

# Council Plan 2021–2025

Year 3 Action Plan Final Report

July 2023 to June 2024



### **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 endorses the Uluru Statement from the Heart in full and accepts the invitation to walk with First Nations peoples, to a better future for us all.

### **Diversity Statement**

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

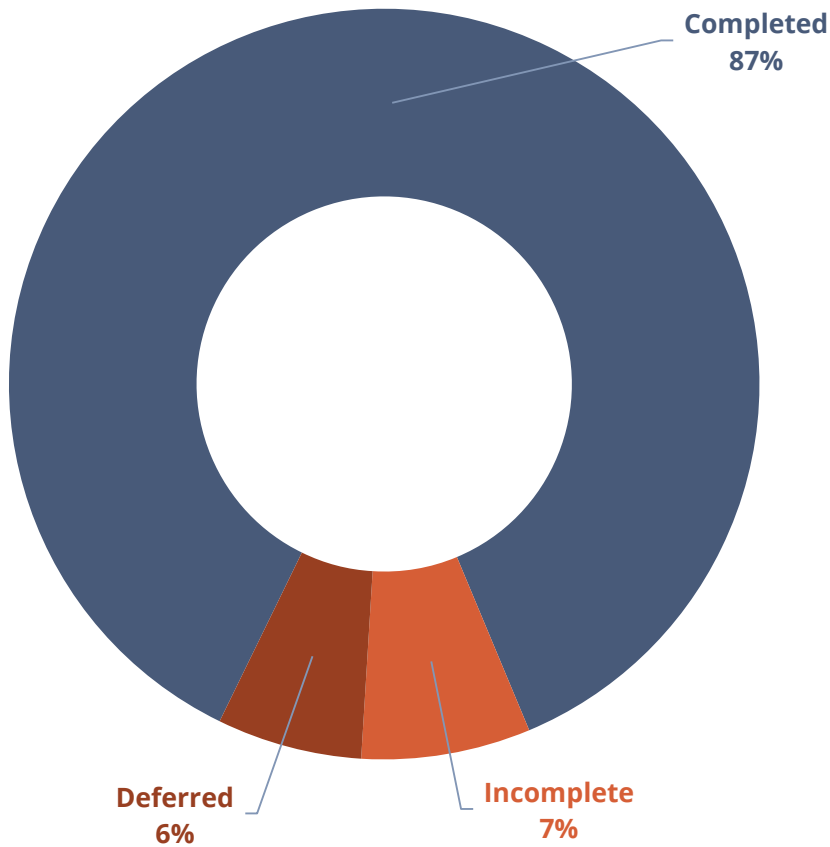
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# Summary of Year 3 Action Plan results

Here is an overview of our results towards delivering the 96 actions that were included in our Council Plan Year 3 Annual Action Plan 2023–2024.

## Action status



## Action summary

**83 Completed**

Action has been completed or at least 90% completed

**7 Incomplete**

Less than 90% completed

**6 Deferred**

Deferred

# Our Inclusive and Connected Community

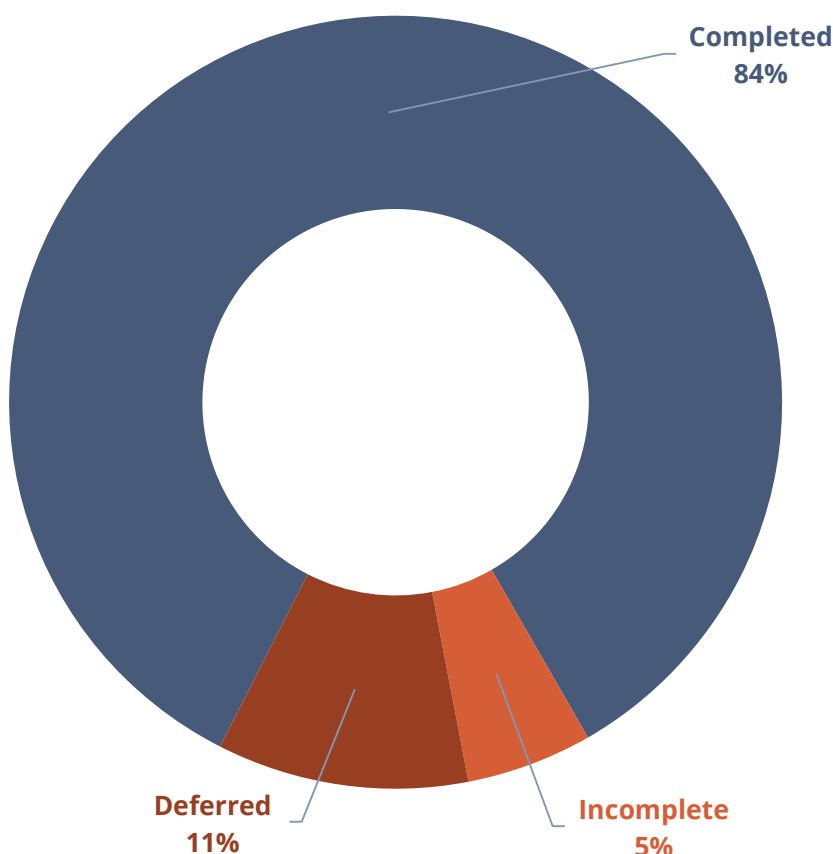


## Strategic objective

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 19 actions.

### Action status



### Action summary

**16 Completed**

Action has been completed or at least 90% completed

**1 Incomplete**

Less than 90% completed

**2 Deferred**

Deferred

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

- **Inclusive and Creative Communities**

- First Nations
- Arts and Culture

- **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 Community Facilities
- Sports and Leisure Contracts Management
- Sports, Recreation and Community Infrastructure

- **Resilient and Connected Communities**

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

**Table 1 | Our Inclusive and Connected Community strategy – 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**

Action for 2023-24	Annual target / measure	Progress status
<b>Review the Recreation Plan 2017-2021 and develop a new Recreation and Sports Plan.</b>	<ul style="list-style-type: none"> <li>• New Sports and Recreation Plan considered for adoption by Council by December 2023.</li> </ul>	<p><b>Deferred</b></p> <p>Review and consultation have been completed. Development of a new plan deferred to begin in September 2024 to allow for additional time required for the recovery and stabilisation of Banyule's sporting community and associated industries. Draft plan to be endorsed by March 2025.</p>
<b>Develop and facilitate inclusive sports participation programs and opportunities that support people with disabilities, older adults, women, and other identified groups of disadvantage.</b>	<ul style="list-style-type: none"> <li>• Implement the 'Sport4All' program</li> <li>• Introduction of three new Older Adults Programs</li> <li>• Evidence of participation opportunities.</li> </ul>	<p>Completed</p>



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**Table 2 | Our Inclusive and Connected Community strategy – 1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement, and a sense of wellbeing**

