



Greater  
Hume  
Council

## **Council Delivery Plan Review**

Q2, 2019/2020



# 1: Leadership and Communication

Objective: We lead a vibrant, connected and inclusive community.

## 1.1: Leadership and advocacy is demonstrated and encouraged in our communities

1.1.1: Plan and lead good governance having a clear framework for strategic planning, policies, procedures and service standards and financial sustainability with effective financial management that is transparent and accountable

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.1.1.1	Establish and implement a structured policy review process including subscription to legislative updates service	Continue structured policy review process	50%	Further 10 policies updated for period 1 Oct to 31 Dec 2019	Director Corporate & Community Services
1.1.1.2	Modify the structure of Council's budget to align with the themes and strategies established in Council's IP&R planing documents	Review budget process and commence development of a new budget structure to align with IP&R planning documents	25%	Structure of Council's budget continues to be refined and improved. The matter was considered as part of the 2019/2020 budget process however no provision has been made for the purchase of dedicated budgeting software. Management will endeavour to achieve alignment via the existing spreadsheet based budget.	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.1.1.3	Implement best practice financial management processes	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	100%	Financial Statements completed and lodged with all statutory requirements met	Director Corporate & Community Services
		Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	100%	LTFP updated in line with adopted 2019/2020 budget	Director Corporate & Community Services
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	100%	Future loan borrowings adopted as part of budget adoption process. Potential increases to current borrowings will be considered if other projects arise, subject to Council endorsement.	Director Corporate & Community Services
1.1.1.4	Actions and strategies detailed in Council's IP&R plans are implemented and status reviews presented to Council on a quarterly basis	IP&R status reports presented to Council on quarterly basis	50%	Achieved and ongoing	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.1.1.5	Implement effective governance strategies	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	50%	Internal audit program ensure continuous improvements of Council's systems.	General Manager
1.1.1.6	Maintain effective and open complaints handling processes	Undertake effective investigation and resolution of complaints	50%	Customer Action Request reports submitted to Council monthly. Staff continually working on ways to improve responsiveness and reporting.	Director Corporate & Community Services
1.1.1.7	Implement effective risk management programs to minimise Council's exposure to risk and ensure continuity of critical business functions	Review Council's Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations	50%	Continued roll out of Risk Management Plan with latest initiative being the introduction of drug and alcohol testing. It is expected that the first drug and alcohol testing will occur before the end of the financial year.	General Manager
1.1.1.8	Implement organisation wide service and efficiency reviews	Implement service and efficiency reviews in accordance with Council's Fit for the	50%	Three Council activities are audited each year with the latest being a review of Stores procedures in November 2019.	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Future Improvement Action Plan			

**1.1.2: Council is responsive to community needs and priorities**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.1.2.1	Engagement by Council to demonstrate Council leadership	Continued implementation of the GHSC Communication Plan	25%	Ongoing implementation. Membership of IAP renewed in the quarter.	Executive Assistant Governance and Economic Development
1.1.2.2	Improve community attendance at Council meetings and provide greater contact with local councillors	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	50%	Achieved and ongoing.	General Manager
1.1.2.3	Improve community attendance at Council Meetings and provide greater contact with local councillors	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	75%	November meeting held at Henty and it is proposed to hold the March meeting at Lankeys Creek.	General Manager

1.1.3: Successfully engage Australian and State governments to advocate on issues important to the community

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.1.3.1	Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments	Lobby State and Federal politicians on issues of importance to our community	25%	No further representations made during quarter.	General Manager

1.1.4: Strong relationships and effective partnerships

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.1.4.1	Lobby Australian and State governments for increased funding	Meet with local Australian and State government parliamentarians at least annually	0%	Formal meetings yet to be held with State and Federal parliamentarians.	General Manager
		Actively participate in Local Government NSW Annual Conference	100%	The Deputy Mayor and one Councillor along with the Director Corporate and Community Services attended.	General Manager
1.1.4.2	Cooperatively work with surrounding councils to identify	Continue as an active participant in REROC / JO initiatives	50%	All meetings of RivJo and REROC attended. GM has continued to serve on the Executive of REROC. Represented on the	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	where resources and costs can be shared			REROC/RivJO Drought Committee.	
		Continue current programs.	50%	Council maintains strong relationships with neighbouring Councils, particularly Lockhart and Albury.	General Manager
		Joint spray sealing contract procured			
		AlburyCity - waste - museums			
		Lockhart - Road Safety Officer, Youth Officer, Joint Spray Seal Operator			

