer operational due to a change in legislation. Developers did contribute income to the reserve. Funds were used to provide additional car parking spaces in the area where the funds were generated from.

The General Reserve is maintained to have money set aside for future projects.

The Plant and Equipment Reserve is used to fund the purchase of vehicles (all types) and some items of plant and equipment.

The Strategic Properties Reserve is maintained to fund the purchasing, development and selling of properties with a view to add income to Council.

The Asset Renewal Reserve is used to fund the renewal of assets in the future.

The Car Parking Meters Reserve receives the net income from parking meters. The Reserve will be used to purchase new parking meters and fund the maintenance of existing parking meters.

The BPi Investment Reserve receives a portion of the BPi department's profit each year. The Reserve is used to fund equipment and software to enhance their competitiveness with external businesses.

The Information Technology (IT) Equipment Reserve was separated from the Plant and Equipment Reserve following a fleet review during the year. The reserve accumulates funds to be used for the purchase of a computer system.

The WaterMarc Renewal Reserve accumulates funds to replace or repair assets at the WaterMarc Aquatic Centre, as required.

	Note	2018 \$'000	2017 \$'000
8.2 RECONCILIATION OF SURPLUS/(DEFICIT) TO CASH FLOWS FROM OPERATING ACTIVITIES			
Surplus for the year		19,236	18,273
(Profit)/loss on disposal of infrastructure, property, plant and equipment	2.8	(99)	1,005
Depreciation and amortisation	3.4	19,396	18,837
Impairment loss		-	357
Borrowing costs - interest	3.6	3,052	3,549
Work in Progress transferred to expense	5.2	417	-
Fair value adjustment investment property		(465)	(519)
Share of profits of associate	5.3(b)	(61)	(160)
Change in assets and liabilities, excluding investing activities:-			
(Increase)/decrease in trade and other receivables		(1,366)	(4,039)
Decrease/(increase) in inventories		(16)	(6)
(Increase)/decrease in prepayments		(245)	649
Decrease/(increase) in trade and other payables		(2,898)	(4,471)
Increase in employee provisions		860	582
(Increase)/decrease in trust funds and deposits		1,098	522
Net cash provided by operating activities		38,909	34,579

8.3 SUPERANNUATION

Banyule City Council makes the majority of its employer superannuation contributions in respect to its employees to the Local Authorities Superannuation Fund – Vision Super (the Fund). This Fund has two categories of membership, accumulation and defined benefit, each of which is funded differently.

Obligations for contributions to the Fund are recognised as an expense in the Comprehensive Income Statement when they are made or due.

Accumulation Fund

The Fund's accumulation categories, Vision MySuper/Vision Super Saver, receive both employer and optional employee contributions on a progressive basis. Employer contributions are normally based on a fixed percentage of employee earnings. For the year ended 30 June 2018, this was 9.50% required under Superannuation Guarantee legislation (9.50% for 2016/2017).

Defined Benefit Plan

Banyule City Council does not use defined benefit accounting for its defined benefit obligations under the Fund's Defined Benefit category. This is because the Fund's Defined Benefit category is a pooled multi-employer sponsored plan. The Defined Benefit Scheme was closed to new members on 31 December 1993.

8.3 SUPERANNUATION (cont)

There is no proportional split of the defined benefit liabilities, assets or costs between the participating employers as the defined benefit obligation is a floating obligation between the participating employers and the only time that the aggregate obligation is allocated to specific employers is when a call is made. As a result, the level of participation of Banyule City Council in the Fund cannot be measured as a percentage compared with other participating employers. Therefore, the Fund Actuary is unable to allocate benefit liabilities, assets and costs between employers for the purposes of AASB 119.

Funding arrangements

Council makes employer contributions to the Defined Benefit category of the Fund at rates determined by the Trustee, on the advice of the Fund Actuary.

As at 30 June 2017, a triennial/full actuarial investigation was completed. The vested benefit index (VBI) of the defined benefit category, of which Banyule City Council is a contributing employer, was 103.1% (102.0% at 30 June 2016).

To determine the VBI, the Fund Actuary used the following long-term assumptions:

Net investment returns	6.50%pa
Salary information	3.50%pa
Price inflation (CPI)	2.50%pa

Vision Super has advised that the VBI at 30 June 2018 was 106.00%.

The VBI is to be used as the primary funding indicator. Because the VBI was above 100%, the 30 June 2017 actuarial investigation determined the Defined Benefit category was in a satisfactory financial position and that no change was necessary to the Defined Benefit category's funding arrangements from prior years.

Employer Contributions

Regular Contributions

On the basis of the results of the 2017 full actuarial investigation conducted by the Fund Actuary, Council makes employer contributions to the Fund's Defined Benefit category at rates determined by the Fund's Trustee. For the year ended 30 June 2017, this rate was 9.50% of members' salaries (9.50% in 2016/2017). This rate will increase in line with any increase to the Superannuation Guarantee contribution rate.

