Banyule
City Council

Banyule Delivery Plan 2025–2029

Year 2

Banyule Futures
Your Voice
Our Future

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Acknowledgement of the Traditional Custodians

Banyule City Council is proud to acknowledge the Wurundjeri Woi-wurrung people as Traditional Custodians of the land and we pay respect to all Aboriginal and Torres Strait 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

Our community is made up of diverse cultures, beliefs, abilities, bodies, sexualities, ages and genders. We are committed to access, equity, participation and rights for everyone: principles which empower, foster harmony and increase the wellbeing of an inclusive community.

Purpose of this document

The Banyule Delivery Plan 2025–2029 – Year 2 explains what Council will deliver in Year 2 of its four-year planning cycle, and how these actions will be funded through the annual budget.

The Delivery Plan sets out the services, projects and initiatives Council will focus on during the year to respond to community needs and priorities.

How the Delivery Plan fits with the Banyule Plan

The Banyule Plan 2025–2029 (the Banyule Plan) is Banyule Council's main four-year plan. Most councils refer to this type of document as their Council Plan. At Banyule, we use the name Banyule Plan to reflect our community, our place and our shared priorities.

The Banyule Plan was adopted by Council on 23 June 2025 following extensive community engagement. This included:

- online engagement
- local precinct-based engagement
- four deliberative community sessions
- consultation with advisory committees
- planning sessions and workshops with councillors and Council staff.

The Banyule Plan sets the overall direction for Council. The Delivery Plan shows how that direction is put into action each year through funded services, projects and initiatives.

Together, the Banyule Plan and the Delivery Plan support the long-term goals set out under the priority themes in Banyule's Community Vision 2041 (the Community Vision).

How the Delivery Plan has been developed

The Delivery Plan responds directly to the Community Vision priority themes and has been informed by:

- Banyule's health and wellbeing priorities for 2025–29 and Council's climate action response
- long-term capital works commitments and Council-funded initiatives
- key adopted Council strategies, plans and policies, including those under review or in development
- actions funded through the annual budget process
- ongoing activities from the previous Council Plan 2021–2025 annual action plans
- feedback received through ongoing community engagement.

What is the Banyule Plan?

The Banyule Plan is Council's main strategic document for a four-year planning period. It outlines Council's priorities and focus areas and shows how Council will work with the community, other levels of government, agencies and partners to achieve the Community Vision.

At Banyule City Council, the Health and Wellbeing Plan is integrated into the Banyule Plan, creating one clear and connected planning document that recognises both the places and infrastructure within the municipality, and the people who live, work or visit Banyule.

The Banyule Plan helps Council focus on what matters most to the community and provides a clear way to track progress and measure success over time.

Read the full Banyule Plan.

Council's key initiatives

Since being elected in November 2024, the Mayor and councillors have been combining what we have heard from our targeted consultation programs and ongoing feedback from our community together with key programs, projects and initiatives that are already underway to help develop a clear road map for the future.

With ongoing economic and societal challenges facing our community along with state and federal elections, it is essential that Council work in partnership with other levels of government, community members and organisations and the private sector to make a positive impact on people that live, work, visit and do business in Banyule.

Council has identified the following key initiatives that we will focus on delivering over the next four years.

Financial sustainability

With inflation and cost of living pressures impacting everyone, our focus is on sound financial management that supports us to deliver value for money services and projects, while paying down debt and returning the overall budget to surplus. We are focus on doing this while continuing to take the pressure of those doing it tough through hardship and support arrangements.



Environmental action

We've got bold plans to increase our overall tree canopy to 30%, to protect and enhance our biodiversity and reach zero emissions by 2028. We will continue to develop projects and programs that get us to these targets while also supporting the community to work towards a sustainable and green future that protects and improves the green spaces that we all know and love.

Local business support

We'll continue to work alongside and in partnership with our small business community and broader business sector to create a thriving economic environment and opportunities for business to grow sustainably and succeed.

Advocating for community needs

We remain committed to advocating on behalf of our community including:

- Securing funding to deliver a major upgrade at Ivanhoe Aquatic and a West Heidelberg Integrated Services Hub to meet the growing needs for community services, food relief and support



Figure 1 | Design concept for Ivanhoe Aquatic

- Minimising the impact on residents during the North East Link (NEL) construction and working with the State Government to get good project outcomes and an upgrade to the Watsonia Train Station in line with the NEL project construction
- Better transport connections with improved walking, cycling and public transport within Banyule and beyond.

Improved community assets and projects

Each year our capital works program continues to upkeep our roads, footpaths and drains as well as delivering important community assets and projects that improve community safety, amenity and the appeal of local places.

Health and wellbeing

We will focus on improving access to healthy food, improving mental health, addressing family violence and creating opportunities for people to be active, included and connected.



Housing and homelessness

Too many people are still struggling to have a roof over their heads, and we've seen an increase in people experiencing homelessness, along with a gap in critical services for those needing help. We will continue to work with government and other partners to find ways to increase housing in the right areas and offer support for those that need it most.



Figure 2 | Affordable housing in Bellfield

How initiatives get delivered

The Delivery Plan and our ongoing service delivery play a critical role in how these key initiatives will be addressed. Through the actions and strategies of Council, you will see practical and specific examples of these initiatives being brought to life. Each year as part of our community reporting we will demonstrate what has been and is being done to make an impact on these key initiatives.

What is a Health and Wellbeing Plan?

In accordance with the *Public Health and Wellbeing Act 2008*, all local councils in Victoria must address the health and wellbeing needs of their communities through a Health and Wellbeing Plan. This strategic plan outlines the Council's primary goals and priorities for safeguarding, enhancing and promoting public health and wellbeing within the municipality. Additionally, councils are committed to meeting health and wellbeing planning requirements under the *Gender Equality Act 2020* and the *Climate Change Act 2017*.

