

Banyule Delivery Plan

2025–2029

Year 1 Final Report
July 2025 to June 2026

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Acknowledgement of the Traditional Custodians

Banyule City Council is proud to acknowledge the Wurundjeri Woi-wurrung people as Traditional Custodians of the land and we pay 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

Our community is made up of diverse cultures, beliefs, abilities, bodies, sexualities, ages and genders. We are committed to access, equity, participation and rights for everyone: principles which empower, foster harmony and increase the wellbeing of an inclusive community.

Purpose of this report

This report provides an overview of Banyule Council's delivery of the Banyule Delivery Plan 2025–2029 (the Delivery Plan) during the 2025–26 financial year.

The Delivery Plan sets out the key initiatives and services Council delivers each year to achieve the goals of the Banyule Plan 2025–2029 (the Banyule Plan). These goals were shaped by community input and reflect what matters most to the Banyule community.

This report shows what Council delivered during the year and how these actions contributed to progress towards a healthy, connected and sustainable Banyule.

About the Delivery Plan and Health and Wellbeing Plan

The Banyule Plan is Council's main strategy for the next four years. It sets out priorities identified by the community through broad engagement. The Delivery Plan turns these priorities into practical actions and services, funded through Council's annual budget.

The Banyule Plan also includes the Health and Wellbeing Plan, which outlines Council's goals to support the health and wellbeing of everyone in the community. Many actions in the Delivery Plan directly support these goals. Other important activities outside the Delivery Plan also contribute. Together, they form a whole-of-Council approach to building a healthy, inclusive and resilient Banyule.

The infographic below gives an overview of the Health and Wellbeing Plan. It shows the plan's vision and aim, the life stages it supports, the three foundations for living well and the five health and wellbeing priorities that Council is focusing on.



Figure 1 | A summary of Banyule's Health and Wellbeing Plan

A full accessible description of this infographic is provided in [Appendix A](#).

Read the full [Banyule Plan](#) and [Delivery Plan](#) at banyule.vic.gov.au.

Delivery Plan results by Health and Wellbeing Plan priority

From July 2025 to June 2026, Banyule Council delivered 26 Delivery Plan actions that supported the Health and Wellbeing Plan. The summary below shows the results achieved across each health and wellbeing priority area. Health and wellbeing priority icons show which priority each action supports.



Building Respectful Communities

8 actions in the Delivery Plan

8 actions completed



Lifelong Healthy Habits

4 actions in the Delivery Plan

3 actions completed

1 action not yet completed



Every Body Active

3 actions in the Delivery Plan

2 actions completed

1 action not yet completed



Healthy Planet, Healthy People

5 actions in the Delivery Plan

4 actions completed

1 action not yet completed



Social Connection with Purpose

6 actions in the Delivery Plan

6 actions completed

Delivery Plan Year 1 results

From July 2025 to June 2026, Banyule Council delivered strong results across the 56 actions in the Delivery Plan. The snapshot below shows how these actions were delivered during the year.

Action results overview

This graph shows the percentage of Delivery Plan actions that were completed, not yet completed or postponed by 30 June 2026.

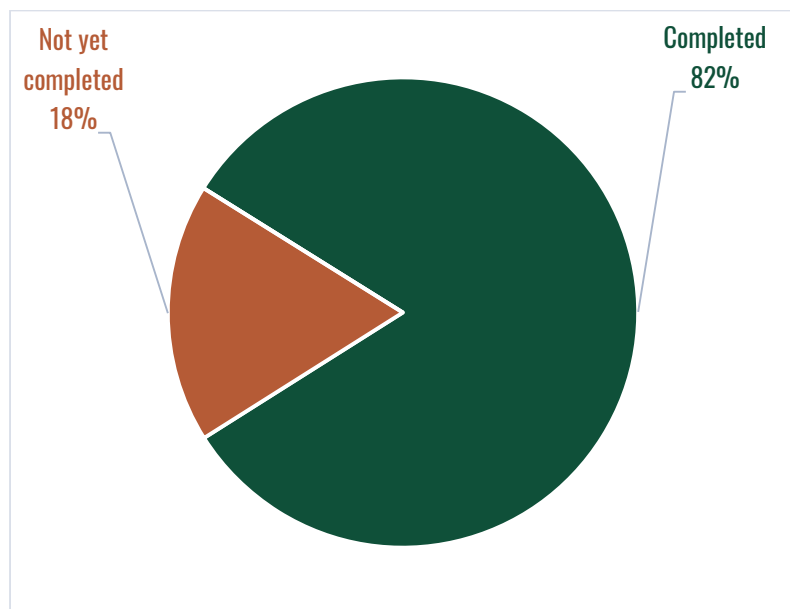


Figure 2 | Status of Delivery Plan Year 1 actions as at 30 June 2026

Action results

46 actions completed

These actions were completed or reached at least 90% completion by year end. For reporting purposes, actions at 90% or more are counted as completed.

10 actions not yet completed

These actions had not reached 90% completion by year end and are reported as not yet completed.

0 actions postponed

No actions were rescheduled during the year.

Priority theme 1

Our Inclusive, Healthy and Connected Community

A vibrant, connected, active and safe community where diversity and inclusion are valued and encouraged.



Banyule Council focuses on this priority theme through 11 key actions in the first year of the Delivery Plan. These actions helped support a more inclusive, healthy and connected community.

Action results overview

This graph shows the percentage of Delivery Plan Year 1 actions under this priority theme that were completed, not yet completed or postponed by 30 June 2026.

