






Annual Action Plan



Annual Action Plan 2021/2022





Our Inclusive and Connected Community

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.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
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	1.1.1 Deliver holiday activities featuring a diverse range of accessible, inclusive, unstructured recreational opportunities	Minimum six holiday activities at the end of each school holiday term delivered	Youth Services 
	1.1.2 Deliver 'Come and Try' sessions to demonstrate the equipment at Ivanhoe Park's Seniors Exercise Park for older adults	Four 'Come and Try' sessions delivered by June 2022	Age-friendly Programs 
	1.1.3 Undertake a review of the Sporting Reserve User Guide and Allocation Policy to ensure fair and equitable access to our sports facilities and infrastructure	Sporting Reserve User Guide reviewed, and Allocation Policy completed by February 2022	Leisure and Culture 
	1.1.4 Undertake the review of the Recreation Plan 2017-2021	Review of the Recreation Plan 2017-2021 completed by June 2022	Leisure and Culture
	1.1.5 Conduct an audit of Banyule sporting facilities focusing on canteens, kitchens, social rooms and amenities	Banyule sporting facilities audit completed by June 2022	Leisure and Culture 
	1.1.6 Implement a range of initiatives and programs that support participation in sports, recreation and leisure	10% increase in participation in the activities and usage of sport and recreational facilities from the previous year	Leisure and Culture 
1.2 Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.1 Develop the Bellfield Community Outcomes Framework	Bellfield Community Outcomes Framework developed by February 2022	Community Partnerships
	1.2.2 Undertake a review of Shop 48 - The Harmony Centre	Shop 48 - The Harmony Centre review completed by June 2022	Community Partnerships

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1.2 Provide a range of services and programs, and works with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.3 Develop a Strategic Partnership Framework between Council and the Banyule neighbourhood houses	Strategic Partnership Framework established by April 2022	Community Partnerships 
	1.2.4 Undertake review of the RSL Trust Deeds and Grants Program	RSL Trust Deeds and Grants Program review completed by December 2021	Community Partnerships
	1.2.5 Deliver the Banyule Community Grants Program	Banyule Community Grants Program delivered by June 2022	Community Partnerships
	1.2.6 Develop service level agreements for all recurrent and one-off grants and implement annual actions	All service level agreements negotiated and signed by September 2021	Community Partnerships
	1.2.7 Provide innovative and flexible Social Support Group programs that are integrated successfully into the Bellfield Community Hub	More than 80% participants report high satisfaction through annual consumer/ participant survey	Age-friendly Programs 
	1.2.8 Undertake public awareness and promotional activities and advocacy to address ageism and elder abuse	Deliver Elder Abuse Awareness Day events	Age-friendly Programs 
	1.2.9 Work with partners to take action on Banyule's health priorities: - social connection and inclusion - increasing active living - increasing healthy eating	Three (3) projects delivered by June 2022	Community and Social Planning 
	1.2.10 Support the Banyule Child Youth and Family Committee to improve outcomes for children and young people, as outlined in the Child and Youth Framework	Six (6) committee meetings held by June 2022	Youth and Family Services 

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1.2 Provide a range of services and programs, and works with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.11 Provide development opportunities to local sector professionals and parents through the Banyule Nillumbik Youth Services network	Minimum of five development opportunities delivered by June 2022	Youth Services
	1.2.12 Deliver a series of school workshops to support the mental health and wellbeing of young people	Minimum of 10 in school workshops focused on mental health and wellbeing of young people delivered annually	Youth Services
	1.2.13 Deliver Seniors Festival Week events and activities	Annual Seniors Festival Week program delivered by October 2021	Age-friendly Programs
	1.2.14 Co-convene Banyule Nillumbik Family Violence Network and provide ongoing support and commitment to Women's Health in the North 'Building Respectful Communities Framework'	Three network meetings held by June 2022	Community Partnerships 
	1.2.15 Partnership with the Orange Door	Four partnership meetings held by June 2022	Youth and Family Services 
1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing	1.3.1 Deliver a range of community festivals and events including Malahang Wellbeing Festival, Carols by Candlelight, Twilight Sounds, Eco-Friendly Fest and Pet Expo	All events delivered as per schedule: Chillin' in Banyule by August 2021; Malahang Wellbeing Festival by October 2021; Carols by Candlelight by December 2021; Twilight Sounds by February 2022; Eco-Friendly Fest and Pet Expo by June 2022.	Leisure and Culture
	1.3.2 Review the Arts and Culture Strategic Plan and Public Art Policy	Revised Arts and Culture Strategic Plan and Public Art Policy considered for adoption by Council by June 2022	Leisure and Culture
	1.3.3 Engage a diverse range of local artists and community groups to develop and deliver an annual program of high-quality arts and cultural experiences	<ul style="list-style-type: none"> - Arts program developed and implemented by June 2022 - Year-round utilisation of arts spaces at Ivanhoe Library and Cultural Hub 	Leisure and Culture 

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1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing	1.3.4 Build capacity and support professional development of the local creative sector to enhance cultural outcomes for the community	<ul style="list-style-type: none"> - 200 participants in Pinpoint Artists Network - Minimum of six networking & professional development programs - Distribution of \$60,000 to Arts and Culture Project Grant Pool 	Leisure and Culture 
1.4 Actively support and facilitate for infrastructure, services and programs that address community safety	1.4.1 Deliver improved pedestrian access to Willinda Park from Beatrix and Talbot streets, Greensborough, along McNamara St, Macleod and throughout Macleod Village	Capital works projects at nominated sites completed by June 2022	Transport Engineering
	1.4.2 Implement traffic speed and volume measures at key locations	Speed and volume analysis completed at Sainsbury Avenue, Greensborough; Prosperity Rd, Lower Plenty; and Mountain View Rd, Montmorency by June 2022	Transport Engineering 
	1.4.3 Develop the Banyule Safety and Resilience Framework for the next 10 years	Banyule Safety and Resilience Framework considered for adoption by Council by April 2022	Community Partnerships
	1.4.4 Implement Year 2 of the Banyule Graffiti Strategy 2020-2023	Year 2 action plan completed by June 2022	Community Partnerships
	1.4.5 Review Banyule's Planning and Building Enforcement Framework to reflect the important contribution Council makes to Victorian Government requirements for building cladding and swimming pools	Review completed and Framework considered for adoption by Council by June 2022	Planning and Building
	1.4.6 Develop 16 Days of Activism Against Gender Based Violence partnership projects	Campaign projects delivered in 16 Days of Activism Against Gender Based Violence in 2021	Community Partnerships 
	1.4.7 Establish regional partnerships during Week Without Violence	Deliver campaign during Week Without Violence	Community Partnerships 