Action for 2023-24	Annual target / measure	Progress status
<b>Deliver a range of community festivals and events in Banyule.</b>	<ul style="list-style-type: none"> <li>• Events delivered as per schedule:               <ul style="list-style-type: none"> <li>○ Malahang Festival by October 2023</li> <li>○ Carols by Candlelight by December 2023</li> <li>○ Twilight Sounds by February 2024</li> <li>○ Eco Festival by March 2024</li> <li>○ Chillin' in Banyule by June 2024.</li> </ul> </li> </ul>	Completed
<b>Implement Creative Banyule 2030 Strategy and Action Plan.</b>	<ul style="list-style-type: none"> <li>• Year 1 action plan completed by June 2024.</li> </ul>	Completed
<b>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.</b>	<ul style="list-style-type: none"> <li>• Run expression of interest process for artist participation in arts program by December 2023</li> <li>• Curate Urban Lightbox Galleries exhibition by December 2023</li> <li>• Deliver Art in Public Spaces program by June 2024</li> <li>• Deliver annual program of curated art experiences at Ivanhoe Library and Cultural Hub by June 2024.</li> </ul>	Completed 



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**Table 3 | Our Inclusive and Connected Community strategy – 1.4 Actively support and facilitate infrastructure, services and programs that address community safety**

Action for 2023-24	Annual target / measure	Progress status
<b>Deliver improved pedestrian access at priority locations.</b>	<ul style="list-style-type: none"> <li>Capital works projects completed by June 2024 at nominated sites, including:                             <ul style="list-style-type: none"> <li>Ratray Road, Montmorency</li> <li>Norman Street pedestrian operated signals, Ivanhoe</li> <li>St James Road at Lower Plenty Road and Beetham Parade, Rosanna.</li> </ul> </li> </ul>	<p><b>Incomplete</b></p> <p>Three of the four projects were completed. The completion of St James Road and Beetham Parade project was delayed to address community feedback.</p>
<b>Develop and implement the Resilient and Safe Banyule Framework.</b>	<ul style="list-style-type: none"> <li>Year 1 action plan developed and implemented aimed at building resilience across the Banyule community.</li> </ul>	Completed



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**Table 4 | Our Inclusive and Connected Community strategy – 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**


Action for 2023-24	Annual target / measure	Progress status
<b>Continue ecological, cultural, land and water management at Banyule Flats reserve, Banyule Billabong and participate in cultural burning practices on the Nangak Tamboree project Banyule Northern grasslands with the Narrap team.</b>	<ul style="list-style-type: none"> <li>Indigenous food garden maintained and improved on the banks of the Banyule Billabong</li> <li>Continue revegetation and weed control to Frog Bog and Tawny Pond.</li> </ul>	Completed



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Table 5 | Our Inclusive and Connected Community strategy – 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

Action for 2023–24	Annual target / measure	Progress status
<b>Improve community access to information by developing and launching the Inclusive Banyule website.</b>	<ul style="list-style-type: none"> <li>Website launched by June 2024.</li> </ul>	<p><b>Deferred</b></p> <p>A comprehensive review identified that the best approach is to draw together the existing information into a more cohesive and accessible format, rather than creating a new website. This will begin next financial year.</p> 
<b>Action Council's commitment to the Uluru Statement from the Heart in full - truth, treaty, voice.</b>	<ul style="list-style-type: none"> <li>Host three community Truth sharing events to share First Nations culture on topics such as Treaty, Uluru Statement from the Heart and Truth telling by June 2024</li> <li>Staff training by June 2024</li> <li>Develop a communication and engagement plan alongside community by June 2024 for implementation.</li> </ul>	Completed
<b>Co-design a new strategy to advance Reconciliation in Banyule with self-determination at the core.</b>	<ul style="list-style-type: none"> <li>New strategy endorsed by Council by September 2024.</li> </ul>	Completed
<b>Progress the implementation of Welcoming Cities Initiatives.</b>	<ul style="list-style-type: none"> <li>Develop an implementation plan by December 2023.</li> </ul>	Completed



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**Table 6 | Our Inclusive and Connected Community strategy – 1.7 Provide a range of services and programs that support the development of children, young people, and families**

Action for 2023–24	Annual target / measure	Progress status
<b>Deliver the Banyule Youth Summit and Summit report card in alternating years.</b>	<ul style="list-style-type: none"> <li>The Summit report card delivered in 2024.</li> </ul>	Completed
<b>Facilitate programs to support sustainability engagement with youth, including supporting the Teachers Environment Network and youth activities at sustainability events.</b>	<ul style="list-style-type: none"> <li>Facilitate climate action and environmental involvement in Banyule Youth Summit 2023 and work with young leaders to support project ideas</li> <li>One environment-based project initiated.</li> </ul>	Completed

**Table 7 | Our Inclusive and Connected Community strategy – 1.8 Strengthen community preparedness and resilience for emergency events**

Action for 2023–24	Annual target / measure	Progress status
<b>Participate in the North West Metro (NWM) Regional Emergency Management Planning Committee (REMPC) and the Municipal Emergency Management Planning Committee (MEMPC) activities and subcommittees.</b>	<ul style="list-style-type: none"> <li>Chair and lead the Banyule MEMPC and NWM Regional Emergency Management Collaboration and REMPC. Four meetings per year for REMPC and MEMPC. Participate in the Collaboration Working Groups monthly.</li> </ul>	Completed




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**Table 8 | Our Inclusive and Connected Community strategy – 1.10 Deliver a range of accessible services and programs for older people that support social connections and independent living**

Action for 2023–24	Annual target / measure	Progress status
<b>Advance the Community Bus Service pilot project.</b>	<ul style="list-style-type: none"> <li>12-month Community Bus Service pilot project to run through until March 2024 with regular evaluation reporting.</li> </ul>	Completed

**Table 9 | Our Inclusive and Connected Community strategy – 1.11 Deliver a range of services and programs to become the leading Council in supporting and empowering people with disabilities**

<b>Action for 2023–24</b>	<b>Annual target / measure</b>	<b>Progress status</b>
<b>Identify strategies and barriers to addressing racism and discrimination locally.</b>	<ul style="list-style-type: none"> <li>Complete a discussion paper by December 2023.</li> </ul>	Completed 
<b>Advance disability inclusion by preparing Council for future legislative changes to the Disability Inclusion Bill.</b>	<ul style="list-style-type: none"> <li>Timeframes for and implications of legislative changes are reported to Council by June 2024.</li> </ul>	Completed



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**Table 10 | Our Inclusive and Connected Community strategy – 1.12 Enable and empower philanthropic and business partners to support our community through the establishment of the Banyule Community Fund**

<b>Action for 2023–24</b>	<b>Annual target / measure</b>	<b>Progress status</b>
<b>Launch and implementation of the Banyule Community Fund.</b>	<ul style="list-style-type: none"> <li>Banyule Community Fund (BCF) officially launched in July 2023</li> <li>A series of fundraising and awareness raising activities undertaken throughout 2023–24</li> <li>BCF Assessment Panel is established.</li> </ul>	Completed

