Banyule State of the Environment Report

2023/2024



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

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Introduction

The State of the Environment (SOE) Report is an annual glimpse into the work Banyule City Council delivered in partnership with the community to progress environmental sustainability and protect and enhance the natural environment. The work included in this report has been undertaken over financial year 2023/2024 and delivers on environmental sustainability priorities of the Council Plan 2021-2025.

The SOE Report responds to the Council Plan Priority Theme 2: Our Sustainable Environment, including the 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.

This Strategic Objective encompasses several priority areas that the SOE aims to report against, including:

Biodiversity: Protect and enhance our natural environment, providing connected habitat for diverse flora and fauna.

Urban forest: Protect, increase, and maintain Banyule's urban forest population to provide a greener City for enhanced liveability.

Water: Minimise stormwater pollution and the impacts of flooding and maximise Council's water conservation to transition to a water sensitive city.

Climate change: Demonstrate leadership in addressing climate change and take action to become a carbon neutral council by 2028 and city by 2040.

Waste: Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030.

Living sustainably: Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes. Engage and work with the community and partners to protect, enhance and experience the environment.

Urban food: Explore and support opportunities for urban farming and community gardens.

For each of these key areas or themes the SOE:

- Identifies and reports against indicators of environmental change and targets that Council has set.
- Analyses trends and results for these indicators and targets.
- Showcases key Council and community programs and initiatives that had a positive impact on the environment and community throughout the year.



Note to the reader:

We are introducing some changes to the SOE report following a review in 2024. Some of these changes will be evident in this report, while others will be introduced in future iterations of the SOE. The changes aim to enhance the readability of the report and strengthen its environmental indicators, enabling us to better monitor and report on the condition of Banyule's environment over time.

We wish to thank the many people who offered valuable feedback throughout the review, including the Banyule Environment & Climate Action Advisory Committee, community members and SOE readers. Your contributions are appreciated!



Biodiversity



Biodiversity can be defined as 'the richness and abundance of indigenous plant, animal, fungal and microorganism communities that make up and support the function of local ecosystems. All these species and organisms work together in an intricate and complex way supporting the health of our soils, natural systems and wellbeing of all living things' (Banyule Community Biodiversity Working Group 2023).

Vegetation and nature are a defining characteristic of Banyule and a major reason why may people choose to live here. A mosaic of green, leafy neighbourhoods interspersed with vibrant and intact bushland reserves and creek corridors provide a setting where biodiversity can flourish. When our neighbourhoods abound in nature in this way they provide numerous community benefits, including beautifying our yards, streetscapes and parklands, purifying our air and water, improving our mental and physical health and buffering us from the impacts of climate change.

While there is much to cherish about our natural environment, threats such as increasing urban development, weeds, pest animals, climate change and pollution continue to place our most vulnerable species and ecosystems at risk. This challenge is not unique to Banyule, with a steady decline in biodiversity being experienced across Australia and further abroad, resulting in what many experts have labelled the 'biodiversity crisis' or 'nature crisis'.

Council and the community have a responsibility to take steps to address the nature crisis locally. To this end Banyule is fortunate to have a network of passionate residents and community organisations, and a dedicated Bushland Management Team employed by Council. These environmental stewards invest countless hours in protecting, enhancing and enriching bushland reserves and other public spaces that support biodiversity. Key activities include controlling pest plants and animals and reinstating habitat through revegetation, ensuring our plant and animal communities are secure and prosper for years to come.



Biodiversity Indicators

Indicator	2021/22	2022/23	2023/24
Number of indigenous species planted in bushland reserves	13,994	8,398	8,289
Friends group volunteer hours at Council-supported events	416	890	1,180
Buy 1 Get 1 Free plant vouchers	990	908	1,604

Note: new biodiversity indicators will be established through Council's Biodiversity Strategy and introduced to a future SOE.

Indigenous planting numbers remained steady, though were lower than two years ago due to Council's Bushland Management Team moving into a consolidation phase, focussing efforts on effective maintenance of existing revegetation and areas of significant remnant vegetation. Again, grasses and herbs were the most dominant forms planted with an increased focus on shrub planting in 2023/24 due to projects around small bird habitat being a focus (Figure 1).



Figure 1: Total number of each plant type planted by the Bushland Management Team and volunteers in 2022-23 and 2023-24.



Volunteer hours by Environmental Friends groups at Council-supported events has continued to increase since the COVID-impacted years, showing how connected to the natural environment our community is. Outside of organised events with the Bushland Management Team a further **2,024** hours were volunteered through independent working bees leading to a total of over **3,000** hours volunteered by our community to protect and enhance biodiversity in 2023-24.

Biodiversity Programs and Trends Gardens for Wildlife

Banyule's Gardens for Wildlife program has been running since 2021 and has seen substantial growth since then. The program now has 215 properties registered, with 160 of these having had garden assessments by trained volunteer Garden Guides to understand how biodiversity habitat can be enhanced. Participants can gain access to an allocation of free indigenous plants to implement the recommended garden improvements. These assessments and subsequent improvements have led to an increase in habitat on private land and the creation of stepping stones between our conservation reserves and wildlife corridors.



The 2023-24 year has been a big one for the Gardens for

Wildlife program, with a significant increase in visits to properties thanks to the now 26 registered volunteer Garden Guides in the program and dedicated support of Council staff. Since 2021 our Gardens for Wildlife participants have helped to plant over 3,000 indigenous plants in their own gardens.



"The G4W program was incredibly helpful to us as new residents. Our garden is lovely non-native ornamentals but we received invaluable advice on how to add more native and fruit-bearing plants. The volunteers were amazing and thorough. We're proud to show our plaque to encourage our neighbours to join too. Thanks!" Brett, Watsonia

Krefft's Gliders in Banyule

Our stretch of the Darebin Creek has been altered significantly since European settlement, so much so that very few remnant hollow-bearing Eucalypt trees remain along this wildlife corridor for our arboreal mammals to call home. One such arboreal mammal is the Krefft's Glider, a species that relies on well-formed tree hollows. In 2016 the Bushland Management Team began installing nesting boxes for a small population of Krefft's Gliders known to be present along the Darebin Creek, and commenced a monitoring program in 2017.



Illustration by Jan Smith

Monitoring of the population of Krefft's Gliders coincided with planned revegetation throughout the wildlife corridor and strategic installation of artificial habitat homes (nest boxes) to support the known population. Monitoring of the species has occurred annually over different seasons and consistently throughout summer, showing positive trends in population growth each year. The number of observations has risen significantly since 2017 thanks to the efforts of Council staff, the local Friends Group and Darebin Creek Management Committee (Figure 2). This partnership has seen significant revegetation projects and nest box installations along the wildlife corridor and monitoring of Krefft's Gliders has provided evidence that these efforts are paying off.



