

Council Plan 2021–2025

Year 2 Mid-Year Progress Report

July – December 2022




Banyule
City Council

OZtrax
Deluxe 3.0

Acknowledgement of the Traditional Custodians

Banyule City Council proudly acknowledges the Wurundjeri Woi-wurrung people as the Traditional Custodians of the land which Council operates on. We pay our respect to all Aboriginal and Torres Strait Islander Elders, past, present, and emerging, who have resided in the area and have been an integral part of the region's history.

Diversity Statement

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

Contents

Message from the Mayor and CEO	4
Banyule Community Vision 2041	5
Community Priority Themes	5
Council Plan 2021–2025	5
Year 2 Annual Action Plan 2022–2023	6
Summary of Mid-Year Overall Progress	6
Our Inclusive and Connected Community	7
Our Sustainable Environment.....	11
Our Well-Built City.....	15
Our Valued Community Assets and Facilities	19
Our Thriving Local Economy	23
Our Trusted and Responsive Leadership.....	27

Message from the Mayor and CEO

We are pleased to present this mid-year progress report on how we are delivering on the 218 actions that make up the Council Plan Action Plan for 2022/23.

83% of actions are on track which is very positive result given some of the ongoing challenges of a post COVID-19 environment, including the rising cost of construction materials and staffing shortages in various industries still real challenges.

The July to December period has seen many highlights and exciting projects commence. After much preparation, our Food Organics and Garden Organics (FOGO) service started in July 2022, and it's been encouraging to see the community embrace the service which has helped divert more waste from landfill (increased from 51% to 62%) and produce quality compost to help farmers grow food.

In October 2022, we were thrilled to open the Bellfield Community Hub, a wonderful, fully electric 6-star green-star rated building providing a range of community services and spaces for people of all ages. We've continued our work to support local jobs, by partnering with For Change Co to open another social enterprise café at the hub and in December 2022 we welcomed 15 new participants into our award-winning inclusive employment program providing jobs for people experiencing barriers to employment.



Mayor, Cr Peter Castaldo

We've progressed the detailed design for a new town square in Watsonia, commenced final upgrades at Olympic Park and finalised the planning process for the new Rosanna Library.

It's been wonderful to really get back into the swing of delivering community events again with thousands of people enjoying Eco Festival in November and sending off the year in style with Carols by Candlelight in December.

So much of the work of Council is delivering ongoing services to keep our area safe, clean, and beautiful and providing support to people at key life stages. Everyday our staff are helping new parents and children, fixing footpaths and potholes, cleaning our streets, maintaining local parks, supporting older people in their homes and community, providing immunisations, helping develop local businesses, dealing with planning and building applications and answering hundreds of requests and phone calls each day.

Whether through delivering new projects or ongoing services we are focused on getting closer to our Banyule Community Vision 2041: "We in Banyule are a thriving, sustainable, inclusive, and connected community. We are engaged, we belong, and we value and protect our environment."



CEO, Allison Beckwith

Banyule Community Vision 2041

The [Banyule Community Vision 2041](#) reflects our community's values, aspirations, and priorities for the future of Banyule over the next 20 years.

The Vision was developed through an extensive engagement process with people who live, work, study, visit or own a business across the municipality. Our Vision is unique to Banyule and expresses what is important to the community.

"WE IN BANYULE ARE A THRIVING, SUSTAINABLE, INCLUSIVE AND CONNECTED COMMUNITY. WE ARE ENGAGED, WE BELONG, AND WE VALUE AND PROTECT OUR ENVIRONMENT."

Community Priority Themes



The Vision comprises an overarching Vision Statement and is supported by six community priority themes. Together these will guide us in shaping our policies and plans, and to prioritise investment. Our Council Plan is built around these six community priority themes.

Council Plan 2021–2025

The [Council Plan 2021–2025](#) was adopted by Council on 25 October 2021 after a comprehensive review process. This included a deliberative community engagement program, incorporating extensive community engagement and planning sessions and workshops with councillors, community, and staff.

The Council Plan is reviewed on an annual basis to ensure that it continues to meet the needs of the community. It is implemented through annual action plans, which reflect Council's decisions on the initiatives and services to be funded through the Budget each year.

Year 2 Annual Action Plan 2022–2023

The [Year 2 Annual Action Plan 2022–2023](#) outlines initiatives and priority services Council will deliver to achieve strategies of the Council Plan (and Banyule Community Vision 2041).

