

# Council Plan 2021–2025

Year 3 Mid-year Highlights Report

July to December 2023



### **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. We are committed to inclusion, access, and equity for everyone. These principles foster cohesiveness, empower people, and improve the wellbeing of the Banyule community.

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# Message from the Mayor and CEO

We are pleased to present this mid-year progress report on how we are delivering on the 96 actions that make up the Council Plan Action Plan for 2023–24.

Overall, 92 per cent of actions are on track. This is a positive result, particularly given inflationary pressures, continuing staff shortages and supply chain challenges, and the lingering period of recovery from the pandemic. This report highlights a selection of achievements from July to December, many of which are new initiatives we have delivered on top of the hundreds of services we provide every day.

## **Our Inclusive and Connected Community**

A highlight was the launch of the Banyule Community Fund with the motto 'Give Local'. We have exceeded initial fundraising targets and are excited to see the first disbursements late this year.

It was hard to tell who was more pleased at the opening of our Bellfield social housing project – Council or the residents of the new apartments! Council showed foresight initiating this project with a 50-year peppercorn lease of Council land next to the new Bellfield Community Hub. With funding from Homes Victoria and management by Launch Housing, this socially and environmentally sustainable project was delivered on time and on budget. More than 50 individuals and families had new homes in which to celebrate Christmas.

Other achievements included new services for families, leadership in immunisation, Victoria's first Immersion Therapy service, expanded programs for our Indigenous community, new inclusive sports programs, a community bus service and a packed program of accessible arts and cultural events. We endorsed a new arts and culture strategy, began a new draft of Resilient and Safe Banyule and reviewed our Emergency Management Plan.

## **Our Sustainable Environment**

Moving closer to our target of achieving carbon neutrality by 2028, Council collaborated on a plan to support the use of electric vehicles and introduced a range of battery-powered tools and mowers, which have the added advantages of being quieter and safer to use. We replaced more street lighting with energy-efficient LED lights and we advocated for funding to install electric heat pumps at Banyule's aquatic centres.

We worked on the Towards Zero Waste Management Plan and Biodiversity Plan and we reviewed our Urban Forest Strategy, all with enthusiastic involvement from individuals and community groups.

## **Our Well-Built City**

We made good progress despite strong headwinds in terms of inflation, continuing supply chain issues and economic uncertainty.

We completed the East Ivanhoe Masterplan and work on streetscape improvements have begun. Other projects in the advanced design and planning phase include Rosanna Library, a new pavilion for Olympic Park, and upgrades at James Reserve. There was significant community engagement in the development of two important strategies now in the final stages – Banyule Housing Strategy and Banyule Heritage Strategy. We continued to implement new Sustainable Building Guidelines.

## **Our Valued Community Assets and Facilities**

A highlight was the start of construction of Watsonia Town Square in August. We also completed major upgrades of Montmorency Bowling Club and Ivanhoe Golf Club, installed solar power at four sporting clubs and continued building the final stages of the Olympic Park Masterplan. We introduced Council's first Community Infrastructure Plan and drafted a 10-year capital works program.

## **Our Thriving Local Economy**

Banyule continued to lead in employment and social enterprise programs. We delivered a Social Enterprise Support Service and launched a new social enterprise partnership in Rosanna. Our annual Inclusive Employment Program is now in its fifth year and we hosted innovative programs to attract and keep good staff. Banyule Business improved the way it works with local traders' associations to support shopping centres and retailers.

## **Our Trusted and Responsive Leadership**

We are proud to uphold Banyule's reputation for good leadership, meeting 100 per cent of our targets in this area. We're constantly refining the way we interact with our community, making it easier for people to report issues with our new Report It system, engaging with more people through Shaping Banyule and improving customer service. This report outlines our work on a new Sustainable Procurement Framework and a review of Governance Rules. It was pleasing to achieve a high rating in the Local Government Community Satisfaction Survey, well above the state average.

Thank you to the Banyule Councilors, staff and community members who have made these achievements possible. We hope you feel as proud as we do. We are all in this together and together we can make a real difference to people's lives and ensure that during our time as custodian of Banyule, we protected and improved the environment for future generations.



**Figure 1 - Mayor Tom Melican**



**Figure 2 - CEO Allison Beckwith**

# Banyule Community Vision 2041

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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.



Figure 3 - Banyule's Community Vision 2041 statement

## Community priority themes

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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.

Figure 4 - Banyule Vision priority themes

# Council Plan 2021–2025

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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 3 Annual Action Plan 2023–2024

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The [Year 3 Annual Action Plan 2023–2024](#) outlines the initiatives and priority services Council will deliver to achieve strategies of the Council Plan and Banyule Community Vision.

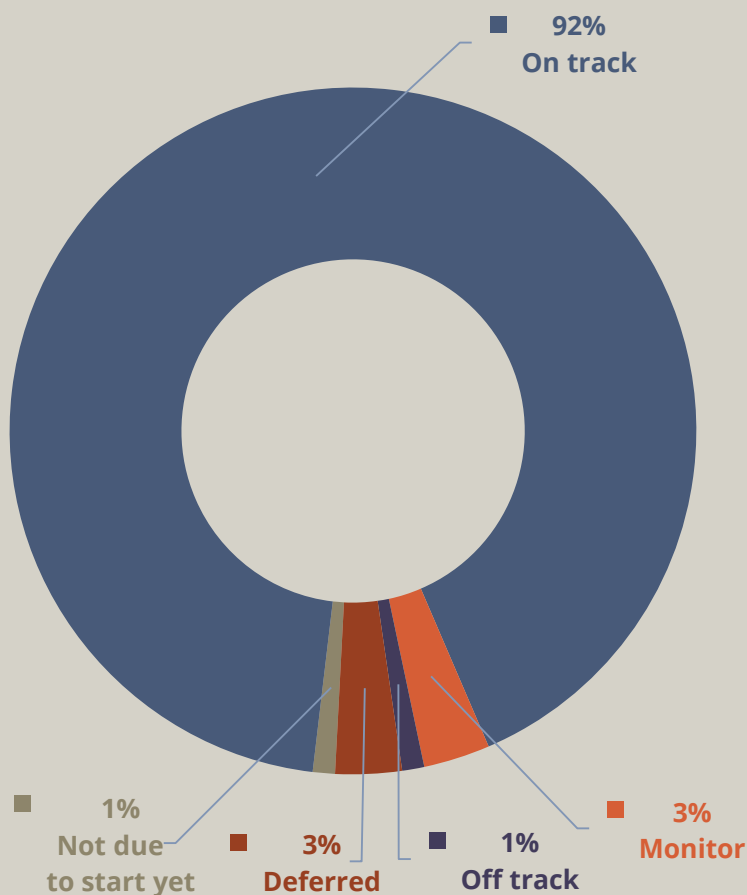
The Year 3 action plan responds to the strategic objectives under the six community priority themes and has been developed based on a range of considerations including:

- Integration with [Banyule’s Health and Wellbeing Priorities for 2021–25](#) which are:
  - Gender equality and prevention of violence against women
  - Tackling climate change and its impact on health
  - Social inclusion and connection
  - Increased healthy eating
  - Increased active living.
- Integration with [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 2 Annual Action Plan 2022–2023, especially given the impacts of COVID-19, and challenges presented by a range of unforeseen circumstances.