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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	1.5.1 In partnership with our Aboriginal and Torres Strait Islander communities, support the activation of the Barrbunin Beek Aboriginal Gathering Place	Barrbunin Beek Aboriginal Gathering Place Strategic Plan (outlining activation actions) developed by June 2022	Community and Social Planning
	1.5.2 Improve opportunities and reduce disadvantage for Aboriginal and Torres Strait Islander communities	Banyule's Reconciliation Action Plan implemented by June 2022	Community and Social Planning 
	1.5.3 Facilitate the Banyule Boorai's Supported Playgroup for Aboriginal children under 2 years of age and their families	Twenty playgroup sessions delivered by December 2021	Maternal and Child Health 
	1.5.4 Undertake ecological and cultural land and water management at Banyule Flats and Banyule Billabong with the Narrap team	Work with Narrap Rangers at five sites at Banyule Billabong and Banyule Flats	Bushland Management 
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	1.6.1 Deliver wellbeing programs, workshops and activities for young people in local community settings	Minimum of six wellbeing programs, workshops and activities for young people delivered by June 2022	Youth Services 
	1.6.2 Deliver a weekly program during term time for LGBTIQ+ young people (14-22 years) to provide safe and supportive social and advocacy opportunities	Weekly programs delivered	Youth Services 
	1.6.3 Deliver a short term supported referral process to young people within the community to link them into an appropriate service	A minimum of 30 referrals completed annually	Youth Services 
	1.6.4 Deliver an outreach program in Banyule using an assertive outreach model	Outreach program established and delivered into areas where young people gather within Banyule	Youth Services 

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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	1.6.5 Embed the delivery of relevant community awareness campaigns and activities about gender equity and gender-based violence	Campaigns during International Women's Day, Week Without Violence, and 16 Days of Activism Against Gender Based Violence delivered	Community Programs 
	1.6.6 Implement an Inclusion Access and Equity Framework within Council services and externally partner with organisations	Twenty internal inclusive audits completed	Community and Social Planning 
	1.6.7 Review and update Banyule's Multicultural Plan	Banyule's Multicultural Plan considered for adoption by Council by June 2022	Community and Social Planning 
	1.6.8 Review and update Banyule's Disability and Inclusion Plan	Banyule's Disability and Inclusion Plan considered for adoption by Council by June 2022	Community and Social Planning 
	1.6.9 Review and update Banyule's LGBTIQA+ Plan	Banyule's LGBTIQA+ Plan considered for adoption by Council by June 2022	Community and Social Planning 
	1.6.10 Ensure LGBTI needs are considered in all service planning for older adults	Rainbow Tick for Age-friendly Programs maintained	Age-friendly Programs 
	1.6.11 Review and update Banyule's Diversity Statement	Updated Diversity Statement considered for adoption by Council by December 2021	Community and Social Planning
	1.6.12 Provide gender equality and gender based violence training and capacity building opportunities to community partners	Training opportunities provided to community partners by June 2022	Community Partnerships 

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1.7 Provide a range of services and programs that support the development of children, young people and families	1.7.1 Deliver responsive MCH service and program as per current standards of practice	Meet service delivery targets indicated by the Department of Health, and the Department of Families, Fairness and Housing	MCH and Community Support 
	1.7.2 Implement actions of the Child and Youth Framework	Child and Youth Framework year 1 actions completed by June 2022	MCH and Community Support
	1.7.3 Deliver quality improvement plans for all five Council early childhood services as per National Quality Standards (NQS)	Department of Education and Training quality rating and assessment criteria met	Early Childhood Services
	1.7.4 Deliver the Banyule Youth Summit and Summit report card biannually	The Banyule Youth Summit or Summit report card delivered biannually	Youth Services
1.8 Strengthen community preparedness and resilience for emergency events	1.8.1 Participate in the North West Metro (NWM) Regional Emergency Management Planning Committee (REMPC) and the Municipal Emergency Management Planning Committee (MEMPC) activities and subcommittees	Chair and lead four REMPC meetings per annum and participate in subcommittees	Emergency Management 
	1.8.2 Develop annual review register to schedule the reviews of all emergency management plans and subplans	Annual review register developed by October 2021 and reviews completed by June 2022	Emergency Management
	1.8.3 Undertake preparedness activities in line with emergency management plans and legislation	<ul style="list-style-type: none"> - Online Emergency Management Induction Module in place in learning management system (FRED) - One recruitment session held per year - Council Emergency Operations Centre technology requirements reviewed annually 	Emergency Management
	1.8.4 Update and review the Municipal Fire Prevention Management Plan	Municipal Fire Prevention Management Plan completed by June 2022	Municipal Laws

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1.8 Strengthen community preparedness and resilience for emergency events	1.8.5 Review and update Banyule Heatwave Plan	Banyule Heatwave Plan considered for adoption by Council by June 2022	Public Health Protection
	1.8.6 Review and update Banyule Pandemic Plan	Banyule Pandemic Plan considered for adoption by Council by June 2022	Public Health Protection
1.9 Provide for and facilitate specific programs and respond to current and emerging preventable disease, outbreaks and public health risks	1.9.1 Undertake Council's public health legislative obligations to protect the health of the community	Legislative obligations are met: <ul style="list-style-type: none"> - 100% food business assessments/inspections completed in registration period (calendar year) - 100% anaphylaxis reports investigated - 100% health premises inspections completed in registration period - 100% infectious disease outbreaks investigated (gastro) - 100% nuisance complaints investigated - 100% registered pools inspected 	Public Health Protection
	1.9.2 Deliver a range of educational and enforcement activities to reduce the health impact of tobacco on the community	- 100% tobacco related complaints investigated - All works completed in line with Municipal Association of Victoria (MAV) agreement	Public Health Protection 
	1.9.3 Coordinate and deliver immunisation services to protect children from vaccine preventable diseases	Immunisation targets >95% per cohort	Public Health Protection
	1.9.4 Raise awareness of public health matters and respond to changes in the public health needs of the community including food safety, allergens, hygiene and potential nuisances and immunisation	Increase awareness by promoting public health matters, including through implementation of COVID business/community support program	Public Health Protection

