

# Inclusive Banyule

A plan for uplifting social equity for all



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# Message from the Mayor



Since we released our Inclusion, Access and Equity Framework 2017–2021 four years ago, Banyule, like many places across the world, has faced significant challenges with the COVID-19 pandemic. As we launch this reimagined Inclusion

Access and Equity Framework as 'Inclusive Banyule', the pandemic continues to impact the diverse community of people who live, learn, visit or work in Banyule.

With increased economic and health risks, the importance of local connection and social inclusion have never felt closer to home. People survive and thrive more when they are connected not only by place, but by shared values and a sense of belonging to a community.

Throughout this pandemic we have seen incredible achievements at the community level, with important initiatives such as food banks to support residents experiencing disadvantage and a proliferation of informal networks of connection, support and neighbourliness, including those in digital spaces. Council has also continued to provide local jobs and services, including our award-winning Inclusive Employment Program, to support those who are vulnerable or experiencing disadvantage.

Under state, federal and international laws, Council has a mandate to ensure that the services we provide, the culture of our organisation and the society we support locally is one of fairness, equality and inclusion.

A core part of Council's role as a leading stakeholder in the local community is to ensure we embed and enact principles of access, equity, participation and basic human rights for everyone in our community.

We will tackle barriers to access by driving equity for groups vulnerable to disadvantage, such as First Nations people, people living with disability, older people, and multicultural and LGBTIQ+ communities living in Banyule.

We will foster change through our community action plans, recognising that every one of us has a right to social justice and community inclusion.

We will increase meaningful participation in the civic, cultural and economic life of our municipality by meeting everyone's basic human right to social justice and to individual and community wellbeing.

Together we will strive to meet the aspiration of the Banyule Community Vision 2041:

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

**Cr Elizabeth Nealy**  
Mayor



# Our commitment

“ An inclusive society is defined as a society for all, in which every individual has an active role to play. Such a society is based on fundamental values of equity, equality, social justice, human rights and freedoms, as well as on the principles of tolerance and embracing diversity  
UNESCO 2012 ”

Council has long recognised the richness that a diverse community brings to Banyule and the importance of working with communities to address inequities. In 2014, we were one of the first Melbourne councils to develop and implement an Inclusion, Access and Equity Framework. From here, we worked with our more marginalised communities to develop population action plans.

Inclusive Banyule represents the next step in maturing Council's approach to inclusion, informed by the community, and by research and data. Inclusive Banyule considers the environmental, economic, political, social, cultural and behavioural factors present within Banyule, meaning we can plan appropriate and targeted action that responds to the diverse needs of our communities at different ages and life stages and promotes access, equity, participation and rights for all people.

Inclusive Banyule represents our commitment to our diverse communities and improving the liveability of Banyule for all. Fundamental to this is taking pride in our First Nations heritage and our broader cultural and environmental legacy.

## Acknowledgement of 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.**

Council seeks to be inclusive of everyone who resides in Banyule or visits our municipality. We value diversity and this following statement underpins and reinforces our commitment to inclusion:

## Banyule's Diversity Statement

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

We purposefully take steps to uplift social inclusion to support all people to experience social justice-based outcomes of:

**Access** - Everyone can access places, spaces, services and programs that meet their needs.

**Equity** - Everyone is ensured equal opportunity and has their difference recognised and valued.

**Participation** - Everyone has the opportunity for real participation in the decisions that govern their lives.

**Rights** - Everyone's difference is celebrated, ensuring we live in harmony and without risk of discrimination or violence.



# Hallmarks of our approach

Inclusive Banyule guides the ways that Council works to promote and foster diversity and inclusion across our organisation and the municipality. Uplifting inclusion requires ongoing effort and specific initiatives that make a difference. Our approach towards uplifting inclusion are underpinned by these hallmarks:

## Learn and adapt

- We embed into our daily work the pillars of social justice - access, equity, participation and rights
- We engage our communities to better understand the lived experience of people and their needs and aspirations.
- We apply an intersectional lens to reduce vulnerability to discrimination and social exclusion.
- We elevate the visibility and awareness of diversity within our communities and neighbourhoods.
- We address perceptions and attitudes that reinforce inequities.
- We adapt our social infrastructure and public places and spaces to be 'fit for people'.
- We adapt our communication and engagement practices to reduce barriers to inclusion.

## Partnerships and collaboration

- We focus efforts on creating synergies and finding new ways to work better together.
- We work with organisations that are present, relevant and engaged to deliver better outcomes for the community.

- We create connections between people, organisations, services, places, environments and ecosystems.
- We advocate together to address issues and barriers.
- We support communities and community groups to equitably access opportunities and resources.

## Focus

- We address issues important to our communities:
  - Accessible and social housing
  - Social infrastructure
  - Connected and cohesive communities
  - Employment pathways and workplace conditions
  - Mental health and support services
  - Family violence
  - Gender equity
  - Environment and sustainability
  - Fairness and safety
- We support identified communities that experience structural disadvantage.
- We identify and address systemic barriers that reinforce inequities.
- We deliver initiatives that accelerate measurable outcomes.