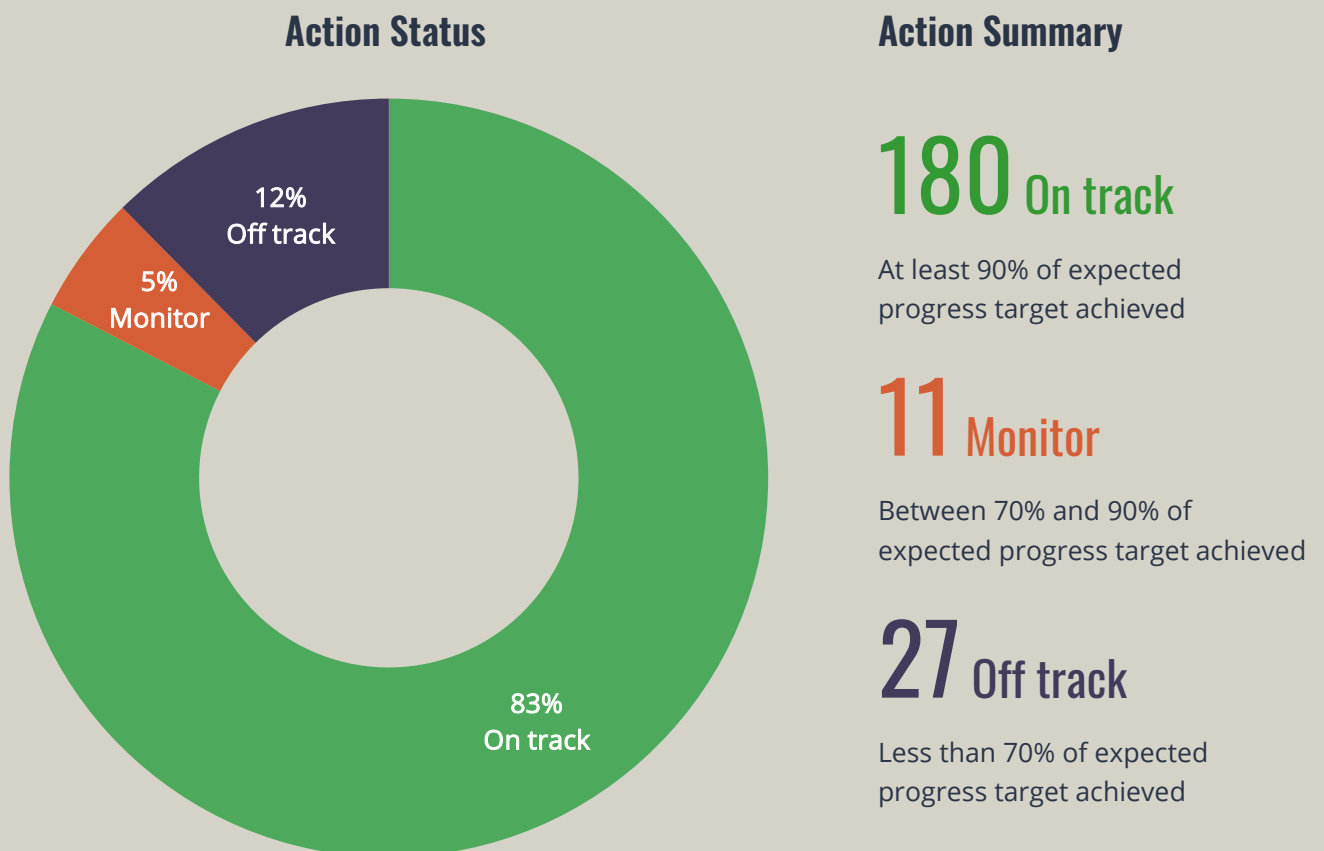
The Year 2 action plan responds to the strategic objectives (community priority themes) and has been developed based on a range of considerations, including:

- Integration with Banyule’s Health and Wellbeing Priorities for 2021–25 and [Banyule’s Climate Action Response](#).
- Incorporating elements from key supporting plans and policies adopted by Council (and capturing key plans and policies under review or development).
- Monitoring progress of the Year 1 Annual Action Plan 2021–2022, especially given the impacts of COVID-19, and challenges presented by a range of unforeseen circumstances.

Summary of Mid-Year Overall Progress

Here is an overview of our mid-year overall progress between July to December 2022 towards our year 2 annual actions.

A total of 218 actions are included in the Year 2 Annual Action Plan 2022–2023.



A detailed list of the progress for each action and the target to be achieved can be viewed in the Year 2 Mid-Year Progress Actions Report July – December 2022.

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.

Case study 1:

Supporting Young People

In 2021, the fourth biennial Banyule Youth Summit was held, where over 100 young people from across 20 secondary schools connected to develop key desired outcomes and recommendations. Between July and December 2022, several events and recommendations were delivered.

- YouthFest '22 was the most highly attended iteration of the event in its 12-year history, with over 30 different acts across two stages and a DJ booth. There was also a youth-led market space where young people could sell their crafts and products. Over 120 young people performed, held stalls, and volunteered alongside Banyule Youth Services staff.
- The Youth Summit Report Card celebrates the shared outcomes of the 2021 Summit Recommendations. This event was hosted by young people who took part in the 2021 Youth Summit.
- In partnership with emerging First Nations leaders, an acknowledgement of country video was created in young people's voices.
- For the 16 Days of Activism Against Gender-Based Violence campaign, a group of local young people (aged 14–17) collaborated with our Community Safety team to raise awareness at 10 local bus stops.
- The Banyule 100 Project exhibition opened at Ivanhoe Library and Cultural Hub and comprised of 100 profile stories and photographs, by local writers and photographers, of inspirational young people and of people working to support young people in the Banyule community. The event included speeches, storytelling, and performances from the project participants.



Case study 2:

Championing a Diverse Range of High-Quality Local Artists

Our arts and culture strategy Creative Banyule 2030 seeks to harness community energy and set a creative and cultural vision for Banyule that will guide us to the end of the decade. The strategy has begun development in collaboration and will take a whole-of-community approach to ensure that arts and culture at Banyule reflects our collective vision.

Following a series of information sessions and conversations with local artists about arts and culture opportunities, a diverse program is being delivered across mediums including visual arts, dance, and theatre.

- In the 'Considering the Land' exhibition, Peta Clancy and Jo Scicluna considered the land from a First Nation and a first-generation migrant artist's perspective.
- The 'Community and Connection' exhibition was held by local mothers group Let Thou Art Mum.
- The Banyule Open Studios group showcased an exhibition of locally created artworks including video, photography, sculpture, ceramics, jewellery, drawing, painting, printmaking, mosaics, textile, and fibre art.
- Our Art in Public Spaces Program delivered installations by local artists including poetry sound installation 'Do I Belong Here?' by Jasmine Powell, and visual art installation 'Camouflage' by Felicity Gordon.
- The 'Forest of Hope' immersive art and sound installation featured floor to ceiling paintings by Anne Bennett, projections and environmental sound recordings by Jutta Pryor, and original musical compositions by bass artist Scott Dunbabin and flautist Megan Kenny.
- The 2022 Banyule Art Salon was an opportunity for artists who live, work or study in our community to participate in a professionally curated exhibition in a museum-standard gallery space. Over 1200 people visited the exhibition and cast 610 votes towards the People's Choice Award. The theme was 'Outside these four walls...' and 12 artworks were sold.
- 'Falling in Sunset' was an immersive and participatory exhibition curated by Feifei Liao which transported visitors into different experiences of sunset, as told through stories from artists and the community, and included a hypnotic soundscape and dance performance.
- #artnow engaged with the creativity of our young people and celebrated our diverse communities through different formats, including digital art, video, painting, and music.



