



Draft
Council Plan
2021 – 2025

Purpose of this document

Our Council Plan 2021-2025 is Council's key strategic document and outlines our priorities and focus for the next four years.

This Plan aligns with Banyule's Community Vision and demonstrates how we will strive towards that vision, focus our efforts and measure our progress.

While the Plan's focus is the immediate four years, it looks beyond this to ensure Banyule is well-positioned to meet the challenges and maximise the opportunities to thrive in the long term. It consolidates on the solid foundations and momentum of previous Council plans to deliver new ambitions and enhanced outcomes for the community.

The Plan also outlines how we will protect, improve and promote public health and wellbeing within the municipality.

To develop this document we utilised deliberative community engagement. This form of engagement gives a representative group from a broad cross-section of the community an avenue to discuss and debate ideas and inform government. It provides a platform to bring the voices and experiences of everyday citizens to Council and has helped shape our long-term direction and key components of this Plan.

The Council Plan will be 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 progress of this Plan and Council's performance against set indicators will be published in our Annual Report.

Acknowledgement of the Traditional Custodians

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

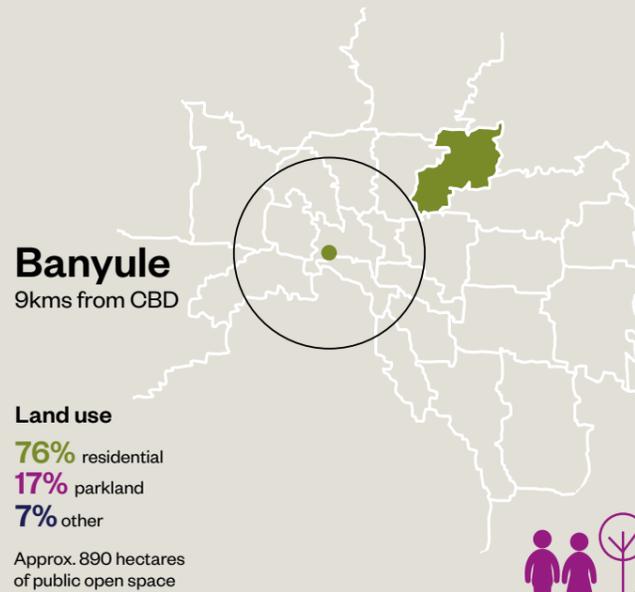
Diversity Statement

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

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Our Community

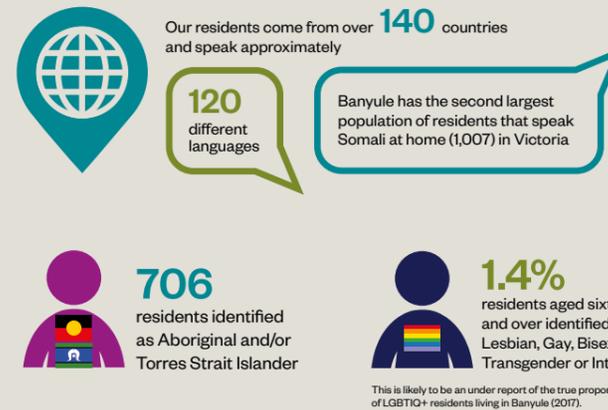


Population

Banyule is a community of **131,940** residents (2020) which will grow to **165,256** by 2041



Diversity



Economy



Households

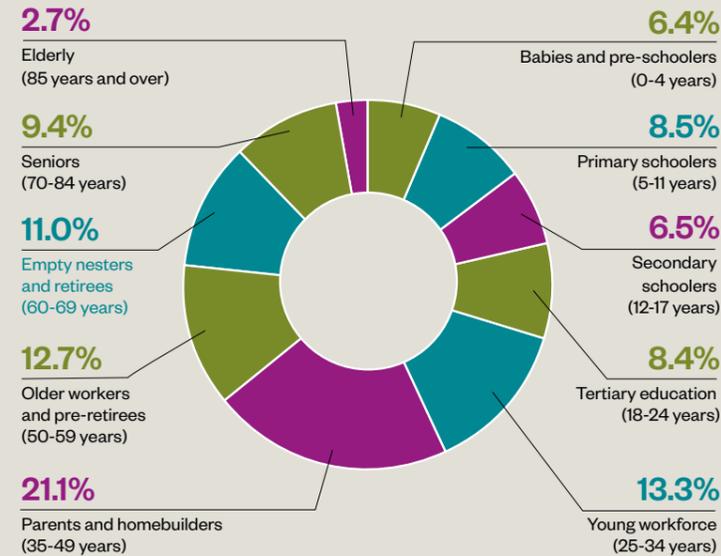
There are over **46,000** households

Household types:



Household size of **2.54** people

Banyule's population is made up of the following age groups:



1,264 Banyule residents who were a Specialist Homeless Service client (2018-19)



Adult health and wellbeing



Transport



Message from the Mayor



We are delighted to present our Council Plan which outlines our focus for the next four years and ensures what we do today is aligned to realising our Banyule Community Vision 2041.

We are dealing with a prolonged pandemic which continues to impact our lives. This remains front of mind as we roll-out our services to provide support for people, community groups and businesses that are being impacted.

We are also at the beginning of an exciting journey. Over the past 10 months, more than 1300 people participated and told us their aspirations and priorities for Banyule for the next 20 years. A Community Working Group then came together to co-author a Community Vision 2041 Statement which was presented to Council in June 2021:

“We in Banyule are a thriving, sustainable, inclusive and connected community. We are engaged, we belong and we value and protect our environment.”

Underpinning our Vision Statement, we have six priority themes:

- **Our Inclusive and Connected Community**
- **Our Sustainable Environment**
- **Our Well-built City**
- **Our Valued Community Assets and Facilities**
- **Our Thriving Local Economy**
- **Our Trusted and Responsive Leadership**

Our priority themes will guide Council and our community as we strive together to enhance Banyule for all who live, work, play and do business here.

Delivering opportunities and jobs for our community

Our efforts are focused on improving the health and wellbeing of our whole community, to reduce inequity and address the needs of the most disadvantaged.

With ongoing sector-leading initiatives, such as our Inclusive Employment and Social Enterprise programs, together with adapting and enhancing services to meet the changing needs of our community, from families, young people through to older adults, we continue to provide opportunities and address unemployment, mental health issues, and social isolation.

We have set a bold target to create 1000 inclusive jobs in Banyule over the next five years and we are pleased to advise we have already created 150 jobs. This is transforming lives and building futures.

Powering a local recovery

We are keenly aware that a strong local economy is vital. Local businesses are the cornerstone of the community and supporting them remains key on our agenda through a series of initiatives and grants. Investing in infrastructure not only improves facilities it creates local employment. In 2021/2022, Council will roll out a substantial \$66.75 million capital works program and \$7.54 million of initiatives that is creating more than 400 local jobs. We also look to strengthen regional partnerships to stimulate economic growth and bring greater prosperity to Banyule.

Delivering a sustainable future

Tackling climate change remains a priority for us and the community and Council continues to take significant steps to reduce its organisational carbon footprint with a target of reaching zero net emissions by 2028, without purchasing offsets. From 1 July 2021, 100% of Council's electricity needs are now purchased as renewable energy, slashing our corporate greenhouse gas emissions by 56%. Every day, we move closer to our target as we implement initiatives as part of our ongoing Climate Action Package, now totalling more than \$6 million, which includes installing solar panels and batteries, electric vehicle charging stations, and energy efficient systems in buildings.

We also want to have zero waste to landfill by 2030 and will introduce a food organics and garden organics (FOGO) waste service in July 2022.

Sound financial management

Council maintains a strong financial position which enables us to deliver today and plan for tomorrow. Council debt is being reduced to record low levels. In 2021/2022, we will pay down \$10.26 million in debt. This means that Council can meet the issues of today and is well positioned to respond to challenges that will emerge in the future.

To get the maximum value and benefits for our community, we continue to look to partner with other levels of government and business to deliver projects. Also essential is that when we plan these facilities, they are accessible for all ages and abilities and designed to provide meaningful experiences and connections. On the horizon, our new Bellfield Community Hub and Rosanna Library will be environmentally sustainable and innovative to allow for multipurpose use and encourage community connections.

Maintaining the liveability of our beautiful city

As our City grows, we need to maintain the liveability that people treasure and ensure our local character and environment is protected and enhanced. We are planting 3000 trees each year and increasing our public open space. We continue to plan well-designed and functional spaces, from our local parks and playgrounds to the vibrant urban centre at Heidelberg and new town square in Watsonia, which can cater for today and serve us tomorrow. Making sure these places are easily accessible and there is a

greater housing diversity and affordability with more environmentally sustainable design elements are key priorities for Council. We want more older people to be able to maintain independent living and more people walking and cycling and using public transport. All of this will help improve the quality of life.

Trusted leadership and governance

We have heard from the community they want strong, trusted leadership that represents them and advocates on their behalf. This is why we remain committed to engaging with the community at every opportunity to ensure our priorities align. We also know circumstances change, so we will constantly review our objectives and ensure we are meeting local needs. While there are ongoing global challenges, we are encouraged by the progress we have made locally and confident in the plans we have in place to ensure Banyule rises to the challenges and seizes the opportunities.

We thank for your valuable input in helping develop our Council Plan and we will continue this partnership and keep you informed. We look forward to delivering on the objectives that strive to make tomorrow even better than today, for all.

Cr Rick Garotti
Mayor

Our Priority Themes



Our Inclusive and Connected Community



Our Sustainable Environment



Our Well-Built City



Our Valued Community Assets and Facilities



Our Thriving Local Economy



Our Trusted and Responsive Leadership

CEO's message

The Council Plan sets the strategic direction of the organisation and guides our decisions, plans, policies, and budgeting to ensure we are responsive to the diverse needs of Banyule's community in a resourceful and sustainable way.

It is a result of extensive consultation and collaboration between our community, Council and all of our key stakeholders, including community groups and organisations, governments and industry, local businesses, ratepayers, and residents. In developing this Council Plan, we have never had greater input from so many people as part of our Community Vision – Banyule 2041 engagement. While there were differing opinions during this process, what was abundantly clear was the passion shown by all parties to work together to achieve the best for Banyule and its people. This underpins our Council Plan framework and our commitment to the community.

Planning for the future, we know Banyule is becoming more populous and diverse every day. There are more than 131,000 people. We come from more than 140 countries, speak over 120 languages, and have different views and expectations. There is, however, a common thread that is reflected in our new Community Vision 2041 – one that speaks of positivity, unity and capability that builds on what we have and wants us to reach our greatest potential.

One of the most prominent themes resonating in the community is climate change. This organisation is committed to taking climate action and is working hard to implement change in our operations and out in the community. Our Corporate Emissions Reduction Plan puts the organisation on track to reach zero net emissions by 2028 and aligns with numerous plans to prioritise sustainability and drive change to secure a better world for future generations. We also value and embrace our differences within the organisation and in the broader community, working hard to foster inclusivity, opportunity and equity in all that we do. This is exemplified by our award-winning Inclusive Employment and Social Enterprise programs that remain the local government benchmark.

We know that we cannot rest on our laurels and be complacent. We have demonstrated through the pandemic that we are an organisation that is responsive to provide targeted and tailored support to the community, through financial and health and wellbeing programs. This agility

remains crucial to our future planning and enables us to deliver services, programs and facilities that are relevant, inclusive, and accessible to all members of community and ensure everyone has opportunities to participate. Across the board, we continue to evaluate our programs, adapt services and revisit our policies and strategies to ensure we understand community experiences and are meeting its needs. There are, of course, many needs and limited resources, so we need to make sure we focus on getting the best value for our community. By seeking collaboration with other levels of governments and pursuing business partnerships, we can deliver more for our community as demonstrated by the Olympic Park Masterplan and exciting new redevelopment planned for Rosanna Library.

We also remain committed to advocating in the best interests of the community in areas beyond our control, such as improvements and increased scope for transport including the North East Link and Hurstbridge Rail Line.

In our workplace and across Banyule, we are championing gender equality, advancing reconciliation and advocating for improved social and environmental outcomes. We continue to work closely with our Banyule advisory committees that let us know issues facing their communities and the opportunities that exist. This helps guide us to deliver inclusive services and help develop, implement, and monitor our plans and strategies.