In addition, Council reimburses the Fund to cover the excess of the benefits paid as a consequence of retrenchment above the funded resignation or retirement benefit.

Funding Calls

If the Defined Benefit category is in an unsatisfactory financial position at an actuarial investigation or the Defined Benefit category's VBI is below its shortfall limit at any time other than the date of the actuarial investigation, the Defined Benefit category has a shortfall for the purposes of SPS 160 and the Fund is required to put a plan in place so that the shortfall is fully funded within three years of the shortfall occurring. The Fund monitors its VBI on a quarterly basis and the Fund has set its shortfall limit at 97%.

In the event that the Fund Actuary determines that there is a shortfall based on the above requirement, the Fund's participating employers (including Banyule City Council) are required to make an employer contribution to cover the shortfall.

Using the agreed methodology, the shortfall amount is apportioned between the participating employers based on the pre-1 July 1993 and post-30 June 1993 service liabilities of the Fund's Defined Benefit category, together with the employer's payroll at 30 June 1993 and at the date the shortfall has been calculated.

8.3 SUPERANNUATION (cont)

Due to the nature of the contractual obligations between the participating employers and the Fund, and that the Fund includes lifetime pensioners and their reversionary beneficiaries; it is unlikely that the Fund will be wound up.

If there is a surplus in the Fund, the surplus cannot be returned to the participating employers.

In the event that a participating employer is wound-up, the Defined Benefit obligations of that employer will be transferred to that employer's successor.

2017 Interim actuarial investigation surplus amounts

The Fund's full actuarial investigation as at 30 June 2017 identified the following for the Defined Benefit category of which Council is a contributing employer.

- A VBI surplus of \$69.8 million;
- A total service liability surplus of \$193.5 million; and
- A discounted accrued benefits surplus of \$228.8 million

The VBI surplus means that the market value of the Fund's assets supporting the Defined Benefit obligations exceed the vested benefits that the Defined Benefit members would have been entitled to if they had all exited on 30 June 2017.

The total service liability surplus means that the current value of the assets in the Fund's Defined Benefit category plus expected future contributions exceeds the value of expected future benefits and expenses as at 30 June 2017.

The discounted accrued benefit surplus means that the current value of the assets in the Fund's Defined Benefit category exceeds the value of benefits payable in the future but accrued in respect of service to 30 June 2017.

Council was notified of the 30 June 2017 VBI during August 2017.

The 2018 interim actuarial investigation

An interim actuarial investigation is being conducted for the Fund's position as at 30 June 2018 as the Fund provides lifetime pensions in the Defined Benefit category. It is anticipated that this actuarial investigation will be completed by October 2018.

How to contact your Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

Email: **enquiries@banyule.vic.gov.au**

Website: **www.banyule.vic.gov.au**

Fax: 9499 9475

If your hearing or speech is impaired, you can call us through the National Relay Service on **133 677** (TTY) or **1300 555 727** (ordinary handset) and ask for 9490 4222.

Postal Address:

PO Box 94, Greensborough 3088

Council Service Centres:

Greensborough: Level 3, 1 Flintoff Street

Office Hours of Opening:

Greensborough: Monday – Friday 8.30am – 5pm

Interpreter service:

If you need an interpreter, please contact TIS National on 131 450 and ask to be connected to Banyule Council on 9490 4222.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بالخط القومي لخدمة الترجمة الهاتفية TIS على الرقم 131 450، واطلبوا إيصالكم ببلدية بانويل على الرقم 9490 4222.

若你需要口譯員，請致電131 450聯絡TIS National，要求他們為你致電9490 4222接通Banyule市政廳。

Ako vam je potreban tumač, molimo vas, nazovite TIS National na broj 131 450 i zatražite da vas se spoji sa Vijećem općine Banyule na broj 9490 4222.

Αν χρειάζεστε διερμηνέα τηλεφωνήστε στην Εθνική Υπηρεσία Διερμηνέων Μεταφραστών στον αριθμό 131 450 και ζητήστε να σας συνδέσουν με τη Δημαρχία Banyule στο 9490 4222.

Se hai bisogno di un interprete chiama TIS National al numero 131 450 e chiedi di essere messo in comunicazione con il Comune di Banyule al numero 9490 4222.

Ако ви треба преведувач ве молиме јавете се на TIS National на 131 450 и замовете да ве поврзат со Banyule Council на 9490 4222.

如果你需要一名翻译，请打电话到国家电话翻译服务处(TIS National) 131 450，再转接到Banyule市政府9490 4222

Haddii aad u baahan tahay mutarjum wac khadka qaranka oo ah TIS 131 450 weydiina in lagugu xiro Degmada Banyule tel: 9490 4222.

Nếu cần thông dịch, xin gọi cho TIS Toàn Quốc qua số 131 450 rồi nhờ họ gọi cho Hội Đồng Thành Phố Banyule theo số 9490 4222 giúp quý vị.