# Summary of mid-year annual action plan progress

Here is an overview of our mid-year progress between July to December 2023 towards delivering the 96 actions that are included in our Council Plan 2021–2025 Year 3 Annual Action Plan 2023–2024.

## Action status



## Action summary

**88 On track**

At least 90% of expected progress target achieved

**03 Monitor**

Between 70% and 89% of expected progress target achieved

**01 Off track**

Less than 70% of expected progress target achieved

**03 Deferred**

Deferred to 2024–25

**01 Not due to start yet**

Not due to start in this quarter

A detailed list of the annual actions with their targets and progress status can be viewed in the quarterly progress actions reports, under the Council Plan tab of the [Council Plan and Budget page](#) on Council's website.



# 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: The Banyule Community Fund

The new [Banyule Community Fund](#) (BCF) is all about giving local. Launched on 7 September 2023, in partnership with the Australian Communities Foundation and over 70 community leaders and business representatives, this new non-profit fund invites businesses, groups and residents to make tax-deductible donations. Funds will be granted back to non-profit groups that support local needs in Banyule.

In the four months since its launch, the BCF has raised over \$18,000, including a generous donation from the Latrobe Golf Club and gold coin donations from participants at our 2023 Carols by Candlelight event. Other donors include local groups, businesses, services and individual residents.

In preparation for our inaugural BCF Grant round in late 2024, a Community Fund Assessment Panel has been established. The assessment panel, made up of the Banyule Citizen of the Year, five Population and Advisory Committee members, and relevant Council officers, will review and make recommendations on the grant applications.

We look forward to the BCF continuing to build in the coming year and creating positive outcomes for the Banyule community.



Figure 5 – Cr Elizabeth Nealy, Deputy Mayor Cr Rick Garotti, Cr Peter Castaldo, Cr Alison Champion and Cr Alida McKern with the Banyule Community Fund banners

## Case study: Bellfield affordable social housing project

In November 2023 Council, in partnership with Launch Housing and Homes Victoria, warmly welcomed our newest residents to Bellfield. Banyule's newest social housing development in Daphne Crescent Bellfield offers 58 safe, secure and affordable homes for people in need of priority housing.

This new housing, located on Council land under a 50-year peppercorn lease, is managed by Launch Housing. It includes generous communal spaces, bike and pram storage and basement carparking. Its timber structure minimises the development's carbon footprint with solar energy and a rainwater harvesting system. The homes have a 7-star Nationwide House Energy Rating Scheme (NatHERS) energy rating – they are cheaper to heat and cool, making them more comfortable and efficient year-round.

Conveniently located next door to the Bellfield Community Hub, which opened a year earlier, residents of this new housing will have easy access to a range of services including maternal and child health, aged care programs, an out-posted library and a kindergarten. With walking distance to Darebin Parklands and Ford Park and nestled between Ivanhoe and West Heidelberg, residents will have access to a range of other community activities, programs and services that can make their lives better, including playgrounds, sports fields, nature, community supports services in the nearby Bell Street Mall precinct and community health services in the Olympic Village precinct.



Figure 6 – Cutting the ribbon at the opening of the Bellfield social housing apartments (from left: Launch Housing CEO Bevan Warner, Banyule Council CEO Allison Beckwith, Cr Elizabeth Nealy, Minister for Housing Harriet Shing, resident Kylie, Cr Alida McKern, Banyule Mayor Cr Tom Melican, Cr Peter Castaldo and Launch Housing Executive Director of Housing Solutions Roberta Buchanan)

## Case study: The Breastfeeding Support Service

The Breastfeeding Support Service underwent a redesign in 2023 to enhance accessibility and improve overall care. The redesigned program introduced new supports, such as increased access to expert Lactation Consultants, giving prompt assistance for families, particularly considering reduced access to hospitals.

The service is part of Council's Maternal and Child Health program, catering to families with children from birth to school age. Maternal and Child Health Nurses play a crucial role in assisting new parents and caregivers, helping them understand their child's health, facilitating connections with other parents and making referrals to other community services. The Australian Breastfeeding Association, the peak community support body for breastfeeding information, education, and support in Australia, partners with Council to further strengthened the services provided.

The service's success is highlighted by a substantial increase in the number of new parents receiving breastfeeding support when they needed it the most. The achievements and success were celebrated during World Breastfeeding Week in August 2023. The week also emphasised the importance of supporting nursing working mothers.

These positive changes and collaborative efforts contribute significantly to promoting breastfeeding and providing essential support for families during a crucial phase of parenting.



Figure 7 - Banyule Maternal and Child Health Nurse and Lactation Consultant chats with Megan and baby Eleanor

## Case study: Victoria's first Immersion Therapy service

In partnership with leisure provider Belgravia Leisure and Determined2, Victoria's first Immersion Therapy service was launched at WaterMarc Banyule. This water-based program benefits people living with autism, anxiety, depression, multiple sclerosis, spinal cord injuries, amputations, soft tissue injuries and a range of other conditions.

Immersion Therapy is an evidence-based allied health service that offers the freedom of movement within a weightless underwater environment using self-contained underwater breathing apparatus (scuba) equipment. Underwater, participants with a wide variety of disabilities and injuries who find it difficult to walk on land can walk, swim and even dance, with participants (aged anywhere from ten upwards) reporting improved movement, reduced pain and enhanced mental and social health after their sessions. Participants do not need to know how to swim to be able to receive the treatment, which is tailored to individual needs with safety as a top priority and run by experienced professionals.

Visit [partnersinhealth.com.au](https://partnersinhealth.com.au) for more information including how to book.



Figure 8 – Immersion Therapy clients in a swimming pool being supervised by therapists

## Our Inclusive and Connected Community highlights

### Partnered with the Traditional Custodians of Banyule, the Wurundjeri people, identified Elders and other Aboriginal and Torres Strait Islanders

- Provided increased services and community engagement at Barrbunin Beek Aboriginal Gathering Place including youth dance, men's group, women's storylines, Northern Metropolitan First Peoples Network, hearts and souls, campfire conversations, mob dinner and calisthenics.
- Partnered with Aboriginal Housing Victoria to provide a youth yidaki (didgeridoo) making program.
- Hosted a Christmas lunch for over 30 Elders at Barrbunin Beek Aboriginal Gathering Place.

### Provided and promoted arts and cultural experiences

- Endorsed Creative Banyule, a new arts and culture strategy which will prioritise the creative sector, enhance social connection, celebrate First Nations culture and create equitable participation.
- Hosted a Carols by Candlelight event for almost 7,000 people, with a community bus and priority seating available to support people with disabilities to attend and have front row seats to the performances.
- Showcased 25 artworks of the 2023 Banyule Award for Works on Paper Finalists. The theme was *Nhalinggu Bagung*, meaning 'come gather' in the Woi Wurrung language. The \$10,000 national acquisitive prize was awarded to a collaborative artwork by Aunty Rochelle Patten and Katie Howard.