We also want to make it easier for people to connect with Council and enjoy their experience dealing with us. As always, we keep looking at ways to enhance services for our community, adding value and increasing efficiencies. For 2021/2022, we are investing \$5.03 million to continue our digital transformation. New technology and innovative digital solutions will continue to elevate our customer experience and provide responsive and seamless interactions. This focus on continual improvement also extends to the way we engage with our community, and we will continue to look at more ways to inform and receive input from all of the diverse voices who make up Banyule. We are also committed to removing barriers and improving responsiveness and reporting. All of this will build further trust and transparency, fostering an even stronger bond and more effective partnership between the community and Council.

It is of upmost pride that I lead an organisation that sets the bar so high and continually achieves great outcomes for the community. This gives me great confidence that we will deliver the extensive array of initiatives outlined in this Council Plan, which sets us on a path for the next four years and leads us to a better and brighter 2041.

Allison Beckwith
Chief Executive Officer

Our Priority Themes



Our Inclusive and Connected Community



Our Sustainable Environment



Our Well-Built City



Our Valued Community Assets and Facilities



Our Thriving Local Economy



Our Trusted and Responsive Leadership

Your Council



Each of the City of Banyule's nine Council wards are represented by a councillor, elected for a four-year term of office.



Cr Rick Garotti
Mayor
Grimshaw Ward, Elected 2012 (Current Term Expires October 2024)
Mayor 2020/2021
Deputy Mayor 2019/2020



Cr Mark Di Pasquale
Bakewell Ward, Elected 2012 (Current Term Expires October 2024)
Mayor 2017/2018
Deputy Mayor 2016/2017



Cr Elizabeth Nealy
Beale Ward, Elected 2020 (Current Term Expires October 2024)



Cr Tom Melican
Deputy Mayor
Ibbott Ward, Elected 2003 (Current Term Expires October 2024)
Mayor 2016/2017, 2011/2012, 2008/2009
Deputy Mayor 2020/2021, 2007/2008, 2006/2007



Cr Fiona Mitsinikos
Hawdon Ward, Elected 2020 (Current Term Expires October 2024)



Cr Alison Champion
Sherbourne Ward, Elected 2016 Current Term Expires October 2024
Mayor 2019/2020
Deputy Mayor 2018/2019



Cr Peter Dimarelos
Olympia Ward, Elected 2020 (Current Term Expires October 2024)



Cr Alida McKern
Chelsworth Ward, Elected 2020 (Current Term Expires October 2024)



Cr Peter Castaldo
Griffin Ward, Elected 2016 (Current Term Expires October 2024)

Our Wards



Council Committees



Council appoints councillor delegates to Banyule advisory committees and other external committees.

Advisory committees are made up of councillors and community members. They have terms of references and meet to discuss issues and advise Council.

In addition to advisory committees, Council participates on a range of external committees.

Both advisory and external committees provide important linkages between Council, community, state agencies and interest groups.

The following are the current Council committees. Background information and councillor representation for each committee can be found on our website.

Banyule Advisory Committees

- Arts and Culture Advisory Committee
 - Banyule Environment and Climate Action Advisory Committee
 - Reconciliation Action Plan Advisory Committee
 - Inclusive Banyule Advisory Committee
- Supporting Committees:
- Age-Friendly City Committee
 - Disability and Inclusion Committee
 - LGBTIQ+ Committee
 - Multicultural Committee

External Committees

- Darebin Creek Management Committee
- Metropolitan Transport Forum (MTF)
- Metropolitan Waste and Resource Recovery Group (MWRRG)
- Northern Alliance for Greenhouse Action (NAGA)
- Northern Council Alliance
- Yarra Plenty Regional Library Board
- Yarra Plenty Regional Library Audit Committee

Other Council Committees

- Audit and Risk Committee
- Chief Executive Officer Employment Matters Committee
- Child, Youth and Family Committee

Municipal Association of Victoria (MAV) Committees

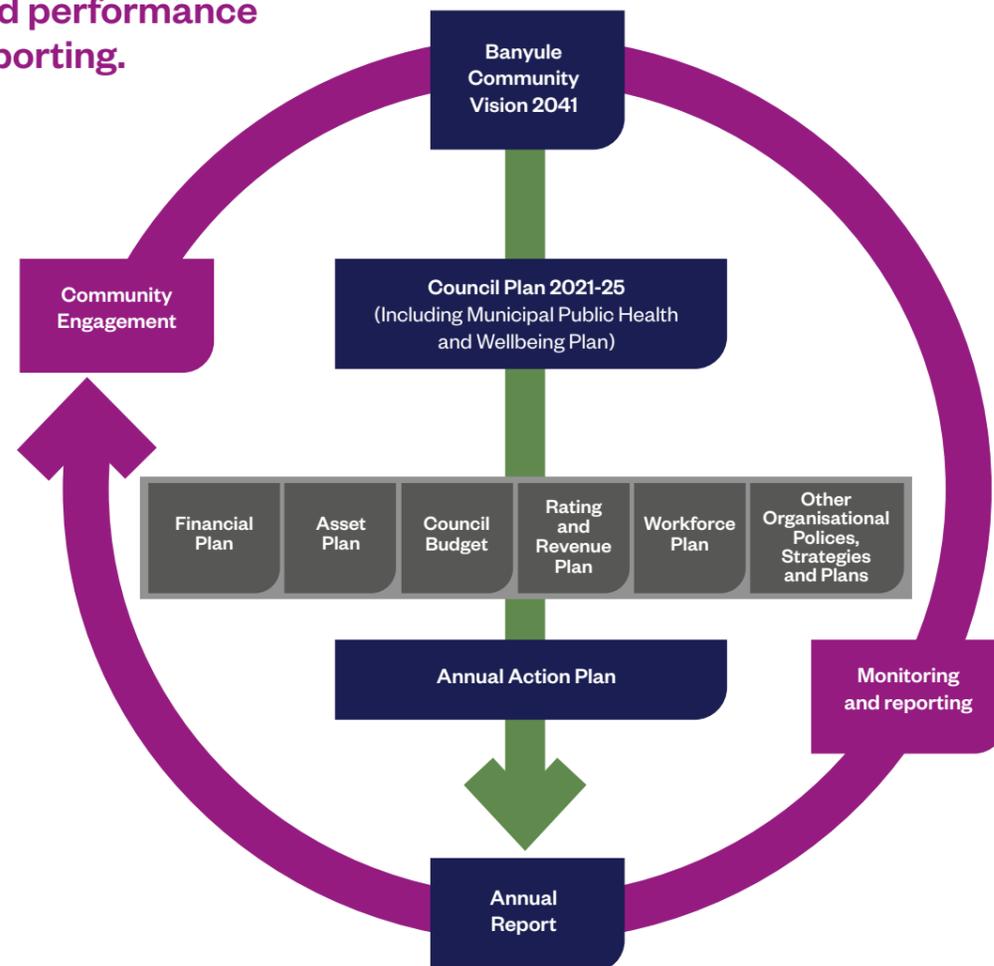
- Municipal Association of Victoria State Council

Our Integrated Strategic Planning and Reporting

The strategic planning principles contained in the Local Government Act 2020 require councils to adopt an integrated approach to planning, monitoring and performance reporting.

Banyule City Council has developed an integrated strategic approach to planning, delivering and reporting to deliver service outcomes for the community and to meet requirements of the new *Local Government Act 2020* (the Act).

Integrated planning and reporting aim to ensure we remain an adaptive, responsive and viable local government authority. This is facilitated by understanding what our community aspires to, setting direction within our resource capability and allowing Council to make informed decisions on behalf of our community.



The Council Plan in action

The Council Plan outlines Council's strategic priorities and directions in the broader context of the Community Vision and adopted policies, strategies, and plans (including the Municipal Strategic Statement and Municipal Public Health and Wellbeing Plan).

The Council Plan sets medium-term goals for at least four years. It is adopted and owned by the incoming Council and is updated each year to ensure it reflects the changing needs of the community. It is strongly aligned to and references the Community Vision and builds on this agenda to include broader objectives. Although it is primarily focused on Council's role within its jurisdictional footprint, it also incorporates other objectives to advocate and influence external stakeholders and decision makers to achieve enhanced outcomes for our community and society at large.

How to read this plan

Community Priority Theme
Our community's long-term priorities

Strategic Objectives
The outcome Council seeks to achieve over the life of the Council Plan

Strategies
The areas Council will focus on to achieve its strategic objectives

Strategic Indicators
How Council will monitor its progress to achieve strategic objectives

Annual Action Plan
Outlines initiatives and priority services Council will deliver to achieve strategies of the Council Plan.



Banyule Community Vision 2041



Banyule Community Vision 2041 Statement:

“We in Banyule are a thriving, sustainable, inclusive, and connected community. We are engaged, we belong, and we value and protect our environment.”

The Banyule Community Vision 2041 reflects our community's values, aspirations and priorities over the next 20 years.

It comprises an overarching Vision Statement and a series community priority themes. Together these will guide us in shaping our policies and plans, and to prioritise investment.

The Vision was developed through an extensive engagement process with people who live, work, study, visit or own a business across the municipality.

This Vision is supported by six community priority themes:



Health and Wellbeing in Our City

Municipal Public Health and Wellbeing Plan

Banyule City Council is required under the *Victorian Public Health and Wellbeing Act 2008* to prepare a Municipal Public Health and Wellbeing Plan (MPHWP) every four years or include public health and wellbeing matters into its Council Plan.

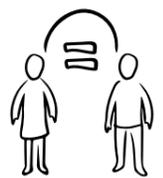
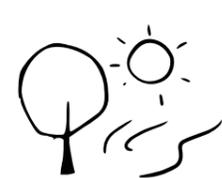
The Council Plan 2021-2025 outlines our commitment to enhancing health and wellbeing outcomes for our community. By integrating the MPHWP into the Council Plan, we acknowledge the significant role we have in improving the health and wellbeing

of people in Banyule. By making health everyone's responsibility across Council, this plan recognises that health and wellbeing is influenced by the built environment and places early intervention and prevention at the centre of efforts to deliver long-term health outcomes.

Development of our MPHWP relies on many sources of information, including legislation, health and wellbeing data, demographic information, community engagement, research and the work of our partner agencies. Policy context and data analysis used to develop the MPHWP is detailed in the Municipal Public Health and Wellbeing Evaluation Framework.

Banyule Council is committed to inclusion and understands that the entire community benefits when we embrace and value our differences as a strength. Banyule's Diversity Statement and Inclusive Banyule Framework guide Council's work, in particular, our approach to enhancing health and wellbeing for our community.

Our Health and Wellbeing Priorities for 2021-2025

				
Gender equality and prevention of violence against women	Tackling climate change and its impact on health	Social inclusion and connection	Increasing healthy eating	Increasing active living
Advocate and partner to create a more equitable Banyule	Advocate and provide opportunities to take action on climate change	Foster a more inclusive Banyule where diversity is seen as a strength, and people have an opportunity to gather and connect	Advocate and partner for better access to healthy, affordable and culturally appropriate food	Facilitate opportunities for people to have more active lifestyles, in particular by improving our infrastructure

Council plays an important role in protecting population health and will continue to act on reducing harm from gambling, alcohol and other drugs, tobacco use and to increase sun-smart behaviours.

Implementing our Health and Wellbeing Plan

Health and wellbeing strategies and actions in the Council Plan aim to improve the health and wellbeing of our whole community, to reduce inequities between specific population groups and address the needs of those experiencing vulnerability in our community.

Local government is ideally placed to influence many determinants of health, both through the environments that people live, work, learn and play (known as the social determinants of health – see Figure 1), as well as

supporting individual choices and reducing health inequalities.¹ With increasing health impacts from climate change and recovery from the COVID-19 pandemic at the forefront of our community's mind, the role of local government in addressing the social determinants of health is even more vital.

Our approach considers the environmental, economic, political, social, cultural and behavioural factors that contribute to health and wellbeing. These factors are integrated into the decisions Council makes. We ensure that action is taken on the areas that make a difference in the long and short term to people's health and wellbeing, with a focus on prevention of chronic diseases and early intervention.