Figure 2: Number of Krefft's Gliders recorded in annual nest box surveys since 2017.

Backyard Bird Count

Each year Council staff and Banyule residents take part in the Aussie Backyard Bird Count. This citizen science program captures observations of local birds in backyards, parks and local wildlife areas. Bird population numbers and diversity are important indicators of the overall health of our natural habitat and ecosystem function.



Once again Rainbow Lorikeets were the most observed bird in 2023-24 (Table 1). This has remained consistent through the 4 years of observations and the community would attest to this, with many of these stunning birds gracing our urban environments. Noisy Miners continue to be in high numbers, and as keen bird observes will note, they are becoming more prevalent and bullying out other birds from local areas.

Each year a new small bird species has entered the top 5 observations (Table 2). This suggests that small birds are still abundant in Banyule. These birds have traditionally been observed in areas of bushland that are ideal habitat for small birds, but pleasingly many recent sightings have come from residents' backyards, inferring that programs like Gardens for Wildlife are having a positive impact.

Introduced or invasive species have risen slightly in observations (Table 3). Invasive species observations are still low compared to overall numbers, but it is worth noting the increase as trends on the future may change and signal that intervention is required.

	2021-22			2022-23			2023-24	
Common Name	Increase/ Decrease	Percentage observed *	Common Name	Increase/ Decrease	Percentage observed *	Common Name	Increase/ Decrease	Percentage observed *
Rainbow Lorikeet		27%	Rainbow Lorikeet	₽	23%	Rainbow Lorikeet		26%
Noisy Miner	-	17%	Noisy Miner	合	21%	Noisy Miner		21%
Australian Magpie		8%	Australian Magpie		8%	Australian Magpie		8%
Little Raven		5%	Little Raven		5%	Little Raven	-	5%
Red Wattlebird		5%	Red Wattlebird		5%	Red Wattlebird	₽	4%

Table 1: Top 5 overall bird species observations in Banyule during Aussie Backyard Bird Count week.

* Percentage observed refers to the proportion of all bird records occupied by each species. For example, 26% of all bird observations in 2023-24 were of Rainbow Lorikeet.

Table 2: Top 5 small bird species observations in Banyule during Aussie Backyard Bird Count week.

	2021-22			2022-23			2023-24	
Common Name	Increase/ Decrease	Percentage observed *	Common Name	Increase/ Decrease	Percentage observed *	Common Name	Increase/ Decrease	Percentage observed *
Grey Fantail		0.39%	Red-browed Finch		0.40%	Brown Thornbill		0.40%
Superb Fairy-wren	ſ	0.31%	Brown Thornbill	₽	0.30%	Superb Fairy-wren	ᠿ	0.30%
Brown Thornbill		0.27%	Superb Fairy-wren	₽	0.22%	Grey Fantail		0.19%
Silvereye	NEW	0.17%	Spotted Pardalote	NEW	0.22%	White- browed Scrubwren	Ŷ	0.16%
White- browed Scrubwren	NEW	0.17%	Grey Fantail	•	0.19%	Eastern Spinebill	NEW	0.09%

Table 3: Top 5 introduced bird species observations in Banyule during Aussie Backyard Bird Count week.

	2021-22			2022-23			2023-24	
Common Name	Increase/ Decrease	Percentage observed *	Common Name	Increase/ Decrease	Percentage observed *	Common Name	Increase/ Decrease	Percentage observed *
Spotted Dove		4%	Common Myna		3%	Common Myna		4%
Common Myna	1	3%	Spotted Dove	Ŷ	3%	Spotted Dove	₽	2%
Common Blackbird	₽	0.86%	Rock Dove		1%	Rock Dove		2%
Rock Dove	Û	0.80%	Common Blackbird	ſ	0.90%	Common Blackbird	仓	1%
Common Starling	₽	0.18%	Common Starling		0.26%	Common Starling	ţ	0.25%



Welcome Swallow by Jan Smith

To learn more about the Backyard Bird Count, follow the QR code below.



Urban Forest

Trees are an integral component of an urban landscape. The services that trees provide to people and wildlife, such as habitat, shading and cooling, air purification and beautification, are vital to Banyule's liveability and resilience in the face of pressures such as urban growth and climate change. Trees and shrubs also define the character of Banyule's neighbourhoods, with the green, leafy feel of our suburbs often cited as a reason people choose to live in Banyule.

Banyule's urban forest is the trees and green assets that exist in the urban area that are strategically planned, designed and managed, and the ecosystems, soils and water that support them.



In 2023-24 Council adopted its new Urban Forest Strategy 2023-2033. The strategy outlines Banyule's vision for the long-term future for the urban forest and provides strategic management actions to get there over the short and medium term. This Strategy will support Council to plan, manage and maintain one of Banyule's highest-valued assets for the next 10 years.

Banyule residents have a strong connection to natural and green spaces, including its population of more than 150,000 public trees and many more on private land.

Banyule's Urban Forest Vision:

- Banyule's urban forest is resilient. It is thriving and people are aware and value the role of the urban forest for health and wellbeing and in making Banyule a great place to live.
- The urban forest is managed as an essential asset for Banyule and decisions about the urban forest are fit for

Urban Forest Indicator

Indicator	2021/22	2022/23	2023/24
Number of trees planted in the public realm	4,416	1,627	1,498

Council's tree establishment program continued in 2023-24 with an additional 1,498 trees planted in Banyule streetscapes and parks. This meets Council's target of 1,500 additional trees established in the year and makes progress toward the target for 10,000 tree vacancies to be filled by 2027.

While tracking 'number of trees planted' assists in monitoring tree vacancies it does not provide an indication of the benefits that trees provide in the urban environment, such as shading and cooling. To better monitor these benefits Council has established new tree canopy targets under the Urban Forest Strategy. These targets, which will be reported against in future editions of the SOE, include:

- 30% canopy cover across all suburbs by 2050 with no loss in suburbs exceeding the target
- 45% canopy cover across the footpath and local road network by 2050 with no loss in suburbs exceeding the target
- 50% Canopy cover across the open space shared path network and surrounding playgrounds by 2050



Water

Water is central to our experience of Banyule, with many iconic parks, recreational assets and bushland reserves being closely associated with rivers such as the Yarra and Plenty, creeks such as Banyule, Salt and Karingal Yalloc and wetlands such as Warringal Swamps and Banyule Billabong. These waterways provide significant habitat for rare birds, plants and animals, contributing to Banyule's biodiversity. They also provide opportunities for people to connect with nature.



