

Council Plan

2021 – 2025

Progress Report
1 July – 31 December 2021



Acknowledgement of the Traditional Custodians

Banyule City Council proudly acknowledges the Wurundjeri Woi-wurrung people as the Traditional Custodians of the land which Council operates on. We pay our respect to all Aboriginal and Torres Strait Islander Elders, past, present and emerging, who have resided in the area and have been an integral part of the region's history.

Diversity Statement

Banyule is a diverse community, made up of people from different cultures, beliefs, abilities, bodies, ages, sexualities, genders and identities. Council is committed to inclusion, access and equity for everyone. These principles foster cohesiveness, empower people and improve the wellbeing of the Banyule community.



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Message from the Mayor

On behalf of Council, I am pleased to present this Progress Report to keep the community informed about the delivery of our Council Plan 2021-2025.

The Council Plan was developed in partnership with the community and adopted by Council on 25 October 2021, taking effect from 1 July 2021. It works together with key plans, such as the Municipal Public Health and Wellbeing Plan, Financial Plan, Budget, Revenue and Rating Plan, Asset Plan, and a range of other policies and strategic plans to deliver services and infrastructure and enhance health and wellbeing for the community.

This report covers our progress on our annual actions for the period 1 July – 31 December 2021. We are progressing well, with 173 out of 245 actions on track and achieving 93% of our target for this stage of the year. This is a great result in what has been a difficult period due to the ongoing pandemic. We have risen to the challenges and changes brought about by COVID-19 and its impact on delivering services and capital works. While we have had some setbacks and delays caused by lockdowns and restrictions, and external factors impacting supply chains and the construction industry, we have seen Council demonstrate continued resilience and resourcefulness to push forward on our commitments and projects.

This report gives you a clear picture of how we are tracking overall, including a snapshot against our six priority themes (listed on page 5) which are the pillars of our Community Vision 2041:

“We in Banyule are a thriving, sustainable, inclusive and connected community. We are engaged, we belong and we value and protect our environment.”

We also list all of our individual actions and our progress towards these as at 31 December 2021. This new reporting aligns with our commitment to show trusted and responsive leadership, and transparency. While we use this data to assess and act on our progress, it also enables our community to view what projects we are delivering and check their status.

There are many highlights and new initiatives that have started during this period. We have seen major infrastructure projects, such as the Bellfield Community Hub, and the Olympic Park Masterplan, taking shape to deliver well-built facilities meeting the needs of a growing and changing community. Plans are also progressing to deliver a larger, modern library for Rosanna.

We continued to deliver actions to address climate change and get us closer towards our goal to be a carbon neutral organisation by 2028 and community by 2040. We saw more solar panels on our buildings, more electric vehicles in our fleet plus more initiatives to switch community facilities and residents' homes to electric and become more energy efficient. More trees were planted, and work done to protect and enhance our environment.



There were also many strategic plans being developed, in partnership with our new community advisory committees and broader community, to enhance inclusion and equity. Our Inclusive Employment Program and Social Enterprise initiatives continued to deliver life-changing outcomes for disadvantaged people in our community.

A thriving local economy is vital and that's why we continued to provide business grants and a series of programs to support local businesses. Our ongoing Rediscover Local campaign continued to promote and encourage doing business locally, and was recognised with a Mainstream Australia award in November 2021.

We will continue to keep the community informed about our progress each quarter and actions will be reviewed to ensure they remain relevant and aligned with the community.

We are at the start of this journey to deliver the commitments in the Council Plan 2021-2025, and embrace our Community Vision 2041. Each step forward and action completed improves Banyule for all.

Cr Elizabeth Nealy
Mayor



Our Priority Themes



Our Inclusive and Connected Community



Our Sustainable Environment



Our Well-Built City



Our Valued Community Assets and Facilities



Our Thriving Local Economy

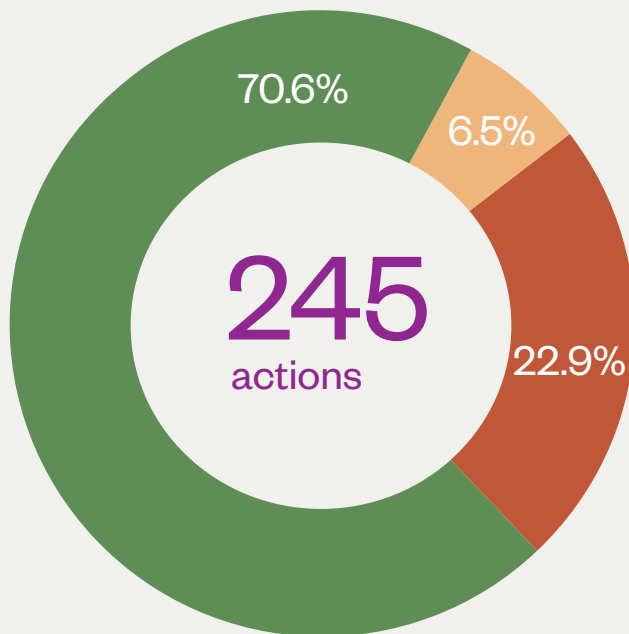


Our Trusted and Responsive Leadership

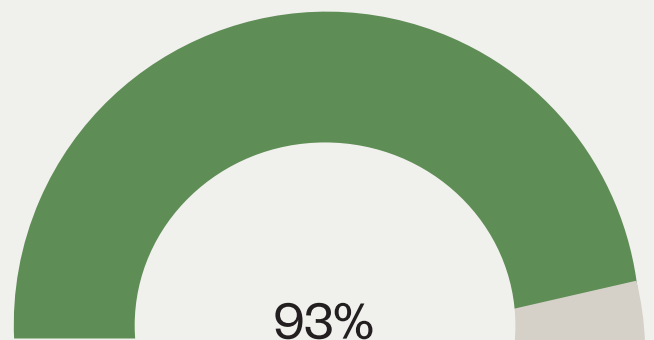
Summary of Overall Progress

Here is an overview of our progress towards delivering our annual actions from 1 July - 31 December 2021.

Action Status



Action Progress Against Targets



- At least 90% of action target achieved
- Between 70% and 90% of action target achieved
- Less than 70% of action target achieved

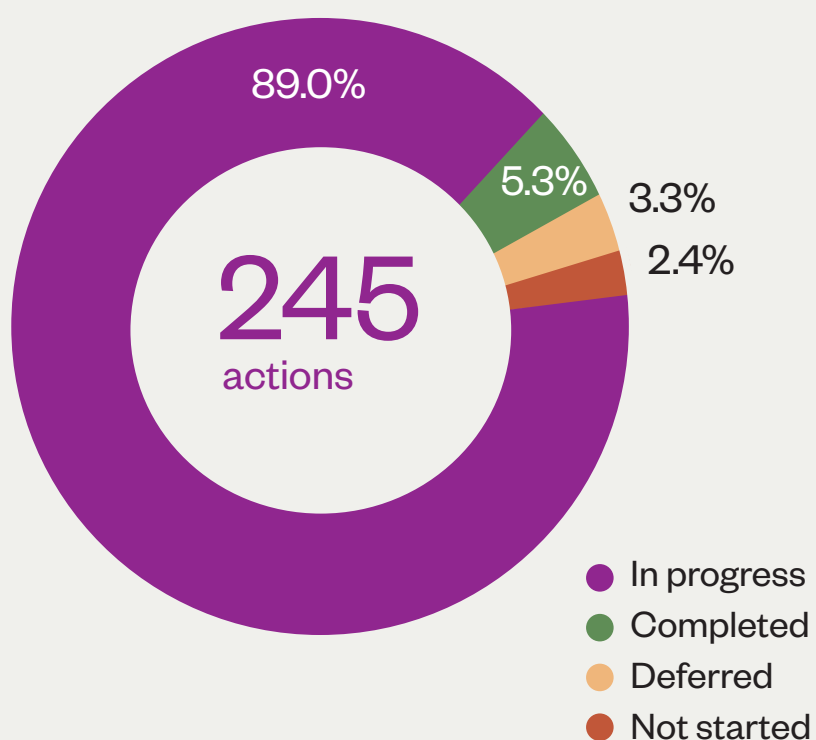
Action Summary

173 on track
56 off track
16 monitor

This measures the overall percentage of actions progressed relative to their target (for the period July-December 2021).

Action Status provides an indication if individual actions are on schedule or if they may require an increased focus.

Progress Status



218

In progress

13

Completed

6

Not started

8

deferred

Indicates the progress status of all actions as an overall percentage at the end of 31 December 2021.



Priority Theme 1

Our Inclusive and Connected Community

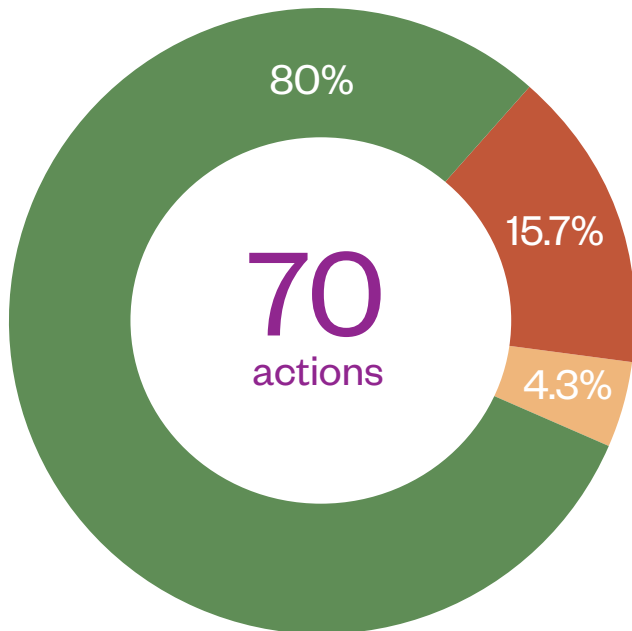


Strategic Objective

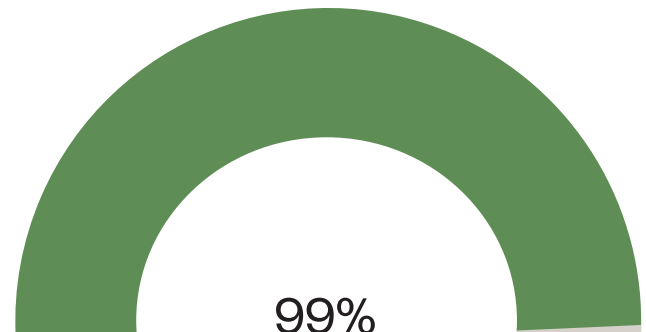
A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.

