

Council Plan 2021-2025

Draft Year 2 Annual Action Plan 2022/2023

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Annual Action Plan 2022 / 2023

Purpose of this document

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 priority services to be funded through the Budget each year.

The Council Plan 2021-2025 - Draft Year 2 Annual Action Plan 2022/2023 is an initial draft and outlines initiatives and priority services Council will deliver to achieve strategies of the Council Plan (and Banyule Community Vision 2041)





The draft Year 2 action plan responds to the strategic objectives (Community Priority Themes) and has been developed based on a range of considerations, including:




- Integration with Banyule's Health and Wellbeing Priorities for 2021-2025 and Banyule's Climate Action Response
- Organisational and service area strategic planning discussions during October 2021 – March 2022 which are closely linked to annual review of the Budget, Capital Works & Initiatives Programs, and key plans.
- Incorporating elements from key supporting plans and policies adopted by Council (and captures key plans and policies under review or development).
- Actions are aligned with and resourced through the budgeting process.
- Monitoring progress of the Year 1 (2021/2022) action plan, especially given the impacts of COVID-19, and challenges presented by a range of unforeseen circumstances.

Our Inclusive and Connected Community




A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.





Table 1 | Our Inclusive and Connected Community







Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
1.1 Promote active and connected living through a range of accessible and inclusive opportunities for all people of all ages through sport and recreation	1.1.1	Deliver activities featuring a diverse range of accessible and inclusive wellbeing and recreational opportunities.	Minimum of six activities delivered at the end of each school holiday term.	Youth Services 
	1.1.2	Create a timetable and program of activities for older adults and pilot a project for health practitioners to provide support on using equipment at Ivanhoe Park's Seniors Exercise Park.	Project pilot for health practitioners to provide support on using equipment at Ivanhoe Park's Seniors Exercise Park delivered and evaluated by June 2023.	Community Connections 
	1.1.3	Implement the new Sporting Reserve User Guide and Allocation Policy that supports fair and equitable access and use of our sports facilities and infrastructure.	Guide successfully introduced to sports clubs by December 2022 and there is evidence of clubs actively utilising it as a reference guide and tool.	Sports, Recreation and Community Infrastructure 
	1.1.4	Review the Recreation Plan 2017 - 2021 and develop a new Recreation and Sports Plan.	New Sports and Recreation Plan considered for adoption by Council by June 2023.	Sports, Recreation and Community Infrastructure
	1.1.5	Conduct an audit of Banyule sporting facilities focussing on canteens, kitchens, social rooms and amenities.	Banyule sporting facilities audit completed by June 2023 and integrated into Community Infrastructure Plan.	Sports, Recreation and Community Infrastructure 


Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
	1.1.6	Implement a range of initiatives and programs that support participation in sports, recreation and leisure, and build and strengthen the capacity of sporting clubs.	<ul style="list-style-type: none"> Five club development workshops delivered Sport and recreation web page developed Inclusive abilities toolkit launched with at least three new all abilities activities implemented New sporting grants program launched Evidence of clubs developing inclusion action plans. 	Sports, Recreation and Community Infrastructure 
1.2 Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.1	Undertake an evaluation of the developed Bellfield Outcomes Framework.	Key measures developed and evaluated with Social Return on Investment methodology.	Community Partnerships
	1.2.2	Consider the findings and recommendations of the Shop 48 review to inform the strategic direction for the model of operation.	Future model determined by June 2023.	Community Partnerships
	1.2.3	Implement the Neighbourhood Houses Strategic Partnership Framework.	Key outputs from the framework are met.	Community Partnerships 
	1.2.4	Continue partnership with the Orange Door organisation.	Four partnership meetings held by June 2023.	Community Partnerships 
	1.2.5	Deliver the Banyule Community Grants Program.	Banyule Grants Program is delivered in line with the Policy and Guidelines by June 2023.	Community Connections
	1.2.6	Develop new funding agreements (formerly Service Level Agreements) to be used for funded community organisations across Banyule.	New funding agreements established by June 2023.	Aged Services


Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
	1.2.7	Transition the Social Support Programs to the Bellfield Community Hub, providing a welcoming venue to support older people in the local area.	Social Support Programs transitioned to the Bellfield Community Hub by June 2023	Community Connections 
	1.2.8	Undertake public awareness and promotional activities and advocacy to address ageism and elder abuse.	Deliver Elder Abuse Awareness Day events.	Community Impact 
	1.2.9	Lead social research to inform and support actions on Banyule's health priorities in partnership with the Inclusive Banyule Advisory Committee.	Social research undertaken on Social inclusion; Increasing active living; and Increasing healthy eating.	Early Childhood Services 
	1.2.10	Support the Banyule Child Youth and Family Committee to improve outcomes for children and young people, as outlined in the Child and Youth Framework.	Six committee meetings held by June 2023.	Youth Services 
	1.2.11	Provide development opportunities to local sector professionals and parents through the Banyule Nillumbik Youth Services network.	Minimum of five development opportunities delivered by June 2023.	Youth Services
	1.2.12	Deliver a series of school and community workshops to support the mental health and wellbeing of young people.	Minimum of ten in school/community workshops focused on mental health and wellbeing of young people delivered annually.	Community Connections
	1.2.13	Deliver Seniors Festival Week events and activities.	Annual Seniors Festival activities delivered in accordance with Seniors Victoria programming.	Community Impact
	1.2.14	Co-convene the Banyule Nillumbik Family Violence Network for workers in the community sector to provide information sharing, capacity building and emerging opportunities.	Five network meetings convened by June 2023.	MCH and Immunisation Services 





Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing	1.3.1	Deliver a range of community festivals and events including Malahang Festival, Carols by Candlelight, Twilight Sounds, Eco Festival, Chillin' in Banyule.	<ul style="list-style-type: none"> Eco Festival by November 2022 Carols by Candlelight by December 2022 Twilight Sounds by March 2023 Malahang Lantern Festival by April 2023 Chillin' in Banyule by June 2023. 	Arts and Culture
	1.3.2	Review the Arts and Culture Strategic Plan and Art Collection Policy.	Revised Arts and Culture Strategic Plan and Art Collection Policy considered for adoption by Council by December 2022.	Arts and Culture
	1.3.3	Engage a diverse range of local artists and community groups in the creation and delivery of an annual program of high-quality arts and cultural experiences.	<ul style="list-style-type: none"> Arts program developed and implemented by June 2023 Year-round utilisation of arts spaces at the Ivanhoe Library and Cultural Hub 	Arts and Culture 
	1.3.4	Build capacity and support professional development of the local creative sector to enhance cultural outcomes for the community.	<ul style="list-style-type: none"> 230 participants in Pinpoint Artists Network Minimum of six networking and professional development programs Distribution of \$60,000 to Arts and Culture Project Grant Pool. 	Arts and Culture 
	1.3.5	Deliver Jets Creative Arts programs that foster social connection, skill development and creative expression for young people.	A minimum of six activities, workshops or sessions delivered each term.	Youth Services
1.4 Actively support and facilitate infrastructure, services and programs that address community safety	1.4.1	Deliver improved pedestrian access at priority locations.	Capital works projects completed by June 2023 at nominated sites, including: Rattray Road, Montmorency, Martins Lane, Yallambie, Henry Street, Greensborough and St Helena Road, St Helena.	Transport Engineering
	1.4.2	Implement traffic speed and volume measures at nominated locations.	Speed and volume treatments constructed in Mountain View Road, Montmorency.	Transport Engineering 