# Our Sustainable Environment

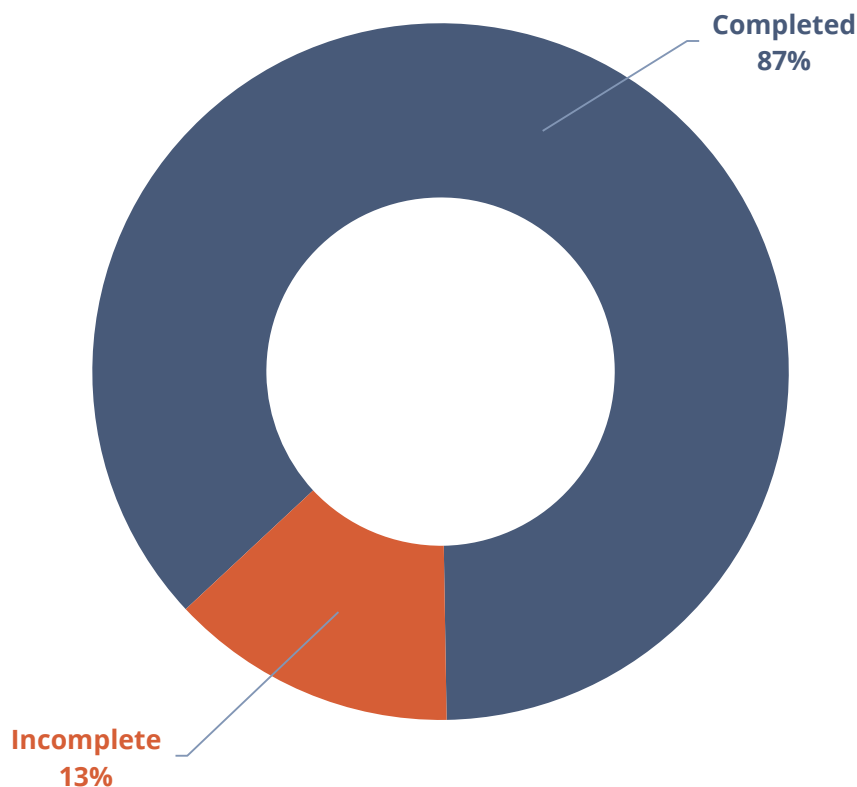


## Strategic objective

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 theme Council is undertaking 15 actions.

### Action status



### Action summary

**13 Completed**

Action has been completed or at least 90% completed

**2 Incomplete**

Less than 90% completed

**0 Deferred**

Deferred

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

- **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 Development and Environment**
  - Environment
  - Transport Development and Engineering
  - Transport Planning and Projects.

Table 11 | Our Sustainable Environment strategy – 2.1 Protect and enhance our natural environment, providing connected habitat for diverse flora and fauna

Action for 2023-24	Annual target / measure	Progress status
<b>Commence a review and redevelopment of the Biodiversity Plan, including a benchmarking study, community consultation, and development of biodiversity health indicators.</b>	<ul style="list-style-type: none"> <li>Phase one of the project completed by June 2024, including the investigation paper and consultation</li> <li>Indicators of biodiversity health identified to inform the setting of goals and actions.</li> </ul>	Completed
<b>Finalise Eltham Copper Butterfly masterplan and implement actions and recommendations.</b>	<ul style="list-style-type: none"> <li>Control of threatening weeds within the Mayona Road reserve</li> <li>Install interpretive signage and Eltham Copper Butterfly colony fencing</li> <li>Undertake spring/summer larvae counts and summer adult butterfly counts as part of ongoing monitoring.</li> </ul>	<b>Incomplete</b> Due to delays in the availability of the ecologist to complete the Environmental impact assessment, there has been a delay in the finalisation of the Management Plan. The installation of signage and fencing will commence once the Management plan is complete.
<b>Control the environmental weeds throughout priority bushland reserves.</b>	<ul style="list-style-type: none"> <li>Weed Management Strategy year 3 actions implemented by June 2024.</li> </ul>	Completed
<b>Control the pest animals that have a negative impact within high biodiversity sites.</b>	<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
<b>Advocate for the retention of vegetation offsets within Banyule through the North East Link Project, and the creation of habitat corridors.</b>	<ul style="list-style-type: none"> <li>Input is provided to North East Link recommending habitat corridor and vegetation retention and net gain opportunities.</li> </ul>	Completed

Table 12 | Our Sustainable Environment strategy – 2.3 Demonstrate leadership in addressing climate change and take action to become a carbon neutral Council by 2028 and City by 2040

Action for 2023–24	Annual target / measure	Progress status
<b>Pilot new technologies to inform the investigation of electrification opportunities at Council owned leisure centres.</b>	<ul style="list-style-type: none"> <li>Pursue energy efficiency upgrades at large and small sites to reduce energy consumption, including WaterMarc and Council offices at 1 Flintoff Street, by June 2024.</li> </ul>	Completed
<b>Work with preschools, sporting clubs and other community users to upgrade energy performance and the installation of solar photovoltaic (PV) panels on Council leased facilities.</b>	<ul style="list-style-type: none"> <li>Solar PV panels installed at suitable leased facilities by June 2024.</li> </ul>	Completed
<b>Develop a Climate Change Adaptation Framework to support a climate resilient city.</b>	<ul style="list-style-type: none"> <li>Climate Change Adaptation Framework considered for adoption by June 2024.</li> </ul>	<p><b>Incomplete</b></p> <p>The project is delayed to ensure adequate time is allowed for inclusive and deeper engagement and will now be finalised by June 2025. The draft framework is under development following an initial public consultation period from January to April 2025.</p>


Table 13 | Our Sustainable Environment strategy – 2.4 Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes

Action for 2023–24	Annual target / measure	Progress status
<b>Encourage and support community-led energy solutions, including via facilitation of networking opportunities with experts.</b>	<ul style="list-style-type: none"> <li>Work with Banyule Clean Energy Group, Village Power and the Australian Government to develop a plan and feasibility for the roll out of the first community battery by June 2024.</li> </ul>	Completed



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Table 14 | Our Sustainable Environment strategy – 2.5 Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030

Action for 2023-24	Annual target / measure	Progress status
<b>Review and update Council's Towards Zero Waste Plan 2019-2023.</b>	<ul style="list-style-type: none"> <li>Plan considered for adoption by March 2024.</li> </ul>	Completed 



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Table 15 | Our Sustainable Environment strategy – 2.6 Engage and work with the community and partners to protect, enhance and experience the environment

Action for 2023-24	Annual target / measure	Progress status
<b>Support and implement friends of group activities through environmental conservation projects within waterway corridors and bush reserves.</b>	<ul style="list-style-type: none"> <li>Support 90 working bees for weed control activities, planting of 10,000 indigenous tube stock, and flora and fauna education activities.</li> </ul>	Completed
<b>Provide environmental grants that support local environment initiatives.</b>	<ul style="list-style-type: none"> <li>Full allocation of the environmental grants program by June 2024.</li> </ul>	Completed

Table 16 | Our Sustainable Environment strategy – 2.7 Protect, increase, and maintain Banyule's urban forest population to provide a greener City for enhanced liveability experience the environment