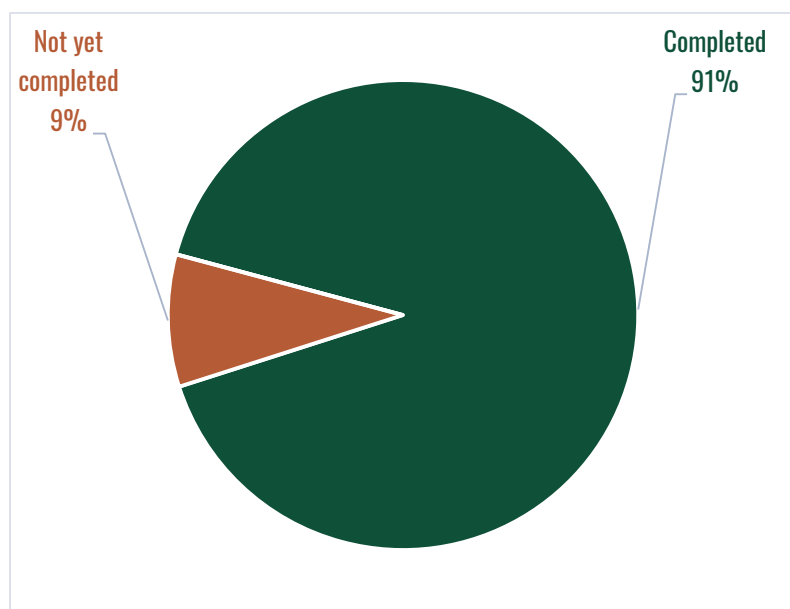


Figure 3 | Status of Our Inclusive, Healthy and Connected Community actions as at 30 June 2026

Action results

10 actions completed

These actions were completed or reached at least 90% completion by year end. For reporting purposes, actions at 90% or more are counted as completed.

1 action not yet completed

This action had not reached 90% completion by year end and is reported as not yet completed.

0 actions postponed

No actions were rescheduled during the year.

Delivery Plan actions and results

Table 1 | Priority theme 1 – Our Inclusive, Healthy and Connected Community

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & Health and Wellbeing Plan priority
1.	Strengthen the partnership with the Barrbunin Beek Aboriginal Gathering Place	Lift up the social connection, health and wellbeing of First Nations people. Actively supporting First Nations self-determination is a municipal health and wellbeing objective.	• Develop a Memorandum of Understanding and partnership agreement with Barrbunin Beek by 30 June 2026. • Hold two strategic meetings each year with Barrbunin Beek by 30 June 2026.	Completed 
2.	Build awareness of, and address barriers posed by ageism, discrimination, racism and ableism across the community	Respectful communities ensure that everyone, regardless of their background, feels valued and included. Respectful interactions build trust and cooperation among community members, leading to stronger, more resilient communities.	• Deliver the annual Building Respectful Communities action plan which addresses: ♦ First Nations inclusion and cultural safety ♦ Building awareness and eliminating all forms of discrimination ♦ Preventing family and gender-based violence ♦ Creating equitable, safe and inclusive community spaces.	Completed 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & Health and Wellbeing Plan priority
3.	Increase diverse community participation in festivals, exhibitions, arts grants, programs and events	People build social connections with purpose, as a health and wellbeing priority, which increases people's sense of value, belonging and wellbeing.	• Deliver major events and festivals including Malahang, Twilight Sounds, Carols by Candlelight and other community celebrations. • Support 14 community-led exhibitions at Ivanhoe Library and Cultural Hub that support local creatives by 30 June 2026.	Completed 
4.	Develop and implement an exhibition program of national cultural significance to elevate the Ivanhoe Library and Cultural Hub's profile as a premier arts venue	Increased visibility of creativity, culture and heritage, fosters a positive sense of place.	• Curate high-quality exhibitions and public programs at Ivanhoe Library and Cultural Hub that attract state-wide audiences and media attention.	Completed
5.	Partner with local community organisations to drive collaborative actions that improve social connection across neighbourhoods, with a focus on 3081 postcode	Decrease in social isolation and increase in community's ability to withstand challenges. Better connection between service providers to share themes and informs improved services and supports for the community.	• Align funding agreements with community needs and health priorities. • Connect community and service provider networks to respond to emerging needs. • Increase community services at Shop 48 – The Harmony Centre to support local community organisations.	Completed 
6.	Continue to develop works programs and opportunities in collaboration with the Wurundjeri Narrap team to learn shared practices	Strengthen relationships and work in respectful partnership with the Traditional Custodians of Banyule, the Wurundjeri people, identified Elders and other Aboriginal and Torres Strait Islanders.	• Develop and deliver environmental programs.	Completed 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & Health and Wellbeing Plan priority
7.	Implement the Urban Forest Strategy actions	Enhanced community engagement with the Urban Forest through nature strips and private realm trees.	• Report on actions from the Urban Forest Strategy primarily through the State of Environment report.	Completed 
8.	Deliver the Youth Spaces Plan	Open spaces will attract more young people, through creating spaces specifically for them. This will encourage a greater diversity of users who benefit from open spaces.	• Design and deliver youth spaces at: ♦ Greensborough War Memorial Park ♦ Aminya Reserve. • Design youth spaces for: ♦ Ivanhoe Park ♦ Poulter Reserve.	Not yet completed <i>Youth space design and community consultation have been completed for Ivanhoe Park. Greensborough War Memorial Park, Aminya Reserve and Poulter Reserve have been rescheduled to align with future renewal works and other priority park improvement projects across Banyule. Some of this work will continue from 2026–27.</i> 
9.	Building resilience and capacity across the community to prepare for and manage acute and chronic stressors	Community is supported to have the knowledge and tools to manage crisis events.	• Deliver annual action plans to support the framework by 30 June 2029.	Completed 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & Health and Wellbeing Plan priority
10.	Implement the Support Service and Information Navigation Program	Residents feel supported to navigate and find appropriate support services that can help them to manage daily living activities, participate in activities that they enjoy and remain connected to community.	• Launch and promote the program. • Monitor and evaluate usage each year, identify gaps and advocate for better access, availability and affordability of local services.	Completed 
11.	Implement the Active Banyule Plan to support community participation in active living opportunities, with a focus on sports and recreation	Promotes a healthy and happier community by providing opportunities for active participation in sport and recreation. More people are more active, more often across diverse community settings.	• Increase physical activity levels by at least 5% by 2030. • Deliver an online physical activity directory. • Use club data to track yearly growth in sports participation among underrepresented groups including First Nations, Cultural and Linguistically Diverse (CALD) communities, women and girls, LGBTIQ+, people with disability and socio-economically disadvantaged groups.	Completed 

Note: In the following tables, *Health and Wellbeing Plan* is shortened to **HWP**.