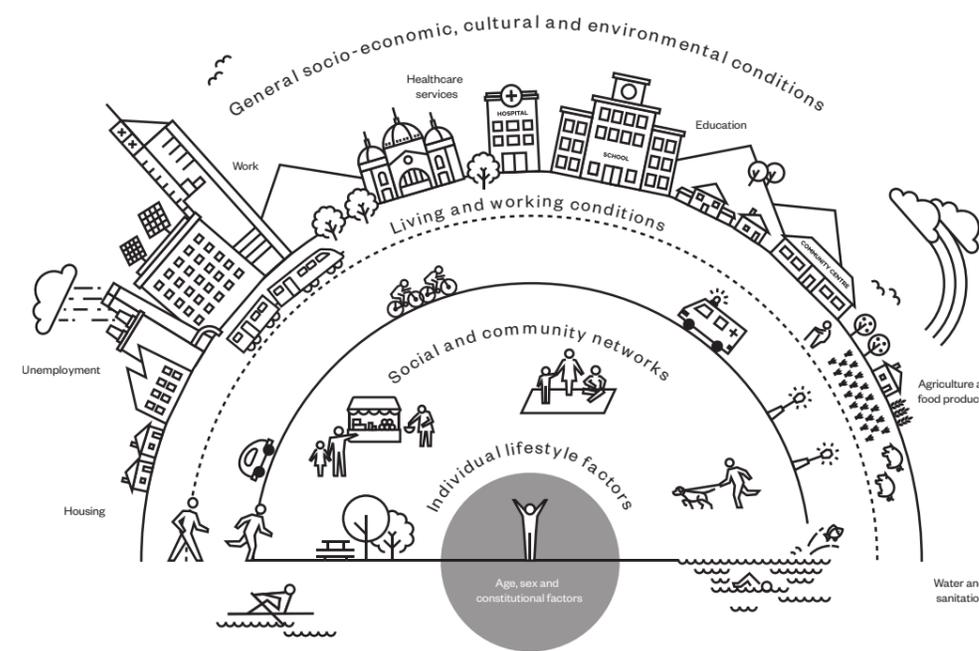
We also focus on the health and wellbeing needs of our community at different ages and life stages and promoting access, equity, participation and rights of specific population groups. Health and wellbeing

strategies and actions within the Annual Action Plan in this document are identified with a .

Council will continue to work in partnership with community organisations, service providers, neighbouring councils and other levels of government to achieve improvements in the health and wellbeing of the Banyule community. Our partners who play a role in delivering local health and wellbeing initiatives include:

- Banyule Community Health Service
- Women's Health in the North
- North East Healthy Communities
- Libraries, neighbourhood houses and leisure centres.

Figure 1: Wider determinants of health in Victoria²



¹State of Victoria, 2020. Improving Mental Wellbeing. Available <https://www2.health.vic.gov.au/about/health-strategies/public-health-wellbeing-plan/mental-health> Accessed 20 April 2021

²State of Victoria 2019. Victorian Public Health and Wellbeing Plan 2019-2023 Available <https://www2.health.vic.gov.au/about/publications/policiesandguidelines/victorian-public-health-wellbeing-plan-2019-2023> Accessed 10 November 2020

Banyule Climate Action Response



Banyule Council recognises that we are in a state of climate emergency, which requires urgent action by all levels of government, including local councils.

We are proud to join a climate emergency movement and will continue to act to ensure a safe and sustainable world for future generations. This means not only reducing the impact and emissions arising from Council activities and services, but also using our leadership to enable, educate, incentivise and advocate for accelerated action across the community.

Further to this recognition, the new *Local Government Act 2020* establishes a legal requirement for councils to take climate action. Specifically, the Act specifies that councils must:

- Promote the economic, social and environmental features of the municipality, including mitigation and planning for climate change risks;
- Prioritise best outcomes for the community, including future generations; and
- Consider regional, state and national plans and policies in strategic planning.

We have two key targets to guide Council's climate action response:

1. Carbon neutrality by 2028 for our operations; and
2. A carbon neutral municipality by 2040.

A key component of these goals is recognition of the need to embed climate change considerations – both adaptation and mitigation – across Council and within all roles.

Work is well underway to achieve this integration and meet our requirements under the *Local Government Act 2020*. Our recently drafted Sustainable Building Guidelines and a Sustainable Procurement Framework are just two examples where climate action will become the new 'business-as-usual' and ensure all capital delivery and procurement decisions are in alignment with our carbon neutrality targets. Importantly, this has been reflected across the Council Plan strategies and annual actions presented here, recognising the multifaceted approach needed to combat climate change.

Council is committed to act in more than 40 ways across the following themes:

1. Whole of community engagement
2. Electrification and energy efficiency
3. Renewable energy
4. Green buildings
5. Zero emissions transport
6. Circular economy
7. Adaptation and resilience
8. Monitor and report



How this plan was developed



In November 2020, we started our journey to create a new Community Vision 2041 that would inform our Council Plan and long term Financial Plan.

Stage 1 – Understanding community aspirations and focus for the future

The first stage of engagement asked the community to imagine Banyule in 20 years' time, in the year 2041. It identified key aspects of what the community value in Banyule, what they aspire for the future, and focus areas for Council to achieve this future, including ideas to ensure it can be delivered with regards to financial sustainability. Throughout the engagement period, we sought to inform as many people as possible about the project, encourage participation, and provide resources to assist with enabling informed participation.

Between 30 November 2020 and 31 January 2021, over 4100 people who live, work and study in Banyule were engaged through social media, emails, newsletters, webpages, and outdoor advertising. A total of 1329 gave their feedback through our online engagement portal 'Shaping Banyule', community workshops, phone surveys and various submissions.

Stage 2 – Community Working Group (CWG)

For the second stage of engagement, we called upon everyday community members to join the Banyule 2041 CWG, a representative sample of the Banyule community. Recruitment of the CWG occurred in March 2021, and four CWG sessions ran from late April to early May 2021.

The CWG came together to learn about and discuss ideas and issues in detail. They worked together to prepare the 2041 Community Vision Statement and advise Council on how to achieve the vision. At its core, developing a shared vision through community deliberation is about empowering communities to reach a collective agreement on a preferred goal.

The CWG developed a co-authored Community Vision Statement, identified themes to focus on for the next 20 years and made recommendations to help us to deliver the Council Plan and Financial Plan.

Stage 3 – Public exhibition and adoption

From mid-August to mid-September 2021, the Council Plan and the Financial Plan will be publicly exhibited to seek further feedback from the wider community.

These documents are the culmination of the engagement over the two stages. Following the public exhibition period, the documents will be considered for adoption by Council at a Council Meeting on 25 October 2021.



How we engaged

- Social media posts reaching over 25000 people
- Direct emails (approximately 20000)
- The Banyule Banner delivered to over 55000 households and businesses
- Council website
- Shaping Banyule Project page
- Posters and real estate boards throughout the municipality
- Workshop flyers and letters
- Postcards
- Phone survey

How you participated

- Online survey - Shaping Banyule
- Online workshops
- Telephone survey
- Hard copy survey
- Face to face community workshops and focus groups
- Written submissions
- Resident priority survey

The results

- Over 4100 people were engaged
- 1329 people actively participated in engagement activities
- 10 workshops with 420 participants
- High proportion of 26-64 ages participated
- 4 written submissions
- 829 contributions online
- Higher female participation of 59%, 38% male and 3% preferred not to say
- Engaged with higher proportion of people who identify as LGBTIQ+
- 77% participants live in Banyule, 17% work in Banyule, 3% study

Our Inclusive and Connected Community



Strategic Objective

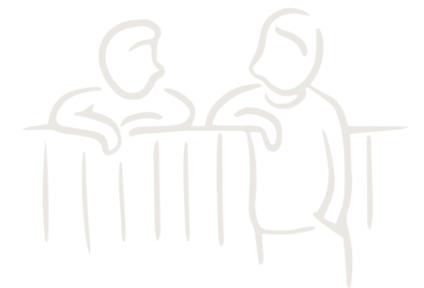
A safe, healthy, vibrant and connected community where people of all ages and life stages love to live, work and stay; diversity and inclusion are valued and encouraged.



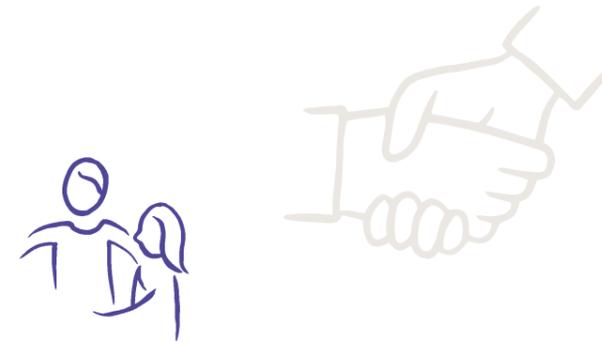
Strategies to strengthen our Inclusive and Connected Community



1. Promote active and connected living through a range of accessible and inclusive opportunities for all people of all ages through sport and recreation.
2. Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion.
3. Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing.
4. Actively support and facilitate infrastructure, service and programs that address community safety.
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.
6. Promote community awareness and support a diverse, connected, and inclusive community that respects and celebrates different cultures, beliefs, abilities, bodies, ages, sexualities, genders and identities.
7. Provide a range of services and programs that support the development of children, young people and families.
8. Strengthen community preparedness and resilience for emergency events.
9. Provide for and facilitate specific programs and respond to current and emerging preventable disease, outbreaks and public health risks.
10. Deliver a range of accessible services and programs for older people that support social connections and independent living.
11. Deliver a range of services and programs to become the leading Council in supporting and empowering people with disabilities.
12. Enable and empower philanthropic and business partners to support our community through the establishment of the Banyule Community Fund.



Our Inclusive and Connected Community



Supporting plans, strategies and policies

- Banyule Municipal Public Health and Wellbeing Plan
- Banyule Recreation Plan
- Municipal Emergency Management Plan
- Banyule Child Safe Policy
- Banyule Older Adults Strategic Plan
- Child and Youth Framework
- Youth Space Plan
- Banyule Library Redevelopment Study
- Banyule Public Art Policy
- Banyule Gambling Policy: Gambling Reduction and Harm Minimisation
- Banyule Graffiti Management Strategy
- Banyule Inclusion, Access and Equity Framework
- Banyule Age-Friendly Strategy
- Banyule Aboriginal and Torres Strait Islander Plan and Reconciliation Action Plan
- Banyule Disability Action Plan
- Banyule Lesbian, Gay, Bisexual, Transgender, Intersex and Queer+ (LGBTIQ+) Plan
- Banyule Multicultural Plan
- Banyule Grants Program Policy
- Domestic Animal Management Plan
- Banyule Social Enterprise Strategy and Action Plan
- Banyule Inclusive Local Jobs Strategy and Action Plan
- Banyule Economic Support Package
- Banyule Bicycle Strategy
- Safer Banyule Plan

Strategic Indicators

Banyule City Council Indicators

Indicators	Desired trend/target
Council support for the diversity and inclusion of the Banyule community	Increase
Attendance at Council run and supported arts and cultural events	Increase
Number of people participating in active ageing programs and events	Increase
Immunisation coverage rate	Increase
Community satisfaction index score for the performance of recreational facilities	74 or above
Community satisfaction with index score for arts centres and libraries	74 or above
Number and diversity of young people attending youth programs and services	Increase

Banyule Community Indicators

Indicators	Desired trend/target
Rate of family domestic violence	Decrease
Proportion of adult residents who consume enough fruit and vegetables to meet daily dietary requirements	Increase
Proportion of adults who get adequate physical exercise	Increase
Number of older people able to maintain independent living	Increase
Proportion of people who report feeling safe in the municipality	80% or above
Proportion of who feel connection or belonging in Banyule	64 or above
Gambling harm in Banyule community	Decrease



Our Sustainable Environment



Strategic Objective

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



Strategies to strengthen our Sustainable Environment



1. Protect and enhance our natural environment, providing connected habitat for diverse flora and fauna.
2. Minimise stormwater pollution and the impacts of flooding, and maximise Council's water conservation to transition to a water sensitive City.
3. Demonstrate leadership in addressing climate change and take action to become a carbon neutral Council by 2028 and City by 2040.
4. Empower and educate the community and businesses to take actions to achieve positive environmental and climate change outcomes.
5. Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030.
6. Engage and work with the community and partners to protect, enhance and experience the environment.
7. Protect, increase and maintain Banyule's urban forest population to provide a greener City for enhanced liveability.
8. Explore and support opportunities for urban farming and community gardens.