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1.5 Enhance our relationship and work in respectful partnership with the Traditional Custodians of Banyule, the Wurundjeri people, identified Elders and other Aboriginal and Torres Strait Islanders	1.4.3	Implement the Banyule Resilient and Safe Framework	Key outputs from the framework are met by June 2023.	Community Impact
	1.4.4	Develop and implement year 3 of the Banyule Graffiti Strategy 2020-2023.	Year 3 action plan completed by June 2023.	Community Impact
	1.5.1	In partnership with our Aboriginal and Torres Strait Islander communities, support the activation of the Barrbunin Beek Aboriginal Gathering Place.	Barrbunin Beek Aboriginal Gathering Place Strategic Plan and activation actions implemented.	First Nations
1.6 Promote community awareness and support a diverse, connected, and inclusive community that respects and celebrates different cultures, beliefs, abilities, bodies, ages,	1.5.2	Improve opportunities and reduce disadvantage for Aboriginal and Torres Strait Islander communities.	Banyule's Reconciliation Action Plan implemented.	First Nations 
	1.5.3	Undertake ecological, cultural, land and water management at Banyule Flats and Banyule Billabong with the Narrap team.	<ul style="list-style-type: none"> Ecological, cultural, land and water management undertaken at Banyule Flats and Banyule Billabong with the Narrap team. Indigenous food garden maintained and improved on the banks of Banyule Billabong by June 2023. Margins of the wetland and the southeast of the Billabong revegetated by June 2023. 	Bushland Management 
	1.6.1	Deliver a series of culturally appropriate activities, workshop and events as part of the Diverse Communities Project, with the aim of uplifting and supporting our diverse community.	Minimum of six culturally appropriate activities, workshop and events delivered by June 2023.	Youth Services 
	1.6.2	Deliver a weekly program during term time for LGBTIQ+ young people (14-22 years) to provide safe and supportive social and advocacy opportunities.	Deliver weekly sessions during school term.	Youth Services 

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sexualities, genders and identities	1.6.3	Deliver a short term supported referral process to young people within the community to link them into an appropriate service.	A minimum of thirty referrals and/or support sessions completed annually.	Youth Services 
	1.6.4	Deliver an outreach program in Banyule using an assertive outreach model.	Outreach program established and delivered into areas where young people gather within Banyule.	Youth Services 
	1.6.5	Participate in the delivery of relevant community awareness campaigns and activities about gender equity and gender based violence.	Community awareness campaigns delivered at the following events: <ul style="list-style-type: none"> • Chillin' in Banyule by June 2023 • Malahang Lantern Festival by April 2023 • Carols by Candlelight by December 2022 • Twilight Sounds by March 2023 • Eco Festival by November 2022 	Community Impact 
	1.6.6	Collate and share a toolkit of resources to support organisations to embed social justice principles into core business.	Toolkit introduced to service units and survey undertaken to measure visibility and useability.	Community Impact 
	1.6.7	Ensure LGBTI needs are considered and embedded in all service planning for older adults and maintain Rainbow Tick accreditation.	Rainbow Tick for Age-friendly Programs maintained.	Aged Services 
1.7 Provide a range of services and programs that support the development of children, young people and families	1.7.1	Deliver responsive Maternal and Child Health (MCH) services and programs in line with current standards of practice.	Meet service delivery targets indicated by the Department of Health, and the Department of Families, Fairness and Housing.	MCH and Immunisation Services 
	1.7.2	Implement actions of the Child and Youth Framework.	Child and Youth Framework year 2 actions completed by June 2023.	Early Childhood Services

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
1.8 Strengthen community preparedness and resilience for emergency events	1.7.3	Deliver quality improvement plans for all five Council early childhood services as per National Quality Standards (NQS).	Department of Education and Training quality rating and assessment criteria met.	Early Childhood Services
	1.7.4	Deliver the Banyule Youth Summit and Summit report card biannually.	The Banyule Youth Summit or Summit report card delivered biannually.	Youth Services
	1.8.1	Participate in the North West Metro (NWM) Regional Emergency Management Planning Committee (REMPC) and the Municipal Emergency Management Planning Committee (MEMPC) activities and subcommittees.	Chair and lead the Banyule MEMPC and NWMR EM Collaboration, Deputy Chair for the REMPC. Four meetings per year for REMPC and MEMPC and participate in the Collaboration Working Groups monthly.	Emergency Management and Public Health Protection 
	1.8.2	Complete the reviews of all emergency management plans and sub-plans.	Lead the completion of scheduled reviews in collaboration with MEMPC members and in accordance with the EM Forward Schedule.	Emergency Management and Public Health Protection
	1.8.3	Undertake preparedness activities in line with emergency management plans and legislation.	<ul style="list-style-type: none"> • Online Emergency Management Induction Module for staff in place in learning management system • One recruitment session held per year • Council Emergency Operations Centre requirements reviewed annually • Attendance at annual pre-season briefings and post-season reviews. 	Emergency Management and Public Health Protection

