

# Council Plan 2021–2025

Year 2 Quarter 4 Final Actions Report

April – June 2023



### **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.

### **Uluru Statement from the Heart**

Banyule City Council is also proud to acknowledge its commitment to endorse the Uluru Statement from the Heart in full. Council is committed to taking practical action to advance its core components: Voice, Treaty and Truth Telling.

### **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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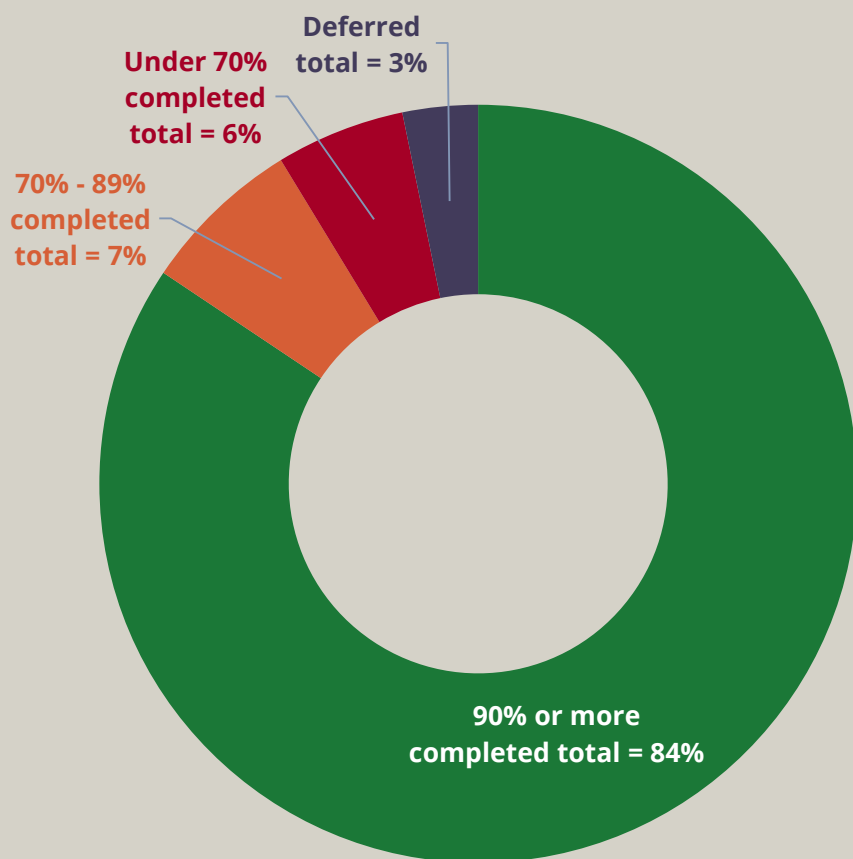
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# Summary of Quarter 4 Results

Here is an overview of our quarter 4 results for our year 2 annual actions.

A total of 218 actions were included in the Year 2 Annual Action Plan 2022–23.

## Action Status



## Action Summary

**184 Completed**

90% or more of target achieved

**15 Over 70% completed**

70% to 89% of target achieved

**12 Under 70% completed**

Less than 70% of target achieved

**7 Deferred**

Deferred to 2023–24

(Note: Percentages may not total 100 due to rounding.)

# Our Inclusive and Connected Community

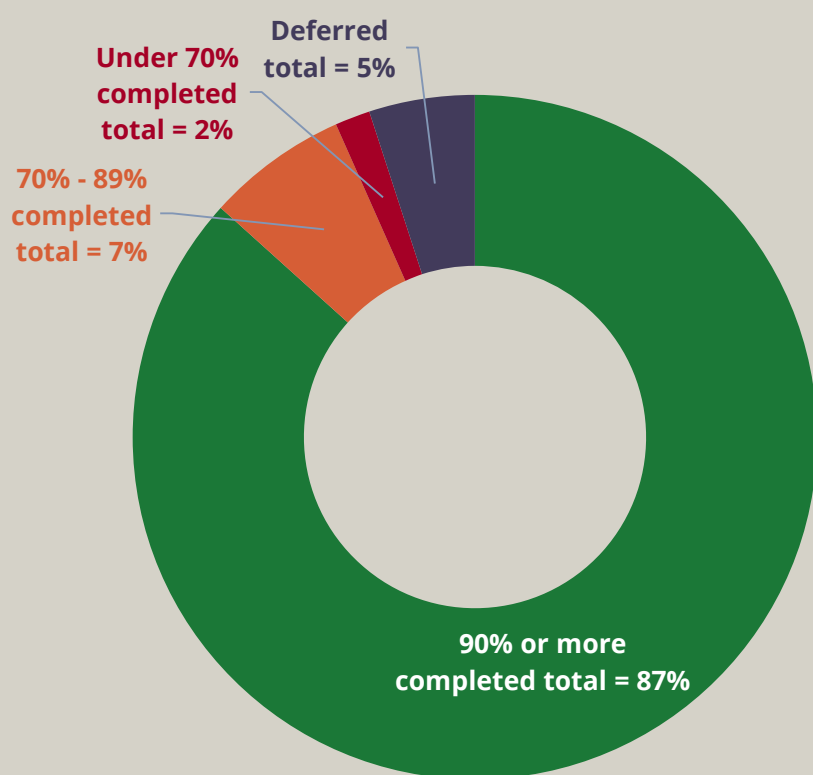


## Strategic Objective

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.

To deliver on this priority theme Council is undertaking 60 actions.

### Action Status



### Action Summary

**52 Completed**

90% or more of target achieved

**4 Over 70% completed**

70% to 89% of target achieved

**1 Under 70% completed**

Less than 70% of target achieved

**3 Deferred**

Deferred to 2023–24

(Note: Percentages may not total 100 due to rounding.)

These are the key teams who deliver the initiatives and services to achieve this priority theme:

- **Family and Community Services**

- Aged Services
- Early Childhood Services
- Maternal and Child Health and Immunisation Services
- Service Reform
- Youth Services

- **Healthy and Active Communities**





- Banyule Leisure
- Civic Precincts and Major Facilities
- Sports and Leisure Contracts Management
- Sports, Recreation and Community Infrastructure

- **Inclusive and Creative Communities**

- Arts and Culture
- First Nations






- **Resilient and Connected Communities**

- Community Connections
- Community Impact
- Community Partnerships
- Community Resilience and Health.

Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>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</b>	1.1.1 Deliver activities featuring a diverse range of accessible and inclusive wellbeing and recreational opportunities.	<ul style="list-style-type: none"> <li>Minimum of six activities delivered at the end of each school holiday term.</li> </ul>	Completed 
	1.1.2 Create a timetable and program of activities for older adults and pilot a project for health practitioners to provide support on using equipment at Ivanhoe Park's Seniors Exercise Park.	<ul style="list-style-type: none"> <li>Project pilot for health practitioners to provide support on using equipment at Ivanhoe Park's Seniors Exercise Park delivered and evaluated by June 2023.</li> </ul>	Completed 
	1.1.3 Implement the new Sporting Reserve User Guide and Allocation Policy that supports fair and equitable access and use of our sports facilities and infrastructure.	<ul style="list-style-type: none"> <li>Guide successfully introduced to sports clubs by December 2022 and there is evidence of clubs actively utilising it as a reference guide and tool.</li> </ul>	Completed 
	1.1.4 Review the Recreation Plan 2017-2021 and develop a new Recreation and Sports Plan.	<ul style="list-style-type: none"> <li>New Sports and Recreation Plan considered for adoption by Council by June 2023.</li> </ul>	Deferred To enable effective future planning, time allowances for assessments of the true post pandemic state of the sports and recreation industry caused this action to be deferred. Preliminary work has begun, and a new Sports and Recreation Plan will commence development in 2023-24. 








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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>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</b>	1.1.5 Conduct an audit of Banyule sporting facilities focusing on canteens, kitchens, social rooms, and amenities.	<ul style="list-style-type: none"> <li>Banyule sporting facilities audit completed by June 2023 and integrated into Community Infrastructure Plan.</li> </ul>	<b>Under 70% completed</b> Coordination of scheduling audits and qualified assessors caused a delay, with completion expected in 2023-24. 
	1.1.6 Implement a range of initiatives and programs that support participation in sports, recreation, and leisure, and build and strengthen the capacity of sporting clubs.	<ul style="list-style-type: none"> <li>Five club development workshops delivered</li> <li>Sport and recreation web page developed</li> <li>Inclusive abilities toolkit launched with at least three new all abilities activities implemented</li> <li>New sporting grants program launched</li> <li>Evidence of clubs developing inclusion action plans.</li> </ul>	<b>Completed</b> 
<b>1.2 Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion</b>	1.2.1 Undertake an evaluation of the developed Bellfield Outcomes Framework.	<ul style="list-style-type: none"> <li>Key measures developed and evaluated with Social Return on Investment methodology.</li> </ul>	<b>Over 70% completed</b>
	1.2.2 Consider the findings and recommendations of the Shop 48 review to inform the strategic direction for the model of operation.	<ul style="list-style-type: none"> <li>Future model determined by June 2023.</li> </ul>	<b>Over 70% completed</b>
	1.2.3 Implement the Neighbourhood Houses Strategic Partnership Framework.	<ul style="list-style-type: none"> <li>Key outputs from the framework are met.</li> </ul>	<b>Completed</b> 
	1.2.4 Continue partnership with the Orange Door organisation.	<ul style="list-style-type: none"> <li>Four partnership meetings held by June 2023.</li> </ul>	<b>Completed</b> 
	1.2.5 Deliver the Banyule Community Grants Program.	<ul style="list-style-type: none"> <li>Banyule Grants Program is delivered in line with the policy and guidelines by June 2023.</li> </ul>	<b>Completed</b> 







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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>1.2 Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion</b>	1.2.6 Develop new funding agreements (formerly Service Level Agreements) to be used for funded community organisations across Banyule.	<ul style="list-style-type: none"> <li>New funding agreements established by June 2023.</li> </ul>	Completed
	1.2.7 Transition the Social Support Programs to the Bellfield Community Hub, providing a welcoming venue to support older people in the local area.	<ul style="list-style-type: none"> <li>Social Support Programs transitioned to the Bellfield Community Hub by June 2023.</li> </ul>	Completed 
	1.2.8 Undertake public awareness and promotional activities and advocacy to address ageism and elder abuse.	<ul style="list-style-type: none"> <li>Deliver Elder Abuse Awareness Day events.</li> </ul>	Completed 
	1.2.9 Lead social research to inform and support actions on Banyule's health priorities in partnership with the Inclusive Banyule Advisory Committee.	<ul style="list-style-type: none"> <li>Social research undertaken on social inclusion; increasing active living; and increasing healthy eating.</li> </ul>	Completed 
	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.	<ul style="list-style-type: none"> <li>Six committee meetings held by June 2023.</li> </ul>	Over 70% completed 
	1.2.11 Provide development opportunities to local sector professionals and parents through the Banyule Nillumbik Youth Services network.	<ul style="list-style-type: none"> <li>Minimum of five development opportunities delivered by June 2023.</li> </ul>	Completed
	1.2.12 Deliver a series of school and community workshops to support the mental health and wellbeing of young people.	<ul style="list-style-type: none"> <li>Minimum of 10 in school/community workshops focused on mental health and wellbeing of young people delivered annually.</li> </ul>	Completed 
	1.2.13 Deliver Seniors Festival Week events and activities.	<ul style="list-style-type: none"> <li>Annual Seniors Festival activities delivered in accordance with Seniors Victoria programming.</li> </ul>	Completed