Council teams delivering this priority theme

The following departments and teams are leading the work to deliver actions under this priority theme:

Inclusive and Creative Communities

- First Nations
- Arts and Culture
- Community Impact
- Community Partnerships

Healthy and Active Communities

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

City Planning, Safety and Amenity

- Emergency Management

Family and Community Services

- Aged Services
- Early Childhood Services
- Maternal and Child Health and Immunisation Services
- Youth and Community Connections

Priority theme 2

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 and reducing waste and carbon emissions.



Banyule Council focused on this priority theme through seven key actions in the first year of the Delivery Plan. These actions helped protect and enhance our natural environment, reduce emissions and support a more sustainable Banyule.

Action results overview

This graph shows the percentage of Delivery Plan Year 1 actions under this priority theme that were completed, not yet completed or postponed by 30 June 2026.

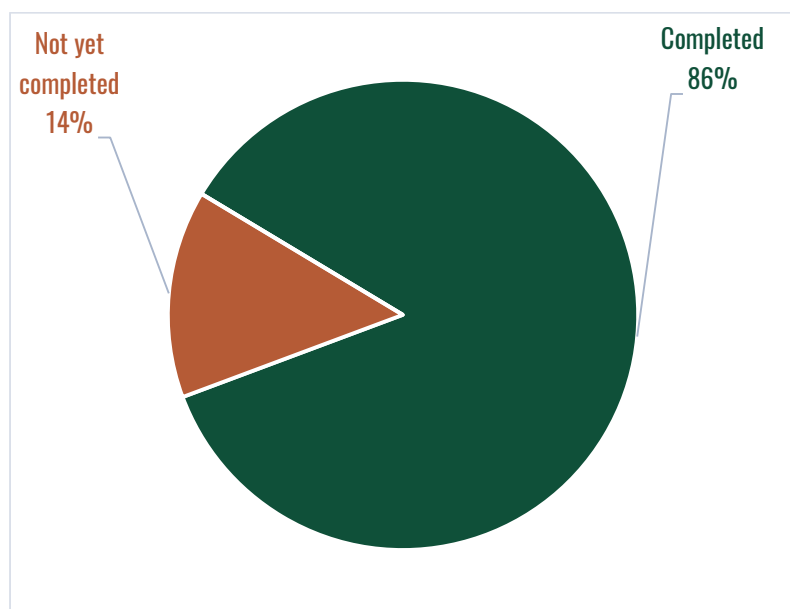


Figure 4 | Status of Our Sustainable Environment actions as at 30 June 2026

Action results

6 actions completed

These actions were completed or reached at least 90% completion by year end. For reporting purposes, actions at 90% or more are counted as completed.

1 action not yet completed

This action had not reached 90% completion by year end and is reported as not yet completed.

0 actions postponed

No actions were rescheduled during the year.

Delivery Plan actions and results

Table 2 | Priority theme 2 – Our Sustainable Environment

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
1.	Strengthen partnership with the Wurundjeri Woi-wurrung Narrap team	Put Caring for Country principles at the centre.	• Implement two strategic meetings each year by 30 June 2026. • Host one learnings and education session each year.	Completed 
2.	Enhance the natural environment through environmental restoration in partnership with the community and other stakeholders	Benefits to open space amenity, wildlife habitat, urban forest canopy and shade and ecological connectivity. Connecting community to nature.	• Plant 250,000 indigenous plants across public and private spaces by 2035, with a target of 110,000 plants by 2029.	Completed 
3.	Develop and implement a Climate Change Adaptation Plan and Monitoring, Evaluation, Reporting and Improvement process (MERI)	Provide guidance to Council on its approach to managing climate risk and supporting the community to adapt and be resilient.	• Run in-depth co-design sessions with staff and the community. • Develop the plan by 31 March 2026. • Begin implementation once the plan is adopted. • Monitor and improve continuously.	Not yet completed <i>The draft Community Climate Resilience Plan has been prepared and will be presented to Council on 13 July 2026. Subject to endorsement, it will go on public exhibition from 14 July 2026 to seek community feedback, with final adoption expected on 5 October 2026.</i> 
4.	Electrify all remaining Council facilities by replacing gas infrastructure with electric alternatives	Electrify all facilities by 2028–29. Achieve improved air quality and thermal comfort for facility users.	• Deliver the WaterMarc/ 1 Flintoff Street electrification project. • Electrify remaining small Council facilities.	Completed

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
5.	Replace Council's existing fleet with zero emissions vehicles to achieve Council's net zero emissions target	Reduce Council's fuel emissions. Improve air quality. Support Council's net zero emissions target.	• Replace all existing fleet with zero emissions vehicles.	Completed <i>Council has developed a Green Fleet Roadmap to guide the transition to zero-emissions vehicles. Due to limited availability of specialised vehicles and infrastructure, the transition will occur in stages, with full implementation targeted by 2035.</i>
6.	Deliver the Irrigation Renewal Program – Sportsfields for Banyule	Irrigation renewal will address poor, inefficient, near or at end-of-life systems that no longer operate to current day standards or requirements.	• Renew one sportsfield irrigation system each year, within budget and to required standards.	Completed
7.	Develop and implement environmental sustainability initiatives across aquatic and leisure facilities to support Council's carbon emissions reductions	Support Council's net zero emissions target.	• Identify priorities and initiatives for each site. • Secure external funding partners to support delivery. • Review WaterMarc Pool blankets to improve efficiency and reduce energy use.	Completed

Council teams delivering this priority theme

The following departments and teams are leading the work to deliver actions under this priority theme:

City Futures

- Environment

Operations

- Fleet Management
- Operations Infrastructure
- Operations Projects
- Waste Management

Parks and Natural Environment

- Bushland Management
- Environmental Operations
- Parks Presentation
- Sportsfields and Parks Assets
- Urban Forestry

Transport and Engineering

- Transport and Development Engineering
- Transport Planning and Projects

Priority theme 3

Our Well-Built City

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



Banyule Council focused on this priority theme through 11 key actions in the first year of the Delivery Plan. These actions helped support planning, infrastructure and community spaces that respond to Banyule's current and future needs.

