

Priority Theme 6

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.

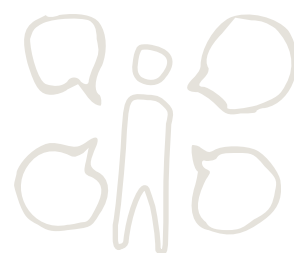


Strategies to strengthen our Trusted and Responsive Leadership



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.

*Strategies relate directly to Council's role in promoting gender equality and prevention of violence against women, and that they are not addressed in isolation rather aligning to Council's role in promoting inclusion and diversity.



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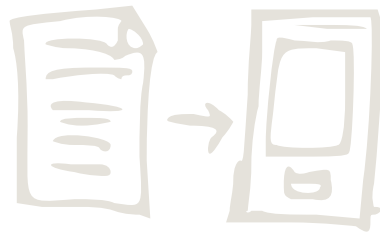
Strategic Indicators

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

