

Council Plan 2021–2025

Year 4 Action Plan Progress Report

July to September 2024



Acknowledgement of the traditional custodians

Banyule City Council is proud to acknowledge the Wurundjeri Woi-wurrung people as traditional custodians of the land and we pay respect to all Aboriginal and Torres Strait Islander Elders, past, present and emerging, who have resided in the area and have been an integral part of the region's history.

Uluru Statement from the Heart

Banyule City Council accepts the invitation of the Uluru Statement from the Heart and supports a First Nations Voice to Parliament enshrined in the Australian Constitution.

Diversity statement

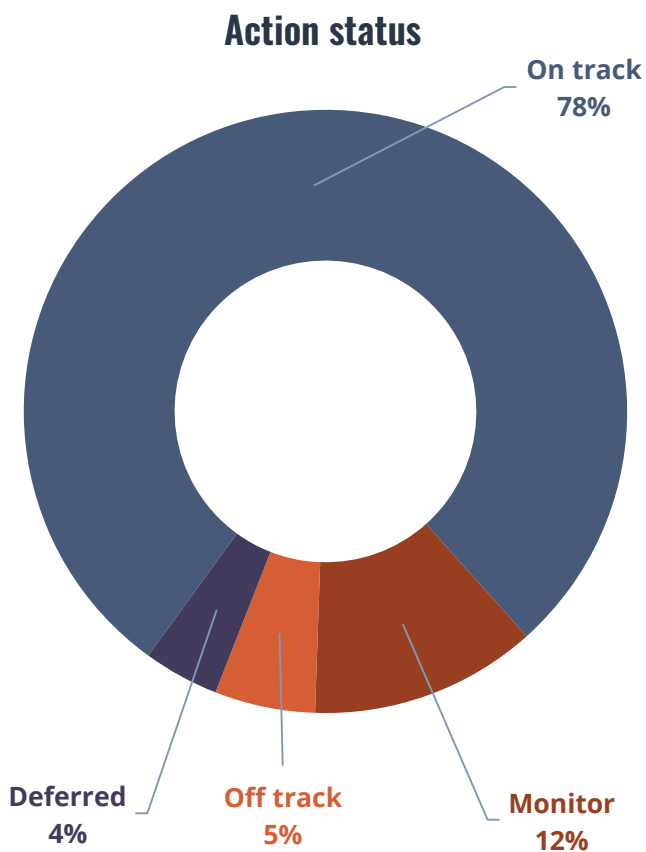
Our community is made up of diverse cultures, beliefs, abilities, bodies, sexualities, ages and genders. We are committed to access, equity, participation and rights for everyone: principles which empower, foster harmony and increase the wellbeing of an inclusive community.

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Summary of July to September 2024 progress

Here is an overview of our progress between July to September 2024 towards delivering the 74 actions that are included in our Council Plan Year 4 Annual Action Plan 2024–2025.



Action summary

58 On track

At least 90% of expected progress target achieved

0 Not due to start yet

Due to begin in another quarter

9 Monitor

Between 70% and 90% of expected progress target achieved

4 Off track

Less than 70% of expected progress target achieved

3 Deferred

Deferred to 2025–26



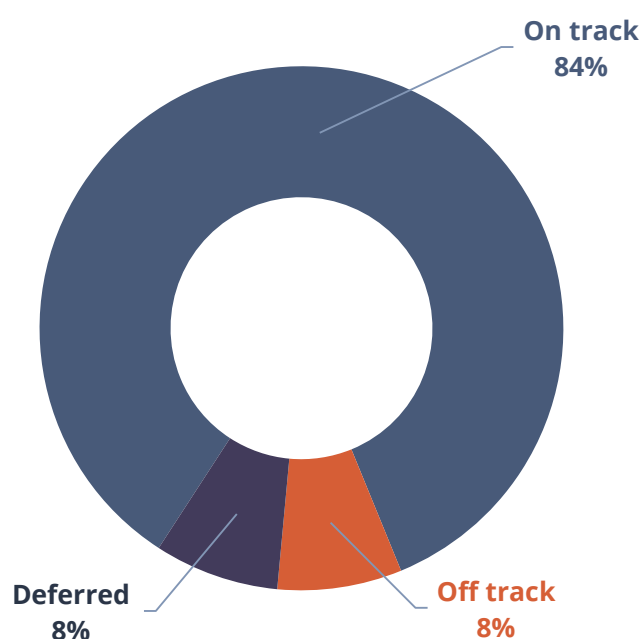
Our Inclusive and Connected Community

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 13 actions.