Priority Theme 2

Our Sustainable Environment



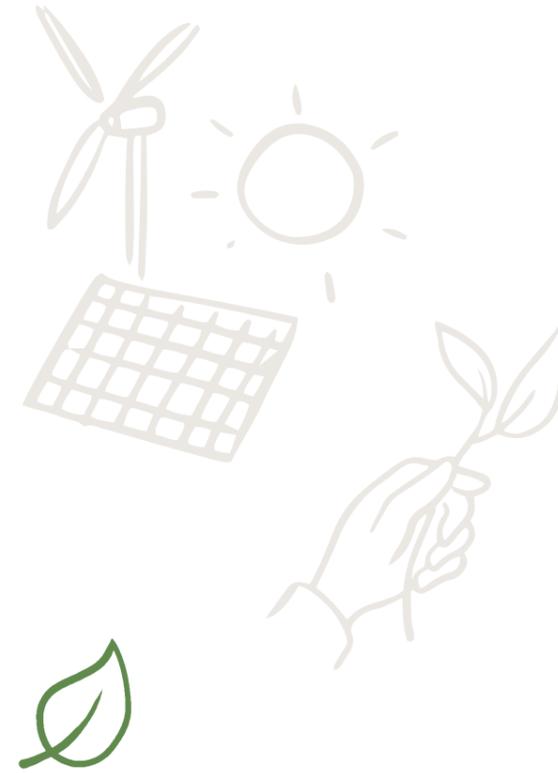
Strategic Indicators

Banyule City Council Indicators

Indicators	Desired trend/target
Number of trees planted annually in the public realm	3000 trees
The number of new tree species introduced in municipality	Increase
Council's greenhouse gas (GHG) emissions	Zero by 2028
Solar capacity (kW) across Council owned assets	Increase
Kerbside waste collection diverted from landfill	55%
Potable water used from Council owned and managed assets	330ML decreasing to 300ML by 2024
Community satisfaction with performance of waste management services	70 or above
Organic waste collected per household (kg)	Minimum 200 kg
Conversion of Council's fleet to electric fleet	By 2028

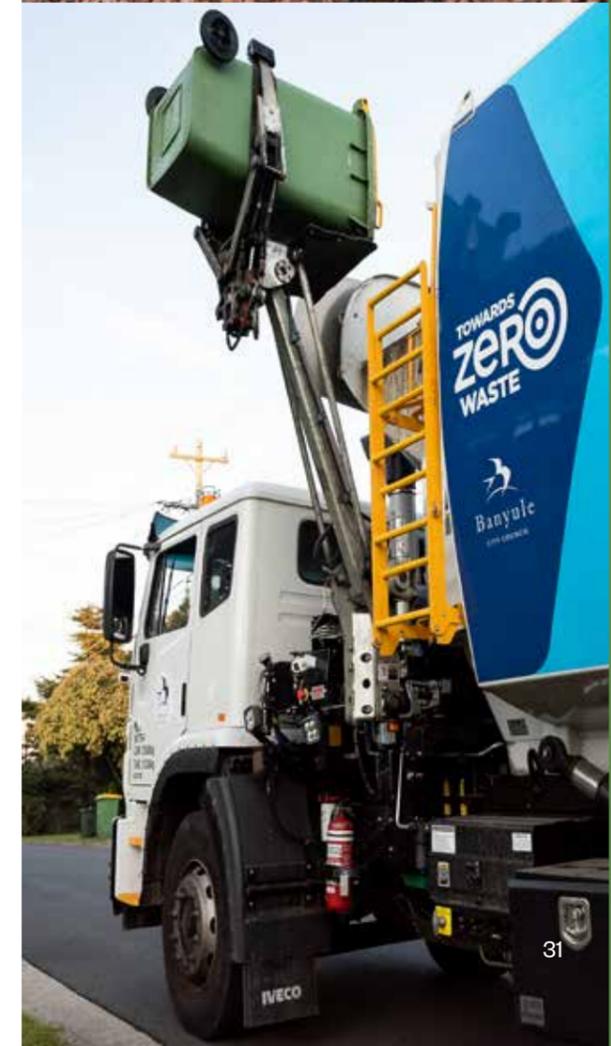
Banyule Community Indicators

Indicators	Desired trend/target
Municipal greenhouse gas (GHG) emissions	Zero emission by 2040
Household waste produced	Zero waste to landfill by 2030



Supporting plans, strategies and policies

- Biodiversity Plan
- Weed Management Strategy
- Public Open Space Strategy
- Water Plan
- Corporate Emissions Reduction Plan
- Community Climate Action Plan
- Environmental Stewardship Plan
- Urban Forest Strategic Plan
- Towards Zero Waste Management Plan
- Dumped Rubbish and Litter Plan
- Substantial and significant tree strategies
- Northern Region Land Use Framework Plan
- Banyule Planning Scheme
- Banyule Housing Strategy
- Banyule Heritage Strategy

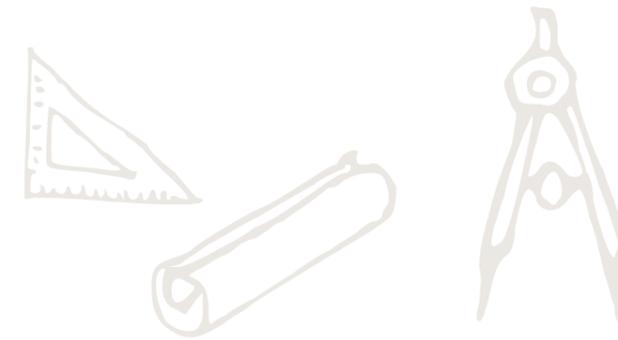


Our Well-Built City



Strategic Objective

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



Strategies to strengthen our Well-Built City



1. Deliver well designed places and spaces that enable stronger connections and liveability to meet the diverse needs of our current and future community.
2. Develop and maintain best practice integrated strategic plans that impact positively on the quality and design of our places and built environment.
3. Prioritise a series of localised plans for twenty-minute neighbourhoods across Banyule that are well connected and meet community needs closer to home.
4. Plan for greater diversity of housing and commercial activity in the most accessible locations to balance sustainable growth and enable ageing in place.
5. Provide and facilitate for achieving environmentally sustainable designs and outcomes and deliver urban centres that are resilient to the impacts of climate change.
6. Preserve and enhance Banyule's valued heritage, local character, and its significant trees.
7. Provide and maintain public parks and open spaces for a range of uses for all ages and abilities.
8. Lead on the use of sustainable modes of transport, and encourage walking, cycling and use of public transport.



Our Well-Built City



Strategic Indicators

Banyule City Council Indicators

Indicators	Desired trend/target
Investment in public open spaces	Increase
Tree canopy	Increase
Planning applications decided within 60 days	75%
Community satisfaction with the appearance of public areas	71 or above
Percentage of Council decisions upheld by the Victorian Civil and Administrative Tribunal	Increase

Banyule Community Indicators

Indicators	Desired trend/target
Proportion of people using alternative active and public modes of transport	Increase
Liveability index	Increase
Number of social and affordable housing dwellings approved	Increase
Average BESS (Built Environment Sustainability Scorecard) score	Increase
Home ownership rate	Increase



Supporting plans, strategies and policies

- Banyule Planning Scheme
- Local Planning Policy Framework
- Housing Strategy
- Neighbourhood Character Strategy
- Heritage Strategy
- Northern Region Land Use Framework Plan
- Banyule Safe Travel Plan
- Banyule Bicycle Strategy
- Activity Centre Parking Plans
- Banyule Walking Strategy
- Banyule Integrated Transport Plan
- Urban design guidelines, frameworks and concept plans
- Activity centre structure plans
- Streetscape plans
- Public Open Space Plan
- Urban Forest Strategic Plan
- Northern Regional Trails Strategy
- Youth Spaces Plan



Our Valued Community Assets and Facilities



Strategic Objective

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



Strategies to strengthen our Valued Community Assets and Facilities



1. Strategically plan, build and renew community assets and facilities that meet current and future service needs and instil a sense of civic pride.
2. Develop community assets and facilities that are environmentally sustainable, innovative, safe and continue to be of appropriate standard.
3. Design and build facilities that are multipurpose and encourage community connections.
4. Promote, design and deliver assets that provide spaces for the community to connect.
5. Manage Council's commercial assets, leases and contracts to deliver sustainable, accessible and inclusive outcomes for the community.
6. Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure.



Our Valued Community Assets and Facilities



Strategic Indicators

Banyule City Council Indicators

Indicators	Desired trend/target
Annual Capital Works program completed on time and on budget	90%
Community satisfaction with condition of sealed local roads	68 or above
Number of public safety requests for Council owned and managed assets	Decrease
Proportion of buildings that meet environmentally sustainable design guidelines (ESD)	Increase
Proportion of buildings that are accessible to all users	Increase
Length of new and improved on-road and off-road shared paths and trails throughout the municipality	Increase
Number of active library borrowers in municipality	Increase
Utilisation of aquatic facilities	Increase
Proportion of Council buildings meeting zero emissions target	Increase

Banyule Community Indicators

Indicators	Desired trend/target
Vehicle related accidents, injuries and fatalities in the municipality	Decrease



Supporting plans, strategies and policies

- Banyule Planning Scheme
- Local Planning Policy Framework
- Housing Strategy
- Neighbourhood Character Strategy
- Heritage Strategy
- Drainage Policy
- Asset Management Strategy
- Asset Management Policy
- Banyule Bicycle Strategy
- Banyule Walking Strategy
- Banyule Integrated Transport Plan
- Urban design guidelines, frameworks and concept plans
- Substantial and significant tree strategies
- Activity Centre Structure Plans
- Sports Allocation Policy and Guide
- Road Management Plan
- Public Open Space Plan
- Urban Forest Strategic Plan
- Banyule Public Toilet Plan



Our Thriving Local Economy



Strategic Objective

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



Strategies to strengthen our Thriving Local Economy



1. Stimulate and support a vibrant and resilient local economy to encourage business, employment and investment opportunities.
2. Encourage, assist and connect businesses with the tools, information and opportunities to succeed and be sustainable.
3. Support innovation, business start-ups and the development of micro, disability, Aboriginal and creative enterprises across Banyule.
4. Build strong regional partnerships to leverage growth corridors and stimulate ongoing economic prosperity.
5. Partner with local employers, agencies and other organisations to create inclusive jobs.
6. Provide and facilitate job readiness programs and pathways to employment.
7. Encourage and support volunteerism within Banyule as an important contributor to the local economy and involvement in community life.
8. Create distinctive, appealing and thriving shopping centres and industrial precincts that have a local identity and contribute to a strong sense of place.
9. Create inclusive employment opportunities within Banyule Council workforce for people facing barriers to employment.
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.