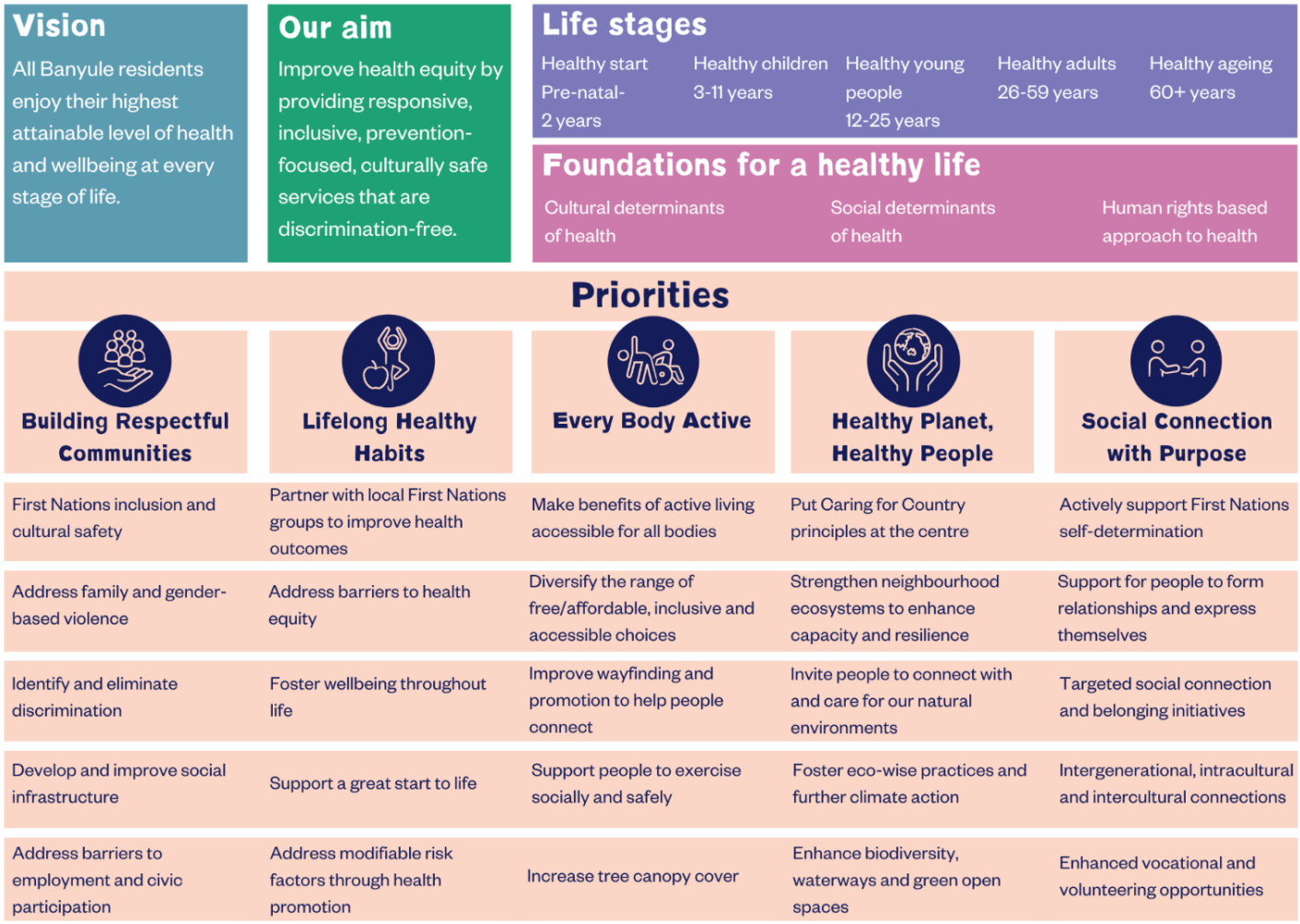


Figure 1 | Banyule's Health and Wellbeing Plan priorities

For an accessible long description of this infographic, see Appendix A.

Health and Wellbeing Plan priorities icon legend used throughout the document



Read the full Banyule Plan, which includes the Health and Wellbeing Plan.

Priority theme 1

Our Inclusive, Healthy and Connected Community

A vibrant, connected, active and safe community where diversity and inclusion are valued and encouraged.

Our shared vision for the future

By 2041, Banyule remains a diverse, inclusive and vibrant community, where everyone feels at home.

- We honour and learn from Aboriginal and Torres Strait Islander cultures and support self-determination.
- Community spaces and services are welcoming and accessible to all, with no barriers to inclusion or participation.
- Banyule is safe and people enjoy nutritious food, lead active lifestyles and experience their best health and wellbeing.
- Our festivals and events are inclusive and reflect our diversity.
- We protect and celebrate our arts and cultural history, offering opportunities for people to connect, participate and be represented.
- Volunteering, education and work encourage and build community connection.
- Valuing people's differences underpins our sense of belonging.
- We recognise the importance of good mental health and emotional wellbeing.

What we will do to achieve our goals

Table 1 | Priority theme 1 – Our Inclusive, Healthy and Connected Community – Delivery Plan year 2 actions

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
1.	**Strengthen our partnership with the Barrbunin Beek Aboriginal Gathering Place**	First Nations people in Banyule experience stronger social connection and improved health and wellbeing throughout life. Council actively supports First Nations self-determination through respectful, ongoing partnerships.	• Develop a Memorandum of Understanding (MOU) and a partnership agreement with Barrbunin Beek by 30 June 2027. • Hold two strategic meetings with Barrbunin Beek each year.	• Barrbunin Beek • First Peoples' Assembly of Victoria • Victorian Government	First Nations

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
2.	**Work with the Wurundjeri Narrap team to develop shared environmental programs and practices**	Caring for Country principles guide how Banyule looks after its natural environment, supporting a healthier environment and healthier people. Strong, respectful partnerships with Traditional Custodians deepen understanding of Country and support wellbeing for current and future generations.	• Co-design and deliver environmental programs with the Wurundjeri Narrap team.	• Traditional Custodians of Banyule (the Wurundjeri Woi-wurrung people) • Identified Elders • Aboriginal and Torres Strait Islanders	Bushland Management Environmental Operations 
3.	**Address ageism, discrimination, racism and ableism to support respectful and inclusive communities**	Building respectful communities where people in Banyule feel respected, valued and included, supporting positive mental health, wellbeing and social connection. Greater understanding and respectful behaviour across the community builds trust, inclusion and resilience.	• Deliver activities that raise awareness and celebrate Banyule's diverse communities. • Provide practical allyship tools to support residents to actively stand against racism and other forms of discrimination. • Develop partnerships to deliver initiatives that support men and boys and promote respectful relationships. • Deliver an annual 16 Days of Activism campaign to raise awareness of family and gender-based violence.	• Women's Health in the North • Our Watch	Community Impact 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
4.	**Partner with local community organisations to strengthen social connection, with a focus on the 3081 area**	People, particularly in the 3081 area, feel less socially isolated and better supported through social connection with purpose, improving wellbeing and community resilience. Community organisations are better connected and supported to work together, strengthening local services for Banyule residents.	• Support 20 community organisations each year, including Neighbourhood Houses and Community Gardens. • Deliver five training programs annually to build skills and capacity. • Lead local service provider networks, including the 3081 Service Provider Network. • Support community organisations to deliver services at Shop 48, The Harmony Centre.	• Banyule Neighbourhood Houses • Community partners • Service providers • Victorian Government	Community Partnerships 
5.	**Deliver community resilience actions to prepare for and manage acute and chronic stressors**	The community is supported to build resilience and has the knowledge, skills and tools to prepare for, respond to and recover from crisis events and ongoing stressors.	• Deliver annual action plans to support the approach outlined in the emergency management and community resilience framework through to 30 June 2029.	• Neighbourhood houses • Municipal Emergency Management Plan Committee • Emergency services	Emergency Management 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
6.	**Increase participation from diverse communities in festivals, exhibitions, arts grants, cultural programs and events**	More people from diverse backgrounds take part in arts, culture and community events, supporting social connection with purpose, belonging and wellbeing.	• Deliver major festivals and community events, including Malahang, Twilight Sounds and Carols by Candlelight. • Support 14 community-led exhibitions at Ivanhoe Library and Cultural Hub that support local creatives by 30 June 2027.	• Local artists • Cultural and identity-based groups	Arts and Culture 
7.	**Deliver nationally significant cultural exhibitions at Ivanhoe Library and Cultural Hub**	Banyule's creativity, culture and heritage are more visible and celebrated, strengthening pride, connection and a positive sense of place.	• Curate high-quality exhibitions and public programs that attract state-wide audiences and media attention.	• Australian artists • National Gallery of Australia	Arts and Culture
8.	**Deliver the Youth Spaces Plan**	Young people have welcoming, safe and well-designed spaces that support healthy habits, connection and positive use of open space. Creating spaces specifically for young people encourages regular outdoor activity and supports a wider range of people to enjoy Banyule's parks.	• Design and deliver young people spaces at: ◆ Greensborough War Memorial Park ◆ Ivanhoe Park • Design young people spaces for future delivery at: ◆ Aminya Reserve ◆ Ramu Reserve.	• Community • Schools • Youth/young people	Open Space Planning and Design 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
9.	**Implement the Urban Forest Strategy to support greener, healthier neighbourhoods**	More people are connected to and engaged with Banyule's Urban Forest through trees in streets, parks and private spaces. Greener neighbourhoods support physical activity, comfort and wellbeing by providing shade, cooling and more inviting places to move and spend time outdoors.	• Deliver actions in line with the Urban Forest Strategy Implementation Plan, with progress reported primarily through the State of Environment report.	• Community • Local native nurseries • Utility owners	Urban Forestry 
10.	**Implement the Active Banyule Plan to support community participation in active living opportunities**	More people take part in sport and recreation in ways that suit their age, ability and interests. People are active more often across a range of community settings, supporting a healthier and happier community. Physical activity levels increase by at least 5% by 2030.	• Deliver an online directory that helps people find local physical activity opportunities. • Support sporting clubs, with participation data showing annual growth across age groups.	• Community • Community groups • Sports clubs • Leisure centres • Victorian Government	Sport, Recreation and Community Infrastructure Banyule Leisure 

Council teams and the services they provide

These sections explain the services teams provide and how they support delivery of the actions outlined above.