# Policy Context

Inclusive Banyule aims to support our community to take one step closer to achieving the Banyule CommunityVision 2041:

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

The Banyule Community Vision 2041 reflects our community’s values, aspirations and priorities over the next 20 years, as represented in Figure 1. One of the six community themes is Our Inclusive and Connected Community, described as:

“ 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. ”

This Vision is supported by six community priority themes:

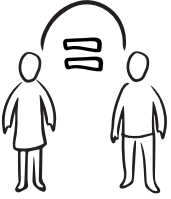
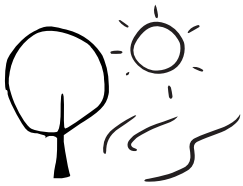





Figure 1: Banyule Community Vision 2041

Uplifting inclusion across communities and neighbourhoods, and within our own organisation is a Council priority. It is embedded in the Council Plan 2021-2025 and represents a key feature of our Municipal Public Health and Wellbeing priorities. These priorities are represented in Figure 2.

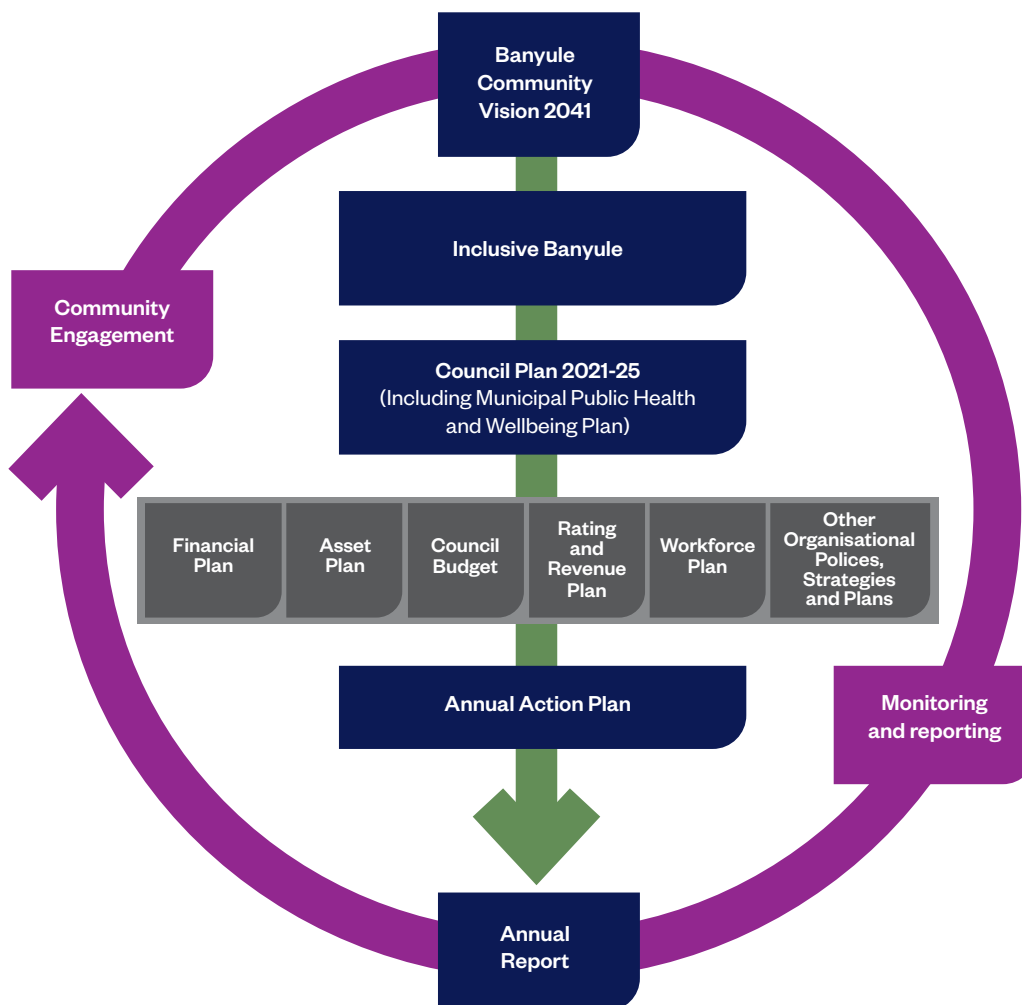


## Our Health and Wellbeing Priorities for 2021-2025

				
<b>Gender equality and prevention of violence against women</b>	<b>Tackling climate change and its impact on health</b>	<b>Social inclusion and connection</b>	<b>Increasing healthy eating</b>	<b>Increasing active living</b>
Advocate and partner to create a more equitable Banyule	Advocate and provide opportunities to take action on climate change	Foster a more inclusive Banyule where diversity is seen as a strength, and people have an opportunity to gather and connect	Advocate and partner for better access to healthy, affordable and culturally appropriate food	Facilitate opportunities for people to have more active lifestyles, in particular by improving our infrastructure

**Figure 2: Banyule’s Municipal Health & Wellbeing Priorities**

Inclusive Banyule works with and complements Council’s planning framework. It represents as an organisational plan in this hierarchy illustrated in Figure 3.



**Figure 3: Banyule’s Planning Framework**

Banyule City Council recognises its role as a global citizen. We share a commitment to the elevation of human rights and social inclusion for everyone and acknowledge the United Nations Sustainable Development Goals as a call to action that informs Inclusive Banyule.

Council plays a leading role in local efforts to improve society, support people and pursue economic prosperity for all. Inclusive Banyule addresses inclusion in alignment with the global development goals represented in Figure 4.



Figure 4: United Nations Sustainable Development Goals

In Australia, the Australian Human Rights Commission has statutory responsibilities to address discrimination under the Age Discrimination Act 2004, Australian Human Rights Commission Act 1986, Disability Discrimination Act 1992, Racial Discrimination Act 1975, and the Sex Discrimination Act 1984. It is unlawful to discriminate based on a range of protected attributes including age, disability, race, sex, intersex status, gender identity and sexual orientation in certain areas of public life, including education and employment.