Action status



Action summary

11 On track

At least 90% of expected progress target achieved

0 Monitor

Between 70% and 89% of expected progress target achieved

1 Off track

Less than 70% of expected progress target achieved

1 Deferred

Deferred to 2025–26

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.

• Resilient and Connected Communities

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

• 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 2024–25	Annual target/measure	Progress status
Deliver community exhibitions, public art, grants, festivals, programs and events including a new public artwork in Heidelberg Park.	<ul style="list-style-type: none"> Deliver new public art for Banyule, four major events, a grants program and increase value of the art collection. 	On track
Build capacity of sporting clubs to provide safe, inclusive, accessible and fun participation opportunities for all.	<ul style="list-style-type: none"> Evidence of programs and initiatives. 	On track


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 2024–25	Annual target/measure	Progress status
Develop a new Sport and Recreation Plan 2024–2028.	<ul style="list-style-type: none"> New Sport and Recreation Plan considered for adoption by Council by September 2024. 	<p>Off track</p> <p>Consultation and engagement for the new Plan – Active Banyule is completed. Further consultation and adoption of plan deferred until new Council elected. Anticipated date for adoption is now May 2025.</p> 
Implement year 1 of the Creative Banyule 2030 Strategy focusing on supporting growth of the creative sector and reviewing festivals and events to align to population demographics.	<ul style="list-style-type: none"> Conduct an audit of Banyule’s Creative Sector to establish scale and needs Renew thematic, location and scalability elements of festivals programming and advocacy for funding for Banyule Theatre. 	On track
Develop an exhibition program of national cultural significance to raise the profile of Ivanhoe Library and Cultural Hub as a quality arts venue.	<ul style="list-style-type: none"> Deliver two exhibitions of national significance by June 2025. 	<p>On track</p> 



= Action supports the Municipal Public Health and Wellbeing Plan

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

Action for 2024–25	Annual target/measure	Progress status
Deliver improved pedestrian access at priority locations.	<ul style="list-style-type: none"> Capital works projects completed by June 2025 at nominated sites, including Finlayson Street, Rosanna between Phillips Crescent to Cremin Court. 	On track 
Create a Community Partnership Strategy aligned with the Resilient and Safe Framework and Inclusive Banyule Plan.	<ul style="list-style-type: none"> Complete strategy and action plan by June 2025. 	Deferred To ensure the strategy is reflective of our community's needs this is deferred until completion of the community consultation through Banyule Futures.



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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 2024–25	Annual target/measure	Progress status
Continue regular and meaningful engagement opportunities with the Wurundjeri Woi Wurrung traditional custodians.	<ul style="list-style-type: none"> Conduct four general meetings per year Conduct one meeting per year with the Board and Banyule's Executive Management Team Ensure all major strategies are influenced by traditional custodians. 	On track

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 2024–25	Annual target/measure	Progress status
Action Council's commitment to the Uluru Statement from the Heart in full - voice, treaty, truth focusing on information sharing and community learning engagements.	<ul style="list-style-type: none"> Deliver three events and/or articles by June 2025. 	On track
Adopt and commence year 1 of the Aboriginal Self-determination Strategy.	<ul style="list-style-type: none"> Deliver two new programs/projects by June 2025. 	On track

Table 6 | Our Inclusive and Connected Community strategy – 1.8 Strengthen community preparedness and resilience for emergency events

Action for 2024–25	Annual target/measure	Progress status
Participate in the North West Metro Regional Emergency Management Planning Committee and the Municipal Emergency Management Planning Committee (MEMPC) activities and subcommittees including the North West Metro Council Collaboration.	<ul style="list-style-type: none"> • Update the Municipal Emergency Management Plan by June 2025 • Coordinate the MEMPC • Participate in the collaboration group. 	On track 



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Table 7 | 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 2024–25	Annual target/measure	Progress status
Review and make recommendations regarding future of the Banyule Community Bus.	<ul style="list-style-type: none"> • Complete an options assessment report by June 2025. 	On track

Table 8 | 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

Action for 2024–25	Annual target/measure	Progress status
Continue to develop the Banyule Community Fund.	<ul style="list-style-type: none"> • Hold three key fundraising opportunities to raise awareness and funds for the Banyule Community Fund by June 2025 • Work with external stakeholders to develop opportunities to support the Banyule Community Fund. 	On track