Action results overview

This graph shows the percentage of Delivery Plan Year 1 actions under this priority theme that were completed, not yet completed or postponed by 30 June 2026.

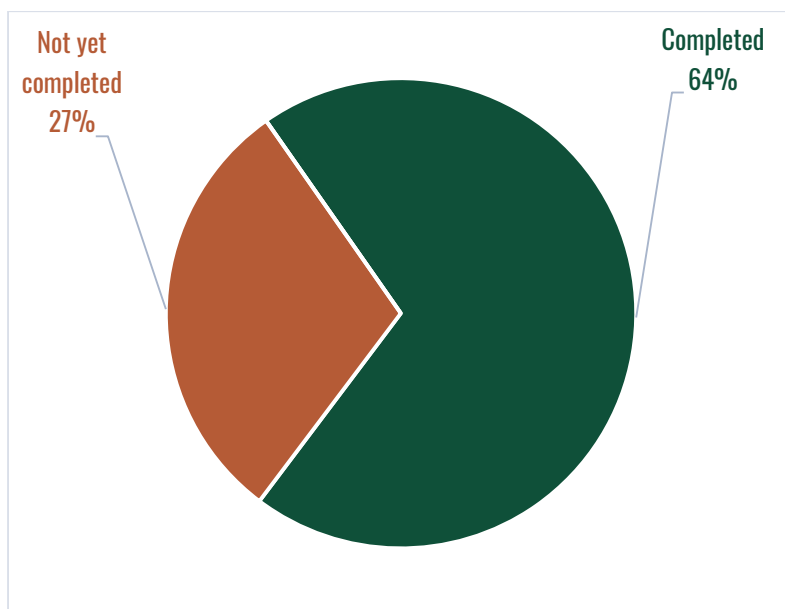


Figure 5 | Status of Our Well-Built City actions as at 30 June 2026

Note: Percentages may not total 100 due to rounding.

Action results

8 actions completed

These actions were completed or reached at least 90% completion by year end. For reporting purposes, actions at 90% or more are counted as completed.

3 actions not yet completed

These actions had not reached 90% completion by year end and are reported as not yet completed.

0 actions postponed

No actions were rescheduled during the year.

Delivery Plan actions and results

Table 3 | Priority theme 3 – Our Well-Built City

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
1.	Increase learning opportunities to share Aboriginal culture, history, and heritage while celebrating local character and embedding First Nations culture	Celebrate, protect and share Aboriginal history, heritage and culture.	• Implement information about the Uluru Statement from the Heart in the Banyule Banner by 30 June 2026. • Host one National Reconciliation Week event each year.	Completed 
2.	Increase public art across the municipality to enhance community identity and social connection	Enhanced community identity, social connection and health and wellbeing through improved public spaces, local storytelling and celebration of local artists.	• Begin updating the public art policy by 31 December 2025. • Deliver a new public artwork every second year.	Completed 
3.	Construct Watsonia Town Square	A safe, accessible and inclusive space for the community to be experience, be active, learn and connect. Provides pedestrian and cycling connections to the towns square.	• Complete project by 30 September 2025.	Completed
4.	Review of the Public Open Space Contribution Levy and Planning Scheme Amendment (PSA)	An increased levy to support our public open space requirements.	• Progress the PSA by 30 June 2026.	Not yet completed <i>Delays in Victorian Government approval for the PSA have pushed public consultation and next steps into 2026–27.</i>

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
5.	Housing Strategy and Neighbourhood Character Statutory Implementation	Preparation of a residential development framework to implement the Housing and Neighbourhood Character Strategies. Appropriate development occurs in a neighbourhood and where needed an increase in affordable housing to cater for the needs of the community.	• Prepare a residential development framework. • Develop a Built Form Design Guide resource. • Finalise the planning scheme amendment.	Not yet completed <i>Victoria Government housing planning reforms and new requirements have delayed approval, pushing the next stage into a later timeframe.</i>
6.	Review of Development Contributions Plan (DCP) and Banyule Planning Scheme Amendment (PSA)	Support the ongoing infrastructure needs of the community in new development areas.	• Update the existing DCP model with an addendum by 30 June 2026. • Prepare a second DCP model to be included in the PSA by 30 June 2026. • Progress the PSA by 30 June 2027. (for delivery in 2026–27)	Not yet completed <i>Work has not yet been completed as it depended on the Public Open Space Contribution Review and the 10-Year Capital Works Plan, which provide key information needed to finalise the project. This work is now well progressed.</i>
7.	Develop an Acquisition Plan for Open Space	Increased provision of existing open space and new open spaces across Banyule, to suit the changing demographic of our community.	• By 2029, address identified gaps in open space or develop a strategic plan to guide future improvements.	Completed
8.	Develop Greensborough Structure Plan	Well-functioning, community space, towns and areas that are accessible and providing for the needs of the community.	• Complete the draft Structure Plan by 30 June 2026. • Finalise the Structure Plan by 30 June 2027. (for delivery in 2026–27)	Completed

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
9.	Ensure a seamless transition into the new Rosanna Library building for Yarra Plenty Regional Library, Maternal and Child Health services and the Banyule Toy Library	Community have access to a modern library and integrated family services.	• Develop governance and management models to guide operations. • Achieve an 80% satisfaction rating from community feedback on the new facility.	Completed
10.	Explore the development of a purpose-built Youth facility to provide a safe, inclusive space for young people across the municipality	Improve the health and wellbeing of young people, reducing disconnection and antisocial behaviour through the provision of a safe and inclusive space.	• Offer four distinct targeted youth sessions each week during school terms for young people aged 12 to 25.	Completed 
11.	Planning for the West Heidelberg Integrated Services Hub to ensure it is innovative, accessible and meets community needs	Improved health and wellbeing outcomes in the West Heidelberg area through increasing the number of organisations providing local targeted services as well as developing a 'fit for purpose' space for community to access services.	• Finalise the business case, secure funding and begin construction of the West Heidelberg Integrated Services Hub.	Completed 

Council teams delivering this priority theme

The following departments and teams are leading the work to deliver actions under this priority theme:

City Futures

- Open Space Planning and Design
- Strategic Planning and Urban Design

City Planning, Safety and Amenity

- Building Services (BPi)
- Development Planning
- Environmental Health
- Municipal Laws and Public Assets

Priority theme 4

Our Valued Community Assets and Facilities



Our community assets, facilities and services, are affordable, sustainable, evenly distributed, safe, accessible for everyone and designed to provide meaningful experiences and connections.