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1.10 Deliver a range of accessible services and programs for older people that support social connections and independent living	1.10.1 Provide support to older people navigating the Commonwealth aged care system	– Pilot program completed by December 2021 – Report to Council on outcomes of pilot program by February 2022	Age-friendly Programs
	1.10.2 Implement Older Adults Community Connection Program to reduce social isolation and loneliness for older people	New service delivery model for Older Adults Community Connection Program implemented by June 2022	Age-friendly Programs 
	1.10.3 Review and update Age-friendly Strategy	Age-friendly Strategy considered for adoption by Council by June 2022	Age-friendly Programs 
	1.10.4 Improve support for people who are caring for older people in their homes	New carer support program implemented	Age-friendly Programs 
1.11 Deliver a range of services and programs to become the leading Council in supporting and empowering people with disabilities	1.11.1 Implement Equalities Impact Assessments training across Council to embed a disability inclusive lens across all services and programs	Equalities Impact Assessments training completed by all staff by June 2022	Community and Social Planning 
	1.11.2 Develop an Inclusive Banyule Framework 2022-2026	The Inclusive Banyule Framework 2022-2026 considered for adoption by Council by June 2022	Community and Social Planning 
	1.11.3 Develop a Disability Action Plan 2022-2026	The Inclusive Banyule Framework 2022-2026 considered for adoption by Council by June 2022	Community and Social Planning 
1.12 Enable and empower philanthropic and business partners to support our community through the establishment of the Banyule Community Fund	1.12.1 Investigate the scope and establishment of a Banyule Community Fund	Banyule Community Fund established and launched by 30 June 2022	Youth and Community Partnerships

Our Sustainable Environment

A progressive and innovative leader in protecting, enhancing and increasing the health and diversity of our natural environment, where we all commit to playing an active role in achieving environmental sustainability, waste and carbon emissions reduction



Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
2.1 Protect and enhance our natural environment, providing connected habitat for diverse flora and fauna	2.1.1 Develop a No Local Extinction Action Plan, identifying five key indicator species and individual management plans for targeted management	No Local Extinction Action Plan developed by June 2022	Environment
	2.1.2 Prepare a masterplan for Mayona Reserve to protect the Eltham Copper Butterfly	Mayona Reserve Masterplan considered for adoption by Council by June 2022	Bushland Management
	2.1.3 Review and implement the Domestic Animal Management Plan to promote responsible pet ownership	Domestic Animal Management Plan considered for adoption by Council by June 2022	Municipal Laws
	2.1.4 Control the pest animals that have a negative impact on biodiversity	Throughout priority conservation sites, the annual fox and rabbit control activities delivered	Bushland Management
	2.1.5 Advocate for habitat retention within North East Link (NEL), Hurstbridge Line duplication and other major projects, retaining offset plantings in Banyule and focusing on wildlife corridor connections	Council provides input into environmental improvement opportunities for NEL and Hurstbridge Line duplication	Environment
	2.1.6 Control the environmental weeds throughout priority bushland reserves	Implement year 1 actions in the Weed Management Strategy by June 2022, targeting environmental weeds within bushland reserves	Bushland Management

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2.2 Minimise stormwater pollution and the impacts of flooding, and maximise Council's water conservation to transition to a water sensitive City	2.2.1 Operate, monitor and optimize capabilities of the existing stormwater harvesting sites and Water Sensitive Urban Design (WSUD) assets	<ul style="list-style-type: none"> - Constrain annual Council potable water use to below 330 million litres - Annually remove the following pollutants: <ul style="list-style-type: none"> - 50 tonnes of litter - 130 tonnes of sediment 	Environmental Operations
	2.2.2 Review planning permit assessment and endorsement processes to ensure that Water Sensitive Urban Design requirements are included in developments	Water Sensitive Urban Design assurance and options framework completed by June 2022	Development Planning Drainage and Developments
	2.2.3 Design, plan and construct a new irrigation system for NJ Telfer Reserve	New irrigation system for NJ Telfer Reserve completed by June 2022	Sportsfield and Open Space Assets
	2.2.4 Deliver pool blanket trial at warm water pool at WaterMarc as part of energy efficiency work program	Pool blanket trial at warm water pool at WaterMarc delivered by June 2022	Major Facilities Environment 
2.3 Demonstrate leadership in addressing climate change and take action to become a carbon neutral Council by 2028 and City by 2040	2.3.1 Investigate electrification opportunities at Council owned and occupied buildings that use gas	Electrification investigation report completed by June 2022	Environment
	2.3.2 As part of a new pilot solar program, undertake solar feasibility and design investigation work at Council owned and leased facilities	Pre-feasibility report for program participants delivered by June 2022	Environment
	2.3.3 Undertake a detailed vulnerability assessment to identify climate risk to both community and infrastructure	Map vulnerability assessment within Council's GIS software program completed by June 2022	Environment 
	2.3.4 Reduce internal combustion engine (ICE) fleet	Two new electric cars added to Council fleet by June 2022	Fleet

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2.4 Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes	2.4.1 Deliver a series of capacity building workshops to support environmental volunteers to lead and support positive climate action initiatives	Four capacity building workshops delivered by June 2022	Environment 
	2.4.2 Deliver Gardens for Wildlife Program creating habitat 'stepping stones' through private property	Minimum of 40 households participate in Gardens for Wildlife Programs	Environment
	2.4.3 Deliver environmental workshops to the community through Spring Outdoors Program	Five Banyule community workshops delivered by June 2022	Environment 
	2.4.4 Deliver a targeted community-led Energy Innovation Grant that supports the community-led energy solutions	Receipt and allocation of a community-led grant submission for a community energy solution by June 2022	Environment 
	2.4.5 Encourage solar uptake by Banyule businesses through participation in the solar savers program	Minimum of five Banyule businesses sign up for solar through solar savers program	Environment
2.5 Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030	2.5.1 Prepare to roll out a FOGO (food organics and garden organics) kerbside collection system to residents	Roll-out ready by June 2022	Strategic Waste
	2.5.2 Implement waste assessment guidelines to ensure appropriate consideration of waste management for new developments having regard to future occupants and future collection streams	Waste assessment guidelines completed and considered for all new residential developments	Development Planning and Waste Management
	2.5.3 Undertake trial of environmentally friendly nappies at St Hellier Street Children's Centre in the baby's room	Trial completed by June 2022	Early Childhood Services