As is the case across Australia, in Victoria all councils are governed by state legislation, which generally overlap with Commonwealth laws. State legislation stipulates the activities which Council is required to perform and provides scope for Council to pursue discretionary activities that respond to local needs. Our legislative obligations include, but are not limited to:

**Local Government Act 2020 (Vic)**- requires Council to achieve the best outcomes for the community and future generations.

**Disability Act 2006 (Vic)**- requires Council to reduce barriers to accessing goods, services and facilities; and obtaining and maintaining employment. Promote inclusion and participation in the community and achieve tangible change in attitudes and practices that discriminate.

**Gender Equality Act 2020 (Vic)**- requires Council to consider and promote gender equality; and take necessary and proportionate action towards achieving gender equality, including undertaking Gender Impact Assessments.

**Public Health and Wellbeing Act 2008 (Vic)**- requires Council to create an environment which supports the health of community members and strengthen the capacity of people to achieve better health.

**Child Wellbeing and Safety Act 2005 (Vic)**- requires Council to support all children to reach their full potential and participate in society irrespective of their family circumstances and background.





**Climate Change Act 2017 (Vic)**- outlines Council's role in supporting vulnerable communities and promoting social justice and intergenerational equity. It also includes principles of equity and community engagement to inform decision making.

**Charter of Human Rights and Responsibilities Act 2006 (Vic)**- requires Council to act in a way that is compatible with human rights.

**Multicultural Victoria Act 2011 (Vic)**- in alignment with this Act, all Banyule residents are equally entitled to access opportunities and participate in and contribute to social, cultural, economic and political life.

**Racial and Religious Tolerance Act 2001 (Vic)**- in alignment with this Act, Council promotes the full and equal participation of every person in a society that values freedom of expression and is an open and multicultural democracy.

**The Equal Opportunity Act 2010 (Vic)**- makes discrimination because of a personal characteristics, as defined in the Act\*, against the law. The Act creates 'positive duty' responsibilities which requires Council to eliminate discrimination, sexual harassment and victimisation as much as possible. This means taking reasonable and proportionate measures which align with the six minimum standards identified by the Victorian Equal Opportunity & Human Rights Commission.

**Family Violence Protection Act 2008 (Vic)**- creates an obligation for Council to take reasonable steps to maximise safety for children and adults who have experienced family violence who access relevant Council services, and prevent and reduce family violence.

**Planning and Environment Act 1987 (Vic.)**- creates an obligation for Council to secure a pleasant, efficient

and safe working, living and recreation environment for all and to balance the present and future interests of all Victorians.

The legislative framework reminds us that people's experiences with inclusion are different and there are groups within Banyule that continue to experience long-term and entrenched structural disadvantage.

\*Characteristics protected in the Equal Opportunity Act 2010 (Vic.) are:

Age

Parent and carer status

Disability

Employment activity

Gender identity

Expunged homosexual conviction

Marital status

Race

Political belief or activity

Pregnancy and breastfeeding

Sex

Physical features (height, weight, size, shape, facial features, hair and birthmarks)