Banyule Council focused on this priority theme through seven key actions in the first year of the Delivery Plan. These actions helped support accessible, inclusive and fit-for-purpose community assets and facilities.

Action results overview

This graph shows the percentage of Delivery Plan Year 1 actions under this priority theme that were completed, not yet completed or postponed by 30 June 2026.

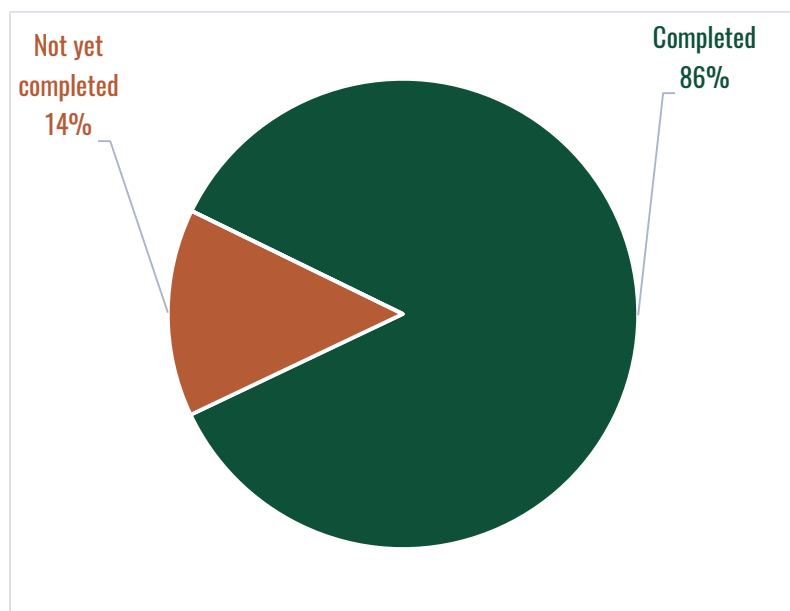


Figure 6 | Status of Our Valued Community Assets and Facilities actions as at 30 June 2026

Action results

6 actions completed

These actions were completed or reached at least 90% completion by year end. For reporting purposes, actions at 90% or more are counted as completed.

1 action not yet completed

This action had not reached 90% completion by year end and is reported as not yet completed.

0 actions postponed

No actions were rescheduled during the year.

Delivery Plan actions and results

Table 4 | Priority theme 4 – Our Valued Community Assets and Facilities

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
1.	Ensure all Council infrastructure is culturally safe for First Nations people	Enhance First Nations inclusion and cultural safety.	• Develop and carry out a cultural safety audit for Council infrastructure by 31 December 2026.	Completed 
2.	Develop a strategic plan for Ivanhoe Aquatic and Fitness Centre	Community access to modern fit for purpose facilities.	• Finalise the strategic plan by 31 December 2025.	Completed
3.	Construct Rosanna Library	Community access to modern fit for purpose facilities.	• Complete construction by 31 December 2025.	Completed
4.	Undertaking a feasibility and site analysis for an improved youth facility	Young People have an accessible fit-for-purpose facility that supports their needs and is located within complementary services and support.	• Review and assess the feasibility of upgrading JETS Studio by 31 December 2025. • Identify options and funding models for a new or upgraded youth facility by 31 December 2026. (for delivery in 2026–27) • Confirm location for the youth facility by 2029. (for delivery estimated between 2028–30)	Completed 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
5.	Upgrade and redevelop community sports infrastructure that is accessible, inclusive, meets sporting standards and supports increased participation	Community can access high quality sports facilities that inclusive and welcoming. Remove barriers to participation.	• Complete upgrades to: ♦ Olympic Park Pavilion ♦ Macleod Park Pavilion ♦ Glenauburn Lighting Upgrade ♦ James Street Reserve change facility upgrade ♦ Greensborough tennis resurface upgrade ♦ Anthony Beale Pavilion.	Not yet completed <i>All upgrades have been completed, with the James Street Reserve change facility on track for construction to begin in October 2026.</i> 
6.	Explore flexible and shared use opportunities of sporting pavilions by community groups to maximise use and support sustainability	Access to facilities that are inclusive and accessible for community activities.	• Identify up to three sports pavilions suitable for community day use by 30 June 2026. • Identify potential community groups and understand their needs.	Completed 
7.	Implement the Banyule Community Infrastructure 2023–2033 Action Plan	Community Infrastructure is integral to improving the health and wellbeing and quality of life for residents.	• Deliver actions outlined in the plan on time. • Provide annual updates on project progress.	Completed

Council teams delivering this priority theme

The following departments and teams are leading the work to deliver actions under this priority theme:

Delivery and Assets

- Building Maintenance
- Capital Works
- City Assets
- Major Projects

Strategic Properties and Projects

- Spatial and Property Systems
- Strategic Properties and Property Services

Priority theme 5

Our Thriving Local Economy

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



Banyule Council focused on this priority theme through six key actions in the first year of the Delivery Plan. These actions helped support local businesses, strengthen employment pathways and contribute to a more resilient local economy.

Action results overview

This graph shows the percentage of Delivery Plan Year 1 actions under this priority theme that were completed, not yet completed or postponed by 30 June 2026.