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2.6 Engage and work with the community and partners to protect, enhance and experience the environment	2.6.1 Support and implement friends group activities through environmental conservation projects within waterway corridors and bush reserves	Support 90 working bees for weed control activities and planting of 10,000 Indigenous tube stock	Environment
	2.6.2 Work with CERES on the five modules to achieve 5-star accreditation in environmental sustainability for Council's five early childhood services	5-star accreditation achieved for core, biodiversity, energy, waste and water modules	Early Childhood Services
	2.6.3 Provide environmental grants that support local environment initiatives	Full allocation of the environmental grants program by June 2022	Environment
	2.6.4 Support and implement annual nature play activities across selected Bush Reserves	Four activities conducted per year throughout different reserves focusing on a range of nature themes	Bushland Management 
2.7 Protect, increase and maintain Banyule's urban forest population to provide a greener City for enhanced liveability	2.7.1 Undertake the review of planning permit outcomes to ensure tree planting requirements are implemented and maintained	-100% of completed multi-dwelling developments inspected -Contact 60% of selected tree permit holders to confirm permit requirements	Development Planning
	2.7.2 Review the Urban Forest Strategic Plan	Draft Urban Forest Strategic Plan completed by June 2022	Urban Forestry
	2.7.3 Deliver annual advanced tree planting program	Minimum of 3000 new trees planted by June 2022	Urban Forestry
2.8 Explore and support opportunities for urban farming and community gardens	2.8.1 Embed community gardens at Bellfield Community Centre	Community gardens incorporated in the Bellfield Community Centre precinct plan	Delivery and Assets
	2.8.2 Develop a scope for urban food strategy	Urban food strategy scope endorsed by June 2022	Community Programs

Our Well-Built City

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.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
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	3.1.1 Complete construction of the new Bellfield Community Hub and relocate the community garden	Bellfield Community Hub construction completed by March 2022	Strategic Property City Futures
	3.1.2 Continue to progress the Rosanna Library redevelopment project which will deliver a contemporary library facility for the community	– Community engagement for the library design and ancillary projects outcomes completed – Finalise negotiations, project concepts and contract of sale by June 2022	Leisure and Culture Strategic Property
	3.1.3 Finalise the design for Montmorency streetscape improvement program and commence delivery	Design completed and works commenced by March 2022	City Futures
	3.1.4 Develop and deliver a major public art installation at Olympic Park as part of Council's public art program	Public art installed by June 2022	Leisure and Culture
3.2 Develop and maintain best practice integrated strategic plans that impact positively on the quality and design of our places and built environment	3.2.1 Develop an integrated approach to Municipal Building Surveyor decisions to achieve a positive neighbourhood character outcome	An integration procedure and referral process between planning and building implemented by June 2022	Development Planning
	3.2.2 Develop a public realm manual	Public realm manual considered for adoption by Council by June 2022	City Futures
	3.2.3 Develop concept designs for East Ivanhoe Activity Centre streetscape improvement program	Concept design for the East Ivanhoe Activity Centre streetscape improvement program considered for adoption by Council by June 2022	City Futures
	3.2.4 Commence the review of Banyule Housing Strategy that considers Banyule's future housing needs	Draft discussion paper released for consultation by March 2022	City Futures

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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	3.3.1 Develop a Place-based Framework for Banyule	Banyule's Place-based Framework including principles considered for adoption by Council by June 2022	City Futures
	3.4.1 Progress the Cartmell Street public car park and mixed-use development project	Finalise negotiations and contract of sale	Strategic Property
	3.4.2 Advocate for the inclusion of mechanisms in Victorian Planning Schemes to secure affordable housing outcomes	Inclusion of affordable housing outcomes in Council's Advocacy Plan	Development Planning
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	3.4.3 Undertake a review of planning permit outcomes to ensure age in place (liveability) requirements are implemented	Verification of liveability requirements of 20% of completed multi-dwelling developments inspected	Development Planning
	3.5.1 Implement Sustainable Building Guidelines that embed the best practice environmentally sustainable design specifications into capital works and maintenance programs	100% compliance with the Sustainable Building Guidelines for all new and upgraded buildings	Assets and Delivery
	3.5.2 Undertake a review of planning permit outcomes to ensure Environmentally Sustainable Design requirements are implemented and maintained and develop a business case for ongoing resourcing	5% of completed multi-dwelling developments undergo certification or verification of Environmentally Sustainable Design requirements	Development Planning
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			

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3.6 Preserve and enhance Banyule's valued heritage, local character, and its significant trees	3.6.1 Explore opportunities for a stronger Planning Scheme position in relation to neighbourhood character outcomes	Propose a Neighbourhood Character Planning Scheme Amendment by June 2022	Development Planning City Futures
	3.6.2 Finalise the Banyule Heritage Study and progress a planning scheme amendment to protect properties of heritage value	Final planning scheme amendment considered for adoption by Council by June 2022	City Futures
	3.6.3 Finalise planning scheme amendment for significant trees	Significant tree amendment considered for adoption by Council by 2022	City Futures
	3.6.4 Review Banyule Planning Scheme environmental overlays and draft planning scheme amendment to ensure policy and controls represent best practice	Seek authorisation for planning scheme amendment by June 2022	City Futures
3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.1 Deliver the playground improvements program	Playground improvement works completed at Arthur Streeton Reserve, Tahlee Playground, Partingtons Flat Reserve, James Reserve and Yallambie Park by June 2022	Open Space Planning and Strategic Projects
	3.7.2 Develop and implement Youth Spaces Plan	Youth Spaces Plan considered for adoption by Council, and year 1 actions implemented by June 2022	Open Space Planning and Strategic Projects 
	3.7.3 Develop a new pocket park at Were Street, Montmorency	Pocket park at Were Street, Montmorency completed by June 2022	Open Space Planning and Strategic Projects
	3.7.4 Commence the Ivanhoe Activity Centre Public Realm Plan	Community engagement for the Ivanhoe Activity Centre Public Realm Plan undertaken by June 2022	Open Space Planning and Strategic Projects

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3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.5 Develop Heidelberg Park Masterplan	Heidelberg Park Masterplan considered for adoption by Council by June 2022	Open Space Planning and Strategic Projects
	3.8 Lead on the use of sustainable modes of transport, and encourage walking, cycling and use of public transport	3.8.1 Update the Banyule Integrated Transport Plan (BITP) Action Plan and associated Transport Advocacy List	BITP Action Plan and Transport Advocacy List considered for adoption by Council by June 2022
	3.8.2 Complete the Banyule Bicycle Strategy	Banyule Bicycle Strategy considered for adoption by Council by June 2022	Transport Planning and Advocacy 
	3.8.3 Complete Safe Access Audits for pedestrians, cyclists, and motor scooters in activity centres	Complete four centre audits by June 2022	Transport Planning and Advocacy 
	3.8.4 Improve school crossing infrastructure	Deliver two upgraded school crossings by June 2022	Transport Engineering 
	3.8.5 Complete the refresh of the Northern Regional Trails Strategy	Northern Regional Trails Strategy considered for adoption by Council by June 2022	Open Space Planning and Strategic Projects
	3.8.6 Deliver community behaviour change programs that support sustainable transport initiatives	Two community programs delivered by June 2022	Transport Planning and Advocacy 

Our Valued Community Assets and Facilities

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.



Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
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	4.1.1 Develop the Community Infrastructure Framework	Community Infrastructure Framework considered for adoption by Council by April 2022	Community Programs
	4.1.2 Develop Council's 10-year capital works program	10-year capital works program considered for adoption by Council by June 2022	Delivery and Assets
	4.1.3 Develop a 10-year Asset Plan	10-year Asset Plan considered for adoption by Council by June 2022	Delivery and Assets
	4.1.4 Develop a Sports Capital Works Policy that provides a consistent, equitable and transparent approach to Council's funding of new and upgraded sporting facilities and infrastructure	Sports Capital Works Policy considered for adoption by Council by March 2022	Leisure and Culture
	4.1.5 Complete the surface renovation of Beverley Road Oval, Heidelberg	Surface renovation of Beverley Road Oval, Heidelberg completed by June 2022	Delivery and Assets Sportsfield and Open Space Assets
	4.1.6 Complete the design for the reconstruction of Warringal Park Oval	Warringal Park Oval design completed by June 2022	Sportsfield and Open Space Assets
	4.1.7 Complete the upgrade of Partingtons Flat sporting pavilion and female friendly change rooms	Construction of Partingtons Flat sporting pavilion completed by June 2022	Delivery and Assets 
	4.1.8 Complete the design of Macleod Park sporting pavilion and complete construction of change rooms (stage 1 and stage 2)	<ul style="list-style-type: none"> - Macleod Park sporting pavilion design and change room construction completed by June 2022 - Concept redevelopment design progressed to schematic design 	Delivery and Assets Leisure Culture 

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Annual Action Plan 2021/2022


Our Valued Community Assets and Facilities

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
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	4.1.9 Install sports field lighting at James Street Reserve and Chelsworth Park	Installation of lighting at James Street Reserve and Chelsworth Park completed by March 2022	Delivery and Assets Leisure and Culture 
	4.1.10 Develop a pocket park and a shared pedestrian/vehicle zone along Waterdale Road	Development of pocket park and a shared pedestrian/vehicle zone along Waterdale Road completed by June 2022	Delivery and Assets
	4.1.11 Refurbish Greenhills Neighbourhood House toilet facilities	Construction of Greenhills Neighbourhood House toilet facilities completed by June 2022	Delivery and Assets
4.2 Develop community assets and facilities that are environmentally sustainable, innovative, safe and continue to be of appropriate standard	4.2.1 Roll out a solar panel and battery program	Solar panel and battery program completed by June 2022	Delivery and Assets
	4.2.2 Implement a public buildings energy efficiency enhancement program	Public buildings energy efficiency enhancement program completed by June 2022	Delivery and Assets
	4.2.3 Install gross pollutant traps (GPT)/water sensitive urban design (WSUD) solution for Heidelberg West Industrial drain (Lillimur drain) to Darebin Creek	Construction works completed by June 2022	Delivery and Assets
	4.2.4 Develop and implement the Banyule Aquatics Strategy that guides the future planning and development of Council's aquatics services and facilities	Banyule Aquatics Strategy considered for adoption by Council, and year 1 actions implemented by June 2022	Leisure and Culture
4.3 Design and build facilities that are multipurpose and encourage community connections	4.3.1 Undertake the design of the Macleod Health and Fitness Centre Redevelopment	Design of Macleod Health and Fitness Centre Redevelopment completed by June 2022	Delivery and Assets 

Our Valued Community Assets and Facilities

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
4.3 Design and build facilities that are multipurpose and encourage community connections	4.3.2 Undertake expansion and improvement works at Greensborough Preschool	Expansion and improvement works at Greensborough Preschool completed by June 2022	Delivery and Assets
	4.3.3 Implement the final project stages (stage 3 and stage 4) of the Olympic Village Masterplan	Construction works completed by June 2023	Leisure and Culture Delivery and Assets
	4.3.4 Explore opportunities for community access to sporting clubs' facilities outside of allocated club hours	Investigations and feasibility investigated by June 2022	Leisure and Culture 
4.4 Promote, design and deliver assets that provide spaces for the community to connect	4.4.1 Complete the construction of Montmorency Village precinct streetscape and lighting works	Construction works completed by June 2022	Delivery and Assets
	4.4.2 Complete reconstruction of Redmond Court Wetland and creation of new parkland Stage 1	Reconstruction of Redmond Court Wetland and creation of new parkland (stage 1) completed by June 2022	Delivery and Assets
	4.4.3 Complete stage 2 refurbishment works of Bundoora Community Hall	Stage 2 refurbishment completed by June 2022	Delivery and Assets Leisure and Culture
4.5 Manage Council's commercial assets, leases and contracts to deliver sustainable, accessible and inclusive outcomes for the community	4.5.1 Manage and monitor the performance of commercial and community agreements	All agreements are current and aligned with Council's Lease and Licence Framework	Strategic Property
	4.5.2 Manage Council's land and deliver effective and efficient strategic property projects	Undertake appropriate strategic property projects and sale of land in-line with statutory processes	Strategic Property

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
4.5 Manage Council's commercial assets, leases and contracts to deliver sustainable, accessible and inclusive outcomes for the community	4.5.3 Undertake a review and update Council's Fleet Policy to ensure alignment with Banyule's climate action approach	Annual review of Fleet Policy completed by June 2022	Fleet
	4.5.4 Undertake annual essential safety measures reports for Council buildings	Compliance with annual essential safety measures reports completed by June 2022	Delivery and Assets
	4.5.5 Manage the service delivery contracts for Council's major outsourced leisure and functions facilities, including: WaterMarc, The Centre Ivanhoe, Ivanhoe Golf Course, Chelsworth Park, community halls, and Macleod Recreation and Fitness Centre	All service delivery contracts are current and managed as per terms and conditions	Leisure, Recreation and Cultural Services
	4.5.6 In conjunction with the Banyule Art Collection Working Group, research, document, and acquire new works for the Banyule Art Collection	Art works acquisition program completed by June 2022	Leisure and Culture
4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure	4.6.1 Continue to engage with the North East Link Project on land dealings to drive the best outcomes for Council and the community	Agreements are in place for all occupation and acquisition activities	Strategic Property Transport Planning
	4.6.2 Implement a 2nd Development Contributions Plan (DCP) to support Council's long-term plans for capital works	Planning Scheme Amendment endorsed for the 2nd DCP	Finance and Procurement