First Nations

- Working with Aboriginal and Torres Strait Islander communities to deliver programs and activities
- Building on Council's Reconciliation Action Plan to support respect, inclusion and understanding
- Developing a new Aboriginal Self-Determination Strategy and Action Plan
- Strengthening relationships with Traditional Custodians, community members and Elders
- Supporting opportunities for Aboriginal and Torres Strait Islander people through the First Nations Traineeship Program.

Aged Services

- Organising social groups to help people stay connected and active
- Providing support to help people live independently, including meals, help around the home and access to local services
- Supporting carers and people who need extra help to stay connected to their community
- Delivering Home and Community Care services for younger people under 65 who are waiting for, or not eligible for, NDIS support.



Arts and Culture

- Supporting and celebrating Banyule's culture, creativity and local heritage
- Caring for Council's art collections and presenting exhibitions and public art
- Delivering cultural programs, events and festivals for the community to enjoy.

Banyule Leisure

- Running Council's leisure and aquatic centres, including Ivanhoe Aquatic Centre, Olympic Leisure Banyule and NETS Stadium
- Encouraging more people to take part in swimming, fitness and health programs
- Supporting community participation in both organised sports and informal physical activity.

Civic Precincts and Community Facilities

- Looking after and bringing life to Council's key civic spaces, including Ivanhoe Library and Cultural Hub, Greensborough Civic Precinct, The Centre Ivanhoe and the future Rosanna Library Precinct
- Managing partnerships and contracts to ensure these facilities operate well for the community
- Managing community halls and rotundas and making them available for hire.

Community Impact

- Leading work that supports inclusion, fairness and wellbeing across the community
- Developing and delivering Council's Inclusive Banyule Plan
- Raising awareness and supporting inclusion for diverse communities, including First Nations people, LGBTIQA+ communities, multicultural communities and people with disabilities
- Building strong relationships to help deliver the Community Vision and the Banyule Plan
- Supporting community advisory groups and Council's health and wellbeing planning.

Community Partnerships

- Managing local community spaces such as Shop 48 The Harmony Centre and Bellfield Community Hub
- Working with local partners to make sure these spaces meet community needs
- Managing Council funding for community organisations that deliver services to the community
- Working with neighbourhood houses through a shared partnership agreement and action plan.

Early Childhood Services

- Running Council-operated kindergartens and long day care centres
- Managing kindergarten enrolments across Banyule through the Central Enrolment Scheme
- Providing information, programs and activities to support children and families
- Working with partners to deliver coordinated and connected services for children and families
- Looking after early childhood buildings and managing upgrades and improvements.

Emergency Management

- Helping the community prepare for, respond to and recover from emergencies
- Supporting community safety, resilience and wellbeing before, during and after incidents
- Planning and coordinating Council's response to emergencies that may affect Banyule
- Working to keep the community informed, prepared and supported in emergencies.

Environmental Health

- Helping keep Banyule a healthy and safe place to live
- Protecting people and the environment from waste, pollution and health risks
- Preventing the spread of illness to support good public health
- Supporting local businesses to meet health and safety standards for food, accommodation and tobacco.

Maternal and Child Health and Immunisation Services

- Providing health checks and support for babies, children and parents at key stages of a child's development
- Offering education and support for first-time parents
- Running supported playgroups for families who may need extra help.

Service Reform

- Helping review and improve Council programs and services so they better meet community needs
- Supporting change and improvement projects across Family and Community Services and the wider Community Wellbeing area.

Sports and Leisure Contracts

- Managing contracts and planning for major leisure and recreation facilities
- Overseeing facilities such as Ivanhoe Golf Course, Chelsworth Park, WaterMarc, Macleod Recreation Centre and Watsonia Pool.

Sports, Recreation and Community Infrastructure

- Planning and improving local sport, recreation and community facilities
- Creating more opportunities for people to take part in sport and physical activity
- Allocating sports grounds and pavilions each season so clubs and teams can operate
- Managing leases and licences for local sporting clubs.

Youth and Community Connections

- Supporting young people and community members to feel safe, included and connected
- Delivering inclusive programs and safe spaces for LGBTIQA+ young people, including Rainbow Space
- Supporting LGBTIQA+ young people through Banyule Youth Services with information, resources and connections to support
- Working with schools, teachers and young people to promote LGBTIQA+ inclusion, equity and belonging through youth summits, workshops and practical resources
- Supporting culturally and linguistically diverse (CALD) communities through inclusive programs, information and connections
- Sharing information and opportunities for young people through online and community-based communications
- Working with partners to provide coordinated support for young people and their families
- Delivering programs and activities that respond to community needs and strengthen local connections
- Supporting people of all ages through age-friendly programs, events and activities.

Priority theme 2

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 and reducing waste and carbon emissions.

Our shared vision for the future

By 2041, Banyule is a leader in environmental sustainability and recognised as one of the most sustainable communities.

- Aboriginal culture and Caring for Country principles guide our sustainability efforts.
- Council partners with the community, education and private sectors, investing in solutions to tackle climate change.
- Population growth aligns with sustainability goals, ensuring equal access to natural spaces.
- We are empowered, adaptive, proactive and resilient to climate change.
- Council promotes sustainable transport options and is on the way to being carbon negative, with a circular economy achieving zero waste.
- We are well-informed on waste, food security and climate actions, and Council leads environmental education.
- We protect and strengthen biodiversity to reduce species extinction and enhance wildlife corridors and urban vegetation, including managing pets and pests.
- Urban farming and home-grown food practices are supported and encouraged to be the norm.
- Trees, green spaces and the Urban Forest are abundant and maintained to enhance liveability and neighbourhood character.
- Environmentally sustainable design is central to planning and development, and the use of renewable energy in our homes, businesses and facilities is normal.

What we will do to achieve our goals

Table 2 | Priority theme 2 – Our Sustainable Environment – Delivery Plan year 2 actions

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
1.	**Strengthen our partnership with the Wurundjeri Woi-wurrung Narrap team**	Caring for Country principles guide how Banyule looks after its natural environment, supporting a healthier environment and healthier people. The community has a stronger connection to Country, culture and nature, improving wellbeing and respect for the land.	• Hold two strategic partnership meetings with the Wurundjeri Woi-wurrung Narrap team each year. • Deliver one learning and education session each year to share knowledge and build understanding of Caring for Country.	• Wurundjeri Woi-wurrung Corporation	First Nations Bushland Management 
2.	**Enhance the natural environment through environmental restoration**	Banyule's natural environment is healthier, more resilient and better connected. Environmental restoration improves open space amenity, wildlife habitat, urban forest canopy and shade, while strengthening ecological connections and helping people feel more connected to nature.	• Reach 110,000 plants by 2029. • Plant 250,000 indigenous plants across public and private spaces by 2035.	• Community • 'Friends of' groups • Environmental groups • Volunteers • Other LGAs • Victorian Government	Environment Bushland Management 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
3.	**Develop a Biodiversity Monitoring Program for Banyule**	Council and the community have clear information about the health of Banyule's biodiversity, helping to understand environmental changes over time and respond effectively.	• Develop a biodiversity monitoring program with clear indicators. • Undertake annual assessments using the agreed indicators.	• No external partners	Environment Bushland Management Urban Forestry
4.	**Develop and implement a Climate Change Adaptation Plan and Monitoring, Evaluation, Reporting and Improvement (MERI) framework**	Council and the community are better prepared for climate impacts. Clear guidance supports climate resilience, reduces risk, and helps people adapt to a changing climate.	• Run in-depth co-design sessions with staff and the community. • Develop the plan by 12 October 2026. • Update the Community Climate Action Plan by 12 October 2026. • Monitor progress and continuously improve through a MERI framework.	• Community • Community groups • Community service providers • Victorian Government	Environment 
5.	**Electrify all remaining Council facilities**	Council facilities operate with lower emissions, improved air quality and greater thermal comfort, supporting healthier environments for people who use them.	• Deliver the WaterMarc/ 1 Flintoff Street electrification project across Years 2 and 3. • Electrify remaining small Council facilities by 2028–29.	• Community • Tenants and facility users • Australian Government	Capital Works Environment