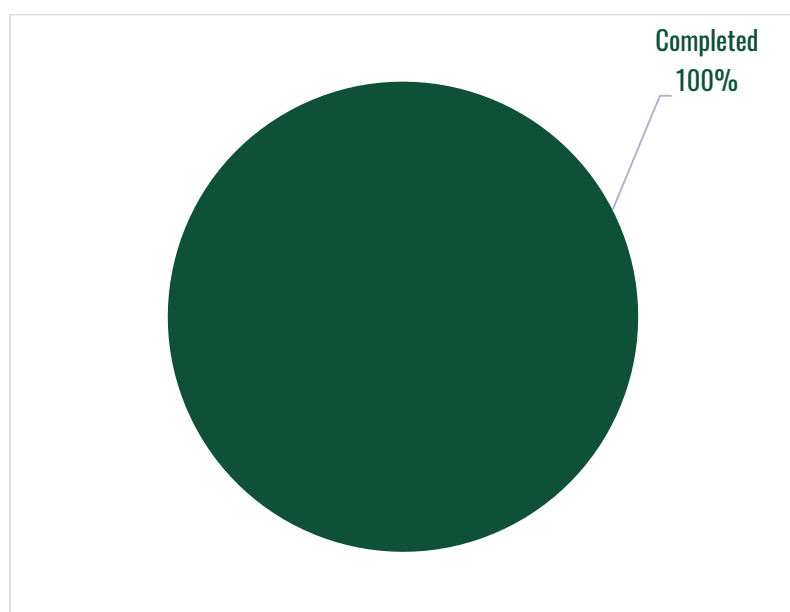


Figure 7 | Status of Our Thriving Local Economy actions as at 30 June 2026

Action results

6 actions completed

These actions were completed or reached at least 90% completion by year end. For reporting purposes, actions at 90% or more are counted as completed.

0 actions not yet completed

No actions were reported as not yet completed.

0 actions postponed

No actions were rescheduled during the year.

Delivery Plan actions and results

Table 5 | Priority theme 5 – Our Thriving Local Economy

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
1.	Increase economic opportunities for First Nations people	Increase economic opportunities and health and wellbeing outcomes.	• Explore ways to increase access to grant opportunities for First Nations people. • Increase the number of Indigenous businesses in Council's supply chain by 5% each year.	Completed
2.	Support the growth and development of social enterprises to create meaningful employment opportunities and contribute to the local economy	Strengthen the local economy, provide jobs for residents facing barriers, and foster a more inclusive and sustainable community.	• Support two new social enterprise partnerships each year by helping them navigate Council process and connect with relevant networks. • Deliver 30 support sessions for social enterprises each year.	Completed 
3.	Expand inclusive employment initiatives to increase job opportunities and pathways for residents facing barriers, while strengthening skills and capabilities to support long-term workforce participation	Reduce unemployment, build confidence and independence, and create a more inclusive and resilient community.	• Deliver the First Nations Traineeship Program. • Deliver the Inclusive Employment Program.	Completed 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
4.	Foster a sustainable and thriving creative sector	There is a dynamic culture of creative practice and enterprise in Banyule. Creative industries contribution to local economic development is valued and boosted.	• Support 500 artists each year through education, employment, grants, professional development and other opportunities. • Explore what spaces are needed and what can be provided to improve access for artists.	Completed 
5.	Support investment attraction and job creation through advocacy, partnerships and building stakeholder relationships with key industry, commercial and retail sectors	Increased investment and local jobs.	• Continue implementing the Heidelberg West Business Park Masterplan. • Progress planning and advocacy for the Northern Innovation and Sustainability Hub by 30 June 2026.	Completed
6.	Support activity centres through engagement with traders, Traders Associations, and administering the Special Rate and Charge schemes	Enhance visitor amenity, infrastructure and services to increase business growth.	• Renew relevant Special Rate and Charge Schemes by 30 June 2026.	Completed

Council teams delivering this priority theme

The following departments and teams are leading the work to deliver actions under this priority theme:

Inclusive and Creative Communities

- Local Economy

Priority theme 6

Our Trusted and Responsive Leadership



An innovative, community-driven Council that works collaboratively to achieve agreed place-based outcomes, ensuring all have the opportunity to engage with their Council on local priorities and the future of their community through demonstrated best practice governance, financial sustainability and advocacy on community priorities and aspirations.

Banyule Council focused on this priority theme through 14 key actions in the first year of the Delivery Plan. These actions helped strengthen governance, customer experience, community engagement, financial sustainability and organisational performance.

Action results overview

This graph shows the percentage of Delivery Plan Year 1 actions under this priority theme that were completed, not yet completed or postponed by 30 June 2026.

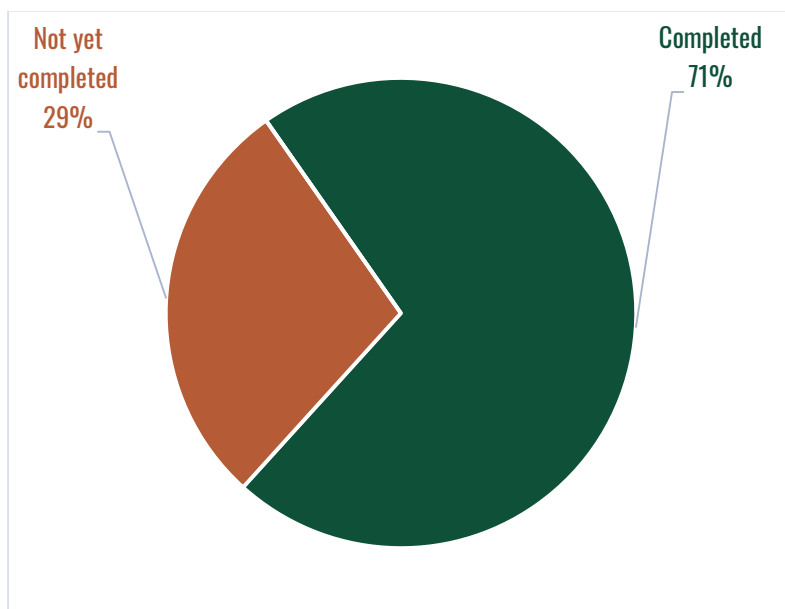


Figure 8 | Status of Our Trusted and Responsive Leadership actions as at 30 June 2026

Action results

10 actions completed

These actions were completed or reached at least 90% completion by year end. For reporting purposes, actions at 90% or more are counted as completed.