Image credit: *Gold Trails Pedestal bowl* (2022), by Mim Johnson

Our Inclusive and Connected Community Highlights

Delivered community festivals and events

- Eco Festival
 - A pet-friendly event with garden-themed workshops and a pet competition to honour our non-human friends. It was the first free large-scale event delivered in that ward and 3000 people attended.
- Carols by Candlelight
 - Held at Greensborough War Memorial Park, the concert attracted its largest crowd to date of close to 7000 people and was hosted by Denis Walter, and featured Bobby Fox, Kylie Auldish, Australian Children's Choir, Diamond Valley Brass Band, and of course Santa. The evening was broadcasted by Banyule community radio station, Inner Fm.

Managed native environment

- Completed plant and revegetation maintenance with the Narrap Team at the Wurundjeri Food Garden in Banyule Flats Reserve, on the Banyule Billabong and at the Nangak Tamboree Grasslands on Darebin Creek.

Incorporated contemporary inclusive practices

- Delivered three sessions to support our teams in utilising community research reports and tools to understand local issues, as part of the Gender Impact Assessment process, and relevant policies, plans and strategies are being developed or reviewed.
- Commenced Inclusive Seminar Series sessions to assist the development and implementation of inclusive and accessible community events and programs that celebrate diversity. Supported by community working group members, sessions on Inclusive Events and Projects and Inclusive Sports and Recreation have been held for both the community and for Council staff.

Improved community access

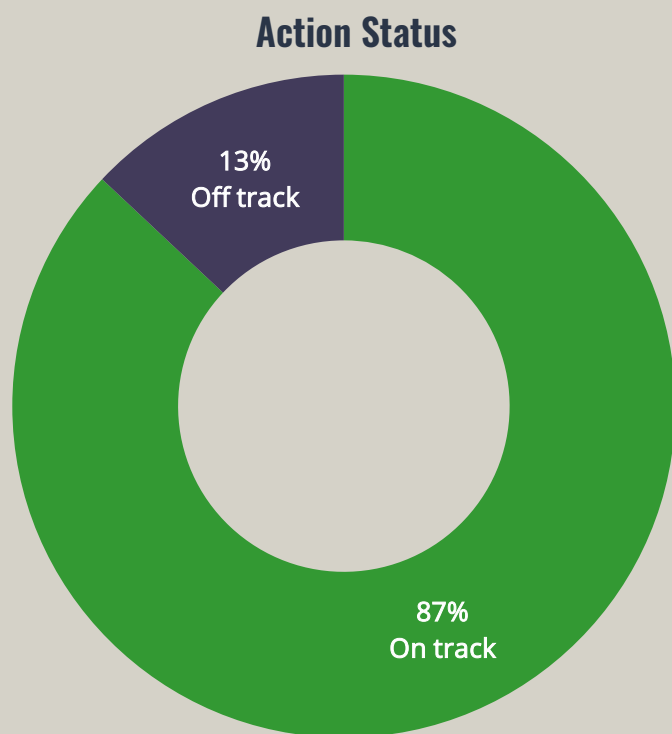
- Designed functional pedestrian operated signals at St Helena Road, St Helena.
- Consulted the community on footpath projects at Bannockburn Road and Martins Lane, Viewbank.
- Established the Community Bus Service pilot project bus route to ensure it will meet the needs of the most vulnerable and disadvantaged residents, including older people.

Established the Banyule Community Fund

- Appointed a Community Foundation Development Officer and have commenced registering the fund through the Australian Communities Foundation as well as establishing foundation guidelines, policy, and protocols.

Our Inclusive and Connected Community Progress

To deliver on this priority theme Council is undertaking 60 actions.



Action Summary

52 On track

At least 90% of expected progress target achieved

0 Monitor

Between 70% and 90% of expected progress target achieved

8 Off track

Less than 70% of expected progress target achieved

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

- **Family and Community Services**
 - Aged Services
 - Early Childhood Services
 - Family and Community Services Strategic Management
 - Maternal and Child Health and Immunisation Services
 - Service Reform
 - Youth Services
- **Healthy and Active Communities**
 - Banyule Leisure
 - Civic Precincts and Community Halls
 - Sports and Leisure Contract Management
 - Sports, Recreation and Community Infrastructure
- **Inclusive and Creative Communities**
 - Arts and Culture
 - Community Partnerships
 - First Nations
- **Resilient and Connected Communities**
 - Community Connections
 - Community Impact
 - Emergency Management and Public Health Protection.

A detailed list of the progress for each action and the target to be achieved can be viewed in the Year 2 Mid-Year Progress Actions Report July – December 2022.

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.

Case study 1: Reducing Waste Generation

The introduction of a food organics and garden organics (FOGO) system was strongly supported by residents through the Towards Zero Waste Community Consultative Committee. A comprehensive waste survey revealed that the community felt it was important to reduce waste going to landfill by commencing a FOGO service.

FOGO compost is a valuable resource for our Victorian farmers who grow the food that we all eat, as food waste is rich in important nutrients required for plant growth that garden organics (lawn clippings and branches) lack, such as nitrogen, potassium, and phosphorus. Using FOGO compost reduces petrochemical fertiliser usage and improves soil structure, water retention, and overall soil health. In addition, the cost of composting food waste is much less than sending it to landfill, helping to minimise the kerbside and public waste rates.