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
6.	**Replace Council's fleet with zero-emissions vehicles**	Reduced transport emissions improve local air quality and support Council's transition to real zero emissions target, contributing to a healthier environment for the community.	• Gradually replace Council vehicles with cleaner, zero-emissions vehicles as suitable options become available in Australia.	• Climate Emergency Australia • Northern Alliance for Greenhouse Action • Industry bodies	Fleet Management Environment
7.	**Develop and implement environmental sustainability initiatives across aquatic and leisure facilities**	Council's aquatic and leisure facilities operate more sustainably, reducing emissions and energy use in line with Council's real zero emissions target, while continuing to serve the community.	• Identify sustainability priorities and initiatives for each site. • Review WaterMarc Pool blankets to improve efficiency and reduce energy use. • Seek external funding partners to support delivery.	• Community • Patrons • Contract partners • Victorian Government • Australian Government	Sports and Leisure Contracts
8.	**Deliver the Irrigation Renewal Program – Sportsfields for Banyule**	Banyule's sportsfields have reliable and efficient irrigation systems that support well-maintained playing surfaces for ongoing community sport and use.	• Renew one sportsfield irrigation system each year.	• Sporting clubs • Yarra Valley Water • Local suppliers • Local contractors	Sportsfields and Parks Assets Capital Works
9.	**Deliver the Towards Zero Waste Management Plan**	The community is motivated to reduce waste, increase recycling and move towards a zero-waste future.	• Deliver the four-year action plan under the Towards Zero Waste Management Plan.	• Victorian Government • Australian Government	Waste Management

Council teams and the services they provide

These sections explain the services teams provide and how they support delivery of the actions outlined above.

Bushland Management

- Looking after local bushland and environmental reserves
- Restoring and protecting natural habitats for plants and animals
- Recording and monitoring local flora and fauna
- Managing noxious weeds and pest animals to protect the environment.

Environment

- Setting Council's direction on environmental sustainability, including climate action and biodiversity
- Delivering plans to reduce greenhouse gas emissions and support the community to respond to climate change
- Improving the environmental performance of Council buildings and public spaces, such as saving energy and reducing emissions
- Helping Council consider environmental sustainability in everything it does.

Environmental Operations

- Looking after how water is managed across Banyule
- Improving stormwater quality and supporting water-sensitive urban design
- Using water more sustainably through harvesting, reuse and environmental improvements
- Helping protect local waterways and the natural environment.

Fleet Management

- Maintaining and repairing Council vehicles and equipment
- Responding to vehicle breakdowns to keep services running
- Managing vehicle parts and supplies to support day-to-day operations.

Operations Infrastructure

- Looking after local roads, footpaths, kerbs and unsealed roads
- Maintaining stormwater drains to help prevent flooding and manage rainwater
- Keeping road line markings clear and safe for all road users.

Operations Projects

- Making sure Council's Operations Centre meets safety and regulatory requirements
- Managing leases with organisations that operate from Council sites
- Delivering improvement projects and introducing new technology to support efficient services.

Parks Presentation

- Looking after garden beds and landscaped areas in parks and reserves
- Mowing and maintaining both active and passive parks and open spaces
- Keeping parks and reserves clean, safe and well presented for community use.

Sportsfields and Parks Assets

- Maintaining park facilities such as playgrounds, sports grounds, paths, fences, seating and barbecues
- Looking after irrigation systems to keep parks and sportsfields in good condition
- Renewing and upgrading park assets as part of Council's improvement programs
- Delivering capital works projects to improve open spaces across Banyule.

Transport and Development Engineering

- Reviewing and approving development applications, subdivisions and development plans to make sure they meet planning rules, permits and Council standards
- Managing flood mapping and flood level information to help reduce flood risk and guide safe development
- Maintaining flood overlays in the Banyule Planning Scheme
- Assessing and approving applications to build over drainage easements.

Transport Planning and Projects

- Planning transport improvements with the Victorian Government to support better public transport, walking and cycling across Banyule
- Working in line with Banyule's Integrated Transport Plan to improve how people move around the municipality
- Overseeing traffic, drainage, engineering and landscaping for major transport projects in Banyule, including North East Link, the M80 Ring Road, level crossing removals and the Greensborough bus interchange car park
- Providing specialist transport planning advice across Council
- Representing the community in major Victorian Government transport projects to achieve better urban design, safer roads and improved local infrastructure.

Urban Forestry

- Looking after trees in our streets and parks
- Managing tree pests and diseases to keep trees healthy
- Planning new tree planting and replacing trees when needed
- Keeping the community informed through Urban Forest Forums
- Providing clear guidelines for planting trees on nature strips.

Waste Management

- Planning and managing waste and recycling services for the municipality
- Collecting household kerbside waste, including rubbish, recycling and food and garden waste (FOGO)
- Providing booked hard waste and bundled branch collection services
- Repairing and maintaining over 150,000 bins across the municipality
- Operating Council's Waste Recovery Centre (transfer station)
- Educating the community about reducing waste and recycling correctly.

Priority theme 3

Our Well-Built City

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



Our shared vision for the future

By 2041, Banyule is a well-planned, designed and built environmentally sustainable city that meets the community's needs.

- Local neighbourhood character, heritage, history and First Nations culture are protected and embedded into planning, thinking and design.
- We are a green city with abundant open spaces, trees and wildlife.
- Spaces are well designed for universal access, and planning decisions consider health and wellbeing.
- The city offers affordable, accessible and sustainable housing options for people's diverse needs.
- Banyule is a network of accessible neighbourhoods, connected by sustainable transport options.
- We encourage and invest in active transport like walking, cycling and community and public transport, and our walking and bike paths are safe and well-connected to the broader community.
- Good design is seen across our city in housing and other buildings.
- Development is sustainable and balanced, preserving grasslands, forests, wetlands, waterways and wildlife.

What we will do to achieve our goals

Table 3 | Priority theme 3 – Our Well-Built City Banyule – Delivery Plan year 2 actions

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
1.	**Increase learning opportunities to share Aboriginal culture, history, and heritage, and celebrate local character**	Building respectful communities where Aboriginal culture, history and heritage are recognised, shared and valued. People in Banyule have greater understanding, respect and connection to First Nations culture and local identity.	• Host one National Reconciliation Week event each year. • Share information through the Banyule Banner, including content about the Uluru Statement from the Heart.	• First Nations leaders • Community organisations	First Nations Communications

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
2.	**Increase public art across the municipality to strengthen community identity and social connection**	Public art supports social connection with purpose by sharing local stories, celebrating creativity and bringing people together in meaningful ways. Stronger community identity and pride contribute to improved wellbeing and a sense of belonging.	• Complete a public art audit and align public art assets with Council's asset management approach by 30 June 2027. • Deliver a new public artwork at least once every three years.	• Artists	Arts and Culture 
3.	**Review of the Development Contributions Plan (DCP) and Planning Scheme Amendment (PSA)**	New development areas are supported by the infrastructure needed to meet current and future community.	• Prepare an addendum to the existing DCP model by 30 June 2027. • Prepare a second DCP model by 30 June2027. • Progress the PSA to include the addendum and new DCP in the Banyule Planning Scheme by 30 June 2027.	• No external partners	Strategic Planning and Urban Design
4.	**Housing Strategy and Neighbourhood Character statutory implementation**	Appropriate and well-designed development occurs in Banyule neighbourhoods, supporting housing diversity and, where needed, increased affordable housing to meet community needs.	• Prepare a residential development framework to implement the Housing and Neighbourhood Character Strategies. • Complete the associated Planning Scheme Amendment part 2 by 30 June 2027.	• Department of Transport and Planning • Victorian Government	Strategic Planning and Urban Design