Our Sustainable Environment

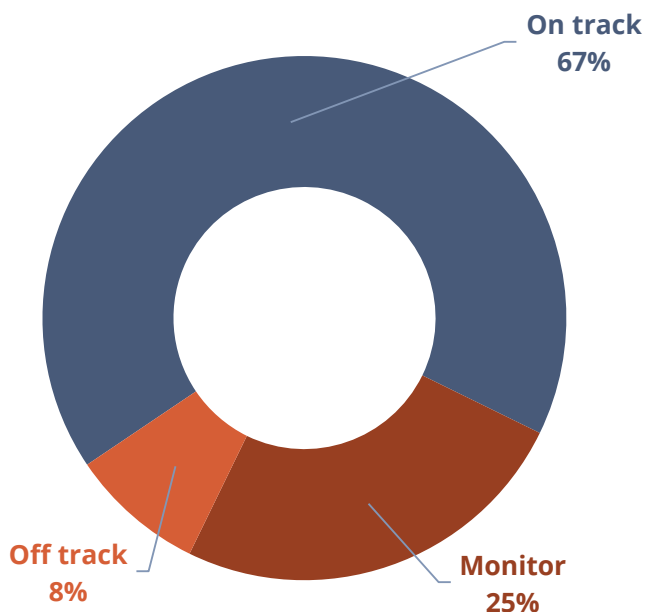


Strategic objective

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 12 actions.

Action status



Action summary

8 On track

At least 90% of expected progress target achieved

3 Monitor

Between 70% and 89% of expected progress target achieved

1 Off track

Less than 70% of expected progress target achieved

0 Deferred

Deferred to 2025–26

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

Action for 2024–25	Annual target/measure	Progress status
Continue to advocate for the replacement of vegetation within Banyule through the North East Link Project, and the creation of habitat corridors.	<ul style="list-style-type: none"> Input is provided to North East Link recommending habitat corridor and vegetation retention and net gain opportunities. 	On track
Implement year 1 priorities of the revised Biodiversity Plan.	<ul style="list-style-type: none"> Complete year 1 actions by June 2025. 	Monitor


Table 10 | Our Sustainable Environment strategy – 2.2 Minimise stormwater pollution and the impacts of flooding, and maximise Council's water conservation to transition to a water sensitive city

Action for 2024–25	Annual target/measure	Progress status
Prepare a new Integrated Water Management (IWM) Plan for Banyule.	<ul style="list-style-type: none"> IWM Plan adopted by Council by June 2025. 	Off track Increasing community consultation to a two phased approach has delayed the completion date for the plan to December 2025.

Table 11 | 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 2024–25	Annual target/measure	Progress status
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.	<ul style="list-style-type: none"> Energy upgrades installed at suitable leased facilities by June 2025. 	On track
Implement year 1 priorities of the revised Corporate Emissions Reduction Plan.	<ul style="list-style-type: none"> Complete year 1 actions by June 2025. 	Monitor
Implement year 1 priorities of the new Climate Change Adaption Plan.	<ul style="list-style-type: none"> Complete year 1 actions by June 2025. 	Monitor
Deliver new bicycle infrastructure including path adjacent to Fitzsimons Lane.	<ul style="list-style-type: none"> Complete construction of new path by June 2025. 	On track
Deliver year 3 priorities of the Banyule Bicycle Strategy.	<ul style="list-style-type: none"> Deliver bike skills training by June 2025 Complete active travel accessibility audits of schools by June 2025. 	On track


Table 12 | 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 2024–25	Annual target/measure	Progress status
Encourage and support community-led energy solutions including via facilitation of networking opportunities with experts.	<ul style="list-style-type: none"> Continue to 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. 	On track 



= Action supports the Municipal Public Health and Wellbeing Plan

Table 13 | 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 2024–25	Annual target/measure	Progress status
Implement Council’s Towards Zero Waste Plan.	<ul style="list-style-type: none"> Develop and deliver community programs that encourage the community to avoid waste Deliver waste avoidance, reuse and correct recycling school education programs through Council’s Rethink Waste Education Centre and school incursion programs Implement Banyule’s Kerbside Contamination Management Policy including the development of a range of supportive communications by June 2025. 	On track 




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Table 14 | Our Sustainable Environment strategy – 2.6 Engage and work with the community and partners to protect, enhance and experience the environment

