Action status – May 2025

The following table provides an update on the status of actions agreed with the Executive Management Team following the Year 2 survey.

= complete = ongoing = not started = referred elsewhere

Actions - complete	Status	Notes
Action 1: Deliver CE Fundamentals training to increase our CE knowledge and demystify CE practice.		The CE Fundamentals training package and materials were developed by the CE Team. Six 3-hour sessions were delivered with 50 staff in September 2023, March 2024 and February 2025. **The CE Team will continue to deliver this training on an annual basis.**
Action 2: Deliver training to explore the resource benefits of embedding CE in our practice upfront.		This has been actioned through delivery of our training on Banyule's CE Policy and CE planning process. Within the training there is a section on the reasons and benefits of CE, including saving time and money. This is also incorporated into the CE Fundamentals training.
Action 3: Deliver training to explore the benefits of CE from a public health and civic participation perspective.		This has been actioned through CE Fundamentals training, which includes discussion on the relationship between participation and people's health and wellbeing outcomes. **The team will look at engaging a provider to deliver a seminar on this topic.**
Action 4: Deliver experiential learning opportunities to practice CE methods, build CE knowledge and confidence and make the leap from conceptual to practical knowledge.		Facilitation skills training was delivered with 32 staff in late 2022 and early 2023. In addition, 22 staff participated in pop-up training for Banyule Futures, 15 staff worked with a consultant to co-design the Banyule Futures deliberation process, and over 40 staff helped to facilitate Community Vision workshops and Banyule Futures deliberation sessions. **We have engaged an external provider to run practical training with 30 staff on 'Having challenging conversations in community engagement' from August 2025.**
Action 5: Deliver training that walks staff through, and provides spaces to practice, tasks for planning CE activities.		Action completed. Ongoing meetings with Project Teams allow for practical application of our CE process and templates to plan for CE activities. On average, the CE Team supports delivery of around 40 projects each year. Training to roll-out our CE Policy and CE planning process was delivered with over 90 staff in June, August and September 2022 and March 2025. **The CE Team will continue to deliver this training on an annual basis.**

Action 6: Identify opportunities to shadow and learn from other staff and teams during delivery of CE activities.		The CE Team continues to connect Project Teams with each other to share experiences of community engagement and engagement materials. Opportunities were created for over 70 staff to get involved in delivery of Banyule Futures workshops, pop-ups, communications and deliberation. The CE Team has also supported staff to get involved in delivery of workshops, such as the Nature Strip Planting Guidelines, and has closely guided teams through new engagement processes, such as setting up and facilitating the Biodiversity Community Working Group. **The CE Team will continue to look for opportunities for people to get involved in the delivery of other teams' engagement activities.**
Action 7: Identify opportunities to hear and learn from staff about their CE experiences.		At the May 2024 Banyule Leadership Network meeting, the Advocacy Lead interviewed officers from three projects to explore how engagement and listening to community has benefitted the projects. Project leads from Ageing Well in Banyule, the Urban Forest Strategy and the Public Toilet Plan all spoke about the important role of community in strengthening project outputs and outcomes. At the Annual Report showcase morning tea in October 2024, our Manager showcased people's involvement in delivery of Banyule Futures, including one person who helped facilitate a workshop, another who shared their experience of being involved in pop-ups and another who helped facilitate deliberative sessions. The morning tea was attended by over 70 staff. The Banyule Futures end-of-project morning tea was attended by over 100 staff and was an opportunity to showcase the work of staff + methods of engagement. In addition to presenting on overall participation (70+ staff) and learning gained (post participation survey), three staff spoke about their experience with the self-serve survey stands, pop-up conversation stalls and facilitating workshop discussions. The different methods of engagement were set up as part of the morning tea so that the three staff could describe and demonstrate how the engagement methods worked. **The CE Team will continue to look for opportunities to showcase staff's work in community engagement.**
Action 8: Deliver training on communications methods and connecting with your target audience.		This training was delivered by the Communications and Marketing Team on 21 September 2023 and was attended by 16 staff members.
Action 9: Develop and roll-out CE Accessibility Guidelines and methods to support access of diverse peoples and in diverse circumstances.		In December 2022, the CE Team supported the Community Impact Team to deliver Running Inclusive Events training, which was attended by 16 staff. The CE Team also provided feedback on the Accessible Communications Guide, which is integrated into the communications pages on The Loop.