Priority Theme 5

Our Thriving Local Economy



Strategic Indicators

Banyule City Council Indicators

Indicators	Desired trend/target
Attendance at Council economic development events	Increase
Number of community members completing the business skills and employment program	Increase
Number of inclusive employment opportunities created within Banyule	1000 jobs (from 2018-2025)
Proportion of local residents employed by Council contractors	Increase
Proportion of goods and services purchased locally	Increase
Number of partnerships and joint programs with local peak industry bodies and agencies	Increase
Number of economic development events hosted by Council	Increase
Number of social enterprises operating in Banyule	Increase

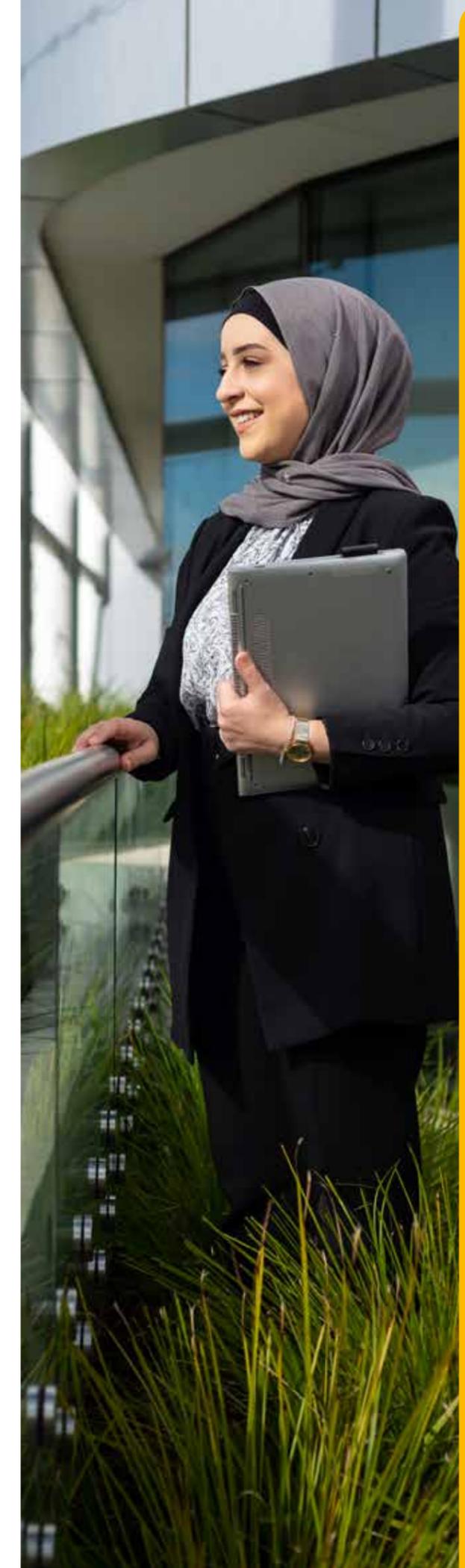
Banyule Community Indicators

Growth in gross domestic product (GDP) for the municipality	Increase
Number of businesses in municipality	Increase
Number of businesses started in municipality	Increase
Number of start-ups in the municipality	Increase
Number of business closed in the municipality	Decrease
Vacancy rate at major retail precincts	Decrease
Number of jobs in the municipality	Increase
Proportion of residents employed locally	Increase
Local unemployment rate	Decrease



Supporting plans, strategies and policies

- Banyule Economic Development Strategy
- Banyule Grants Program Policy
- Banyule Social Enterprise Strategy and Action Plan
- Banyule Inclusive Local Jobs Strategy and Action Plan
- Banyule Economic Support Package
- Safe Travel Plan
- Activity centre parking plans
- Activity centre structure plans
- La Trobe National Employment and Innovation Cluster Framework Plan



Our Trusted and Responsive Leadership



Strategic Objective

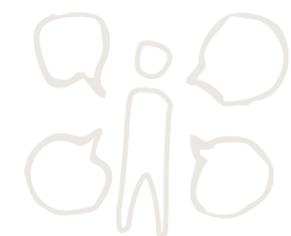
A responsive, innovative and engaged Council that has the trust of our community through demonstrated best practice governance, is financially sustainable, and advocates on community priorities and aspirations.



Strategies to strengthen our Trusted and Responsive Leadership



1. Provide good governance, be accountable and make informed decisions based on sound evidence.
2. Provide outstanding customer service and a great customer experience for all.
3. Provide responsible management of resources to ensure the financial sustainability of Banyule Council.
4. Provide an integrated approach to planning and community reporting aligned to the Banyule Community Vision 2041.
5. Build an empowered, engaged and diverse workforce with a values-based culture.
6. Proactively manage Council's risks and provide a safe workplace.
7. Invest in new technology and innovative digital solutions to deliver seamless and responsive services.
8. Engage meaningfully with our diverse community, encourage participation, and be proactive and responsive to current and emerging needs.
9. Improve the reach, transparency, impact and responsiveness of our communications.
10. Advocate for community priorities and aspirations to improve service, infrastructure, land use, environmental and social outcomes.
11. Continually improve, innovate and review our services to ensure they are effective, efficient and represent value for money.
12. Provide responsible management of procurement activity in a way that enhances social, economic and environmental outcomes.



Priority Theme 6

Our Trusted and Responsive Leadership



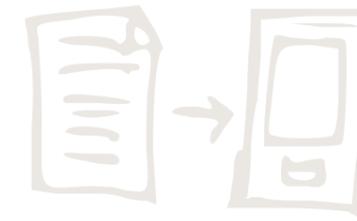
Strategic Indicators

Banyule City Council Indicators

Indicators	Desired trend/target
Community satisfaction with Council decisions made in the interest of community	61 and or above
Percentage of decisions made in closed Council meetings	Below 4%
Community satisfaction with overall performance of Council	68 or above
Community satisfaction with community consultation and engagement	58 or above
Community satisfaction with Council's advocacy	57 or above
Community satisfaction with Council informing the community	64 or above
Community satisfaction with customer service	72 or above
Number of people participated in Council-led community engagement activities	Increase
Participation in Banyule advisory committees	Increase
VAGO sustainability ratios	All ratios rated as 'low risk'

Banyule Community Indicators

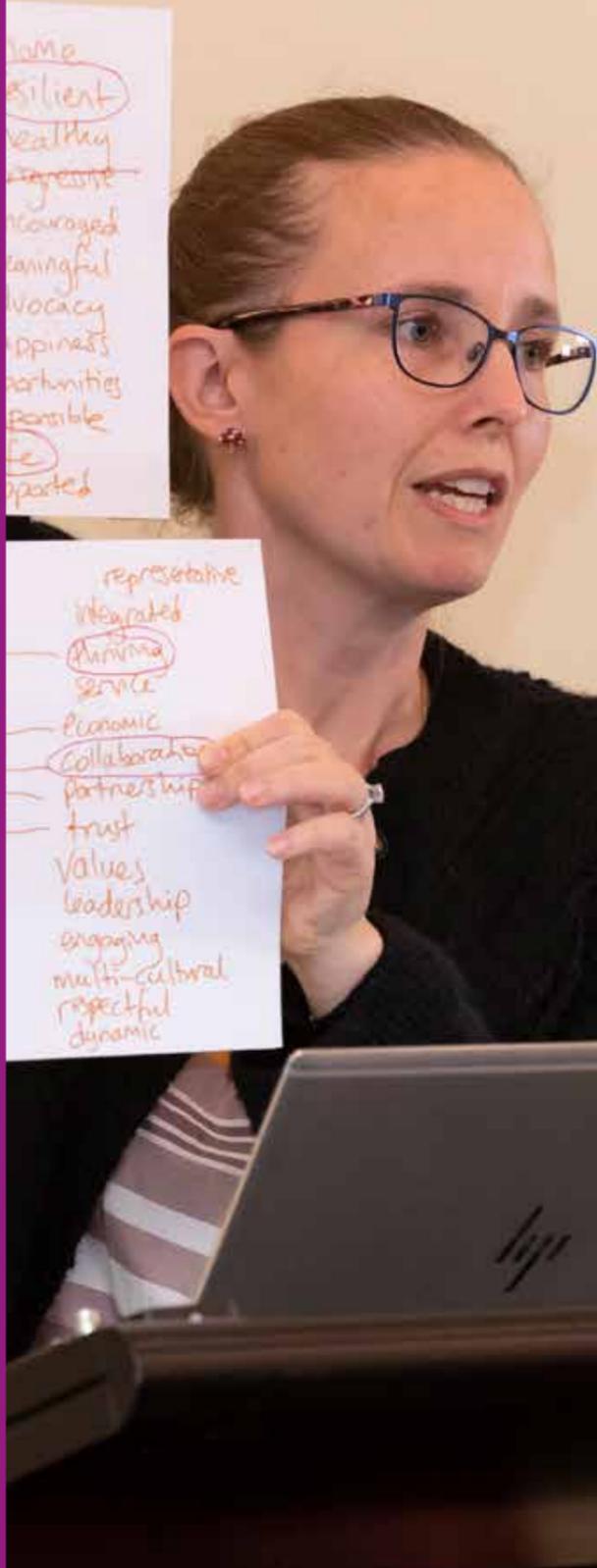
State and federal government projects and grants allocated are in line with Banyule community aspirations	Increase
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Supporting Plans, Strategies and Policies

- Banyule Service Promise
- Environmental Friends Group Volunteers Plan
- Banyule Community Engagement Policy
- Banyule Advocacy Framework
- Banyule Customer Experience Strategy
- Banyule Continuous Improvement Framework
- Banyule Customer Complaint Management Policy
- Financial Plan 2021/22-2030/31
- Revenue and Rating Plan 2021-2025
- Banyule Debt Management Strategic Plan
- Banyule City Council Procurement Policy
- Local Government Acts (2020 and 1989)
- Banyule Communications Strategy
- Councillor Code of Conduct
- Councillor Expense Policy
- Governance Rules
- Banyule Public Transparency Policy
- Victorian Charter of Human Rights and Responsibilities (Human Rights Charter Guidelines 2010)
- People and Culture Strategic Plan
- Banyule City Council Enterprise Agreement
- Working Together Working Better Staff Code of Conduct
- Banyule Child Safe Policy
- Digital Transformation Strategy
- Risk Management Policy and Framework
- Safety Management Framework
- Workforce Plan





Review and updating of this plan

The Council Plan is reviewed on an annual basis to ensure that it continues to meet the needs of the community. We will engage with our community on an ongoing basis and will make any necessary updates to this plan.

A further lens relating to the health and wellbeing outcomes of our community is undertaken to ensure compliance under the *Victorian Public Health and Wellbeing Act 2008* and to track our progress towards improving health and wellbeing outcomes.

Reporting on progress and performance

Measuring and reporting on the progress of the Council Plan is a key focus of Council.

The Council will monitor the progress against the indicators listed in this plan and report back to the community annually through the Annual Report. In addition, quarterly reporting on annual actions will be made available to the community through Council's website and other communication channels. This quarterly reporting enables Council to monitor key actions and projects to ensure they are delivered on time and within budget.

Annual Action Plan



Annual Action Plan 2021/2022

Our Inclusive and Connected Community

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
1.1 Promote active and connected living through a range of accessible and inclusive opportunities for all people of all ages through sport and recreation	1.1.1 Deliver holiday activities featuring a diverse range of accessible, inclusive, unstructured recreational opportunities	Minimum six (6) holiday activities at the end of each school holiday term delivered	Youth Services 
	1.1.2 Deliver Come and Try sessions for older adults in use of the equipment at the Ivanhoe Seniors Exercise Park	Four (4) Come and Try sessions delivered by June 2022	Age-friendly Programs 
	1.1.3 Undertake review of Sporting Reserve User Guide and Allocation Policy to ensure fair and equitable access to our sports facilities and infrastructure	Sporting Reserve User Guide reviewed, and Allocation Policy completed by February 2022	Leisure and Culture 
	1.1.4 Undertake the review of the Recreation Plan 2017-2021	Review of the Recreation Plan 2017-2021 completed by June 2022	Leisure and Culture
	1.1.5 Conduct an audit of Banyule sporting facilities focussing on canteens, kitchens, social rooms and amenities	Banyule sporting facilities audit completed by June 2022	Leisure and Culture 
	1.1.6 Implement a range of initiatives and programs that support participation in sports, recreation and leisure	10% increase in participation in the activities and usage of sport and recreational facilities from the previous year	Leisure and Culture 
1.2 Provide a range of services and programs, and work with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.1 Develop the Bellfield Community Outcomes Framework	Bellfield Community Outcomes Framework developed by February 2022	Community Partnerships
	1.2.2 Undertake the review of Shop 48 - The Harmony Centre	Shop 48 - The Harmony Centre review completed by June 2022	Community Partnerships

Our Inclusive and Connected Community

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

 = Action supports the Municipal Public Health and Wellbeing Plan.