On 4 July 2022, a FOGO kerbside collection system commenced in Banyule with the goal of increasing the rate of waste diversion away from landfill, which has been approximately 51% for many years.

Between August and December 2022:

- As a community we divert around 400 tonnes of waste per month away from landfill, compared to the prior five-year average
- FOGO has contributed to a rate increase in diversion of waste from landfill from 51% to 62%
- Complementing FOGO, Council continued to run a green cone-biodigesters rebate program to allow residents with gardens to compost food waste at home
- Cloth nappy workshops continued to be offered to parents and carers on how to choose and successfully use cloth nappies. The workshops empower the community to make an informed choice about nappies.



We are very appreciative of our community who took the time to provide valuable feedback during the FOGO trial, the willingness of many residents to become FOGO champions during the rollout and who helped the community understand why the move to FOGO was important and who also taught others how to participate. An upcoming bin audit will be undertaken for a more detailed understanding of what is in household bins, which will assist in planning the next steps on how we can help the community reduce waste going to landfill.

The next Towards Zero Waste Management Plan is being prepared in 2023 and all residents are encouraged to participate. For more information, please sign up to the project page on [Shaping Banyule](#).

Case study 2: State of the Environment

Our Community Energy Service has helped more than 500 households to make energy efficiency upgrades, install solar or access discounts on their energy bills. We continued to help the community through our Better Score and Solar Savers programs, where we assisted residents with the installation of more efficient systems including renewable energy solar panels and batteries. These improvements to existing buildings enabled them to run more sustainably, which also contributed towards increasing the value of homes for residents.

We demonstrated best practice sustainability initiatives through incorporating environmental scorecards into all applicable permit applications, to improve new multi-dwelling and commercial developments. The top three environmentally sustainable development initiatives in Banyule that developers committed to were bicycle parking, reduction in potable water use and thermal performance modelling.

Banyule Council is now using 100% renewable energy for its operations, meaning we do not produce emissions from our electricity use. We have joined 46 other local councils to sign up to the Victorian Energy Collaboration, the largest ever emissions reduction project, and have reduced our electricity bills by using clean renewable energy generated right here in Victoria. This has led to a 60% drop in Council emissions in 2021–22 and reduced greenhouse emissions across the state by 260,000 tonnes of CO₂e annually.



Our Sustainable Environment Highlights

Advocated for habitat retention

- Continued to advocate for habitat retention to be included in landscape planning within major projects and have provided the North East Link Project with:
 - A copy of habitat connectivity maps that are concepts of ideal habitat connections between the project site, the Plenty River and Salt Creek wildlife corridors.
 - A list of local indigenous plant lists suited to the proposed Greensborough Boulevard, which are being considered.
 - Advice on pollinator plants and additional habitat plants to landscape teams for the broader project when it comes to revegetation plans.

Addressed climate change and environmental initiatives

- Secured funding from the Australian government for a community smart battery system in Bellfield and initial discussions were held with Launch Housing to assist implementation.
- Completed feasibility and design stages to install solar panels at preschool Council buildings at Fairy Hills Preschool, Interlaken Preschool, Skye Children's Co-op, St Helena Preschool and Wahroonga Preschool.
- Provided eight environmental grants totalling \$50,000 to support local initiatives towards urban food, environmental education, sustainable transport, and biodiversity conservation.

Protected and enhanced the environment

- The Bushland Management team supported and implemented landscape restoration with friends of groups including Friends of Andrew Yandell Habitat Reserve, Friends of Anthony Beale Reserve, Friends of Plenty River, and the Warringal Conservation Society, in addition to celebrating 30 years of conservation efforts of the Friends of St Helena Bush Reserve.
- Implemented fox control at Plenty River, Banyule Flats wetlands and St Helena Bush Reserve.
- Completed priority hand-weeding within bushland reserves, as well as an extra cycle of general weed control throughout corridor reserves on revegetation areas.
- Collected data in preparation of the Eltham Copper Butterfly Masterplan for Andrew Yandell Habitat Reserve and Mayona Road Conservation Reserve.
- Finalised and released the draft Urban Forest Strategy for community consultation and stakeholder feedback.
- Planted 1309 advanced trees in streets and 142 in parks and facilities, in addition to securing stock and planning the locations for the 2023 planting season.

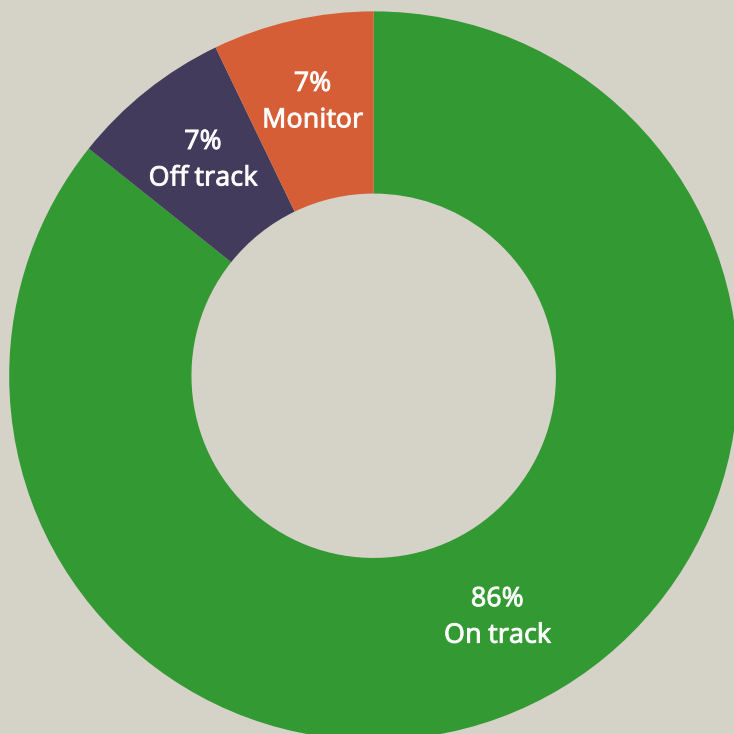
Improved health and wellbeing outcomes

- The Emergency Management and Public Health Protection Unit commenced development of the Urban Food Strategy, after consulting over 400 community members and stakeholders through surveys, focus groups, one-on-one interviews, community pop-ups, table talks, and a community codesigned workshop.