Despite their natural and aesthetic value, waterways are under constant threat from storm and rainwater runoff, which can carry pollutants such as fuel, oil, garden fertilizers. Council is committed to addressing these threats in partnership with the community and other stakeholders by commencing the development of a new Integrated Water Management Plan in 2024-25, which will build on the current Water Plan, and striving to be a water sensitive city.

Water sensitive cities aim for harmony between urban development and the natural water cycle, ensuring a sustainable environment for future generations.

Water Indicators

Indicator	2021/22	2022/23	2023/24
Banyule Council water use (ML)	227	242	273
Litter collection (tonne)	68.5	35	38
Silt collection (tonne)	1300	460	300

The 2023–24 financial year saw close to average rainfall occur across Melbourne, after the seventh wettest year on record the previous year. In 2023-24 Council used 273 million litres of water over the year to maintain ovals,

open space pools and other infrastructure, against a target of limiting use to under 300 ML (Figure 3). This target was set at 10% lower than the previous year, but still achieved. The Viewbank rainfall gauge recorded close to average annual rainfall in Banyule (667mm) and had the warmest days on average across the whole of the Melbourne region, creating more water demand.

Council continued to build high quality community open space assets, including new warm season grass ovals that require large volumes of water to establish but less to maintain once established. Our municipal aquatic centres, also large water users, will benefit from water conservation audits through the development of the new Integrated Water Management Plan in 2024-25.



Figure 3: Banyule Council water use (ML) across all operations.

Council collected 38 tonnes of litter from Gross Pollutant Traps (GPTs) in 2023-24, which fell 12 tonnes under the 50 tonne Water Plan target (Figure 4). The GPT cleaning program was delayed due to the need to undertake Confined Space Assessments, which are important for staff and contractor safety. Ongoing collection of litter from these traps improves the visual appearance of our creeks and rivers and reduces the impact of litter on local wildlife.



Figure 4: Litter collection (tonne) from gross pollutant traps under Council management.

Council's wetland desilting program continued in 2023-24 resulting in 300 tonnes of silt being removed from Cleveland Avenue Wetland and Beverley Road Wetland (Figure 5). This sediment volume easily exceeded Council's annual target of 130 tonnes of silt removed from small wetlands or larger wetlands that are due for renewal. Desilting reduces sedimentation (muddiness) of a water body, which can significantly impact on the habitat suitability of waterways for many wildlife such as fish and platypus.



Figure 5: Silt collection (tonnes) from Council-managed wetlands in Banyule.



Climate Change

The earth's climate is always changing due to the Greenhouse Effect, but observed, scientific evidence demonstrates with little doubt that human activity, particularly the burning of fossil fuels since the late 1800s, is speeding up natural processes. This means our global average temperature is increasing, which leads to more extreme weather events like heatwaves, bushfires, droughts and floods.



Rapid climate change has led to many governments and other organisations across the world declaring a state of 'Climate Emergency'. A Climate Emergency recognises the urgent action required by all levels of government to address the ongoing threat posed by climate change and mitigate harmful greenhouse gas emissions.

Banyule City Council declared a Climate Emergency in 2019, recognising the important role Council and the community could play in both reducing greenhouse gas emissions and adapting to current and future impacts of climate change. 105 councils across Australia have now declared a Climate Emergency.

Council's Corporate Emissions

To support global efforts to mitigate climate change Council endorsed the *Corporate Emissions Reduction Plan (CERP)* in 2019 and set a goal for Banyule City Council to be a carbon neutral organisation by 2028 (Target28).

Council's greenhouse gas emissions can be categorised into three types:

- **Scope 1** direct emissions produced by Council's operations, such as the combustion of gas for heating and fuel for vehicles.
- **Scope 2** indirect emissions generated from purchased electricity, typically arising from coal or fossil fuel sources.
- **Scope 3** emissions embedded in the broader economy, such as those associated with producing the goods and services Council procures.

To track progress towards Target28, Council tracks emissions reductions across these three scopes and also measures its capacity to generate its own energy via renewable energy projects such as solar PV, to reduce reliance on grid-based energy and decrease overall emissions.

Council Emissions Indicators

Indicator	2021/22	2022/23	2023/24
Total annual corporate GHG emissions (Scope 3)	1,682	1,989	2020
Total annual corporate GHG emissions (Scope 1 & 2)	4,676	4,324	4,061
Total renewable energy capacity (MW)	1.5	1.7	1.8

In 2023-24 Council continued its electrification program for public facilities, replacing gas-fired cooking, hot water and space heating equipment with efficient, electric alternatives. As a result of these upgrades Council has seen a minor drop in its overall Scope 1 and 2 emissions (Figure 6), which includes a reduction in gas emissions by 8% or 195 tCO2-e. A decrease in light fleet fuel use was also achieved, likely due to Council's purchase of new passenger electric vehicles to replace internal combustion engine vehicles.



Figure 6: Council's Scope 1 and 2 greenhouse gas emissions. Electricity emissions have been negated since 2021/22 due to Council commencing the purchase of 100% green power.

Council's total renewable energy capacity also increased slightly from 1.7 to 1.8 megawatts. This is due to the installation of four new solar arrays on Council facilities in the year.



Figure 7 shows emissions totals previously presented in Figure 6, though with the addition of Council's Scope 3 emissions. These include such things as printing, paper, catering, business travel and asphalt. While these emissions sources are not within Council's control, Council can influence these emissions by increasing the emphasis on sustainability through procurement contracts.

Scope 3 emissions experienced a minor rise in 2023/24. This is due to adjustments to Scope 3 emissions factors being introduced for fleet fuel and natural gas to account for improvements in data monitoring and reporting. The largest Scope 3 sources were electricity, heavy vehicle transport, catering and gas (Figure 8).



Figure 7: All of Council's emissions sources, including Scope 3 emissions. Electricity emissions have been negated since 2021/22 due to Council commencing the purchase of 100% green power.



Figure 8: Council's Scope 3 emissions sources in 2023-24 in tonnes of carbon dioxide equivalent (tCO2-e).

At the halfway point toward Target28 the key challenges to reaching our net zero target will be:

- **Green fleet:** Decarbonising Council's fleet remains one of the largest challenges in reaching Target28. While progress has been made in electrifying the passenger fleet, medium and heavy vehicles remain cost-prohibitive in the Australian market. Achieving full fleet decarbonisation on schedule will depend on external factors beyond Council's control, which must align to support commercial-scale rollout.
- **Electric pools:** Council is advancing the electrification of WaterMarc, its largest aquatic facility, but additional funding is required to redevelop and electrify the Ivanhoe Aquatic Centre, Banyule's second-largest leisure centre and gas consumer. The historic but ageing Olympic Leisure Centre has been reimagined through a co-design process and also requires redevelopment.
- **Fugitive emissions**: Heating, cooling, and refrigeration systems inherently leak greenhouse gases. Although Council's fugitive emissions are relatively low, they are challenging to eliminate entirely. Transitioning to low-emission refrigerants for new equipment will reduce these emissions, but significant industry advances are needed to capture them fully.