Figure 9 – Winners of the 2023 Banyule Award for Works on Paper, Aunty Rochelle Patten and Katie Howard, with Wurundjeri Man Colin Hunter Jnr Jnr, left, and Cr Peter Castaldo

### Promoted active and connected living for all people of all ages

- Held a club cricket forum with 14 clubs from Banyule and Nillumbik. Cricket Victoria presented on key topics such as junior programs, female participation, inclusion and diversity, facilities and grants.
- Delivered a weekly women's only session designed to increase female participation in aquatic, gym and stadium-based programming.
- Organised a women's only slide night at WaterMarc, which was enjoyed by 300 people.

### Enhanced health and wellbeing outcomes and social cohesion

- Delivered the Week Without Violence and the 16 Days of Activism campaigns, to highlight strategies that can lead to the elimination of family violence, violence against women and gender-based violence.
- Collaborated with SecondBite and Foodbank Victoria to allow the Foodshare program to service an additional 20 local families and the addition of a food pantry program.
- Hosted a community Christmas barbecue for over 75 people which included entertainment by youth performers.



Figure 10 - Cr Fiona Mitsinikos, centre, with volunteers at Bellfield Community Hub, where a community Christmas Day lunch was held

### Supported services and programs that address community safety

- Consulted with the community on developing an exciting new draft of the Resilient and Safe Banyule Framework, an approach that create new opportunities to uplift community resilience.

### Provided services and programs to support children, young people and families

- Hosted an extra requested Supported Playgroup, which features a qualified facilitator guiding parents to enhance their skills and confidence in supporting their child's overall wellbeing and development.

### Strengthened community preparedness and resilience for emergency events

- Refreshed Banyule's Emergency Management Plan to ensure we are well prepared to support our residents, and updated training of our staff to support a municipal response in an emergency.

### Facilitated programs to prevent disease, outbreaks and public health risks

- Led immunisation training sessions for other councils across Victoria, spotlighting our expertise and leadership in the community immunity and vaccination program.

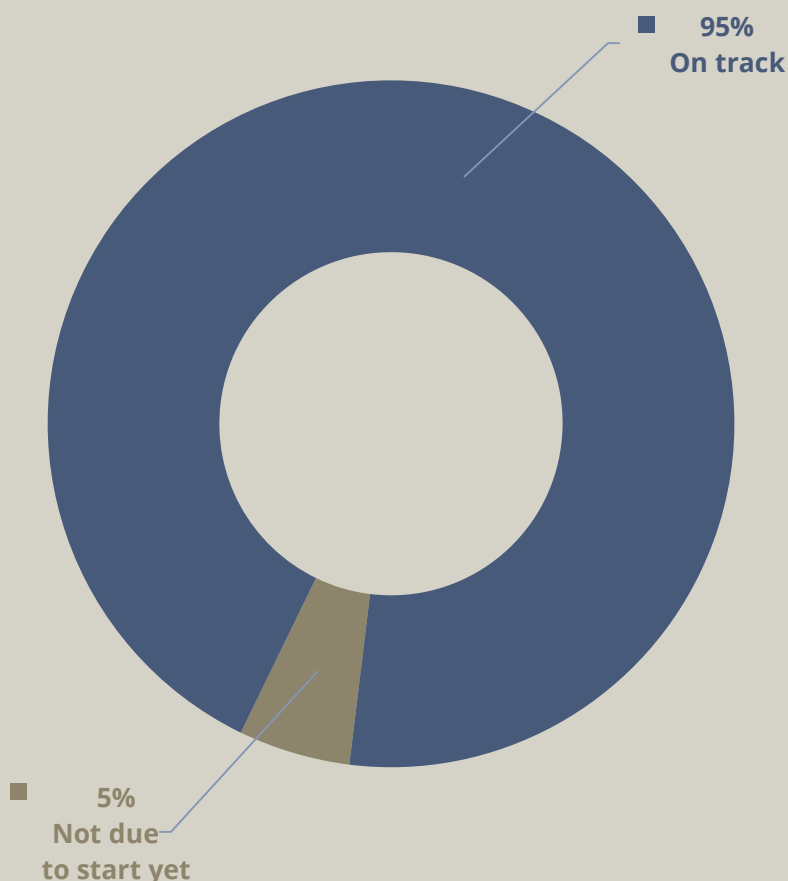
### Delivered a range of services and programs to empower people with disabilities and for older people

- Partnered with Victorian Disability Sport and Recreation and held an Abilities Unleashed – Adults sports day at NETS Stadium in Macleod for adults living with a disability.
- Launched Lung Foundation Australia's community-based exercise program, Lungs in Action, designed to help maintain the health of people living with a chronic lung disease.
- Launched a free and accessible [community bus service](#) which is operated in partnership with LINK Community & Transport, a not-for-profit community based social enterprise organisation.

# Our Inclusive and Connected Community mid-year annual action plan progress

To deliver on this priority Council is undertaking 19 actions in the annual action plan.

## Action status



## Action summary

**18 On track**

At least 90% of expected progress target achieved

**00 Monitor**

Between 70% and 89% of expected progress target achieved

**00 Off track**

Less than 70% of expected progress target achieved

**00 Deferred**

Deferred to 2024–25

**01 Not due to start yet**

Not due to start in this quarter

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
  - Maternal and Child Health and Immunisation Services
  - Service Reform
  - Youth Services
- **Healthy and Active Communities**
  - Banyule Leisure
  - Civic Precincts and Community Facilities
  - Sports and Leisure Contracts Management
  - Sports, Recreation and Community Infrastructure
- **Inclusive and Creative Communities**
  - First Nations
  - Arts and Culture
- **Resilient and Connected Communities**
  - Community Connections
  - Community Impact
  - Community Partnerships
  - Community Resilience and Health.

A detailed list of the annual actions with their targets and progress status can be viewed in the quarterly progress actions reports, under the Council Plan tab of the [Council Plan and Budget page](#) on Council's website.

# Our Sustainable Environment

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## 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: The new Urban Forest Strategy

Banyule Council has a long history of valuing and improving its management of the city's urban forest, trees and greening, and developed its first Urban Forest Strategic Plan in 2015. In 2019 Council declared a climate emergency and recognised the need for an updated approach to managing its urban forest.

The refreshed Urban Forest Strategy has been finalised and adopted, with the Year 1 actions in the process of being finalised. The strategy was developed with input from a wide range of stakeholders, including the Urban Forest Community Reference Group, Banyule Environment and Climate Action Advisory Committee (BECAAC), councillors, Council officers, other agencies and the wider Banyule community through Shaping Banyule (Banyule's community engagement portal) and public forums.

Six key and strategic focus areas were developed in collaboration with the community and reflect the areas of work most needed to be taken to achieve the Urban Forest Vision. The strategic focus areas are:

1. Prioritise urban forest improvements in the most vulnerable suburbs and places across Banyule.
2. Increase the diversity of the urban forest for biodiversity and habitat with ground cover and shrub layer plantings.
3. Manage the urban forest across public and private land for resilience to climate change.
4. Take a long-term, asset management approach to the urban forest.
5. Build and maintain partnerships with others in the protection and management of the urban forest.
6. Integrate urban forest principles in all parts of Council services.