1.2: There is open and two way communication both with communities and within our communities, the community is consulted on decisions that effect them and consultation processes are inclusive

1.2.1: Accessible and inclusive Communications Strategy and active use of the Community Engagement Toolkit and Council's website is accessible

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.2.1.1	Implement the planned community engagement processes using various communication strategies	Maintain membership of community engagement peak bodies and networks	25%	IAP 2 membership renewed. No attendance at network events this quarter.	Executive Assistant Governance and Economic Development



DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Relevant staff to undertake IAP2 and/or other community engagement training	0%	No action this quarter due to other priorities	Executive Assistant Governance and Economic Development
		Councillors training plan includes IAP2 community engagement training module	0%	No action first quarter. Councillors Training Plans being developed in the second quarter.	Executive Assistant Governance and Economic Development
		Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	50%	GHC Newsletter second 2019 sent to all residents early November.	Executive Assistant Tourism & Promotion
		Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	50%	Utilising Have Your Say page on website for public exhibition of strategies and plans, proposal to alter ward boundaries. Complementary posts to social media Facebook page.	Executive Assistant Governance and Economic Development

**1.3: Residents feel a sense of belonging, are able to reach their potential, work productively, and there is a sense of mutual respect, inclusiveness, ownership and pride in their community**

**1.3.1: Council’s values, actions and decisions are inclusive. Access and Inclusion Reference group established Community Health and Wellbeing Alliance continues**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.3.1.1	Acknowledge all volunteers and those providing welfare, and genuinely engage them in council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged.	<p>Invite volunteers to present information about their work to council</p> <p>Seek out opportunities to support welfare work through funding, special grants &amp; material aid</p>	10%	Grants identified to support volunteers. Opportunities provided at each Health and Wellbeing meeting for local volunteer organisations to participate and present.	Manager Community Services
1.3.1.2	Undertake work to ensure that young people, people who are disadvantaged, and people with a disability can exercise their rights as equal citizens in areas such as council elections, council meetings, council consultation processes, council policy, and membership of council's committees involving	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth Council and participate in decision making processes.	50%	Ongoing consultation with high schools continuing and the number of young people participating in the Youth Committee is increasing	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	community representatives and in making complaints.				
1.3.1.3	Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	Promote NSW Carers Charter and Carers rights to GHSC Staff	0%	No action to date	Manager Community Services
		Progressively audit Council functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements	100%	All Council offices and libraries have been assessed and access stickers installed at the entrance to each.	Manager Community Services
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	50%	Provisions of the act are being implemented as required in designs and were are works being undertaken	Director Engineering
		All new signage is compliant with the provisions of the Disability Inclusion Act	50%	All new signage is being made to the requirements of the act	Director Engineering
		Review GHSC employment HR policy and processes for inclusiveness	100%	Recruitment & Selection policy	Corporate Services Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				updated December 2019	
		Include inclusiveness in the Workplace Inspirations Day	100%	Another very successful Work Inspiration Day was held on the 18 October showcasing some of Council's Trainees.	General Manager
		Customer Service Staff are aware of the resources needed to respond to PwD/Carers	100%	Access at a glance assessment assessed customer service staff. All staff assessed were aware of services available.	Manager Community Services
		GHSC Policies and procedures reflect the needs of PwD/Carers	0%	No action to date	Manager Community Services
		Criteria for Council Community grants includes diversity, accessibility and inclusiveness	100%	Policies require accessibility and inclusiveness are assessed as one of the criteria.	Manager Community Services
		Support and resource DIAP reference group	40%	Reference groups established. Meeting in December cancelled due to insufficient	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				numbers. Dates for Q3 & Q4 set	

## 2: Healthy Lifestyle

Objective: we create health, inclusive and resilient communities, acknowledge or volunteers and value our youth.