Action for 2024–25	Annual target/measure	Progress status
Provide environmental grants that support local environment initiatives.	<ul style="list-style-type: none"> Full allocation of the environmental grants program by June 2025. 	On track

Table 15 | Our Sustainable Environment strategy – 2.8 Explore and support opportunities for urban farming and community gardens

Action for 2024–25	Annual target/measure	Progress status
Implement year 1 actions of the Urban Food Strategy.	<ul style="list-style-type: none"> Facilitate partnerships with Neighbourhood Houses, community gardens, schools and other food organisations and community groups to build community capabilities regarding food sustainability, food accessibility and food security Design a map that visually represents urban food resources such as urban farms, community gardens, farmers markets, healthy food outlets, culturally specific food outlets that can be printed or downloaded by June 2025. 	On track 



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Our Well-Built City

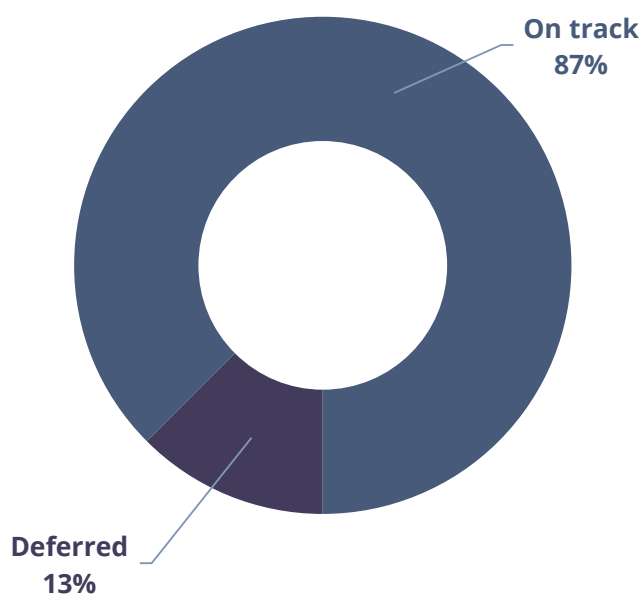


Strategic objective

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 8 actions.

Action status



Action summary

7 On track

At least 90% of expected progress target achieved

0 Monitor

Between 70% and 89% of expected progress target achieved

0 Off track

Less than 70% of expected progress target achieved


1 Deferred

Deferred to 2025–26

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 16 | 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 2024–25	Annual target/measure	Progress status
Continue to progress the Rosanna Library redevelopment project which will deliver a contemporary library facility for the community.	• Commence construction in 2024.	On track
Continue to deliver the Watsonia Town Square Project.	• Practical completion of phase 2 landscape works by June 2025.	On track 
Implement the final project stage (stage 4) of the Olympic Park Masterplan.	• Commence construction of new pavilion by January 2025.	On track

Action for 2024–25	Annual target/measure	Progress status
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.	<ul style="list-style-type: none"> • Compensation claims finalised by June 2025. 	On track
Deliver the East Ivanhoe Streetscape.	<ul style="list-style-type: none"> • Complete construction by June 2025. 	On track



= Action supports the Municipal Public Health and Wellbeing Plan

Table 17 | 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 2024–25	Annual target/measure	Progress status
Develop a Strategic and Investment Property Governance Framework.	<ul style="list-style-type: none"> • Complete report for adoption by September 2024. 	On track

Table 18 | 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 2024–25	Annual target/measure	Progress status
Continue to implement Sustainable Building Guidelines, embedding best practice environmentally sustainable design specifications into capital works and maintenance programs.	<ul style="list-style-type: none"> • Top 10 building projects integrate Sustainable Buildings Guidelines into their tender specifications. 	On track

Table 19 | 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 2024–25	Annual target/measure	Progress status
Complete the Masterplan for Rosanna Parklands to ensure the parklands are attractive, environmentally sustainable and accessible for all users.	<ul style="list-style-type: none"> • Rosanna Parklands Masterplan completed by June 2025. 	<p>Deferred</p> <p>This action has been deferred to allow further research into a providing the community with a suitable high-quality masterplan.</p>



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Our Valued Community Assets and Facilities