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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
1.2 Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.14 Co-convene the Banyule Nillumbik Family Violence Network for workers in the community sector to provide information sharing, capacity building and emerging opportunities.	<ul style="list-style-type: none"> <li>Five network meetings convened by June 2023.</li> </ul>	Completed 
	1.3.1 Deliver a range of community festivals and events including Malahang Festival, Carols by Candlelight, Twilight Sounds, Eco Festival, Chillin' in Banyule.	<ul style="list-style-type: none"> <li>Eco Festival by November 2022</li> <li>Carols by Candlelight by December 2022</li> <li>Twilight Sounds by March 2023</li> <li>Malahang Lantern Festival by April 2023</li> <li>Chillin' in Banyule by June 2023.</li> </ul>	Completed
1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement, and a sense of wellbeing	1.3.2 Review the Arts and Culture Strategic Plan and Art Collection Policy.	<ul style="list-style-type: none"> <li>Revised Arts and Culture Strategic Plan and Art Collection Policy considered for adoption by Council by December 2022.</li> </ul>	Completed
	1.3.3 Engage a diverse range of local artists and community groups in the creation and delivery of an annual program of high-quality arts and cultural experiences.	<ul style="list-style-type: none"> <li>Arts program developed and implemented by June 2023</li> <li>Year-round utilisation of arts spaces at the Ivanhoe Library and Cultural Hub.</li> </ul>	Completed 
	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"> <li>230 participants in Pinpoint Artists Network</li> <li>Minimum of six networking and professional development programs</li> <li>Distribution of \$60,000 to Arts and Culture Project Grant Pool.</li> </ul>	Completed 
	1.3.5 Deliver Jets Creative Arts programs that foster social connection, skill development and creative expression for young people.	<ul style="list-style-type: none"> <li>A minimum of six activities, workshops or sessions delivered each term.</li> </ul>	Completed 










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Our Inclusive and Connected Community Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
<b>1.4 Actively support and facilitate infrastructure, services and programs that address community safety</b>	1.4.1 Deliver improved pedestrian access at priority locations.	<ul style="list-style-type: none"> <li>Capital works projects completed by June 2023 at nominated sites, including Rattray Road, Montmorency, Martins Lane, Yallambie, Henry Street, Greensborough, St Helena Road, St Helena and Bannockburn Road, Viewbank.</li> </ul>	<b>Completed</b> 
	1.4.2 Implement traffic speed and volume measures at nominated locations.	<ul style="list-style-type: none"> <li>Speed and volume treatments constructed in Mountain View Road, Montmorency.</li> </ul>	<b>Deferred</b> Prioritisation of other high-risk projects has deferred this to commence in 2023–24.
	1.4.3 Implement the Banyule Resilient and Safe Framework.	<ul style="list-style-type: none"> <li>Key outputs from the framework are met by June 2023.</li> </ul>	<b>Completed</b> 
	1.4.4 Develop and implement year 3 of the Banyule Graffiti Strategy 2020–2024.	<ul style="list-style-type: none"> <li>Year 3 action plan completed by June 2023.</li> </ul>	<b>Completed</b>
<b>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</b>	1.5.1 In partnership with our Aboriginal and Torres Strait Islander communities, support the activation of the Barrbunin Beek Aboriginal Gathering Place.	<ul style="list-style-type: none"> <li>Barrbunin Beek Aboriginal Gathering Place Strategic Plan and activation actions implemented.</li> </ul>	<b>Completed</b> 
	1.5.2 Improve opportunities and reduce disadvantage for Aboriginal and Torres Strait Islander communities.	<ul style="list-style-type: none"> <li>Banyule's Reconciliation Action Plan implemented.</li> </ul>	<b>Completed</b> 
	1.5.3 Undertake ecological, cultural, land and water management at Banyule Flats and Banyule Billabong with the Narrap team.	<ul style="list-style-type: none"> <li>Ecological, cultural, land and water management undertaken at Banyule Flats and Banyule Billabong with the Narrap team</li> <li>Indigenous food garden maintained and improved on the banks of Banyule Billabong by June 2023</li> <li>Margins of the wetland and the southeast of the Billabong revegetated by June 2023.</li> </ul>	<b>Completed</b> 




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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>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</b>	1.6.1 Deliver a series of culturally appropriate activities, workshop, and events as part of the Diverse Communities Project, with the aim of uplifting and supporting our diverse community.	<ul style="list-style-type: none"> <li>Minimum of six culturally appropriate activities, workshop and events delivered by June 2023.</li> </ul>	Completed 
	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.	<ul style="list-style-type: none"> <li>Deliver weekly sessions during school term.</li> </ul>	Completed 
	1.6.3 Deliver a short term supported referral process to young people within the community to link them into an appropriate service.	<ul style="list-style-type: none"> <li>A minimum of 30 referrals and/or support sessions completed annually.</li> </ul>	Completed 
	1.6.4 Deliver an outreach program in Banyule using an assertive outreach model.	<ul style="list-style-type: none"> <li>Outreach program established and delivered into areas where young people gather within Banyule.</li> </ul>	Completed 
	1.6.5 Participate in the delivery of relevant community awareness campaigns and activities about gender equity and gender-based violence.	<ul style="list-style-type: none"> <li>Community awareness campaigns delivered at the following events: <ul style="list-style-type: none"> <li>Eco Festival by November 2022</li> <li>Carols by Candlelight by December 2022</li> <li>Malahang Wellbeing Festival by April 2023</li> <li>Twilight Sounds by March 2023</li> <li>Chillin' in Banyule by June 2023.</li> </ul> </li> </ul>	Completed 
	1.6.6 Collate and share a toolkit of resources to support organisations to embed social justice principles into core business.	<ul style="list-style-type: none"> <li>Toolkit introduced to service units and survey undertaken to measure visibility and useability.</li> </ul>	Completed 
	1.6.7 Ensure LGBTIQ+ needs are considered and embedded in all service planning for older adults and maintain Rainbow Tick accreditation.	<ul style="list-style-type: none"> <li>Rainbow Tick for Age-friendly Programs maintained.</li> </ul>	Completed 




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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>1.7 Provide a range of services and programs that support the development of children, young people, and families</b>	1.7.1 Deliver responsive Maternal and Child Health (MCH) services and programs in line with current standards of practice.	<ul style="list-style-type: none"> <li>Meet service delivery targets indicated by the Department of Health, and the Department of Families, Fairness and Housing.</li> </ul>	Completed
	1.7.2 Implement actions of the Child and Youth Framework.	<ul style="list-style-type: none"> <li>Child and Youth Framework year 2 actions completed by June 2023.</li> </ul>	Over 70% completed
	1.7.3 Deliver quality improvement plans for all five Council early childhood services as per National Quality Standards (NQS).	<ul style="list-style-type: none"> <li>Department of Education and Training quality rating and assessment criteria met.</li> </ul>	Completed
	1.7.4 Deliver the Banyule Youth Summit and Summit report card biannually.	<ul style="list-style-type: none"> <li>The Banyule Youth Summit or Summit report card delivered biannually.</li> </ul>	Completed
<b>1.8 Strengthen community preparedness and resilience for emergency events</b>	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.	<ul style="list-style-type: none"> <li>Chair and lead the Banyule MEMPC and NWMR EM Collaboration, Deputy Chair for the REMPC. Four meetings per year for REMPC and MEMPC and participate in the Collaboration Working Groups monthly.</li> </ul>	Completed
	1.8.2 Complete the reviews of all emergency management plans and sub-plans.	<ul style="list-style-type: none"> <li>Lead the completion of scheduled reviews in collaboration with MEMPC members and in accordance with the EM Forward Schedule.</li> </ul>	Completed 
	1.8.3 Undertake preparedness activities in line with emergency management plans and legislation.	<ul style="list-style-type: none"> <li>Online Emergency Management Induction Module for staff in place in learning management system</li> <li>One recruitment session held per year</li> <li>Council Emergency Operations Centre requirements reviewed annually</li> <li>Attendance at annual pre-season briefings and post-season reviews.</li> </ul>	Completed






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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>1.9 Provide for and facilitate specific programs and respond to current and emerging preventable disease, outbreaks, and public health risks</b>	1.9.1 Undertake Council's public health legislative obligations to protect the health of the community.	<ul style="list-style-type: none"> <li>• Legislative obligations are met:               <ul style="list-style-type: none"> <li>○ 100% food business assessments/inspections completed in registration period (calendar year)</li> <li>○ 100% anaphylaxis reports investigated</li> <li>○ 100% health premises inspections completed in registration period</li> <li>○ 100% infectious disease outbreaks investigated (gastro)</li> <li>○ 100% nuisance complaints investigated</li> <li>○ 100% registered pools inspected.</li> </ul> </li> </ul>	Completed
	1.9.2 Deliver a range of educational and enforcement activities to reduce the health impact of tobacco on the community.	<ul style="list-style-type: none"> <li>• 100% tobacco related complaints investigated</li> <li>• All works completed in line with Municipal Association of Victoria (MAV) agreement</li> <li>• Smokefree requirements incorporated into the Footpath Trading Permit.</li> </ul>	Completed 
	1.9.3 Coordinate and deliver immunisation services to protect children from vaccine preventable diseases.	<ul style="list-style-type: none"> <li>• Immunisation targets &gt;95% per cohort.</li> </ul>	Completed
	1.9.4 Promote public health matters and respond to changes in the public health needs of the community including food safety, allergens, hygiene, and potential nuisances.	<ul style="list-style-type: none"> <li>• Emerging public health matters shared with the appropriate communities.</li> </ul>	Completed
<b>1.10 Deliver a range of accessible services and programs for older people that support social connections and independent living</b>	1.10.1 Provide support to older people navigating the Commonwealth aged care system through implementation of Older Adult Support and Information Services.	<ul style="list-style-type: none"> <li>• Increase in number of people supported through the Older Adult Support and Information Services program.</li> </ul>	Completed