Action for 2023-24	Annual target / measure	Progress status
<b>Finalise and implement the Urban Forest Strategy.</b>	<ul style="list-style-type: none"> <li>Urban Forest Strategy is considered for adoption by Council by July 2023.</li> <li>Implement year 1 actions by June 2024.</li> </ul>	Completed
<b>Deliver the annual advanced tree planting program.</b>	<ul style="list-style-type: none"> <li>Minimum of 1,500 new trees planted by 2024.</li> </ul>	Completed

Table 17 | Our Sustainable Environment strategy – 2.8 Explore and support opportunities for urban farming and community gardens

Action for 2023-24	Annual target / measure	Progress status
<b>Implement year 1 Urban Food Strategy.</b>	<ul style="list-style-type: none"> <li>Year 1 actions delivered by June 2024.</li> </ul>	Completed 



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# Our Well-Built City

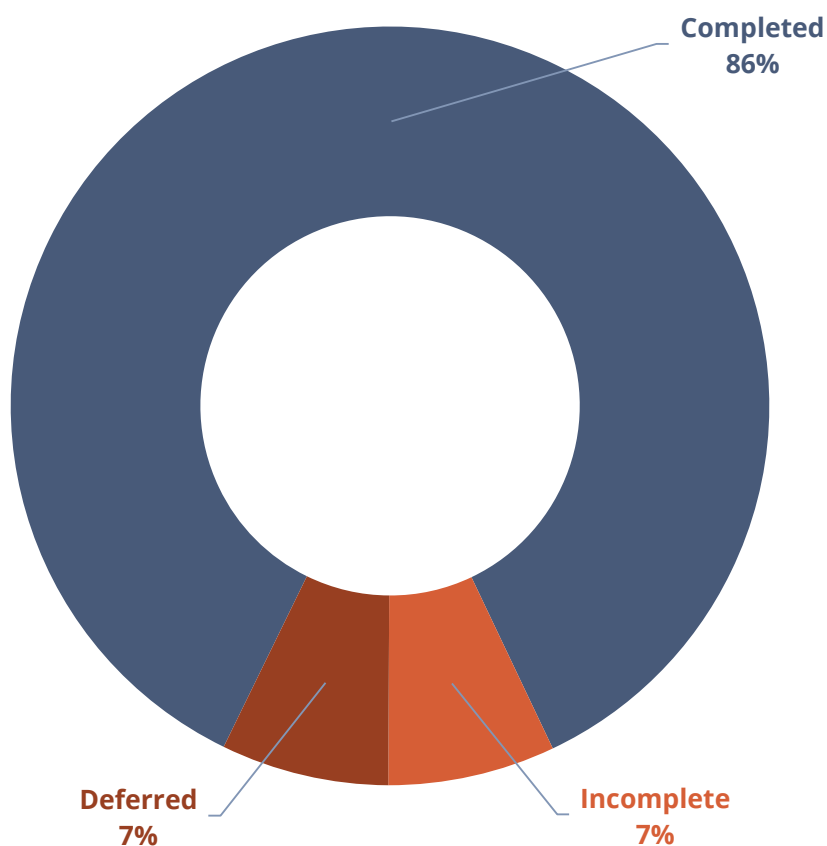


## Strategic objective

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 theme Council is undertaking 14 actions.

### Action status



### Action summary

**12 Completed**

Action has been completed or at least 90% completed

**1 Incomplete**

Less than 90% completed

**1 Deferred**

Deferred

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

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



Table 18 | Our Well-Built City strategy – 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

Action for 2023–24	Annual target / measure	Progress status
<b>Continue to progress the Rosanna Library redevelopment project which will deliver a contemporary library facility for the community.</b>	<ul style="list-style-type: none"> <li>Library under construction</li> <li>The fit-out design completed for the proposed new library, maternal and child health centre, and toy library</li> <li>Fit out works to commence through procurement of fixtures and fittings.</li> </ul>	Completed
<b>Review Council's Public Art Policy and update to best practice with inclusion of a Public Art Framework that strategically guides the direction of new public art commissions in Banyule until 2030.</b>	<ul style="list-style-type: none"> <li>Public Art Policy updated by December 2023</li> <li>Public Art Policy 2020–2024 and Public Art Policy Action Plan decommissioned, and Public Art Policy 2030 implemented by February 2024</li> <li>New Public Art Commission site identified, community engagement and artist selection process completed by June 2024.</li> </ul>	<b>Incomplete</b> The policy review and framework development have been postponed due to the delay in finalisation of the Creative Banyule Strategy, as well as a recent increase in arts programming. The draft review is expected by November 2024 and the work completed by June 2025.
<b>Implement the final project stage (stage 4) of the Olympic Park Masterplan.</b>	<ul style="list-style-type: none"> <li>Detailed design for new pavilion completed by December 2023</li> <li>Construction of new pavilion commenced by early 2024.</li> </ul>	Completed
<b>Continue to deliver the Watsonia Town Square Project</b>	<ul style="list-style-type: none"> <li>Construction of town square 50% completed by June 2024.</li> </ul>	Completed 
<b>Continue to advocate for best possible outcomes on sites including Borlase Reserve, the proposed bus interchange and commuter carparking site in Greensborough and other Council land being acquired by public authorities as part of major infrastructure projects.</b>	<ul style="list-style-type: none"> <li>Work with Council's Advocacy lead to generate actions from public authorities that will ensure best possible outcomes for the community living in and around major infrastructure projects.</li> </ul>	Completed




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Table 19 | Our Well-Built City strategy – 3.2 Develop and maintain best practice integrated strategic plans that impact positively on the quality and design of our places and built environment

Action for 2023-24	Annual target / measure	Progress status
<b>Complete East Ivanhoe Masterplan and detailed designed for streetscape upgrade.</b>	<ul style="list-style-type: none"> <li>Detailed design out for tender by October 2023.</li> </ul>	Completed
<b>Undertake a Planning Scheme Amendment to implement the relevant recommendations of the Heidelberg Structure Plan (December 2021) through the Banyule Planning Scheme.</b>	<ul style="list-style-type: none"> <li>Heidelberg Structure Plan Planning Scheme Amendment considered by Council for adoption by June 2024.</li> </ul>	Completed

Table 20 | Our Well-Built City strategy – 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

Action for 2023-24	Annual target / measure	Progress status
<b>Implement a Place-based Framework for Banyule.</b>	<ul style="list-style-type: none"> <li>Local plans for Neighbourhood Activity Centres finalised.</li> </ul>	Completed 



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Table 21 | Our Well-Built City strategy – 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

Action for 2023-24	Annual target / measure	Progress status
<b>Finalise the Banyule Housing Strategy.</b>	<ul style="list-style-type: none"> <li>Banyule Housing Strategy considered for adoption by Council by June 2024.</li> </ul>	Completed

Table 22 | Our Well-Built City strategy – 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