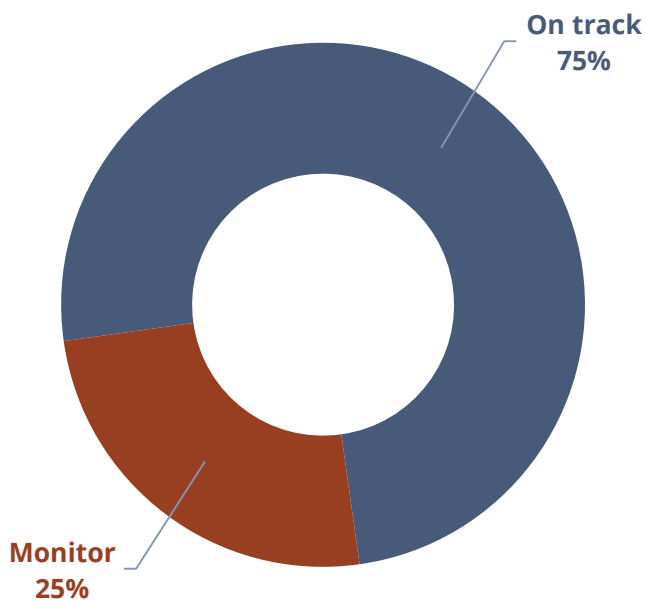


Strategic objective

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 12 actions.

Action status



Action summary

9 On track

At least 90% of expected progress target achieved

3 Monitor

Between 70% and 89% of expected progress target achieved

0 Off track

Less than 70% of expected progress target achieved


0 Deferred

Deferred to 2025–26

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 20 | 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 2024–25	Annual target/measure	Progress status
Construct Macleod Park Sporting Pavilion in partnership with the community and the Victorian Government.	<ul style="list-style-type: none"> • Complete by August 2025. 	On track
Construct Montmorency North Pavilion Upgrade stage 1 in partnership with the community and the Victorian Government.	<ul style="list-style-type: none"> • Complete by March 2025. 	On track
Work with Yarra Plenty Regional Library and key stakeholders to operationalise the new Rosanna Library.	<ul style="list-style-type: none"> • Evidence of regular engagement and input into fit out and operations • Highly functioning facility with management and governance models established. 	Monitor
Implement year 2 priorities of the new Community Infrastructure Plan.	<ul style="list-style-type: none"> • Explore opportunity for an improved Jets (Banyule Youth Services creative arts) facility that meets the needs of young people <ul style="list-style-type: none"> – undertake a feasibility and site analysis by June 2025 – establish potential costs and exploring funding models by June 2025 • Implement the Community Buildings Access Audit priority program for improvements to Community Neighbourhood Houses and Community Halls. 	Monitor
Develop Council’s 10-year Capital Works Program.	<ul style="list-style-type: none"> • 10-year Capital Works Program considered for adoption by Council by June 2025. 	On track 
Construct change and community rooms at Anthony Beale Reserve.	<ul style="list-style-type: none"> • Complete by April 2025. 	Monitor
Construct female friendly change rooms at Greensborough Park.	<ul style="list-style-type: none"> • Complete by June 2025. 	On track




= Action supports the Municipal Public Health and Wellbeing Plan

Table 21 | 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 2024–25	Annual target/measure	Progress status
Upgrade sportsfield lighting at Willinda Park.	<ul style="list-style-type: none"> • Complete by March 2025. 	On track
Review the Road Management Plan.	<ul style="list-style-type: none"> • Commence by June 2025. 	On track
Review the 10-year Asset Plan.	<ul style="list-style-type: none"> • Commence by June 2025. 	On track

Table 22 | 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 2024–25	Annual target/measure	Progress status
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.	<ul style="list-style-type: none"> • Comments are provided on all community infrastructure proposals provided to Council • Agreements in place for occupation and acquisition activities on Council land for works up to June 2025. 	On track 
Develop a Special Rate and Charge Scheme Policy.	<ul style="list-style-type: none"> • Considered for adoption by Council by June 2025. 	On track



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Our Thriving Local Economy

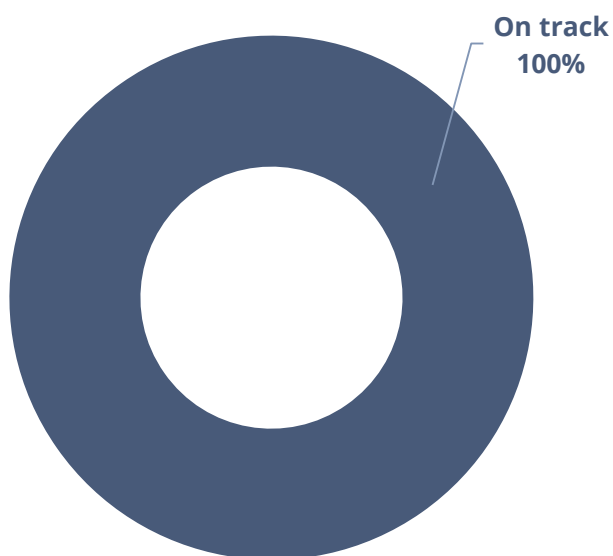


Strategic objective

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 6 actions.