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
1.9 Provide for and facilitate specific programs and respond to current and emerging preventable disease, outbreaks and public health risks	1.9.1	Undertake Council's public health legislative obligations to protect the health of the community.	Legislative obligations are met: <ul style="list-style-type: none"> • 100% food business assessments/inspections completed in registration period (calendar year) • 100% anaphylaxis reports investigated • 100% health premises inspections completed in registration period • 100% infectious disease outbreaks investigated (gastro) • 100% nuisance complaints investigated • 100% registered pools inspected. 	Emergency Management and Public Health Protection
	1.9.2	Deliver a range of educational and enforcement activities to reduce the health impact of tobacco on the community.	<ul style="list-style-type: none"> • 100% tobacco related complaints investigated • All works completed in line with Municipal Association of Victoria (MAV) agreement • Smoke free requirements incorporated into the Footpath Trading Permit. 	Emergency Management and Public Health Protection 
	1.9.3	Coordinate and deliver immunisation services to protect children from vaccine preventable diseases.	Immunisation targets >95% per cohort.	MCH and Immunisation Services
	1.9.4	Promote public health matters and respond to changes in the public health needs of the community including food safety, allergens, hygiene and potential nuisances.	Emerging public health matters shared with the appropriate communities.	Emergency Management and Public Health Protection
1.10 Deliver a range of accessible services and programs for older people that support social	1.10.1	Provide support to older people navigating the Commonwealth aged care system through implementation of Older Adult Support and Information Services.	Increase in number of people supported through the Older Adult Support and Information Services program.	Community Connections

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
connections and independent living	1.10.2	Deliver the Older Adults Commonwealth Home Support Community Connection Program (with Social Support Individual Funding) to reduce social isolation and loneliness for older people.	Flexible program delivered which meets needs of older people as part of CHSP funded services for community connection (in line with the funding agreement and outlined deliverables).	Aged Services 
	1.10.3	Review and update the Age-friendly Strategy.	Age-friendly Strategy considered for adoption by Council by December 2022 which continues to strengthen and support Banyule's Age Friendly City programs in line with World Health Organisation parameters.	Community Connections 
	1.10.4	Offer a range of supports for people who are caring for older people in their homes.	Carer support program delivers a range of innovative and supportive programs, activities and social supports to carers of all ages within Banyule.	Aged Services 
	1.10.5	Support older people's independence, wellbeing and community participation through planning and delivering sustainable aged and disability services and programs which reflect community need.	Commence a Community Meals pilot program in tandem with Community Garden and local agency collaboration.	Aged Services
	1.10.6	Support community participation for older people through clear communication and dissemination of relevant information.	Project undertaken to analyse and update publications - Age in Focus, Older Adults Recreation Program newsletter to ensure future sustainability and decrease duplication (targeted readership).	Community Connections
	1.10.7	Advance a Community Bus Service pilot project.	Community Bus Service pilot project commenced and an initial evaluation report prepared by June 2023.	Community Connections
1.11 Deliver a range of services and programs to become the leading Council in	1.11.1	Support the organisation to uphold legislation, embed inclusive practice and measure inclusion.	Report on progress of Gender & Equalities Impact Assessments presented to Council.	Community Impact 

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supporting and empowering people with disabilities	1.11.2	Implement the Inclusive Banyule Framework 2022-2026.	<ul style="list-style-type: none"> Implementation plan for year 1 delivered Implementation plan for year 2 developed in consultation with Banyule advisory committees. 	Community Impact 
1.12 Enable and empower philanthropic and business partners to support our community through the establishment of the Banyule Community Fund	1.12.1	Appoint a Banyule Community Foundation Officer to establish foundation guidelines, policy and protocols.	Banyule Community Foundation Officer appointed and foundation guidelines established by August 2022.	Community Connections






= Action supports the Municipal Public Health and Wellbeing Plan.



Our Sustainable Environment

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

Table 2 | Our Sustainable Environment

Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
2.1 Protect and enhance our natural environment, providing connected habitat for diverse flora and fauna	2.1.1	Establish a baseline of biodiversity health in Banyule.	Annual report on key metrics identified through the Biodiversity Monitoring Program delivered by June 2023.	Environmental Sustainability
	2.1.2	Finalise preparation of the Eltham Copper Butterfly masterplan for Banyule bush reserves, including Mayona Road Reserve.	Eltham Copper Butterfly masterplan for Banyule bush reserves considered for adoption by Council by March 2023.	Bushland Management
	2.1.3	Control the environmental weeds throughout priority Bushland reserves.	Weed Management Strategy year 2 actions implemented by June 2023, with a focus on priority environmental weeds within bushland reserves.	Bushland Management
	2.1.4	Control the pest animals that have a negative impact on biodiversity.	Annual fox and rabbit control activities delivered throughout priority conservation sites, including: Banyule Flats Reserve, Darebin Creek northern grasslands, and Plenty River.	Bushland Management
	2.1.5	Advocate for habitat retention within North East Link (NEL) and other major projects, retaining offset plantings in Banyule and focusing on wildlife corridor connections.	Input is provided to NEL recommending environmental improvement opportunities.	Environmental Sustainability
2.2 Minimise stormwater pollution and the impacts of flooding, and maximise Council's water conservation	2.2.1	Operate, monitor and optimise capabilities of the existing stormwater harvesting sites and Water Sensitive Urban Design (WSUD) assets.	<ul style="list-style-type: none"> Constrain annual Council potable water use to below 330 million litres Annually remove the following pollutants: 50 tonnes of litter, 130 tonnes of sediment 	Environmental Operations

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to transition to a water sensitive City	2.2.2	Deliver a pool blanket trial at the warm water pool at WaterMarc as part of the energy efficiency work program.	Pool blanket installed and operational in the warm water pool at WaterMarc by December 2022.	Major Facilities 
	2.2.3	Finalise design, plan and construct a new irrigation system at Glenauburn Reserve in Lower Plenty.	New irrigation system for Glenauburn Reserve completed by June 2023.	Sportsfields & Open Space Assets
2.3 Demonstrate leadership in addressing climate change and take action to become a carbon neutral Council by 2028 and City by 2040	2.3.1	Pilot new technologies to inform the investigation of electrification opportunities at Council owned leisure centres.	Installation of heat pumps at the Greensborough Council offices by June 2023.	Environmental Sustainability
	2.3.2	Work with preschools, sporting clubs and other community users to upgrade energy performance and the installation of solar PV on Council leased facilities.	<ul style="list-style-type: none"> Solar PV installed at suitable preschool sites by June 2023 Prefeasibility and design report delivered for sporting clubs by June 2023. 	Environmental Sustainability
	2.3.3	Embed climate action as a core responsibility within all roles across the Council.	Education campaign delivered by June 2023, including for senior management, highlighting department specific climate action opportunities.	Environmental Sustainability 
	2.3.4	Reduce internal combustion engine (ICE) fleet	<ul style="list-style-type: none"> Trialling of new green fleet technology Expansion of the electrical car fleet. 	Fleet Management
2.4 Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes	2.4.1	Deliver a series of capacity building workshops to support environmental volunteers to lead and support positive climate action initiatives.	Four capacity building workshops delivered by June 2023.	Environmental Sustainability 
	2.4.2	Deliver the Gardens for Wildlife Program creating habitat 'stepping stones' through private property.	Minimum of forty households participate in the Gardens for Wildlife Program by June 2023	Environmental Sustainability