### 2.1: Welcoming, resilient and involved communities

#### 2.1.1: Welcome people from diverse cultures to live, work and settle in Greater Hume Shire

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.1.1.1	Encourage more residents to be involved in the Greater Hume Shire and events	Continue to rotate the Australia Day function across towns in the shire	70%	Planning is underway for Australia Day at Culcairn, 26 January 2019	Executive Assistant Tourism & Promotion
2.1.1.2	Provide and promote a range of cultural and personal development opportunities for youth	Implement actions and projects detailed in the annual youth plan	30%	<p>Actions implemented from the annual youth plan include:</p> <p>July 19 School holidays activity - Chocolate and Chills excursion to Junee Licorice Factory and Monte Cristo Homestead - Most Haunted House In Australia. 20 young people participated</p>	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				<p>In July 19 the Department of Fair Trading providing a Revved Up program at Billabong High School organised by GHC Youth Services</p> <p>In August 19 the REROC Take Charge Forum was held at Charles Sturt University. Youth Services Emily Jones attended and assisted the REROC team on the day. Billabong High School attended the Forum.</p> <p>September 19 School holidays activity - 20 young people enjoyed and excursion to the Indoor Rock Climbing Centre in Albury</p>	
2.1.1.3	Develop partnerships with schools and other	Regular communication with local high schools to	50%	Planned meetings have been held with both	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	community organisations to deliver and promote targeted health and wellbeing programs to youth	establish need and partnership opportunities		<p>Billabong High School and St Paul's College to discuss the Stronger Country Community Grant submission Adulting 101. Both schools fully support this grant submission and have provided letters of support. If the grant submission is successful meeting with schools and GHC Youth Services are planned to ensure the programs in the grant for students are placed in the school calendars for 2020 - 2022.</p> <p>The annual Youth Inspiration Day is planned for 18 October with 10 students from both Billabong High School and St Paul's College Walla Walla attending.</p> <p>Billabong High School participated in the 2019 REROC Take Charge Forum held at Charles Sturt University in August.</p>	

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.1.1.4	Recognise the contribution of volunteers in communities and assist with recruitment and retention	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	0%	Planning for an event in May has commenced.	Manager Community Services
		Work Health & Safety volunteer induction and training provided	0%	Only undertaken bi-annually	General Manager
		Provide advice and support to volunteer community organisations in governance and financial management	75%	Ongoing. Correspondence provided to committees of council in respect of financial reporting and the provision of assistance as they require.	Corporate Services Manager

**2.1.2: Local education and local career opportunities**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.1.2.1	GHC to lead and exercise responsibility as an equal opportunity employers and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who	Review the application of EEO principles across all areas of council	10%	Some work has commenced in relation to the development of an updated EEO Management Plan and will remain a high priority for the People & Culture Officer during 2019/2020	Director Corporate & Community Services



DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	are disadvantaged, and people with a disability.				
		Continue to support traineeships for local young people	60%	Council has engaged Trainees / Cadets in the areas of Water & Wastewater, Children Services and Finance. Arrangements are underway with St Pauls College Walla Walla for the engagement of two Yr 11 students under the School Bases Traineeship program.	Director Corporate & Community Services
		Participate in regional youth focused mentoring programs	100%	Emily Jones and 8 Billabong Students went to Wagga Wagga CSU and participated in 2019	Manager Community Services
2.1.2.2	Work with TAFE and other Registered Training Organisations to provide entry level certificates and qualifications locally.	Continue to support VET providers in the local community.	100%	Changes to TAFE NSW has meant that no training programs are running through our libraries, however, video conferencing facilities remain. An assessment was carried out in December. Continue to liaise with other VET providers for traineeships.	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.1.2.3	Maintain contemporary information and computing technology facilities for education purposes.	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	100%	Reviewed as part of annual planning processes and current budget process for 20/21 for libraries and children services.	Manager Community Services

**2.2: We have services to promote and deliver health and wellbeing for all ages**

**2.2.1: Continue the Community Health and Wellbeing Alliance and implement the CH&W Plan**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.2.1.1	Facilitate mental and physical health awareness information	Partner with community organisations and health services to deliver a mental health program in October each year	100%	Mental Health Grief and Loss Weekend in Henty October 2019, GHC partnered with Henty LHAC with funding support through Murrumbidgee health.	Manager Community Services
		List health and wellbeing events and links to community health services on the GHSC website	50%	NDIS information sessions promoted  Health & Wellbeing meetings planned and promoted	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.2.1.2	Greater Hume Shire Council becomes a health promoting shire	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	50%	<p>Council support provided to NSW transport for extension of point to point transport trial, which has been successful.</p> <p>Supported and participated in Compassionate Communities program in Culcairn</p>	Manager Community Services
		Undertake a review of the Community Health & Wellbeing Plan	0%	No action to date	Manager Community Services
2.2.1.6	Develop partnerships with local health services to plan & implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) & active community (physical activity promotion and nutrition).	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	60%	<p>Culcairn Healthy Town 2019 successful winners... range of programs and additional activities completed.</p> <p>Youth, aged, mental health programs incorporated into libraries, youth and children services programs.</p>	Manager Community Services