The Road Ahead

Council has identified several projects to drive emissions reduction and improve energy efficiency as it progresses toward Target28. One major initiative is the electrification of WaterMarc, Banyule's largest leisure facility. This project is expected to reduce Council's total emissions by 37%. Council is also developing a roadmap to decarbonise its fleet in a financially responsible way, including the installation of electric vehicle charging infrastructure to support a growing electric vehicle fleet. In addition, the CERP is being redeveloped to confirm Council's pathway to Target28, with further community consultation scheduled for early to mid-2025. Council's forecasted trajectory to Target28 is outlined in Figure 9.



Figure 9: Banyule's actual and projected Scope 1 and 2 emissions in Tonnes CO₂ equivalent (TcO2-e). Electricity emissions have been negated since 2021/22 due to Council commencing the purchase of 100% green power.

Transition to Electric Tools

In 2023-24 Council's Infrastructure Maintenance team upgraded its small tool inventory with a view to improving staff health and safety and the environment. The initiative saw traditional petrol-powered tools make way for battery electric alternatives following a very successful trial that yielded a myriad of benefits.



Enhanced Efficiency:

Electric motors convert more of their energy input into productive work than internal combustion engines, making them inherently more efficient and lowering overall energy consumption.

Cost Efficiency:

Electric tools provide lower operating costs and simplified maintenance. With no need for refuelling, instant start-up, and fewer maintenance requirements (such as oil changes), these tools offer long-term cost savings, benefiting both time management and budget.

The image above shows a battery powered jackhammer in use. It is lighter in weight, emits less noise, has a push button start and does not need any maintenance. The image on the right shows a transfer stick pump in use. This can remove 1000 litres of water per battery charge while standing upright, improving health and safety standards, and allowing works to be performed in the wet season. These benefits included:

Reduced Environmental Impact:

Being powered by 100% green electricity means that these electric tools operate emissions free, contributing to Council's carbon neutral target. In contrast, their petrol-powered counterparts release greenhouse gases and harmful pollutants like carbon monoxide and nitrogen oxides which are harmful to life. This transition supports cleaner air quality and reduces health risks for staff who no longer need to be exposed to these volatile pollutants.

Improved Health and Safety:

The ergonomic design and reduced vibration of electric tools have resulted in fewer shoulder and back injuries for users. Their emission-free operation enables safe use in indoor and enclosed spaces, eliminating health risks associated with petrol exhaust in confined environments.



First Electric Fire Truck in Victoria

Council is collaborating with Fire Rescue Victoria (FRV) to trial a new Electric Vehicle (EV) Emergency Vehicle, advancing the Victorian Government's goal of achieving zero emissions by 2045. The truck, named 'EVIE' has been built to FRV specifications and combines the latest innovative firefighting equipment and technology in a highperforming zero emissions vehicle.

EVIE will begin service by shadowing other fire appliances responding to



incidents, to fully test the truck's capabilities. The operational trial will commence in selected locations across the state, including Banyule, with the aim for EVIE to eventually operate on all roads throughout Victoria. This project will arm FRV with real life operational data that will quantify the benefits and challenges of an EV emergency vehicle.

This initiative aligns with the Council's objectives outlined in the Corporate Emissions Reduction Plan (CERP), which includes actions to collaborate on research and development projects, assume a leadership role, and pilot new technologies in Australia to drive emission reductions.

Smart Lighting Pilot Project

In the 2023/24 financial year, Council launched a smart lighting pilot project to modernise public lighting by replacing outdated systems with energy-efficient LED lights and smart lighting controllers. This initiative aims to improve energy efficiency, reduce carbon emissions, extend lamp life, lower energy, and maintenance costs, and enhance safety and comfort in public spaces. The initial pilot covered over 100 lights at an approximate cost of \$100,000 and another 900 lights in parks and open areas have been identified for future upgrades.

This project has not only improved service levels but has also provided Council with real-time visibility and control over its lighting systems. Council can now monitor and adjust lighting levels, including utilising dimming and trimming capabilities, to reduce light pollution and minimize disturbances to both Banyule residents and local wildlife. The project also included the establishment of a dashboard for real-time monitoring of power consumption, usage insights, and automated alerts for lighting faults. This proactive alert system enables quicker response times and significantly reduces downtime compared to the previous reactive maintenance approach, which relied on reports of failures.



Banyule Community Emissions

In addition to reducing emissions from its own operations Council has an important role to play in reducing emissions across the city through advocacy, education, facilitating opportunities and supporting residents and businesses to upgrade their properties. To guide this pursuit Council endorsed the Community Climate Action Plan with a goal to be a carbon neutral municipality by 2040. To achieve this scale of change we know we need to work together with our community and other stakeholders.



Municipal Emissions Indicator

Indicator	2018/19	2020/21	2022/23
Banyule total municipal emissions (tCO ₂ -e)*	887,000	826,000	801,000

* tCO₂-e = tonnes of carbon dioxide equivalent

Note: Total community emissions are calculated one year in the rear as emissions and utility data takes time to gather for the range of sectors which make up the municipality. This means the total community emissions number in this State of the Environment Report will be from 2022/23, rather than 2023/24.

Municipal emissions will be reported on biennially in the SOE going forward given annual change is incremental. Results for 2022-23 show that emission across Banyule were 801,000 tCO₂-e, continuing the steady decline in municipal emissions since 2018 (Figure 10). This equates to a 3% reduction in emissions since 2020-21 and is largely due to steady reductions in electricity and gas consumption by residents in their homes. These reductions are evident in Figure 11 along with other minor shifts in emissions across several sectors.



Figure 10: Total municipal emissions across Banyule each year since 2018-19. All figures are in tonnes of carbon dioxide equivalent (tCO₂-e).

Emissions Source	Sector	2018-19	2020-21	2022-23
Electricity	Residential	250,000	219,000	191,000
	Commercial	95,000	97,000	94,000
	Industrial	39,000	43,000	39,000
Gas	Residential	140,000	149,000	128,000
	Commercial	23,000	21,000	23,000
	Industrial	38,000	35,000	32,000
Transport	Road	200,000	162,000	193,000
	Rail	8,000	4,000	5,000
Waste	All	44,000	43,000	43,000
IPPU*	Industry and Commercial	50,000	53,000	53,000

Figure 11: Community emissions sources per sector in Banyule in 2018-19, 2020-21 and 2022-23. All figures are in tonnes of carbon dioxide equivalent (tCO₂-e).