Action status



Action summary

6 On track

At least 90% of expected progress target achieved

0 Monitor

Between 70% and 89% of expected progress target achieved

0 Off track

Less than 70% of expected progress target achieved

0 Deferred

Deferred to 2025–26


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 23 | 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 2024–25c	Annual target/measure	Progress status
Implement reforms identified in the Retail Review including traders' association governance reform and use of performance indicators.	<ul style="list-style-type: none"> • Ongoing implementation of reforms, including any adjustments from evaluation • Adoption of governance and performance indicator model by June 2025. 	On track
Continue to advocate for the La Trobe National Employment and Innovation Cluster (NEIC) Plan to be finalised and implemented.	<ul style="list-style-type: none"> • Present La Trobe NEIC Vision and Opportunities Paper to the Victorian Government and attract Victorian Government support for funding application to the Australian Government. 	On track
Deliver Heidelberg West Business Park Masterplan.	<ul style="list-style-type: none"> • Complete masterplan by June 2025. 	On track

Table 24 | Our Thriving Local Economy strategy – 5.9 Create inclusive employment opportunities within Banyule Council workforce for people facing barriers to employment

Action for 2024–25	Annual target/measure	Progress status
Deliver the Inclusive Employment Program, Inclusive Jobs Service and new First Nations Traineeship Program.	<ul style="list-style-type: none"> • Achieve 1,000 local job outcomes across five years for people experiencing barriers to work. 	On track 
Review the Inclusive Local Jobs and Social Enterprise Plan and Strategies to determine effectiveness and future focus to better support local people experiencing barriers to employment.	<ul style="list-style-type: none"> • Complete review by June 2025 • Consult with the community to develop future strategies. 	On track

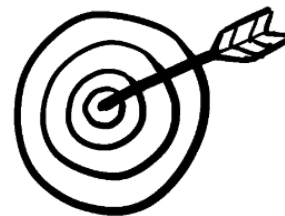


= Action supports the Municipal Public Health and Wellbeing Plan

Table 25 | 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 2024–25	Annual target/measure	Progress status
Deliver new partnerships that support social enterprises to grow/expand into Banyule, with a focus on creating jobs for people experiencing barriers.	<ul style="list-style-type: none"> • Develop two new partnerships by June 2025. 	On track

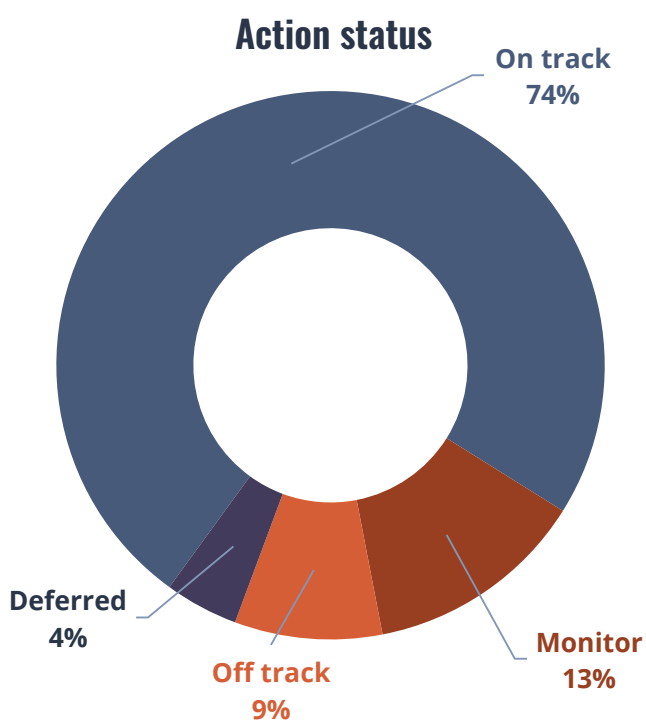
Our Trusted and Responsive Leadership



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 23 actions.