Sex characteristics

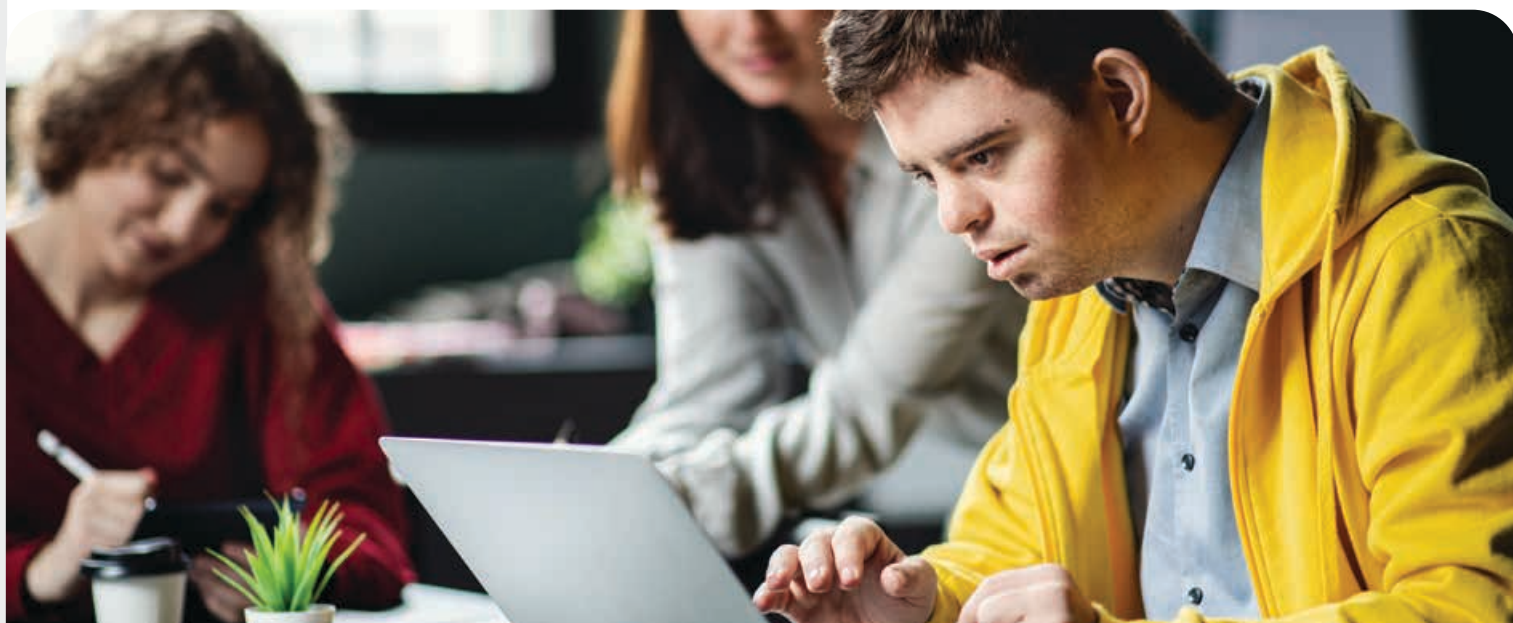
Sexual orientation

Profession, trade or occupation

Lawful sexual activity

Industrial activity

Personal association with someone who has, or is assumed to have, on of these personal characteristics



# Inclusion benefits everyone

“ Inclusion occurs when a diversity of people (e.g. of different ages, cultural backgrounds, genders) feel valued and respected, have access to opportunities and resources, and can contribute their perspectives and talents to improve their community.  
 Diversity Council of Australia ”

Everyone benefits when we consider the needs of all people, and offer additional focus to communities who experience greater levels of disadvantage and social inequities.

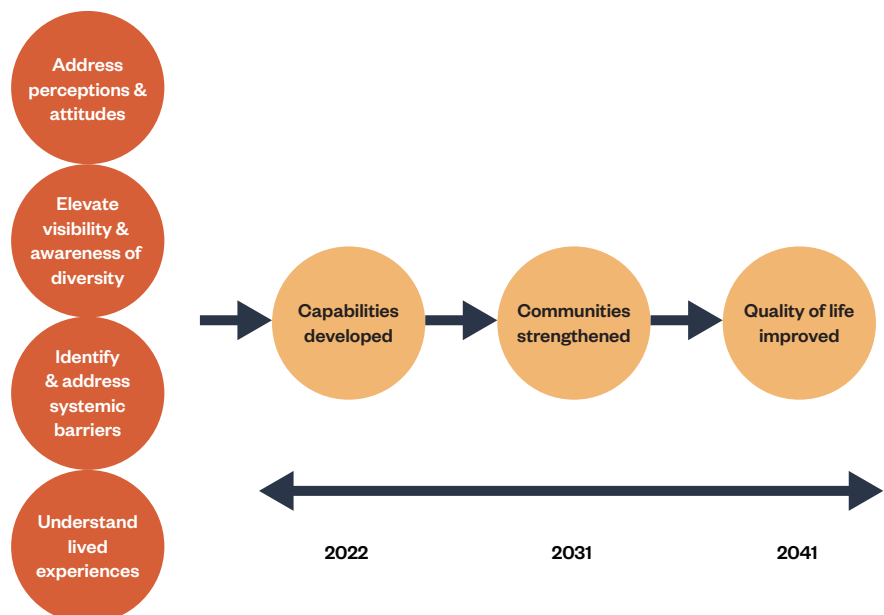
The outcomes of adopting a social justice approach to inclusion is compelling. Deloitte Access Economics (2019) modelling and analysis indicates that a more inclusive society increases the Australian economic dividend by \$12.7 billion annually. Vic Health (2005) states that inclusion has a ‘powerful and protective effect on public health’.

When we focus on access, equity, participation and human rights, we can influence significant, measurable impacts as represented in Table 1.

**Table 1 Impact of inclusive practice**

We see an uplift in:	We see a decrease in:
Positive health behaviours and self esteem	Cost of delivering social services
Improved mental and physical health	Rates of loneliness
Employment outcomes and access to wider talent pool	Rates of mortality, cognitive & functional decline
Increased productivity in the workplace	Rates of depressive symptoms
Boost to inclusive economic growth	Dependencies on social welfare
Improved quality of life	Levels of poverty
Stronger sense of social identity and social cohesion	Rates of crime and engagement with the justice system
Perceptions of safety	

As we continue to develop and refine our inclusive practices, we believe we can create positive impact, leading to strengthened communities and over time an uplift in the quality of life for residents, as represented in Figure 5.



**Figure 5: Impact of inclusive practice**

# Pathway to inclusion

To uphold and exceed Council’s obligations to uplift inclusion and respond to our positive duty to act under the Equal Opportunity Act 2010 (Vic.), a range of important steps towards inclusion were identified.