Figure 11 – Biodiverse streetside vegetation in Banyule



## Case study: Banyule Council's commitment to carbon neutrality by 2028

We are working hard towards achieving carbon neutrality by 2028.

The highest carbon emissions of all Council activities, accounting for 52 per cent of all emissions produced, are heating our aquatic centre swimming pools for year-round use. Making Banyule's aquatic centres carbon-free requires converting our gas boilers to electric heat pumps, a change that will cost many millions of dollars. Council has been advocating to all levels of government to partner with us to fund this initiative and welcomed the Prime Minister's announcement of the Community Energy Upgrades Fund to support energy upgrades and cost savings for community facilities including swimming pools.

Banyule also collaborated with six other councils in Melbourne's north in preparing the Electric Vehicle Transition Plan, which presents a significant opportunity to reduce carbon emissions through using transport modes that are sustainable. The plan recommends that an active transport network is essential for a sustainable transport future and includes walking, cycling, mobility e-bikes and e-scooters, buses and for the transition to electric vehicles.

We are focusing on upgrading all mercury vapour and some high-pressure sodium street lights and replaced 445 conventional street lights with energy-efficient LEDs in partnership with AusNet. The new street lights have a smaller carbon footprint and across their expected 20-year life span we anticipate 2,106 fewer tonnes of greenhouse gas emissions.

Council's Infrastructure Maintenance, Drainage Maintenance and Parks Presentation teams are leading the way by moving to environmentally friendly and safer battery-powered tools and electric mowers. The new fleet of tools and mowers eliminate fumes and emissions that are harmful to workers and the environment, weigh less and require no pull-starts which has minimised injuries, are more efficient and cheaper to run with no more handling of dangerous flammable fuels and they are also quieter which means less disturbance to residents and wildlife.



Figure12 - Banyule's new electric lawn mowers

## Our Sustainable Environment highlights

### Protected our natural environment

- Continued to advocate for the retention of vegetation offsets from the North East Link Project, to ensure the local environment is supported to the fullest potential. We have:
  - outlined desired locations for tree planting locations in and around the project boundaries, including canopy trees for local streets and parks.
  - provided input for the use of local indigenous species in landscaping plans with a focus on species suited to the local ecological vegetation communities.
  - advocated for wildlife crossing ladders over main arterial roads (Lower Plenty Road) providing more habitat connections for arboreal species to move more effectively between areas.
  - recommended for lighting designs to be more sensitive in decreasing the impacts on local wildlife, as per the National Light Pollution Guidelines for Wildlife.
- Conducted community engagement sessions for the review of our Biodiversity Plan including:
  - an online survey where we received over 100 responses
  - two in-person community engagement sessions with 40 people in attendance
  - two in-person engagement sessions with key members from our local Friends of Groups
  - an in-person consultation with Elders of the Wurundjeri community.

### Empowered and educated the community to achieve positive environmental outcomes

- Conducted a waste survey as part of the development of the Towards Zero Waste Management Plan, with over 1,000 resident responses about what is important to them when it comes to waste. Following the analysis of this feedback, a community information session was held to report back to the community on key findings, as well as results of the waste audit. The session gave insights into the waste management challenges we face and explored how we can work together to overcome them.



Figure 13 - Waste Management stall at Malahang Festival

- Hosted several waste workshops, including reusable nappy workshops, composting workshops and a sustainable Christmas wrapping workshop. These workshops aim to support the community to reduce, reuse, repurpose and recycle items while reducing waste, working towards our community vision of a community motivated to achieving zero waste to landfill by 2030.

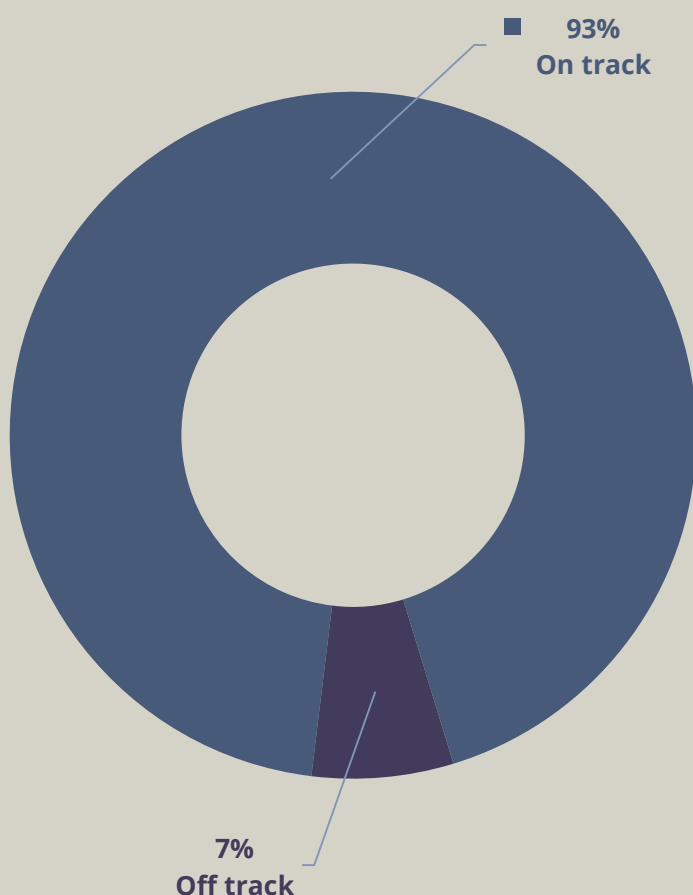
### Collaborated with the community to enhance and experience the environment

- Provided 14 environmental grants to support local environment initiatives across the areas of urban food, environmental education, biodiversity and engaging community to enhance the natural environment.

# Our Sustainable Environment mid-year annual action plan progress

To deliver on this priority Council is undertaking 15 actions in the annual action plan.

## Action status



## Action summary

**14 On track**

At least 90% of expected progress target achieved

**00 Monitor**

Between 70% and 89% of expected progress target achieved

**01 Off track**

Less than 70% of expected progress target achieved

**00 Deferred**

Deferred to 2024–25

**00 Not due to start yet**

Not due to start in this quarter

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

- **Operations**
  - Environmental Operations
  - Fleet Management
  - Operations Infrastructure
  - Operations Projects
  - Waste Management
- **Parks and Natural Environment**
  - Bushland Management
  - Parks Presentation
  - Sportsfields and Parks Assets
  - Urban Forestry
- **Transport Development and Environment**
  - Environment
  - Transport Planning and Projects.

A detailed list of the annual actions with their targets and progress status can be viewed in the quarterly progress actions reports, under the Council Plan tab of the [Council Plan and Budget page](#) on Council's website.

# 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: The Banyule Active to School program

The Banyule Active to School Program helps schools develop sustainable, active and safe travel programs and routes for walking, cycling and scooting to school.