Action summary

17 On track

At least 90% of expected progress target achieved

3 Monitor

Between 70% and 89% of expected progress target achieved

2 Off track

Less than 70% of expected progress target achieved

1 Deferred

Deferred to 2025–26

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 and Integrity.
- **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 26 | Our Trusted and Responsive Leadership strategy – 6.1 Provide good governance, be accountable and make informed decisions based on sound evidence

Action for 2024–25	Annual target/measure	Progress status
Deliver ongoing corporate training and development to educate and build the capacity of Council staff and councillors on good governance, transparency and legislative obligations.	<ul style="list-style-type: none"> • Provide ongoing training to councillors in their obligations, with a specific focus on election and caretaker period conventions • Provide training and support to staff on governance and integrity obligations, with a focus on caretaker period conventions in preparation for the 2024 general election. 	On track
Develop and plan for the 2024 general election, caretaker period and Councillor Induction Program.	<ul style="list-style-type: none"> • Implement the Election Period Project Plan, pre-election and candidate information project, Candidate Engagement Plan and Caretaker Period Plan and training • Obtain endorsement of the Councillor Induction Program. 	On track
Continue review of Council’s General Local Law No. 1 (2015).	<ul style="list-style-type: none"> • New General Local Law No. 1 considered for adoption by Council by June 2025. 	On track

Table 27 | Our Trusted and Responsive Leadership strategy – 6.2 Provide outstanding customer service and a great customer experience for all

Action for 2024–25	Annual target/measure	Progress status
Embed the Banyule Service Promise to improve customer satisfaction.	<ul style="list-style-type: none"> • Reduce or maintain average call wait times within target of less than two minutes • Implement improved training and reporting to ensure adherence to Banyule Service Promise principles and standards. 	On track

Table 28 | Our Trusted and Responsive Leadership strategy – 6.3 Provide responsible management of resources to ensure the financial sustainability of Banyule Council

Action for 2024–25	Annual target/measure	Progress status
Deliver integrated financial management planning, monitoring and reporting that support Banyule’s financial sustainability into 2032.	<ul style="list-style-type: none"> • Budget, Revenue and Rating Plan, Financial Plan, and Annual Report considered for adoption by Council in accordance with legislation. 	On track
Modify the first Development Contributions Plan (DCP01) to support Council’s long-term plans for capital works.	<ul style="list-style-type: none"> • Commence review of DCP01 by June 2025. 	<p>Deferred</p> <p>This action cannot commence until the 10 Year Capital Works Plan is developed that aligns to the Community Infrastructure and Place Based Strategies.</p>

Table 29 | 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 2024–25	Annual target/measure	Progress status
Finalise the current Municipal Public Health and Wellbeing Plan and work towards the development of the next iteration of the Municipal Public Health and Wellbeing Plan 2025–2029.	<ul style="list-style-type: none"> Complete final draft of Municipal Public Health and Wellbeing Plan 2025–2029 by June 2025. 	On track 
Expand the use of Place-based Profiles through a shared Community Data Hub to inform and provide transparent reporting to the community about their local area.	<ul style="list-style-type: none"> Online dashboard developed and published by June 2025. 	On track

Table 30 | Our Trusted and Responsive Leadership strategy – 6.5 Build an empowered, engaged, and diverse workforce with a values-based culture


Action for 2024–25	Annual target/measure	Progress status
Continue to develop and embed the leadership capability of all leaders and employees within Council.	<ul style="list-style-type: none"> Develop and roll out Aspiring Leaders Program Complete departmental Operational Workforce Plans by June 2025. 	On track
Implement and embed the Respect@Work legislation to prevent and eliminate sexual harassment in Australian workplaces.	<ul style="list-style-type: none"> Design and deliver comprehensive training sessions around preventing and responding to workplace sexual harassment and equip all leaders with in-depth knowledge of sexual harassment issues, legal obligations and best practices Implement anonymous or other supported reporting mechanisms, including accessible and confidential reporting mechanisms that address power imbalances by June 2025. 	On track 


Table 31 | Our Trusted and Responsive Leadership strategy – 6.6 Proactively manage Council's risks and provide a safe workplace

Action for 2024–25	Annual target/measure	Progress status
Redevelop and modernise the Safety Management Framework (SMF), with a focus on safe work practices.	<ul style="list-style-type: none"> Design a comprehensive project plan for the redevelopment of the SMF, including research/benchmarking, comprehensive needs assessment and safety/risk analysis by June 2025 Achieve a high level of 90% participation and collaboration from key stakeholders through engagement in focus groups on safe work practices. 	On track