2.2.2: Develop a Greater Hume Shire Youth Plan and continue Youth Advisory Committee

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.2.2.1	Provide training and mentoring opportunities for young leaders	Implement a young leaders training and mentoring action program	30%	The Greater Hume Youth Officers have applied for the next round of the Stronger Country Community Grants with the project Adulting 101: Young People in the Greater Hume Council becoming resilient young adults. This project will provide young people living in the Greater Hume Council aged 12 -25 years the basic life skills to make a successful transition to life after home and school. The project will be rolled out of 3 years and will include working closely with both Billabong High School and St Paul's College Walla Walla students providing training and mentoring for the students. If successful the youth leadership training plan	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				will comprise of the Adulting 101 programs.	

**2.2.3: Continue to support the enhancement of children services across the Shire**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.2.3.1	Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	60%	Review of FDC services and Henty and Walla Walla services completed in December 2019,	Manager Community Services
2.2.3.2	Ensure that Greater Hume Children Services remains a relevant and reliable service	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	70%	Strategic plan implemented and reviewed in line with new centre based services Henty and Walla Walla.	Manager Community Services
		Monitor operations of centre based Henty and Walla Walla Children Services	50%	Henty and Walla Walla centres are operating effectively with enrollments at Walla Walla increasing significantly. Processes have also commenced	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				in relation to Council taking on control of the Holbrook Early Learning Centre	

**2.2.4: Develop a Memorandum of Understanding with Community Transport provider to improve community transport outcomes**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.2.4.1	Establish effective local community transport options	Support the ongoing Community Transport Reference Group and provide advocacy where required	100%	Support for improved transport services provided and point to point service proving to be well used and successful in better meeting needs of communities.	Manager Community Services

**2.2.5: Advocate for safe work practices and employment standards**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.2.5.1	Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to	Implement the strategies from the Workforce Management Plan	50%	Implementation of actions from the Workforce Management Plan is a key priority and it is expected that key actions will be implemented over the 2019/2020 year	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	strengthen workforce capacity				
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	50%	Risk Management System continually reviewed and improved where practicable. Quarterly meetings continue to be held. Last meeting held 5 December 2019 and next meeting scheduled for 14 March 2020.	General Manager

**2.3: Volunteering is inclusive, well acknowledged and supported**

**2.3.1: Council acknowledges, partners and supports community committees and organisations and celebrates volunteering**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.3.1.1	Support self-help/support and interest groups such as men's shed, friendly visiting, craft groups and service clubs to be sustainable, accessible and inclusive.	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	60%	Continue to partner with various groups, attend community development committees providing advice and updates.	Manager Community Services

**2.4: Our residents feel safe**

**2.4.1: Street lighting is effective and energy efficient**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.4.1.1	Implement the street light installation priority program	Continue the installation of new streetlights in accordance with the agreed priority program	0%	No lights being installed, as we are awaiting the rollout of new LED lighting across the whole shire later this year.	Director Engineering
2.4.1.2	Expand the utilisation of solar powered and LED technology in streetlighting	Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights	50%	Considerable work has been undertaken in the planning to transition to LED street lighting with Greater Hume scheduled for 2 <sup>nd</sup> quarter of the 2020/2021 financial year.	Director Engineering

**2.4.2: Implement Council's Road Safety Strategy**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.4.2.1	Work with RMS, Lockhart Shire and the community to implement the Roads Safety Strategy	Implement the Road Safety Strategy annual priorities	50%	All priorities being implemented as programmed	Director Engineering



**2.4.3: Engage community in developing and expanding accessible pedestrian cycle ways and walking track networks**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.4.3.1	Council to investigate opportunities and invest in liveability infrastructure such as recreation facilities, cycleways, footpaths, recreational walking tracks	Implement actions from existing four year cycle ways plan	10%	No funding received, this year. All projects resubmitted in next year's Active Transport Program	Director Engineering
		Implement actions from existing capital works program	0%	No funding received, so no projects completed	Director Engineering