Our Progress

Action Status



Action Progress Against Targets



- At least 90% of action target achieved
- Between 70% and 90% of action target achieved
- Less than 70% of action target achieved

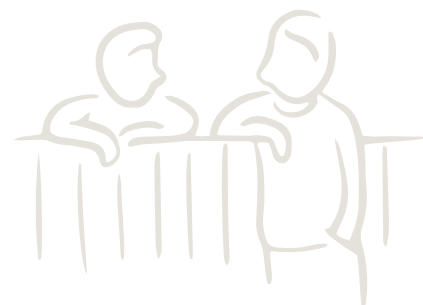
Action Summary

56 on track **11** off track **3** monitor

Highlights

In November 2021, 'Summer Series' provided events, exhibitions and workshops across Banyule for young people. Older adults enjoyed sessions at our new Seniors Exercise Park at Ivanhoe Park and Seniors Festival celebrations. More than 5000 people attended our Carols by Candlelight in December 2021, while Ivanhoe Library and Cultural Hub was home to exhibitions, workshops and activities throughout the year. We awarded \$214,000 in arts and culture, and community grants plus held workshops at local schools to support mental health and wellbeing, and delivered a series of events to mark International Day of People with Disabilities.

Banyule's Diversity Statement was adopted by Council in December 2021, and we continued development of an Inclusive Banyule Framework to embed inclusivity in our services and programs. Our new community advisory committees convened to provide Council with a community voice and advice. We appointed a coordinator at Barrbunin Beek - Aboriginal Gathering Place to activate this important hub for our Aboriginal and Torres Strait Islander communities.



Priority Theme 2

Our Sustainable Environment

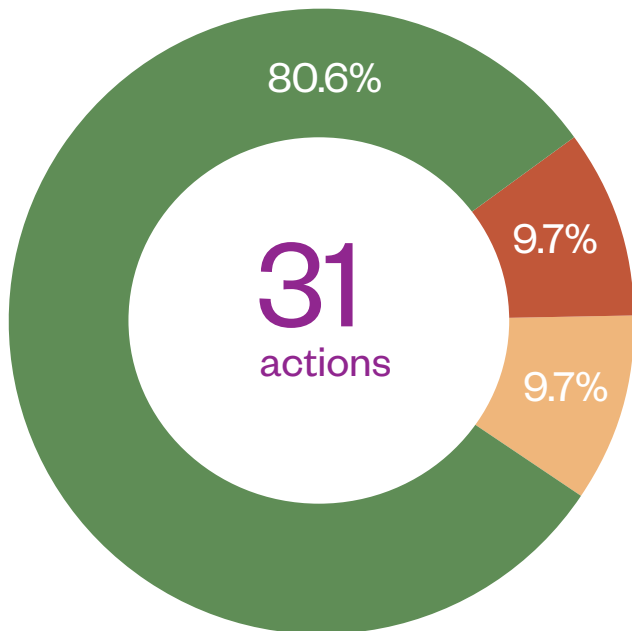


Strategic Objective

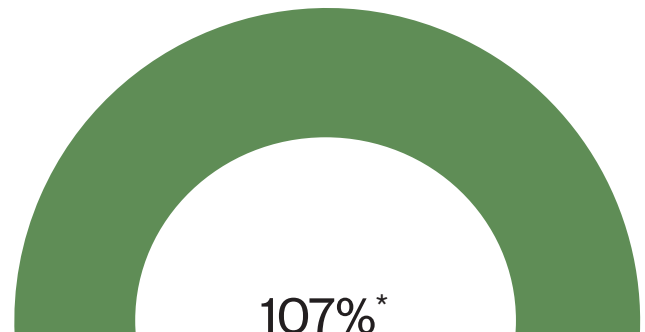
A progressive and innovative leader in protecting, enhancing and increasing the health and diversity of our natural environment, where we all commit to playing an active role in achieving environmental sustainability, waste and carbon emissions reduction.

Our Progress

Action Status



Action Progress Against Targets



- At least 90% of action target achieved
- Between 70% and 90% of action target achieved
- Less than 70% of action target achieved

*This percentage is higher than 100% as there are a number of actions that have exceeded their target.

Action Summary

25 on track **3** off track **3** monitor

Highlights

We started to investigate opportunities to switch from gas to electric power at Council-owned and occupied buildings, including Council Greensborough Offices, to help us towards being a carbon neutral organisation. A new pilot solar program was implemented, with 11 preschools selected to participate. Work continued to identify opportunities to add electric cars to Council's fleet.

A series of capacity building workshops were delivered to support environmental volunteers to lead and support positive climate action initiatives. More than 60 households participated in our Gardens for Wildlife Program, creating more indigenous habitat for local fauna. 'Spring Outdoors' attracted hundreds of participants to join online sessions. A successful trial service of Food Organics and Garden Organics (FOGO) was rolled out across 500 households and a pilot program of reusable nappies started at St Hellier Street Children's Centre.

With the help of 893 volunteer hours, we planted over 11,500 indigenous plants in reserves. Work progressed on our draft Urban Forest Strategic Plan, while environmental grants supported local environment initiatives.



Priority Theme 3

Our Well-Built City

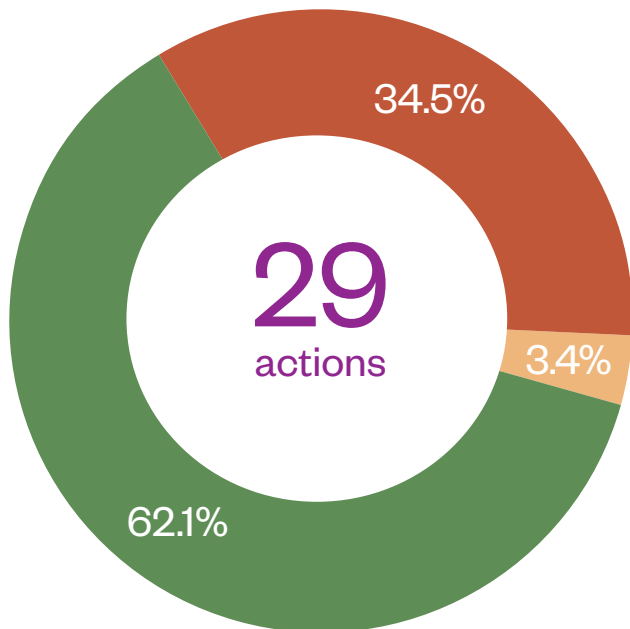


Strategic Objective

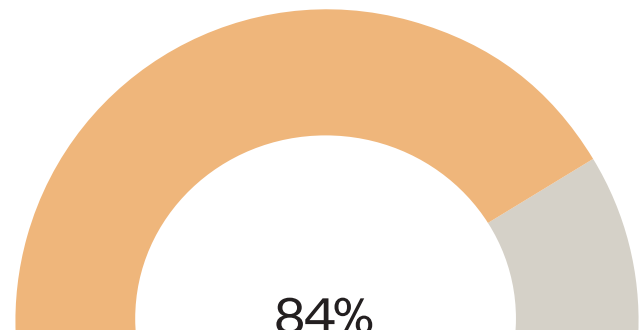
A well planned, sustainable and liveable place that caters for all our current and emerging communities, where our local character and environment is protected and enhanced.

Our Progress

Action Status



Action Progress Against Targets



- At least 90% of action target achieved
- Between 70% and 90% of action target achieved
- Less than 70% of action target achieved

Action Summary

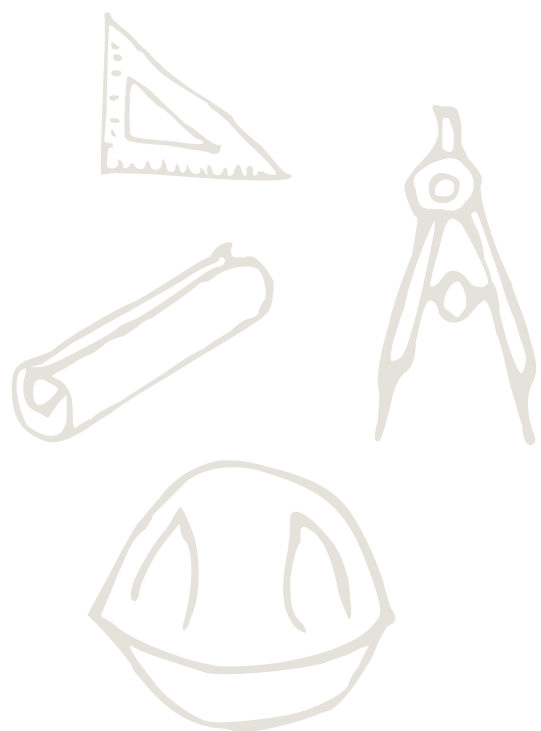
18 on track **10** off track **1** monitor

Highlights

Construction of the new Bellfield Community Hub continued with completion scheduled for May 2022. The Rosanna Library redevelopment project progressed with the contract of sale executed and concept plans being developed after community consultation. Incorporating community feedback, the design for Montmorency's Were St streetscape upgrade was finalised with construction to start in March 2022.

The Cartmell Street public car park and mixed-use development project progressed with a request for proposal in December 2021. Sustainable Building Guidelines were issued to contractors undertaking capital works to embed best practice environmentally sustainable design in new developments.

New playgrounds were installed at Arthur Streeton Reserve and Sherbourne Road Reserve, and the Heidelberg Park Masterplan and Banyule Bicycle Strategy were out for community consultation.