## Inclusion starts with addressing inequities

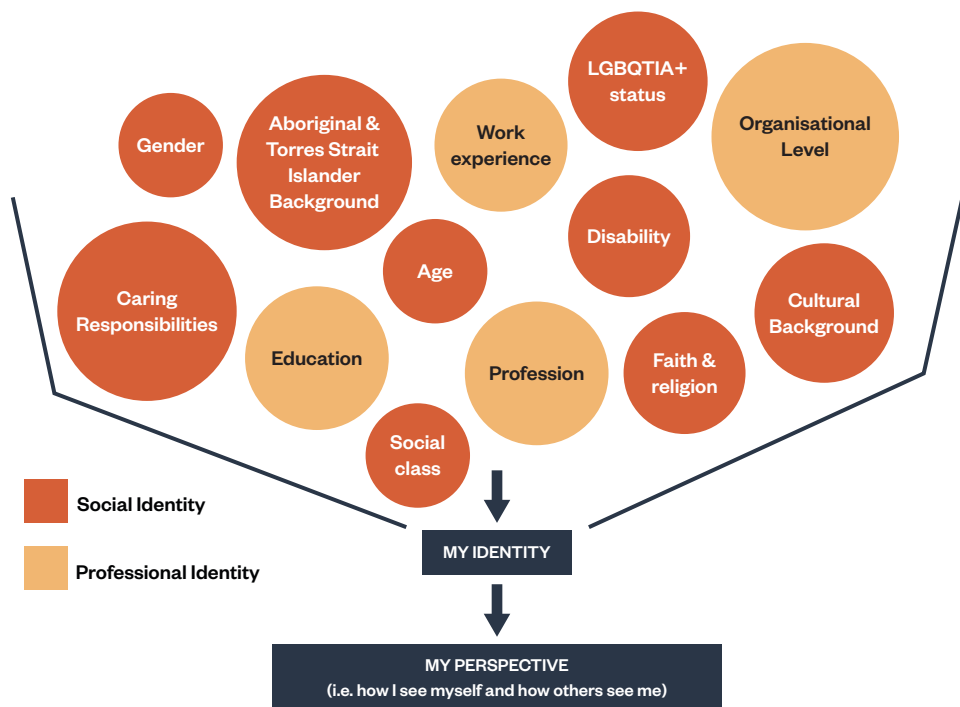
There are groups within Banyule that experience structural disadvantage, occurring as a result of

mainstream policies and programs not meeting everyone’s needs or offering equal opportunities, and this can lead to poorer social, health and economic outcomes. To address structural disadvantage, Banyule recognises and seeks to support a range of identified groups as identified in the Royal Commission into Family Violence findings, including but not limited to the groups in Table 2.

First Nations people	Multicultural communities	Women and girls
Children in out-of-home care	Young people aged 12 to 25	Older adults
Faith communities	LGBTQIA+ communities	People with disability
People experiencing mental health issues	People experiencing homelessness	Victim survivors
Boost to inclusive economic growth	Refugees and people seeking asylum	People experiencing poverty

## Recognising intersectionality

Intersectionality refers to the ways in which different aspects of a person’s identity can expose them to overlapping forms of discrimination and marginalisation. Council recognises that individual characteristics that inform our social identity do not exist independently from each other. Rather they often intersect to create complex forms of inequities as a result of systems and structures that disadvantage certain population groups or people with specific characteristics, as shown in Figure 6. Intersectionality is considered a fundamental approach and embedded in Council’s approach to inclusion.



**Figure 6: Intersectionality**

## Knowledge and curiosity

Because we live in a dynamic and fast changing society, we share the responsibility to reflect, learn and adapt in response to societal events and challenges. When we routinely apply a social justice lens to Banyule's policies, strategies, and service and program practices, we are better positioned to identify the unintended consequences of Council's actions that may create or reinforce structural disadvantage for different groups of people. This process may lead to the identification of emerging and new groups of people experiencing inequities, which will require Council to adapt to proactively respond.

## Intentional inclusive practice

We purposefully take steps to uplift inclusion to support all people's experience of social justice-based outcomes of access, equity, participation and rights. The practice of inclusion requires planned, adaptive and incremental actions orientated towards key elements that lead to change. Over the next four years, Banyule's actions will focus on:

- Addressing perceptions & attitudes
- Elevating visibility & awareness of diversity
- Identifying & address systemic barriers to inclusion
- Understanding the lived experiences of people



# Diversity in Banyule

Home to over 137,000 people (2022), with a median age of 39 years of age, Banyule residents identify with incredibly diverse range of backgrounds and differ across a number of dimensions such as age, religion, culture, gender, LGBTIQ+, experience of disability and socio-economic background. This snapshot of diversity is used to highlight the importance of taking an intersectional approach to inclusion.

## First Nations

The Wurundjeri Woi-wurrung people are the Traditional Custodians of Banyule, although under 1,000 First Nations people call Banyule home. Banyule works in partnership with First Nations people to improve inclusion outcomes through the Reconciliation Action Plan.

## Age and households

In 2022, people aged 35-49 years are the most represented age group in Banyule, representing one in five residents. Similarly, one in five residents are under the age of 18 years and 23% are over 60+ years. These statistics indicate Banyule is a popular home for families with dependent children (34.3% of households). Single parent families represent 10% of these households and 81% of single parents identify as female. Of the older adult resident population, 10% aged 65+ years live alone, with older adult females more likely than males to live alone.

Population forecasts suggest that each service age group will grow in number over time. However, more significant growth is expected in the under 18 age group which will increase to one in five by 2041 and almost one in four residents will be aged 60+ years.

With the understanding that children, young people and older adults are identified communities, designing tailored inclusion strategies within Council's services, programs and actions will continue to be an important consideration.

## Gender

“ Gender refers to the characteristics of women, men, girls and boys that are socially constructed. ”  
WHO 2022

Whilst most Banyule residents identify as heterosexual, the Victorian Government estimates that 5.7% of the population openly identify with the LGBTIQ+ community. The majority identified as being lesbian/gay (1.8%) or bisexual (2.8%). The remaining identified as being transgender, gender diverse, queer, pansexual, asexual, having an intersex variation or other (approx. 1.1% combined).

Based on these statistics, it is estimated that just under 7,000 or 1.4% residents in Banyule identify with the LGBTIQ+ community and 221 Banyule couples are living in a same-sex relationship. On the premise that the LGBTIQ+ community is identified as experiencing inequities, our population will continue to grow and our inclusive strategies aim to support more people to feel psychological safety to identify, it is reasonable to predict that actions that address gender-based identity issues will become more important to address over time.