Table 32 | Our Trusted and Responsive Leadership strategy – 6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services

Action for 2024–25	Annual target/measure	Progress status
Replace the outdated Age Care System with a digital end to end solution to improve customer experience and service efficiency.	<ul style="list-style-type: none"> Complete by October 2024. 	<p>Off track</p> <p>Contract negotiations delayed the project slightly but it is now progressing well and we are on track planning the implementation phase of new Cloud Based Aged Care Management System.</p>
Complete phase 2 implementation of the new Customer Experience Platform (CXP).	<ul style="list-style-type: none"> Implement platform across nine teams by June 2025. 	Monitor
Complete phase 2 implementation of Middleware integration services.	<ul style="list-style-type: none"> Implement by June 2025. 	Monitor
Commence Asset Management System implementation phase 1.	<ul style="list-style-type: none"> Create a single source for all Council infrastructure assets Implement system for road assets by June 2025. 	On track
Implement year 1 of the Cyber Security Strategy.	<ul style="list-style-type: none"> Complete by June 2025. 	<p>Off track</p> <p>A department realignment has caused a delay and the implementation is in planning stage.</p>


Table 33 | 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 2024–25	Annual target/measure	Progress status
Conduct a community engagement program to check-in on the Community Vision 2041 and develop Council Plan 2025–2029 including the Municipal Public Health and Wellbeing Plan.	<ul style="list-style-type: none"> Commence delivering the engagement program by June 2025 in preparation for documents to be adopted in October 2025. 	<p>On track</p> 
Educate and inform our community and businesses on e-cigarette harms and responsibilities.	<ul style="list-style-type: none"> Document the role of local government in oversight and enforcement Deliver a community awareness campaign by June 2025. 	<p>On track</p> 
Develop and implement a Communication Strategy.	<ul style="list-style-type: none"> Develop strategy by June 2025. 	Monitor



= Action supports the Municipal Public Health and Wellbeing Plan

Table 34 | 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 2024–25	Annual target/measure	Progress status
Progress advocacy on key issues including North East Link, electrification of leisure centres and improving cycling and shared paths.	<ul style="list-style-type: none"> • Advocacy plans developed and implemented for key advocacy asks by June 2025 • Provide progress updates to the community twice a year. 	On track 
Undertake advocacy with the Victorian Government for improved community outcomes for major transport projects.	<ul style="list-style-type: none"> • Secure improved community infrastructure and service outcomes. 	On track



= Action supports the Municipal Public Health and Wellbeing Plan

Table 35 | 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

Action for 2024–25	Annual target/measure	Progress status
Continue to embed the Continuous Improvement (CI) Framework into Council's systems and processes.	<ul style="list-style-type: none"> • Continue to build capability and skills via delivery of CI training program • Further embed Benefits Realisation Framework into other initiatives across Council, supporting our corporate efficiency model • Further embed the Ideation framework through harvesting workshops and ideation hub providing corporate ideas dashboard. 	On track

Table 36 | Our Trusted and Responsive Leadership strategy – 6.12 Provide responsible management of procurement activity in a way that enhances social, economic, and environmental outcomes

Action for 2024–25	Annual target/measure	Progress status
Work together with other Northern Region councils to actively pursue opportunities for aggregated collaborative procurement activities to minimise cost shifting, obtain efficiencies, lead on environmental and social outcomes, and create greater value for money opportunities.	<ul style="list-style-type: none"> • Council to endorse a procurement collaboration with Northern Councils Alliance by June 2025. 	On track

How to contact Banyule City Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

Email: **enquiries@banyule.vic.gov.au**

Website: **www.banyule.vic.gov.au**

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.

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。

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。

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.

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.

إذا كنتم بحاجة إلى مترجم يرجى الاتصال بالخط القومي للترجمة الهاتفية على الرقم 131 450 وطلب إيصالكم ببلدية بانويل على الرقم 9490 4222.

Nếu bạn cần thông dịch viên, vui lòng liên hệ TIS National qua số 131 450 và yêu cầu được kết nối với Hội đồng Banyule theo số 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.

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

و از طریق شماره تماس بگیریید TIS National اگر به مترجم نیاز دارید, لطفاً با شماره 131 450 با وصل شوید 9490 4222 Banyule به شورای



Banyule
City Council