* Industrial Processes and Product Use (IPPU) – This category covers greenhouse gas (GHG) emissions occurring from industrial processes, the use of GHG in products and from non-energy uses of fossil fuel carbon. In Banyule, the majority of IPPU emissions are attributed to refrigerants in heating and cooling systems (79%) and industrial processes used in activities such as metal manufacturing (21%).

The 2022-23 data shows a drop in emissions from electricity (Figure 12), primarily from the residential sector. This is likely due to residential solar and energy efficiency programs as commercial and industrial remained stable. It also shows a rise in transport-related emissions, likely due to a post-COVID increase in use of all forms of transport.



Figure 12: Banyule community emissions sources for 2021-22 and 2022-23.

Some of the challenges we face as a community to achieving our municipal emissions goal include:

- **The speed of the transition of the grid**, to ensure renewable energy capacity can be accommodated.
- **Emerging technology trials to move away from gas**, **petrol and diesel** to power heavy fleet and industrial processes.
- **Charging infrastructure and battery storage roll out**, to accommodate a transition to electric vehicles (EVs) and the use of locally generated renewable energy.
- **Biodiversity loss and adaptation**, ensuring we are protecting and enhancing our natural environment, so the community remains safe, healthy, and resilient to extreme weather and a changing climate.
- **Community engagement**, to ensure the transition is equitable and the community benefits from changes.

Case Study: Five Stars for Morobe Street and St. Hellier Early Childhood Centres

Morobe Street and St. Hellier Street Early Childcare Centres (ECCs) have both achieved a 5-Star ResourceSmart School Rating. The program is managed by Sustainability Victoria and offers schools and ECCs with guidance on reducing waste, conserving energy and water and including sustainability in their curriculum. Both ECCs were motivated to join the program to reach Banyule's climate action goals and to be good stewards of our planet.

While both ECCs would like to see the program more aligned to early childhood curriculum, they achieved the highest rating possible through the hard work and dedication of staff, children and parents. CERES Environmental Education Centre was contracted by the centres to support their work as a delivery partner. Through the program, young students learn about sustainability and conservation as their school or ECC completes a core module followed by others on waste, energy, biodiversity and water.

Children at St. Hellier Street ECC participated by being water monitors who encouraged peers to turn off taps and water plants with unused water. Energy monitors "flicked the switch" when appliances weren't in use. They also planted trees and took nature walks to appreciate our environment.

At Morobe Street ECC, children contributed their food scraps to the FOGO bins, composted in worm bins and learned about recycling and saving energy. They also enjoyed educational incursions with Bunnings to learn about growing food. Staff and parents were involved by modeling good conservation behaviours and joining the incursions, making the achievement truly a group effort.

When asked for one key takeaway statement, Elizabeth Roberts, Coordinator for St. Hellier Street ECC said, "We have just one world to live in and we need our youth to fix what we seem unable to do. Let's give them the knowledge and power." Raj Kaur, Coordinator of Morobe Street ECC shared a similar sentiment, "As a team we always strive for better outcomes. What we instill in children today will be the power for tomorrow."



Council's Community Climate Action Programs

Council provides several services to support energy efficiency and emissions reduction in Banyule, including advice, upskilling and financial incentives to residents and businesses. These important programs support our 2040 target by working toward all housing stock and commercial buildings in the municipality being electrified, energy efficient and powered with renewables, making homes comfortable & healthy while also lowering energy bills. In 2023/24 Council's Community Energy Service assisted over 300 households to make energy efficiency upgrades, install solar or access discounts on their energy bills.

Solar Savers

Banyule Council knows that residents want solar energy, but can be put off by the initial expense and the choices of finding the right system. Banyule's Solar Savers program allows residents to access vetted solar suppliers and have confidence around the products installed. Council's Solar Savers program had 15 solar installs with a total generating capacity of 104 kW in the 2023/24 financial year.



Better Score

Banyule's Better Score program subsidises households to receive a Home Energy Scorecard Assessment, which allocates a score to the homes' energy efficiency performance and recommends upgrades which would improve this score. The program then offers subsidies for households that choose to undertake one or more of these recommended upgrades.

The 2023-24 program saw 48 households access a free Home Energy Assessment and a rebate to support them to undertake on of the recommended upgrades. The Better Score program has seen household energy savings that have resulted in greenhouse gas emissions reduction of 133,509 tonnes of CO₂ equivalent.



From "Dream Dump" to Dream - Sustainable Home Renovation

Alex and Aiden participated in Council's Better Score program to support their sustainable home renovation after purchasing their "dream dump: a 1956 uninsulated concrete box".

"We started renovations from day one and, being inspired by passive house principles, strove to meet EnerPHit standards for strong passive house outcomes in retrofits. But could it be done on a tired old concrete beast? Our most frequently asked question was "Why don't you just tear it down and start again?". As well as financial constraint, we felt it was more wasteful to destroy than to adjust and liked the historical context (built as part of the athlete village for the 1956 Melbourne Olympics)".

"Aesthetically and ideologically, we prioritised use of recovered materials including timbers and doors wherever possible, as well as replacing original hardwood floorboards. In combination with off-plumb walls, this proved hugely challenging when trying to achieve airtightness. However, after much work, we achieved near EnerPHit standard and a comfortable, beautiful space. From a pokey, dark, worn-out concrete kit home, we created an eclectic country cottage with sustainability at the forefront. We love our quirky apocalypse-proof fortress!"





Alex and Aiden showcased their home recently at a Sustainable House Day event. Scan the QR code to watch Alex and Aiden discuss the renovation of their beautiful home with support from the Better Score Program:

Achieving Thermal Comfort

Sharyn and Lee recently sealed their home from draughts and insulated their ceiling and walls with support from the Better Score Program. The improvement in comfort from the upgrades has been outstanding! The overnight temperature inside now either stays the same or drops by only one or two degrees and the house maintains a comfortable temperature range of between 18°C and 25°C throughout the year.

Sharyn and Lee also noticed a 7% reduction in electricity use and a 25% reduction is gas use compared to the same time the year before. They have rarely used the gas ducted heating since the ceiling insulation was upgraded and have only used ceiling fans on hot days.