Our Sustainable Environment Progress

To deliver on this priority Council is undertaking 28 actions.

Action Status



Action Summary

24 On track

At least 90% of expected progress target achieved

2 Monitor

Between 70% and 90% of expected progress target achieved

2 Off track

Less than 70% of expected progress target achieved

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

- **Operations**
 - Cleansing
 - Environmental Operations
 - Infrastructure Maintenance
 - Plant and Fleet Management
 - Waste Management
- **Parks and Natural Environment**
 - Bushland
 - Parks Presentation
 - Sportsfields and Parks Assets
 - Urban Forestry
- **Transport and Environment**
 - Environmental Sustainability
 - Transport Engineering
 - Transport Planning and Advocacy.

A detailed list of the progress for each action and the target to be achieved can be viewed in the Year 2 Mid-Year Progress Actions Report July – December 2022.

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.



Case study 1: Reviewed the Use of Sustainable Modes of Transport

The Banyule Integrated Transport Plan 2015–2035 (BITP) was created to improve transport equity and opportunity in Banyule including enabling greater use of sustainable transport modes. The BITP identifies six objectives that reflect the aspirations and principles developed to assist Council achieve an integrated and sustainable transport network and improve the overall liveability of our municipality. These six objectives will be implemented over the 20-year period to achieve the success of the plan.

Now in its seventh year, we have completed a progress review of the BITP and found that its principles and strategic directions remain current. The review also found that over 90% of the plan actions are either complete or have been integrated into our ongoing 'business as usual', for example the delivery of walking and cycling infrastructure, and consideration of walking and cycling amenity and safety in neighbourhood centre streetscape designing.

Therefore, we have been developing a new action plan that includes community and stakeholder engagement as well as sustainable transport advocacy, such as with the North East Link Project.



Case study 2: Delivering Well Designed Community Spaces

The detailed design for Watsonia Town Square Project is almost complete after extensive consultations with traders and residents throughout 2021 and 2022. We have addressed community concerns about a potential increase in the number of vehicles using Grace Street by designing traffic measures that will ensure Morwell Avenue remains the thoroughfare. We are now finding a suitable builder and landscape architect.

We have obtained the planning permit for the Rosanna Library redevelopment and are getting a temporary library facility ready for use at 56 Beetham Parade, Rosanna during the new library construction.

Final works have commenced on the Olympic Park upgrade, with the appointment of a builder for the new two cricket pitches and the old pavilion has been demolished.

Our Well-Built City Highlights

Achieved sustainable and climate change resilient designs

- Implemented the Sustainable Building Guidelines on all applicable building projects.

Planned strategic neighbourhoods

- Defined Banyule's places into seven precincts of suburbs that share similar demographic characteristics.
- Completed individual Precinct Plans to capture specific demographic qualities, for use in our Place-Based Framework Project.
- Commenced preparation of a revised Banyule Heritage Strategy.
- The Strategic Planning and Urban Design Unit completed extensive community engagement on the East Ivanhoe Village upgrade and have prepared a draft masterplan including improved pedestrian safety.
- The Strategic Planning and Urban Design Unit is preparing to commence seeking community feedback to analyse the existing Neighbourhood Character Strategy.

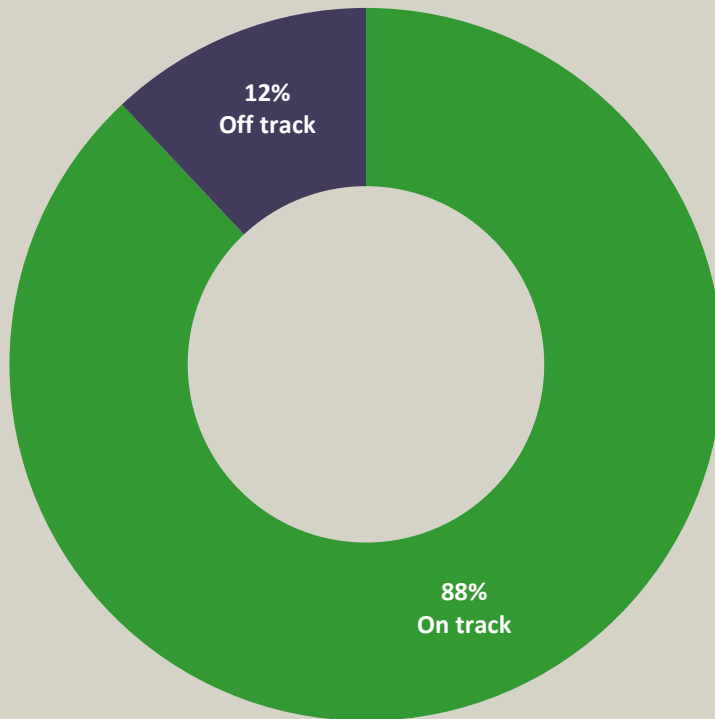
Provided public parks and open spaces

- Completed an audit on the implementation of the Public Open Space Plan 2016–31 and commenced a comprehensive review of the plan.
- Alexander Knox, a Melbourne artist, created new public artwork as part of the redevelopment of Olympic Park. His work titled 'Me, You, Us' will be a bright, playful sculpture, reimagining the Olympic Rings as hand drawn, interconnected forms.
- Progressed work on the upgrade of James Reserve to integrate youth spaces.
- The Open Space Planning and Design Unit prepared the community engagement for the Rosanna Parklands Masterplan.