**2.5: Council provides learning and development opportunities for all**

**2.5.1: Community spaces allow our residents to learn and engage**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
2.5.1.1	Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	Investigate alternative methods of service delivery to rural and remote communities	30%	Local Government Week was celebrated on the Mobile Library in July with the Mayor Heather Wilton reading a storytime to students from Walla Walla Public Schools. Tech Savvy Seniors courses are planned to be held on the Mobile Library in early 2020. Storytime will be held at the Walla Walla Children's Services on Tuesday 12 November. Library Little Book Nooks have been established in	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				Walla Walla at the local Coffee Shop, Lieschke Motors and plans for one are underway to be established at the Walla Walla Children's Service Centre. The new Jindera Library is progressing well with statistics increasing each month and Bookweek and holiday programs all having a high participation rate.	
		Create and promote traditional and online library services	30%	<p>In July a community outreach program was held at Walla Walla Public School on the Mobile Service, the next program will be held in November at the Walla Walla Children's Services. Both programs promote storytime and the importance of literacy. In early 2020 Tech Savvy Seniors a online technology course will be presented on the following dates.</p> <p>30/03/2020 9.30am -11.30am Walla Walla (Mobile Bus) Introduction to computers</p> <p>6/04/2020 9.30am - 11.30am (Mobile Bus) Walla Walla Introduction to</p>	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				<p>Ipads</p> <p>20/04/2020 9.30am - 11.30am (Mobile Bus) Walla Walla Introduction to Email - Part 1</p> <p>27/04/2020 9.30am - 11.30am (Mobile Bus) Walla Walla Introduction to Social Media - Part 1</p> <p>4/05/2020 9.30am - 11.30am (Mobile Bus) Walla Walla Introduction to Internet - Part 2</p>	
		Investigate and implement new and innovative programs in Council's libraries	30%	<p>The following children and youth programs have been presented since July 19 - September 19</p> <p>Jindera Library</p> <ul style="list-style-type: none"> <li>The July school holiday program for the Jindera Library was Chinese Dragons and Virtual Reality. 20 young people attend.</li> </ul> <p>Henty Library</p>	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				<ul style="list-style-type: none"> <li>The July school holidays program held at the Henty Library was the movie Mary Poppins. Twenty young people attended</li> </ul> <p>Holbrook Library</p> <ul style="list-style-type: none"> <li>July school holidays included a Wobblebot program - 16 children participating in constructing their own Wobblebot and had fun making emoji fridge magnets and also Virtual Reality</li> </ul> <p>Culcairn Library</p> <ul style="list-style-type: none"> <li>On Monday 8 July the school holiday program was Ballerinas. The program had a total of 17 participants.</li> </ul>	

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Promote existing programs to increase library participation	35%	Library membership and participation in library programs are presented on a quarterly basis to Council. Library membership continues to remain stable and programs popular for members of the community. Outreach visits are planned for the Mobile Library Service in March.	Library and Youth Services Development Officer
2.5.1.2	Create an environment that attracts and enables caring and qualified staff	Library staff to attend a minimum of two training information days with RRL annually	30%	Library staff have completed Ulverscroft eLibrary training in October, Riverina Regional Library Libero training in October and professional development with attendance at the SLNSW SWITCH Conference in November. Library staff are on track to complete a minimum of two training information days with RRL.	Library and Youth Services Development Officer

## 3: Growth and Sustainability

Objective: We are revitalising our communities, welcoming visitors, growing our economy and promoting the lifestyle, culture and heritage offered in our communities.

### 3.1: We have prosperous and diverse local businesses and a growing economy

#### 3.1.2: Partner with local, state and national departments and organisations to grow and expand accessible and inclusive local business

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
3.1.2.1	Promote industrial development to enhance employment opportunities	Promote the existing industrial land development at Holbrook and Jindera	50%	Strong interest in the Jindera Industrial Estate continues to be strong. Reasonable level of enquiry for the Holbrook Industrial Estate.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	50%	Jindera Industrial Estate Signage program commenced in this quarter. Will be finalised and completed 2nd quarter. Very good take up by tenants of Jindera Industrial Estate. Awaiting DA approval for entrance monument sign prior to commissioning the construction of large tenant signage and monument signage.	Executive Assistant Governance and Economic Development