In Banyule, statistics indicate traditional societal roles may continue to influence perceptions of inclusion. For example, females are more likely than males to provide unpaid childcare (32.5%), unpaid care (15.2%), do unpaid domestic work (77.4%) and to volunteer (22.2%).

## Cultural diversity

Banyule is home to people with ancestries from over 140 countries and 23% of residents were born overseas, with UK, China, Italy, India being the main countries of birth. Heidelberg West is celebrated as the home of the 12 largest Somali population in Australia. From 2014 to 2020, there was a 25% increase in the number of people who settled in Banyule with a Bridging E Visa.

In homes and communities across Banyule, you are likely to hear 120 different spoken languages including Mandarin, Italian, Greek, Cantonese and Arabic, by 22% of residents. Whilst most are fluent in speaking English, 3% of residents experience difficulties. Along with language diversity, the residents of Banyule hold a range of religious beliefs including 51% observing Christianity, 2% Islam and 2% Buddhism. However, 35% state they do not practice religion.

Because residents from multicultural backgrounds experience a range of barriers to inclusion, especially as it relates to employment and service access, working with our multicultural communities to drive actions that raise awareness and visibility and uplift our inclusive practices will continue to feature in our annual action plans.

## Disability

More than 17% of residents identify as having a disability, and of these residents, 5% need assistance with their daily core activities. There is strong evidence to suggest people with disabilities experience significant barriers to inclusion. For example, only 34% aged 20 years+ with disabilities have completed a Year 12 education; only 53% are employed; and 38% of households with a person with a disability are low-income households.

Older adults are more likely to identify as having a disability and across Banyule, 13% of people provide unpaid assistance to a person with a disability, long term illness or older adult.

## Socio-economic status

Across Banyule, residents report differing social and economic experiences. Overall, Banyule's SEIFA index of disadvantage is 1055, ranking Banyule as the 11th most affluent municipality in Victoria, which indicates most people are faring well. Most adults are employed, yet females are more likely to work part-time than males (51% compared to 22%) and the main local employment industries are Health Care and Social Assistance (15.1%), Education and Training (11.3%) and Professionals, Scientific Technical Services (9.3%). However, 15% of Banyule households are low-income households (earning less than \$650 per week) and females are more likely to be low-income earners than males. Whilst Banyule's unemployment rate is

relatively low, in Heidelberg West/Bellfield where the SEIFA rating is 864.1, 27% are low-income households, 14% are households without a car and 34% of people in this community live in social housing. One in four young people are unemployed and 13% are reported to be disengaged from school. This community is identified as experiencing state and nationally significant levels of disadvantage.

## Other diversity indicators

Across Victoria, 14% of adult residents have low-level literacy proficiency, struggling with tasks such as reading and writing and understanding procedural text most people take for granted.

It is important to reflect that there are groups of people with acute levels of disadvantage in Banyule, including over 320 people recorded as experiencing homelessness.

In a one-year period ending March 2022, 1,185 family violence incidents were reported in Banyule (Crime Statistics Agency 2022), whereby approximately 3 out of 4 family members affected were female and 81 were under 18 years of age.

Whilst Banyule has a positive duty to focus on the inclusion needs of all people, there is a strong case for providing supports to identified groups who experience inequities because they are more likely to experience complex and multiple barriers to inclusion.



# Leading change

Over the next four years, Council will progress specific actions to measure up to our Inclusive Banyule commitments and make significant progress towards our objectives. Our approach will remain targeted and

intentional and will feature a blend of planned and deliberately emergent activities that create multiple and sustainable community benefits.

## Objective 1: Being an equitable and inclusive workplace and increasingly diverse workforce.

Intended Outcome	Our Strategy	Indicators
<ul style="list-style-type: none"> <li>The diversity of our own workforce reflects the diversity of Banyule's population.</li> </ul>	<p><b>Our People Strategy 2024</b></p> <ul style="list-style-type: none"> <li>Attract the most capable people to build an exceptional, diverse and culturally safe workforce who share our values.</li> </ul> <p><b>Gender Equality Action Plan 2021-2025</b></p> <ul style="list-style-type: none"> <li>Establish a full set of workplace diversity and inclusion baseline measures.</li> <li>Track progress and ensure accountability.</li> </ul>	<ul style="list-style-type: none"> <li>Increased diversity reflected in Banyule workforce data.</li> <li>Barriers to the recruitment and retention of leaders from diverse backgrounds are identified and addressed.</li> </ul>
<ul style="list-style-type: none"> <li>Our people feel culturally safe, included and valued.</li> <li>Our organisation attracts the most capable people to build an exceptional, diverse and culturally safe workforce who share our values.</li> <li>Our employee experience and our reputation as an employer is aligned to our values, purpose and organisational needs.</li> <li>Our culture helps us to live the organisational values, always work collaboratively and provide excellent service, including during times of change.</li> </ul>	<p><b>Our People Strategy 2024</b></p> <ul style="list-style-type: none"> <li>Nurture a progressive, diverse, inclusive, safe and healthy workforce; a culture that fosters organisational agility and adaptability.</li> <li>Build a workplace culture that brings us together around shared values and purpose, creating a strong sense of connection for everyone.</li> </ul> <p><b>Gender Equality Action Plan 2021-2025</b></p> <ul style="list-style-type: none"> <li>Facilitate employee engagement with workplace gender equality and diversity and inclusion.</li> <li>Focus on LGBTIQ+ cultural safety.</li> </ul>	<ul style="list-style-type: none"> <li>Increased feelings of safety, inclusion and validation through staff surveys.</li> </ul>
<ul style="list-style-type: none"> <li>Our people commit to the ongoing learning and work of diversity, equity and inclusion</li> </ul>	<p><b>Our People Strategy 2024</b></p> <ul style="list-style-type: none"> <li>Demonstrate our ability to work with our community in a way that shows an understanding of and respect for their unique background and circumstances.</li> </ul>	<ul style="list-style-type: none"> <li>All staff and councillors complete foundational cultural competency training and ongoing equity and inclusion trainings and workshops.</li> <li>Council makes available to staff ongoing opportunities for learning and engagement.</li> <li>Audits are done by department to assess opportunities related to equity, diversity and inclusion.</li> <li>Shifting attitudes towards equity, diversity and inclusion from staff.</li> </ul>