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	2.4.3	Deliver environmental workshops to the community through the Spring Outdoors Program.	Five Banyule community workshops delivered by June 2023.	Environmental Sustainability 
	2.4.4	Encourage and support community-led energy solutions, including via facilitation of networking opportunities with experts.	Community Energy Innovation Grant Program delivered by June 2023.	Environmental Sustainability 
	2.4.5	Encourage solar uptake by Banyule businesses through participation in the Solar Savers program.	Five businesses to install solar through the Solar Savers program by June 2023.	Environmental Sustainability
	2.4.6	Deliver a community-focused energy efficiency program to promote electrification and energy efficiency actions.	Electrification campaign to support a transition to energy efficient electric homes delivered by June 2023.	Environmental Sustainability
2.5 Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030	2.5.1	Roll out a FOGO (food organics and garden organics) kerbside collection system to residents.	Service commences in July 2022.	Operations Management
	2.5.2	Commence a trial of environmentally friendly nappies at Morobe Street Children's Centre.	Trial completed by June 2023.	Early Childhood Services
2.6 Engage and work with the community and partners to protect, enhance and experience the environment	2.6.1	Support and implement friends group activities through environmental conservation projects within waterway corridors and bush reserves.	Support 90 working bees for weed control activities and planting of 10,000 Indigenous tube stock.	Bushland Management
	2.6.2	Work with CERES to complete the two remaining modules to achieve 5-star accreditation in environmental sustainability for Council's five early childhood services.	5-star accreditation achieved for core, biodiversity, energy, waste and water modules.	Early Childhood Services
	2.6.3	Provide environmental grants that support local environment initiatives.	Full allocation of the environmental grants program by June 2023.	Environmental Sustainability

Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
	2.6.4	Support and implement annual nature play activities across selected Bush Reserves.	Activities conducted throughout different reserves focusing on a range of nature themes.	Bushland Management 
2.7 Protect, increase and maintain Banyule's urban forest population to provide a greener City for enhanced liveability	2.7.1	Undertake the review of planning permit outcomes to ensure tree planting requirements are implemented and maintained.	<ul style="list-style-type: none"> 100% of multi-dwelling development outcomes reviewed where submitted as completed Contact tree permit holders as outlined in the Planning and Building Enforcement Framework. 	Development Planning
	2.7.2	Finalise and implement the Urban Forest Strategy.	<ul style="list-style-type: none"> Urban Forest Strategy is considered for adoption by Council by November 2022 Implement year one actions by June 2023. 	Urban Forestry
	2.7.3	Deliver the annual advanced tree planting program.	Minimum of 2000 new trees planted by 2023.	Urban Forestry
2.8 Explore and support opportunities for urban farming and community gardens	2.8.1	Develop an urban food strategy and framework.	Initial draft urban food strategy and framework developed by June 2023.	Community Impact



= Action supports the Municipal Public Health and Wellbeing Plan.


Our Well-Built City





A well planned, sustainable and liveable place that caters for all our current and emerging communities; where our local character and environment is protected and enhanced.

Table 3 | Our Well-Built City

Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
3.1 Deliver well designed places and spaces that enable stronger connections and liveability to meet the diverse needs of our current and future community	3.1.1	Continue to explore property projects that deliver strategic outcomes for Council ensuring that assets are managed in the community's diverse, long-term interests.	<ul style="list-style-type: none"> Explore and review strategic property projects, including feasibility and benefit Continue to report back to Council on progress of investigations Ensure financial returns are reported and made available for reinvestment back into the community. 	Strategic Property Projects
	3.1.2	Continue to progress the Rosanna Library redevelopment project which will deliver a contemporary library facility for the community.	<ul style="list-style-type: none"> Construction to commence (subject to planning approvals) Contribute to the governance planning for new library development Documentation of way finding strategy (connection to Rosanna Village) Completed the fit-out design documentation for the proposed new library, MCH and Toy Library. 	Strategic Property Projects
	3.1.3	Complete the Were Street, Montmorency Streetscape upgrade project.	New streetscape and pocket park completed by December 2022.	Strategic Property Projects Strategic Planning and Urban Design
	3.1.4	Deliver a major Public Art installation at Olympic Park as part of Council's public art program.	Public art installed by June 2023.	Arts and Culture

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	3.1.5	Implement the final project stage (stage 4) of the Olympic Park Masterplan.	Stage 4 works including 2 new soccer fields, a cricket oval, new pavilion and refurbishment of the Barrbunin Beek Aboriginal Gathering Place completed by June 2023.	Strategic Property Projects Sports, Recreation and Community Infrastructure
3.2 Develop and maintain best practice integrated strategic plans that impact positively on the quality and design of our places and built environment	3.2.1	Continue preparation of a new Banyule Housing Strategy in conjunction with neighbourhood character review.	Complete consultation for input into draft Housing Strategy by June 2023.	Strategic Planning and Urban Design
	3.2.2	Develop a Public Realm Manual to inform the technical specifications for public realm assets and their maintenance requirements.	Public Realm Manual prepared and considered for adoption by Council by June 2023.	Strategic Planning and Urban Design
	3.2.3	Finalise planning for the East Ivanhoe Streetscape upgrade and pursue external grant funding sources to support project.	Deliver temporary public realm activation, monitor outcomes and put the final plan for the streetscape up for Council consideration by June 2023.	Strategic Planning and Urban Design
3.3 Prioritise a series of localised plans for twenty-minute neighbourhoods across Banyule that are well connected and meet community needs closer to home	3.3.1	Develop a Place-based Framework for Banyule.	Banyule's Place-based Framework considered for adoption by Council by June 2023.	Strategic Planning and Urban Design
3.4 Plan for greater diversity of housing and commercial activity in the most accessible locations to balance sustainable growth and enable ageing in place	3.4.1	Progress the Cartmell Street development application, including public car park.	Planning permit (to be lodged by the developer) considered for approval by Council.	Strategic Property Projects
	3.4.2	Undertake a review of planning permit outcomes to ensure age in place (liveability) requirements are implemented.	Verification of liveability requirements of 20% of completed multi-dwelling developments inspected.	Development Planning