"The information provided by this program was invaluable. It gave us the knowledge we needed to make a big difference to our energy efficiency and comfort, and it inspired us to do as much as we could to achieve greater energy efficiency." While it is important to reduce our greenhouse gas emissions to curb the degree of climate change we will experience, it is equally important that we adapt to and be resilient in the face of 'locked in' climate change. Banyule City Council has an important role to play in supporting climate change adaptation efforts, reducing vulnerability and increasing the resilience of individuals, communities, and natural systems. This includes impacts to Council operations and services and direct impacts to the community and Banyule's environment.

To develop an effective climate change adaptation response Council commenced the creation of its first Climate Change Adaptation Framework in early 2024. Community consultation was conducted from January-April 2024 to explore community concerns related to climate change and sustainability, which included an online survey, engagement with the Banyule Environment and Climate Action Advisory Committee, and a series of forums for residents. Findings from these sessions (summarised in the diagram below) were informative for climate change adaptation at a high-level and will guide a series of deeper community engagement currently being planned for early 2025.



Through the Framework and subsequent adaptation planning several metrics to measure our adaptation response will be developed and reported on through future iterations of the SOE.

We Began Creating The Adaptation Game: Banyule

In 2024 Council began working with Amble Studio to create *The Adaptation Game: Banyule* which is a municipality-focused game that encourages residents to consider climate adaptation and preparation for themselves and their neighbourhoods. This cooperative board game is an engagement tool already being used in 16 other local council areas across Victoria. Created with Banyule maps and citing specific risks identified for Banyule, community members can imagine how they'll respond to things such as floods, heatwaves, and extreme storms. We expect the game to be released in June 2025 and will be seeking community members who would like to become "game guides" to facilitate games locally with their networks. Please contact us to register your interest.

Waste

Waste management is a crucial issue that affects everyone. With the world's population growing rapidly and consumption increasing at an unprecedented rate, waste generation is also increasing at an alarming pace, resulting in overflowing landfills, polluted rivers, and oceans, and a severe impact on our environment. Coupled with rising costs to dispose of waste, these impacts have driven a shift in government policy toward achieving zero waste to landfill.



The concept of zero waste to landfill challenges and reframes the thinking that items no longer of use are simply 'waste' to be discarded in a bin, and instead views waste as a resource that can be used in a variety of ways in our existing economy. Council commenced its journey toward zero waste in 2019 when it adopted Banyule's first Toward Zero Waste Management Plan. In 2023-24 Council reaffirmed its commitment to this direction by adopting the *Toward Zero Waste Management Plan 2024-2028*.

Waste Indicators

Indicator	2021/22	2022/23	2023/24
Landfill waste per household (kg)	435	329	340
Recyclables per household (kg)	223	200	219
Organic waste per household (kg)	215	315	350
Total waste diverted from landfill (%)	52	63	63

The 2023/24 year saw the amount of household waste taken to landfill and recyclables remain steady (Figure 13). A minor increase was observed in organic waste collected per household due to food waste now being diverted for composting instead of being sent to landfill. Total weight also reflects good rainfall and plant growing conditions during the year.

Total waste diverted from landfill remained stable, though significantly higher than 2021/22 due to the introduction of FOGO (Figure 14).



Figure 13: Average amount of rubbish, recyclables and organic waste collected per household in kilograms.



Figure 14: Total percentage of household waste diverted from landfill.

In June 2024 Council adopted the Towards Zero Waste Management Plan 2024-28. This plan provides a roadmap to continue towards our community vision '*Banyule is a community motivated to achieve zero waste to landfill by 2030*'. To achieve the 10-year Vision, we will use the new Plan to provide a roadmap for the Waste Management Team over the next 4 years, to inform the community of upcoming changes to waste services and act on recent legislative changes set by the Victorian Government.

To assist with the development of the Plan, in 2023 over 1,000 people provided feedback across Banyule through consultation sessions and an online survey. This feedback provided valuable insight into community habits, awareness, expectations and future priorities for waste and resource recovery in Banyule.

The plan features 34 actions based on the key strategic directions:

- 1. Avoid waste generation.
- 2. Build, support, and strengthen a community culture that is striving to be zero waste.
- 3. Deliver environmentally responsible and costeffective recycling and waste services.
- 4. Advocate to other levels of government to avoid waste, reduce waste to landfill and increase recycling.

Towards Zero Waste Management Plan



Living Sustainably



Contemplating global sustainability issues such as climate change can be overwhelming and bring on feelings of anxiety and despair. But despite the enormity of the problem, the fact is that small local actions can have a big impact. By developing our understanding, skills and knowledge everyone can live and act more sustainably and be a part of the solution. Council has an important role to play in enabling, facilitating and supporting the Banyule community to live more sustainably through educational and capacity-building programs.

Education, Capacity-Building and Engagement

Each year Council engages with the Banyule community through a range of programs and services. In 2023-24 engagement was undertaken through the Upskilling Workshop Series, community festivals, Teachers Environment Network, Spring Outdoors Festival, Environment Grants Program, Gardens for Wildlife and the Banyule Environment & Climate Action Advisory Committee (BECAAC).

Sustainability Workshops

In 2023-24, a total of 409 people registered for environmental community engagement activities, with approximately 301 attendees across all 17 events. The engagement also extended to Youth Fest and Eco Fest, where young people learned about textile waste reduction by creating tote bags from old T-shirts and enhanced their understanding of biodiversity by creating bug hotels. Workshops included a Land Restoration Guided Walk for World Environment Day, workshops on project development and grant writing, a Community Garden Tour, and an Edible Weed Walk along Darebin Creek. These events fostered skills, collaboration, connections and increased environmental awareness within the community.

Biodiversity capacity-building

To support environmental volunteer upskilling Council conducted a series of sessions on plant identification at La Trobe University's Nangak Tamboree Wildlife Sanctuary. These capacitybuilding sessions focussed on plant physiology, grass identification and Ecological Vegetation Classes. Surveyed participants expressed positive feedback, with 97% indicating they were likely to apply the knowledge and skills gained to their work or projects. Attendees highlighted that the workshop "really increased my confidence and skills" and described it as a "terrific initiative that develops skills and brings together members of conservation groups".



Environmental Grants

Council's Environment Grants Program provides funding to support community-led environmental projects that benefit the Banyule environment and community. The funded projects focus on protecting and enhancing the natural environment, promoting urban farming and community gardens, and empowering and educating the community to take meaningful actions for positive environmental outcomes.

During the 2023-24 period 28 applications were submitted for Environment Grants, with 14 projects successfully receiving funding. Project successfully delivered in 2023-24 included:

Warringal Conservation Society

Project: Understanding how the Powerful Owl uses the Yarra River corridor

The Powerful Owl, the largest owl in Australia, faces significant threats from habitat loss and disturbance. As one of six key indicator species, it is being monitored under the "No Local Extinction Plan" by Banyule City Council. This project, by the Warringal Conservation Society and funded by an Environment Grant, utilised automated call detection technology to gather data on the Powerful Owl's habitat usage along the Yarra River.

