



# Greater Hume Council

## Council Review

Q3, 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	75%	Policy review progressing with new and amended policies reported to Council progressively. Total of 19 policies reviewed to date.	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%	No further action.	Director Corporate & Community Services
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

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		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	75%	Achieved and ongoing	General Manager
1.1.1.5	Implement effective governance strategies	Progressively implement strategies outlined in Council's Fit for the Future	50%	Internal audit program ensure continuous improvements of Council's systems.	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Improvement Action Plan			
1.1.1.6	Maintain effective and open complaints handling processes	Undertake effective investigation and resolution of complaints	75%	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	75%	Continued roll out of Risk Management Plan continuing.	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 Future Improvement Action Plan	75%	Currently implementing recommendations of Stores audit	General Manager

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.	Executive Assistant
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	75%	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	100%	November 2019 meeting held at Henty and March 2020 held 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	75%	Significant representations were made to both the State Member for Albury and the Federal Member for Farrer in relation to eligibility for landholders for bush fire funding.	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	100%	Greater Hume Council participated in meeting with Federal parliamentarians in Canberra in September and State Parliamentarians in Sydney in February.	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

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
1.1.4.2	Cooperatively work with surrounding councils to identify where resources and costs can be shared	Continue as an active participant in REROC / JO initiatives	75%	All meetings of RivJo and REROC attended. GM has continued to serve on the Executive of REROC and Chair of the Workforce Development Committee. Margaret Killalea is an active representative on the REROC/RivJO Drought Committee.	General Manager
		Continue current programs.  Joint spray sealing contract procured  AlburyCity - waste - museums  Lockhart - Road Safety Officer, Youth Officer, Joint Spray Seal Operator	75%	Council maintains strong relationships with neighbouring Councils, particularly Lockhart and Albury.	General Manager

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 due to bush fire and COVID-19.	Executive Assistant
		Relevant staff to undertake IAP2 and/or other community engagement training	0%	No action this quarter due to other priorities	Executive Assistant
		Councillors training plan includes IAP2 community engagement training module	0%	No action this quarter.	Executive Assistant
		Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	75%	Developing GHC Newsletter first 2020	Executive Assistant Tourism & Promotions



DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	0%	Utilising Have Your Say page on website for public exhibition of strategies and plans. Toolkit used for strategy considerations for town and entrance signage program. Complementary posts to social media Facebook page.	Executive Assistant

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>	50%	Pre COVID-19 plan was to invite volunteers to May meeting to coincide with National Volunteer Week and select 2 volunteer groups/individuals from each main town to present on their group and what they have been doing. As this is no longer able to happen an agenda item to recognise and acknowledge the work of volunteers with information about the 8 selected groups to go to the May meeting. Additionally information to be provided on website and facebook page	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	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth	75%	Ongoing consultation with high schools continuing. A further six students from Billabong High have been appointed to the Youth Advisory Committee	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	as equal citizens in areas such as council elections, council meetings, council consultation processes, council policy, and membership of council's committees involving community representatives and in making complaints.	Council and participate in decision making processes.			
1.3.1.3	Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	Promote NSW Carers Charter and Carers rights to GHSC Staff	0%		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	75%	Provisions of the act are being implemented as required in designs and works being undertaken where appropriate	Director Engineering

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Accessible Path and Travel (CAPT)			
		All new signage is compliant with the provisions of the Disability Inclusion Act	75%	All new signage is being made to requirements of the act	Director Engineering
		Review GHSC employment HR policy and processes for inclusiveness	100%	Recruitment & Selection policy updated December 2019	Manager Corporate Services
		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%		Manager Community Services
		Criteria for Council Community grants includes diversity,	100%	Policies require accessibility and inclusiveness are assessed as one of the criteria.	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		accessibility and inclusiveness			
		Support and resource DIAP reference group	40%	Reference groups established. Meeting in December cancelled due to insufficient numbers. Dates for Q3 & Q4 set	Manager Community Services

## 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	100%	Australia Day 2020 in Greater Hume was held at the Culcairn Recreation Ground, Culcairn, it was a fabulous ceremony, with over 500 people attending. Some of the highlights were the inspiring addresses given by our Australia Day Ambassador, Bob Turner, captains of Billabong High School, April Kennedy and Elisha Muller, Justin Clancy, Member for Albury and Cr Heather Wilton, Mayor, Greater Hume Council. The Australian flag was jointly raised by Lincoln Wright, Culcairn Public School Captain and Vincent Cheng, Saint Joseph's Primary School Captain and Jacob Wilksch performed during	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				the ceremony. Elizabeth Papworth, Holbrook and Edith Ventura, Henty were given a warm welcome as new Australian's during a citizenship ceremony conducted by Mayor, Councillor Heather Wilton. Congratulations to all the award nominees and winners who were recognised for their hard work on behalf of the Greater Hume community.	
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	70%	<p>January 2020 to March 2020</p> <ul style="list-style-type: none"> <li>Six students from Billabong High School have received their letters of acceptance to join the Greater Hume Council Youth Advisory Committee.</li> <li>The Greater Hume Youth Officer has successfully started the Seasons for Growth program at Billabong High</li> </ul>	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				<p>School. The program is designed to help and support young people through the process of grief and loss, especially throughout the effects of the drought and fires.</p> <ul style="list-style-type: none"> <li>All Youth Week activities have been postponed until October 2020</li> </ul> <p>September 19 to December 19</p> <ul style="list-style-type: none"> <li>The Greater Hume Youth Officer have now established a Youth Committee at Billabong High School.</li> <li>From the Work Inspiration Day two St Pauls Students will undertake work placement and experience within the Greater Hume Council</li> </ul>	



DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				<ul style="list-style-type: none"> <li>The Senior Youth Advisory Committee are currently working on a film project that will encourage nurses and families to work in our local hospitals.</li> </ul>	
2.1.1.3	Develop partnerships with schools and other	Regular communication with local high schools to	70%	Meetings were organised with Billabong High School	Team Leader Library & Youth Services

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		and St Paul's Walla Walla College in late November to discuss the way forward if successful with the SCCF Adulting 101 grant application. A discussion with St Paul's Walla Walla College was also held in October as a result of the Work Inspirational Day held at Council in October regarding two School Base Trainees to commence in February 2020. This was put on hold due to COVID 19 and will be revisited in the next couple of months.	
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%		Manager Community Services
		Work Health & Safety volunteer induction and training provided	0%		General Manager
		Provide advice and support to volunteer community organisations	100%	Ongoing. Liaising by way of correspondence provided to committees of council in respect of financial reporting	Manager Corporate Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		in governance and financial management		and the provision of assistance as they require.	

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 are disadvantaged, and people with a disability.	Review the application of EEO principles across all areas of council	0%		Director Corporate & Community Services
		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 however finalisation of the program has been delayed by the impacts of the COVID-19 pandemic and resultant school closures	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		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
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%		Manager Community Services
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%		Manager Community Services
		Undertake a review of the Community Health & Wellbeing Plan	10%		Manager Community Services
2.2.1.6	Develop partnerships with local health services to plan & implement key health promotion initiatives:	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional	60%		Manager Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) & active community (physical activity promotion and nutrition).	and national programs			

**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	50%	The Youth Leadership Plan has been developed for 2019/20. Part of the leadership plan was the establishment of Youth Advisory Committees in both local High Schools, to date a committee has been established at Billabong High School. Further discussions with St Pauls College Walla Walla have been postponed due to COVID 19. The GHC Youth Officer continues to post relevant information for	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				young people regarding online training and initiatives that will impact on their life's on social media.	

**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%		Manager Community Services
		Monitor operations of centre based Henty and Walla Walla Children Services	75%	Operations of the Walla Walla and Henty childcare centres is ongoing. Council has also taken over operations at the	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				Holbrook Early Learning Centre. Operations at all centres has been impacted by COVID-19 with reduced attendances and changes to funding arrangements	

**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 strengthen workforce capacity	Implement the strategies from the Workforce Management Plan	75%	Ongoing	Director Corporate & Community Services
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	75%	Risk Management System continually reviewed and improved where practicable. Quarterly meetings continue to be held. Last meeting held 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	Continue to acknowledge and work with local groups assisting with funding	60%		Manager Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	visiting, craft groups and service clubs to be sustainable, accessible and inclusive.	and resources to ensure there are accessible, affordable and inclusive.			

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	30%	New LED streetlighting in all towns and villages are planned to be installed in last quarter of 2020. We are currently planning to have additional lights requested by the community to be installed as part of the LED rollout following discussions with Essential Energy. The only lights that have been requested but wont be installed are where new poles are required. We will revisit those sites once the rollout is complete	Director Engineering

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
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	75%	All Existing streetlights to be replaced with LED later this year as part of Essential Energy Statewide Program	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	75%	All priorities are 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,	Implement actions from existing four year cycle ways plan	10%	No funding received this year, All projects relogged in next years Active Transport Program, Next years program announcement expected in June	Director Engineering

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	recreational walking tracks	Implement actions from existing capital works program	25%	Discussion with Albury City on proposed Lavington to Jindera shared path has commenced. Options looking at cost and possible funding of the path are being investigated.	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	70%	Library staff from Henty provided a gingerbread men activity at the Children Services Christmas party. Over 50 children enjoyed icing, decorating and eating ginger bread men. Tech Savvy Seniors was scheduled to be held on the Mobile Library in March however, due to COVID 19 has been postponed.	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Create and promote traditional and online library services	70%	Greater Hume Council Libraries closed on a temporary basis on 23 March. The closure of the libraries has meant library staff are now focusing on the delivery of online services replacing traditional services. The services include storytime sessions, holiday program activities, book reviews and posts on new eResources available for the customer. The GHC are working closely with RRL to ensure that the customer is up to date throughout the COVID 19 pandemic. Library staff have also applied for a COVID-19 Seniors Staying Social grant to ensure those isolate older people living in care facilities will have access to technology resources and programs to connect with family and friends.	Team Leader Library & Youth Services
		Investigate and implement new and innovative programs in Council's libraries	70%	January - March programs implemented at the Greater Hume Libraries have included the commencement of	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				<p>Storytime, Homework Club and an intergenerational Festival of Seniors event held at Henty, Culcairn and Jindera Libraries. Further programs were postponed due to COVID-19 and the closure of the libraries.</p> <p>The following programs have been implemented at Greater Hume Council Libraries since September - December 19</p> <p>Jindera Library</p> <p>Croc Encounters and Ginger Bread Men</p> <p>Henty Library</p> <p>Ghoulsh Treats, Christmas Party with Children Services, and Gingerbread Men.</p> <p>Culcairn Library</p> <p>Mummies, Gingerbread Men and Reindeer Hot Chocolate.</p>	