Our Well-Built City Progress

To deliver on this priority Council is undertaking 25 actions.

Action Status



Action Summary

22 On track

At least 90% of expected progress target achieved

0 Monitor

Between 70% and 90% of expected progress target achieved

3 Off track

Less than 70% of expected progress target achieved

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

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

A detailed list of the progress for each action and the target to be achieved can be viewed in the Year 2 Mid-Year Progress Actions Report July – December 2022.

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.



Case study 1: New Bellfield Community Hub Opening

We held the opening of our new Bellfield Community Hub, which is a multi-purpose, future-proof facility that can house many community groups and uses. It comprises of community rooms, a community kitchen, social support areas, kindergarten rooms with outdoor play spaces, maternal child health consulting rooms, meeting rooms and other consulting suites, a community training room, a social enterprise café and open spaces for everyone to enjoy including a big community garden. The hub meets our approved Urban Design Guidelines through environmentally sustainable design principles and is a 6-star green-star rated building with all electric power, generated by solar panels with battery storage.

Case study 2:

Gresswell Forest Gross Pollutant Traps Solution

Gresswell Forest Nature Conservation Reserve forms the headwaters of Salt Creek and is the only remaining intact sample of River red gum *Eucalyptus camaldulensis* dominated woodland over a grassy understory in the Melbourne metropolitan region. It also has a range of rare and endangered flora and fauna.

In Gresswell Forest, we are working to improve our waterways and habitats for local wildlife by implementing a water sensitive urban design solution which includes installing gross pollutant traps and removing pollutants from stormwater.

Gross pollutant traps are filtration systems that prevent stormwater pollution from entering the waterways, so that they can be removed from the water system. By removing large pollutants, downstream treatment of stormwater can occur more effectively.

We will redirect the run-off from nearby Banyule houses and businesses to wetlands, where we are able to slow the flow of stormwater and remove common pollutants, including litter, oils, and fertiliser.

We have finalised the tender for the installation of this smart and sustainable design gross pollutant traps solution.



Our Valued Community Assets and Facilities Highlights

Developed environmentally sustainable facilities

- Scheduled for release the construction tender for the electrification project and entails electrical, plumbing and gas works across 14 council sites.
- Scheduled solar panel works construction at five preschools that are Council owned buildings.

Collaborated with other organisations to build community infrastructure

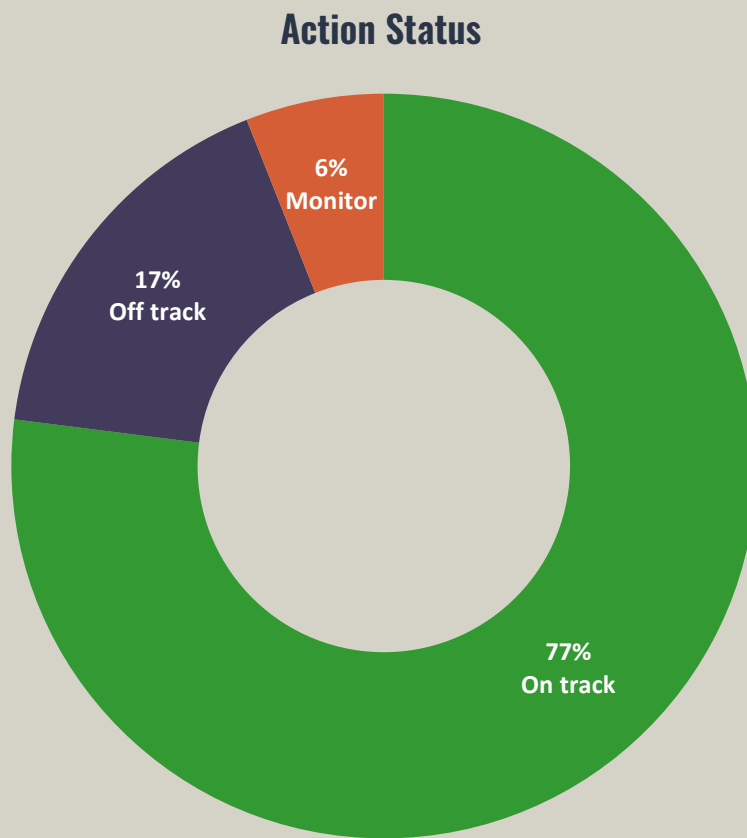
- Secured grant funds of \$150,000 for a Changing Places facility at WaterMarc and election commitment funding for Macleod Park, Shelly Park, and Greensborough War Memorial. Also secured North East Link Project funding of approximately \$200,000 for 10 of our sporting clubs.
- Released tender for East Ivanhoe Preschool Project upgrade and are seeking additional funding from the Victorian Government.

Strategically planned to build assets and facilities that meet current and future needs

- Adopted a Sports Capital Works Policy that provides a consistent, equitable and transparent approach to funding sports facilities and infrastructure.
- Commenced Beverley Road Oval construction following a slight delay, due to extreme weather and flooding.
- Our City Assets Unit prepared our draft Capital Works Program 2023–2024 for initial community consultation.
- Completed the designs of the new batting cage at Greensborough Baseball Club and the Chelsworth Park tennis facility upgrades.
- Awarded the construction contracts for the Waterdale Road pocket park including a shared pedestrian/vehicle zone and the Old Eltham Road Project.

Our Valued Community Assets and Facilities Progress

To deliver on this priority Council is undertaking 35 actions.