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
3.1.2.2	Encourage and support local businesses to enhance employment opportunities	Implement Stage 3 Buy Local in Greater Hume campaign	35%	Stage 3 investigated a EFTpos Gift Card initiative for use in Greater Hume, but unfortunately due to insufficient take-up by spend points and load up points across the shire, project has not progressed. A fresh print run of Buy Local in Greater Hume Business Directory will be undertaken in the third quarter. Buy Local Signage was been refreshed in 3 of 5 towns of the shire, with signage at Walla Walla and Jindera yet to be installed.	Executive Assistant Governance and Economic Development
		Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	50%	Vendor Panel continues to be expanded to encourage registration by local contractors, suppliers and trades. Procurement Officer trialled for 12 month period with the view of	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				centralising purchasing to ensure best value.	
		Promote and support business mentoring and training services	50%	First Business After Hours event scheduled for 29 October, to be held at Culcairn Hotel. Council is presenting this function in conjunction with the Business Connect team based in Albury. The event has been actively marketed to the database, with good take up, it is expected an attendance of between 40 to 50 people to attend the event. Email marketing, SMS alerts and the use of Eventbrite booking system has been utilised to promote the event. Guest speaker Justin Herald has been engaged to be the guest speaker. Funded by Council, BEC and NSW grant funds.	Executive Assistant Governance and Economic Development
3.1.2.3	Advocate for employment opportunities with new and existing business/industry and local training	Continue to promote the buy local policies and invest in attracting	30%	Promotion of the buy local message continues in Spring issue of community newsletter.	Executive Assistant Governance and Economic Development



DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		new business to improve employment		Completion of business survey will be completed in second quarter with results communicated via the next issue of the business newsletter.	
3.1.2.4	Review the provision of Council's services and take action to address services that impede the smooth operation of local businesses	Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility	0%	Tender to be prepared and advertised for the 4th quarter	Director Environment & Planning
3.1.2.5	Council look for opportunities to address organic material in the waste stream	Investigate funding opportunities to process organic materials	0%	Council is not aware of any grant opportunities.	Director Environment & Planning

### 3.2: Our towns and villages are revitalised

#### 3.2.1: Implement inclusive and accessible Small Town Revitalisation Initiatives for all villages and towns as part of the Master Planning Process

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
3.2.1.1	Undertake community consultation and undertake data collection and research	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	70%	A planning proposal will be submitted to the Department of Planning, Environment and Industry for rezoning	Director Environment & Planning

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	to inform amendments to GHLEP 2012			land at Culcairn, Holbrook, Henty and Morven.	
3.2.1.2	Continue to support and develop sporting facilities and other community infrastructure	Provide assistance to community groups in the development of funding applications	50%	Provided grant writing workshops in all towns to support applications for November 2019. Successful	Manager Community Services
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	0%	No action to date	Manager Community Services
3.2.1.3	For Council to lead the strategic direction for each town and village	Develop a community development charter and facilitate community workshops in individual towns and villages with a view to reviewing current or developing plans	0%	No action to date	Manager Community Services

**3.2.2: Develop a New Resident Attraction Strategy for Greater Hume Shire and expand new residential estates**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
3.2.2.1	Promote residential development	Investigate the cost of residential land developments	50%	Option to purchased being negotiated for land at Culcairn.	General Manager
		Investigate the cost of construction for residential land developments and initiate where approved by Council	50%	Option to purchase land at Culcairn being negotiated.	General Manager
3.2.2.2	Attract new residents to the shire	Continue partnership with Country Change program auspiced by RDA Riverina	25%	Council has committed to Country Change for 2019/2020. Resident Attraction Strategy is a key action for this officer for 2020.	Executive Assistant Governance and Economic Development
		Develop new resident attraction strategy and collatorals	15%	New Resident Attraction Strategy a key action for 2020. Have commenced new photography bank for this project. Preliminary costings for print collatorial to hand.	Executive Assistant Governance and Economic Development