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3.5 Provide and facilitate for achieving environmentally sustainable designs and outcomes and deliver urban centres that are resilient to the impacts of climate change	3.5.1	Continue to implement Sustainable Building Guidelines, embedding best practice environmentally sustainable design specifications into capital works and maintenance programs.	100% compliance with the Sustainable Building Guidelines for all new and upgraded buildings.	Delivery and Assets Management
	3.5.2	Undertake a review of planning permit outcomes to ensure Environmentally Sustainable Design requirements are implemented and maintained and develop a business case for ongoing resourcing.	10% of completed multi-dwelling developments undergo certification or verification of Environmentally Sustainable Design requirements.	Development Planning
3.6 Preserve and enhance Banyule's valued heritage, local character, and its significant trees	3.6.1	Commence a place-based neighbourhood character review in conjunction with preparation of the Banyule Housing Strategy.	Commenced place-based analysis of neighbourhood character conditions and values.	Strategic Planning and Urban Design
	3.6.2	Commence preparation of a revised Banyule Heritage Strategy.	Draft principles for Banyule's new Heritage Strategy developed by June 2023.	Strategic Planning and Urban Design
3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.1	Continue to design and deliver the program of play space upgrades including the integration of nature play and soft landscaping where possible.	Play space programmed improvement works completed.	Open Space Planning and Design
	3.7.2	Integrate any Youth Spaces Plan Feasibility outcomes and opportunities for Play Space Upgrades into the design of James Reserve.	Completed design of James Reserve ready for construction in 2023/24.	Open Space Planning and Design 
	3.7.3	Undertake a comprehensive review of the Banyule Open Space Strategy (2016-2031) to develop open space hierarchies and priorities.	Updated Banyule Open Space Strategy (2016-2031) completed by June 2023.	Open Space Planning and Design
3.8 Lead on the use of sustainable modes of transport, and encourage	3.8.1	Review the Banyule Integrated Transport Plan 2015-2035 (BITP) and develop an updated action plan.	Updated Banyule Integrated Transport Action Plan considered for adoption by Council by June 2023.	Transport, Planning and Advocacy

Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
walking, cycling and use of public transport	3.8.2	Implement Banyule Bicycle Strategy and Walking Strategy action plans.	Priority actions implemented by June 2023.	Transport, Planning and Advocacy 
	3.8.3	Complete Safe Access Audits for pedestrians, cyclists, and mobility scooters in activity centres and around schools.	Safe access audits completed at four locations including shopping centres and schools by June 2023.	Transport, Planning and Advocacy 
	3.8.4	Improve school crossing infrastructure.	Two upgraded school crossings delivered by June 2022, in Stanley Street Ivanhoe and Lorimer Street Greensborough.	Transport Engineering 
	3.8.5	Deliver community behaviour change programs that support sustainable and safe transport initiatives.	Two community programs including older adults safe travel presentations and festival activities and events delivered by June 2023.	Transport, Planning and Advocacy 



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Our Valued Community Assets and Facilities

As custodians of our community, assets, facilities and services, we work to ensure that they are affordable, sustainable, evenly distributed, safe and accessible for all ages and abilities and designed to provide meaningful experiences and connections


Table 4 | Our Valued Community Assets and Facilities

Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
4.1 Strategically plan, build and renew community assets and facilities that meet current and future service needs and instil a sense of civic pride	4.1.1	Install sports field lighting at Shelly Reserve.	Installation of lighting at Shelly Reserve completed by March 2023.	Capital Works 
	4.1.2	Develop Council's 10-year capital works program.	10-year capital works program considered for adoption by Council by June 2023.	City Assets
	4.1.3	Continue construction of a pocket park and a shared pedestrian/vehicle zone along Waterdale Road.	Construction of pocket park and a shared pedestrian/vehicle zone along Waterdale Road completed by December 2022.	Capital Works
	4.1.4	Develop a Sports Capital Works Policy that provides a consistent, equitable and transparent approach to funding sports facilities and infrastructure.	Sports Capital Works Policy considered for adoption by Council by December 2022.	Sports, Recreation and Community Infrastructure
	4.1.5	Complete the surface renovation of Beverley Road Oval, Heidelberg.	Surface renovation (oval reconstruction) of Beverley Road Oval, Heidelberg completed by June 2023.	Sportsfields and Open Space Assets
	4.1.6	Refurbish Montmorency Park North Oval toilet facilities.	Construction of Montmorency Park North Oval toilet facilities completed by June 2023.	Capital Works
	4.1.7	Complete the design of Anthony Beale Reserve and Seddon Reserve change rooms.	Design of Anthony Beale Reserve and Seddon Reserve change rooms complete by June 2023.	Capital Works 
	4.1.8	Complete construction of the Macleod Park sporting pavilion.	Macleod Park sporting pavilion construction completed by June 2023.	Capital Works 

Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
4.2 Develop community assets and facilities that are environmentally sustainable, innovative, safe and continue to be of appropriate standard	4.2.1	Continue roll-out of solar panel program on Council owned buildings.	Solar panel program completed by June 2023.	Capital Works
	4.2.2	Implement a public buildings energy efficiency enhancement program.	Public buildings energy efficiency enhancement program completed by June 2023.	Capital Works
	4.2.3	Install gross pollutant traps (GPT)/water sensitive urban design (WSUD) solution for Site 2 Gresswell Forest.	Construction works completed by June 2023.	Environmental Operations
	4.2.4	Finalise the Banyule Aquatics Strategy that guides the future planning and development of Council's aquatics services and facilities.	Banyule Aquatics Strategy considered for adoption by Council by February 2023.	Sports, Recreation and Community Infrastructure
	4.2.5	Upgrade WaterMarc's Pool Plant Management System, including metering optimisation.	Upgrade of the Pool Plant Management System, including metering optimisation, completed by June 2023.	Capital Works
4.3 Design and build facilities that are multipurpose and encourage community connections	4.3.1	Complete the detailed design for the Stage 2 redevelopment of the Ivanhoe Aquatic leisure facility.	<ul style="list-style-type: none"> • Revision of masterplan and schematic design completed (including consultation). • Planning permits obtained and tender documentation prepared. 	Strategic Property Projects
	4.3.2	Complete works to progress the opportunity for a mixed use development adjacent to Bell St Mall which includes a purpose built community facility.	<ul style="list-style-type: none"> • Request for Proposal to secure developer completed • Contract documentation executed • Commenced engagement for fit out of community facility. 	Strategic Property Projects
	4.3.3	Explore opportunities for community access to sporting clubs' facilities outside of allocated club hours.	Investigations completed and actions integrated with the community infrastructure plan by June 2023.	Sports, Recreation and Community Infrastructure



Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
4.4 Promote, design and deliver assets that provide spaces for the community to connect	4.4.1	Complete the construction of Montmorency Village precinct streetscape and lighting works.	Construction works completed by October 2022	Capital Works
	4.4.2	Complete reconstruction of Redmond Court Wetland and creation of new parkland.	Reconstruction of Redmond Court Wetland and creation of new parkland completed by June 2023.	Capital Works
4.5 Manage Council's commercial assets, leases and contracts to deliver sustainable, accessible and inclusive outcomes for the community	4.5.1	Oversee the performance of Council's current suite of commercial leases for return on investment and drive increased efficiency and activities.	Alignment of agreements with Council's Lease and Licence Framework and annually report on return on investment for commercial properties.	Property Services
	4.5.2	Manage, transact and guide Council's land use to ensure the best outcome for Council and the community, both financial and non-financial.	Undertake open and transparent property transactions in accordance with our statutory obligations.	Property Services
	4.5.3	Develop new licence agreements for Shop 48 tenants.	All tenants in Shop 48 who are scheduled to renew their licence and new tenants are moved on to the new licence agreements by June 2023.	Community Partnerships
	4.5.4	Undertake annual essential safety measures reports for Council buildings.	Compliance with annual essential safety measures reports completed by June 2022.	Building Maintenance
	4.5.5	Manage the service delivery contracts for Council's major outsourced leisure and functions facilities, including: WaterMarc, Ivanhoe Golf Course, Chelsworth Park, Community Halls, and Macleod Recreation and Fitness Centre.	Service delivery contracts are current and managed as per terms and conditions.	Major Facilities
	4.5.6	In conjunction with the Banyule Art Collection Working Group, research, document, and acquire new works for the Banyule Art Collection	Art works acquisition program completed by June 2023.	Arts and Culture
	4.5.7	Develop and implement a Public Art Framework to guide Council's resource allocation for the Public Art Program.	Framework implemented by December 2022.	Arts and Culture

Strategy	Action number	Annual Action for 2022/23	Annual Target/Measure	Responsible Service
4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure	4.6.1	Continue to engage with the North East Link Project on land dealings to drive the best outcome for Council and the community.	Agreements are in place for occupation and acquisition activities for works up to June 2023.	Transport, Planning and Advocacy 
	4.6.2	Implement a 2nd Development Contributions Plan (DCP) to support Council's long-term plans for capital works.	Planning Scheme Amendment endorsed for the 2nd DCP.	Finance and Procurement
	4.6.3	Undertake expansion and improvement works at East Ivanhoe Preschool.	Expansion and improvement work at East Ivanhoe Preschool completed by June 2023.	Capital Works
	4.6.4	Support the ongoing partnership with Launch Housing during the development of the new social housing build in Bellfield.	Regular meetings and contact with Launch Housing to ensure access for housing residents.	Community Partnerships
	4.6.5	Complete the construction of Old Eltham Road Stage 3 as per requirements of Roads to Recovery funding.	Construction of Old Eltham Road Stage 3 completed by December 2022.	Capital Works



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Our Thriving Local Economy

A thriving, resilient, socially responsible local and integrated economy that encourages, supports and advocates for a diverse range of businesses and entrepreneurship, providing local investment and employment opportunities

Table 5 | Our Thriving Local Economy

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
5.1 Stimulate and support a vibrant and resilient local economy to encourage business, employment and investment opportunities	5.1.1	Complete the Economic Development Strategy, inclusive of a Retail Review.	Economic Development Strategy prepared and considered for adoption by Council by March 2023.	Economic Development
	5.1.2	Continue the Small Business Permit Assist program.	Support 10 applications per quarter.	Economic Development
5.2 Encourage, assist and connect businesses with the tools, information and opportunities to succeed and be sustainable	5.2.1	Deliver training and development that supports businesses with networking opportunities, business development and one-on-one mentoring.	Provide twenty-five networking opportunities by June 2023.	Economic Development
5.3 Support innovation, business start-ups and the development of micro, disability, Aboriginal and creative enterprises across Banyule	5.3.1	Secure funding or strategic partnerships to expand start-up and development support for social enterprises, microenterprise, disability enterprise, Aboriginal enterprise and creative enterprise.	Resources secured to support program development by June 2023.	Inclusive Enterprise and Local Jobs
	5.3.2	Deliver the Youth Marketspace and Creatives for Hire programs to provide entrepreneurial opportunities for young people.	Minimum of 10 young people supported via youth entrepreneurial opportunities and workshops	Youth Services
5.4 Build strong regional partnerships to leverage growth corridors and stimulate ongoing economic prosperity	5.4.1	Promote Banyule businesses by participating in a range of activities through North Link.	Deliver Phase 3 of the Visit Melbourne's North Campaign by June 2023.	Economic Development

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
5.5 Partner with local employers, agencies and other organisations to create inclusive jobs	5.5.1	Deliver Banyule's Inclusive Jobs Service program that supports employers to create inclusive workplaces.	Twenty-two employment opportunities created with partnering employers by June 2023.	Inclusive Enterprise and Local Jobs
	5.5.2	Secure funding to expand Banyule's Inclusive Employment Program across Local Governments in the Northern Region.	Twenty-five inclusive employment opportunities created within partnering councils by June 2023.	Inclusive Enterprise and Local Jobs
	5.5.3	Deliver the Jobs Victoria Advocate program.	Total of 3650 job seekers supported by Jobs Victoria Advocates by June 2023.	Inclusive Enterprise and Local Jobs
5.6 Provide and facilitate job readiness programs and pathways to employment	5.6.1	Deliver a range of activities, programs or workshops that support young people's skill building, creative and employment pathways.	Minimum of one activity, program, or workshop delivered per term.	Youth Services
	5.6.2	Provide work experience and tertiary placements at Banyule Council.	Ten pathways to employment opportunities supported within Banyule Council by June 2023.	People and Culture
5.7 Encourage and support volunteerism within Banyule as an important contributor to the local economy and involvement in community life	5.7.1	Commence a phased implementation plan to address recommendations outlined in the draft Banyule Volunteer Engagement Framework.	Phased implementation plan developed by June 2023.	Community Connections
	5.7.2	Promote, support and celebrate the work of Banyule volunteers.	Provide an activity or event celebrating Banyule volunteers by June 2023.	Community Connections
5.8 Create distinctive, appealing and thriving shopping centres and industrial precincts that have a local identity and contribute to a strong sense of place	5.8.1	Review Special Rate and Charge schemes for local shopping centres	Special Rate and Charge schemes managed for Ivanhoe and East Ivanhoe.	Economic Development
	5.8.2	Continue to advocate to the State Government for the LaTrobe National Employment and Innovation Cluster (NEIC) Plan to be finalised and implemented.	<ul style="list-style-type: none"> LaTrobe NEIC Plan approved by State Government State Government investment in the LaTrobe NEIC Precinct achieved. 	Economic Development
5.9 Create inclusive employment opportunities within Banyule Council	5.9.1	Deliver the Banyule Inclusive Employment Program to support targeted community groups experiencing significant barriers to employment	Thirty employment opportunities created within Banyule by June 2023	Inclusive Enterprise and Local Jobs