Action for 2023-24	Annual target / measure	Progress status
<b>Continue to implement Sustainable Building Guidelines, embedding best practice environmentally sustainable design specifications into capital works and maintenance programs.</b>	<ul style="list-style-type: none"> <li>Top 10 building projects integrate Sustainable Buildings Guidelines into their tender specifications.</li> </ul>	Completed

Table 23 | Our Well-Built City strategy – 3.6 Preserve and enhance Banyule’s valued heritage, local character, and its significant trees

Action for 2023-24	Annual target / measure	Progress status
<b>Develop the Banyule Neighbourhood Character Strategy.</b>	<ul style="list-style-type: none"> <li>Banyule Neighbourhood Character Strategy considered for adoption by Council by June 2024.</li> </ul>	Completed 
<b>Commence preparation of a revised Banyule Heritage Strategy.</b>	<ul style="list-style-type: none"> <li>Consultation on draft Banyule Heritage Strategy completed by June 2024.</li> </ul>	Completed



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Table 24 | Our Well-Built City strategy – 3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities

Action for 2023-24	Annual target / measure	Progress status
<b>Detailed design of James Reserve to be completed based on the adopted masterplan.</b>	<ul style="list-style-type: none"> <li>Detailed design completed by June 2024.</li> </ul>	Completed 
<b>Complete the Masterplan for Rosanna Parklands to ensure the parklands are attractive, environmentally sustainable and accessible for all users (project spans from 2022-24).</b>	<ul style="list-style-type: none"> <li>Complete Masterplan by June 2024 following comprehensive community and stakeholder engagement program.</li> </ul>	<b>Deferred</b> The decision to defer this action aims to attract a broader pool of potential vendors and select the most suitable one to deliver a high-quality masterplan for the Rosanna Parklands. 



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# Our Valued Community Assets and Facilities

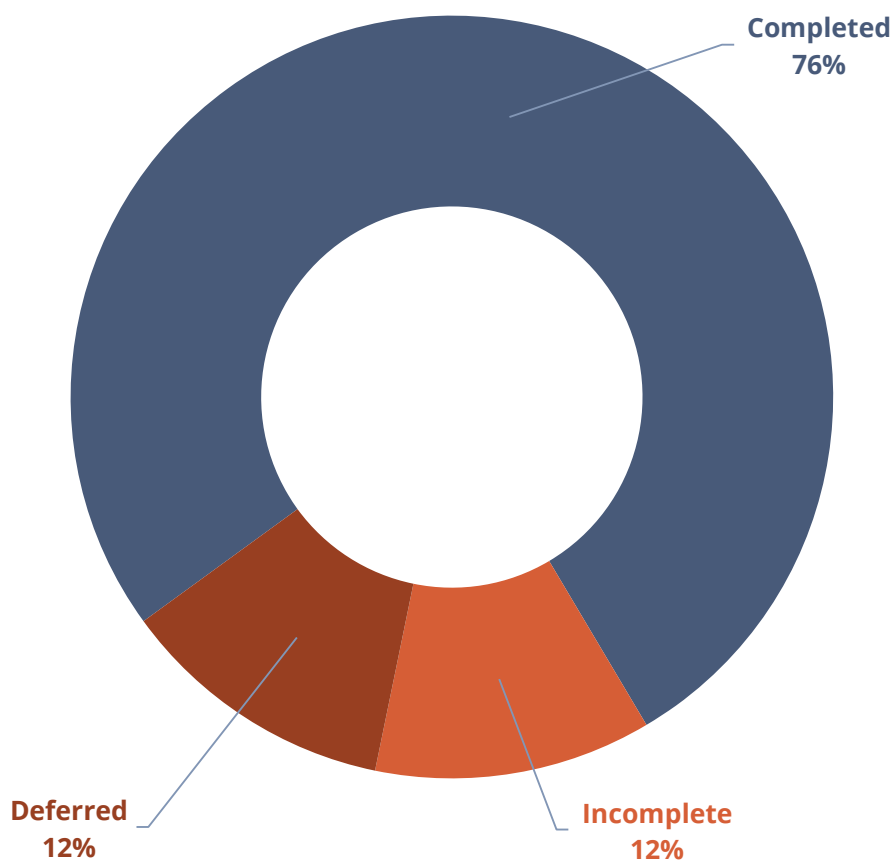


## Strategic objective

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 theme Council is undertaking 17 actions.

### Action status



### Action summary

**13 Completed**

Action has been completed or at least 90% completed

**2 Incomplete**

Less than 90% completed


**2 Deferred**

Deferred

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 Properties and Property Services.

Table 25 | Our Valued Community Assets and Facilities strategy – 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

Action for 2023-24	Annual target / measure	Progress status
<b>Develop Council's 10-year Capital Works Program.</b>	<ul style="list-style-type: none"> <li>10-year Capital Works Program considered for adoption by Council by June 2024.</li> </ul>	<p>Completed</p> 
<b>Commence construction of the Heidelberg Theatre Storage Upgrade project.</b>	<ul style="list-style-type: none"> <li>Construction of the Heidelberg Theatre Storage Upgrade project commenced by March 2024.</li> </ul>	<p><b>Deferred</b></p> <p>Project is being rescoped in partnership with Heidelberg Theatre Company to align with the Rosanna Library Redevelopment. This action is therefore deferred while a new project brief is developed.</p>
<b>Complete the surface renovation of Warringal Oval.</b>	<ul style="list-style-type: none"> <li>Surface renovation (oval reconstruction) of Warringal Oval completed by June 2024.</li> </ul>	<p>Completed</p>
<p><b>Complete the following major sports capital projects:</b></p> <ul style="list-style-type: none"> <li><b>Macleod Park Sporting Pavilion</b></li> <li><b>Complete final stages of Olympic Park Masterplan</b></li> <li><b>Montmorency North Pavilion upgrade stage 1</b></li> <li><b>Montmorency Bowling Club upgrade.</b></li> </ul>	<ul style="list-style-type: none"> <li>Projects completed on time and budget.</li> </ul>	<p><b>Deferred</b></p> <p>Macleod Park project construction is delayed due to underground power issues.</p> <p>Olympic Park stage 3 is completed, and stage 4 pavilion construction is deferred to begin in February 2025.</p> <p>Montmorency North project deferred until the finalisation of revised scope.</p> <p>Montmorency Bowling Club upgrade is completed.</p>
<b>Rosanna Library - work with Yarra Plenty Regional Library and key stakeholders to progress library development.</b>	<ul style="list-style-type: none"> <li>Complete design fit-out and governance structure established.</li> </ul>	<p>Completed</p>
<b>Finalise designs for stage 2 Ivanhoe Aquatic Centre redevelopment.</b>	<ul style="list-style-type: none"> <li>Detailed designs and preliminary costings developed by June 2024.</li> </ul>	<p>Completed</p>

Action for 2023–24	Annual target / measure	Progress status
<b>Develop and implement Council's first Community Infrastructure Plan.</b>	<ul style="list-style-type: none"> <li>• Key priorities and timelines developed for short and longer term</li> <li>• Scope and budget of short-term projects identified.</li> </ul>	Completed
<b>Complete the surface renovation of Ford Park oval 2, Bellfield.</b>	<ul style="list-style-type: none"> <li>• Surface renovation (oval reconstruction) of Ford park oval 2 (North East Link Project) completed by June 2024.</li> </ul>	Completed