4 actions not yet completed

These actions had not reached 90% completion by year end and are reported as not yet completed.

0 actions postponed

No actions were rescheduled during the year.

Delivery Plan actions and results

Table 6 | Priority theme 6 – Our Trusted and Responsive Leadership

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
1.	Strengthen partnership with traditional owners the Wurundjeri Woi-wurrung Corporation	Improve First Nations self-determination through engagement and representation.	Hold two meetings each year between Wurundjeri Woi-wurrung executives and Council executives.	Completed 
2.	Address barriers to civic participation to amplify diverse voices and meet community needs	Community engagement respects and engages different cultures, beliefs, abilities, bodies, ages, sexualities, genders and identities. Enhances decision-making, increases trust and transparency, strengthens social cohesion and ultimately enable better targeted solutions to community concerns.	- Deliver a broad range of engagement activities, with a focus on community committees. Identify and eliminate discrimination through targeted projects and programs.	Completed 
3.	Strengthen the Banyule Service Promise to improve customer experience	Provide the community with easy access to high-quality, timely and personalised customer service, responsive to their needs.	- Improve customer service by managing communication channels and reducing average call wait times to under two minutes by 30 June 2026. Develop Customer Experience Quality Standards by 30 June 2026.	Not yet completed <i>Improvements have been achieved in the timeliness of Contact Centre services through significantly reduced call wait times. Broader customer experience standards have been deferred to allow for alignment with the department restructure and redesign and will now be delivered in 2026-27.</i>

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
4.	Maximise Banyule's Customer Experience (CX) Strategy to empower and grow the wider organisation's CX maturity	Improved customer experience through all staff understanding their roles and processes and how their work impacts the customer and the community.	• Implement the Knowledge Management Strategy to improve service quality and response times by 30 June 2026. • Embed the Customer Experience Platform (CXP) and support future development phases by 30 June 2026. • Develop and deliver Customer First training by for staff by 30 June 2026. • Use improved CX dashboards to support data-driven decisions by 30 June 2026.	Not yet completed <i>CX dashboards are now in place to support better decision-making; however, other customer experience improvements have been delayed due to the department restructure and redesign, and will be delivered from 2026–27.</i>
5.	Foster a culture of innovation and service improvement	Council operates with greater efficiency and cost-effectiveness, to maximise value for the community. Council fosters a culture of innovation, driving improvements that directly benefit the community and enhance service delivery.	• Run the improvement 'ideas harvesting' program by 31 December 2025. • Ensure 90% of teams that complete an 'ideas harvesting' workshop are improving service delivery.	Completed

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
6.	Implement the Cyber Security Strategy	Keeping Council information secure and protected.	• Deliver the Cyber Strategy roadmap each year, including: ♦ Completing the Essential 8 mitigation strategies ♦ Enhancing user awareness training ♦ Implementing a Security Operations Centre (SOC) and Security Information and Event Management (SIEM) solution.	Completed
7.	Strengthen and sustain our leadership culture by implementing targeted development programs, with a special emphasis on nurturing emerging leaders	The community will benefit from a skilled and capable leadership in the workforce that delivers improved services across Council.	• Implement the Aspiring Leaders Program for 20 emerging leaders by 30 June 2026, with measurable progress in leadership development. • Launch the graduate program by 30 June 2026.	Completed
8.	Continue the implementation and integration of our Enterprise Risk, Insurance and Audit Programs to ensure a robust and proactive approach to risk management and organisational assurance	The community will have confidence in Council's ability to manage risks, ensuring reliable and secure services.	• Continue improving enterprise risk management and provide assurance that Council's controls are effective and aligned with strategic goals.	Completed
9.	Develop the Financial Sustainability Strategy	Ensure financial sustainability for the community and that Council services and programs can continue to be delivered.	• Adopt the strategy by 30 June 2026.	Completed

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Action status & HWP priority
10.	Work with other Northern Region councils to actively pursue opportunities for aggregated collaborative procurement activities	Efficient delivery of services for the community that minimise cost shifting, obtain efficiencies, lead on environmental and social outcomes, and create greater value for money opportunities.	Participate in at least one major collaborative procurement opportunity each year.	Completed
11.	Develop a dashboard that provides transparent reporting on Council's performance, including health outcomes	Community will have access to transparent information about council's progress towards the strategic priorities and the priorities of health.	Design a performance dashboard by 31 December 2025. Launch the dashboard by 30 June 2026.	Completed <i>This action is delivered through Council's new Banyule Plan webpages, which provide clear and transparent reporting on Council's performance, including health and wellbeing outcomes.</i>
12.	Develop a framework and tactics to better communicate with underserved, emerging and multicultural audiences	Creates more equity and helps more people to connect in with Council's services and programs.	Develop and implement new ways to communication with underserved audiences by 30 June 2026.	Not yet completed <i>A community working group has been formed to help shape this work. To support this, the timeline has been extended, with completion expected in the second half of 2026. Funding has also been allocated in the 2026–27 Budget to support delivery.</i>
13.	Grow digital newsletter subscribers and social media engagement	Reduces the risk of Council's heavy reliance on printed communications.	Aim for 5% growth each year.	Completed
14.	Establish an Enterprise Project Management Office to improve the processes and governance of project delivery across the organisation	Efficient, coordinated management and communication of all project types and their progress across the municipality.	Update the Project Management Framework by 31 December 2025. - Establish a central project management system and reporting dashboard by 31 December 2025.	Not yet completed <i>Timeframes have been extended to support the rollout of a new project management approach. The updated framework is progressing as planned, with a new system and reporting tools to follow in 2027.</i>