3.3: Increased number of visitors enjoy our shire

3.3.1: Develop a local tourism operator forum and strategy

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
3.3.1.1	Implement the Greater Hume Shire Visitor Experience Plan	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	50%	Ongoing updating of events guide and liaison with event organisers.	Executive Assistant Tourism & Promotion
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	50%	no nominations for Destination NSW awards, due to change of owners and other factors.	Executive Assistant Tourism & Promotion
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	50%	Signage for Morgan's Lookout and Jindera Pioneer Museum	Executive Assistant Tourism & Promotion
		Work collaboratively with local, state and federal governments and	50%	Worked with Murray Regional Tourism and Destination Riveirna Murray on The Murray Best Shared Campaign	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		organisations to enhance our visitor experience.			
		Create an ambassador/famil program and develop workshops to promote the visiter experience.	50%	Ongoing famil's with various tourism operators, no workshop organised as yet.	Executive Assistant Tourism & Promotion
		Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	50%	ongoing liaison	Executive Assistant Tourism & Promotion
		Redevelopment of visitgreaterhume.com.au through OpenCities including ATDW and corporate pages.	50%	ATDW is continuing to be updated and new operators added. Visitgreaterhume website is being developed.	Executive Assistant Tourism & Promotion
		Liaise with media by offering to arrange interviews, testamonials, new developments, special events, awards, articles, photography or regular spots	50%	ongoing, media liasion for Consequences Exhibition throughout Greater Hume.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		on radio and TV or articles in print and social media.			
		Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as twitter, Google maps, YouTube, Instagram and Pinterest.	50%	Achieved and ongoing - social media is now an integral part of Greater Hume communication. Now have 1700 followers to Greater Hume Council facebook page.	Executive Assistant Tourism & Promotion
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	50%	currently being incorporated into a new visitgreaterhume guide.	Executive Assistant Tourism & Promotion
		Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either	50%	achieved and ongoing	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		tourism staff or operators.			
		Greater Hume Tourism Public Forums held quarterly in different community locations where tourism operators, event organisers and interested members of the public are invited to discuss current tourism trends, initiatives and opportunities	50%	ongoing - have also now developed regular newsletters to tourism operators which provide a lot of information on tourism and promotions in Greater Hume, this is proving to give a greater reach than tourism public forums.	Executive Assistant Tourism & Promotion
		History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	50%	New Museum Advisor appointed - Vanessa Keenan.  Consequences Exhibition -Consequences continues the exploration of our regions unique heritage and identity through the investigation of a range of themes related to the impact of World War I in our wider region, with a focus on the social history collections of museums in Albury and Greater Hume including Woolpack Inn and Submarine Museums, Holbrook, Jindera Pioneer Museum, Culcairn Station House Museum, Wymah Museum and Headlie Taylor Header Museum at Henty. The launch by Albury City Council, Deputy Mayor, Cr Amanda Cohn and Greater Hume Council, Mayor, Cr Heather Wilton on 12 November at Albury Library Museum was attended by over 100 people from Albury, Greater Hume and surrounding	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				districts. The tours to the Greater Hume Community Museums on 16 and 24 November were also well attended.	
		Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodle Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	50%	<p>The Murray – Best Shared</p> <p>During September to November Destination NSW will be conducting a Spring Campaign on the Murray Region called The Murray – Best Shared. For Greater Hume, Woomargama National Park was featured (with a recent photo and video shoot) from a Nature and Outdoors perspective, please go here to see 30 second video. Images 4, 5 and 6 in the video are from Woomargama National Park. I think you will agree they are quite stunning.</p> <p><a href="https://www.visitnsw.com/destinations/country-nsw/the-murray">https://www.visitnsw.com/destinations/country-nsw/the-murray</a>, then scroll down to video.</p>	Executive Assistant Tourism & Promotion
		Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program.	50%	Need to be revamped and looked at in 2020.	Executive Assistant Tourism & Promotion



## 4: Good infrastructure and facilities

Objective: Our development and maintenance is sustainable, environmentally responsible, accessible and enjoyed by our community.

### 4.1: Infrastructure and facilities meet the needs of our communities

#### 4.1.1: Develop and implement five yearly Asset Management Strategy and Plans

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.1.1	Identify opportunities for external grant funding	Seek grant opportunities and advertise on Council's website	20%	Officer has submitted grant funding via Riverina Water Community Grants for The Red Bow Project for 3 of the 5 towns of Greater Hume, during the quarter. Officer working with community development committees to explore funding opportunities under Inland Rail Community funding during the quarter.	Executive Assistant Governance and Economic Development
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	25%	A review of Council's Stormwater Asset Management Plan has commenced but this is a functional area under review.	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.1.2	Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	Review and implement Council's Roads Strategy	10%	Review of road strategy has been delayed by other priorities. Will be completed in second half of 2020	Director Engineering
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	50%	Data is being collected as require10	Director Engineering
4.1.1.4	Develop an Integrated Asset Management Plan for all of Council's assets	Review the Asset Management Policy	10%	Some preliminary work completed on review of AMP	Director Engineering