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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>1.10 Deliver a range of accessible services and programs for older people that support social connections and independent living</b>	1.10.2 Deliver the Older Adults Commonwealth Home Support Community Connection Program (with Social Support Individual Funding) to reduce social isolation and loneliness for older people.	<ul style="list-style-type: none"> <li>Flexible program delivered which meets needs of older people as part of CHSP funded services for community connection (in line with the funding agreement and outlined deliverables).</li> </ul>	<b>Completed</b> 
	1.10.3 Review and update the Age-friendly Strategy.	<ul style="list-style-type: none"> <li>Age-friendly Strategy considered for adoption by Council by December 2022 which continues to strengthen and support Banyule's Age Friendly City programs in line with World Health Organisation parameters.</li> </ul>	<b>Deferred</b> The strategy was rescoped to make it consistent with other frameworks, which caused the completion date to be deferred to 2023-24. 
	1.10.4 Offer a range of supports for people who are caring for older people in their homes.	<ul style="list-style-type: none"> <li>Carer support program delivers a range of innovative and supportive programs, activities, and social supports to carers of all ages within Banyule.</li> </ul>	<b>Completed</b> 
	1.10.5 Support older people's independence, wellbeing and community participation through planning and delivering sustainable aged and disability services and programs which reflect community need.	<ul style="list-style-type: none"> <li>Commence a Community Meals pilot program in tandem with Community Garden and local agency collaboration.</li> </ul>	<b>Completed</b>
	1.10.6 Support community participation for older people through clear communication and dissemination of relevant information.	<ul style="list-style-type: none"> <li>Project undertaken to analyse and update publications - Age in Focus, Older Adults Recreation Program newsletter to ensure future sustainability and decrease duplication (targeted readership).</li> </ul>	<b>Completed</b>
	1.10.7 Advance a Community Bus Service pilot project.	<ul style="list-style-type: none"> <li>Community Bus Service pilot project commenced, and an initial evaluation report prepared by June 2023.</li> </ul>	<b>Completed</b>



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Our Inclusive and Connected Community Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>1.11 Deliver a range of services and programs to become the leading Council in supporting and empowering people with disabilities</b>	1.11.1 Support the organisation to uphold legislation, embed inclusive practice and measure inclusion.	<ul style="list-style-type: none"> <li>Report on progress of Gender &amp; Equalities Impact Assessments presented to Council.</li> </ul>	Completed 
	1.11.2 Implement the Inclusive Banyule Framework 2022-2026.	<ul style="list-style-type: none"> <li>Implementation plan for year 1 delivered</li> <li>Implementation plan for year 2 developed in consultation with Banyule advisory committees.</li> </ul>	Completed 
<b>1.12 Enable and empower philanthropic and business partners to support our community through the establishment of the Banyule Community Fund</b>	1.12.1 Appoint a Banyule Community Foundation Officer to establish foundation guidelines, policy, and protocols.	<ul style="list-style-type: none"> <li>Banyule Community Foundation Officer appointed, and foundation guidelines established by August 2022.</li> </ul>	Completed



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# Our Sustainable Environment

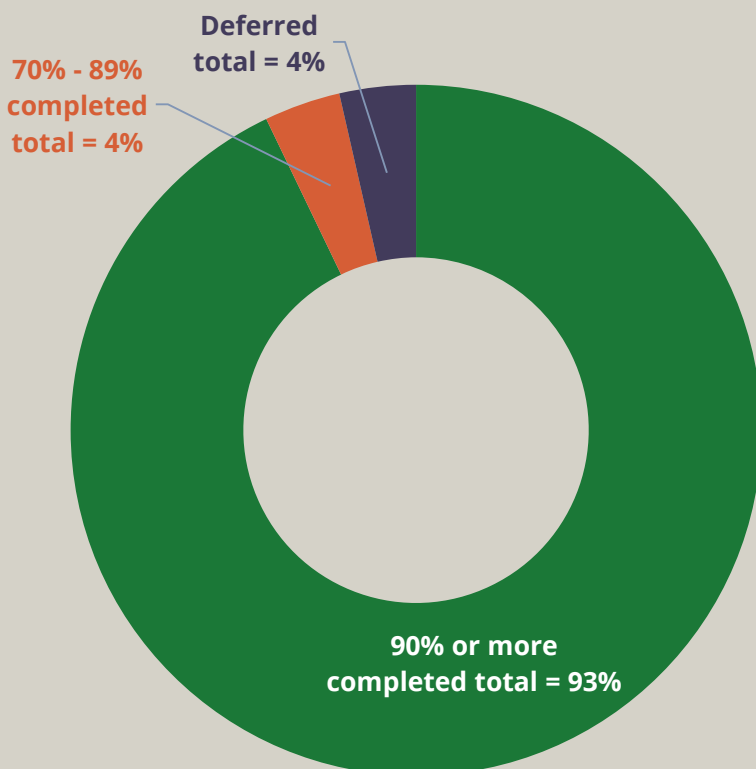


## Strategic Objective

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.

To deliver on this priority Council is undertaking 28 actions.

### Action Status



### Action Summary

**26** Completed

90% or more of target achieved

**1** Over 70% completed

70% to 89% of target achieved

**0** Under 70% completed

Less than 70% of target achieved

**1** Deferred


Deferred to 2023–24

(Note: Percentages may not total 100 due to rounding.)

These are the key teams who deliver the initiatives and services to achieve this priority theme:




- **Operations**
  - Environmental Operations
  - Operations Infrastructure
  - Operations Projects
  - Fleet Management
  - Waste Management
- **Parks and Natural Environment**
  - Bushland Management
  - Parks Presentation
  - Sportsfields and Parks Assets
  - Urban Forestry
- **Transport and Environment**
  - Sustainability and Environment
  - Transport Engineering
  - Transport Planning and Projects.



Our Sustainable Environment Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
<b>2.1 Protect and enhance our natural environment, providing connected habitat for diverse flora and fauna</b>	2.1.1 Establish a baseline of biodiversity health in Banyule.	<ul style="list-style-type: none"> <li>Annual report on key metrics identified through the Biodiversity Monitoring Program delivered by June 2023.</li> </ul>	Completed
	2.1.2 Finalise preparation of the Eltham Copper Butterfly masterplan for Banyule bush reserves, including Mayona Road Reserve.	<ul style="list-style-type: none"> <li>Eltham Copper Butterfly masterplan for Banyule bush reserves considered for adoption by Council by March 2023.</li> </ul>	Over 70% completed
	2.1.3 Control the environmental weeds throughout priority Bushland reserves.	<ul style="list-style-type: none"> <li>Weed Management Strategy year 2 actions implemented by June 2023, with a focus on priority environmental weeds within bushland reserves.</li> </ul>	Completed
	2.1.4 Control the pest animals that have a negative impact on biodiversity.	<ul style="list-style-type: none"> <li>Annual fox and rabbit control activities delivered throughout priority conservation sites, including Banyule Flats Reserve, Darebin Creek northern grasslands, and Plenty River.</li> </ul>	Completed
	2.1.5 Advocate for habitat retention within North East Link (NEL) and other major projects, retaining offset plantings in Banyule and focusing on wildlife corridor connections.	<ul style="list-style-type: none"> <li>Input is provided to NEL recommending environmental improvement opportunities.</li> </ul>	Completed
<b>2.2 Minimise stormwater pollution and the impacts of flooding, and maximise Council's water conservation to transition to a water sensitive City</b>	2.2.1 Operate, monitor and optimise capabilities of the existing stormwater harvesting sites and Water Sensitive Urban Design (WSUD) assets.	<ul style="list-style-type: none"> <li>Constrain annual Council potable water use to below 330 million litres</li> <li>Annually remove the following pollutants: 50 tonnes of litter, 130 tonnes of sediment.</li> </ul>	Completed
	2.2.2 Deliver a pool blanket trial at the warm water pool at WaterMarc as part of the energy efficiency work program.	<ul style="list-style-type: none"> <li>Pool blanket installed and operational in the warm water pool at WaterMarc by December 2022.</li> </ul>	Completed 
	2.2.3 Finalise design, plan and construct a new irrigation system at Glenauburn Reserve in Lower Plenty.	<ul style="list-style-type: none"> <li>New irrigation system for Glenauburn Reserve completed by June 2023.</li> </ul>	Completed





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Our Sustainable Environment Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
<b>2.3 Demonstrate leadership in addressing climate change and take action to become a carbon neutral Council by 2028 and City by 2040</b>	2.3.1 Pilot new technologies to inform the investigation of electrification opportunities at Council owned leisure centres.	<ul style="list-style-type: none"> <li>Installation of heat pumps at the Greensborough Council offices by June 2023.</li> </ul>	<b>Deferred</b> Due to additional funding required, the installation has been deferred to commence in 2023–24.
	2.3.2 Work with preschools, sporting clubs and other community users to upgrade energy performance and the installation of solar PV on Council leased facilities.	<ul style="list-style-type: none"> <li>Solar PV installed at suitable preschool sites by June 2023</li> <li>Prefeasibility and design report delivered for sporting clubs by June 2023.</li> </ul>	<b>Completed</b>
	2.3.3 Embed climate action as a core responsibility within all roles across the Council.	<ul style="list-style-type: none"> <li>Education campaign delivered by June 2023, including for senior management, highlighting department specific climate action opportunities.</li> </ul>	<b>Completed</b> 
	2.3.4 Reduce internal combustion engine fleet.	<ul style="list-style-type: none"> <li>Trialling of new green fleet technology</li> <li>Expansion of the electrical car fleet.</li> </ul>	<b>Completed</b>
<b>2.4 Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes</b>	2.4.1 Deliver a series of capacity building workshops to support environmental volunteers to lead and support positive climate action initiatives.	<ul style="list-style-type: none"> <li>Four capacity building workshops delivered by June 2023.</li> </ul>	<b>Completed</b> 
	2.4.2 Deliver the Gardens for Wildlife Program creating habitat 'stepping stones' through private property.	<ul style="list-style-type: none"> <li>Minimum of 40 households participate in the Gardens for Wildlife Program by June 2023.</li> </ul>	<b>Completed</b>
	2.4.3 Deliver environmental workshops to the community through the Spring Outdoors Program.	<ul style="list-style-type: none"> <li>Five Banyule community workshops delivered by June 2023.</li> </ul>	<b>Completed</b> 
	2.4.4 Encourage and support community-led energy solutions, including via facilitation of networking opportunities with experts.	<ul style="list-style-type: none"> <li>Community Energy Innovation Grant Program delivered by June 2023.</li> </ul>	<b>Completed</b>
	2.4.5 Encourage solar uptake by Banyule businesses through participation in the Solar Savers program.	<ul style="list-style-type: none"> <li>Five businesses to install solar through the Solar Savers program by June 2023.</li> </ul>	<b>Completed</b>