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
workforce for people facing barriers to employment	5.9.2	Deliver traineeships and identified roles to support targeted community groups that are underrepresented in Council's workforce.	Ten employment opportunities created by June 2023.	People and Culture 
	5.9.3	Implement and embed the Diversity and Inclusion Plan.	Diversity and Inclusion Plan Year 1 actions completed by June 2023.	People and Culture 
	5.9.4	Embed mandatory diversity and inclusion training and cultural awareness training for all Banyule Council staff.	Diversity and inclusion training embedded by June 2023.	People and Culture 
5.10 Lead as a social enterprise capital of Victoria by encouraging innovative social enterprises to set-up their operations and offices within the City of Banyule	5.10.1	Deliver Banyule's Social Enterprise Partnership Program.	Total of thirty-two inclusive local job outcomes created by June 2023.	Inclusive Enterprise and Local Jobs
	5.10.2	Support a community-led Banyule Social Enterprise Network.	Banyule Social Enterprise Network launched by June 2023.	Inclusive Enterprise and Local Jobs
	5.10.3	Deliver Banyule's Social Enterprise Support Service.	Thirty existing or emerging Social Enterprises accessing the social enterprise support service by June 2023.	Inclusive Enterprise and Local Jobs



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Our Trusted and Responsive Leadership

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

Table 6 | Our Trusted and Responsive Leadership

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
6.1 Provide good governance, be accountable and make informed decisions based on sound evidence	6.1.1	Continue to develop a governance and compliance framework that ensures policies and legislative compliance requirements are up to date and reviewed and in line with relevant legislation and council objectives.	Draft governance and compliance framework developed by June 2023.	Governance
	6.1.2	Develop a corporate training and development program that aims to continue to educate and build the capacity of members of Council staff and Councillors on good governance, transparency and their respective obligations.	Draft corporate training and development program designed and delivered by June 2023.	Governance
	6.1.3	Commence review of Council's General Local Law No. 1 (2015).	Project plan developed by June 2023 to review the General Local Law No. 1 (2015) prior to its sunset in 2025.	Municipal Laws
	6.1.4	Upgrade Council's Electronic Document Management System (EDRMS) and move to a cloud hosted solution.	Content Manager 10 upgrade completed by November 2022.	Information Management
	6.1.5	Update Council's Records Management Policy	Council's Records Management Policy updated and endorsed by the Executive Management Team by May 2023.	Information Management
	6.1.6	Review the Dogs and Cats in Public Places Council Order 1998.	<ul style="list-style-type: none"> Review completed by December 2022. Required changes implemented by June 2023. 	Municipal Laws

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
	6.1.7	Review report findings provided by industry integrity agencies (VAGO, Ombudsman, LG inspectorate, IBAC), conduct self assessment and implement process improvement opportunities as identified.	Reports provided to the Audit & Risk Advisory Committee as required, outlining Banyule's compliance with the best practice recommendations.	Governance
	6.1.8	Review the smoking reform and footpath trading requirements to achieve an integrated approach.	Review completed by October 2022.	Municipal Laws
6.2 Provide outstanding customer service and a great customer experience for all	6.2.1	Embed the Banyule Service Promise to improve customer satisfaction.	<ul style="list-style-type: none"> Revised Customer Experience (CX) training module developed by December 2022 Improve customer satisfaction score by 2% compared to 2021. 	CX Strategy CX Operations
	6.2.2	Implement the Voice of Customer (VoC) Framework.	Pilot 'post call' survey to capture customer feedback implemented by October 2022.	CX Strategy
	6.2.3	Implement system improvements in relation to pre-applications, application submissions and public engagement identified through the Better Planning Approvals project to streamline and enhance the planning process for customers.	Implementation of improvements identified by June 2023.	Development Planning
	6.2.4	Implement new payment options available to the community for Building and Planning permits and services.	Deliver the new payment options by June 2023.	IT Applications and Digital Team
	6.2.5	Implement online lodgement options for construction related permit applications.	Implementation of online portal by June 2023.	Municipal Laws
6.3 Provide responsible management of resources to ensure the financial sustainability of Banyule Council	6.3.1	Deliver Integrated Financial Management planning, monitoring and reporting that support Banyule's financial sustainability into 2032.	Budget, Revenue and Rating Plan, Financial Plan, and Annual Report considered for adoption by Council in accordance with legislation.	Finance and Procurement

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
6.4 Provide an integrated approach to planning and community reporting aligned to the Banyule Community Vision 2041	6.4.1	Implement the Integrated Strategic Planning and Reporting Framework through delivery of the Community Vision 2041 and Council Plan 2021-2025.	<ul style="list-style-type: none"> Relevant reporting included in Council's Annual Report Progress and achievement of the Council Plan annual action plan through progress reporting to the community, and community engagement on the annual review of the Council Plan Key plans and policies are aligned with Council Plan strategic objectives (as they are developed or reviewed). 	Corporate and Integrated Planning
	6.4.2	Review and implement a range of internal and external performance reports, community dashboards and systems that enhance organisational performance, transparency and public trust.	<ul style="list-style-type: none"> Reporting Framework for internal and external reporting requirements updated by October 2022 Improvement opportunities identified for organisational and Community Performance reporting. 	Corporate and Integrated Planning
	6.4.3	Develop a matrix of indicators to measure the diversity and social inclusion in Council services, programs and events	Social inclusion and diversity indicators developed.	Community Impact 
6.5 Build an empowered, engaged and diverse workforce with a values-based culture	6.5.1	Embed the Leadership Capability Framework (LCF) by aligning all leadership development activities to the framework.	Leadership Capability Framework (LCF) Year 2 actions completed by June 2023.	People and Culture
	6.5.2	Implement the Gender Equality Action Plan (GEAP) to better protect against gendered discrimination and improve gender equality.	Gender Equality Action Plan (GEAP) Year 1 actions completed by June 2023.	People and Culture
	6.5.3	Implement a Banyule Workforce Plan.	Workforce Plan Year 1 actions completed by June 2023.	People and Culture
	6.5.4	Implement an Induction Framework to ensure all staff are inducted safely into the workplace.	Induction Compliance Matrix implemented by December 2022.	People and Culture