The project has been highly successful, with 293 instances of Powerful Owl calls detected at various sites across Banyule. This valuable information on the owl's landscape can be used in making evidence-based decisions for the management and protection of wildlife habitats. Additionally, the audio monitoring surveys have recorded a variety of other nocturnal species, including Krefft's Gliders, Boobook Owls, and Owlet Nightjars.

Bundoora Secondary College

Project: Southern Pygmy Perch Hatchery

Bundoora Secondary College was awarded an Environment Grant to establish a native fish hatchery on the college grounds, which will serve as a teaching facility for students, as well as a resource for community education and engagement. The hatchery's primary focus is on breeding the locally threatened Southern Pygmy Perch (*Nannoperca australis*), with the goal of reestablishing the species in nearby wetlands and waterways. All fish produced will be used for restocking efforts, carried out in collaboration with local stakeholders, including Banyule City Council, Melbourne Water, Melbourne Polytechnic, and Native Fish Australia.

This initiative offers students a valuable opportunity to learn about biodiversity, focusing on Southern Pygmy Perch and their role in the ecosystem.

Banyule Environment & Climate Action Advisory Committee (BECAAC)

BECAAC is one of several committees formally established to provide advice to Council on a range of policies, programs and services. It is made up of volunteers from the community who have a professional or volunteer background in the environment sector. In 2023-24 BECAAC continued to work closely with Council to inform and advise on strategic environmental programs and policies. This included input into the Biodiversity Strategy, Housing Strategy, Public Realm Framework, Urban Forest Strategy and Neighbourhood Character Strategy. The group works collaboratively with Council to ensure we are on track to meet our environmental and climate action goals.

Spring Outdoors Festival

Each year Banyule City Council, in partnership with Manningham and Nillumbik councils, hosts the Spring Outdoors Festival. The festival offers residents and visitors a wide variety of environmental events designed to get our community out, active and connecting with nature.



In 2023-24 Council offered 21 Spring Outdoors events attracting 364 participants. Popular events included the annual Breakfast with the Birds event, Cultural Walks along the Birrarung, Forest Therapy, Nature Book Week events and many more.

Sustainable Transport

Transport has a large environmental footprint, accounting for 25% of total municipal emissions in Banyule. This is largely due to our reliance of cars to meet our movement needs, which have a significantly larger footprint in relative to other forms of land transportation in terms of space occupied and emissions (Figure 15). As such, sustainable modes of transport that occupy minimal space and reduce emissions are integral to our ability to live sustainably. Leading on the use of sustainable modes of transport and encouraging walking, cycling and the use of public transport is a key priority for Council in accordance with the Council Plan and Banyule Community Vision 2041. This section overviews Council's sustainable transport initiatives for 2023-24.

Banyule Bicycle Strategy Implementation

The objective of the Banyule Bicycle Strategy and Action Plan 2022-27 is to support bike riding become a safe, convenient, and accessible mode of transport and recreational activity throughout Banyule for all ages and abilities. Increased bike-riding participation has the potential to substantially reduce greenhouse gas emissions and support our climate action targets, enhance our physical and mental health, connect communities and boost economic outcomes.

In 2023-24 we worked in key areas of improving the connectivity of our bicycle network; applying a safe and inclusive design lens to our infrastructure and increasing cycling participation through education, promotions and events. Some key achievements of this work are detailed below.



Figure 15: Emissions from different modes of land transport per passenger km. Note that air travel is not listed here. The approximate emissions for air travel per passenger are equivalent to a conventional dual occupancy car. *Source: Institute for Sensible Transport.*

Bicycle Skills Sessions

During the year Council delivered 37 subsidized community bike skills training sessions including a mix of oneon-one skills sessions for beginner adults and children, small-group classes for people wanting to improve their riding confidence and bike maintenance sessions. Feedback was overwhelmingly positive with participants noting an increase in confidence in a supportive environment as a key contributor to their rating.



Thanks heaps Cazz and thanks BCC for offering this workshop! Very well-structured session, accessible to all (not lots of bike jargon), excellent notes. I will be recommending this session to friends and am excited to be able to maintain my own bike and troubleshoot without depending on my partner and/or a bike shop.

Sue, Bike maintenance workshop participant

As a Council we recognize the significant environmental, economic and wellbeing benefits that exist in partnering with schools and school communities to deliver increased walking, cycling and scooting to school.

Active to School

In 2023-24 Council worked with Greensborough Primary School, Greenhills Primary School and Ivanhoe East Primary School to deliver Active to School, a month-long program of activities that support walking, cycling and scooting to school. This program provides materials including maps and footpath decals, prizes as well as popup transport information sessions with Council offers. For more information above this program please email our Active to School Education Officer at activetravel@banyule.vic.gov.au.

Safe Access Audits

In the last 12 months Banyule has funded Safe Access to School audits for four primary schools:

- Montmorency Primary School,
- Montmorency South Primary School,
- St Fracis Xavier Catholic Primary School, and
- Viewbank Primary School.

These audits identify access and safety improvements that can range from smaller items such as trimming back vegetation and replacing a broken footpath panel to larger items such as new pedestrian crossing facilities. This work recognises that improving streets for people walking and riding bicycles also improves general liveability and the use of these public spaces. Audits also provide an evidence base for Council to draw-on when seeking grant funding from State and Federal governments. Rectification recommendations for all four schools have been added to Council's new works and infrastructure maintenance programs for delivery.



Urban Food



Melbourne is a sprawling city that has lost much of its most productive peri-urban farmland. On current rates of population growth combined with loss of farmland, Melbourne's food producing capacity will reduce by over 50% in the next 25 years, which will place our long-term food security at risk. The COVID-19 pandemic revealed the vulnerability of mainstream food supply chains, with shorter supply chains, enabled by urban and peri-urban agriculture and more localised distribution systems, proving more resilient and adaptable to transport challenges, labour shortages and other disruptions. Melbourne's growing population, availability of unhealthy food and the impacts of climate change all present significant challenges for our collective future. As such, it makes sense to support and invest in healthier, more localised and resilient food systems within Banyule.

To respond to these challenges Council adopted its first Urban Food Strategy in 2023-24. The Strategy aims to create a shared understanding of urban food systems, food sustainability, food accessibility and food security across Council, local services, community organisations and residents. It will enable Council and community to work together to build a strong, healthy, sustainable and resilient urban food system in line with the vision:

Banyule's urban food system provides equitable access to good food for all residents. We feel connected to its abundant edible landscapes and our thriving local food economy. Food connects us to each other and celebrates our diversity. Inclusiveness, collaboration and participatory decision-making guides our collective path to a thriving and sustainable food future.