Annual Action Plan 2021/2022

Our Inclusive and Connected Community

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
1.2 Provide a range of services and programs, and works with relevant partners to enhance health and wellbeing outcomes and social cohesion	1.2.11 Provide development opportunities to local sector professionals and parents through the Banyule Nillumbik Youth Services network	Minimum of five (5) development opportunities delivered by June 2022	Youth Services
	1.2.12 Deliver a series of school workshops to support the mental health and wellbeing of young people	Minimum of ten (10) in school workshops focused on mental health and wellbeing of young people delivered annually	Youth Services
	1.2.13 Deliver Seniors Festival Week events and activities	Annual Seniors Festival Week program delivered by October 2021	Age-friendly Programs
1.3 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 festival and events including Malahang Wellbeing Festival, Carols by Candlelight, Twilight Sounds, Eco-Friendly Fest and Pet Expo	All events delivered as per schedule – Chillin' in Banyule by August 2021 – Malahang Wellbeing Festival by October 2021 – Carols by Candlelight by December 2021 – Twilight Sounds by February 2022 – Eco Festival of Place and Belonging by June 2022	Leisure and Culture
	1.3.2 Review the Arts and Culture Plan and Public Art Collection	Revised Arts and Culture Strategic Plan and Banyule Art Collection Policy considered for adoption by Council by June 2022	Leisure and Culture
	1.3.3 Engage a diverse range of local artists and community groups to develop and deliver an annual program of high-quality arts and cultural experiences	– Arts program developed and implemented by June 2022 – Year-round utilisation of arts spaces at Ivanhoe Library and Cultural Hub	Leisure and Culture

Our Inclusive and Connected Community

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
1.3 Provide and promote arts and cultural experiences to enhance community connectedness, engagement and a sense of wellbeing	1.3.4 Build capacity and support professional development of the local creative sector to enhance cultural outcomes for the community	– Two hundred (200) participants in Pinpoint Artists Network – Minimum of six (6) networking and professional development programs – Distribution of \$60,000 to Arts and Culture Project Grant Pool	Leisure and Culture
1.4 Actively support and facilitate for infrastructure, services and programs that address community safety	1.4.1 Undertake the review of the Domestic Animal Management Plan	New Domestic Animal Management Plan considered for adoption by Council by December 2021	Municipal Laws
	1.4.2 Deliver improved pedestrian access to Willinda Park from Beatrix and Talbot streets, Greensborough, along McNamara Street, Macleod and throughout Macleod Village	Capital works projects at nominated sites completed by June 2022	Transport Engineering 
	1.4.3 Implement traffic speed and volume measures at key locations	Speed and volume analysis completed at Sainsbury Avenue, Greensborough; Prosperity Road, Lower Plenty; and Mountain View Road, Montmorency by June 2022	Transport Engineering
	1.4.4 Develop the Banyule Safety and Resilience Framework for the next 10 years	Banyule Safety and Resilience Framework considered for adoption by Council by April 2022	Community Partnerships
	1.4.5 Implement Year 2 of the Banyule Graffiti Strategy 2020-2023	Year 2 action plan completed by June 2022	Community Partnerships
	1.4.6 Review Banyule's Planning and Building Enforcement Framework to reflect the important contribution that Council makes to Victorian Government requirements for building cladding and swimming pools	Review completed and Framework considered for adoption by Council by June 2022	Planning and Building

Annual Action Plan 2021/2022

Our Inclusive and Connected Community

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
1.5 Enhance our relationship and work in respectful partnership with the Traditional Custodians of Banyule, the Wurundjeri people, identified Elders and other Aboriginal and Torres Strait Islanders	1.5.1 In partnership with our Aboriginal and Torres Strait Islander communities, support the activation of the Barrbunin Beek Aboriginal Gathering Place	Barrbunin Beek Aboriginal Gathering Place Strategic Plan (outlining activation actions) developed by June 2022	Community and Social Planning
	1.5.2 Improve opportunities and reduce disadvantage for Aboriginal and Torres Strait Islander communities	Banyule's Reconciliation Action Plan implemented by June 2022	Community and Social Planning 
	1.5.3 Facilitate the Banyule Boorai's Supported Playgroup for Aboriginal children under 2 years of age and their families	Twenty (20) playgroup sessions delivered by December 2021	Maternal and Child Health 
	1.5.4 Undertake ecological and cultural land and water management at Banyule Flats and Banyule Billabong with the Narrap team	Work with Narrap Rangers at five (5) sites at Banyule Billabong and Banyule Flats	Bushland Management
1.6 Promote community awareness and support a diverse, connected, and inclusive community that respects and celebrates different cultures, beliefs, abilities, bodies, ages, sexualities, genders and identities	1.6.1 Deliver wellbeing programs, workshops and activities for young people in local community settings	Minimum of six (6) wellbeing programs, workshops and activities for young people delivered by June 2022	Youth Services
	1.6.2 Deliver a weekly program during term time for LGBTIQ+ young people (14-22 years) to provide safe and supportive social and advocacy opportunities	Weekly programs delivered	Youth Services 
	1.6.3 Deliver a short term supported referral process to young people within the community to link them into an appropriate service	A minimum of thirty (30) referrals completed annually	Youth Services
	1.6.4 Deliver an outreach program in Banyule using an assertive outreach model	Outreach program established and delivered into areas where young people gather within Banyule	Youth Services

Our Inclusive and Connected Community

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
1.6 Promote community awareness and support a diverse, connected, and inclusive community that respects and celebrates different cultures, beliefs, abilities, bodies, ages, sexualities, genders and identities	1.6.5 Embed the delivery of relevant community awareness campaigns and activities about gender equity and gender-based violence	Campaigns during International Women's Day, Week Without Violence, and 16 Days of Activism Against Gender Based Violence delivered	Community Programs 
	1.6.6 Implement an Inclusion Access and Equity Framework within Council services and externally partner with organisations	Twenty (20) internal inclusive audits completed	Community and Social Planning 
	1.6.7 Review and update Banyule's Multicultural Plan	Banyule's Multicultural Plan considered for adoption by Council by June 2022	Community and Social Planning 
	1.6.8 Review and update Banyule's Disability and Inclusion Plan	Banyule's Disability and Inclusion Plan considered for adoption by Council by June 2022	Community and Social Planning 
	1.6.9 Review and update Banyule's LGBTIQ+ Plan	Banyule's LGBTIQ+ Plan considered for adoption by Council by June 2022	Community and Social Planning 
	1.6.10 Ensure LGBTI needs are considered in all service planning for older adults	Rainbow Tick for Age-friendly Programs maintained	Age-friendly Programs 
	1.6.11 Review and update Banyule's Diversity Statement	Updated Diversity Statement considered for adoption by Council by December 2021	Community and Social Planning

 = Action supports the Municipal Public Health and Wellbeing Plan.

Annual Action Plan 2021/2022

Our Inclusive and Connected Community

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
1.7 Provide a range of services and programs that support the development of children, young people and families	1.7.1 Deliver responsive MCH service and program as per current standards of practice	Meet service delivery targets indicated by the Department of Health, and the Department of Families, Fairness and Housing	MCH and Community Support
	1.7.2 Implement actions of the Child and Youth Framework	Child and Youth Framework year 1 actions completed by June 2022	MCH and Community Support
	1.7.3 Deliver quality improvement plans for all five Council early childhood services as per National Quality Standards (NQS)	Department of Education and Training quality rating and assessment criteria met	Early Childhood Services
	1.7.4 Deliver the Banyule Youth Summit and Summit report card biannually	The Banyule Youth Summit or Summit report card delivered biannually	Youth Services
1.8 Strengthen community preparedness and resilience for emergency events	1.8.1 Participate in the North West Metro (NWM) Regional Emergency Management Planning Committee (REMPC) and the Municipal Emergency Management Planning Committee (MEMPC) activities and subcommittees	Chair and lead four (4) REMPC meetings per annum and participate in subcommittees	Emergency Management
	1.8.2 Develop annual review register to schedule the reviews of all emergency management plans and subplans	Annual review register developed by October 2021 and reviews completed by June 2022	Emergency Management
	1.8.3 Undertake preparedness activities in line with emergency management plans and legislation	<ul style="list-style-type: none"> – Online Emergency Management Induction Module in place in learning management system (FRED) – One (1) recruitment session held per year – Council Emergency Operations Centre technology requirements reviewed annually 	Emergency Management
	1.8.4 Update and review the Municipal Fire Prevention Management Plan	Municipal Fire Prevention Management Plan completed by June 2022	Municipal Laws

Our Inclusive and Connected Community

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
1.8 Strengthen community preparedness and resilience for emergency events	1.8.5 Review and update Banyule Heatwave Plan	Banyule Heatwave Plan considered for adoption by Council by June 2022	Public Health Protection
	1.8.6 Review and update Banyule Pandemic Plan	Banyule Pandemic Plan considered for adoption by Council by June 2022	Public Health Protection
1.9 Provide for and facilitate specific programs and respond to current and emerging preventable disease, outbreaks and public health risks	1.9.1 Undertake Council's public health legislative obligations to protect the health of the community	Legislative obligations are met: <ul style="list-style-type: none"> – 100% food business assessments/inspections completed in registration period (calendar year) – 100% anaphylaxis reports investigated – 100% health premises inspections completed in registration period – 100% infectious disease outbreaks investigated (gastro) – 100% nuisance complaints investigated – 100% registered pools inspected 	Public Health Protection
	1.9.2 Deliver a range of educational and enforcement activities to reduce the health impact of tobacco on the community	<ul style="list-style-type: none"> – 100% tobacco related complaints investigated – All works completed in line with Municipal Association of Victoria (MAV) agreement 	Public Health Protection 
	1.9.3 Coordinate and deliver immunisation services to protect children from vaccine preventable diseases	Immunisation targets >95% per cohort	Public Health Protection
	1.9.4 Raise awareness of public health matters and respond to changes in the public health needs of the community including food safety, allergens, hygiene and potential nuisances and immunisation	Increase awareness by promoting public health matters, including through implementation of COVID business/community support program	Public Health Protection

 = Action supports the Municipal Public Health and Wellbeing Plan.

Annual Action Plan 2021/2022

Our Inclusive and Connected Community

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

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

Our Sustainable Environment

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

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

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Annual Action Plan 2021/2022

Our Sustainable Environment

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
2.2 Minimise stormwater pollution and the impacts of flooding, and maximise Council's water conservation to transition to a water sensitive City	2.2.1 Operate, monitor and optimize capabilities of the existing stormwater harvesting sites and Water Sensitive Urban Design (WSUD) assets	- 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
	2.2.2 Review planning permit assessment and endorsement processes to ensure that Water Sensitive Urban Design requirements are included in developments	Water Sensitive Urban Design assurance and options framework completed by June 2022	Development Planning Drainage and Developments
	2.2.3 Design, plan and construct a new irrigation system for NJ Telfer Reserve	New irrigation system for NJ Telfer Reserve completed by June 2022	Sportsfield and Open Space Assets
	2.2.4 Deliver pool blanket trial at warm water pool at WaterMarc as part of energy efficiency work program	Pool blanket trial at warm water pool at WaterMarc delivered by June 2022	Major Facilities Environment
2.3 Demonstrate leadership in addressing climate change and take action to become a carbon neutral Council by 2028 and City by 2040	2.3.1 Investigate electrification opportunities at Council owned and occupied buildings that use gas	Electrification investigation report completed by June 2022	Environment
	2.3.2 As part of a new pilot solar on leased facility program undertake solar feasibility and design investigation work at Council owned and leased facilities	Pre-feasibility report for program participants delivered by June 2022	Environment
	2.3.3 Undertake a detailed vulnerability assessment to identify climate risk to both community and infrastructure	Map vulnerability assessment within Council's GIS software program completed by June 2022	Environment 
	2.3.4 Reduce internal combustion engine (ICE) fleet	Two (2) new electric cars added to Council fleet by June 2022	Fleet

Our Sustainable Environment

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
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 (4) capacity building workshops delivered by June 2022	Environment
	2.4.2 Deliver Gardens for Wildlife Program creating habitat 'stepping stones' through private property	Minimum of forty (40) households participate in Gardens for Wildlife Programs	Environment
	2.4.3 Deliver environmental workshops to the community through Spring Outdoors Program	Five (5) Banyule community workshops delivered by June 2022	Environment
	2.4.4 Deliver a targeted community-led Energy Innovation Grant that supports the community-led energy solutions	Receipt and allocation of a community-led grant submission for a community energy solution by June 2022	Environment
	2.4.5 Encourage solar uptake by Banyule businesses through participation in the solar savers program	Minimum five (5) Banyule businesses sign up for solar through solar savers program	Environment
2.5 Avoid waste generation and encourage and support the community to achieve zero waste to landfill by 2030	2.5.1 Prepare to roll out a FOGO (food organics and garden organics) kerbside collection system to residents	Roll-out ready by June 2022	Strategic Waste
	2.5.2 Implement waste assessment guidelines to ensure appropriate consideration of waste management for new developments having regard to future occupants and future collection streams	Waste assessment guidelines completed and considered for all new residential developments	Development Planning and Waste Management
	2.5.3 Undertake trial of environmentally friendly nappies at St Hellier Street Children's Centre in the baby's room	Trial completed by June 2022	Early Childhood Services