Action 10: Continue to roll-out updated CE templates and the CE process and timeline.		Complete and ongoing. Training to roll-out our CE Policy and Banyule's CE planning process has been delivered with over 90 staff. The CE Team also guides teams through the CE planning process as part of business-as-usual support, including timelines and completion of templates. Around 40 projects are supported each year. In addition, **the CE Team continues to make changes ongoing to simplify the CE templates and planning process where possible.**
Action 11: Maintain Brian CE pages with examples of communications collateral, completed CE templates and reports from other teams. Include an outline of the CE Team's responsibilities and links to other helpful CE resources. Share page updates via the Weekly and Banyule Leadership Network.		Complete and ongoing. Our CE planning process and templates, as well as completed CE templates, findings reports and communications materials, have been migrated to The Loop for teams to access. There is also a page with a step-by-step process for how to access and use the CE Consultancy Panel, as well as a process a briefing template for engaging Banyule's Advisory Committees. **Loop pages will continue to be updated as needed.**
Action 12: Continue to work with Assets and City Services to integrate CE into Project Management training and the Project Management Framework.		Assets and City Services has confirmed that delivery of project management training is not on their radar. In the absence of a Project Management Office (PMO), trigger points for CE planning were incorporated into CAMMS Project templates. The CE Team's training will continue to frame CE as a key component of project management. As of early 2025, there is an Enterprise Project Management Officer role in the Integrated Planning Team. The CE Team has met and will work with this officer to embed CE into the project lifecycle.
Action 13: Provide support and capability building to analyse data and write CE findings reports.		Complete. Survey design and data analysis training was delivered with 30 staff in 2023. Action 19 has been added below to deliver deep dive sessions for designing questions and analysing and presenting data.
Action 14: Undertake a public tender process to establish a CE Consultancy Panel.		Complete. Following a tender process, six CE Consultancies have been contracted for three years to form part of the Panel. The Panel started in January 2023 for an initial period of three years. The three-year contract will be reviewed in December 2025, with the potential of extending for two more years.
Action 15: Develop a physical pop-up toolkit that can be used by teams for face-to-face engagement activities.		Complete. Following desktop research, benchmarking with other Councils and a staff survey completed by 61 staff, a toolkit for in-person engagement has been established. The CE Team continues to refresh and update the toolkit with new equipment as needed. Components of the toolkit, including pull-up banners, tear-drop banners, table cloths and marquees, were branded with the Shaping Banyule artwork in early 2024.

Action 16: Establish a casual group of CE community facilitators to be contracted by teams to support delivery of CE activities.		It was identified that a casual pool of employees already exists and is managed by the Youth Team. The CE Team has negotiated with the Youth Team to refer Project Teams that need support with CE activities to this casual pool of employees (for intercept surveys, pop-ups, data analysis, etc).
Action 17: Deliver training that builds an understanding of how social media campaigns are developed and implemented.		This action has been moved to be included in the internal communications strategy being led by the Communications Coordinator.
Action 18: Deliver more training on Banyule's CE Policy and CE Process to bring new staff up to speed.		Completed. Reporting included at Action 5 above.
Action 19: Deliver deep dive sessions into components of survey design, data analysis and presenting data for decision-makers.		Three x 1-hour online sessions were delivered in August, September and October 2023 on Choosing the Right Survey Questions, Coding/Theming Qualitative Data and Presenting Key Findings. Sessions were attended by 12, 10 and 13 staff respectively.