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**Table 26 | Our Valued Community Assets and Facilities strategy – 4.2 Develop community assets and facilities that are environmentally sustainable, innovative, safe and continue to be of appropriate standard**

Action for 2023–24	Annual target / measure	Progress status
<b>Continue roll-out of solar panel program on Council owned buildings.</b>	<ul style="list-style-type: none"> <li>• Solar panel program completed by June 2024.</li> </ul>	Completed
<b>Implement a Public Buildings Energy Efficiency Enhancement Program.</b>	<ul style="list-style-type: none"> <li>• Public Buildings Energy Efficiency Enhancement Program completed by June 2024.</li> </ul>	<b>Incomplete</b> A sector-wide skills shortage has caused a delay in this project.
<b>Install gross pollutant traps (GPT) / water sensitive urban design (WSUD) solution in priority catchment.</b>	<ul style="list-style-type: none"> <li>• Construction works completed by June 2024.</li> </ul>	<b>Incomplete</b> Delay in completing GPT in one location due to Melbourne Water (MW) revising their approval and requiring minor amendments to the design. Amendments completed and now awaiting a response from MW.

**Table 27 | Our Valued Community Assets and Facilities strategy – 4.5 Manage Council’s commercial assets, leases, and contracts to deliver sustainable, accessible, and inclusive outcomes for the community**

Action for 2023–24	Annual target / measure	Progress status
<b>Oversee the performance of Council's current suite of commercial leases for return on investment and drive increased efficiency and activities.</b>	<ul style="list-style-type: none"> <li>Achieve comparative commercial property benchmarks and annually report on return on investment for commercial properties.</li> </ul>	Completed
<b>Manage, transact and guide Council's land use to ensure the best outcome for Council and the community, both financial and non-financial.</b>	<ul style="list-style-type: none"> <li>Undertake open and transparent property transactions in accordance with the Property Services Community Engagement Plan.</li> </ul>	Completed

**Table 28 | Our Valued Community Assets and Facilities strategy – 4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure**

Action for 2023–24	Annual target / measure	Progress status
<b>Continue to engage with the North East Link Project and the Level Crossing Removal Program on the use of Council land and the deliverables of the projects to drive the best outcome for Council and the community.</b>	<ul style="list-style-type: none"> <li>Comments are provided on all community infrastructure proposals provided to Council.</li> </ul>	Completed 
<b>Complete the redevelopment of the Ivanhoe Golf Club House.</b>	<ul style="list-style-type: none"> <li>Redevelopment of the Ivanhoe Golf Club House completed by April 2024.</li> </ul>	Completed
<b>Develop partnerships with Victorian and Australian governments to deliver sports infrastructure projects that support equity and access and increased sports participation and growth opportunities, such as female-friendly change facilities.</b>	<ul style="list-style-type: none"> <li>At least one successful grant application to support the delivery of sports infrastructure projects received by June 2024.</li> </ul>	Completed
<b>Upgrade the play areas of childcare centres.</b>	<ul style="list-style-type: none"> <li>Upgrade of play areas at St Hellier Street and Morobe Street Child Day Care centres, and Apollo Parkways Preschool completed by April 2024.</li> </ul>	Completed



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# Our Thriving Local Economy

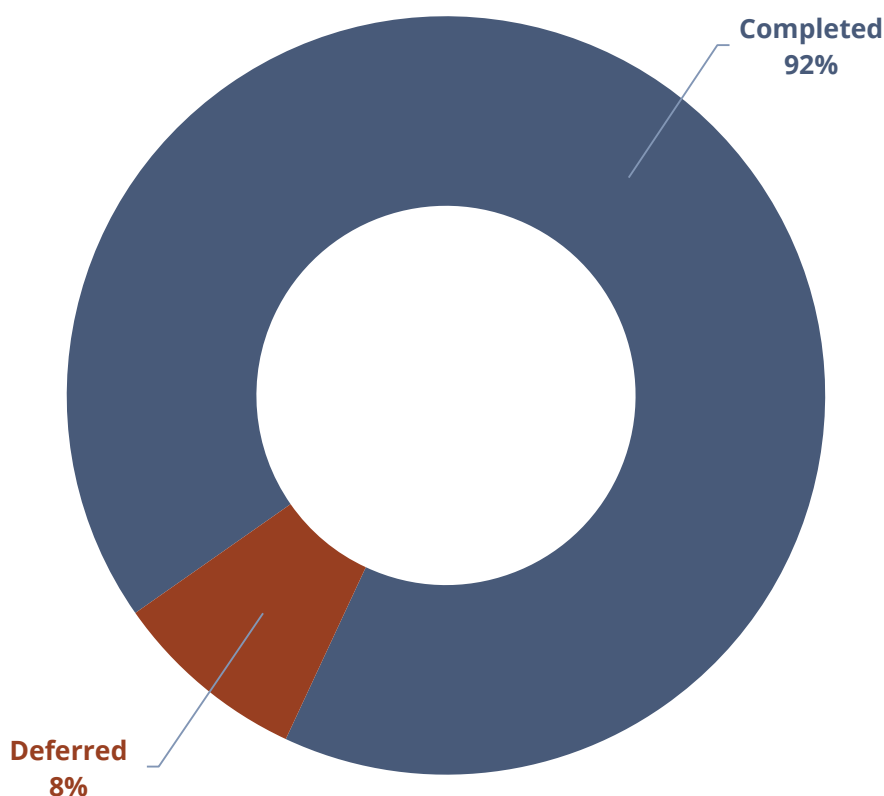


## Strategic objective

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 theme Council is undertaking 12 actions.

### Action status



### Action summary

**11 Completed**

Action has been completed or at least 90% completed

**0 Incomplete**

Less than 90% completed

**1 Deferred**

Deferred

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.



Table 29 | Our Thriving Local Economy strategy – 5.1 Stimulate and support a vibrant and resilient local economy to encourage business, employment, and investment opportunities

Action for 2023–24	Annual target / measure	Progress status
<b>Begin implementation of the Economic Development Strategy.</b>	<ul style="list-style-type: none"> <li>Economic Development Strategy considered for adoption by Council and retail review completed.</li> </ul>	Completed
<b>Commence a review of Banyule's industrial and commercial zoned land to better support local employment.</b>	<ul style="list-style-type: none"> <li>Draft report on key findings and recommendations of review completed by June 2024.</li> </ul>	<b>Deferred</b> In 2024–25 this project is being merged into the Industrial Land Use Strategy.