Priority Theme 4

Our Valued Community Assets and Facilities

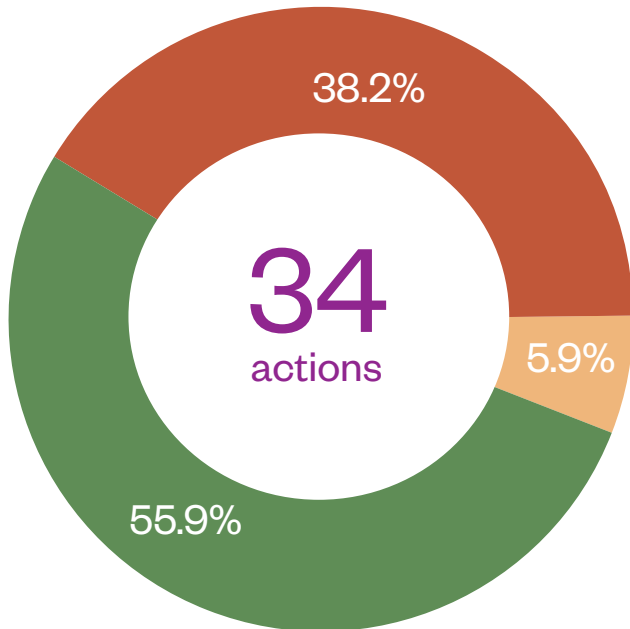


Strategic Objective

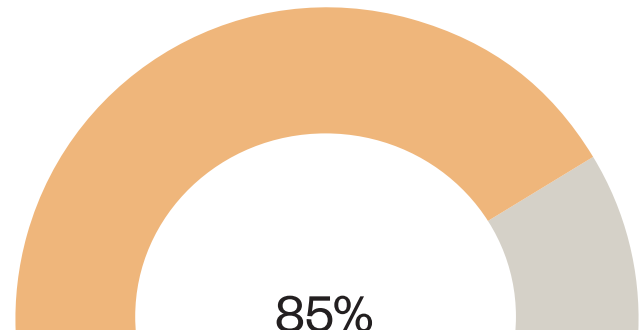
As custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.

Our Progress

Action Status



Action Progress Against Targets



- At least 90% of action target achieved
- Between 70% and 90% of action target achieved
- Less than 70% of action target achieved

Action Summary

19 on track **13** off track **2** monitor

Highlights

Work continued to develop the Social Infrastructure Framework to plan, build and renew community assets and facilities that meet current and future service needs. The development of several other key plans progressed, including Council's 10-year capital works program and 10-year Asset Plan.

On the ground, the Olympic Park Masterplan continued and other major sporting infrastructure projects started, such as the upgrade of Partingtons Flat pavilion, Warringal Park Oval reconstruction, sports field lighting at James Street Reserve. Also, near completion was a major refurbishment and expansion at Greensborough Maternal and Child Health and Preschool, and stages 4 and 5 of the Darebin Creek Trail upgrade.

Reducing emissions, our solar panel and battery program was rolled out at 17 Council sites, with planning underway at four more locations. A public buildings energy efficiency enhancement program started with audits undertaken at several sites. In partnership with Launch Housing, Council received funding to build 53 social housing units at the Bellfield Project site.



Priority Theme 5

Our Thriving Local Economy

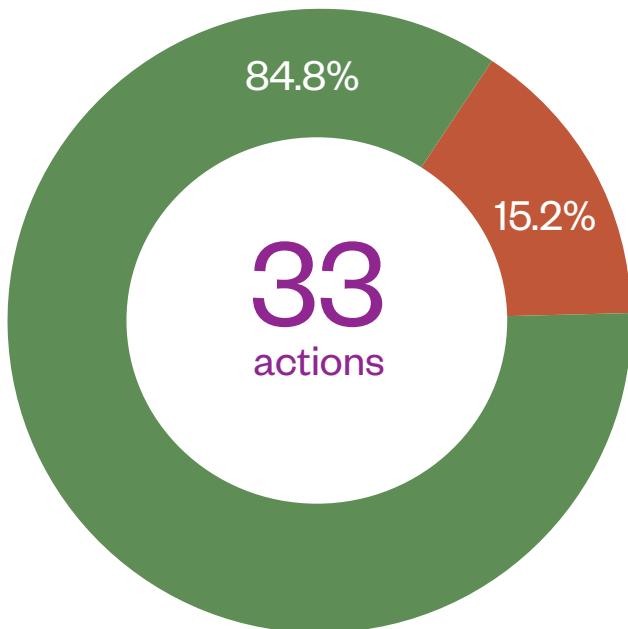


Strategic Objective

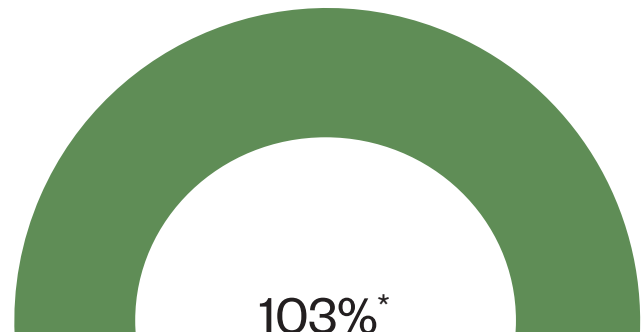
A thriving, resilient, socially responsible local and integrated economy that encourages, supports and advocates for a diverse range of businesses and entrepreneurship, providing local investment and employment opportunities.

Our Progress

Action Status



Action Progress Against Targets



- At least 90% of action target achieved
- Between 70% and 90% of action target achieved
- Less than 70% of action target achieved

*This percentage is higher than 100% as there are a number of actions that have exceeded their target.

Action Summary

28 on track **5** off track **0** monitor

Highlights

The Heidelberg Structure Plan was adopted in November 2021 to guide investment and redevelopment in the precinct. Our Rediscover Local campaign continued to promote Banyule businesses and work started on a draft Economic Development Strategy. During October to December, 34 Small Business Permit Assist applications were actioned by our new Business Concierge Officer, and 51 participants attended four workshops and 10 attended one-on-one business support sessions. COVID-19 Business Grant rounds continued with 49 business grants awarded in Round 6 with a total funding of \$210,000.

The 2020/21 Inclusive Employment Program finished in September 2021 with seven participants securing transitional pathways and casual work, while 14 new placements started in the 2021/22 program in December 2021. Council continued to partner with local employers, agencies and other organisations to create inclusive jobs. In November 2021, we finalised a partnership agreement with social enterprise For Change Co. to run a café at the Bellfield Community Hub when completed.

A Youth Marketplace program was launched, with 20 young people accessing entrepreneurial opportunities. To support young people's employment pathways, an average of eight programs a week were delivered online during school term 3.



Priority Theme 6

Our Trusted and Responsive Leadership

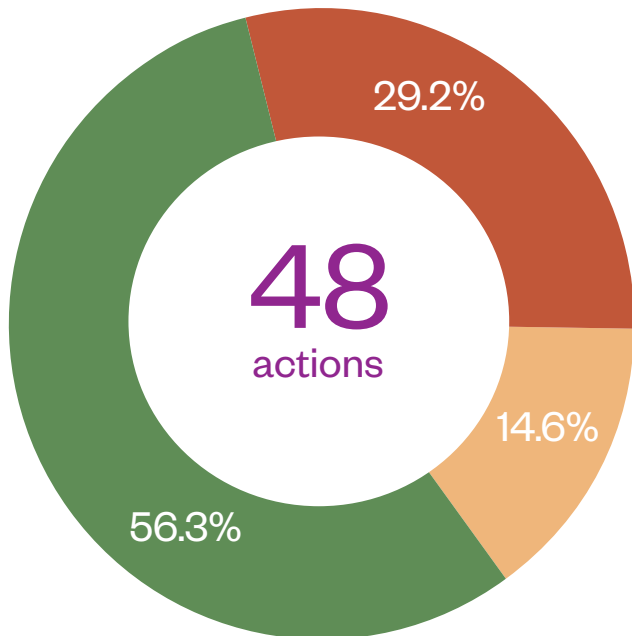


Strategic Objective

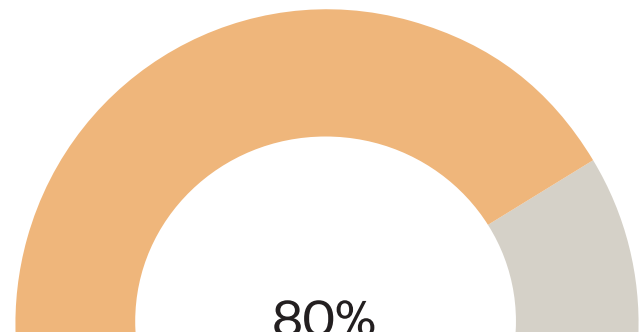
A responsive, innovative and engaged Council that has the trust of our community through demonstrated best practice governance, is financially sustainable, and advocates on community priorities and aspirations.

Our Progress

Action Status



Action Progress Against Targets



- At least 90% of action target achieved
- Between 70% and 90% of action target achieved
- Less than 70% of action target achieved

Action Summary

27 on track **14** off track **7** monitor

Highlights

New community advisory committees were established and met to support the development and implementation of their respective plans: Reconciliation Action Plan, LGBTIQ+, Multicultural, Disability, and Inclusive Banyule. We continued to advocate for improved outcomes associated with major state government transport projects, including a new town square for Watsonia.

Work progressed to improve reporting on customer service across the organisation to enhance customer satisfaction. New online services and payments options became available to the community, including rates payments, animal registration and renewals, land certificates, and debtors' payment. Also implemented was a new Service Centre phone system to enhance staff capability and the customer experience.














The long-term Financial Plan 2021-31 was adopted by Council on 25 October 2021. A Leadership Capability Framework (LCF) program started with senior management. In December 2021, a Banyule Workforce Plan was endorsed by executive management. A Safety Management Framework was developed and implemented to continue to manage Council's risks and provide a safe workplace. A new 'Zero Tolerance' Sexual Harassment Policy was endorsed, with changes introduced to reporting requirements and mandatory training.