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
5.	**Develop an Acquisition Plan for open space**	Banyule has sufficient and well-located open space to meet the needs of a changing and growing community.	• By 2029,progress opportunities to address identified gaps in open space as they arise and develop a practical plan with options to meet current and future open space needs.	• No external partners	Open Space Planning and Design Strategic Properties and Projects
6.	**Develop the Greensborough Structure Plan and amend Banyule's Planning Scheme as required**	Greensborough develops as a well-functioning activity centre with accessible, high-quality spaces that meet the needs of the community.	• Finalise the Greensborough Structure Plan by 30 June 2027. • Progress a Planning Scheme Amendment by 30 December 2027.	• Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation • Department of Transport and Planning	Strategic Planning and Urban Design
7.	**Deliver youth programs providing safe and inclusive spaces across the municipality**	Young people feel safe, included and connected to their community, with access to youth-friendly spaces and programs that support wellbeing, belonging and social connection.	• Offer four targeted youth sessions each week during school terms for young people aged 12 to 25.	• No external partners	Youth and Community Connections 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
8.	**Plan for the West Heidelberg Integrated Services Hub to deliver innovative, accessible services that meet community needs**	People in West Heidelberg have better access to local, coordinated services that support health, wellbeing and lifelong healthy habits. A fit-for-purpose community hub brings services together in one accessible place, making it easier for people to get the support they need throughout their lives.	• Finalise the business case, secure funding and commence construction of West Heidelberg Integrated Services Hub.	• Existing Shop 48 tenants • Service providers • Victorian Government • Australian Government	Community Partnerships 

Council teams and the services they provide

These sections explain the services teams provide and how they support delivery of the actions outlined above.

Building Services (BPi)

- Assessing building permit applications and carrying out required inspections
- Issuing occupancy permits and final certificates to ensure buildings are safe to use
- Providing building and property information to owners, designers and other professionals.

Development Planning

- Assessing planning applications in line with planning laws and Council policies
- Providing advice and information to help the community understand development and land use proposals
- Supporting residents, businesses and developers through the planning process.

Municipal Laws and Public Assets

- Helping keep neighbourhoods safe, orderly and welcoming
- Carrying out patrols to support community safety and local laws
- Managing issues such as local amenities and animal management.

Open Space Planning and Design

- Planning and designing parks, reserves, playgrounds and shared trails
- Making sure open spaces continue to meet the needs of current and future communities
- Improving how people use and enjoy outdoor spaces across Banyule.

Spatial and Property Systems

- Managing Council's maps and property information
- Using location-based information to support Council services and day-to-day operations
- Helping Council plan, maintain and manage assets and services more effectively.

Strategic Planning and Urban Design

- Planning how Banyule grows and develops now and into the future
- Preparing plans and guidelines for land use, buildings and activity centres
- Shaping the design of renewal areas to create well-planned, liveable places
- Managing changes to the planning scheme to guide development across Banyule.

Priority theme 4

Our Valued Community Assets and Facilities



Our community assets, facilities and services, are affordable, sustainable, evenly distributed, safe, accessible for everyone and designed to provide meaningful experiences and connections.

Our shared vision for the future

By 2041, our facilities, parks, playgrounds and sports grounds are well maintained and accessible to all.

- Community assets are equitably distributed, culturally safe, inclusive and environmentally sustainable, reflecting local character and ensuring physical safety.
- Built assets are adaptable, well-maintained and meet the needs of our diverse community.
- Multipurpose facilities and libraries offer accessible spaces for connection, learning, work and friendship.
- We take pride in our well-built community hubs, aquatic and leisure facilities and sports centres, which are essential to health and wellbeing.
- Everyone has accessible and safe access to Council and non-Council community facilities.
- Our safe network of bike lanes, paths, roads and public transport connects everyone locally and beyond.

What we will do to achieve our goals

Table 4 | Priority theme 4 – Our Valued Community Assets and Facilities – Delivery Plan year 2 actions

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
1.	**Ensure Council infrastructure is culturally safe and inclusive for First Nations people**	Building respectful communities where First Nations people feel safe, respected and included when using Council buildings and facilities. Culturally safe spaces support trust, inclusion and wellbeing for First Nations people across Banyule.	• Develop and carry out a cultural safety audit of Council infrastructure by 31 December 2026.	• First Nations organisations • First Nations advisors	First Nations

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
2.	**Develop and implement an advocacy and funding program for Ivanhoe Aquatic and Fitness Centre**	The community has access to modern fit-for-purpose aquatic and fitness facilities that meet current and future needs.	• Include the project in Banyule's pre-election advocacy campaign, to be delivered before the Victorian Government caretaker period commences on 3 November 2026. • Identify and apply for relevant government funding programs to contribute to the cost of the project by 31 October 2027.	• Sport and Recreation Victoria • Victorian Government • Australian Government	Strategic Properties and Projects Advocacy Sport, Recreation and Community Infrastructure 
3.	**Undertake a feasibility and site analysis for an improved young people facility**	Building respectful communities where young people feel valued, supported and included through access to safe, accessible and fit-for-purpose facilities. These spaces support participation, connection and access to services that respond to young people's needs.	• Identify potential options and funding models for a new or upgraded youth facility by 31 December 2026, including staged delivery options. • Confirm a preferred location for the youth facility by 2029, with delivery anticipated between 2028 and 2030).	• Victorian Government • Australian Government	Sport, Recreation and Community Infrastructure Youth and Community Connections 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority

4.	**Upgrade and redevelop community sports infrastructure to support inclusive participation**	More people can take part in sport and physical activity in facilities that are welcoming, accessible and suitable for different ages, abilities and needs.
		
		Barriers to participation are reduced, helping people to be active more often and supporting a healthier community.
			• Complete upgrades to:
			  ◆ James Street Reserve change facility
			• Deliver projects in 2026–27, including:
			  ◆ Ivanhoe Recreation Reserve pavilion
			  ◆ Ivanhoe Park netball courts
			  ◆ Shelley Park.
				• Sports clubs
				• Victorian Government
					Sport, Recreation and Community Infrastructure
					
					

5.	**Explore shared and flexible use of sporting pavilions to support community connection**	Sporting facilities are used more widely for community activities, supporting social connection with purpose beyond organised sport. More people have opportunities to connect, gather and participate in their local community in accessible and welcoming spaces.	• Identify up to three sporting pavilions suitable for community day use • Develop a pilot program with clear processes and administration to support shared use.	• Sporting clubs	Sport, Recreation and Community Infrastructure 
6.	**Implement the Banyule Community Infrastructure 2023–2033 Action Plan**	Community infrastructure across Banyule supports quality of life by providing safe, accessible and well-planned facilities that meet current and future community needs.	• Deliver actions outlined in the Community Infrastructure Action Plan on time. • Provide annual updates on project progress.	• No external partners	Sport, Recreation and Community Infrastructure

Council teams and the services they provide

These sections explain the services teams provide and how they support delivery of the actions outlined above.

Building Maintenance

- Looking after Council buildings to keep them safe, functional and well maintained
- Carrying out routine maintenance as well as responding to urgent repairs
- Managing essential safety systems in Council buildings.

Capital Works

- Planning, managing and reporting on major construction and upgrade projects
- Delivering building and civil works, including roads, footpaths, shared paths and trails
- Managing contractors to ensure projects are delivered safely, on time and to standard.

City Assets

- Planning how Council's assets are managed and maintained over time
- Coordinating renewal and maintenance of roads and footpaths
- Planning future capital works to meet community needs
- Setting policies and plans to guide how Council looks after its infrastructure.