In 2023, Greenhills Primary School in Greensborough and Ivanhoe East Primary School returned for a second year running, while St Pius X Primary School in Heidelberg West and Greensborough Primary School both participated for the first time. A key aspect of the program involves student leadership groups developing and leading activities. At Greenhills, the student-led Sustainability Action Group, which holds regular Fuel-Free Friday events, led route mapping and survey activities when Banyule staff visited the school.



Figure 14 - St Pius X Primary School students leading a neighbourhood morning walk

St Pius X Primary School students lead morning walks for the whole school around their neighbourhood, getting in their steps and connecting with community in the process. The school integrated the Active to School program with their curriculum extension activities that included a meet and greet with Heidelberg Community Police, health and wellbeing sessions from the Banyule Community Health Promotion Team and the Aboriginal Health Team, and an education session on road safety with RACV. St Pius X concluded their four-week program with a whole school treasure hunt following the way-finding footpath decals along key safe routes to school.

The flexible format of the Active to School program allows schools and council to co-design an active, rich and embedded learning opportunity for students in any school term as it best suits individual school needs. The program is supported by Council's Education Officer and resources available to schools include promotional materials and planning resources, prizes, maps and footpath decals.

This work complements other actions of the Banyule Bicycle Strategy to improve conditions for active travel within the municipality. In 2023, both Montmorency Primary School and Watsonia Heights Primary School received grants to upgrade their bicycle and scooter parking facilities. Behind the scenes Council continues its holistic work to improve the local journeys for students across Banyule by undertaking audits of key routes to schools.



## Our Well-Built City highlights

### **Developed well designed places that enable liveability**

- Continued to develop and progress plans for a new contemporary library facility in Rosanna.
- Completed the detailed design for the new pavilion in Olympic Park.

### **Developed best practice strategic plans that impact positively on the quality and design of our places**

- Completed the East Ivanhoe Masterplan and developed a detailed design that not only re-imagines the streetscape but also provides a holistic experience that nurtures connectivity, recreation and nature.

### **Planned for greater diversity of housing to balance sustainable growth**

- Received a high number of responses to the Housing Discussion Paper and extended the finalisation of the Banyule Housing Strategy timeframe to allow adequate time to incorporate the feedback.

### **Facilitated environmentally sustainable designs that are resilient to the impacts of climate change**

- Continued to implement the Sustainable Building Guidelines through integration into tender specifications of all relevant building projects.

### **Preserved Banyule's valued heritage and local character**

- Completed consultation on a draft Banyule Heritage Strategy with presentation of the final strategy to Council estimated to be earlier than expected.

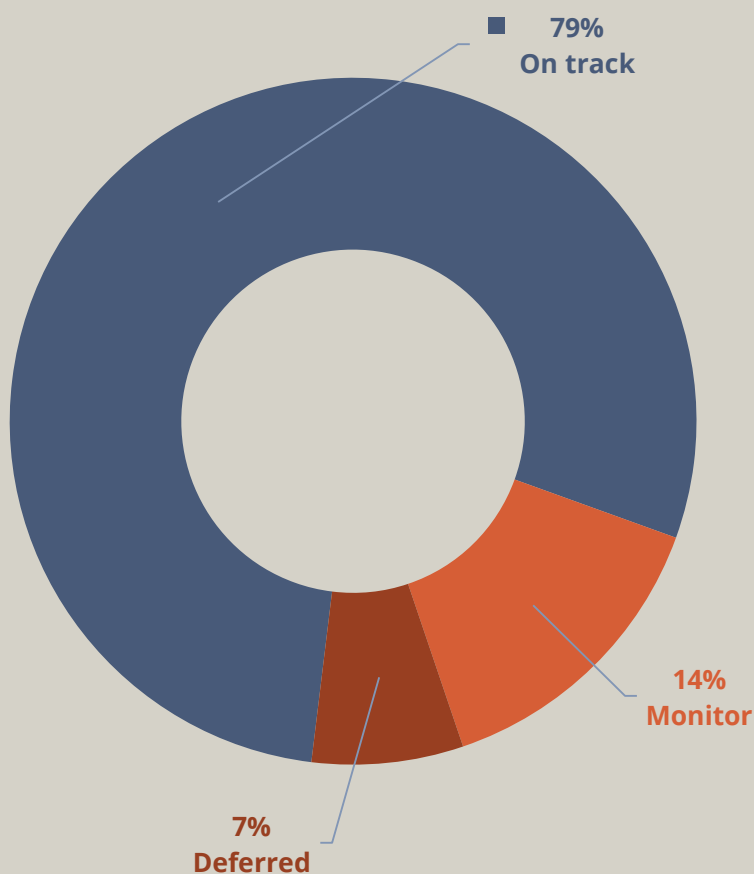
### **Provided public parks and open spaces for a range of uses for all ages and abilities**

- Commenced the detailed design of James Reserve based on adopted masterplan.

# Our Well-Built City mid-year annual action plan progress

To deliver on this priority Council is undertaking 14 actions in the annual action plan.

## Action status



## Action summary

**11 On track**

At least 90% of expected progress target achieved

**02 Monitor**

Between 70% and 89% of expected progress target achieved

**00 Off track**

Less than 70% of expected progress target achieved

**01 Deferred**

Deferred to 2024–25

**00 Not due to start yet**

Not due to start in this quarter

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

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

A detailed list of the annual actions with their targets and progress status can be viewed in the quarterly progress actions reports, under the Council Plan tab of the [Council Plan and Budget page](#) on Council's website.

# 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.



Figure 15 - Concept render of Watsonia Town Square



Figure 16 - Cr Mark Di Pasquale, right, onsite at Watsonia

## Case study: Watsonia Town Square

Construction has begun on a town square in the heart of Watsonia. The town square will include new gardens and lawns, walking and cycling share paths, seating and lighting, parking, new traffic treatments and a new accessible toilet block. It will be located in the town centre, alongside shops and Watsonia Library and a short walk from Watsonia Station.

Council is managing the project and has appointed a construction company to build the main infrastructure. Construction began in August 2023 and major civil works are due for completion by July 2024. Construction will be done in stages to minimise disruption to residents, shops and business owners. We will inform residents and shop owners in advance of road closures and parking changes and there will be signage on site to direct you to alternative arrangements.

Parking is available and pedestrian access to all shops and services will be maintained throughout the construction period. We encourage you to support Watsonia traders and continue to shop locally.

## Our Valued Community Assets and Facilities highlights

### Planned, built and renewed community assets and facilities to meet service needs

- Completed the development of Council's first Community Infrastructure Plan with key priorities and timelines developed for short and longer term, as well as identifying scope and budget of short-term projects. Priority projects have been developed for Year 1 and implementation has begun.
- Completed club room upgrade at Montmorency Bowling Club.
- Progressed final stages of the Olympic Park Masterplan.
- Drafted the new 10-year capital works program which is currently being reviewed by councillors.

### Developed community assets and facilities that are environmentally sustainable

- Completed solar installations at Ivanhoe Bowls Club, Willinda Park Pavilion, Greensborough Bowling Club and Bundoora Bowling Club.

### Collaborated with other organisations to build and use community infrastructure

- Completed the redevelopment of Ivanhoe Golf Clubhouse and car park.