Annual Action Plan 2021/2022














Our Inclusive and Connected Community

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.1 Promote active and connected living through a range of accessible and inclusive opportunities for all people of all ages through sport and recreation	1.1.1 Deliver holiday activities featuring a diverse range of accessible, inclusive, unstructured recreational opportunities	Minimum six holiday activities at the end of each school holiday term delivered		In progress 
	1.1.2 Deliver 'Come and Try' sessions to demonstrate the equipment at Ivanhoe Park's Seniors Exercise Park for older adults	Four 'Come and Try' sessions delivered by June 2022		In progress 
	1.1.3 Undertake a review of the Sporting Reserve User Guide and Allocation Policy to ensure fair and equitable access to our sports facilities and infrastructure	Sporting Reserve User Guide reviewed, and Allocation Policy completed by February 2022		In progress 
	1.1.4 Undertake the review of the Recreation Plan 2017-2021	Review of the Recreation Plan 2017-2021 completed by June 2022		Not started
	1.1.5 Conduct an audit of Banyule sporting facilities focusing on canteens, kitchens, social rooms and amenities	Banyule sporting facilities audit completed by June 2022		Not started 
	1.1.6 Implement a range of initiatives and programs that support participation in sports, recreation and leisure	10% increase in participation in the activities and usage of sport and recreational facilities from the previous year		In progress 
1.2 Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.1 Develop the Bellfield Community Outcomes Framework	Bellfield Community Outcomes Framework developed by February 2022		In progress
	1.2.2 Undertake a review of Shop 48 - The Harmony Centre	Shop 48 - The Harmony Centre review completed by June 2022		In progress

Our Inclusive and Connected Community

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.2 Provide a range of services and programs, and works with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.3 Develop a Strategic Partnership Framework between Council and the Banyule neighbourhood houses	Strategic Partnership Framework established by April 2022		In progress 
	1.2.4 Undertake review of the RSL Trust Deeds and Grants Program	RSL Trust Deeds and Grants Program review completed by December 2021		In progress
	1.2.5 Deliver the Banyule Community Grants Program	Banyule Community Grants Program delivered by June 2022		In progress
	1.2.6 Develop service level agreements for all recurrent and one-off grants and implement annual actions	All service level agreements negotiated and signed by September 2021		In progress
	1.2.7 Provide innovative and flexible Social Support Group programs that are integrated successfully into the Bellfield Community Hub	More than 80% participants report high satisfaction through annual consumer/ participant survey		In progress 
	1.2.8 Undertake public awareness and promotional activities and advocacy to address ageism and elder abuse	Deliver Elder Abuse Awareness Day events		Not started 
	1.2.9 Work with partners to take action on Banyule's health priorities: - social connection and inclusion - increasing active living - increasing healthy eating	Three projects delivered by June 2022		In progress 
	1.2.10 Support the Banyule Child Youth and Family Committee to improve outcomes for children and young people, as outlined in the Child and Youth Framework	Six committee meetings held by June 2022		In progress 

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved












 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022













Our Inclusive and Connected Community

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.2 Provide a range of services and programs, and works with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.11 Provide development opportunities to local sector professionals and parents through the Banyule Nillumbik Youth Services network	Minimum of five development opportunities delivered by June 2022		In progress
	1.2.12 Deliver a series of school workshops to support the mental health and wellbeing of young people	Minimum of 10 in school workshops focused on mental health and wellbeing of young people delivered annually		In progress
	1.2.13 Deliver Seniors Festival Week events and activities	Annual Seniors Festival Week program delivered by October 2021		In progress
	1.2.14 Co-convene Banyule Nillumbik Family Violence Network and provide ongoing support and commitment to Women's Health in the North 'Building Respectful Communities Framework'	Three network meetings held by June 2022		In progress 
	1.2.15 Partner with The Orange Door	Four partnership meetings held by June 2022		In progress 
1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing	1.3.1 Deliver a range of community festivals and events including Malahang Wellbeing Festival, Carols by Candlelight, Twilight Sounds, Eco-Friendly Fest and Pet Expo	All events delivered as per schedule: Chillin' in Banyule by August 2021; Malahang Wellbeing Festival by October 2021; Carols by Candlelight by December 2021; Twilight Sounds by February 2022; Eco-Friendly Fest and Pet Expo by June 2022.		In progress
	1.3.2 Review the Arts and Culture Strategic Plan and Public Art Policy	Revised Arts and Culture Strategic Plan and Public Art Policy considered for adoption by Council by June 2022		In progress
	1.3.3 Engage a diverse range of local artists and community groups to develop and deliver an annual program of high-quality arts and cultural experiences	<ul style="list-style-type: none"> Arts program developed and implemented by June 2022 Year-round utilisation of arts spaces at Ivanhoe Library and Cultural Hub 		In progress 

Our Inclusive and Connected Community

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing	1.3.4 Build capacity and support professional development of the local creative sector to enhance cultural outcomes for the community	<ul style="list-style-type: none"> – 200 participants in Pinpoint Artists Network – Minimum of six networking & professional development programs – Distribution of \$60,000 to Arts and Culture Project Grant Pool 		In progress 
	1.4 Actively support and facilitate for infrastructure, services and programs that address community safety			
	1.4.1 Deliver improved pedestrian access to Willinda Park from Beatrix and Talbot streets, Greensborough, along McNamara St, Macleod and throughout Macleod Village	Capital works projects at nominated sites completed by June 2022		In progress
	1.4.2 Implement traffic speed and volume measures at key locations	Speed and volume analysis completed at Sainsbury Avenue, Greensborough; Prosperity Rd, Lower Plenty; and Mountain View Rd, Montmorency by June 2022		In progress 
	1.4.3 Develop the Banyule Safety and Resilience Framework for the next 10 years	Banyule Safety and Resilience Framework considered for adoption by Council by April 2022		In progress
	1.4.4 Implement Year 2 of the Banyule Graffiti Strategy 2020-2023	Year 2 action plan completed by June 2022		In progress
	1.4.5 Review Banyule's Planning and Building Enforcement Framework to reflect the important contribution Council makes to Victorian Government requirements for building cladding and swimming pools	Review completed and Framework considered for adoption by Council by June 2022		In progress
	1.4.6 Develop 16 Days of Activism Against Gender Based Violence partnership projects	Campaign projects delivered in 16 Days of Activism Against Gender Based Violence in 2021		Completed 
	1.4.7 Establish regional partnerships during Week Without Violence	Deliver campaign during Week Without Violence		Completed 

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved
















 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022

Our Inclusive and Connected Community

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.5 Enhance our relationship and work in respectful partnership with the Traditional Custodians of Banyule, the Wurundjeri people, identified Elders and other Aboriginal and Torres Strait Islanders	1.5.1 In partnership with our Aboriginal and Torres Strait Islander communities, support the activation of the Barrbunin Beek Aboriginal Gathering Place	Barrbunin Beek Aboriginal Gathering Place Strategic Plan (outlining activation actions) developed by June 2022		In progress
	1.5.2 Improve opportunities and reduce disadvantage for Aboriginal and Torres Strait Islander communities	Banyule's Reconciliation Action Plan implemented by June 2022		In progress 
	1.5.3 Facilitate the Banyule Boorai's Supported Playgroup for Aboriginal children under 2 years of age and their families	Twenty playgroup sessions delivered by December 2021		In progress 
	1.5.4 Undertake ecological and cultural land and water management at Banyule Flats and Banyule Billabong with the Narrap team	Work with Narrap Rangers at five sites at Banyule Billabong and Banyule Flats		In progress 
1.6 Promote community awareness and support a diverse, connected, and inclusive community that respects and celebrates different cultures, beliefs, abilities, bodies, ages, sexualities, genders and identities	1.6.1 Deliver wellbeing programs, workshops and activities for young people in local community settings	Minimum of six wellbeing programs, workshops and activities for young people delivered by June 2022		In progress 
	1.6.2 Deliver a weekly program during term time for LGBTIQ+ young people (14-22 years) to provide safe and supportive social and advocacy opportunities	Weekly programs delivered		In progress 
	1.6.3 Deliver a short term supported referral process to young people within the community to link them into an appropriate service	A minimum of 30 referrals completed annually		In progress 
	1.6.4 Deliver an outreach program in Banyule using an assertive outreach model	Outreach program established and delivered into areas where young people gather within Banyule		In progress 

Our Inclusive and Connected Community


A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.6 Promote community awareness and support a diverse, connected, and inclusive community that respects and celebrates different cultures, beliefs, abilities, bodies, ages, sexualities, genders and identities	1.6.5 Embed the delivery of relevant community awareness campaigns and activities about gender equity and gender-based violence	Campaigns during International Women's Day, Week Without Violence, and 16 Days of Activism Against Gender Based Violence delivered		In progress 
	1.6.6 Implement an Inclusion Access and Equity Framework within Council services and externally partner with organisations	Twenty internal inclusive audits completed		In progress 
	1.6.7 Review and update Banyule's Multicultural Plan	Banyule's Multicultural Plan considered for adoption by Council by June 2022		In progress 
	1.6.8 Review and update Banyule's Disability and Inclusion Plan	Banyule's Disability and Inclusion Plan considered for adoption by Council by June 2022		In progress 
	1.6.9 Review and update Banyule's LGBTIQA+ Plan	Banyule's LGBTIQA+ Plan considered for adoption by Council by June 2022		In progress 
	1.6.10 Ensure LGBTI needs are considered in all service planning for older adults	Rainbow Tick for Age-friendly Programs maintained		In progress 
	1.6.11 Review and update Banyule's Diversity Statement	Updated Diversity Statement considered for adoption by Council by December 2021		In progress 
	1.6.12 Provide gender equality and gender based violence training and capacity building opportunities to community partners	Training opportunities provided to community partners by June 2022		In progress 

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved











 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022








Our Inclusive and Connected Community

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.


Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.7 Provide a range of services and programs that support the development of children, young people and families	1.7.1 Deliver responsive MCH service and program as per current standards of practice	Meet service delivery targets indicated by the Department of Health, and the Department of Families, Fairness and Housing		In progress 
	1.7.2 Implement actions of the Child and Youth Framework	Child and Youth Framework year 1 actions completed by June 2022		In progress
	1.7.3 Deliver quality improvement plans for all five Council early childhood services as per National Quality Standards (NQS)	Department of Education and Training quality rating and assessment criteria met		In progress
	1.7.4 Deliver the Banyule Youth Summit and Summit report card biannually	The Banyule Youth Summit or Summit report card delivered biannually		In progress
1.8 Strengthen community preparedness and resilience for emergency events	1.8.1 Participate in the North West Metro (NWM) Regional Emergency Management Planning Committee (REMPC) and the Municipal Emergency Management Planning Committee (MEMPC) activities and subcommittees	Chair and lead four REMPC meetings per annum and participate in subcommittees		In progress 
	1.8.2 Develop annual review register to schedule the reviews of all emergency management plans and subplans	Annual review register developed by October 2021 and reviews completed by June 2022		In progress
	1.8.3 Undertake preparedness activities in line with emergency management plans and legislation	<ul style="list-style-type: none"> – Online Emergency Management Induction Module in place in learning management system (FRED) – One recruitment session held per year – Council Emergency Operations Centre technology requirements reviewed annually 		In progress
	1.8.4 Update and review the Municipal Fire Prevention Management Plan	Municipal Fire Prevention Management Plan completed by June 2022		In progress

Our Inclusive and Connected Community

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.8 Strengthen community preparedness and resilience for emergency events	1.8.5 Review and update the Banyule Heatwave Plan	Banyule Heatwave Plan considered for adoption by Council by June 2022		In progress
	1.8.6 Review and update the Banyule Pandemic Plan	Banyule Pandemic Plan considered for adoption by Council by June 2022		In progress
1.9 Provide for and facilitate specific programs and respond to current and emerging preventable disease, outbreaks and public health risks	1.9.1 Undertake Council's public health legislative obligations to protect the health of the community	Legislative obligations are met: – 100% food business assessments/inspections completed in registration period (calendar year) – 100% anaphylaxis reports investigated – 100% health premises inspections completed in registration period – 100% infectious disease outbreaks investigated (gastro) – 100% nuisance complaints investigated – 100% registered pools inspected		In progress
	1.9.2 Deliver a range of educational and enforcement activities to reduce the health impact of tobacco on the community	– 100% tobacco related complaints investigated – All works completed in line with Municipal Association of Victoria (MAV) agreement		In progress 
	1.9.3 Coordinate and deliver immunisation services to protect children from vaccine preventable diseases	Immunisation targets >95% per cohort		In progress
	1.9.4 Raise awareness of public health matters and respond to changes in the public health needs of the community including food safety, allergens, hygiene and potential nuisances and immunisation	Increase awareness by promoting public health matters, including through implementation of COVID business/community support program		In progress

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved















 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022







Our Inclusive and Connected Community

A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.




Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
1.10 Deliver a range of accessible services and programs for older people that support social connections and independent living	1.10.1 Provide support to older people navigating the Commonwealth aged care system	– Pilot program completed by December 2021 – Report to Council on outcomes of pilot program by February 2022		Completed
	1.10.2 Implement the Older Adults Community Connection Program to reduce social isolation and loneliness for older people	New service delivery model for the Older Adults Community Connection Program implemented by June 2022		In progress 
	1.10.3 Review and update the Age-friendly Strategy	Age-friendly Strategy considered for adoption by Council by June 2022		Not started 
	1.10.4 Improve support for people who are caring for older people in their homes	New carer support program implemented		In progress 
1.11 Deliver a range of services and programs to become the leading Council in supporting and empowering people with disabilities	1.11.1 Implement Equalities Impact Assessments training across Council to embed a disability inclusive lens across all services and programs	Equalities Impact Assessments training completed by all staff by June 2022		In progress 
	1.11.2 Develop an Inclusive Banyule Framework 2022-2026	The Inclusive Banyule Framework 2022-2026 considered for adoption by Council by June 2022		In progress 
	1.11.3 Develop a Disability Action Plan 2022-2026	The Inclusive Banyule Framework 2022-2026 considered for adoption by Council by June 2022		In progress 
1.12 Enable and empower philanthropic and business partners to support our community through the establishment of the Banyule Community Fund	1.12.1 Investigate the scope and establishment of a Banyule Community Fund	Banyule Community Fund established and launched by 30 June 2022		In progress

Our Sustainable Environment

A progressive and innovative leader in protecting, enhancing and increasing the health and diversity of our natural environment, where we all commit to playing an active role in achieving environmental sustainability, waste and carbon emissions reduction

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
2.1 Protect and enhance our natural environment, providing connected habitat for diverse flora and fauna	2.1.1 Develop a No Local Extinction Action Plan, identifying five key indicator species and individual management plans for targeted management	No Local Extinction Action Plan developed by June 2022		In progress
	2.1.2 Prepare a masterplan for Mayona Reserve to protect the Eltham Copper Butterfly	Mayona Reserve Masterplan considered for adoption by Council by June 2022		In progress
	2.1.3 Review and implement the Domestic Animal Management Plan to promote responsible pet ownership	Domestic Animal Management Plan considered for adoption by Council by June 2022		In progress
	2.1.4 Control the pest animals that have a negative impact on biodiversity	Annual fox and rabbit control activities delivered throughout priority conservation sites		In progress
	2.1.5 Advocate for habitat retention within North East Link (NEL), Hurstbridge Line duplication and other major projects, retaining offset plantings in Banyule and focusing on wildlife corridor connections	Council provides input into environmental improvement opportunities for NEL and Hurstbridge Line duplication		In progress
	2.1.6 Control the environmental weeds throughout priority bushland reserves	Implement year 1 actions in the Weed Management Strategy by June 2022, targeting environmental weeds within bushland reserves		In progress











 = Action supports the Municipal Public Health and Wellbeing Plan.

-  At least 90% of action target achieved
-  Between 70% and 90% of action target achieved
-  Less than 70% of action target achieved

Annual Action Plan 2021/2022












Our Sustainable Environment

A progressive and innovative leader in protecting, enhancing and increasing the health and diversity of our natural environment, where we all commit to playing an active role in achieving environmental sustainability, waste and carbon emissions reduction

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
2.2 Minimise stormwater pollution and the impacts of flooding, and maximise Council's water conservation to transition to a water sensitive City	2.2.1 Operate, monitor and optimize capabilities of the existing stormwater harvesting sites and Water Sensitive Urban Design (WSUD) assets	<ul style="list-style-type: none"> – Constrain annual Council potable water use to below 330 million litres – Annually remove the following pollutants: <ul style="list-style-type: none"> - 50 tonnes of litter - 130 tonnes of sediment 		In progress
	2.2.2 Review planning permit assessment and endorsement processes to ensure that Water Sensitive Urban Design requirements are included in developments	Water Sensitive Urban Design assurance and options framework completed by June 2022		In progress
	2.2.3 Design, plan and construct a new irrigation system for NJ Telfer Reserve	New irrigation system for NJ Telfer Reserve completed by June 2022		In progress
	2.2.4 Deliver a pool blanket trial at warm water pool at WaterMarc as part of an energy efficiency work program	Pool blanket trial at warm water pool at WaterMarc delivered by June 2022		In progress 
2.3 Demonstrate leadership in addressing climate change and take action to become a carbon neutral Council by 2028 and City by 2040	2.3.1 Investigate electrification opportunities at Council owned and occupied buildings that use gas	Electrification investigation report completed by June 2022		In progress
	2.3.2 As part of a new pilot solar program, undertake solar feasibility and design investigation work at Council owned and leased facilities	Pre-feasibility report for program participants delivered by June 2022		In progress
	2.3.3 Undertake a detailed vulnerability assessment to identify climate risk to both community and infrastructure	Vulnerability assessment mapped with GIS software and by June 2022		In progress 
	2.3.4 Reduce internal combustion engine (ICE) fleet	Two new electric cars added to Council fleet by June 2022		In progress

Our Sustainable Environment


A progressive and innovative leader in protecting, enhancing and increasing the health and diversity of our natural environment, where we all commit to playing an active role in achieving environmental sustainability, waste and carbon emissions reduction

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
2.4 Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes	2.4.1 Deliver a series of capacity building workshops to support environmental volunteers to lead and support positive climate action initiatives	Four capacity building workshops delivered by June 2022		In progress 
	2.4.2 Deliver Gardens for Wildlife Program creating habitat 'stepping stones' through private property	Minimum of 40 households participate in Gardens for Wildlife Programs		In progress
	2.4.3 Deliver environmental workshops to the community through Spring Outdoors Program	Five Banyule community workshops delivered by June 2022		Completed 
	2.4.4 Deliver a targeted community-led Energy Innovation Grant that supports the community-led energy solutions	Receipt and allocation of a community-led grant submission for a community energy solution by June 2022		In progress 
	2.4.5 Encourage solar uptake by Banyule businesses through participation in the solar savers program	Minimum of five Banyule businesses sign up for solar through solar savers program		In progress
2.5 Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030	2.5.1 Prepare to roll out a FOGO (food organics and garden organics) kerbside collection system to residents	Roll-out ready by June 2022		In progress
	2.5.2 Implement waste assessment guidelines to ensure appropriate consideration of waste management for new developments having regard to future occupants and future collection streams	Waste assessment guidelines completed and considered for all new residential developments		In progress
	2.5.3 Undertake a trial of environmentally friendly nappies at St Hellier Street Children's Centre in the baby's room	Trial completed by June 2022		In progress

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved











 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022









Our Sustainable Environment

A progressive and innovative leader in protecting, enhancing and increasing the health and diversity of our natural environment, where we all commit to playing an active role in achieving environmental sustainability, waste and carbon emissions reduction


Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
2.6 Engage and work with the community and partners to protect, enhance and experience the environment	2.6.1 Support and implement friends group activities through environmental conservation projects within waterway corridors and bush reserves	Support 90 working bees for weed control activities and planting of 10,000 Indigenous tube stock		In progress
	2.6.2 Work with CERES on the five modules to achieve 5-star accreditation in environmental sustainability for Council's five early childhood services	5-star accreditation achieved for core, biodiversity, energy, waste and water modules		In progress
	2.6.3 Provide environmental grants that support local environment initiatives	Full allocation of the environmental grants program by June 2022		In progress
	2.6.4 Support and implement annual nature play activities across selected Bush Reserves	Four activities conducted per year throughout different reserves focusing on a range of nature themes	 	In progress
2.7 Protect, increase and maintain Banyule's urban forest population to provide a greener City for enhanced liveability	2.7.1 Undertake the review of planning permit outcomes to ensure tree planting requirements are implemented and maintained	- 100% of completed multi-dwelling developments inspected - Contact 60% of selected tree permit holders to confirm permit requirements		In progress
	2.7.2 Review the Urban Forest Strategic Plan	Draft Urban Forest Strategic Plan completed by June 2022		In progress
	2.7.3 Deliver annual advanced tree planting program	Minimum of 3000 new trees planted by June 2022		In progress
2.8 Explore and support opportunities for urban farming and community gardens	2.8.1 Embed community gardens at Bellfield Community Centre	Community gardens incorporated in the Bellfield Community Centre precinct plan		In progress
	2.8.2 Develop a scope for urban food strategy	Urban food strategy scope endorsed by June 2022		In progress