**4.1.2: Engage the community to develop Recreation Plan describing accessible and age friendly public facilities in our spaces and places • Parks Playgrounds and Reserves • Public Toilets • Sporting Fields • Swimming Pools • Public Halls**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.2.1	Support with long term planning and maintenance at recreation grounds	Develop a master plan for sporting grounds in each of the five major towns incorporating	50%	Master plan completed for Henty Sportsground.	Director Engineering

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		drainage, irrigation and turfing options		Master plan developed for Jindera Recreation Reserve	
4.1.2.3	Review current Public Toilet Upgrade Program and develop an upgrade program for playgrounds	Implement a process to review public toilet upgrade program and develop an upgrade program for playgrounds	0%	Review not yet started	Director Engineering

**4.1.3: Affordable, accessible housing supports the needs of the community**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.3.1	Continue to provide social housing and consider supporting housing for disadvantaged younger people and families linking them to local services for support	Review social housing facilities and develop a 5-year improvement works program	20%	Regular maintenance inspections established and asset maintenance program being established.	Manager Community Services

4.1.5: Improve streetscapes of our towns and villages

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.5.1	Develop and implement a street tree plan for each town and village	Map all street trees in towns and villages on Council's GIS mapping system	0%	Not Commenced as GIS staff on maternity leave	Director Engineering

4.1.6: Expand waste water strategies into villages

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.6.1	Investigate and develop concept designs for waste water collection and treatment in Gerogery and Woomargama and Burrumbuttock	Scope and cost schemes in each of the identified villages	50%	Being completed as part of IWCM project.	Director Engineering

4.1.7: Develop a Storm Water Capital Works Program

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.7.1	Develop an Asset Management Plan for stormwater assets	Develop and Asset Management Plan	90%	Almost Complete	Director Engineering

**4.1.8: Mitigate against natural disasters (Flood and Bushfire Management)**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.1.8.1	Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	50%	Survey and design works completed for Culcairn, Henty and Holbrook flood management works. Funding has been received for Jindera and Walla Walla survey and design works	Director Engineering

**4.3: We minimise the impact on the environment**

**4.3.1: Waste Management Strategy incorporates recycling and carbon reduction actions**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.3.1.1	Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2018-2023	100%		Director Environment & Planning

**4.3.2: On-site Sewerage Management systems are environmentally sustainable**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.3.2.1	Continue to improve and monitor the management of onsite effluent disposal within the shire	Implement the On Site Sewerage Management (OSSM) Policy	50%	Inspections are ongoing with emphasis on pre-purchase inspections	Director Environment & Planning

**4.3.3: Best practice waste water management**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.3.3.1	Manage waste water and effluent in a sustainable manner	Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire	50%	All sewerage systems are operating to required standards	Director Engineering

**4.3.4: Best practice weed management**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.3.4.1	Continue to support effective weeds management (private and public lands)	Actively participate in the Murray Weed Action Plan	50%	Council staff have been attending weed management meetings.	Director Environment & Planning

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Undertake inspections on private and public land to detect and assess weed infestations	60%	52 Inspections for January and December.	Director Environment & Planning

4.3.5: Drive energy efficiency with implementation of renewable and efficient assets and resources

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.3.5.1	Investigate opportunities to reduce the energy and water costs at Council's sporting facilities	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	0%	No work undertaken	Director Engineering
4.3.5.2	Develop an energy efficiency plan for all Council assets and facilities including Council's small plant fleet	Undertake an energy efficiency upgrade at Council facilities nominated within the 2019/2020 operational budget. Swimming Pools, Sewer Pump Stations	70%	Solar installations at Holbrook, Culcairn and Jindera swimming pools have been completed or underway.	Director Environment & Planning

**4.3.6: Manage water resources and water quality responsibly**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.3.6.1	Implement the program of works identified in the Drinking Water Quality Management Plan	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	50%	Works identified in plan are being implemented as required	Director Engineering

**4.3.7: Manage and protect significant environmental assets across the shire**

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
4.3.7.1	For Council to be proactive in relation to environmental management practices	Promote household hazardous waste collection at a number of sites across the shire (program being run by RivJO in 2019/2020)	0%		Director Environment & Planning