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
	6.5.5	Deliver timely and engaging internal communications.	Establish a baseline employee satisfaction measure for internal communications.	Communications, Advocacy and Engagement
6.6 Proactively manage Council's risks and provide a safe workplace	6.6.1	Implement a Safety Management Framework.	Safety Management Framework (SMF) Year 2 actions completed by June 2023.	People and Culture
	6.6.2	Embed a Zero Tolerance to Sexual Harassment to enable a workplace free from Sexual Harassment.	Undertake a Sexual Harassment Survey for Councillors and Staff by June 2023	People and Culture
	6.6.3	Implement the 'Essential Eight' of cyber security mitigation strategies to enhance Council's security posture.	Phase two of mitigation strategies completed by June 2023.	IT Infrastructure and Operations Team
6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services	6.7.1	Optimise the new Contact Centre platform to benefit staff and the community	<ul style="list-style-type: none"> Review effectiveness of new Contact Centre platform and assess suitability for expansion into other work areas by December 2022 Reduce or maintain average call wait times within target of less than 1 minute. 	CX Operations
	6.7.2	Continue phase 1 implementation of a new Customer Experience Platform (CXP).	Implement the next phase of online services to the community by June 2023	Digital Transformation Team CX Strategy
	6.7.3	Implement an integrated venue booking system and event management solution.	Facilities and events are managed centrally and this online service is available to the community by December 2022	IT Applications and Digital Team
	6.7.4	Deliver a Smart Buildings and Security project to consolidate and provide enhanced features to access controls and CCTV.	Migrate more Council sites to the new system by June 2023.	IT Infrastructure and Operations Team

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
	6.7.5	Undertake Banyule Seniors Link UP project to facilitate digital literacy for seniors' club members and older residents.	<ul style="list-style-type: none"> Banyule Seniors Link UP project completed by December 2022. Ongoing support to seniors' clubs to maintain digital literacy within clubs. 	Community Connections
	6.7.6	Deliver modern online services for patrons of Banyule Leisure and implement new membership software for staff.	New software is implemented for staff and patrons by December 2022.	IT Infrastructure and Operations Team
6.8 Engage meaningfully with our diverse community, encourage participation, and be proactive and responsive to current and emerging needs	6.8.1	Identify new and emerging trends in 2021 Census data and share with relevant stakeholders.	2021 Census data is mined and analysed for trends.	Community Impact
	6.8.2	Implement Council's Community Engagement Policy to strengthen community engagement practice.	<ul style="list-style-type: none"> Deliver Community Engagement (CE) training to build internal capability Establish internal community of practice to strengthen CE skills Increase in confidence and capability of Council staff over 12 month period. 	Communications, Advocacy and Engagement
	6.8.3	Increase the number of Shaping Banyule followers and the proportion who have a positive digital engagement experience.	<ul style="list-style-type: none"> Proportion of Shaping Banyule project followers who agree or strongly agree that their experience of community engagement has been positive Increase in number of Shaping Banyule project followers by 10%. 	Communications, Advocacy and Engagement
	6.8.4	Work with Advisory Committees to support and collaborate on key social justice advocacy matters.	Key social justice matters of availability of support services, affordable housing, integrated-place based planning, inclusion and resilience are addressed.	Community Impact
6.9 Improve the reach, transparency, impact and	6.9.1	Increase engagement and average audience across all Council social media channels.	<ul style="list-style-type: none"> More than 10% audience increase overall More than 10% increase on average engagement compared to previous year. 	Communications, Advocacy and Engagement

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
responsiveness of our communications	6.9.2	Continue to grow the number of subscribers and readership of Council-wide digital newsletter.	<ul style="list-style-type: none"> 10% growth of subscribers by 30 June 2023 Click through rate increased by 10% by 30 June 2023. 	Communications, Advocacy and Engagement
	6.9.3	Increase customer satisfaction and number of visits to Council's corporate website.	<ul style="list-style-type: none"> Achieve a minimum 80% positive satisfaction rate for top 10 most visited pages on banyule.vic.gov.au Site visitation numbers more than 750,000. 	Communications, Advocacy and Engagement
	6.9.4	Undertake a community survey to measure the overall satisfaction and effectiveness of Council communications.	<ul style="list-style-type: none"> Survey conducted by March 2023 Overall awareness and readership of the Banyule Banner maintained. Overall awareness and readership of the News From Our Neighbourhood increased. 	Communications, Advocacy and Engagement
6.10 Advocate for community priorities and aspirations to improve service, infrastructure, land use, environmental and social outcomes	6.10.1	Implement Council's Advocacy Framework and Action Plan, and report on progress to the community.	<ul style="list-style-type: none"> List of advocacy priorities developed for endorsement by Council in August 2022 Provide progress update to the community by December 2022. 	Communications, Advocacy and Engagement
	6.10.2	Undertake advocacy with the Victorian Government for improved community outcomes for major transport projects.	Secure improved community infrastructure and service outcomes.	Transport, Planning and Advocacy
6.11 Continually improve, innovate and review our services to ensure they are effective, efficient and represent value for money	6.11.1	Continue to embed the Continuous Improvement Framework into Council's systems and processes.	<ul style="list-style-type: none"> Embed Benefits Realisation Framework in CI projects/initiatives Continue to build capability and skills via delivery of CI training program Provide CI subject matter expertise in support of the Customer Experience Platform (CXP) project. 	Continuous Improvement
	6.11.2	Continue to embed the Customer Complaints Process.	Undertake a post implementation review of the Customer Complaints Process by December 2022.	CX Operations

Strategy	Action number	Annual Action for 2022/2023	Annual Target/Measure	Responsible Service
	6.11.3	Deliver Council's targeted Service Development Review Program.	Two services reviewed by June 2023.	Strategic Development and Performance
	6.11.4	Continue to implement the Smart Cities program by deploying additional sensors and collecting data to support informed decision making.	New sensors deployed and data sharing with service areas commenced by June 2023.	IT Infrastructure and Operations Team
6.12 Provide responsible management of procurement activity in a way that enhances social, economic and environmental outcomes	6.12.1	Work together with other Northern Region councils to actively pursue opportunities for aggregated collaborative procurement activities to minimise cost shifting, obtain efficiencies, lead on environmental and social outcomes, and create greater value for money opportunities.	<ul style="list-style-type: none"> Procurement Tenders over \$1 million considered for collaboration with other Councils Annual procurement plan 2022/2023 prepared by August 2022. 	Strategic Procurement
	6.12.2	Embed the Sustainable Procurement Framework into Council policy and guidelines.	Measurement and reporting framework developed by June 2023.	Strategic Procurement



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