Action Summary

27 On track

At least 90% of expected progress target achieved

2 Monitor

Between 70% and 90% of expected progress target achieved

6 Off track

Less than 70% of expected progress target achieved

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

- **Delivery and Assets**
 - Asset Management
 - Building Maintenance
 - Capital Projects
 - Developments and Drainage
- **Strategic Properties and Projects**
 - Strategic Capital Projects
 - Strategic Property Projects.

A detailed list of the progress for each action and the target to be achieved can be viewed in the Year 2 Mid-Year Progress Actions Report July – December 2022.

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.

Case study 1: Social Enterprise Partnership Program

Our award-winning Social Enterprise Partnership Program creates social value for our community through supporting individuals, organisations, and not-for-profits to develop a social enterprise in Banyule.

A social enterprise is a business that is led by a social, cultural, or environmental mission that creates benefit to the public. It earns most of its income from trade and reinvests its profits to fulfil its economic mission. We work with social enterprises to access growth opportunities through tailored financial and operational support.

We supported For Change Co. to open their café at our new Bellfield Community Hub. We have also been continuing to support Araluen to run Chancez Cafe at Possum Hollow Playground.



Case study 2: Inclusive Employment Program

Our Inclusive Employment Program has begun with 15 participants so far, who have all experienced significant barriers to employment. The program participants are contributing across all four directorates of Council and identify within the four target groups which this program sets to support: Aboriginal and Torres Strait Islander people, people living with disability, people from a culturally and linguistically diverse (CALD) background and young people. The program is also supporting people impacted by the justice system, LGBTQIA+ people, and older adults.



Our Thriving Local Economy Highlights

Supported local inclusion

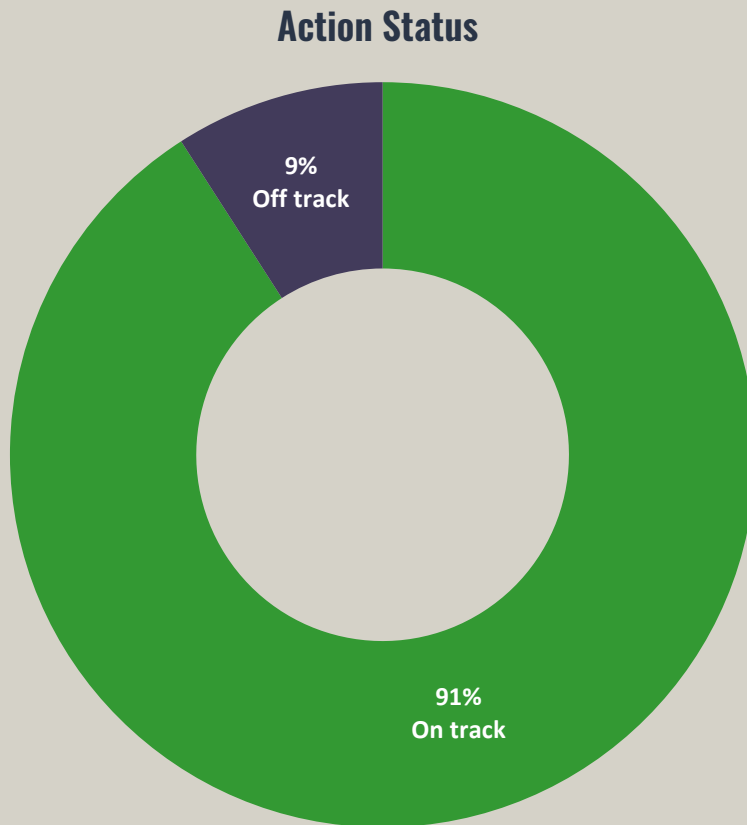
- Embedded three diversity and inclusion training modules into our staff mandatory training: Introduction to Disability training, and Psychological Safety and Neurodiversity training.
- Trained staff members on inclusive cultural awareness in collaboration with Local Government Professionals Inc (LGPRO).
- Delivered more than 1350 sessions of support to local job seekers through the Jobs Victoria Advocate Program. Successful events have included the First Nations Job Fair, which resulted in some interviews and job offers.

Promoted a resilient local economy

- Completed the draft Economic Development Strategy that included a Retail Review.
- Began implementation of the Retail Review, which included renewing the Special Charge Schemes for Greensborough, Macleod, Watsonia, and Lower Plenty shopping centres.
- Progressed in advancing advocacy efforts with the State Government for the Latrobe National Employment and Innovation Cluster (NEIC) Plan and work has begun to secure funds in the Victorian Government budget for preparation of a comprehensive Latrobe NEIC Plan.

Our Thriving Local Economy Progress

To deliver on this priority Council is undertaking 22 actions.



Action Summary

20 On track

At least 90% of expected progress target achieved

0 Monitor

Between 70% and 90% of expected progress target achieved

2 Off track

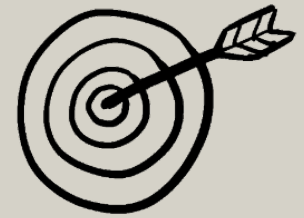
Less than 70% of expected progress target achieved

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.

A detailed list of the progress for each action and the target to be achieved can be viewed in the Year 2 Mid-Year Progress Actions Report July – December 2022.

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.

Case study 1:

Advocating for the Community

To ensure the priorities and aspirations of our community are understood and heard, [we advocate](#) to influence the Australian and Victorian Government on issues that matter most to our community. We provide a voice for the community and seek partnerships and commitments to support local needs on important projects and initiatives around major roads, railway stations, bike paths, community buildings and support services upgrades.

The North East Link (NEL) is the biggest infrastructure project ever undertaken in Banyule and the design presently includes a large trench of up to 100 metres wide from Watsonia Road to the M80 Ring Road including 18 lanes of asphalt. The trench will divide Watsonia, splitting the community and separating residents from shops, services, schools, the train station, and each other.