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Our Sustainable Environment Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>2.4 Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes</b>	2.4.6 Deliver a community-focused energy efficiency program to promote electrification and energy efficiency actions.	<ul style="list-style-type: none"> <li>• Electrification campaign to support a transition to energy efficient electric homes delivered by June 2023.</li> </ul>	Completed
<b>2.5 Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030</b>	2.5.1 Roll out a FOGO (food organics and garden organics) kerbside collection system to residents.	<ul style="list-style-type: none"> <li>• Service commences in July 2022.</li> </ul>	Completed 
	2.5.2 Commence a trial of environmentally friendly nappies at Morobe Street Children's Centre.	<ul style="list-style-type: none"> <li>• Trial completed by June 2023.</li> </ul>	Completed
<b>2.6 Engage and work with the community and partners to protect, enhance and experience the environment</b>	2.6.1 Support and implement friends group activities through environmental conservation projects within waterway corridors and bush reserves.	<ul style="list-style-type: none"> <li>• Support 90 working bees for weed control activities and planting of 10,000 indigenous tube stock.</li> </ul>	Completed
	2.6.2 Work with CERES to complete the two remaining modules to achieve 5-star accreditation in environmental sustainability for Council's five early childhood services.	<ul style="list-style-type: none"> <li>• 5-star accreditation achieved for core, biodiversity, energy, waste and water modules.</li> </ul>	Completed
	2.6.3 Provide environmental grants that support local environment initiatives.	<ul style="list-style-type: none"> <li>• Full allocation of the environmental grants program by June 2023.</li> </ul>	Completed
	2.6.4 Support and implement annual nature play activities across selected Bush Reserves.	<ul style="list-style-type: none"> <li>• Activities conducted throughout different reserves focusing on a range of nature themes.</li> </ul>	Completed 



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Our Sustainable Environment Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
<b>2.7 Protect, increase, and maintain Banyule's urban forest population to provide a greener City for enhanced liveability experience the environment</b>	2.7.1 Undertake the review of planning permit outcomes to ensure tree planting requirements are implemented and maintained.	<ul style="list-style-type: none"> <li>100% of multi-dwelling development outcomes reviewed where submitted as completed.</li> <li>Contact tree permit holders as outlined in the Planning and Building Enforcement Framework.</li> </ul>	Completed
	2.7.2 Finalise and implement the Urban Forest Strategy.	<ul style="list-style-type: none"> <li>Urban Forest Strategy is considered for adoption by Council by November 2022.</li> <li>Implement year one actions by June 2023.</li> </ul>	Completed
	2.7.3 Deliver the annual advanced tree planting program.	<ul style="list-style-type: none"> <li>Minimum of 2000 new trees planted by 2023.</li> </ul>	Completed
<b>2.8 Explore and support opportunities for urban farming and community gardens</b>	2.8.1 Develop an urban food strategy and framework.	<ul style="list-style-type: none"> <li>Initial draft urban food strategy and framework developed by June 2023.</li> </ul>	Completed 



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# Our Well-Built City

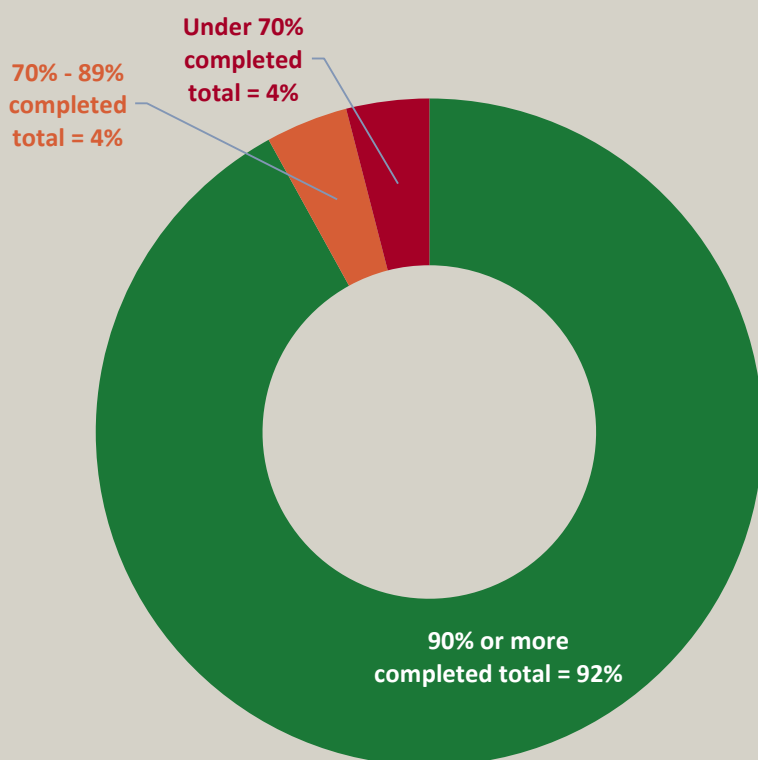


## Strategic Objective

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.

To deliver on this priority Council is undertaking 25 actions.

### Action Status



### Action Summary

**23 Completed**

90% or more of target achieved

**1 Over 70% completed**

70% to 89% of target achieved

**1 Under 70% completed**

Less than 70% of target achieved

**0 Deferred**

Deferred to 2023–24



These are the key teams who deliver the initiatives and services to achieve this priority theme:

- **City Futures**
  - Open Space Planning and Design
  - Property and Valuations
  - Spatial and Property Systems
  - Strategic Planning and Urban Design
- **Planning, Building and Laws**
  - Building Services
  - Development Planning
  - Municipal Laws and Public Assets.

Our Well-Built City Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>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</b>	3.1.1 Continue to explore property projects that deliver strategic outcomes for Council ensuring that assets are managed in the community's diverse, long-term interests.	<ul style="list-style-type: none"> <li>• Explore and review strategic property projects, including feasibility and benefit</li> <li>• Continue to report back to Council on progress of investigations</li> <li>• Ensure financial returns are reported and made available for reinvestment back into the community.</li> </ul>	Completed
	3.1.2 Continue to progress the Rosanna Library redevelopment project which will deliver a contemporary library facility for the community.	<ul style="list-style-type: none"> <li>• Construction to commence (subject to planning approvals)</li> <li>• Contribute to the governance planning for new library development</li> <li>• Documentation of way finding strategy (connection to Rosanna Village)</li> <li>• Completed the fit-out design documentation for the proposed new library, MCH and toy library.</li> </ul>	Completed
	3.1.3 Complete the Were Street, Montmorency Streetscape upgrade project.	<ul style="list-style-type: none"> <li>• New streetscape and pocket park completed by December 2022.</li> </ul>	Completed
	3.1.4 Deliver a major Public Art installation at Olympic Park as part of Council's public art program.	<ul style="list-style-type: none"> <li>• Public art installed by June 2023.</li> </ul>	Completed
	3.1.5 Implement the final project stage (stage 4) of the Olympic Park Masterplan.	<ul style="list-style-type: none"> <li>• Stage 4 works including two new soccer fields, a cricket oval, new pavilion, and refurbishment of the Barrbunin Beek Aboriginal Gathering Place completed by June 2023.</li> </ul>	Completed
	3.1.6 Continue to deliver the Watsonia Town Square Project	<ul style="list-style-type: none"> <li>• Detailed design completed and considered for adoption by Council by December 2022</li> <li>• Construction commenced by June 2023.</li> </ul>	Completed







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Our Well-Built City Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>3.2 Develop and maintain best practice integrated strategic plans that impact positively on the quality and design of our places and built environment</b>	3.2.1 Continue preparation of a new Banyule Housing Strategy in conjunction with neighbourhood character review.	<ul style="list-style-type: none"> <li>Complete consultation for input into draft Housing Strategy by June 2023.</li> </ul>	Completed 
	3.2.2 Develop a Public Realm Manual to inform the technical specifications for public realm assets and their maintenance requirements.	<ul style="list-style-type: none"> <li>Public Realm Manual prepared and considered for adoption by Council by June 2023, including paving finishes, drainage requirements, landscape treatments, and public lighting.</li> </ul>	Over 70% completed
	3.2.3 Finalise planning for the East Ivanhoe Streetscape upgrade and pursue external grant funding sources to support project.	<ul style="list-style-type: none"> <li>Deliver temporary public realm activation, monitor outcomes, and put the final plan for the streetscape up for Council consideration by June 2023.</li> </ul>	Completed
<b>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</b>	3.3.1 Develop a Place-based Framework for Banyule.	<ul style="list-style-type: none"> <li>Banyule's Place-based Framework considered for adoption by Council by June 2023.</li> </ul>	Completed 
<b>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</b>	3.4.1 Progress the Cartmell Street development application, including public car park.	<ul style="list-style-type: none"> <li>Planning permit (to be lodged by the developer) considered for approval by Council.</li> </ul>	Completed
	3.4.2 Undertake a review of planning permit outcomes to ensure age in place (liveability) requirements are implemented.	<ul style="list-style-type: none"> <li>Verification of liveability requirements of 20% of completed multi-dwelling developments inspected.</li> </ul>	Completed









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Our Well-Built City Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>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</b>	3.5.1 Continue to implement Sustainable Building Guidelines, embedding best practice environmentally sustainable design specifications into capital works and maintenance programs.	<ul style="list-style-type: none"> <li>100% compliance with the Sustainable Building Guidelines for all new and upgraded buildings.</li> </ul>	Completed
	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.	<ul style="list-style-type: none"> <li>10% of completed multi-dwelling developments undergo certification or verification of Environmentally Sustainable Design requirements.</li> </ul>	Completed
<b>3.6 Preserve and enhance Banyule's valued heritage, local character, and its significant trees</b>	3.6.1 Commence a place-based neighbourhood character review in conjunction with preparation of the Banyule Housing Strategy.	<ul style="list-style-type: none"> <li>Commenced place-based analysis of neighbourhood character conditions and values.</li> </ul>	Completed 
	3.6.2 Commence preparation of a revised Banyule Heritage Strategy.	<ul style="list-style-type: none"> <li>Draft principles for Banyule's new Heritage Strategy developed by June 2023.</li> </ul>	Completed
<b>3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities</b>	3.7.1 Continue to design and deliver the program of play space upgrades including the integration of nature play and soft landscaping where possible.	<ul style="list-style-type: none"> <li>Play space programmed improvement works completed.</li> </ul>	Completed 
	3.7.2 Integrate any Youth Spaces Plan Feasibility outcomes and opportunities for Play Space Upgrades into the design of James Reserve.	<ul style="list-style-type: none"> <li>Completed design of James Reserve ready for construction in 2023-24.</li> </ul>	Completed 
	3.7.3 Undertake a comprehensive review of the Banyule Open Space Plan 2016-2031 to develop open space hierarchies and priorities.	<ul style="list-style-type: none"> <li>Updated Banyule Open Space Plan 2016-2031 completed by June 2023.</li> </ul>	Completed 



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Our Well-Built City Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.4 Prepare a masterplan for Rosanna Parklands to ensure the parklands are attractive, environmentally sustainable, and accessible for all users.	<ul style="list-style-type: none"> <li>Draft masterplan completed by June 2023, following a comprehensive community engagement program.</li> </ul>	<b>Under 70% completed</b> To increase the effectiveness of the masterplan for the community, the completion date has been extended to 2024-25. Parkland safety upgrades will be expedited to commence in 2023-24.
			