Table 30 | Our Thriving Local Economy strategy – 5.3 Support innovation, business start-ups and the development of micro, disability, Aboriginal and creative enterprises across Banyule

Action for 2023–24	Annual target / measure	Progress status
<b>Secure funding or strategic partnerships to expand start-up and development support for inclusive enterprises (including social enterprises, microenterprises operated by those facing barriers to work, disability enterprise, Aboriginal enterprise, and creative enterprise).</b>	<ul style="list-style-type: none"> <li>Resources secured to support program development by June 2024.</li> </ul>	Completed
<b>Develop and deliver inclusive enterprise programming.</b>	<ul style="list-style-type: none"> <li>Seven inclusive enterprises engaged in new programming by June 2024.</li> </ul>	Completed

Table 31 | Our Thriving Local Economy strategy – 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

Action for 2023–24	Annual target / measure	Progress status
<b>Implement reforms identified in the Retail Review including traders' association governance reform and use of performance indicators.</b>	<ul style="list-style-type: none"> <li>Reforms implemented and year 1 results evaluated by June 2024.</li> </ul>	Completed
<b>Continue to advocate for the La Trobe National Employment and Innovation Cluster (NEIC) Plan to be finalised and implemented.</b>	<ul style="list-style-type: none"> <li>Work with Darebin City Council to produce a La Trobe NEIC Opportunities Paper to be used as the foundation work to inform the development of the La Trobe NEIC Plan by June 2024.</li> </ul>	Completed
<b>Prepare a Masterplan for Heidelberg West Business Park.</b>	<ul style="list-style-type: none"> <li>Masterplan considered for adoption by June 2024.</li> </ul>	Completed
<b>Renewal of Montmorency Village Special Levy Program.</b>	<ul style="list-style-type: none"> <li>Successful and timely renewal of the Montmorency Village Special Levy Program.</li> </ul>	Completed

**Table 32 | Our Thriving Local Economy strategy – 5.9 Create inclusive employment opportunities within Banyule Council workforce for people facing barriers to employment**

Action for 2023–24	Annual target / measure	Progress status
<b>Deliver the Banyule Inclusive Employment Program to support targeted community groups experiencing significant barriers to employment.</b>	<ul style="list-style-type: none"> <li>14 employment opportunities created within Council by June 2024.</li> </ul>	Completed 
<b>Deliver Inclusive Employment Programs to diversify Council's workforce.</b>	<ul style="list-style-type: none"> <li>Deliver a program/s that supports our goal of creating an inclusive workforce.</li> </ul>	Completed 

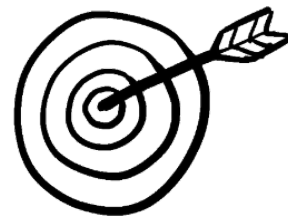


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**Table 33 | Our Thriving Local Economy strategy – 5.10 Lead as a social enterprise capital of Victoria by encouraging innovative social enterprises to set-up their operations and offices within the City of Banyule**

Action for 2023–24	Annual target / measure	Progress status
<b>Deliver Banyule's Social Enterprise Partnership Program.</b>	<ul style="list-style-type: none"> <li>32 inclusive local job outcomes created by June 2024.</li> </ul>	Completed
<b>Deliver Banyule's Social Enterprise Support Service.</b>	<ul style="list-style-type: none"> <li>30 existing or emerging social enterprises accessing the Social Enterprise Support Service by June 2024.</li> </ul>	Completed

# Our Trusted and Responsive Leadership

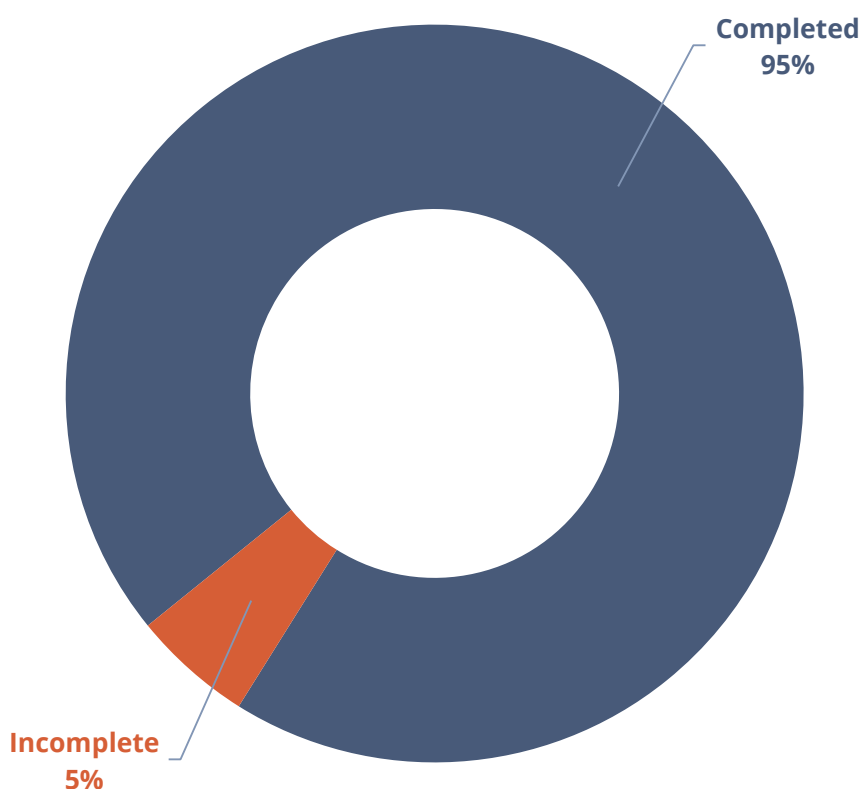


## Strategic objective

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 theme Council is undertaking 19 actions.

### Action status



### Action summary

**18 Completed**

Action has been completed or at least 90% completed

**1 Incomplete**

Less than 90% completed

**0 Deferred**

Deferred

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

- **Advocacy, Communication, Engagement and Performance**
  - Advocacy
  - Communications
  - Community Engagement
  - Integrated Planning and Performance
- **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
- **Executive Office**
  - Office of the CEO and Councillors
- **Governance and Integrity**
  - Cemetery Administration and Support
  - Governance
- **Finance and Procurement**
  - Financial Accounting
  - Financial Performance and Planning
  - Revenue Services
  - Strategic Procurement
- **People and Culture**
  - Business Partners
  - Organisational Development
  - Risk and Assurance
  - Safety and Wellbeing.