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Our Sustainable Environment

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
2.6 Engage and work with the community and partners to protect, enhance and experience the environment	2.6.1 Support and implement friends group activities through environmental conservation projects within waterway corridors and bush reserves	Support 90 working bees for weed control activities and planting of 10,000 Indigenous tube stock	Environment
	2.6.2 Work with CERES on the five modules to achieve 5-star accreditation in environmental sustainability for Council's five early childhood services	5-star accreditation achieved for core, biodiversity, energy, waste and water modules	Early Childhood Services
	2.6.3 Provide environmental grants that support local environment initiatives	Full allocation of the environmental grants program by June 2022	Environment
	2.6.4 Support and implement annual nature play activities across selected Bush Reserves	Four (4) activities conducted per year throughout different reserves focusing on a range of nature themes	Bushland Management 
2.7 Protect, increase and maintain Banyule's urban forest population to provide a greener City for enhanced liveability	2.7.1 Undertake the review of planning permit outcomes to ensure tree planting requirements are implemented and maintained	- 100% of completed multi-dwelling developments inspected - Contact 60% of selected tree permit holders to confirm permit requirements	Development Planning
	2.7.2 Review the Urban Forest Strategic Plan	Draft Urban Forest Strategic Plan completed by June 2022	Urban Forestry
	2.7.3 Deliver annual advanced tree planting program	Minimum of 3000 new trees planted by June 2022	Urban Forestry
2.8 Explore and support opportunities for urban farming and community gardens	2.8.1 Embed community gardens at Bellfield Community Centre	Community gardens incorporated in the Bellfield Community Centre precinct plan	Asset and Delivery
	2.8.2 Develop a scope for urban food strategy	Urban food strategy scope endorsed by June 2022	Community Programs

Our Well-Built City

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

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

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Annual Action Plan 2021/2022

Our Well-Built City

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
3.3 Prioritise a series of localised plans for twenty-minute neighbourhoods across Banyule that are well connected and meet community needs closer to home	3.3.1 Develop a Place-based Framework for Banyule	Banyule's Place-based Framework including principles considered for adoption by Council by June 2022	City Futures
	3.4.1 Progress the Cartmell Street public car park and mixed-use development project	Finalise negotiations and contract of sale	Strategic Property
	3.4.2 Advocate for the inclusion of mechanisms in Victorian Planning Schemes to secure affordable housing outcomes	Inclusion of affordable housing outcomes in Council's Advocacy Plan	Development Planning
3.4 Plan for greater diversity of housing and commercial activity in the most accessible locations to balance sustainable growth and enable ageing in place	3.4.3 Undertake a review of planning permit outcomes to ensure age in place (liveability) requirements are implemented	Verification of liveability requirements of 20% of completed multi-dwelling developments inspected	Development Planning
	3.5.1 Implement Sustainable Building Guidelines that embed the best practice environmentally sustainable design specifications into capital works and maintenance programs	100% compliance with the Sustainable Building Guidelines for all new and upgraded buildings	Assets and Delivery
3.5 Provide and facilitate for achieving environmentally sustainable designs and outcomes and deliver urban centres that are resilient to the impacts of climate change	3.5.2 Undertake a review of planning permit outcomes to ensure Environmentally Sustainable Design requirements are implemented and maintained and develop a business case for ongoing resourcing	5% of completed multi-dwelling developments undergo certification or verification of Environmentally Sustainable Design requirements	Development Planning

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
3.6 Preserve and enhance Banyule's valued heritage, local character, and its significant trees	3.6.1 Explore opportunities for a stronger Planning Scheme position in relation to neighbourhood character outcomes	Propose a Neighbourhood Character Planning Scheme Amendment by June 2022	Development Planning City Futures
	3.6.2 Finalise the Banyule Heritage Study and progress a planning scheme amendment to protect properties of heritage value	Final planning scheme amendment considered for adoption by Council by June 2022	City Futures
	3.6.3 Finalise planning scheme amendment for significant trees	Significant tree amendment considered for adoption by Council by 2022	City Futures
	3.6.4 Review Banyule Planning Scheme environmental overlays and draft planning scheme amendment to ensure policy and controls represent best practice	Seek authorisation for planning scheme amendment by June 2022	City Futures
3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.1 Deliver the playground improvements program	Playground improvement works completed at Arthur Streeton Reserve, Tahlee Playground, Partingtons Flat Reserve, James Reserve and Yallambie Park by June 2022	Open Space Planning and Strategic Projects
	3.7.2 Develop and implement Youth Spaces Plan	Youth Spaces Plan considered for adoption by Council, and year 1 actions implemented by June 2022	Open Space Planning and Strategic Projects 
	3.7.3 Develop a new pocket park at Were Street, Montmorency	Pocket park at Were Street, Montmorency completed by June 2022	Open Space Planning and Strategic Projects
	3.7.4 Commence the Ivanhoe Activity Centre Public Realm Plan	Community engagement for the Ivanhoe Activity Centre Public Realm Plan undertaken by June 2022	Open Space Planning and Strategic Projects

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Annual Action Plan 2021/2022

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
3.7 Provide and maintain public parks and open spaces for a range of uses for all ages and abilities	3.7.5 Develop Heidelberg Park Masterplan	Heidelberg Park Masterplan considered for adoption by Council by June 2022	Open Space Planning and Strategic Projects
3.8 Lead on the use of sustainable modes of transport, and encourage walking, cycling and use of public transport	3.8.1 Update the Banyule Integrated Transport Plan (BITP) Action Plan and associated Transport Advocacy List	BITP Action Plan and Transport Advocacy List considered for adoption by Council by June 2022	Transport Planning and Advocacy
	3.8.2 Complete the Banyule Bicycle Strategy	Banyule Bicycle Strategy considered for adoption by Council by June 2022	Transport Planning and Advocacy 
	3.8.3 Complete Safe Access Audits for pedestrians, cyclists, and motor scooters in activity centres	Complete four (4) centre audits by June 2022	Transport Planning and Advocacy 
	3.8.4 Undertake renew and refresh of the Northern Regional Trails Strategy	Northern Regional Trails Strategy considered for adoption by Council by June 2022	Open Space Planning and Strategic Projects
	3.8.5 Improve school crossing infrastructure	Deliver two upgraded school crossings by June 2022	Transport Engineering
	3.8.6 Complete the refresh of Northern Regional Trails Strategy	Northern Regional Trails Strategy considered for adoption by Council by June 2022	Open Space Planning and Strategic Projects
	3.8.7 Deliver community behaviour change programs that support sustainable transport initiatives	Two (2) community programs delivered by June 2022	Transport Planning and Advocacy

Our Valued Community Assets and Facilities

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
4.1 Strategically plan, build and renew community assets and facilities that meet current and future service needs and instil a sense of civic pride	4.1.1 Develop the Community Infrastructure Framework	Community Infrastructure Framework considered for adoption by Council by April 2022	Community Programs
	4.1.2 Develop Council's 10-year capital works program	10-year capital works program considered for adoption by Council by June 2022	Delivery and Assets
	4.1.3 Develop a 10-year Asset Plan	10-year Asset Plan considered for adoption by Council by June 2022	Delivery and Assets
	4.1.4 Develop a Sports Capital Works Policy that provides a consistent, equitable and transparent approach to Council's funding of new and upgraded sporting facilities and infrastructure	Sports Capital Works Policy considered for adoption by Council by March 2022	Leisure and Culture
	4.1.5 Complete the surface renovation of Beverley Road Oval, Heidelberg	Surface renovation of Beverley Road Oval, Heidelberg completed by June 2022	Delivery and Assets Sportsfield and Open Space Assets
	4.1.6 Complete the design for the reconstruction of Warringal Park Oval	Warringal Park Oval design completed by June 2022	Sportsfield and Open Space Assets
	4.1.7 Complete the upgrade of Partingtons Flat sporting pavilion and female friendly change rooms	Construction of Partingtons Flat sporting pavilion completed by June 2022	Delivery and Assets
	4.1.8 Complete the design of Macleod Park sporting pavilion and complete construction of change rooms (stage 1 and stage 2)	- Macleod Park sporting pavilion design and change room construction completed by June 2022 - Concept redevelopment design progressed to schematic design	Delivery and Assets Leisure Culture

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Annual Action Plan 2021/2022

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

Our Valued Community Assets and Facilities

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

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Our Valued Community Assets and Facilities

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

Our Valued Community Assets and Facilities

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
4.6 Actively seek partnerships and collaborate with other organisations to build and utilise community infrastructure	4.6.3 Partnership with Launch Housing to secure funding for a new social housing precinct in the Bellfield area	Successful funding application to build fifty-three (53) social housing units	Community Partnerships 
	4.6.4 Complete the construction of Old Eltham Road Stage 3 as per requirements of Roads to Recovery funding	Construction of Old Eltham Road Stage 3 completed by June 2022	Delivery and Assets
	4.6.5 Complete stage 4 and 5 of Darebin Creek Trail upgrade works	Stage 4 and 5 construction works completed by December 2021 and wayfinding signage installed by June 2022	Delivery and Assets
	4.6.6 Develop partnerships with State and Federal governments to deliver sports infrastructure projects that support equity and access and increased sports participation and growth opportunities, such as female-friendly change facilities	At least one (1) successful grant application to support the delivery of sports infrastructure projects received by June 22	Leisure and Culture

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Annual Action Plan 2021/2022

Our Thriving Local Economy

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.1 Stimulate and support a vibrant and resilient local economy to encourage business, employment and investment opportunities	5.1.1 Develop Banyule's Economic Development Strategy	Draft Economic Development Strategy completed by June 2022	Economic Development
	5.1.2 Configure a Small Business Permit Assist program that guides and supports businesses through Councils permit process	Support ten (10) applications per quarter	Economic Development
	5.1.3 Deliver an annual business grants program to support Banyule businesses	Two (2) grant rounds delivered by June 2022	Economic Development
	5.1.4 Prepare the Heidelberg Structure Plan to guide the investment and redevelopment of major activity centres	Heidelberg Structure Plan completed by June 2022	City Futures
	5.1.5 In partnership with local business, deliver Chillin' in Banyule music and entertainment program	Chillin' in Banyule program events delivered by September 2021	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	Twenty-five (25) networking opportunities provided by June 2022	Economic Development
	5.2.2 Promote Banyule businesses through Rediscover Local channels	A minimum of one hundred and fifty (150) businesses promoted by June 2022	Economic Development
	5.2.3 Implement a range of initiatives to increase the number of e-News subscribers	Achieve 10% increase in Banyule Business E-News subscribers by June 2022	Economic Development
	5.2.4 Implement initiatives to increase Instagram followers across Banyule Business and Rediscover Local channels	Achieve 35% increase in Instagram followers by June 2022	Economic Development

Our Thriving Local Economy

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.3 Support innovation, business start-ups and the development of micro, disability, Aboriginal and creative enterprises across Banyule	5.3.1 Secure funding to expand start-up and development support for social enterprises, microenterprise, disability enterprise, Aboriginal enterprise and creative enterprise	New dedicated Inclusive Enterprise and Entrepreneurship team established by June 2022	Social Enterprise and Local Jobs
	5.3.2 Develop and distribute a new business start-up kit	New business start-up kit developed, and distribution started by December 2021	Economic Development
5.4 Build strong regional partnerships to leverage growth corridors and stimulate ongoing economic prosperity	5.4.1 Promote Banyule businesses by participating in a range of activities through North Link	Deliver phase 2 of the Visit Melbourne's North Campaign by June 2022	Economic Development
	5.4.2 In partnership with North Link, host regional business networking event	Northern Business Achievement Awards event hosted by Banyule	Economic Development
5.5 Partner with local employers, agencies and other organisations to create inclusive jobs	5.5.1 Deliver Mayoral Jobs Roundtable event	Five (5) local employers commit to creating inclusive local job outcomes by partnering with Banyule Council	Social Enterprise and Local Jobs
	5.5.2 Create a guide and toolkit that supports the local government sector to run Banyule's Inclusive Employment Program within their municipality	Forty (40) inclusive employment opportunities created within partnering councils by June 2022	Social Enterprise and Local Jobs 
	5.5.3 Deliver the Jobs Victoria Advocate program	Total of 3650 job seekers supported by Jobs Victoria Advocates by June 2022	Social Enterprise and Local Jobs

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Annual Action Plan 2021/2022