Figure 17 - Ivanhoe Golf Clubhouse renovated doors



Figure 18 - Ivanhoe Golf Clubhouse renovated rooms

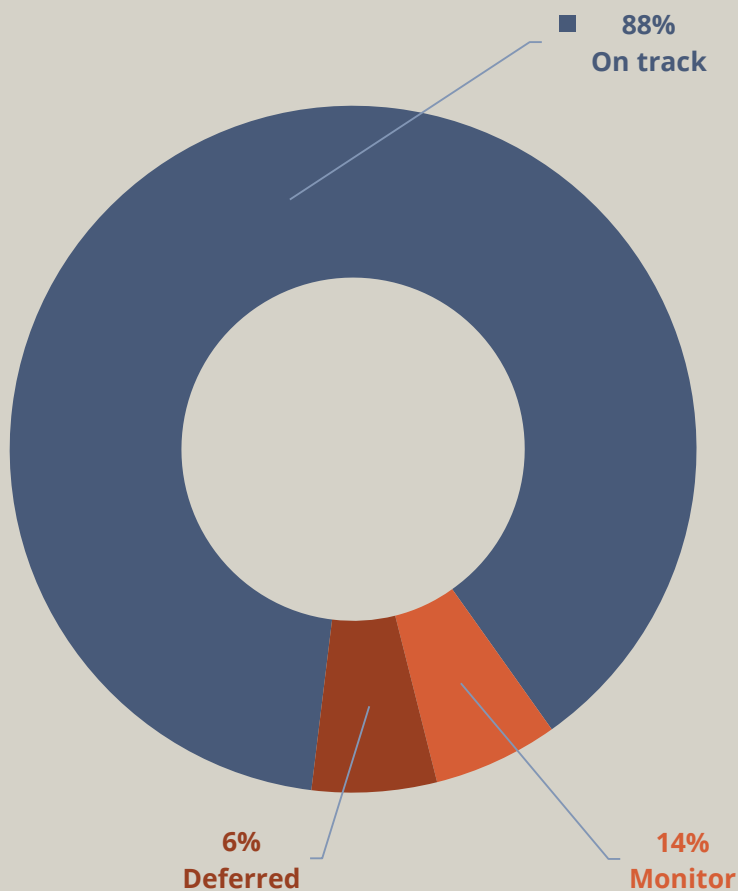
- Obtained election promise funding of \$6.73 million for five future community infrastructure projects. These projects will continue to be developed and constructed over the next 12 to 18 months.
- Entered into an agreement with Ivanhoe Grammar School to enable construction of two new sports pavilions at Chelsworth Park and new lease.
- Developed and advertised tender documents and specifications for the operation of WaterMarc, with the new contract to commence in July 2024.



# Our Valued Community Assets and Facilities annual action plan mid-year progress

To deliver on this priority Council is undertaking 17 actions in the annual action plan.

## Action status



## Action summary

**15 On track**

At least 90% of expected progress target achieved

**01 Monitor**

Between 70% and 89% of expected progress target achieved

**00 Off track**

Less than 70% of expected progress target achieved

**01 Deferred**

Deferred to 2024–25

**00 Not due to start yet**

Not due to start in this quarter

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

- **Delivery and Assets**
  - Building Maintenance
  - Capital Works
  - City Assets
- **Strategic Properties and Projects**
  - Major Projects
  - Strategic Properties and Property Services.

A detailed list of the annual actions with their targets and progress status can be viewed in the quarterly progress actions reports, under the Council Plan tab of the [Council Plan and Budget page](#) on Council's website.

# 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: Social Brew Coffee Bar

A new social enterprise partnership saw the launch of Social Brew Coffee Bar at Rosanna Station. A social enterprise is a business with a social, cultural or environmental mission that creates benefit to the public. It earns the majority of its income from trade and reinvests most of its profits into delivering its social mission.

Social Brew's goal is to create a positive impact on the community by providing employment and training opportunities for locals facing barriers to entering the job market. They also contribute to various neighbourhood-driven initiatives through giving their profits to local community projects. Social Brew is a collaboration between Banyule City Council and Now and Not Yet, a not-for-profit social enterprise.



Figure 19 - Cr Peter Castaldo, Social Brew manager Kelly Roodhouse, Now and Not Yet Founder Derek Bradshaw and Banyule Council CEO Allison Beckwith outside Social Brew Coffee Bar at Rosanna Station



Figure 20 - Inside Social Brew Coffee Bar

There are more than 20 social enterprises based in Banyule. They work in hospitality, retail, cleaning, agriculture, employment services and finance and as well as creating local jobs, they tackle unmet community needs and channel profits into positive social outcomes. In the coming year we have plans to help an even wider range of social enterprises set up shop in Banyule. Their business interests include cleaning and maintenance, manufacturing and logistics and professional services.

Social enterprises need your support to succeed. Whether you drop by a café for a coffee, source locally grown produce from an urban farm or choose a gift from a socially responsible shop, it is easy to help create a better future for our local community.

## Case study: Banyule's Workplace Pathways Program

The Workplace Pathways Program (WPP) provides individuals with diverse pathways and opportunities to develop skills, gain practical work experience, and transition successfully into the workforce. The program includes work experience, tertiary placements, graduate programs, cadetships, apprenticeships, and traineeships and caters to individuals with varying educational backgrounds, interests and career goals. It recognises that traditional academic pathways may not be suitable or preferred by everyone, and alternative routes to gain practical experience and develop relevant skills are equally valuable. By offering a range of options, the program promotes workforce readiness, career progression and a better match between Council and employees.

The WPP is a great opportunity for Banyule to engage the next generation of Council employees and allows Banyule to:

- create a pipeline for future talent
- welcome diverse views, experience, and new ideas
- support local students with learning and development needs
- gain additional resources to support key projects
- build our reputation and profile in the community.

The WPP was co-designed with students to ensure it provides them with:

- first-hand knowledge and practical experience
- opportunities to build skills, confidence and a personal brand
- access to role models and mentors
- networking and connections to industry
- potential job opportunities.

This calendar year we have successfully placed eight students across various disciplines and departments and [a video featuring some of the 2023 student placements](#) was created.



Figure 22 - Banyule's Organisational Development team chatting to students at the La Trobe University Employability Expo



Figure 21 – Students surrounding the Banyule Council stall at the La Trobe University Employability Expo

In August, our Organisational Development (OD) team participated in the La Trobe University Employability Expo, introducing students to various industries and career paths while emphasising our commitment to diversity and inclusion. Our presence demonstrated our dedication to empowering students in their career journeys.

Throughout October, the OD team ran a campaign to gather interest in student placements for 2024. This resulted in seven placement position descriptions being shared with La Trobe University, which are from across all five directorates of Banyule Council.

## Our Thriving Local Economy highlights

### Supported volunteerism to contribute to the local economy and be involved in community life

- Developed a draft Banyule Volunteer Framework to create consistent and meaningful opportunities for residents to volunteer with Council.