Our Well-Built City


A well planned, sustainable and liveable place that caters for all our current and emerging communities; where our local character and environment is protected and enhanced.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
3.1 Deliver well designed places and spaces that enable stronger connections and liveability to meet the diverse needs of our current and future community	3.1.1 Complete construction of the new Bellfield Community Hub and relocate the community garden	Bellfield Community Hub construction completed by March 2022		In progress
	3.1.2 Continue to progress the Rosanna Library redevelopment project which will deliver a contemporary library facility for the community	– Community engagement for the library design and ancillary projects outcomes completed – Finalise negotiations, project concepts and contract of sale by June 2022		In progress
	3.1.3 Finalise the design for Montmorency streetscape improvement program and commence delivery	Design completed and works commenced by March 2022		In progress
	3.1.4 Develop and deliver a major public art installation at Olympic Park as part of Council's public art program	Public art installed by June 2022		In progress
3.2 Develop and maintain best practice integrated strategic plans that impact positively on the quality and design of our places and built environment	3.2.1 Develop an integrated approach to Municipal Building Surveyor decisions to achieve a positive neighbourhood character outcome	An integration procedure and referral process between planning and building implemented by June 2022		In progress
	3.2.2 Develop a public realm manual	Public realm manual considered for adoption by Council by June 2022		In progress
	3.2.3 Develop concept designs for the East Ivanhoe Activity Centre streetscape improvement program	Concept design for the East Ivanhoe Activity Centre streetscape improvement program considered for adoption by Council by June 2022		In progress
	3.2.4 Commence the review of Banyule Housing Strategy that considers Banyule's future housing needs	Draft discussion paper released for consultation by March 2022		In progress

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved







 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022










Our Well-Built City

A well planned, sustainable and liveable place that caters for all our current and emerging communities; where our local character and environment is protected and enhanced.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
3.3 Prioritise a series of localised plans for twenty-minute neighbourhoods across Banyule that are well connected and meet community needs closer to home	3.3.1 Develop a Place-based Framework for Banyule	Banyule's Place-based Framework including principles considered for adoption by Council by June 2022		In progress
	3.4.1 Progress the Cartmell Street public car park and mixed-use development project	Finalise negotiations and contract of sale		In progress
	3.4.2 Advocate for the inclusion of mechanisms in Victorian Planning Schemes to secure affordable housing outcomes	Inclusion of affordable housing outcomes in Council's Advocacy Plan		Not started
3.4 Plan for greater diversity of housing and commercial activity in the most accessible locations to balance sustainable growth and enable ageing in place	3.4.3 Undertake a review of planning permit outcomes to ensure age in place (liveability) requirements are implemented	Verification of liveability requirements of 20% of completed multi-dwelling developments inspected		In progress
	3.5.1 Implement Sustainable Building Guidelines that embed the best practice environmentally sustainable design specifications into capital works and maintenance programs	100% compliance with the Sustainable Building Guidelines for all new and upgraded buildings		In progress
	3.5.2 Undertake a review of planning permit outcomes to ensure Environmentally Sustainable Design requirements are implemented and maintained and develop a business case for ongoing resourcing	5% of completed multi-dwelling developments undergo certification or verification of Environmentally Sustainable Design requirements		In progress
3.5 Provide and facilitate for achieving environmentally sustainable designs and outcomes and deliver urban centres that are resilient to the impacts of climate change				

Our Well-Built City


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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
3.6 Preserve and enhance Banyule's valued heritage, local character, and its significant trees	3.6.1 Explore opportunities for a stronger Planning Scheme position in relation to neighbourhood character outcomes	Propose a Neighbourhood Character Planning Scheme Amendment by June 2022		In progress
	3.6.2 Finalise the Banyule Heritage Study and progress a planning scheme amendment to protect properties of heritage value	Final planning scheme amendment considered for adoption by Council by June 2022		In progress
	3.6.3 Finalise a planning scheme amendment for significant trees	Significant tree amendment considered for adoption by Council by 2022		In progress
	3.6.4 Review Banyule Planning Scheme environmental overlays and draft planning scheme amendment to ensure policy and controls represent best practice	Seek authorisation for planning scheme amendment by June 2022		In progress
3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.1 Deliver the playground improvements program	Playground improvement works at Arthur Streeton Reserve, Tahlee Playground, Partingtons Flat Reserve, James Reserve and Yallambie Park completed by June 2022		In progress
	3.7.2 Develop and implement the Youth Spaces Plan	Youth Spaces Plan considered for adoption by Council, and year 1 actions implemented by June 2022	 	In progress
	3.7.3 Develop a new pocket park at Were Street, Montmorency	Pocket park at Were Street, Montmorency completed by June 2022		In progress
	3.7.4 Commence the Ivanhoe Activity Centre Public Realm Plan	Community engagement for the Ivanhoe Activity Centre Public Realm Plan undertaken by June 2022		Deferred

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 At least 90% of action target achieved












 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022











Our Well-Built City

A well planned, sustainable and liveable place that caters for all our current and emerging communities; where our local character and environment is protected and enhanced.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.5 Develop the Heidelberg Park Masterplan	Heidelberg Park Masterplan considered for adoption by Council by June 2022		In progress
	3.8.1 Update the Banyule Integrated Transport Plan (BITP) Action Plan and associated Transport Advocacy List	BITP Action Plan and Transport Advocacy List considered for adoption by Council by June 2022		In progress
	3.8.2 Complete the Banyule Bicycle Strategy	Banyule Bicycle Strategy considered for adoption by Council by June 2022		In progress 
	3.8.3 Complete Safe Access Audits for pedestrians, cyclists, and motor scooters in activity centres	Complete four centre audits by June 2022		In progress 
	3.8.4 Improve school crossing infrastructure	Deliver two upgraded school crossings by June 2022		In progress 
	3.8.5 Complete the refresh of the Northern Regional Trails Strategy	Northern Regional Trails Strategy considered for adoption by Council by June 2022		In progress
	3.8.6 Deliver community behaviour change programs that support sustainable transport initiatives	Two community programs delivered by June 2022		In progress 

Our Valued Community Assets and Facilities


As custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
4.1 Strategically plan, build and renew community assets and facilities that meet current and future service needs and instil a sense of civic pride	4.1.1 Develop the Community Infrastructure Framework	Community Infrastructure Framework considered for adoption by Council by April 2022		In progress
	4.1.2 Develop Council's 10-year capital works program	10-year capital works program considered for adoption by Council by June 2022		In progress
	4.1.3 Develop a 10-year Asset Plan	10-year Asset Plan considered for adoption by Council by June 2022		In progress
	4.1.4 Develop a Sports Capital Works Policy that provides a consistent, equitable and transparent approach to Council's funding of new and upgraded sporting facilities and infrastructure	Sports Capital Works Policy considered for adoption by Council by March 2022		In progress
	4.1.5 Complete the surface renovation of Beverley Road Oval, Heidelberg	Surface renovation of Beverley Road Oval, Heidelberg completed by June 2022		Deferred
	4.1.6 Complete the design for the reconstruction of Warringal Park Oval	Warringal Park Oval design completed by June 2022		In progress
	4.1.7 Complete the upgrade of Partingtons Flat sporting pavilion and female friendly change rooms	Construction of Partingtons Flat sporting pavilion completed by June 2022		In progress 
	4.1.8 Complete the design of Macleod Park sporting pavilion and complete construction of change rooms (stage 1 and stage 2)	– Macleod Park sporting pavilion design and change room construction completed by June 2022 – Concept redevelopment design progressed to schematic design		In progress 

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 At least 90% of action target achieved











 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022










Our Valued Community Assets and Facilities

As custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
4.1 Strategically plan, build and renew community assets and facilities that meet current and future service needs and instil a sense of civic pride	4.1.9 Install sports field lighting at James Street Reserve and Chelsworth Park	Installation of lighting at James Street Reserve and Chelsworth Park completed by March 2022		In progress 
	4.1.10 Develop a pocket park and a shared pedestrian/vehicle zone along Waterdale Road	Development of pocket park and a shared pedestrian/vehicle zone along Waterdale Road completed by June 2022		In progress
	4.1.11 Refurbish Greenhills Neighbourhood House toilet facilities	Construction of Greenhills Neighbourhood House toilet facilities completed by June 2022		In progress
4.2 Develop community assets and facilities that are environmentally sustainable, innovative, safe and continue to be of appropriate standard	4.2.1 Roll out a solar panel and battery program	Solar panel and battery program completed by June 2022		In progress
	4.2.2 Implement a public buildings energy efficiency enhancement program	Public buildings energy efficiency enhancement program completed by June 2022		In progress
	4.2.3 Install gross pollutant traps (GPT)/water sensitive urban design (WSUD) solution for Heidelberg West Industrial drain (Lillimur drain) to Darebin Creek	Construction works completed by June 2022		In progress
	4.2.4 Develop and implement the Banyule Aquatics Strategy that guides the future planning and development of Council's aquatics services and facilities	Banyule Aquatics Strategy considered for adoption by Council, and year 1 actions implemented by June 2022		In progress
4.3 Design and build facilities that are multipurpose and encourage community connections	4.3.1 Undertake the design of the Macleod Health and Fitness Centre Redevelopment	Design of Macleod Health and Fitness Centre Redevelopment completed by June 2022		In progress 

Our Valued Community Assets and Facilities

As custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
4.3 Design and build facilities that are multipurpose and encourage community connections	4.3.2 Undertake expansion and improvement works at Greensborough Preschool	Expansion and improvement works at Greensborough Preschool completed by June 2022		In progress
	4.3.3 Implement the final project stages (stage 3 and stage 4) of the Olympic Park Masterplan	Construction works completed by June 2023		In progress
	4.3.4 Explore opportunities for community access to sporting clubs' facilities outside of allocated club hours	Investigations and feasibility investigated by June 2022		In progress 
4.4 Promote, design and deliver assets that provide spaces for the community to connect	4.4.1 Complete the construction of Montmorency Village precinct streetscape and lighting works	Construction works completed by June 2022		In progress
	4.4.2 Complete reconstruction of Redmond Court Wetland and creation of new parkland Stage 1	Reconstruction of Redmond Court Wetland and creation of new parkland (stage 1) completed by June 2022		In progress
	4.4.3 Complete stage 2 refurbishment works of Bundoora Community Hall	Stage 2 refurbishment completed by June 2022		In progress
4.5 Manage Council's commercial assets, leases and contracts to deliver sustainable, accessible and inclusive outcomes for the community	4.5.1 Manage and monitor the performance of commercial and community agreements	All agreements are current and aligned with Council's Lease and Licence Framework		In progress
	4.5.2 Manage Council's land and deliver effective and efficient strategic property projects	Undertake appropriate strategic property projects and sale of land in-line with statutory processes		In progress

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved







 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022






Our Valued Community Assets and Facilities

As custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.




Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
4.5 Manage Council's commercial assets, leases and contracts to deliver sustainable, accessible and inclusive outcomes for the community	4.5.3 Undertake a review and update Council's Fleet Policy to ensure alignment with Banyule's climate action approach	Annual review of Fleet Policy completed by June 2022		In progress
	4.5.4 Undertake annual essential safety measures reports for Council buildings	Compliance with annual essential safety measures reports completed by June 2022		In progress
	4.5.5 Manage the service delivery contracts for Council's major outsourced leisure and functions facilities, including: WaterMarc, The Centre Ivanhoe, Ivanhoe Golf Course, Chelsworth Park, community halls, and Macleod Recreation and Fitness Centre	All service delivery contracts are current and managed as per terms and conditions		In progress
	4.5.6 In conjunction with the Banyule Art Collection Working Group, research, document, and acquire new works for the Banyule Art Collection	Art works acquisition program completed by June 2022		In progress
4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure	4.6.1 Continue to engage with the North East Link Project on land dealings to drive the best outcomes for Council and the community	Agreements are in place for all occupation and acquisition activities		In progress
	4.6.2 Implement a 2nd Development Contributions Plan (DCP) to support Council's long-term plans for capital works	Planning Scheme Amendment endorsed for the 2nd DCP		Deferred

Our Valued Community Assets and Facilities

As custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure	4.6.3 Partnership with Launch Housing to secure funding for a new social housing precinct in the Bellfield area	Successful funding application to build 53 social housing units		Completed 
	4.6.4 Complete the construction of Old Eltham Road Stage 3 as per requirements of Roads to Recovery funding	Construction of Old Eltham Road Stage 3 completed by June 2022		In progress
	4.6.5 Complete stage 4 and 5 of Darebin Creek Trail upgrade works	Stage 4 and 5 construction works completed by December 2021 and wayfinding signage installed by June 2022		In progress
	4.6.6 Develop partnerships with State and Federal governments to deliver sports infrastructure projects that support equity and access and increased sports participation and growth opportunities, such as female-friendly change facilities	At least one successful grant application to support the delivery of sports infrastructure projects received by June 22		In progress










 = Action supports the Municipal Public Health and Wellbeing Plan.

-  At least 90% of action target achieved
-  Between 70% and 90% of action target achieved
-  Less than 70% of action target achieved

Annual Action Plan 2021/2022

Our Thriving Local Economy

A thriving, resilient, socially responsible local and integrated economy that encourages, supports and advocates for a diverse range of businesses and entrepreneurship, providing local investment and employment opportunities.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
5.1 Stimulate and support a vibrant and resilient local economy to encourage business, employment and investment opportunities	5.1.1 Develop Banyule's Economic Development Strategy	Draft Economic Development Strategy completed by June 2022		In progress
	5.1.2 Configure a Small Business Permit Assist program that guides and supports businesses through Council's permit process	Support 10 applications per quarter		In progress
	5.1.3 Deliver an annual business grants program to support Banyule businesses	Two grant rounds delivered by June 2022		In progress
	5.1.4 Prepare the Heidelberg Structure Plan to guide the investment and redevelopment of major activity centres	Heidelberg Structure Plan completed by June 2022		In progress
	5.1.5 In partnership with local business, deliver Chillin' in Banyule music and entertainment program	Chillin' in Banyule program events delivered by September 2021		In progress
5.2 Encourage, assist and connect businesses with the tools, information and opportunities to succeed and be sustainable	5.2.1 Deliver training and development that supports businesses with networking opportunities, business development and one-on-one mentoring	Twenty-five networking opportunities provided by June 2022		In progress
	5.2.2 Promote Banyule businesses through Rediscover Local channels	A minimum of 150 businesses promoted by June 2022		In progress
	5.2.3 Implement a range of initiatives to increase the number of Banyule Business e-news subscribers	Achieve 10% increase in Banyule Business e-news subscribers by June 2022		In progress
	5.2.4 Implement initiatives to increase Instagram followers across Banyule Business and Rediscover Local channels	Achieve 35% increase in Instagram followers by June 2022		In progress

Our Thriving Local Economy

A thriving, resilient, socially responsible local and integrated economy that encourages, supports and advocates for a diverse range of businesses and entrepreneurship, providing local investment and employment opportunities.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
5.3 Support innovation, business start-ups and the development of micro, disability, Aboriginal and creative enterprises across Banyule	5.3.1 Secure funding to expand start-up and development support for social enterprises, microenterprise, disability enterprise, Aboriginal enterprise and creative enterprise	New dedicated Inclusive Enterprise and Entrepreneurship team established by June 2022		In progress
	5.3.2 Develop and distribute a new business start-up kit	New business start-up kit developed, and distribution started by 2021		In progress
	5.3.3 Launch the Youth Marketspace program providing entrepreneurial opportunities for young people	Minimum of 10 young people engaged in Youth Marketspace program		In progress
5.4 Build strong regional partnerships to leverage growth corridors and stimulate ongoing economic prosperity	5.4.1 Promote Banyule businesses by participating in a range of activities through North Link	Deliver phase 2 of the Visit Melbourne's North Campaign by June 2022		In progress
	5.4.2 Host a regional business award event in partnership with North Link	Northern Business Achievement Awards event delivered		In progress
5.5 Partner with local employers, agencies and other organisations to create inclusive jobs	5.5.1 Deliver the Mayoral Jobs Roundtable event	Five local employers commit to creating inclusive local job outcomes by partnering with Banyule Council		Completed
	5.5.2 Create a guide and toolkit that supports the local government sector to run Banyule's Inclusive Employment Program within their municipality	Forty inclusive employment opportunities created within partnering councils by June 2022		Completed 
	5.5.3 Deliver the Jobs Victoria Advocate program	Total of 3650 job seekers supported by Jobs Victoria Advocates by June 2022		In progress 

 = Action supports the Municipal Public Health and Wellbeing Plan.

 At least 90% of action target achieved







 Between 70% and 90% of action target achieved

 Less than 70% of action target achieved

Annual Action Plan 2021/2022











Our Thriving Local Economy

A thriving, resilient, socially responsible local and integrated economy that encourages, supports and advocates for a diverse range of businesses and entrepreneurship, providing local investment and employment opportunities.




Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
5.5 Partner with local employers, agencies and other organisations to create inclusive jobs	5.5.4 In partnership with local employment partners, create a program that supports employers with free tools, resources and access to recruitment services and local talent to build stronger, more inclusive workplaces	<ul style="list-style-type: none"> – Inclusive employment business service developed by June 2022 – Twenty-two employment opportunities created within partnering employers by June 2022 		In progress 
	5.6.1 Deliver a range of activities, programs or workshops that support young people's employment pathways	Minimum of three opportunities delivered annually		In progress
5.6 Provide and facilitate job readiness programs and pathways to employment	5.6.2 Provide work experience and tertiary placements at Banyule Council	Ten pathways to employment opportunities supported within Banyule Council by June 2022		In progress
	5.7.1 Develop a Banyule Volunteer Engagement Framework that strengthens Council's approach to meet the National Standards for Volunteer Involvement	Banyule Volunteer Engagement Framework considered for adoption by Council by June 2022		In progress
5.7 Encourage and support volunteerism within Banyule as an important contributor to the local economy and involvement in community life	5.7.2 Develop a new approach for supporting volunteers and community organisations within Banyule	Banyule support for volunteers and community organisations approach developed by June 2022		Not started

Our Thriving Local Economy

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
5.8 Create distinctive, appealing and thriving shopping centres and industrial precincts that have a local identity and contribute to a strong sense of place	5.8.1 Review the Special Rate and Charge schemes	Special Rate and Charge schemes managed for Eaglemont, Greensborough, Macleod, and Watsonia districts		In progress
	5.8.2 Undertake a service delivery model review for activity centres	Review completed by June 2022		In progress
	5.8.3 Support the Heidelberg West Business Park to deliver networking events and improve signage for the area	Networking events and signage projects delivered as per the service level agreement		In progress
5.9 Create inclusive employment opportunities within Banyule Council workforce for people facing barriers to employment	5.9.1 Deliver the Banyule Inclusive Employment Program to support targeted community groups experiencing significant barriers to employment	Thirty employment opportunities created within Banyule by June 2022		In progress
	5.9.2 Deliver traineeships and identified roles to support targeted community groups that are underrepresented in Council's workforce	Ten employment opportunities created by June 2022		In progress 
	5.9.3 Develop and implement a Diversity and Inclusion Plan	Banyule Diversity and Inclusion Plan considered for adoption by Council by June 2022		In progress 
	5.9.4 Implement mandatory diversity and inclusion training and cultural awareness training for all Banyule Council staff	Diversity and inclusion training implemented by June 2022		In progress 





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Annual Action Plan 2021/2022

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
5.10 Lead as a social enterprise capital of Victoria by encouraging innovative social enterprises to set-up their operations and offices within the City of Banyule	5.10.1 Deliver Banyule's Social Enterprise Partnership Program	Total of 32 inclusive local job outcomes created by June 2022		In progress
	5.10.2 Support Banyule's community-led Banyule Social Enterprise Network and Social Enterprise Support Service	<ul style="list-style-type: none"> – Social Enterprise Support Service added to Banyule Council website by June 2022 – Banyule Social Enterprise Network launched by June 2022 		In progress
	5.10.3 Complete a feasibility study for a social enterprise café at Malahang Reserve	Feasibility report completed by June 2022		In progress
	5.10.4 Co-design and host a social enterprise development program in collaboration with partners	Social enterprise development program and workshops designed by June 2022		Deferred

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-  At least 90% of action target achieved
-  Between 70% and 90% of action target achieved
-  Less than 70% of action target achieved

Our Trusted and Responsive Leadership

A responsive, innovative and engaged Council that has the trust of our community through demonstrated best practice governance, is sustainable, and advocates on community priorities and aspirations.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
6.1 Provide good governance, be accountable and make informed decisions based on sound evidence	6.1.1 Review and update policy documents publicly available on Council's website in line with Council's Transparency Policy	Reviews and updates completed by June 2022		In progress
	6.1.2 Develop the Chief Executive Office Remuneration Policy	Chief Executive Office Remuneration Policy considered for adoption by Council by December 2021		Completed
	6.1.3 Undertake a review of Council's General Local Law No. 1 (2015)	Updated General Local Law considered for adoption by Council by June 2022		In progress
	6.1.4 Update Council's Privacy Policy	Council's Privacy Policy updated and endorsed by the Executive Management Team by December 2021		In progress
	6.1.5 Review and update Council's Records Disposal Guidelines	Council's Records Disposal Guidelines updated by December 2021		In progress
	6.1.6 Develop and implement a Banyule Hoarding and Squalor Plan	Banyule Hoarding and Squalor Plan developed by June 2022		In progress
6.2 Provide outstanding customer service and a great customer experience for all.	6.2.1 Embed the Banyule Service Promise to improve customer satisfaction	– Service expectation review (phase 1) completed by Dec 2021 – Improve customer satisfaction score by 2% compared to 2021		In progress
	6.2.2 Develop a Voice of Customer (VoC) Framework	Voice of Customer Framework developed by December 2021		In progress
	6.2.3 Upgrade the current intranet to a new platform and structure with a greater emphasis on collaboration	New technology platform and seamless migration completed by June 2022		Deferred
	6.2.4 Increase online services and payments options available to the community	Implement eight new payment facilities and online services by September 2021		In progress