3.8 Lead on the use of sustainable modes of transport, and encourage walking, cycling and use of public transport	3.8.1 Review the Banyule Integrated Transport Plan 2015-2035 (BITP) and develop an updated action plan.	<ul style="list-style-type: none"> <li>Updated Banyule Integrated Transport Action Plan considered for adoption by Council by June 2023.</li> </ul>	<b>Completed</b> 
	3.8.2 Implement Banyule Bicycle Strategy and Walking Strategy action plans.	<ul style="list-style-type: none"> <li>Priority actions implemented by June 2023 including a feasibility assessment of the Banyule Local Bicycle Network; development and trial of an active transport infrastructure grants program and delivery of the Banyule Bicycle Challenge.</li> </ul>	<b>Completed</b> 
	3.8.3 Complete Safe Access Audits for pedestrians, cyclists, and mobility scooters in activity centres and around schools.	<ul style="list-style-type: none"> <li>Safe access audits completed around five schools by June 2023.</li> </ul>	<b>Completed</b> 
	3.8.4 Improve school crossing infrastructure.	<ul style="list-style-type: none"> <li>Two upgraded school crossings delivered by June 2023, in Stanley Street Ivanhoe and Lorimer Street Greensborough.</li> </ul>	<b>Completed</b> 
	3.8.5 Deliver community behaviour change programs that support sustainable and safe transport initiatives.	<ul style="list-style-type: none"> <li>Two community programs including delivery of community bicycle skills and confidence sessions by June 2023.</li> </ul>	<b>Completed</b> 



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# Our Valued Community Assets and Facilities

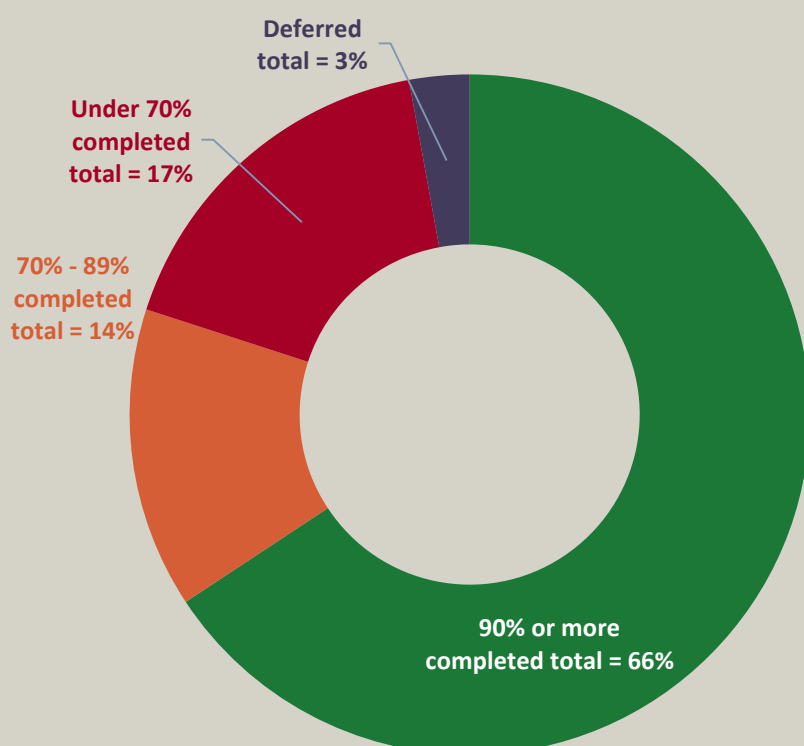


## Strategic Objective

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.

To deliver on this priority Council is undertaking 35 actions.

### Action Status



### Action Summary

**23** Completed

90% or more of target achieved

**5** Over 70% completed

70% to 89% of target achieved

**6** Under 70% completed




Less than 70% of target achieved

**1** Deferred

Deferred to 2023–24




These are the key teams who deliver the initiatives and services to achieve this priority theme:

- **Delivery and Assets**
  - Building Maintenance
  - Capital Works
  - City Assets
- **Strategic Properties and Projects**
  - Major Projects
  - Strategic Property Projects.

Our Valued Community Assets and Facilities Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
<b>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</b>	4.1.1 Deliver sports field lighting improvements at nominated locations.	<ul style="list-style-type: none"> <li>Installation of lighting at Shelly Reserve completed by March 2023</li> <li>Upgrade of existing lighting at Montmorency North Oval completed by June 2023.</li> </ul>	Completed
	4.1.2 Develop Council's 10-year capital works program.	<ul style="list-style-type: none"> <li>10-year capital works program considered for adoption by Council by June 2023.</li> </ul>	Completed 
	4.1.3 Continue construction of a pocket park and a shared pedestrian/vehicle zone along Waterdale Road.	<ul style="list-style-type: none"> <li>Construction of pocket park and a shared pedestrian/vehicle zone along Waterdale Road completed by December 2022.</li> </ul>	Completed
	4.1.4 Develop a Sports Capital Works Policy that provides a consistent, equitable and transparent approach to funding sports facilities and infrastructure.	<ul style="list-style-type: none"> <li>Sports Capital Works Policy considered for adoption by Council by December 2022.</li> </ul>	Completed 
	4.1.5 Complete the surface renovation of Beverley Road Oval, Heidelberg.	<ul style="list-style-type: none"> <li>Surface renovation (oval reconstruction) of Beverley Road Oval, Heidelberg completed by June 2023.</li> </ul>	Completed
	4.1.6 Deliver improvements to Council's public toilet facilities at priority locations to improve amenity and accessibility.	<ul style="list-style-type: none"> <li>Capital works projects completed by 2023 at nominated sites, including: Construction of Montmorency Park North Oval toilet facilities, and planning and designing of Macleod Village public toilet.</li> </ul>	Completed 
	4.1.7 Complete the design of Anthony Beale sporting pavilion redevelopment and Seddon Reserve change rooms.	<ul style="list-style-type: none"> <li>Design of Anthony Beale Reserve sporting pavilion and Seddon Reserve change rooms completed by June 2023.</li> </ul>	Over 70% completed
	4.1.8 Complete construction of the Macleod Park sporting pavilion.	<ul style="list-style-type: none"> <li>Macleod Park sporting pavilion construction completed by June 2023.</li> </ul>	Under 70% completed Due to the proximity to the rail corridor, additional consultation was required which caused a delay. Construction will commence in 2023–24.





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Our Valued Community Assets and Facilities Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>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</b>	4.1.9 Install a new batting cage at the Greensborough Baseball Club facilities at Elder Street Reserve, Watsonia.	<ul style="list-style-type: none"> <li>New batting cage installed at the Greensborough Baseball Club facilities by June 2023.</li> </ul>	<b>Under 70% completed</b> Estimated costs exceeded budget which required a public tender process 
	4.1.10 Implement upgrades to tennis facilities at Chelsworth Park, including court resurfacing and lighting.	<ul style="list-style-type: none"> <li>Upgrades to tennis facilities at Chelsworth Park completed by June 2023</li> </ul>	<b>Over 70% completed</b> 
	4.1.11 Prepare designs for Willinda Park to improve the athletic track and field facilities and infrastructure.	<ul style="list-style-type: none"> <li>Designs for upgrades to Willinda Park facilities completed by June 2023.</li> </ul>	<b>Completed</b> 
<b>4.2 Develop community assets and facilities that are environmentally sustainable, innovative, safe and continue to be of appropriate standard</b>	4.2.1 Continue roll-out of solar panel program on Council owned buildings.	<ul style="list-style-type: none"> <li>Solar panel program completed by June 2023.</li> </ul>	<b>Completed</b>
	4.2.2 Implement a public buildings energy efficiency enhancement program.	<ul style="list-style-type: none"> <li>Public buildings energy efficiency enhancement program completed by June 2023.</li> </ul>	<b>Over 70% completed</b>
	4.2.3 Install gross pollutant traps (GPT)/water sensitive urban design (WSUD) solution for Site 2 Gresswell Forest.	<ul style="list-style-type: none"> <li>Construction works completed by June 2023.</li> </ul>	<b>Over 70% completed</b>
	4.2.4 Finalise the Banyule Aquatics Strategy that guides the future planning and development of Council's aquatics services and facilities.	<ul style="list-style-type: none"> <li>Banyule Aquatics Strategy considered for adoption by Council by February 2023.</li> </ul>	<b>Completed</b>
	4.2.5 Upgrade WaterMarc's Pool Plant Management System, including metering optimisation.	<ul style="list-style-type: none"> <li>Upgrade of the Pool Plant Management System, including metering optimisation, completed by June 2023.</li> </ul>	<b>Under 70% completed</b> Scope alterations resulted in a re-tender process and causing a delay and extended the completion date.