### Created inclusive employment opportunities within Council for people facing barriers to employment

- Council's Inclusive Employment Program was again launched in September. The program is run for residents who face barriers to employment. The program offers a 6-month job opportunity with us in a role tailored to an individual's areas of interest, goals, strengths and ability. Over 100 people applied and were interviewed with 12 selected to commence in 2024.

### Encouraged innovative social enterprises to set-up their operations and offices within Banyule

- Delivered Banyule's Social Enterprise Support Service, building strong engagement with the sector, and achieving our annual target of over 30 existing or emerging social enterprises accessing the service.



Figure 23 - Social enterprise, For Change Cafe, at Bellfield Community Hub

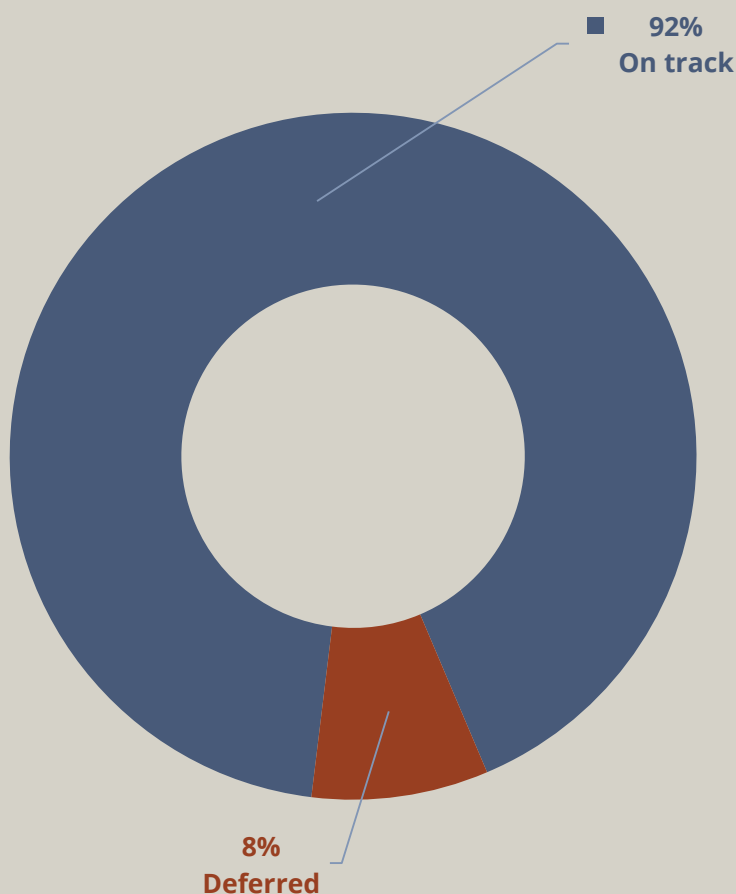


Figure 24 - Cr Peter Dimarelos and For Change Co. managing director Tenille Gilbert inside For Change Cafe

# Our Thriving Local Economy mid-year annual action plan progress

To deliver on this priority Council is undertaking 12 actions in the annual action plan.

## Action status



## Action summary

**11 On track**

At least 90% of expected progress target achieved

**00 Monitor**

Between 70% and 89% of expected progress target achieved

**00 Off track**

Less than 70% of expected progress target achieved

**01 Deferred**

Deferred to 2024–25

**00 Not due to start yet**

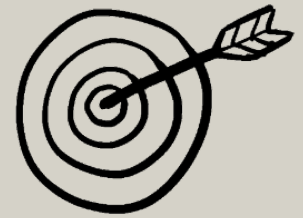
Not due to start in this quarter

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 annual actions with their targets and progress status can be viewed in the quarterly progress actions reports, under the Council Plan tab of the [Council Plan and Budget page](#) on Council's website.

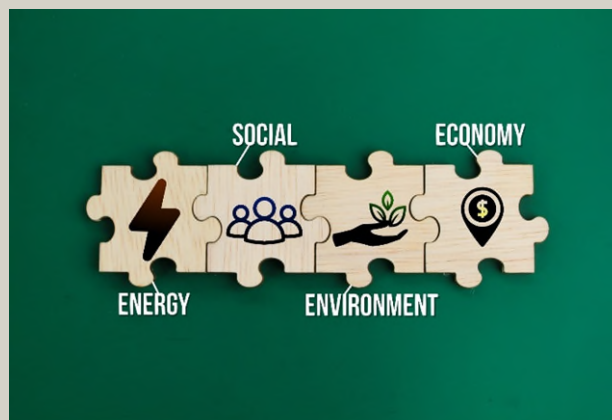
# Our Trusted and Responsive Leadership



## 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: Banyule's Sustainable Procurement Framework and sourcing tool



Sustainable procurement practices are essential in the contemporary business environment. Council is committed in ensuring that we harmonise our procurement practices with environmental and social responsibilities to minimise impact to the environment and to create a positive influence for local communities.

We have developed a Sustainable Procurement Framework to build a stronger local economy and a more inclusive community, whilst also reducing the adverse environmental, social and economic impacts of purchased products, services and works. This includes considerations such as waste disposal, cost of operations and maintenance over the life of the goods, services and works.

The framework was prepared to educate Council staff on what sustainable procurement is and will also support and deliver on the strategic objectives and actions in the Council Plan 2021–2025. The framework includes:

- guidelines, tools, templates, procedures and sustainability targets to aid Council to procure sustainably
- a tender evaluation assessment matrix, which will assist staff in identifying which options are the most sustainable
- a sustainability reporting framework which will measure success levels to inform future procurements.

Using this new sustainability framework we have increased our number of active social benefit suppliers, which include social enterprises, Aboriginal enterprises and disability enterprises, from 20 to 34. We have also increased our trade with local suppliers over the last 15 months by \$1.3 million.

In another step towards improving our sustainable procurement practices, we implemented an eProcurement sourcing tool (VendorPanel) that assists us to make sustainable choices. This includes an efficient search function for local businesses, social traders and social enterprises, an automated and continuously updated list of certified sustainable social business suppliers. This sourcing tool will make it easier and faster to evaluate tenders with the best social and sustainable outcomes. Using this tool we have already sourced a new catering panel that consists of 15 caterers of which 10 are local businesses and four are both social and local businesses.

## Case study: New digital services making things easier for Banyule Leisure customers

A new digitised management system, [Xplor Recreation](#), is making things easier for Banyule Leisure customers at Ivanhoe Aquatic, Olympic Leisure Centre and Banyule NETS Stadium.

The new system uses cloud-based technology and offers self-service features via a member portal, including the ability to book and manage group fitness classes up to a week in advance, check facility availability, update membership details and manage payment information, among other functionalities. It also provides benefits for our staff, improving their work experience and enabling them to better fulfill the Banyule Service Promise for our valued customers.

Patrons have been receptive of the change and have valued the move to more online accessibility for purchasing memberships and visit passes, booking group fitness classes and general overview of their account details and payments. Since the system began, over 4,000 memberships and learn to swim students have used Xplor Recreation and there have been over 5,000 online registrations for group fitness classes.

Some of the benefits we have seen from an organisational point of view include the ability to setup automated communications to members at certain milestones within their membership, such as welcome emails, reminders about payment card expiry, upcoming visit pass expiry and so much more.