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure	4.6.3 Partnership with Launch Housing to secure funding for a new social housing precinct in the Bellfield area	Successful funding application to build 53 social housing units	Community Partnerships 
	4.6.4 Complete the construction of Old Eltham Road Stage 3 as per requirements of Roads to Recovery funding	Construction of Old Eltham Road Stage 3 completed by June 2022	Delivery and Assets
	4.6.5 Complete stage 4 and 5 of Darebin Creek Trail upgrade works	Stage 4 and 5 construction works completed by December 2021 and wayfinding signage installed by June 2022	Delivery and Assets
	4.6.6 Develop partnerships with State and Federal governments to deliver sports infrastructure projects that support equity and access and increased sports participation and growth opportunities, such as female-friendly change facilities	At least one successful grant application to support the delivery of sports infrastructure projects received by June 22	Leisure and Culture

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Annual Action Plan 2021/2022



Our Thriving Local Economy

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.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.1 Stimulate and support a vibrant and resilient local economy to encourage business, employment and investment opportunities	5.1.1 Develop Banyule's Economic Development Strategy	Draft Economic Development Strategy completed by June 2022	Economic Development
	5.1.2 Configure a Small Business Permit Assist program that guides and supports businesses through Council's permit process	Support 10 applications per quarter	Economic Development
	5.1.3 Deliver an annual business grants program to support Banyule businesses	Two grant rounds delivered by June 2022	Economic Development
	5.1.4 Prepare the Heidelberg Structure Plan to guide the investment and redevelopment of major activity centres	Heidelberg Structure Plan completed by June 2022	City Futures
	5.1.5 In partnership with local business, deliver Chillin' in Banyule music and entertainment program	Chillin' in Banyule program events delivered by September 2021	Leisure and Culture
5.2 Encourage, assist and connect businesses with the tools, information and opportunities to succeed and be sustainable	5.2.1 Deliver training and development that supports businesses with networking opportunities, business development and one-on-one mentoring	Twenty-five networking opportunities provided by June 2022	Economic Development
	5.2.2 Promote Banyule businesses through Rediscover Local channels	A minimum of 150 businesses promoted by June 2022	Economic Development
	5.2.3 Implement a range of initiatives to increase the number of Banyule Business e-news subscribers	Achieve 10% increase in Banyule Business e-news subscribers by June 2022	Economic Development
	5.2.4 Implement initiatives to increase Instagram followers across Banyule Business and Rediscover Local channels	Achieve 35% increase in Instagram followers by June 2022	Economic Development

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.3 Support innovation, business start-ups and the development of micro, disability, Aboriginal and creative enterprises across Banyule	5.3.1 Secure funding to expand start-up and development support for social enterprises, microenterprise, disability enterprise, Aboriginal enterprise and creative enterprise	New dedicated Inclusive Enterprise and Entrepreneurship team established by June 2022	Social Enterprise and Local Jobs
	5.3.2 Develop and distribute a new business start-up kit	New business start-up kit developed, and distribution started by 2021	Economic Development
	5.3.3 Launch the Youth Marketspace program providing entrepreneurial opportunities for young people	Minimum of 10 young people engaged in Youth Marketspace program	Youth Services
5.4 Build strong regional partnerships to leverage growth corridors and stimulate ongoing economic prosperity	5.4.1 Promote Banyule businesses by participating in a range of activities through North Link	Deliver phase 2 of the Visit Melbourne's North Campaign by June 2022	Economic Development
	5.4.2 Host a regional business award event in partnership with North Link	Northern Business Achievement Awards event delivered	Economic Development
5.5 Partner with local employers, agencies and other organisations to create inclusive jobs	5.5.1 Deliver the Mayoral Jobs Roundtable event	Five local employers commit to creating inclusive local job outcomes by partnering with Banyule Council	Social Enterprise and Local Jobs
	5.5.2 Create a guide and toolkit that supports the local government sector to run Banyule's Inclusive Employment Program within their municipality	Forty inclusive employment opportunities created within partnering councils by June 2022	Social Enterprise and Local Jobs 
	5.5.3 Deliver the Jobs Victoria Advocate program	Total of 3650 job seekers supported by Jobs Victoria Advocates by June 2022	Social Enterprise and Local Jobs 

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.5 Partner with local employers, agencies and other organisations to create inclusive jobs	5.5.4 In partnership with local employment partners, create a program that supports employers with free tools, resources and access to recruitment services and local talent to build stronger, more inclusive workplaces	<ul style="list-style-type: none"> - Inclusive employment business service developed by June 2022 - Twenty-two employment opportunities created within partnering employers by June 2022 	Social Enterprise and Local Jobs 
	5.6.1 Deliver a range of activities, programs or workshops that support young people's employment pathways	Minimum of three opportunities delivered annually	Youth Services
5.6 Provide and facilitate job readiness programs and pathways to employment	5.6.2 Provide work experience and tertiary placements at Banyule Council	Ten pathways to employment opportunities supported within Banyule Council by June 2022	People and Culture
	5.7.1 Develop a Banyule Volunteer Engagement Framework that strengthens Council's approach to meet the National Standards for Volunteer Involvement	Banyule Volunteer Engagement Framework considered for adoption by Council by June 2022	Social Enterprise and Local Jobs
5.7 Encourage and support volunteerism within Banyule as an important contributor to the local economy and involvement in community life	5.7.2 Develop a new approach for supporting volunteers and community organisations within Banyule	Banyule support for volunteers and community organisations approach developed by June 2022	Community Partnerships

Our Thriving Local Economy

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
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	5.8.1 Review Special Rate and Charge schemes	Special Rate and Charge schemes managed for Eaglemont, Greensborough, Macleod, and Watsonia districts	Economic Development
	5.8.2 Undertake service delivery model review for activity centres	Review completed by June 2022	Economic Development
	5.8.3 Support the Heidelberg West Business Park to deliver networking events and improve signage for the area	Networking events and signage projects delivered as per the service level agreement	Economic Development
5.9 Create inclusive employment opportunities within Banyule Council workforce for people facing barriers to employment	5.9.1 Deliver the Banyule Inclusive Employment Program to support targeted community groups experiencing significant barriers to employment	Thirty employment opportunities created within Banyule by June 2022	Social Enterprise and Local Jobs
	5.9.2 Deliver traineeships and identified roles to support targeted community groups that are underrepresented in Council's workforce	Ten employment opportunities created by June 2022	People and Culture 
	5.9.3 Develop and implement a Diversity and Inclusion Plan	Banyule Diversity and Inclusion Plan considered for adoption by Council by June 2022	People and Culture 
	5.9.4 Implement mandatory diversity and inclusion training and cultural awareness training for all Banyule Council staff	Diversity and inclusion training implemented by June 2022	People and Culture 