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Our Valued Community Assets and Facilities Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>4.3 Design and build facilities that are multipurpose and encourage community connections</b>	4.3.1 Complete the detailed design for the Stage 2 redevelopment of the Ivanhoe Aquatic leisure facility.	<ul style="list-style-type: none"> <li>Revision of masterplan and schematic design completed (including consultation)</li> <li>Planning permits obtained and tender documentation prepared.</li> </ul>	Completed
	4.3.2 Complete works to progress the opportunity for a mixed-use development adjacent to Bell St Mall which includes a purpose-built community facility.	<ul style="list-style-type: none"> <li>Request for proposal to secure developer completed</li> <li>Contract documentation executed</li> <li>Commenced engagement for fit out of community facility.</li> </ul>	Completed
	4.3.3 Explore opportunities for community access to sporting clubs' facilities outside of allocated club hours.	<ul style="list-style-type: none"> <li>Investigations completed and actions integrated with the community infrastructure plan by June 2023.</li> </ul>	Completed 
	4.3.4 Redevelop the Montmorency Bowling Club facilities to improve access and amenity and increase club house capacity and function.	<ul style="list-style-type: none"> <li>Facilities at Montmorency Bowling Club redeveloped by June 2023.</li> </ul>	Over 70% completed 
<b>4.4 Promote, design, and deliver assets that provide spaces for the community to connect</b>	4.4.1 Complete the construction of Montmorency Village precinct streetscape and lighting works.	<ul style="list-style-type: none"> <li>Construction works completed by October 2022.</li> </ul>	Completed
	4.4.2 Complete reconstruction of Redmond Court Wetland and creation of new parkland.	<ul style="list-style-type: none"> <li>Reconstruction of Redmond Court Wetland and creation of new parkland completed by June 2023.</li> </ul>	Under 70% completed Project was rescope due to tender prices being significantly over budget. Works now planned to progress in 2023-24.
<b>4.5 Manage Council's commercial assets, leases, and contracts to deliver sustainable, accessible, and inclusive outcomes for the community</b>	4.5.1 Oversee the performance of Council's current suite of commercial leases for return on investment and drive increased efficiency and activities.	<ul style="list-style-type: none"> <li>Alignment of agreements with Council's Lease and Licence Framework and annually report on return on investment for commercial properties.</li> </ul>	Completed
	4.5.2 Manage, transact and guide Council's land use to ensure the best outcome for Council and the community, both financial and non-financial.	<ul style="list-style-type: none"> <li>Undertake open and transparent property transactions in accordance with our statutory obligations.</li> </ul>	Completed



= Action supports the Municipal Public Health and Wellbeing Plan

Our Valued Community Assets and Facilities Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>4.5 Manage Council's commercial assets, leases, and contracts to deliver sustainable, accessible, and inclusive outcomes for the community</b>	4.5.3 Develop new licence agreements for Shop 48 tenants.	<ul style="list-style-type: none"> <li>All tenants in Shop 48 who are scheduled to renew their licence and new tenants are moved on to the new licence agreements by June 2023.</li> </ul>	Completed
	4.5.4 Undertake annual essential safety measures reports for Council buildings.	<ul style="list-style-type: none"> <li>Compliance with annual essential safety measures reports completed by June 2022.</li> </ul>	Completed
	4.5.5 Manage the service delivery contracts for Council's major outsourced leisure and functions facilities, including: WaterMarc, Ivanhoe Golf Course, Chelsworth Park, Community Halls, and Macleod Recreation and Fitness Centre.	<ul style="list-style-type: none"> <li>Service delivery contracts are current and managed as per terms and conditions.</li> </ul>	Completed
	4.5.6 In conjunction with the Banyule Art Collection Working Group, research, document, and acquire new works for the Banyule Art Collection.	<ul style="list-style-type: none"> <li>Art works acquisition program completed by June 2023.</li> </ul>	Completed
	4.5.7 Develop and implement a Public Art Framework to guide Council's resource allocation for the Public Art Program.	<ul style="list-style-type: none"> <li>Framework implemented by December 2022.</li> </ul>	<b>Deferred</b> Awaiting finalisation of 'Creative Banyule 2030' strategy.
<b>4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure</b>	4.6.1 Continue to engage with the North East Link Project on land dealings to drive the best outcome for Council and the community.	<ul style="list-style-type: none"> <li>Agreements are in place for occupation and acquisition activities for works up to June 2023.</li> </ul>	Completed
	4.6.2 Implement a 2nd Development Contributions Plan (DCP) to support Council's long-term plans for capital works.	<ul style="list-style-type: none"> <li>Planning Scheme Amendment endorsed for the 2nd DCP.</li> </ul>	<b>Under 70% completed</b> Council has decided that a review of the current DCP is more cost effective than the development of a 2nd DCP.

Our Valued Community Assets and Facilities Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure</b>	4.6.3 Undertake expansion and improvement works at East Ivanhoe Preschool.	<ul style="list-style-type: none"> <li>Expansion and improvement work at East Ivanhoe Preschool completed by June 2023.</li> </ul>	<b>Under 70% completed</b> Awaiting outcome of additional funding application to the Victorian Government. 
	4.6.4 Support the ongoing partnership with Launch Housing during the development of the new social housing build in Bellfield.	<ul style="list-style-type: none"> <li>Regular meetings and contact with Launch Housing to ensure access for housing residents.</li> </ul>	<b>Completed</b>
	4.6.5 Complete the construction of Old Eltham Road Stage 3 as per requirements of Roads to Recovery funding.	<ul style="list-style-type: none"> <li>Construction of Old Eltham Road Stage 3 completed by December 2022.</li> </ul>	<b>Completed</b>
	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.	<ul style="list-style-type: none"> <li>At least one successful grant application to support the delivery of sports infrastructure projects received by June 2023.</li> </ul>	<b>Completed</b> 



= Action supports the Municipal Public Health and Wellbeing Plan

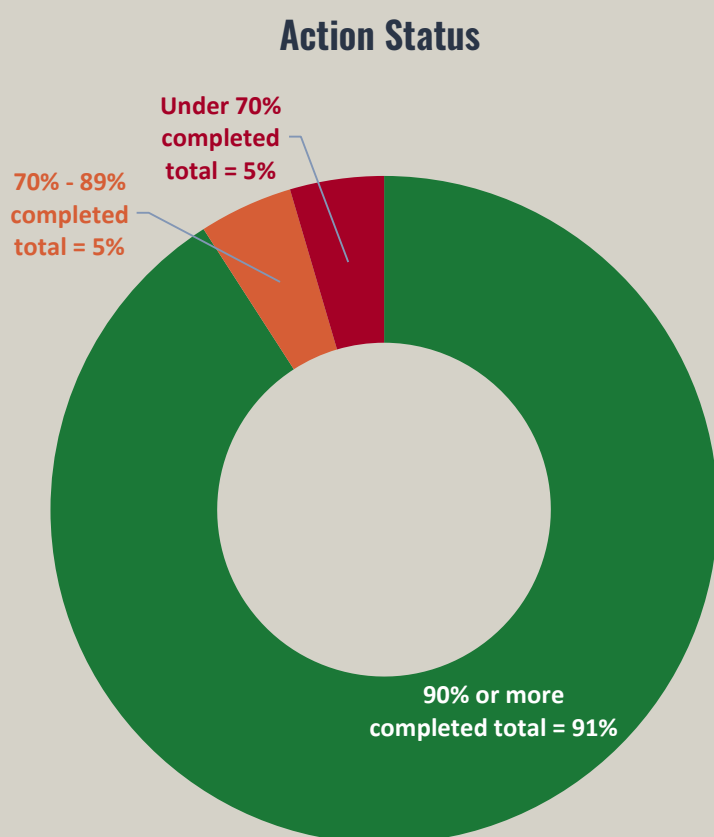
# Our Thriving Local Economy



## 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.

To deliver on this priority Council is undertaking 22 actions.



## Action Summary

**20 Completed**

90% or more of target achieved

**1 Over 70% completed**

70% to 89% of target achieved

**1 Under 70% completed**

Less than 70% of target achieved

**0 Deferred**

Deferred to 2023–24


(Note: Percentages may not total 100 due to rounding.)

These are the key teams who deliver the initiatives and services to achieve this priority theme:

- **City Futures**
  - Economic Development
- **Inclusive and Creative Communities**
  - Inclusive Enterprise and Local Jobs.







Our Thriving Local Economy Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>5.1 Stimulate and support a vibrant and resilient local economy to encourage business, employment, and investment opportunities</b>	5.1.1 Complete the Economic Development Strategy, inclusive of a Retail Review.	<ul style="list-style-type: none"> <li>Economic Development Strategy prepared and considered for adoption by Council by March 2023.</li> </ul>	Completed
	5.1.2 Continue the Small Business Permit Assist program.	<ul style="list-style-type: none"> <li>Support 10 applications per quarter.</li> </ul>	Completed
<b>5.2 Encourage, assist, and connect businesses with the tools, information, and opportunities to succeed and be sustainable</b>	5.2.1 Deliver training and development that supports businesses with networking opportunities, business development and one-on-one mentoring.	<ul style="list-style-type: none"> <li>Provide 25 networking opportunities by June 2023.</li> </ul>	Completed
<b>5.3 Support innovation, business start-ups and the development of micro, disability, Aboriginal and creative enterprises across Banyule</b>	5.3.1 Secure funding or strategic partnerships to expand start-up and development support for social enterprises, microenterprise, disability enterprise, Aboriginal enterprise, and creative enterprise.	<ul style="list-style-type: none"> <li>Resources secured to support program development by June 2023.</li> </ul>	<b>Under 70% completed</b> Expansion of social enterprise opportunities caused a delay. Efforts to secure funding continue.
	5.3.2 Deliver the Youth Marketspace and Creatives for Hire programs to provide entrepreneurial opportunities for young people.	<ul style="list-style-type: none"> <li>Minimum of 10 young people supported via youth entrepreneurial opportunities and workshops.</li> </ul>	Completed
<b>5.4 Build strong regional partnerships to leverage growth corridors and stimulate ongoing economic prosperity</b>	5.4.1 Promote Banyule businesses by participating in a range of activities through North Link.	<ul style="list-style-type: none"> <li>Deliver Phase 3 of the Visit Melbourne's North Campaign by June 2023.</li> </ul>	Completed

Our Thriving Local Economy Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>5.5 Partner with local employers, agencies, and other organisations to create inclusive jobs</b>	5.5.1 Deliver Banyule's Inclusive Jobs Service program that supports employers to create inclusive workplaces.	<ul style="list-style-type: none"> <li>22 employment opportunities created with partnering employers by June 2023.</li> </ul>	Over 70% completed 
	5.5.2 Secure funding to expand Banyule's Inclusive Employment Program across Local Governments in the Northern Region.	<ul style="list-style-type: none"> <li>25 inclusive employment opportunities created within partnering councils by June 2023.</li> </ul>	Completed
	5.5.3 Deliver the Jobs Victoria Advocate program.	<ul style="list-style-type: none"> <li>Total of 3650 job seekers supported by Jobs Victoria Advocates by June 2023.</li> </ul>	Completed
<b>5.6 Provide and facilitate job readiness programs and pathways to employment</b>	5.6.1 Deliver a range of activities, programs or workshops that support young people's skill building, creative and employment pathways.	<ul style="list-style-type: none"> <li>Minimum of one activity, program, or workshop delivered per term.</li> </ul>	Completed
	5.6.2 Provide work experience and tertiary placements at Banyule Council.	<ul style="list-style-type: none"> <li>10 pathways to employment opportunities supported within Banyule Council by June 2023.</li> </ul>	Completed
<b>5.7 Encourage and support volunteerism within Banyule as an important contributor to the local economy and involvement in community life</b>	5.7.1 Commence a phased implementation plan to address recommendations outlined in the draft Banyule Volunteer Engagement Framework.	<ul style="list-style-type: none"> <li>Phased implementation plan developed by June 2023.</li> </ul>	Completed
	5.7.2 Promote, support, and celebrate the work of Banyule volunteers.	<ul style="list-style-type: none"> <li>Provide an activity or event celebrating Banyule volunteers by June 2023.</li> </ul>	Completed
<b>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</b>	5.8.1 Review Special Rate and Charge schemes for local shopping centres.	<ul style="list-style-type: none"> <li>Special Rate and Charge schemes managed for Ivanhoe and East Ivanhoe.</li> </ul>	Completed
	5.8.2 Continue to advocate to the State Government for the La Trobe National Employment and Innovation Cluster (NEIC) Plan to be finalised and implemented.	<ul style="list-style-type: none"> <li>La Trobe NEIC Plan approved by State Government</li> <li>State Government investment in the La Trobe NEIC Precinct achieved.</li> </ul>	Completed



