

Inclusive Banyule

Evaluation Report 2022-2026

Executive Summary

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Inclusive Banyule 2022-2026 was a strategic plan aimed at fostering intentional inclusive practices through an intersectional, equity-focused approach. The Plan included three objectives:

1. Being an equitable and inclusive workplace and increasingly diverse workforce
2. Delivering equitable and inclusive service, places and spaces
3. Recognising and strengthening diverse communities and neighbourhood

Actions focus on:

- Addressing perceptions and attitudes
- Elevating visibility and awareness of diversity
- Identifying and addressing systemic barriers to inclusion
- Understanding the lived experience of people.

The actions were underpinned by a focus on learning and adaption, partnership and collaboration and focus.

Over the four-years, Inclusive Banyule delivered 195 actions.

Year 1		Year 2		Year 3		Year 4	
# actions	% completed	# actions	% Completed	# actions	% Completed	# actions	% Completed
26	81%	70	94%	47	94%	52	86%

Total actions delivered by population group:

LGBTIQA+	Disability	Multicultural	Intersectional	Equity	First Nations	Older Adults
25	52	22	50	22	4	20

Inclusive Banyule represents Banyule City Council's evolution toward an integrated and equity-focused approach to inclusion. Building on a decade of work under the Inclusion, Access and Equity Framework and population-specific plans, Council adopted an intersectional model in 2022 to address overlapping barriers faced by diverse communities. Over four years, Inclusive Banyule delivered strategic actions across all directorates, making progress towards establishing inclusive practices across Council policies, programs and services. Key achievements include capacity-building initiatives, system-level audits, and projects improving accessibility and participation. This approach has strengthened Council's role as a leader in fairness and inclusion, supporting Council to deliver services that are responsive, equitable, and aligned with community needs and legislative requirements.

Addressing Perceptions and Attitudes

Inclusive Banyule worked to shift attitudes through education, visibility and lived experience, fostering empathy and reducing barriers. Over Years 1–3, Council developed intersectional resources, delivered capacity building sessions, and partnered on projects to consider inclusion in planning. While initiatives were well received, impact measurement was limited. Year 4 focused on investigating ways to create more sustainable inclusion practices across the organisation, through establishing partnerships with key teams like Customer Service to deliver inclusion actions.

Elevating Visibility and Awareness of Diversity

Inclusive Banyule increased visibility of diverse communities through events and days of significance campaigns. Initiatives such as Midsumma, IDAHOBIT, Harmony Day and International Day of People with Disability showcased lived experiences and strengthened community connections. Year 4 focused on inclusive engagement through the review of Community Engagement Toolkit based on advice from members of Advisory Committees and Champions Group members.

Identifying and Addressing Systemic Barriers

Inclusive Banyule focused on tackling root causes of inequity. Actions included community tours of public spaces, undertaking Gender Impact Assessments, application of Universal Design principles and incorporating lived experience insights into planning discussions. These efforts influenced projects such as all-gender public toilets, safer parking policies, and inclusive design features in the new Rosanna Library. Year 4 prioritised the review of building guidelines, wayfinding and event signage. These actions continued to strengthen Council's intersectional approach to create sustainable and system-level changes.

Understanding the Lived Experience of People

Inclusive Banyule prioritised using community voices when planning new programs. Actions included co-designing projects, engaging Advisory Committees and Champions Group members and amplifying lived experience through consultations and events. Initiatives such as the disability webpage, Golden Rainbow group and SALDIG youth project delivered tangible outcomes and built trust. Year 4 continued to create opportunities for community members to share their lived experience through interactive consultation activities. This included guided site tours with Council's Champions Group members, who shared accessibility feedback on three parks identified for redevelopment. These actions strengthened partnership with community and ensure representation of those most impacted.

Learnings and challenges

Inclusive Banyule has driven cultural and systemic change through stronger partnerships, the establishment of Champions groups and by making inclusion visible in some policies and practices. Lived experience and capacity building have been invaluable, fostering collaboration and breaking down silos. However, challenges remain, including limited engagement with resources, inconsistent understanding of lived experience and inconsistent implementation of inclusive practice across Council. Sustaining systemic change while balancing immediate needs, strengthening external partnerships and responding to broader social pressures such as cost-of-living will be critical moving forward.

A staff community inclusion survey was introduced in Year 4 to understand staff knowledge, experience and confidence working with Banyule's diverse communities. The results identified areas where further support or capacity building is required.

Conclusion

Inclusive Banyule should remain a Council priority, as fostering inclusion is both a legislative responsibility and a means to achieve the Community Vision 2041. We know that experiences of inclusion vary across the community, with people's experiences shaped by intersecting identities, circumstances and life stages. Many barriers persist, including discrimination, social isolation, financial hardship, and challenges accessing

information, programs and services. For those experiencing multiple and overlapping forms of disadvantage, these barriers can be compounded, resulting in greater exclusion and inequity.

The next phase of creating a more equitable community is to continue consolidate inclusion into business as usual whilst identifying ways to accelerate progress for people experiencing inequity through a systematic and embedded approach to inclusion. This includes finding ways to make inclusion standard practice for all staff, strengthening data collection and evaluation and implementing clear accountability measures. Together, these actions will help ensure inclusion becomes a routine consideration across all areas of Council planning, decision-making and service delivery.

See Shaping Banyule for full evaluation report https://shaping.banyule.vic.gov.au/Inclusive_2026-2033