## Objective 2: Delivering equitable and inclusive services, places and spaces

Council has adopted a range of strategies to strengthen our Inclusive and Connected Community, as described in the Council Plan 2021-2025. To uplift inclusive

practice across our range of services, places and spaces, we will routinely apply a gender equality and inclusion lens as we implement our intended strategies.

Intended Outcome	Our Strategy	Indicators
<ul style="list-style-type: none"> <li>Our services, spaces and places are welcoming, safe, accessible, and affordable for all.</li> </ul>	<ul style="list-style-type: none"> <li>Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion. This strategy aligns with our Municipal Public Health and Wellbeing response.</li> <li>Provide a range of services and programs that support the development of children, young people and families. This strategy is underpinned by the Child and Youth Framework.</li> <li>Deliver a range of accessible services and programs for older people that support social connections and independent living. This strategy forms part of the Older Adults Strategic Plan.</li> <li>Promote active and connected living through a range of accessible and inclusive opportunities for all people of all ages through sport and recreation. This strategy forms part of the Recreation Plan.</li> <li>Deliver a range of services and programs to become the leading Council in supporting and empowering people with disabilities. This strategy is progress through the Inclusive Banyule Annual Action Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Council support for the diversity and inclusion of the Banyule Community.</li> <li>Increased number and diversity of people and communities accessing services, spaces, and places.</li> <li>Increased community satisfaction index scores for Banyule community facilities.</li> <li>Reported decrease of incidents of discrimination in customer/community member surveys of those accessing Banyule services, places and spaces.</li> <li>Strengthened perceptions of personal safety of those accessing Banyule services, places and spaces.</li> <li>Strengthening perceptions of belonging and inclusion of those accessing Banyule services, places and spaces.</li> <li>Banyule services are assessed for financial inclusion.</li> <li>People have access to health services.</li> <li>People have access to essential community services (transport, access to internet, telephone, electronic devices, or computer).</li> <li>People feel valued in the community.</li> <li>People have trust in local government and its functions.</li> </ul>
<ul style="list-style-type: none"> <li>Our services, spaces and places are responsive to the emerging priorities, assets and needs of our diverse communities</li> </ul>	<ul style="list-style-type: none"> <li>Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing. This strategy forms part of the Arts and Culture Strategic Plan.</li> <li>Actively support and facilitate infrastructure, service and programs that address community safety. This strategy is linked to the Asset Plan and will be reflected in the Resilient Banyule Framework.</li> <li>Strengthen community preparedness and resilience for emergency events. This Strategy will be reflected in the Resilient Banyule Framework.</li> <li>Provide for and facilitate specific programs and respond to current and emerging preventable disease, outbreaks and public health risks. This strategy forms part of the Municipal Emergency Management Plan.</li> <li>Enable and empower philanthropic and business partners to support our community through the establishment of the Banyule Community Fund.</li> </ul>	<ul style="list-style-type: none"> <li>The needs of all people in the community are foundational to the planning and design of services programs and places.</li> <li>Council maintains channels of communication and feedback loops with diverse groups in community.</li> <li>Efforts are made to ensure that council policy and budget is responsive to emerging community issues and needs.</li> <li>Processes are established to reflect upon and learn from council responses to emerging community issues and needs.</li> </ul>



Intended Outcome	Our Strategy	Indicators
<ul style="list-style-type: none"> <li>Council policies, strategies, plans and other public - facing information are developed and implemented using equity centred design.</li> </ul>	<ul style="list-style-type: none"> <li>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. This strategy is progressed through the Inclusive Banyule Annual Action Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Equity centred design policy created.</li> <li>Number of staff trained in equity centred design principles.</li> <li>Proportion of Council policies, strategies and plans that are developed according to equity centred design principles.</li> </ul>
<ul style="list-style-type: none"> <li>Inclusion outcomes and practice across our range of services, places and spaces is uplifted and informed by the Traditional Custodians of Banyule, the Wurundjeri Woi Wurrung people, identified Elders and other First Nations people.</li> </ul>	<ul style="list-style-type: none"> <li>Enhance our relationship and work in respectful partnership with the Traditional Custodians of Banyule, the Wurundjeri people, identified Elders and other Aboriginal and Toress Strait Islanders. This strategy is underpinned by the Innovative Reconciliation Action Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Number of Reconciliation Action Plan actions completed.</li> </ul>



### Objective 3: Recognising and strengthening diverse communities and neighbourhoods.

In recognition that we live and work in dynamic and changing environment, we will prioritise specific enabling activities that will accelerate curiosity, learning and adaptive inclusion, and will have significant and direct benefits for our communities. These activities are:

Intended Outcome	Our Strategy	Indicators
<ul style="list-style-type: none"> <li>Banyule keeps pace with trends, best practice and inform and uplift planning and practice.</li> </ul>	<ul style="list-style-type: none"> <li>Curate and disseminate social research and demographic data. This strategy is progressed through the Inclusive Banyule Annual Action Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Number of community data reports made publicly accessible.</li> <li>Number of requests for information.</li> </ul>
<ul style="list-style-type: none"> <li>Organisations and networks share understandings, strengthen collaborative partnerships and create collective impact.</li> </ul>	<ul style="list-style-type: none"> <li>Work with network partners across disciplines and priority groups. This strategy forms part of Council's operational core business.</li> </ul>	<ul style="list-style-type: none"> <li>Number of joint advocacy projects progressed</li> <li>Diversity of community and network partners that council works with</li> <li>\$ allocated to Inclusive Banyule grants</li> <li>Community outcomes reported as a result of funding for inclusion initiatives.</li> </ul>
<ul style="list-style-type: none"> <li>We identify and address barriers to inclusion, access and equity and ensure human rights are upheld.</li> </ul>	<ul style="list-style-type: none"> <li>Audit and review the delivery of Council's programs, services, policy and strategy. This Strategy responds to the Gender Equality Action Plan.</li> <li>Actively advocate to address physical accessibility barriers in non-Council community places and spaces. This strategy aligns with a range of Council obligations including statutory obligations under the Planning and Environment Act 1987 (Vic.)</li> </ul>	<ul style="list-style-type: none"> <li>Increase in ranking for community decisions, consultation, and engagement in Satisfaction Survey (higher than Victorian average).</li> <li>Attendance at Council run and supported arts and cultural events</li> <li>Perceptions of the local neighborhoods</li> <li>Communication and information meet accessibility standards</li> <li>Inclusive language is consistently applied across all channels</li> </ul>
<ul style="list-style-type: none"> <li>Increased awareness and understanding of diversity, and embedded curiosity about lived experience and impact.</li> <li>Professional and community inclusion capabilities are enhanced.</li> </ul>	<ul style="list-style-type: none"> <li>Deliver a range of inclusion-focused events, forums and communities of practice. This strategy is progressed through the Inclusive Banyule Annual Action Plan.</li> </ul>	<ul style="list-style-type: none"> <li>Number of inclusion-focused events, forums and community of practice delivered</li> <li>Council support for the diversity and inclusion of the Banyule community.</li> </ul>

# Governance of Inclusive Banyule

## Quality improvements

Council is committed to improving the quality of our work. We will measure how well we delivered our projects using several tools, including:

- Community satisfaction surveys.
- Household surveys.
- Self-assessment tools including internal Benefits Realisation Framework.
- Workforce diversity and inclusion surveys.

## Long term impact

Ultimately, Council wants to work with the community to create a positive impact. The benefits often take many years to reflect in community level indicators. As we monitor and report on trends over time, we will measure our impact by consulting with our identified community to determine these questions:

“ Is anyone better off as a result of our actions? ”

“ Should we be continuing these actions? ”

## Oversight

Council's Inclusive Banyule Advisory Committee will play a fundamental role in overseeing the delivery of this Plan, informing the annual Inclusive Banyule Plan actions and monitoring progress.

An annual action plan will be developed in consultation with our Inclusive Banyule Advisory and population committees, and through community consultation. Council is taking an integrated planning approach whereby responsibilities for uplifting inclusive practices are shared across the organisation.

Council's Community Impact Team will lead a coordinated and integrated response, in partnership with People & Culture, who will lead change to create an inclusive Banyule workplace.

Implementation of Inclusive Banyule will be delivered through existing Council funding and new initiatives projects. External funding through grants and partnerships will be routinely sought to drive further investment.

For more information about the Inclusive Banyule Plan, please contact the Community Impact team on 03 9490 4222 or visit Council's website.



## How to contact your Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

Email: [enquiries@banyule.vic.gov.au](mailto:enquiries@banyule.vic.gov.au)

Website: [www.banyule.vic.gov.au](http://www.banyule.vic.gov.au)

Fax: **9499 9475**

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

### Postal Address:

PO Box 94, Greensborough 3088

### Council Service Centre:

Greensborough: Level 3, 1 Flintoff Street

### Ivanhoe Library and Cultural Hub

Ivanhoe: 275 Upper Heidelberg Road

### Office Hours of Opening:

Monday – Friday 8.30am – 5pm

### Interpreter service:

If you need an interpreter, please contact TIS National on 131 450 and ask to be connected to Banyule Council on 9490 4222.

إذا كنتم بحاجة إلى مترجم، الرجاء الاتصال بالخط القومي لخدمة الترجمة الهاتفية TIS على الرقم 131 450، واطلبوا إصالحكم ببلدية بانويل على الرقم 9490 4222.

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

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

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

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

Ако ви треба преведувач ве молиме јавете се на TIS National на 131 450 и замовете да ве поврзат со Banyule Council на 9490 4222.

如果你需要一名翻译，请打电话到国家电话翻译服务处 (TIS National) 131 450，再转接到Banyule市政府9490 4222

Haddii aad u baahan tahay mutarjum wac khadka qaranka oo ah TIS 131 450 weydiina in lagugu xiro Degmada Banyule tel: 9490 4222.

Nếu cần thông dịch, xin gọi cho TIS Toàn Quốc qua số 131 450 rồi nhờ họ gọi cho Hội Đồng Thành Phố Banyule theo số 9490 4222 giúp quý vị.