Major Projects

- Leading and delivering major Council projects
- Managing projects that create new or upgraded community facilities
- Making sure projects deliver good value for money and positive outcomes for the community.

Strategic Properties and Property Services

- Managing Council-owned land and property to support Banyule's long-term needs
- Buying, selling and leasing property in a sustainable and responsible way
- Managing leases, licences and agreements for Council land and buildings
- Overseeing property valuations and land management to protect Council's assets.

Priority theme 5

Our Thriving Local Economy



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

Our shared vision for the future

By 2041, Banyule is home to a diverse range of local businesses and everyone has access to quality education and employment.

- We promote and have strong relationships with First Nations businesses, organisations and gathering spaces.
- Economic growth is supported through business partnerships and regional collaborations and Banyule is a business-friendly destination.
- Start-ups and new business ideas continue to grow and thrive.
- There is investment in local traders and shopping precincts are safe, attractive and a destination for shopping and socialising.
- Local employment opportunities are diverse, inclusive and flexible, supporting work-life balance.
- Innovation and technological advancements are embraced to grow and connect local businesses, and social enterprises are well-established.
- There are diverse education and job training opportunities for people of all abilities and life stages.
- Volunteering is promoted as a valuable contributor to the community and local economy.
- We run events to encourage local business and community connections.

What we will do to achieve our goals

Table 5 | Priority theme 5 – Our Thriving Local Economy – Delivery Plan year 2 actions

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
1.	**Increase economic opportunities for First Nations people**	First Nations people in Banyule have greater access to economic opportunities that support self-determination, financial security and participation in the local economy. Increased business and employment opportunities contribute to stronger individual outcomes and a more inclusive local economy.	• Explore ways to increase access to grant opportunities for First Nations people. • Increase the number of Indigenous businesses in Council's supply chain by 5% each year.	• Indigenous businesses	First Nations Strategic Procurement
2.	**Support First Nations people to access jobs and employment pathways**	First Nations people in Banyule feel respected, supported and included through access to jobs, training and career pathways. Employment opportunities strengthen wellbeing, self-determination and help build respectful and inclusive communities.	• Deliver the First Nations Traineeship Program.	• Local social enterprises • Employment service providers • AFL SportsReady • Local businesses • Victorian Government • Australian Government	First Nations

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
3.	**Create inclusive employment opportunities for people facing barriers, to work**	People facing barriers to work feel supported, valued and included through access to employment and pathways into the workforce. Inclusive job opportunities help build confidence, independence and contribute to respectful communities and stronger local wellbeing.	• Deliver the Inclusive Employment Program.	• Local social enterprises • Employment service providers • Local businesses • Victorian Government • Australian Government	Inclusive Employment Pathways 
4.	**Create local job and pathway opportunities for people experiencing barriers to work**	More local people experiencing barriers to work gain employment opportunities and pathways into the workforce, supporting greater participation in the local economy.	• Deliver events and pre-employment activities that support employment outcomes.	• Social enterprises • Employment service providers • Local employers • BNLLEN • Workforce Australia	Local Economy 
5.	**Support the growth and development of social enterprises to create meaningful employment opportunities and contribute to the local economy**	Building respectful communities where people facing barriers to employment have fair access to meaningful work and economic opportunity. Inclusive employment pathways support dignity, independence and wellbeing, strengthening a more equitable and resilient community.	• Deliver 30 support sessions for social enterprises each year. • Support two new social enterprise partnerships each year by helping them navigate Council process and connect with relevant networks. • Deliver the Social Enterprise Growth Fund grant program.	• Local social enterprises • Employment service providers • Local businesses and community-based organisations • Victorian Government • Australian Government	Local Economy 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
6.	**Foster a sustainable and thriving creative sector**	A strong creative sector supports social connection with purpose by bringing people together through creativity, shared stories and cultural expression. Artists and creatives feel supported, contributing to a vibrant local economy, community identity and sense of belonging.	• Explore what spaces are needed and what can be provided to improve access for artists. • Support 500 artists each year through education, employment, grants, professional development and other opportunities.	• Local artists	Arts and Culture 
7.	**Support local business growth through events, mentoring and advisory support**	Banyule has a thriving and resilient local business community, supported to grow, adapt and succeed.	• Deliver business events and mentoring opportunities, including Women in Business. • Deliver the Business Permit Assist program.	• Local businesses	Local Economy
8.	**Support activity centres by working with traders and Traders Associations**	Local activity centres are welcoming, well-maintained and attractive places to visit, supporting business growth and a positive experience for customers and the community.	• Renew relevant Special Rate and Charge Schemes by 30 June 2027.	• Trader associations	Local Economy
9.	**Work with partners to attract future investment and jobs to Banyule**	Strong foundations are built for future investment and job creation by working with partners to attract new industries and employment opportunities to Banyule.	• Progress planning and advocacy for the Northern Innovation and Sustainability Precinct by 30 June 2027.	• NORTH Link • Business partners • Victorian Government • Australian Government	Local Economy

Council teams and the services they provide

These sections explain the services teams provide and how they support delivery of the actions outlined above.

Local Economy

- Supporting social enterprises and inclusive businesses to grow and succeed
- Delivering programs and initiatives that create more economic opportunities for people in Banyule
- Helping local businesses build inclusive workplaces and job opportunities
- Supporting the strength and vitality of local businesses and shopping strips
- Providing training, mentoring and advice for new and existing businesses
- Bringing local businesses together through networking and connection opportunities.

Priority theme 6

Our Trusted and Responsive Leadership



An innovative, community-driven Council that works collaboratively to achieve agreed place-based outcomes, ensuring all have the opportunity to engage with their Council on local priorities and the future of their community through demonstrated best practice governance, financial sustainability and advocacy on community priorities and aspirations.

Our shared vision for the future

By 2041, Council works in partnership with the community in a trusted, transparent, and accountable way.

- We work alongside the First Nations community and recognise Aboriginal self-determination.
- Council is responsive, innovative, customer-focused and delivers excellent services.
- Barriers between Council and the community are reduced through timely and effective communication, making interactions with Council easier.
- Council advocates for community priorities and actively engages the community in decision-making.
- Communities are nurtured to drive positive change for the communities they represent.
- Regular and transparent reporting keeps the community well-informed of Council's progress.
- Council is trusted as a socially, environmentally and financially sustainable organisation, working to achieve Banyule's Community Vision 2041.
- People of all ages and backgrounds actively participate in decision-making and civic life.

What we will do to achieve our goals

Table 6 | Priority theme 6 – Our Trusted and Responsive Leadership – Delivery Plan year 2 actions

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
1.	**Strengthen our partnership with the Wurundjeri Woi-wurrung Corporation**	Building respectful communities by supporting First Nations self-determination through meaningful engagement and representation. Stronger partnerships with Traditional Owners build trust, cultural respect and inclusion across Banyule.	• Hold two meetings each year between Wurundjeri Woi-wurrung leaders and Council leaders.	• Wurundjeri Woi-wurrung Corporation	First Nations 
2.	**Remove barriers to civic participation so diverse voices are heard and reflected in Council decisions**	Building respectful communities where people from different cultures, backgrounds, abilities, bodies, ages, sexualities, genders and identities feel safe, supported and able to participate. Inclusive engagement strengthens trust, transparency and social cohesion, leading to better decisions that reflect community needs.	• Provide access supports so people can participate in advisory committee, Champions groups and community working groups. • Hold bi-monthly or quarterly Community Advisory Committee and Champions meetings across five key areas. • Deliver a broad range of community engagement activities. • Review and update Council's Community Engagement Policy by 30 March 2027.	• Community	Community Engagement and Insights Community Impact 