Figure 25 – New digital system Xplor Recreation information banner at Ivanhoe Aquatic reception area

## Our Trusted and Responsive Leadership highlights

### Provided good governance, be accountable and make informed decisions based on sound evidence

- Consulted with the community on the revision of Chapter 3 of the Governance Rules with a focus on community participation in Council meetings. The changes implemented included a rigorous gender impact assessment, clarity around community participation processes and increased accessibility.
- Responded to IBAC's Operation Sandon recommendations, in response to the investigation that occurred at the City of Casey relating to corrupt conduct in 2018. As a result to the release of the report, Council endorsed changes to some of its governance practices in Council meetings and requested further consultation with the Minister for Local Government.
- Revised and adopted various instruments of delegation and appointment to authorised officers to ensure a robust, accountable and transparent framework is in place for appropriate decision making to occur.
- Revised and adopted the CEO Employment and Remuneration Policy to ensure that it was contemporary, reflected best practice and legislation and incorporated both the policy and Committee's terms of reference.
- Adopted a strategy for the management of the Banyule Cemetery Trust, which includes investing in specialist cemetery software and risk management processes for all three cemeteries.

### Provided outstanding customer service and a great customer experience

- Increased our Customer Service Rating in the Local Government [Community Satisfaction Survey](#) to 75 (compared to State-wide result of 67).
- Implemented reporting strategies for the Voice of Customer (VoC) Framework with the findings assisting teams to better manage customer requests and glean insights from feedback.
- Increased options for customers to report issues and raise requests via an improved '[Report It](#)' feature on the Council website.
- Updated the booking process to make it easier to book a room at the Bellfield Community Hub.

### Provided community reporting aligned to the Banyule Community Vision 2041

- Produced an improved and accessible [Annual Report 2022–2023](#).

### Managed Council's risks and provide a safe workplace

- Implemented Australian Cyber Security Centre Essential Eight cyber security recommendations to improve our security capability and posture to protect sensitive and private data.
- Completed successful IT disaster recovery testing to ensure data and software systems can be successfully restored in the event of a disaster.

### Invested in new technology and innovative digital solutions to deliver seamless and responsive services

- Developed dashboards and improved reports to keep track of customer requests and service levels.

### Engaged meaningfully with our community

- Welcomed 25,064 visitors to our consultation website [Shaping Banyule](#), the place where the community can participate and have their say on local projects and activities.
- Received 1,559 contributions from the community through [Shaping Banyule](#) that will inform and help make decisions on local initiatives.
- Provided information to an additional 36,273 website visitors regarding the Boulevard Lights in Ivanhoe in the lead-up to Christmas.

### Reviewed and improved our services to ensure they are effective and efficient

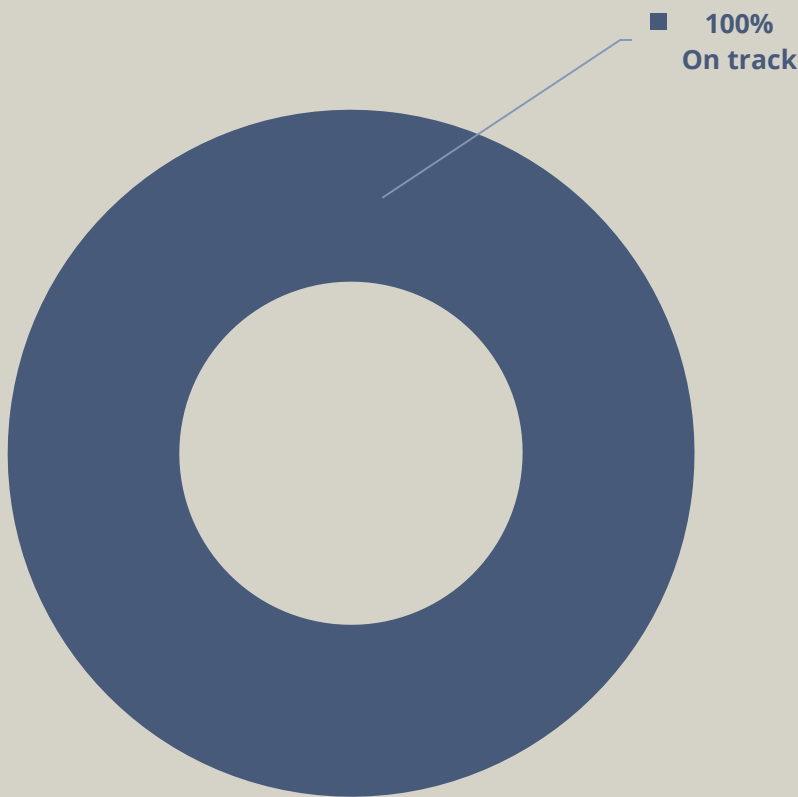
- Replaced cheques with electronic funds transfer refunds paid directly into customer bank accounts.
- Implemented a smoother process for invoicing between sporting clubs in the community and Council.
- Reviewed and improved our funding agreements by providing clear protocols to improve the process making it clear and less time intensive.



# Our Trusted and Responsive Leadership mid-year annual action plan progress

To deliver on this priority Council is undertaking 19 actions in the annual action plan.

## Action status



## Action summary

**19 On track**

At least 90% of expected progress target achieved

**00 Monitor**

Between 70% and 89% of expected progress target achieved

**00 Off track**

Less than 70% of expected progress target achieved

**00 Deferred**

Deferred to 2024–25

**00 Not due to start yet**

Not due to start in this quarter

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

- **Advocacy, Communication, Engagement and Performance**
  - Advocacy
  - Communications
  - Community Engagement
  - Integrated Planning and Performance
- **Customer Experience (CX) and Business Improvement**
  - Continuous Improvement
  - CX Operations (Customer Service)
  - CX Strategy
- **Digital Transformation and Information Management**
  - Digital Transformation
  - Information Management
  - Information Technology Infrastructure, Operations and Applications
- **Executive Office**
  - Office of the CEO and Councillors
- **Finance and Procurement**
  - Financial Accounting
  - Financial Performance and Planning
  - Revenue Services
  - Strategic Procurement
- **Governance and Integrity**
  - Cemetery Administration
  - Governance and Integrity
- **People and Culture**
  - Organisational Development
  - Risk and Assurance
  - Safety and Wellbeing.

A detailed list of the annual actions with their targets and progress status can be viewed in the quarterly progress actions reports, under the Council Plan tab of the [Council Plan and Budget page](#) on Council’s website.

# How to contact your Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

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

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

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

## Postal address:

PO Box 94, Greensborough 3088

## Council service centre:

Greensborough: Level 3, 1 Flintoff Street

## Ivanhoe Library and Cultural Hub:

Ivanhoe: 275 Upper Heidelberg Road

## Office hours of opening:

Monday to Friday from 8:30 am to 5 pm

## Interpreter service:

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

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

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

如果您需要口譯員，請致電 131 450 聯繫 TIS National，並要求撥打 9490 4222 聯繫 Banyule Council。

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

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

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

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.

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.