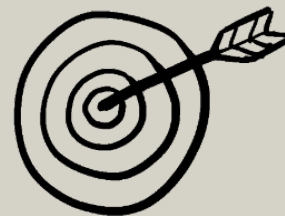
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Our Thriving Local Economy Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>5.9 Create inclusive employment opportunities within Banyule Council workforce for people facing barriers to employment</b>	5.9.1 Deliver the Banyule Inclusive Employment Program to support targeted community groups experiencing significant barriers to employment.	<ul style="list-style-type: none"> <li>30 employment opportunities created within Banyule by June 2023.</li> </ul>	Completed 
	5.9.2 Deliver traineeships and identified roles to support targeted community groups that are underrepresented in Council's workforce.	<ul style="list-style-type: none"> <li>10 employment opportunities created by June 2023.</li> </ul>	Completed 
	5.9.3 Implement and embed the Diversity and Inclusion Plan.	<ul style="list-style-type: none"> <li>Diversity and Inclusion Plan year 1 actions completed by June 2023.</li> </ul>	Completed 
	5.9.4 Embed mandatory diversity and inclusion training and cultural awareness training for all Banyule Council staff.	<ul style="list-style-type: none"> <li>Diversity and inclusion training embedded by June 2023.</li> </ul>	Completed 
<b>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</b>	5.10.1 Deliver Banyule's Social Enterprise Partnership Program.	<ul style="list-style-type: none"> <li>Total of 32 inclusive local job outcomes created by June 2023.</li> </ul>	Completed
	5.10.2 Support a community-led Banyule Social Enterprise Network.	<ul style="list-style-type: none"> <li>Banyule Social Enterprise Network launched by June 2023.</li> </ul>	Completed
	5.10.3 Deliver Banyule's Social Enterprise Support Service.	<ul style="list-style-type: none"> <li>30 existing or emerging Social Enterprises accessing the social enterprise support service by June 2023.</li> </ul>	Completed



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# Our Trusted and Responsive Leadership

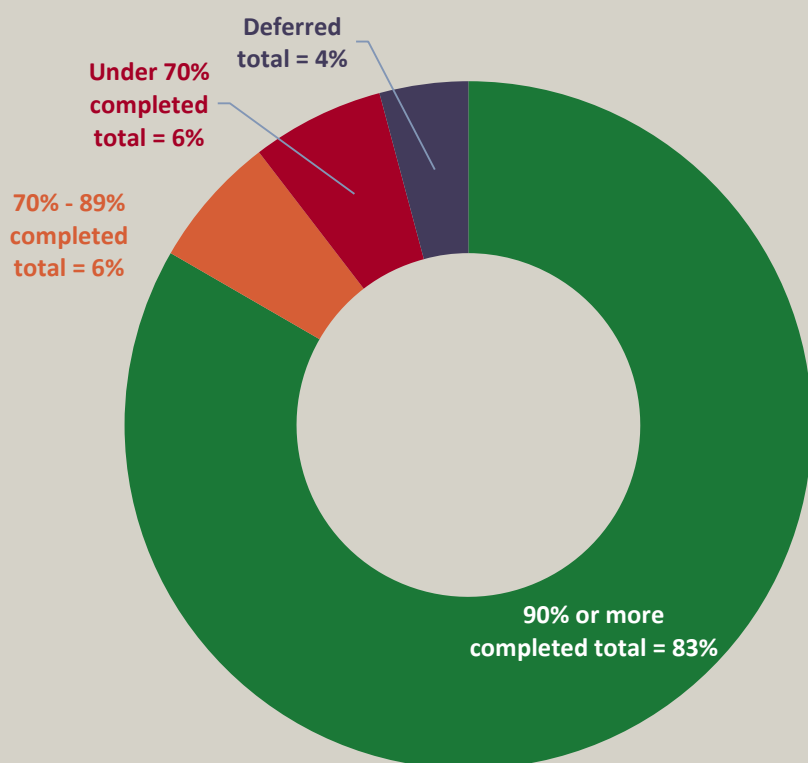


## Strategic Objective

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.

To deliver on this priority Council is undertaking 48 actions.

### Action Status



### Action Summary

**40** Completed

90% or more of target achieved

**3** Over 70% completed

70% to 89% of target achieved

**3** Under 70% completed

Less than 70% of target achieved

**2** Deferred

Deferred to 2023–24




(Note: Percentages may not total 100 due to rounding.)

These are the key teams who deliver the initiatives and services to achieve this priority theme:

- **Corporate Governance and Communications**
  - Advocacy, Communications, and Engagement
  - Governance
  - Integrated Planning and Performance
- **Executive Office**
  - Office of the CEO and Councillors
- **Customer Experience (CX) and Business Improvement**
  - Continuous Improvement
  - CX Operations
  - CX Strategy
- **Digital Transformation and Information Management**
  - Information Management
  - IT Infrastructure, Operations, and Applications
  - Program Management
- **Finance and Procurement**
  - Financial Accounting
  - Financial Performance and Planning
  - Revenue Services
  - Strategic Procurement
- **People and Culture**
  - Organisational Development
  - Risk and Insurance
  - Safety and Wellbeing.

Our Trusted and Responsive Leadership Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>6.1 Provide good governance, be accountable and make informed decisions based on sound evidence</b>	6.1.1 Continue to develop a governance and compliance framework that ensures policies and legislative compliance requirements are up to date and reviewed and in line with relevant legislation and council objectives.	<ul style="list-style-type: none"> <li>Draft governance and compliance framework developed by June 2023.</li> </ul>	Completed
	6.1.2 Develop a corporate training and development program that aims to continue to educate and build the capacity of members of Council staff and Councillors on good governance, transparency, and their respective obligations.	<ul style="list-style-type: none"> <li>Draft corporate training and development program designed and delivered by June 2023.</li> </ul>	Completed
	6.1.3 Commence review of Council's General Local Law No. 1 (2015).	<ul style="list-style-type: none"> <li>Project plan developed by June 2023 to review the General Local Law No. 1 (2015) prior to its sunset in 2025.</li> </ul>	Completed
	6.1.4 Upgrade Council's Electronic Document Management System (EDRMS) and move to a cloud hosted solution.	<ul style="list-style-type: none"> <li>Content Manager 10 upgrade completed by November 2022.</li> </ul>	<b>Deferred</b> Project was deferred due to other competing organisational IT priorities. Upgrade and migration to Content Manager Cloud will be implemented by end April 2024.
	6.1.5 Update Council's Records Management Policy.	<ul style="list-style-type: none"> <li>Council's Records Management Policy updated and endorsed by the Executive Management Team by May 2023.</li> </ul>	Completed
	6.1.6 Review the Dogs and Cats in Public Places Council Order 1998.	<ul style="list-style-type: none"> <li>Review completed by December 2022</li> <li>Required changes implemented by June 2023.</li> </ul>	<b>Under 70% completed</b> Additional time taken to analyse and integrate community consultation results caused a delay. Review to be considered in late 2023.

Our Trusted and Responsive Leadership Strategy	Action for 2022-23	Annual Target/Measure	Progress Status
<b>6.1 Provide good governance, be accountable and make informed decisions based on sound evidence</b>	6.1.7 Review report findings provided by industry integrity agencies (VAGO, Ombudsman, LG inspectorate, IBAC), conduct self-assessment and implement process improvement opportunities as identified.	<ul style="list-style-type: none"> <li>• Reports provided to the Audit &amp; Risk Advisory Committee as required, outlining Banyule's compliance with the best practice recommendations.</li> </ul>	Completed
	6.1.8 Review the smoking reform and footpath trading requirements to achieve an integrated approach.	<ul style="list-style-type: none"> <li>• Review completed by October 2022.</li> </ul>	Completed
<b>6.2 Provide outstanding customer service and a great customer experience for all</b>	6.2.1 Embed the Banyule Service Promise to improve customer satisfaction.	<ul style="list-style-type: none"> <li>• Revised Customer Experience (CX) training module developed by December 2022</li> <li>• Improve customer satisfaction score by 2% compared to 2021.</li> </ul>	Completed
	6.2.2 Implement the Voice of Customer (VoC) Framework.	<ul style="list-style-type: none"> <li>• Pilot 'post call' survey to capture customer feedback implemented by October 2022.</li> </ul>	Completed
	6.2.3 Implement system improvements in relation to pre-applications, application submissions and public engagement identified through the Better Planning Approvals project to streamline and enhance the planning process for customers.	<ul style="list-style-type: none"> <li>• Implementation of improvements identified by June 2023.</li> </ul>	Completed
	6.2.4 Implement new payment options available to the community for Building and Planning permits and services.	<ul style="list-style-type: none"> <li>• Deliver the new payment options by June 2023.</li> </ul>	Over 70% completed
	6.2.5 Implement online lodgement options for construction related permit applications.	<ul style="list-style-type: none"> <li>• Implementation of online portal by June 2023.</li> </ul>	Completed