Our Thriving Local Economy

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.5 Partner with local employers, agencies and other organisations to create inclusive jobs	5.5.4 In partnership with local employment partners, create a program that supports employers with free tools, resources and access to recruitment services and local talent to build stronger, more inclusive workplaces	– Inclusive employment business service developed by June 2022 – Twenty-two (22) employment opportunities created within partnering employers by June 2022	Social Enterprise and Local Jobs
	5.6.1 Launch the Youth Marketspace program providing entrepreneurial opportunities for young people	Minimum of ten (10) young people engaged in Youth Marketspace program	Youth Services
	5.6.2 Deliver a range of activities, programs or workshops that support young people's employment pathways	Minimum of three (3) opportunities delivered annually	Youth Services
	5.6.3 Deliver the Jobs Victoria Advocate program	Total of 3650 job seekers supported by Jobs Victoria Advocates by June 2022	Social Enterprise and Local Jobs
5.6 Provide and facilitate job readiness programs and pathways to employment	5.6.4 Provide work experience and tertiary placements at Banyule Council	Ten (10) pathways to employment opportunities supported within Banyule Council by June 2022	People and Culture
	5.7.1 Develop Banyule Volunteer Engagement Strategy that strengthens Council's approach to meet the National Standards for Volunteer Involvement	Banyule Volunteer Engagement Strategy considered for adoption by Council by June 2022	Social Enterprise and Local Jobs
	5.7.2 Create a Volunteer Management Document which improves processes with obtaining volunteers for Council events program	Volunteer Management Document developed by March 2022	Leisure and Culture
5.7 Encourage and support volunteerism within Banyule as an important contributor to the local economy and involvement in community life			

Our Thriving Local Economy

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.8 Create distinctive, appealing and thriving shopping centres and industrial precincts that have a local identity and contribute to a strong sense of place	5.8.1 Review Special Rate and Charge schemes	Special Rate and Charge schemes managed for Eaglemont, Greensborough, Macleod, and Watsonia districts	Economic Development
	5.8.2 Undertake service delivery model review for activity centres	Review completed by June 2022	Economic Development
	5.8.3 Support the Heidelberg West Business Park to deliver networking events and improve signage for the area	Networking events and signage projects delivered as per the service level agreement	Economic Development
5.9 Create inclusive employment opportunities within Banyule Council workforce for people facing barriers to employment	5.9.1 Deliver the Banyule Inclusive Employment Program to support targeted community groups experiencing significant barriers to employment	Thirty (30) employment opportunities created within Banyule by June 2022	Social Enterprise and Local Jobs
	5.9.2 Deliver traineeships and identified roles to support targeted community groups that are underrepresented in Council's workforce	Ten (10) employment opportunities created by June 2022	People and Culture 
	5.9.3 Develop and implement a Diversity and Inclusion Plan	Banyule Diversity and Inclusion Plan considered for adoption by Council by June 2022	People and Culture 
	5.9.4 Implement mandatory diversity and inclusion training and cultural awareness training for all Banyule Council staff	Diversity and inclusion training implemented by June 2022	People and Culture 

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Annual Action Plan 2021/2022

Our Thriving Local Economy

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
5.10 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 (32) inclusive local job outcomes created by June 2022	Social Enterprise and Local Jobs
	5.10.2 Support Banyule's community-led Banyule Social Enterprise Network and Social Enterprise Support Service	- Social Enterprise Support Service added to Banyule Council website by June 2022 - Banyule Social Enterprise Network launched by June 2022	Social Enterprise and Local Jobs
	5.10.3 Complete a feasibility study for a social enterprise café at Malahang Reserve	Feasibility report completed by June 2022	Social Enterprise and Local Jobs
	5.10.4 Co-design and host a social enterprise development program in collaboration with partners	Social enterprise development program and workshops designed by June 2022	Social Enterprise and Local Jobs

Our Trusted and Responsive Leadership

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

Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.1 Provide good governance, be accountable and make informed decisions based on sound evidence	6.1.1 Review and update policy documents publicly available on Council's website in line with Council's Transparency Policy	Reviews and updates completed by June 2022	Governance
	6.1.2 Develop Chief Executive Office Remuneration Policy	Chief Executive Office Remuneration Policy considered for adoption by Council by December 2021	Governance
	6.1.3 Undertake review of Council's General Local Law No. 1 (2015)	Updated General Local Law considered for adoption by Council by June 2022	Municipal Laws
	6.1.4 Update Council's Privacy Policy	Council's Privacy Policy updated and endorsed by the Executive Management Team by December 2021	Records and Information
	6.1.5 Review and update Council's Records Disposal Guidelines	Council's Records Disposal Guidelines updated by December 2021	Records and Information
	6.1.6 Develop and implement a Banyule Hoarding and Squalor Plan	Banyule Hoarding and Squalor Plan developed by June 2022	Municipal Laws
6.2 Provide outstanding customer service and a great customer experience for all.	6.2.1 Embed the Banyule Service Promise to improve customer satisfaction	- Service expectation review completed by December 2021 - Improve customer satisfaction score by 2% compared to 2021	CX Strategy
	6.2.2 Develop a Voice of Customer (VoC) Framework	Voice of Customer Framework developed by December 2021	CX Strategy
	6.2.3 Upgrade current intranet to new platform and structure with a greater emphasis on collaboration	New technology platform and seamless migration completed by June 2022	Digital Transformation Team
	6.2.4 Increase online services and payments options available to the community	Implement eight (8) new payment facilities and online services by September 2021	IT Applications and Digital Team

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.3 Provide responsible management of resources to ensure the financial sustainability of Banyule Council	6.3.1 Develop Council's Long-Term Financial Plan	Long Term Financial Plan considered for adoption by Council by 31 October 2021	Finance and Procurement
	6.3.2 Update Council's Investment Policy in line with newly adopted Investment Strategy	Investment Policy considered for adoption by Council by December 2021	Finance and Procurement
	6.3.3 Review and update Revenue and Rating Plan 2021-25	Updated Revenue and Rating Plan considered for adoption by Council by 30 June 2022	Finance and Procurement
6.4 Provide an integrated approach to planning and community reporting aligned to the Banyule Community Vision 2041	6.4.1 Implement Integrated Strategic Planning and Reporting Framework through development of Community Vision 2041 and Council Plan 2021-2025	Banyule Community Vision 2041 and Council Plan 2021-2025 considered for adoption by Council by 31 October 2021	Corporate Planning
	6.4.2 Develop and implement a range of internal and external performance reports, community dashboards and systems that enhances organisational performance, transparency and public trust	<ul style="list-style-type: none"> – Reporting Framework for internal and external reporting requirements developed by November 2021 – Community Performance reporting implemented by December 2021 – Community dashboards and required systems implemented by June 2022 	Corporate Planning
	6.4.3 Develop a matrix of indicators to measure the diversity and social inclusion in council services, programs and events	Social inclusion and diversity indicators matrix endorsed by June 2022	Community Safety 
	6.4.4 Design and implement an enterprise wide business intelligence and reporting cloud solution to provide business areas with real-time reporting capabilities	<ul style="list-style-type: none"> – Business requirements defined and delivered based on the consultation with each business area and area leaders – Platform data designs are defined and built by June 2022 	IT Applications and Digital Team

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

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service	
6.6 Proactively manage Council's risks and provide a safe workplace	6.6.4 Implement Cyber Security Essential 8 of the mitigation strategies to enhance Council's security posture	First phase of strategies implemented to the maturity levels endorsed by the Information and Communications Technology (ICT) Steering Committee by June 2022	IT Infrastructure and Operations Team	
	6.7 Invest in new technology and innovative digital solutions to deliver seamless and responsive services	6.7.1 Implement new contact centre platform to enhance our telephony capability for staff and the public	<ul style="list-style-type: none"> - Premier Contact Point for Customer Service and other business units successfully implemented by November 2021 - Reduce or maintain average call wait times within target of less than 1 minute 	IT Infrastructure and Operations Team CX Operations
		6.7.2 Procure and start phase 1 implementation of a new Customer Experience Platform (CXP)	<ul style="list-style-type: none"> - New software procured and implementation partner selected - Thirty (30) online services delivered by June 2022 	Digital Transformation Team CX Strategy
		6.7.3 Upgrade Council's Enterprise Resource Program (ERP) system	Authority 7.1 upgrade completed by November 2021 with minimal disruption to the business	IT Applications and Digital Team
		6.7.4 Deliver Smart Buildings and Security project to consolidate and provide enhanced features to access controls and CCTV	<ul style="list-style-type: none"> - Public tender completed with solution and vendor selected. - Initial pilot phase of one building completed by June 2022 	IT Infrastructure and Operations Team
6.7.5 Undertake Banyule Seniors Link UP project to facilitate digital literacy for seniors' club members and older residents	Banyule Seniors Link UP project completed by June 2022	Age-friendly Programs		

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.8 Engage meaningfully with our diverse community, encourage participation, and be proactive and responsive to current and emerging needs	6.8.1 Review Council Meeting Public Participation process	Council Meeting Public Participation process review completed by December 2021	Governance
	6.8.2 Implement Council's Community Engagement Policy	<ul style="list-style-type: none"> - All community engagement projects are planned and delivered in line with the Council's Community Engagement Policy - Staff training program delivered by June 2022 	Community Engagement
	6.8.3 Update the design of Shaping Banyule (Council's Community Engagement website) and increase the number of visitors to the site	<ul style="list-style-type: none"> - Shaping Banyule design update completed - Increase the percentage (currently 4.2%) of visitors to Shaping Banyule who actively engage on a project 	Communications
	6.8.4 Support and facilitate Council's advisory committees	<ul style="list-style-type: none"> - Inclusive Banyule Advisory Committee - four (4) meetings annually - Reconciliation Action Plan Advisory Committee - six (6) meetings annually - Arts and Culture Advisory Committee - four (4) meetings annually - Banyule Environment and Climate Action Advisory Committee - four (4) meetings annually - Multicultural Committee - six (6) meetings annually - Disability and Inclusion Committee - six (6) meetings annually - LGBTIQ+ Committee - six (6) meetings annually - Age-Friendly City Committee - four (4) meetings annually 	Communications

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Strategy	Annual Action for 2021/2022	Annual Target/Measure	Responsible Service
6.9 Improve the reach, transparency, impact and responsiveness of our communications	6.9.1 Increase engagement and average audience across all Council social media channels	<ul style="list-style-type: none"> – Implement social media strategy – More than 10% audience increase overall. – More than 10% increase on average engagement compared to previous year 	Communications
	6.9.2 Introduce a Council wide digital newsletter to compliment print based publications and grow the number of subscribers	<ul style="list-style-type: none"> – Monthly digital newsletter in production by August 2021 – 20% growth of subscribers by June 2022 	Communications
	6.9.3 Implement a refreshed design and site structure, increase visitations and levels of visitor satisfaction for the Banyule Council's corporate website	<ul style="list-style-type: none"> – Corporate website refresh completed by September 2021 – Maintain visitation numbers to the site above 750,0000 	Communications
6.10 Advocate for community priorities and aspirations to improve service, infrastructure, land use, environmental and social outcomes	6.10.1 Develop Council's Advocacy Framework and Plan, and report on progress to the community	<ul style="list-style-type: none"> – Advocacy Framework and Plan considered for adoption by Council by December 2021 – Provide progress update to community by February 2022 	Communications
	6.10.2 Undertake advocacy with Victorian Government for improved community outcomes for the Major Transport Projects	Secure improved community infrastructure/ service outcomes	Transport Planning and Advocacy
6.11 Continually improve, innovate and review our services to ensure they are effective, efficient and represent value for money	6.11.1 Embed the Continuous Improvement Framework into Council's systems and processes	<ul style="list-style-type: none"> – Develop Benefits Realisation Framework by December 2021 – Deliver cross-organisational continuous improvement projects for Supplementary Valuations and Building Better Banyule Permits by June 2022 	Continuous Improvement

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

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How to contact your Council

For all enquiries or information about any Council services:

Telephone: **9490 4222**

Email: enquiries@banyule.vic.gov.au

Website: www.banyule.vic.gov.au

Fax: **9499 9475**

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

Postal Address:

PO Box 94, Greensborough 3088

Council Service Centre:

Greensborough: Level 3, 1 Flintoff Street

Ivanhoe Library and Cultural Hub

Ivanhoe: 275 Upper Heidelberg Road

Office Hours of Opening:

Monday – Friday 8.30am – 5pm

Interpreter service:

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

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

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

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

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

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

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

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

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

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