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
3.	**Improve how Council communicates with underserved, emerging and multicultural audiences**	More equitable access to Council information, services and programs, supporting greater awareness, participation and trust across the community.	• Develop and use new ways to communicate with underserved, emerging and multicultural communities by 31 December 2026.	• Service providers • Victorian Government agencies	Communications
4.	**Grow digital newsletter subscribers and social media engagement**	More people receive timely, accessible information about Council services and programs through digital channels, reducing reliance on printed communications.	• Achieve 5% growth each year in digital newsletter subscribers and social media engagement.	• No external partners	Communications
5.	**Introduce a digital version of the Banyule Banner to complement the printed edition**	More people can access timely, easy to read information about Council services, programs and local updates through digital channels, while still retaining the printed Banyule Banner for those who prefer it.	• Deliver an online version of the Banyule Banner by 30 June 2027.	• No external partners	Communications
6.	**Strengthen the Banyule Service Promise to improve how the community experiences Council services**	The community can easily access high-quality, timely and personalised Council services that respond to their needs.	• Develop Customer Experience Quality Standards by 30 June 2027. • Improve customer service by managing communication channels and reducing average call wait times to under two minutes by 30 June 2027.	• No external partners	Customer and Digital Experience Customer and Information Services

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
7.	**Build organisation-wide capability through the Banyule Customer Experience (CX) Strategy**	Council services are delivered more consistently and effectively because staff understand their roles, processes and how their work impacts the customer and the community.	• Enable data-driven decision-making through improved CX dashboards by 30 June 2027. • Develop customer-focused culture and capability training by 31 December 2027, with delivery commencing by 30 June 2029. • Implement a knowledge management strategy to improve quality and timeliness by 31 March 2029. • Embed the Customer Experience Platform and support the next phases of development by 30 June 2029.	• No external partners	Customer and Digital Experience Transformation
8.	**Foster a culture of innovation and continuous service improvement**	Council delivers services more efficiently and effectively, providing better value for the community. A culture of innovation supports ongoing improvements that directly benefit residents and service users.	• Deliver continuous improvement as part of the Transformation Strategy by 30 June 2029.	• No external partners	Customer and Digital Experience

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
9.	**Provide transparent reporting on Council's performance, including health outcomes**	The community has clear and transparent access to information about council's progress against strategic priorities, including outcomes related to community health.	• Publish transparent reporting on outcomes across five priorities areas of community health by 30 June 2027.	• No external partners	Integrated Planning and Performance
10.	**Strengthen leadership capability through targeted development programs**	The community benefits from a skilled, capable and future-focused leadership workforce that delivers high-quality services across Council.	• Develop and launch the graduate program by 30 June 2027. • Continue delivering the Aspiring Leaders Program for emerging leaders (Cohorts 3 and 4) by 30 June 2027, with measurable progress in leadership capability. • Implement the Leadership Circle Program for senior and executive leaders by 30 June 2027.	• No external partners	Organisational Development Inclusive Employment Pathways
11.	**Embed inclusive leadership, psychosocial safety and wellbeing practices**	Leaders make fair, inclusive, and safety-conscious decisions that foster trust, wellbeing and respectful workplaces.	• Implement targeted Inclusive Leadership and Psychological Safety training to support leaders by 30 June 2027.	• No external partners	Organisational Development Safety and Wellbeing Human Resources Business Partners

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
12.	**Strengthen enterprise risk, insurance and audit practices**	The community has confidence that Council effectively manages risks and delivers reliable, safe and secure services.	• Hold four Audit and Risk Committee meetings each year. • Complete Council's annual internal audit program. • Hold four Assurance Committee meetings each year. • Renew Council's insurance coverage each year.	• Audit and Risk Committee • Auditors • Broker • Insurers	Risk and Assurance
13.	**Implement the Cyber Security Strategy to protect Council systems and information**	Council information and systems are secure, protecting community data and ensuring services remain reliable and safe.	• Deliver the Cyber Strategy roadmap each year, including: ◆ Completing the Essential 8 mitigation strategies ◆ Enhancing user awareness training ◆ Implementing a Security Operations Centre and Security Information and Event Management solution.	• No external partners	Technology
14.	**Work with other Northern Region councils to pursue collaborative procurement opportunities**	Council delivers services efficiently and responsibly, achieving better value for money while minimising cost shifting and supporting positive environmental and social outcomes for the community.	• Participate in at least one major collaborative procurement opportunity each year.	• Northern Region councils • Municipal Association of Victoria (MAV) • Procurement Australia • State Purchasing Contracts	Strategic Procurement

No.	Delivery Plan action	Desired community outcomes	How Council will achieve the outcomes	Partners	Council teams and Health and Wellbeing priority
15.	**Establish an Enterprise Project Management Office to improve project delivery processes and governance across the organisation**	Projects across the organisation are planned, delivered and reported in a consistent and coordinated way, improving efficiency, accountability and transparency for the community.	• Establish a central project management system including a revised governance structure by 31 March 2027.	• No external partners	Transformation
16.	**Deliver Council's advocacy priorities to secure funding and influence policy**	Initiatives that deliver community benefit are supported through advocacy, helping to secure funding, influence policy settings and improve outcomes for Banyule.	• Deliver a targeted advocacy program ahead of the State election in November 2026, prior to the caretaker period commencing on 3 November 2026. • Deliver a targeted advocacy program ahead of the State and Federal budgets by 30 April 2027.	• Elected representatives • Council alliances • Victorian Government • Australian Government	Advocacy

Council teams and the services they provide

These sections explain the services teams provide and how they support delivery of the actions outlined above.

Advocacy

- Speaking up on issues that matter to the Banyule community
- Leading advocacy campaigns and progressing Council's advocacy priorities.

Cemetery Administration and Support

- Managing Council-run cemeteries, including Warringal, Hawdon and Greensborough
- Supporting respectful, well-maintained and accessible cemetery services.

Communications

- Sharing clear and timely information about Council services, programs and activities
- Keeping the community informed about issues affecting people in Banyule
- Protecting Council's reputation through effective communication.

Community Engagement and Insights

- Helping the community have a say in Council projects and services
- Planning and running community engagement so local voices are heard
- Training Council staff to engage confidently and effectively with the community
- Using community feedback and data to support better decision-making.

Customer and Digital Experience

- Helping Council better understand what matters to customers and improve their experience when interacting with Council
- Leading the delivery of Banyule's Customer Experience strategy, including staff training, listening to customer feedback, and embedding the Banyule Service Promise
- Managing Council's websites, online forms, mobile apps and digital channels to make it easier for the community to access services and information
- Improving how services are designed and delivered by focusing on customer journeys, accessibility and usability
- Using customer feedback, data and insights to continuously improve digital services and customer interaction.

Customer and Information Services

- Acting as the main point of contact between Council and the community, helping people by phone, online and in person
- Resolving enquiries quickly where possible, and directing more complex matters to the right Council teams
- Managing customer enquiries, correspondence and records so every interaction is captured and can be followed up efficiently
- Looking after Council's information and records to meet legal requirements and ensure information is easy to find, secure and well managed throughout its lifecycle.

Data, Integration and Automation

- Managing Council's data so it is accurate, secure and used consistently
- Connecting Council systems so information can be shared easily and services work together
- Automating routine tasks to reduce manual work and improve service speed
- Using smart tools and insights to support better decision-making and everyday work.

Financial Accounting

- Providing expert financial advice to support Council decisions
- Managing Council's financial systems to ensure bills and suppliers are paid accurately and on time
- Making sure strong financial controls are in place.

Financial Performance and Planning

- Preparing Council budgets and reporting on financial performance
- Managing payroll to ensure staff are paid correctly and on time
- Supporting transparency and responsible use of ratepayers' funds.

Governance and Integrity

- Supporting Councillors, Council staff and senior leaders with advice and guidance
- Making sure Council meetings and elections are run properly and fairly
- Helping Council make decisions in a transparent, lawful and accountable way.

Human Resources Business Partners

- Supporting a positive, fair and inclusive workplace at Council
- Providing advice and support to leaders and employees on workplace matters
- Working with teams to support change and improve how Council works
- Helping build strong workplace culture and employee engagement.