We believe that a better road network for Melbourne should not come at the expense of our community and have worked hard to identify a more beneficial solution. We consulted with engineers and tunnelling, analytics, and modelling experts to develop the concept of constructing a green bridge over the trench, which would create three hectares of land for additional green space, more trees and better connectivity for the community.

We launched the 'Put A Lid On It!' campaign to measure community feedback on our alternative proposal. Over 2000 residents voiced their support for a lid over the Link and their comments were shared with local MPs and NEL officials. We also printed residents' endorsements for the proposal on large two metre boards, to ensure our community's voice was not forgotten.

The voice of our residents was also included in a video presentation to the NEL officials and highlighted their concerns of a loss of amenity, damage to the environment, threat to local business survival and difficulty with accessibility if the open trench design proceeds.

We will continue to advocate for a better outcome that will help to deliver a thriving Watsonia community, where it is easy for residents and traders to stay connected after the NEL has been constructed.



Case study 2:

Construction Permit Applications Now Easier

We recognised the need in the community to streamline construction permits and have now implemented online lodgement and payment options for [construction related permit application forms](#), which are available via our website. This update has improved the efficiency of applications and has also decreased unnecessary paper usage, which is better for our environment.

The creation of the online portal for permit applications is part of our Digital Transformation Program, where we will deliver world-leading digital services with customers as our focal point. Digital transformation will use data and technology to redesign how we work, determine how best to provide services and how to operate more efficiently to deliver better value to customers.



Our Trusted and Responsive Leadership Highlights

Provided outstanding customer service

- Delivered training for all staff to create more effective interactions that are mutually rewarding for staff and our community members.
- Updated our customer complaints policies and procedures and delivered specialised training to help our staff with challenging situations.
- Improved the routing of calls during period of peak call volumes and the average wait times have significantly improved to between 2 ½ to 3 minutes.
- Began collecting customer feedback immediately following a phone call as part of the Voice of Customer framework, to gauge and rate customer overall satisfaction.
- Increased our '[Customer service rating](#)' in the Local Government Customer Satisfaction Survey to 73 (compared to State-wide result 68).
- Conducted the councillor Mid Term Induction Program and the Mayoral Induction with the newly elected Mayor for 2022–23.

Engaged with the community

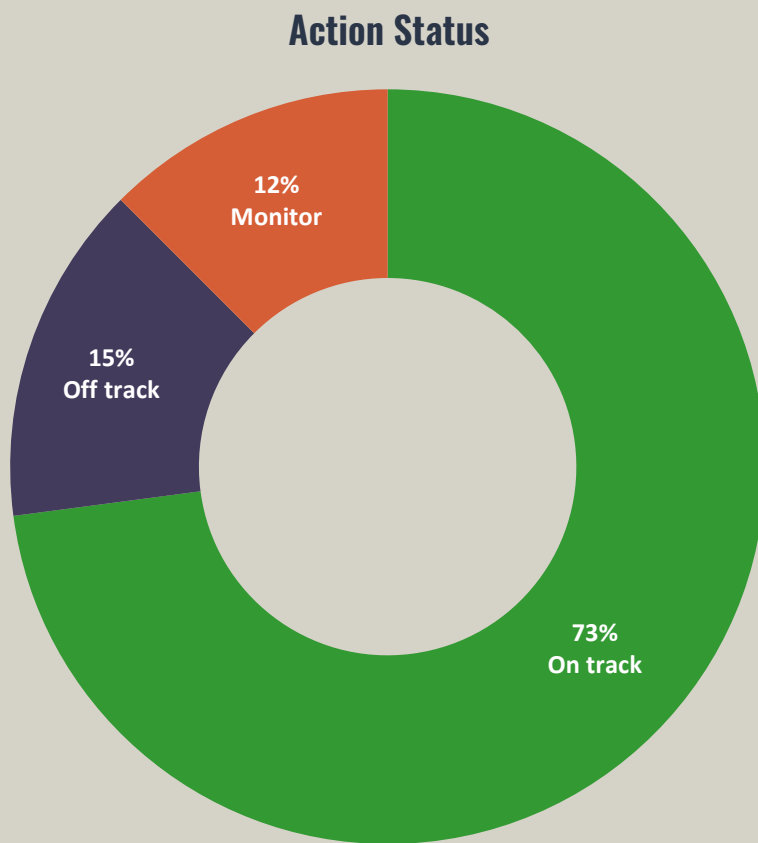
- Delivered seven community engagement (CE) workshops with 70 staff members and provided support to align their projects with our CE processes.
- Consulted with the community and began developing our strategic planning documents including the Revenue and Rating Plan, the Budget, the Financial Plan, and the Council Action Plan for year 3 to meet legislative requirements.

Pursued opportunities for collaboration to minimise cost

- Participated in the Northern Region collaborative procurement tender for road maintenance and line marking.

Our Trusted and Responsive Leadership Progress

To deliver on this priority Council is undertaking 48 actions.



Action Summary

35 On track

At least 90% of expected progress target achieved

7 Monitor

Between 70% and 90% of expected progress target achieved

6 Off track

Less than 70% of expected progress target achieved

Note: Percentages may not total 100 due to rounding.

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

- **Corporate Governance and Communications**
 - Advocacy, Communications, and Engagement
 - Corporate and Integrated Planning
 - Governance
- **Customer Experience and Business Improvement**
 - Continuous Improvement
 - Customer Experience Operations (Customer Service)
 - Customer Experience Strategy
- **Digital Transformation and Information Management**
- **Executive Office**
- **Finance and Procurement**
- **People and Culture.**

A detailed list of the progress for each action and the target to be achieved can be viewed in the Year 2 Mid-Year Progress Actions Report July – December 2022.

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

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 إيصالكم ببلدية بانويل على الرقم 9490 4222.

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

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

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

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

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

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

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

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