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 At least 90% of action target achieved









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Annual Action Plan 2021/2022

Our Trusted and Responsive Leadership

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
6.3 Provide responsible management of resources to ensure the financial sustainability of Banyule Council	6.3.1 Develop Council's long-term Financial Plan 2021/22 - 2030/31	Financial Plan 2021/22 - 2030/31 considered for adoption by Council by 31 October 2021		Completed
	6.3.2 Update Council's Investment Policy in line with newly adopted Investment Strategy	Investment Policy considered for adoption by Council by December 2021		In progress
	6.3.3 Review and update the Revenue and Rating Plan 2021-2025	Updated Revenue and Rating Plan considered for adoption by Council by 30 June 2022		In progress
6.4 Provide an integrated approach to planning and community reporting aligned to the Banyule Community Vision 2041	6.4.1 Implement an Integrated Strategic Planning and Reporting Framework through development of the Community Vision 2041 and Council Plan 2021-2025	Banyule Community Vision 2041 and Council Plan 2021-2025 considered for adoption by Council by 31 October 2021		Completed
	6.4.2 Develop and implement a range of internal and external performance reports, community dashboards and systems that enhances organisational performance, transparency and public trust	<ul style="list-style-type: none"> – Reporting Framework for internal and external reporting requirements developed by November 2021 – Community Performance reporting implemented by December 2021 – Community dashboards and required systems implemented by June 2022 		In progress
	6.4.3 Develop a matrix of indicators to measure the diversity and social inclusion in Council services, programs and events	Social inclusion and diversity indicators matrix endorsed by June 2022		In progress 
	6.4.4 Design and implement an enterprise-wide business intelligence and reporting cloud solution to provide business areas with real-time reporting capabilities	<ul style="list-style-type: none"> – Business requirements defined and delivered based on the consultation with each business area and area leaders – Platform data designs are defined and built by June 2022 		Deferred

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
6.5 Build an empowered, engaged and diverse workforce with a values-based culture	6.5.1 Implement the Leadership Capability Framework (LCF) by aligning all leadership development activities to the framework	Leadership Capability Framework (LCF) Year 1 actions completed by June 2022		In progress
	6.5.2 Develop and implement a four-year Gender Equality Action Plan (GEAP) to better protect against gendered discrimination and improve gender equality	<ul style="list-style-type: none"> – Gender Equality Action Plan completed and issued to the Gender Equality Commissioner by December 2021 – Year 1 actions of GEAP implemented by June 2022 		In progress
	6.5.3 Develop and implement a Banyule Workforce Plan	<ul style="list-style-type: none"> – Workforce Plan considered for adoption by Council by December 2021 – Recruitment Strategy developed by December 2021 		Completed
	6.5.4 Develop and implement an Induction Framework to ensure all staff are inducted safely into the workplace	Induction Framework developed and implemented by June 2022		In progress
6.6 Proactively manage Council's risks and provide a safe workplace	6.6.1 Develop and implement a Safety Management Framework	<ul style="list-style-type: none"> – Safety Management Framework developed and endorsed – Year 1 actions implemented by June 2022 		In progress
	6.6.2 Implement the Sexual Harassment VAGO actions to enable a workplace free from sexual harassment	VAGO Sexual Harassment actions and mandatory training to councillors and staff completed by June 2022		In progress
	6.6.3 Embed a Risk Enterprise Framework to build a risk capability culture that ensures the appropriate oversight to actively manage Council risks	All Council risks are documented and controls are in place		In progress

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Annual Action Plan 2021/2022





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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Action Status
6.6 Proactively manage Council's risks and provide a safe workplace	6.6.4 Implement the 'Essential Eight' of cyber security mitigation strategies to enhance Council's online security	First phase of strategies implemented to the maturity levels endorsed by the Information and Communications Technology (ICT) Steering Committee by June 2022		In progress
	6.7.1 Implement a new contact centre platform to enhance Council's telephony capability for staff and the public	<ul style="list-style-type: none"> – New contact centre platform for Customer Service and other business units successfully implemented by November 2021 – Reduce or maintain average call wait times within target of less than 1 minute 		Completed
6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services	6.7.2 Procure and start phase 1 implementation of a new Customer Experience Platform (CXP)	<ul style="list-style-type: none"> – New software procured and implementation partner selected – Thirty online services delivered by June 2022 		In progress
	6.7.3 Upgrade Council's Enterprise Resource Program (ERP) system	Authority 7.1 upgrade completed by November 2021 with minimal disruption to the business		Completed
	6.7.4 Deliver the Smart Buildings and Security project to consolidate and provide enhanced features to access controls and CCTV	<ul style="list-style-type: none"> – Public tender completed with solution and vendor selected. – Initial pilot phase of one building completed by June 2022 		In progress
	6.7.5 Undertake Banyule Seniors Link UP project to facilitate digital literacy for seniors' club members and older residents	Banyule Seniors Link UP project completed by June 2022		In progress

Our Trusted and Responsive Leadership


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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
6.8 Engage meaningfully with our diverse community, encourage participation, and be proactive and responsive to current and emerging needs	6.8.1 Review the Council Meeting Public Participation process	Council Meeting Public Participation process review completed by December 2021		In progress
	6.8.2 Implement Council's Community Engagement Policy	<ul style="list-style-type: none"> - All community engagement projects are planned and delivered in line with the Council's Community Engagement Policy - Staff training program delivered by June 2022 		In progress
	6.8.3 Update the design of Shaping Banyule (Council's community engagement website) and increase the number of visitors to the site	<ul style="list-style-type: none"> - Shaping Banyule design update completed - Increase the percentage of visitors (currently 4.2%) to Shaping Banyule who actively engage on a project 		In progress
	6.8.4 Support and facilitate Council's advisory committees	<ul style="list-style-type: none"> - Inclusive Banyule Advisory Committee - four meetings annually - Reconciliation Action Plan Advisory Committee - six meetings annually - Arts and Culture Advisory Committee - four meetings annually - Banyule Environment and Climate Action Advisory Committee - four meetings annually - Multicultural Committee - six meetings annually - Disability and Inclusion Committee - six meetings annually - LGBTIQ+ Committee - six meetings annually - Age-Friendly City Committee - four meetings annually 		In progress

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Annual Action Plan 2021/2022









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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
6.9 Improve the reach, transparency, impact and responsiveness of our communications	6.9.1 Increase engagement and average audience across all Council social media channels	<ul style="list-style-type: none"> – Implement social media strategy – More than 10% audience increase overall – More than 10% increase on average engagement compared to previous year 		In progress
	6.9.2 Introduce a Council-wide digital newsletter to complement print-based publications and grow the number of subscribers	<ul style="list-style-type: none"> – Monthly digital newsletter in production by January 2022 – 20% growth of subscribers by June 2022 		In progress
	6.9.3 Implement a refreshed design and structure for Council's corporate website; and increase customer satisfaction and number of visitations to the site	<ul style="list-style-type: none"> – Corporate website refresh completed by December 2021 – Site visitation numbers to more than 750,000 		In progress
6.10 Advocate for community priorities and aspirations to improve service, infrastructure, land use, environmental and social outcomes	6.10.1 Develop Council's Advocacy Framework and Plan, and report on progress to the community	<ul style="list-style-type: none"> – Advocacy Framework and Plan considered for adoption by Council by December 2021 – Provide progress update to community by February 2022 		In progress
	6.10.2 Undertake advocacy with the Victorian Government for improved community outcomes for major transport projects	Secure improved community infrastructure and service outcomes		In progress
6.11 Continually improve, innovate and review our services to ensure they are effective, efficient and represent value for money	6.11.1 Embed the Continuous Improvement Framework into Council's systems and processes	<ul style="list-style-type: none"> – Develop the Benefits Realisation Framework by December 2021 – Deliver two cross-organisational continuous improvement projects by June 2022 		In progress

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Action Status	Progress Status
6.11 Continually improve, innovate and review our services to ensure they are effective, efficient and represent value for money	6.11.2 Advance Council's targeted Service Development Review Program	New Service Development Review program endorsed by December 2021		In progress
	6.11.3 Deliver Council's targeted Service Development Review Program	Two services reviewed by June 2022		In progress
	6.11.4 Review and redesign the Service Planning Program	New Service Planning Program endorsed by June 2022		Deferred
	6.11.5 Embed the Customer Complaints Process	New complaints dashboard developed by December 2021		In progress
	6.11.6 Deploy additional sensors and collect data to support informed decision making	New sensors deployed and data sharing with business units commenced by June 2022		In progress
6.12 Provide responsible management of procurement activity in a way that enhances social, economic and environmental outcomes	6.12.1 Work together with other Northern Region councils to actively pursue opportunities for aggregated collaborative procurement activities to minimise cost shifting, obtain efficiencies, lead on environmental and social outcomes, and create greater value for money opportunities	All procurement tenders over \$1 million considered for collaboration and sourcing plan reported to Council annually		In progress
	6.12.2 Embed the Sustainable Procurement Framework into Council policy and guidelines	<ul style="list-style-type: none"> - Sustainable procurement targets adopted into policy and guidelines by June 2022 - Measurement and reporting tool to track sustainable procurement targets developed by June 2022 		In progress
	6.12.3 Develop a Supplier Inclusion and Diversity Service	Supplier Inclusion and Diversity Service developed by June 2022		Deferred

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 At least 90% of action target achieved

 Between 70% and 90% of action target achieved

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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 Centre:

Greensborough: Level 3, 1 Flintoff Street

Ivanhoe Library and Cultural Hub

Ivanhoe: 275 Upper Heidelberg Road

Office Hours of Opening:

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 إصصالكم ببلدية بانيول 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.