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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.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
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	5.10.1 Deliver Banyule's Social Enterprise Partnership Program	Total of 32 inclusive local job outcomes created by June 2022	Social Enterprise and Local Jobs
	5.10.2 Support Banyule's community-led Banyule Social Enterprise Network and Social Enterprise Support Service	<ul style="list-style-type: none"> - Social Enterprise Support Service added to Banyule Council website by June 2022 - Banyule Social Enterprise Network launched by June 2022 	Social Enterprise and Local Jobs
	5.10.3 Complete a feasibility study for a social enterprise café at Malahang Reserve	Feasibility report completed by June 2022	Social Enterprise and Local Jobs
	5.10.4 Co-design and host a social enterprise development program in collaboration with partners	Social enterprise development program and workshops designed by June 2022	Social Enterprise and Local Jobs

Our Trusted and Responsive Leadership


A responsive, innovative and engaged Council that has the trust of our community through demonstrated best practice governance, is sustainable, and advocates on community priorities and aspirations.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.1 Provide good governance, be accountable and make informed decisions based on sound evidence	6.1.1 Review and update policy documents publicly available on Council's website in line with Council's Transparency Policy	Reviews and updates completed by June 2022	Governance
	6.1.2 Develop Chief Executive Office Remuneration Policy	Chief Executive Office Remuneration Policy considered for adoption by Council by December 2021	Governance
	6.1.3 Undertake review of Council's General Local Law No. 1 (2015)	Updated General Local Law considered for adoption by Council by June 2022	Municipal Laws
	6.1.4 Update Council's Privacy Policy	Council's Privacy Policy updated and endorsed by the Executive Management Team by December 2021	Records and Information
	6.1.5 Review and update Council's Records Disposal Guidelines	Council's Records Disposal Guidelines updated by December 2021	Records and Information
	6.1.6 Develop and implement a Banyule Hoarding and Squalor Plan	Banyule Hoarding and Squalor Plan developed by June 2022	Municipal Laws
6.2 Provide outstanding customer service and a great customer experience for all.	6.2.1 Embed the Banyule Service Promise to improve customer satisfaction	<ul style="list-style-type: none"> - Service expectation review (phase 1) completed by Dec 2021 - Improve customer satisfaction score by 2% compared to 2021 	CX Strategy CX Operations
	6.2.2 Develop a Voice of Customer (VoC) Framework	Voice of Customer Framework developed by December 2021	CX Strategy
	6.2.3 Upgrade current intranet to new platform and structure with a greater emphasis on collaboration	New technology platform and seamless migration completed by June 2022	Digital Transformation Team
	6.2.4 Increase online services and payments options available to the community	Implement eight new payment facilities and online services by September 2021	IT Applications and Digital Team

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Our Trusted and Responsive Leadership

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.3 Provide responsible management of resources to ensure the financial sustainability of Banyule Council	6.3.1 Develop Council's long-term Financial Plan 2021/22 - 2030/31	Financial Plan 2021/22 - 2030/31 considered for adoption by Council by 31 October 2021	Finance and Procurement
	6.3.2 Update Council's Investment Policy in line with newly adopted Investment Strategy	Investment Policy considered for adoption by Council by December 2021	Finance and Procurement
	6.3.3 Review and update Revenue and Rating Plan 2021-2025	Updated Revenue and Rating Plan considered for adoption by Council by 30 June 2022	Finance and Procurement
6.4 Provide an integrated approach to planning and community reporting aligned to the Banyule Community Vision 2041	6.4.1 Implement Integrated Strategic Planning and Reporting Framework through development of Community Vision 2041 and Council Plan 2021-2025	Banyule Community Vision 2041 and Council Plan 2021-2025 considered for adoption by Council by 31 October 2021	Corporate Planning
	6.4.2 Develop and implement a range of internal and external performance reports, community dashboards and systems that enhances organisational performance, transparency and public trust	<ul style="list-style-type: none"> - Reporting Framework for internal and external reporting requirements developed by November 2021 - Community Performance reporting implemented by December 2021 - Community dashboards and required systems implemented by June 2022 	Corporate Planning
	6.4.3 Develop a matrix of indicators to measure the diversity and social inclusion in Council services, programs and events	Social inclusion and diversity indicators matrix endorsed by June 2022	Community Safety 
	6.4.4 Design and implement an enterprise wide business intelligence and reporting cloud solution to provide business areas with real-time reporting capabilities	<ul style="list-style-type: none"> - Business requirements defined and delivered based on the consultation with each business area and area leaders - Platform data designs are defined and built by June 2022 	IT Applications and Digital Team

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.5 Build an empowered, engaged and diverse workforce with a values-based culture	6.5.1 Implement the Leadership Capability Framework (LCF) by aligning all leadership development activities to the framework	Leadership Capability Framework (LCF) Year 1 actions completed by June 2022	People and Culture
	6.5.2 Develop and implement a four-year Gender Equality Action Plan (GEAP) to better protect against gendered discrimination and improve gender equality	<ul style="list-style-type: none"> - Gender Equality Action Plan completed and issued to the Gender Equality Commissioner by December 2021 - Year 1 actions of GEAP implemented by June 2022 	People and Culture
	6.5.3 Develop and implement a Banyule Workforce Plan	<ul style="list-style-type: none"> - Workforce Plan considered for adoption by Council by December 2021 - Recruitment Strategy developed by December 2021 	People and Culture
	6.5.4 Develop and implement an Induction Framework to ensure all staff are inducted safely into the workplace	Induction Framework developed and implemented by June 2022	People and Culture
6.6 Proactively manage Council's risks and provide a safe workplace	6.6.1 Develop and implement a Safety Management Framework	<ul style="list-style-type: none"> - Safety Management Framework developed and endorsed - Year 1 actions implemented by June 2022 	People and Culture
	6.6.2 Implement the Sexual Harassment VAGO actions to enable a workplace free from sexual harassment	VAGO Sexual Harassment actions and mandatory training to councillors and staff completed by June 2022	People and Culture
	6.6.3 Embed a Risk Enterprise Framework to build a risk capability culture that ensures the appropriate oversight to actively manage Council risks	All Council risks are documented and controls are in place	People and Culture

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Our Trusted and Responsive Leadership