Indicators for the urban food theme will be developed and introduced in the 2024-25 SOE.

Banyule's Community Garden Tour



In 2024 members of the Banyule community embarked on a journey aboard an electric bus to discover and explore our five distinctive community gardens. The primary goal of this tour was to showcase the gardens to the wider community, providing residents with an opportunity to experience the diversity that a community garden can offer while learning new skills.

The tour featured visits to Bellfield Community Garden, Buna Community Garden, Watsonia Library Community Garden, Sustainable Macleod Community Garden and St Johns Riverside Community Garden. Each of these gardens are unique and have something different to offer to community members. At these locations attendees were provided the opportunity to enhance their skills in local food production. This included learning about managing Queensland Fruit Fly challenges at Sustainable Macleod Community Garden and gaining insights into effective composting practices at St Johns Riverside Community Garden.

The tour also fostered meaningful connections within community members. Attendees engaged in the sharing of knowledge, experiences, and resources, adding a collaborative dimension to their journeys in local food production.

Participants provided enthusiastic feedback, noting that "each garden was uniquely different, yet all shared a strong sense of community" and that the experience was "both educational and a lot of fun."

Banyule's community gardens tour (youtube.com)



Indicators at a glance

Indicator	2021/22	2022/23	2023/24	Commentary
Indigenous Species planted in bushland reserves	13,994	8,398	8,289	Planting numbers remained steady in the year, with much focus on maintaining existing revegetation projects.
Friends of volunteer hours in bushland reserves	416	890	1,180	Community participation increased over the period at Council-supported volunteer events.
Buy 1 Get 1 free indigenous plant voucher's redeemed	990	908	1,604	A significant increase in uptake of this program was experienced in the year.
Number of trees planted in the public realm	4,416	1,627	1,498	Tree establishment remained steady and progressing toward the target of 10,000 tree vacancies being filled by 2027.
Banyule Council Water use (ML)	227	242	273	A minor increase was experienced in water use to maintain ovals, open space pools and infrastructure, though it remained below the 300ML annual target.
Litter collection (Tonne)	68.5	35	38	Slight reduction from 2021-22 due to focus on training around new safety protocols.
Silt collection (Tonne)	1300	460	300	A minor reduction was seen, though Council continued to exceed the annual target of 130 tonnes.
Total annual corporate GHG emissions (Scope 3)	1,682	1,989	2,020	Scope 3 emissions rose slightly due to increased energy consumption through goods and services.
Total annual corporate GHG emissions (scope 1 & 2)	4,676	4,324	4,061	A minor reduction was achieved through energy efficiency and phasing out of gas at several small community facilities.
Total renewable energy capacity (MW)	1.5	1.7	1.8	Several new solar installations on leased facilities took place, which increased overall capacity.
Banyule total municipal emissions (tCO ₂ -e)*	826,000	801,000	N/A	Municipal emissions continued to decline, primarily due to reduced residential electricity and gas consumption. <i>Note: data is from 2022-23</i> <i>due to a 1.5 year data lag.</i>
Landfill waste per household (kg)	435	329	340	Expected reduction achieved after introduction of FOGO.
Recyclables per household (kg)	223	200	219	Recyclables per household has remained steady.
Organic waste per household (kg)	215	315	350	Organic waste continues to rise in response to the introduction of FOGO.
Diverted from landfill – total (%)	52.03	63	63	Percentage diverted to landfill remains steady, though increased since the introduction of FOGO.
Environment Grant applications awarded	18	17	14	14 worthy environmental projects were awarded grant funding.
Home Energy Audits / Better Score Program participants	41	53	48	Participation remained steady with many grant recipients pursuing home energy upgrades.

HOW TO CONTACT YOUR COUNCIL

- Call us on <u>9490 4222</u>
- Main fax line: <u>9499 9475</u>
- Online enquiries: <u>enquiries@banyule.vic.gov.au</u>
- Post can be sent to PO Box 94, Greensborough VIC 3088

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.

Service centre locations and hours:

- Greensborough: 1 Flintoff Street, Greensborough, 3088 Open from 8:30am to 5pm. E-waste recycling drop-off (for small items only) on Level G in foyer. This is our main service centre and office building. Make payments and lodge requests in person, and discuss planning, building or other matters here.
- Ivanhoe: Ivanhoe Library and Cultural Hub, 275 Upper Heidelberg Road, Ivanhoe, 3079
 Open from 9:00am to 5pm. E-waste recycling drop-off (for small items only) in front entrance. The centre is inside the Ivanhoe Library and Cultural Hub. Make payments and lodge requests in person. To discuss planning, building or other matters, visit us in Greensborough.

Interpreter service:

- Figure 1 If you need an interpreter call TIS National on <u>131 450</u> and ask to be connected to us on <u>9490 4222</u>.
-) الوطنية على TISإذا كنت ترغب في المزيد من المعلومات وبحاجة إلى مساعدة مترجم، يرجى الاتصال بخدمة الترجمة الكتابية والشفهية (<
- 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) <u>131 450</u>, 再转接到Banyule市政府<u>9490</u> 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 <u>9490 4222</u>接通Banyule市政廳。
- Ako vam je potreban tumač, molimo vas, nazovite TIS National na broj <u>131 450</u> i zatražite da vas se spoji sa Vijećim općine Banyule na broj <u>9490 4222</u>.
- Se hai bisogno di un interprete chiama TIS National al numero <u>131 450</u> e chiedi di essere messo in comunicazione con il Comune di Banyule al numero <u>9490 4222</u>.
- Αν χρειάζεστε διερμηνέα τηλεφωνήστε στην Εθνική Υπηρεσία Διερμηνέων Μεταφραστών στον αριθμό <u>131 450</u> και ζητήστε να σας συνδέσουν με τη Δημαρχία Banyule στο <u>9490 4222</u>.
- Ако ви треба преведувач ве молиме јавете се на TIS NATIONAL на <u>131 450</u> и замолете да ве поврзат со Banyule Council на <u>9490 4222</u>.
- Haddii aad u baahan tahay mutarjum wac khadka qaranka oo ah TIS <u>131 450</u> weydiina in lagugu xiro Degmada Banyule tel: <u>9490 4222</u>.
- Nếu cần thông dịch, xin gọi cho TIS Toàn Quốc qua số <u>131 450</u> rồi nhờ họ gọi cho Hội Đồng Thành Phố Banyule theo số <u>9490 4222</u> giùm quý vị.