Inclusive Employment Pathways

- Creating fair and inclusive job opportunities for people in the community
- Supporting local people who face barriers to finding work
- Helping people build skills and confidence through training, mentoring and coaching
- Providing pathways into work through student placements, work experience, traineeships, apprenticeships, cadetships and graduate programs.

Integrated Planning and Performance

- Bringing together Council's strategic planning and information about how we are performing
- Working with the community to develop key plans, including the Banyule Plan and annual action plans
- Helping Council plan, report on and track progress in a clear and coordinated way.

Office of the CEO and Councillors

- Providing strategic advice to support Council decision-making
- Putting Council policies into action
- Overseeing the day-to-day running of the organisation
- Supporting the overall structure and leadership of Council.

Organisational Development

- Supporting Council staff to learn, grow and do their best work
- Delivering training, leadership development and wellbeing programs
- Supporting fair and effective performance and development conversations
- Helping plan Council's workforce and support recruitment needs
- Making sure the organisation has the right skills and capabilities to meet community needs.

Payroll

- Making sure staff are paid accurately and on time
- Providing clear and reliable payroll information to support leaders
- Helping Council meet workplace laws and requirements
- Supporting workforce planning through accurate payroll data
- Improving the employee experience with responsive and transparent payroll services

Revenue Services

- Managing rates, fees and charges accurately and fairly
- Helping residents understand payment options and providing clear, timely information
- Managing accounts and payments owed to Council
- Supporting residents experiencing financial hardship through rates hardship assistance.

Risk and Assurance

- Helping Council identify and manage risks so services can continue safely and reliably
- Supporting planning for emergencies and making sure Council can recover and keep operating if something goes wrong
- Coordinating the Audit and Risk Committee to support good governance and oversight.

Safety and Wellbeing

- Keeping Council staff, visitors and contractors safe and well
- Promoting healthy, safe and supportive workplaces
- Supporting people to return to work safely after injury
- Putting physical and mental wellbeing at the centre of how Council operates.

Strategic Procurement

- Managing Council purchasing and public tenders in a fair and transparent way
- Making sure Council gets good value when buying goods and services
- Supporting ethical, sustainable and responsible purchasing decisions
- Providing advice and systems to help staff purchase consistently and correctly.

Technology

- Keeping Council's technology running reliably and securely every day
- Managing Council's systems and applications so services work well and remain fit for purpose
- Strengthening cyber security and improving the resilience of Council's technology
- Supporting staff through the service desk and day-to-day IT assistance
- Designing, building and rolling out new or improved applications, while major change projects are led through Transformation.

Transformation

- Helping Council change and improve the way it works
- Leading major technology upgrades and improving how people access Council services
- Supporting Council projects to be well planned, well managed and aligned with community priorities
- Supporting transparent project delivery by tracking progress and clearly communicating outcomes and benefits to the community
- Supporting teams to learn, share ideas and deliver continuous improvement projects that lead to better outcomes for staff, customers and the community.

Appendix A – Accessible long description of Banyule's Health and Wellbeing Plan priorities infographic

This section provides an accessible and easy-to-read description of the Health and Wellbeing Plan priorities infographic, found in the 'What is a Health and Wellbeing Plan?' part of this document. The infographic shows how Banyule is working to improve the health and wellbeing of everyone in the community. It includes the following key elements:

Vision

All Banyule residents enjoy their highest attainable level of health and wellbeing at every stage of life.

Our aim

To improve health equity by providing responsive, inclusive, prevention-focused, culturally safe services that are discrimination-free.

Life stages

- Healthy start: Pre-natal to 2 years
- Healthy children: 3 to 11 years
- Healthy young people: 12 to 25 years
- Healthy adults: 26 to 59 years
- Healthy ageing: 60+ years

Foundations for a healthy life

- Cultural determinants of health
- Social determinants of health
- Human rights-based approach to health

Priorities

Building Respectful Communities

- First Nations inclusion and cultural safety
- Address family and gender-based violence
- Identify and eliminate discrimination
- Develop and improve social infrastructure
- Address barriers to employment and civic participation

Lifelong Healthy Habits

- Partner with local First Nations groups to improve health outcomes
- Address barriers to health equity
- Foster wellbeing throughout life
- Support a great start to life
- Address modifiable risk factors through health promotion

Every Body Active

- Make benefits of active living accessible for all bodies
- Diversify the range of free/affordable, inclusive and accessible choices
- Improve wayfinding and promotion to help people connect
- Support people to exercise socially and safely
- Increase tree canopy cover

Healthy Planet, Healthy People

- Put Caring for Country principles at the centre
- Strengthen neighbourhood ecosystems to enhance capacity and resilience
- Invite people to connect with and care for our natural environments
- Foster eco-wise practices and further climate action
- Enhance biodiversity, waterways and green open spaces

Social Connection with Purpose

- Actively support First Nations self-determination
- Support for people to form relationships and express themselves
- Targeted social connection and belonging initiatives
- Intergenerational, intracultural and intercultural connections
- Enhanced vocational and volunteering opportunities

Return to Banyule's Health and Wellbeing Plan priorities infographic.

Contacting Banyule City Council

We're here to support our community. For any enquiries or information about Council services, please reach out:

Telephone: **(03) 9490 4222**
Email: **enquiries@banyule.vic.gov.au**
Website: **banyule.vic.gov.au**

Deaf, hard-of-hearing, hearing-impaired or speech impaired:
Contact us through the National Relay Service on 133 677 (TTY) or 1300 555 727 (ordinary handset) or email enquiries@banyule.vic.gov.au.

Auslan interpreter service:
If you require an Auslan interpreter to support you in accessing a Council service, please email enquiries@banyule.vic.gov.au. Where possible, 7 days' notice is preferred.

Postal address:
PO Box 94, Greensborough VIC 3088

Council service centres and opening hours:
Greensborough: Level 3, 1 Flintoff Street – Monday to Friday, 8:30am to 5pm
Ivanhoe Library and Cultural Hub: 275 Upper Heidelberg Road – Monday to Friday, 9am to 5pm

Need an interpreter?
If you need an interpreter, call 131 450 and ask to speak with Banyule Council on 9490 4222.
This is a free service provided by TIS National.

中文（简体）：

如果您需要口译员，请拨打 131 450，并要求与 Banyule 市议会联系，电话号码是 9490 4222。此服务由 TIS National 提供，完全免费。

Italiano:
Se hai bisogno di un interprete, chiama il 131 450 e chiedi di parlare con il Comune di Banyule al numero 9490 4222. Questo è un servizio gratuito fornito da TIS National.

Ελληνικά:
Αν χρειάζεστε διερμηνέα, καλέστε το 131 450 και ζητήστε να μιλήσετε με τον Δήμο Banyule στο 9490 4222. Αυτή είναι μια δωρεάν υπηρεσία που παρέχεται από το TIS National.

中文（繁體）：
如果您需要口譯員，請撥打 131 450，並要求與 Banyule 市議會聯繫，電話是 9490 4222。這是由 TIS National 提供的免費服務。

العربية:
إذا كنت بحاجة إلى مترجم، اتصل على 131 450 واطلب التحدث إلى مجلس بلدية بانيول على الرقم 9490 4222. هذه خدمة مجانية تقدمها TIS National.

Tiếng Việt:
Nếu bạn cần thông dịch viên, hãy gọi 131 450 và yêu cầu nói chuyện với Hội đồng Banyule qua số 9490 4222. Đây là dịch vụ miễn phí do TIS National cung cấp.

Soomaali:
Haddii aad u baahan tahay turjubaan, wac 131 450 oo codso in lagugu xiro Golaha Degmada Banyule lambarka 9490 4222. Tani waa adeeg bilaash ah oo ay bixiso TIS National.

Македонски:
Ако ви треба преведувач, јавете се на 131 450 и побарајте да разговарате со Општина Banyule на бројот 9490 4222. Ова е бесплатна услуга обезбедена од TIS National.