Council teams delivering this priority theme

The following departments and teams are leading the work to deliver actions under this priority theme:

Advocacy, Communications and Engagement

- Advocacy
- Communications
- Community Engagement and Insights

Customer and Transformation

- Customer and Digital Experience
- Customer and Information Services
- Data, Integration and Automation
- Technology
- Transformation

Governance and Integrity

- Cemetery Administration and Support
- Governance and Integrity

Office of the CEO and Councillors

- Office of the CEO and Councillors

People and Culture

- Human Resources Business Partners
- Inclusive Employment Pathways
- Organisational Development
- Payroll
- Risk and Assurance
- Safety and Wellbeing

Strategic Finance and Performance

- Financial Accounting
- Financial Performance and Planning
- Integrated Planning and Performance
- Revenue Services
- Strategic Procurement

Appendix A – Accessible description of Banyule’s Health and Wellbeing Plan priorities infographic

This section provides a clear and easy-to-read description of the Health and Wellbeing Plan priorities infographic, which appears in the ‘About the Delivery Plan and Health and Wellbeing Plan’ section of this document.

The infographic highlights how Banyule Council is working to support the health and wellbeing of everyone in the community. It includes the following key elements:

Vision

All Banyule residents enjoy their highest attainable level of health and wellbeing at every stage of life.

Our aim

To improve health equity by providing responsive, inclusive, prevention-focused, culturally safe services that are discrimination-free.

Life stages

- Healthy start: Pre-natal to 2 years
- Healthy children: 3 to 11 years
- Healthy young people: 12 to 25 years
- Healthy adults: 26 to 59 years
- Healthy ageing: 60+ years

Foundations for a healthy life

- Cultural determinants of health
- Social determinants of health
- Human rights-based approach to health

Priorities

Building Respectful Communities

- First Nations inclusion and cultural safety
- Address family and gender-based violence
- Identify and eliminate discrimination
- Develop and improve social infrastructure
- Address barriers to employment and civic participation

Lifelong Healthy Habits

- Partner with local First Nations groups to improve health outcomes
- Address barriers to health equity
- Foster wellbeing throughout life
- Support a great start to life
- Address modifiable risk factors through health promotion

Every Body Active

- Make benefits of active living accessible for all bodies
- Diversify the range of free/affordable, inclusive and accessible choices
- Improve wayfinding and promotion to help people connect
- Support people to exercise socially and safely
- Increase tree canopy cover

Healthy Planet, Healthy People

- Put Caring for Country principles at the centre
- Strengthen neighbourhood ecosystems to enhance capacity and resilience
- Invite people to connect with and care for our natural environments
- Foster eco-wise practices and further climate action
- Enhance biodiversity, waterways and green open spaces

Social Connection with Purpose

- Actively support First Nations self-determination
- Support for people to form relationships and express themselves
- Targeted social connection and belonging initiatives
- Intergenerational, intracultural and intercultural connections
- Enhanced vocational and volunteering opportunities

Return to [Banyule’s Health and Wellbeing Plan priorities infographic](#).

Contacting Banyule City Council

We're here to support our community. For any enquiries or information about Council services, please reach out:

Telephone: **(03) 9490 4222**

Email: enquiries@banyule.vic.gov.au

Website: banyule.vic.gov.au



Deaf, hard-of-hearing, hearing-impaired or speech impaired:

Contact us through the National Relay Service on 133 677 (TTY) or 1300 555 727 (ordinary handset) or email enquiries@banyule.vic.gov.au.

Auslan interpreter service:

If you require an Auslan interpreter to support you in accessing a Council service, please email enquiries@banyule.vic.gov.au. Where possible, 7 days' notice is preferred.

Postal address:

PO Box 94, Greensborough VIC 3088

Council service centres and opening hours:

Greensborough: Level 3, 1 Flintoff Street – Monday to Friday, 8:30am to 5pm

Ivanhoe Library and Cultural Hub: 275 Upper Heidelberg Road – Monday to Friday, 9am to 5pm

Need an interpreter?

If you need an interpreter, call 131 450 and ask to speak with Banyule Council on 9490 4222. This is a free service provided by TIS National.

中文（简体）：

如果您需要口译员，请拨打 131 450，并要求与 Banyule 市议会联系，电话号码是 9490 4222。此服务由 TIS National 提供，完全免费。

Italiano:

Se hai bisogno di un interprete, chiama il 131 450 e chiedi di parlare con il Comune di Banyule al numero 9490 4222. Questo è un servizio gratuito fornito da TIS National.

Ελληνικά:

Αν χρειάζεστε διερμηνέα, καλέστε το 131 450 και ζητήστε να μιλήσετε με τον Δήμο Banyule στο 9490 4222. Αυτή είναι μια δωρεάν υπηρεσία που παρέχεται από το TIS National.

中文（繁體）：

如果您需要口譯員，請撥打 131 450，並要求與 Banyule 市議會聯繫，電話是 9490 4222。這是由 TIS National 提供的免費服務。

العربية:

إذا كنت بحاجة إلى مترجم، اتصل على 131 450 واطلب التحدث إلى مجلس بلدية بانويل على الرقم 9490 4222. هذه خدمة مجانية تقدمها TIS National.

Tiếng Việt:

Nếu bạn cần thông dịch viên, hãy gọi 131 450 và yêu cầu nói chuyện với Hội đồng Banyule qua số 9490 4222. Đây là dịch vụ miễn phí do TIS National cung cấp.

Soomaali:

Haddii aad u baahan tahay turjubaan, wac 131 450 oo codso in lagugu xiro Golaha Degmada Banyule lambarka 9490 4222. Tani waa adeeg bilaash ah oo ay bixiso TIS National.

Македонски:

Ако ви треба преведувач, јавете се на 131 450 и побарајте да разговарате со Општина Banyule на бројот 9490 4222. Ова е бесплатна услуга обезбедена од TIS National.