Table 34 | Our Trusted and Responsive Leadership strategy – 6.1 Provide good governance, be accountable and make informed decisions based on sound evidence

Action for 2023-24	Annual target / measure	Progress status
<b>Deliver ongoing corporate training and development to educate and build the capacity of Council staff and councillors on good governance, transparency, and their respective obligations.</b>	<ul style="list-style-type: none"> <li>• Training program developed and delivered on obligations and key topics such as conflicts of interest, gifts and benefits and hospitality, confidentiality, conduct obligations, privacy, and freedom of information</li> <li>• 75% of staff to undertake webinar or face to face training, and any e-learning modules developed to be completed by 100% of staff</li> <li>• Councillors to continue with mid-term induction programs as developed.</li> </ul>	Completed
<b>Continue review of Council's General Local Law No. 1 (2015).</b>	<ul style="list-style-type: none"> <li>• Draft General Local Law by June 2024.</li> </ul>	Completed
<b>Upgrade Council's Electronic Document Management System (EDRMS) and move to a cloud hosted solution.</b>	<ul style="list-style-type: none"> <li>• Content Manager 10 upgrade completed by June 2024.</li> </ul>	<p><b>Incomplete</b></p> <p>As Banyule is an early adopter of moving documents to a cloud hosted solution, there have been unforeseen delays caused by technical issues that have required key applications to be upgraded before the project can be completed.</p>

Table 35 | Our Trusted and Responsive Leadership strategy – 6.2 Provide outstanding customer service and a great customer experience for all

Action for 2023-24	Annual target / measure	Progress status
<b>Embed the Banyule Service Promise to improve customer satisfaction.</b>	<ul style="list-style-type: none"> <li>• Develop tools and training to improve acknowledgement of customer requests by December 2023</li> <li>• Improve customer satisfaction score by 2% compared to 2023.</li> </ul>	Completed
<b>Continue implementation of the Voice of Customer (VoC) Framework.</b>	<ul style="list-style-type: none"> <li>• Implement reporting strategies for VoC feedback and use findings to inform improvements by December 2023.</li> </ul>	Completed

**Table 36 | Our Trusted and Responsive Leadership strategy – 6.3 Provide responsible management of resources to ensure the financial sustainability of Banyule Council**

Action for 2023–24	Annual target / measure	Progress status
<b>Deliver Integrated financial management planning, monitoring and reporting that support Banyule's financial sustainability into 2032.</b>	<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

**Table 37 | Our Trusted and Responsive Leadership strategy – 6.4 Provide an integrated approach to planning and community reporting aligned to the Banyule Community Vision 2041**

Action for 2023–24	Annual target / measure	Progress status
<b>Develop and implement the Banyule Integrated Strategic Planning and Reporting Framework that includes the Community Vision 2041 and Council Plan 2021–2025.</b>	<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

**Table 38 | Our Trusted and Responsive Leadership strategy – 6.5 Build an empowered, engaged, and diverse workforce with a values-based culture**

Action for 2023–24	Annual target / measure	Progress status
<b>Continue to develop and embed the Leadership Capability of the organisation.</b>	<ul style="list-style-type: none"> <li>Deliver actions within our People Strategy and plans.</li> </ul>	Completed


**Table 39 | Our Trusted and Responsive Leadership strategy – 6.6 Proactively manage Council's risks and provide a safe workplace**

Action for 2023–24	Annual target / measure	Progress status
<b>Embed effective Risk Management Strategies across Council.</b>	<ul style="list-style-type: none"> <li>Embed the Enterprise Risk Framework aligned to our roadmap and development of an Insurance Strategy.</li> </ul>	Completed
<b>Embed effective Risk Management Strategies across the Council and implement the Psychological Safety Regulations.</b>	<ul style="list-style-type: none"> <li>Implementation and embedding the Psychological Safety Regulations.</li> </ul>	Completed

Table 40 | Our Trusted and Responsive Leadership strategy – 6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services

Action for 2023–24	Annual target / measure	Progress status
<b>Optimise the new contact centre platform to benefit staff and the community.</b>	<ul style="list-style-type: none"> <li>Reduce or maintain average call wait times within target of less than one minute.</li> </ul>	Completed
<b>Continue phase 1 implementation of a new Customer Experience Platform (CXP).</b>	<ul style="list-style-type: none"> <li>Implement the next phase of online services to the community by June 2024.</li> </ul>	Completed


Table 41 | Our Trusted and Responsive Leadership strategy – 6.8 Engage meaningfully with our diverse community, encourage participation, and be proactive and responsive to current and emerging needs

Action for 2023–24	Annual target / measure	Progress status
<b>Increase in-person and online community engagement activities to support participation of Banyule's diverse community in Council projects.</b>	<ul style="list-style-type: none"> <li>At least 70% of Shaping Banyule projects offer in-person as well as online community engagement activities</li> <li>Increase in the proportion of Shaping Banyule members who agree or strongly agree that their experience of community engagement has been positive, from May 2023 baseline</li> <li>Increase in the number of Shaping Banyule project followers by 10%.</li> </ul>	Completed 



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Table 42 | Our Trusted and Responsive Leadership strategy – 6.10 Advocate for community priorities and aspirations to improve service, infrastructure, land use, environmental and social outcomes

Action for 2023–24	Annual target / measure	Progress status
<b>Undertake advocacy with the Victorian Government for improved community outcomes for major transport projects.</b>	<ul style="list-style-type: none"> <li>Secure improved community infrastructure and service outcomes.</li> </ul>	Completed
<b>Progress advocacy on key issues including North East Link, electrification of leisure centres and improving cycling and shared paths.</b>	<ul style="list-style-type: none"> <li>Progress made on all identified advocacy priorities</li> <li>Provide progress updates to the community twice a year.</li> </ul>	Completed 



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**Table 43 | Our Trusted and Responsive Leadership strategy – 6.11 Continually improve, innovate, and review our services to ensure they are effective, efficient and represent value for money**

<b>Action for 2023–24</b>	<b>Annual target / measure</b>	<b>Progress status</b>
<b>Continue to embed the Continuous Improvement (CI) Framework into Council's systems and processes.</b>	<ul style="list-style-type: none"> <li>• Further embed Benefits Realisation Framework into other initiatives across council, supporting our corporate efficiency model by June 2024</li> <li>• Continue to build capability and skills via delivery of CI training program and establish a CI internal transformation champion network by May 2024.</li> </ul>	Completed
<b>Continue to embed the customer complaints process.</b>	<ul style="list-style-type: none"> <li>• Deliver additional enhancements to the customer complaint process by December 2023.</li> </ul>	Completed

**Table 44 | Our Trusted and Responsive Leadership strategy – 6.12 Provide responsible management of procurement activity in a way that enhances social, economic, and environmental outcomes**

<b>Action for 2023–24</b>	<b>Annual target / measure</b>	<b>Progress status</b>
<b>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.</b>	<ul style="list-style-type: none"> <li>• Procurement tenders over \$1 million (per council) considered for collaboration with other councils</li> <li>• Annual Procurement Plan 2023–2024 prepared and adopted by Council by September 2023.</li> </ul>	Completed
<b>Embed the Sustainable Procurement Framework into Council policy and guidelines.</b>	<ul style="list-style-type: none"> <li>• Measurement and reporting framework developed by June 2024.</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](mailto:enquiries@banyule.vic.gov.au)

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

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 to Friday from 8:30 am to 5 pm

## 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 يرجى الاتصال بالخط القومي للترجمة الهاتفية على الرقم 131 450 وطلب إيصالكم ببلدية بانويل على الرقم 9490 4222.

如果您需要口译员，请致电 131 450 联系 TIS National，并要求拨打 9490 4222 联系 Banyule Council。

Ako vam je potreban tumač, molimo vas, nazovite TIS National na broj 131 450 i zatražite da vas se spoji sa Vijećim 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.