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.6 Proactively manage Council's risks and provide a safe workplace	6.6.4 Implement the 'Essential Eight' of cyber security mitigation strategies to enhance Council's online security	First phase of strategies implemented to the maturity levels endorsed by the Information and Communications Technology (ICT) Steering Committee by June 2022	IT Infrastructure and Operations Team
6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services	6.7.1 Implement a new contact centre platform to enhance Council's telephony capability for staff and the public	<ul style="list-style-type: none"> - New contact centre platform for Customer Service and other business units successfully implemented by November 2021 - Reduce or maintain average call wait times within target of less than 1 minute 	IT Infrastructure and Operations Team CX Operations
	6.7.2 Procure and start phase 1 implementation of a new Customer Experience Platform (CXP)	<ul style="list-style-type: none"> - New software procured and implementation partner selected - Thirty online services delivered by June 2022 	Digital Transformation Team CX Strategy
	6.7.3 Upgrade Council's Enterprise Resource Program (ERP) system	Authority 7.1 upgrade completed by November 2021 with minimal disruption to the business	IT Applications and Digital Team
	6.7.4 Deliver Smart Buildings and Security project to consolidate and provide enhanced features to access controls and CCTV	<ul style="list-style-type: none"> - Public tender completed with solution and vendor selected. - Initial pilot phase of one building completed by June 2022 	IT Infrastructure and Operations Team
	6.7.5 Undertake Banyule Seniors Link UP project to facilitate digital literacy for seniors' club members and older residents	Banyule Seniors Link UP project completed by June 2022	Age-friendly Programs

Our Trusted and Responsive Leadership

A responsive, innovative and engaged Council that has the trust of our community through demonstrated best practice governance, is sustainable, and advocates on community priorities and aspirations.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.8 Engage meaningfully with our diverse community, encourage participation, and be proactive and responsive to current and emerging needs	6.8.1 Review Council Meeting Public Participation process	Council Meeting Public Participation process review completed by December 2021	Governance
	6.8.2 Implement Council's Community Engagement Policy	<ul style="list-style-type: none"> - All community engagement projects are planned and delivered in line with the Council's Community Engagement Policy - Staff training program delivered by June 2022 	Communications Advocacy and Engagement
	6.8.3 Update the design of Shaping Banyule (Council's community engagement website) and increase the number of visitors to the site	<ul style="list-style-type: none"> - Shaping Banyule design update completed - Increase the percentage of visitors (currently 4.2%) to Shaping Banyule who actively engage on a project 	Communications Advocacy and Engagement
	6.8.4 Support and facilitate Council's advisory committees	<ul style="list-style-type: none"> - Inclusive Banyule Advisory Committee - four meetings annually - Reconciliation Action Plan Advisory Committee - six meetings annually - Arts and Culture Advisory Committee - four meetings annually - Banyule Environment and Climate Action Advisory Committee - four meetings annually - Multicultural Committee - six meetings annually - Disability and Inclusion Committee - six meetings annually - LGBTIQ+ Committee - six meetings annually - Age-Friendly City Committee - four meetings annually 	Community and Social Planning

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.9 Improve the reach, transparency, impact and responsiveness of our communications	6.9.1 Increase engagement and average audience across all Council social media channels	<ul style="list-style-type: none"> - Implement social media strategy - More than 10% audience increase overall - More than 10% increase on average engagement compared to previous year 	Communications Advocacy and Engagement
	6.9.2 Introduce a Council-wide digital newsletter to complement print-based publications and grow the number of subscribers	<ul style="list-style-type: none"> - Monthly digital newsletter in production by January 2022 - 20% growth of subscribers by June 2022 	Communications Advocacy and Engagement
	6.9.3 Implement a refreshed design and structure for Council's corporate website; and increase customer satisfaction and number of visitations to the site	<ul style="list-style-type: none"> - Corporate website refresh completed by December 2021 - Site visitation numbers to more than 750,000 	Communications Advocacy and Engagement
6.10 Advocate for community priorities and aspirations to improve service, infrastructure, land use, environmental and social outcomes	6.10.1 Develop Council's Advocacy Framework and Plan, and report on progress to the community	<ul style="list-style-type: none"> - Advocacy Framework and Plan considered for adoption by Council by December 2021 - Provide progress update to community by February 2022 	Communications Advocacy and Engagement
	6.10.2 Undertake advocacy with the Victorian Government for improved community outcomes for major transport projects	Secure improved community infrastructure and service outcomes	Transport Planning and Advocacy
6.11 Continually improve, innovate and review our services to ensure they are effective, efficient and represent value for money	6.11.1 Embed the Continuous Improvement Framework into Council's systems and processes	<ul style="list-style-type: none"> - Develop the Benefits Realisation Framework by December 2021 - Deliver two cross-organisational continuous improvement projects by June 2022 	Continuous Improvement

Our Trusted and Responsive Leadership

A responsive, innovative and engaged Council that has the trust of our community through demonstrated best practice governance, is sustainable, and advocates on community priorities and aspirations.

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.11 Continually improve, innovate and review our services to ensure they are effective, efficient and represent value for money	6.11.2 Advance Council's targeted Service Development Review Program	New Service Development Review program endorsed by December 2021	Finance and Procurement
	6.11.3 Deliver Council's targeted Service Development Review Program	Two services reviewed by June 2022	Finance and Procurement
	6.11.4 Review and redesign the Service Planning Program	New Service Planning Program endorsed by June 2022	Finance and Procurement
	6.11.5 Embed Customer Complaints Process	New complaints dashboard developed by December 2021	CX Operations
	6.11.6 Deploy additional sensors and collect data to support informed decision making	New sensors deployed and data sharing with business units commenced by June 2022	IT Infrastructure and Operations Team
	6.12 Provide responsible management of procurement activity in a way that enhances social, economic and environmental outcomes	6.12.1 Work together with other Northern Region councils to actively pursue opportunities for aggregated collaborative procurement activities to minimise cost shifting, obtain efficiencies, lead on environmental and social outcomes, and create greater value for money opportunities	All procurement tenders over \$1 million considered for collaboration and sourcing plan reported to Council annually
6.12.2 Embed the Sustainable Procurement Framework into Council policy and guidelines		<ul style="list-style-type: none"> - Sustainable procurement targets adopted into policy and guidelines by June 2022 - Measurement and reporting tool to track sustainable procurement targets developed by June 2022 	Finance and Procurement
6.12.3 Develop a Supplier Inclusion and Diversity Service		Supplier Inclusion and Diversity Service developed by June 2022	Social Enterprise and Local Jobs

How to contact your Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

Email: enquiries@banyule.vic.gov.au

Website: www.banyule.vic.gov.au

Fax: **9499 9475**

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

Postal Address:

PO Box 94, Greensborough 3088

Council Service Centre:

Greensborough: Level 3, 1 Flintoff Street

Ivanhoe Library and Cultural Hub

Ivanhoe: 275 Upper Heidelberg Road

Office Hours of Opening:

Monday – Friday 8.30am – 5pm

Interpreter service:

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

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

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

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

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

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

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

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

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

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