Our Trusted and Responsive Leadership Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
<b>6.3 Provide responsible management of resources to ensure the financial sustainability of Banyule Council</b>	6.3.1 Deliver Integrated Financial Management planning, monitoring and reporting that support Banyule's financial sustainability into 2032.	<ul style="list-style-type: none"> <li>Budget, Revenue and Rating Plan, Financial Plan, and Annual Report considered for adoption by Council in accordance with legislation.</li> </ul>	Completed
	6.3.2 Introduce key components associated with the Rating and Revenue Plan.	<ul style="list-style-type: none"> <li>Components introduced by June 2023, including:               <ul style="list-style-type: none"> <li>Provision of a rate waiver for people experiencing financial hardship</li> <li>Implementation of a separate waste rate.</li> </ul> </li> </ul>	Completed 
<b>6.4 Provide an integrated approach to planning and community reporting aligned to the Banyule Community Vision 2041</b>	6.4.1 Implement the Integrated Strategic Planning and Reporting Framework through delivery of the Community Vision 2041 and Council Plan 2021–2025.	<ul style="list-style-type: none"> <li>Relevant reporting included in Council's Annual Report</li> <li>Progress and achievement of the Council Plan annual action plan through progress reporting to the community, and community engagement on the annual review of the Council Plan</li> <li>Key plans and policies are aligned with Council Plan strategic objectives (as they are developed or reviewed).</li> </ul>	Completed
	6.4.2 Review and implement a range of internal and external performance reports, community dashboards and systems that enhance organisational performance, transparency, and public trust.	<ul style="list-style-type: none"> <li>Reporting Framework for internal and external reporting requirements updated by October 2022</li> <li>Improvement opportunities identified for organisational and community performance reporting.</li> </ul>	Completed
	6.4.3 Develop a matrix of indicators to measure the diversity and social inclusion in Council services, programs, and events.	<ul style="list-style-type: none"> <li>Social inclusion and diversity indicators developed.</li> </ul>	Completed 
<b>6.5 Build an empowered, engaged, and diverse workforce with a values-based culture</b>	6.5.1 Embed the Leadership Capability Framework (LCF) by aligning all leadership development activities to the framework.	<ul style="list-style-type: none"> <li>Leadership Capability Framework (LCF) year 2 actions completed by June 2023.</li> </ul>	Completed
	6.5.2 Implement the Gender Equality Action Plan (GEAP) to better protect against gendered discrimination and improve gender equality.	<ul style="list-style-type: none"> <li>Gender Equality Action Plan (GEAP) year 1 actions completed by June 2023.</li> </ul>	Completed 





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Our Trusted and Responsive Leadership Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
<b>6.5 Build an empowered, engaged, and diverse workforce with a values-based culture</b>	6.5.3 Implement a Banyule Workforce Plan.	<ul style="list-style-type: none"> <li>Workforce Plan year 1 actions completed by June 2023.</li> </ul>	Completed
	6.5.4 Implement an Induction Framework to ensure all staff are inducted safely into the workplace.	<ul style="list-style-type: none"> <li>Induction Compliance Matrix implemented by December 2022.</li> </ul>	Completed
	6.5.5 Deliver timely and engaging internal communications.	<ul style="list-style-type: none"> <li>Establish a baseline employee satisfaction measure for internal communications.</li> </ul>	Completed
<b>6.6 Proactively manage Council's risks and provide a safe workplace</b>	6.6.1 Implement a Safety Management Framework (SMF).	<ul style="list-style-type: none"> <li>SMF year 2 actions completed by June 2023.</li> </ul>	Completed
	6.6.2 Embed a zero tolerance to sexual harassment to enable a workplace free from sexual harassment.	<ul style="list-style-type: none"> <li>Undertake a sexual harassment survey for councillors and staff by June 2023.</li> </ul>	Completed
	6.6.3 Implement the 'Essential Eight' of cyber security mitigation strategies to enhance Council's security posture.	<ul style="list-style-type: none"> <li>Phase 2 of mitigation strategies completed by June 2023.</li> </ul>	Completed
<b>6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services</b>	6.7.1 Optimise the new Contact Centre platform to benefit staff and the community.	<ul style="list-style-type: none"> <li>Review effectiveness of new Contact Centre platform and assess suitability for expansion into other work areas by December 2022</li> <li>Reduce or maintain average call wait times within target of less than 1 minute.</li> </ul>	Completed
	6.7.2 Continue phase 1 implementation of a new Customer Experience Platform (CXP).	<ul style="list-style-type: none"> <li>Implement the next phase of online services to the community by June 2023.</li> </ul>	Completed
	6.7.3 Implement an integrated venue booking system and event management solution.	<ul style="list-style-type: none"> <li>Facilities and events are managed centrally, and this online service is available to the community by December 2022.</li> </ul>	<b>Under 70% completed</b> Project was partially implemented. The second phase has been reprioritised pending allocated on project management resources.



Our Trusted and Responsive Leadership Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
	6.7.4 Deliver a Smart Buildings and Security project to consolidate and provide enhanced features to access controls and CCTV.	<ul style="list-style-type: none"> <li>Migrate more Council sites to the new system by June 2023.</li> </ul>	<b>Under 70% completed</b> Project was delayed as a result of contract complexity. Project to be completed in 2023/24
<b>6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services</b>	6.7.5 Undertake Banyule Seniors Link UP project to facilitate digital literacy for seniors' club members and older residents.	<ul style="list-style-type: none"> <li>Banyule Seniors Link UP project completed by December 2022</li> <li>Ongoing support to seniors' clubs to maintain digital literacy within clubs.</li> </ul>	Completed
	6.7.6 Deliver modern online services for patrons of Banyule Leisure and implement new membership software for staff.	<ul style="list-style-type: none"> <li>New software is implemented for staff and patrons by December 2022.</li> </ul>	Over 70% completed
<b>6.8 Engage meaningfully with our diverse community, encourage participation, and be proactive and responsive to current and emerging needs</b>	6.8.1 Identify new and emerging trends in 2021 Census data and share with relevant stakeholders.	<ul style="list-style-type: none"> <li>2021 Census data is mined and analysed for trends.</li> </ul>	Completed
	6.8.2 Implement Council's Community Engagement (CE) Policy to strengthen community engagement practice.	<ul style="list-style-type: none"> <li>Deliver CE training to build internal capability</li> <li>Establish internal community of practice to strengthen CE skills</li> <li>Increase in confidence and capability of Council staff over 12-month period.</li> </ul>	Completed 
	6.8.3 Increase the number of Shaping Banyule followers and the proportion who have a positive digital engagement experience.	<ul style="list-style-type: none"> <li>Proportion of Shaping Banyule project followers who agree or strongly agree that their experience of community engagement has been positive</li> <li>Increase in number of Shaping Banyule project followers by 10%.</li> </ul>	Completed
	6.8.4 Work with Advisory Committees to support and collaborate on key social justice advocacy matters.	<ul style="list-style-type: none"> <li>Key social justice matters of availability of support services, affordable housing, integrated-place based planning, inclusion and resilience are addressed.</li> </ul>	Completed 

Our Trusted and Responsive Leadership Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
 = Action supports the Municipal Public Health and Wellbeing Plan			
<b>6.9 Improve the reach, transparency, impact, and responsiveness of our communications</b>	6.9.1 Increase engagement and average audience across all Council social media channels.	<ul style="list-style-type: none"> <li>• More than 10% audience increase overall</li> <li>• More than 10% increase on average engagement compared to previous year.</li> </ul>	Completed
	6.9.2 Continue to grow the number of subscribers and readership of Council-wide digital newsletter.	<ul style="list-style-type: none"> <li>• 10% growth of subscribers by 30 June 2023</li> <li>• Click through rate increased by 10% by 30 June 2023.</li> </ul>	Over 70% completed
	6.9.3 Increase customer satisfaction and number of visits to Council's corporate website.	<ul style="list-style-type: none"> <li>• Achieve a minimum 80% positive satisfaction rate for top 10 most visited pages on banyule.vic.gov.au</li> <li>• Site visitation numbers more than 750,000.</li> </ul>	Completed
	6.9.4 Undertake a community survey to measure the overall satisfaction and effectiveness of Council communications.	<ul style="list-style-type: none"> <li>• Survey conducted by March 2023</li> <li>• Overall awareness and readership of the Banyule Banner maintained</li> <li>• Overall awareness and readership of the News From Our Neighbourhood increased.</li> </ul>	<b>Deferred</b> Communications survey has been rescheduled to avoid overlap with other surveys and research being undertaken by Council.
<b>6.10 Advocate for community priorities and aspirations to improve service, infrastructure, land use, environmental and social outcomes</b>	6.10.1 Implement Council's Advocacy Framework and Action Plan, and report on progress to the community.	<ul style="list-style-type: none"> <li>• List of advocacy priorities developed for endorsement by Council in August 2022</li> <li>• Provide progress update to the community by December 2022.</li> </ul>	Completed 
	6.10.2 Undertake advocacy with the Victorian Government for improved community outcomes for major transport projects.	<ul style="list-style-type: none"> <li>• Secure improved community infrastructure and service outcomes.</li> </ul>	Completed

Our Trusted and Responsive Leadership Strategy	Action for 2022–23	Annual Target/Measure	Progress Status
 = Action supports the Municipal Public Health and Wellbeing Plan			
<b>6.11 Continually improve, innovate, and review our services to ensure they are effective, efficient and represent value for money</b>	6.11.1 Continue to embed the Continuous Improvement (CI) Framework into Council's systems and processes.	<ul style="list-style-type: none"> <li>• Embed Benefits Realisation Framework in CI projects/initiatives</li> <li>• Continue to build capability and skills via delivery of CI training program</li> <li>• Provide CI subject matter expertise in support of the Customer Experience Platform (CXP) project.</li> </ul>	Completed
	6.11.2 Continue to embed the Customer Complaints Process.	<ul style="list-style-type: none"> <li>• Undertake a post implementation review of the Customer Complaints Process by December 2022.</li> </ul>	Completed
	6.11.3 Deliver Council's targeted Service Development Review Program.	<ul style="list-style-type: none"> <li>• Two services reviewed by June 2023.</li> </ul>	Completed
	6.11.4 Continue to implement the Smart Cities program by deploying additional sensors and collecting data to support informed decision making.	<ul style="list-style-type: none"> <li>• New sensors deployed and data sharing with service areas commenced by June 2023.</li> </ul>	Completed
<b>6.12 Provide responsible management of procurement activity in a way that enhances social, economic, and environmental outcomes</b>	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.	<ul style="list-style-type: none"> <li>• Procurement Tenders over \$1 million considered for collaboration with other Councils</li> <li>• Annual procurement plan 2022–23 prepared by August 2022.</li> </ul>	Completed
	6.12.2 Embed the Sustainable Procurement Framework into Council policy and guidelines.	<ul style="list-style-type: none"> <li>• Measurement and reporting framework developed by June 2023.</li> </ul>	Completed

# 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

## 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 إيصالكم ببلدية بانويل على الرقم 9490 4222.

若你需要口譯員，請致電131 450聯絡TIS National，要求他們為你致電9490 4222接通Banyule市政廳。

Ako vam je potreban tumač, molimo vas, nazovite TIS National na broj 131 450 i zatražite da vas se spoji sa Vijećem općine Banyule na broj 9490 4222.

Αν χρειάζεστε διερμηνέα τηλεφωνήστε στην Εθνική Υπηρεσία Διερμηνέων Μεταφραστών στον αριθμό 131 450 και ζητήστε να σας συνδέσουν με τη Δημαρχία Banyule στο 9490 4222.

Se hai bisogno di un interprete chiama TIS National al numero 131 450 e chiedi di essere messo in comunicazione con il Comune di Banyule al numero 9490 4222.

Ако ви треба преведувач ве молиме јавете се на TIS National на 131 450 и замолете 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.