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				Holbrook Library  Allegro Ballet Company from Wagga, Sphereo Balls and Creative Coral Reefs	
		Promote existing programs to increase library participation	70%	Library membership and participation in library programs are presented on a quarterly basis to Council.	Team Leader Library & Youth Services
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	70%	From January to March staff have not attended training with RRL however, due to COVID-19 are undertaking Professional Development training that includes:  Reader Advisory  Social Media  Accounting  Microsoft - Word and excel	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				Staff have also developed skills in presenting online Storytime, book reviews and the use of technology such as Zoom for communication to other staff members.	



## 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	75%	Six Lots sold at Jindera and a small extension of the subdivision planned. Council continues to received enquiries at both Jindera and Holbrook.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	50%	Jindera Industrial Estate Signage erected. A total of 21 tenants participated in the program.	Executive Assistant
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	Executive Assistant

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				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 fourth 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.	
		Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	75%	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 centralising purchasing to ensure best value. Procurement practices particularly compliance with policy and procedures improving significantly.	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Promote and support business mentoring and training services	50%	Collaboration with Business Enterprise Centre to run training workshops with digital interface. Encourage business owners to take up Zoom How To courses being offered due to COVID restrictions. Planning for and partnered with NSW Dept Primary Industries Climate Change Research Strategy to conduct an Energy and Recovery Forum in April.	Executive Assistant
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 new business to improve employment	30%	Business newsletter issued March 2020 and distributed digitally via database and posted to Council's website. Buy Local article included in Council's community newsletter.	Executive Assistant
3.1.2.4	Review the provision of Council's services and take action to address services that	Investigate and adopt an option that allows remote access to Council's Culcairn	75%		Director Environment & Planning

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	impede the smooth operation of local businesses	Waste Management Facility			
3.1.2.5	Council look for opportunities to address organic material in the waste stream	Investigate funding opportunities to process organic materials	0%		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 to inform amendments to GHLEP 2012	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	90%	Council is preparing individual planning proposals to attempt to expediate the process of rezoning	Director Environment & Planning
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	0%		Manager Community Services

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		maximum uptake of available low interest loans			
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%		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	75%	Agreement has been reached on the 'Option to Purchase' residential land at Culcairn and Council is awaiting the final documentation for occupation. Two Lots sold at Walla Walla.	General Manager
		Investigate the cost of construction for residential land developments and initiate	50%	Upon signing the 'Option to Purchase' Council will engage a consultant to prepare a market analysis to inform a Business Case	General Manager

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		where approved by Council		to be presented to the July Council meeting.	
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
		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 collatoral to hand. Planning commenced for social media Greater Hume featured month of June	Executive Assistant

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.	75%	Most events in Greater Hume cancelled for 2020 due to COVID 19.	Executive Assistant Tourism & Promotions
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	75%	Awards for 2020 on cancelled due to COVID 19.	Executive Assistant Tourism & Promotions
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	75%	Ongoing as required.	Executive Assistant Tourism & Promotions
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	75%	Achieved and ongoing	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Create an ambassador/famil program and develop workshops to promote the visiter experience.	75%	On hold until later in 2020.	Executive Assistant Tourism & Promotions
		Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	75%	Ongoing liaison. Communicating with new owners of Gerogery Supply Store.	Executive Assistant Tourism & Promotions
		Redevelopment of visitgreaterhume.com.au through OpenCities including ATDW and corporate pages.	75%	ATDW is continuing to be updated and new operators added. Visitgreaterhume website is being developed.	Executive Assistant Tourism & Promotions
		Liaise with media by offering to arrange interviews, testamonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.	75%	Ongoing, media liasion for Consequences Exhibition throughout Greater Hume. Liaison with Murray Regional Tourism who managed the filming of the Today Show Breakfast broadcast at Albury on 29 January. Greater Hume – Holbrook (inc Submarine, bakery, caravan park, art gallery and gift shop and pub) was featured as a 40 sec film after the 8am	Executive Assistant Tourism & Promotions



DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				news. It was great positive coverage following the impact of the 2020 bushfires and was funded by Visit Victoria.	
		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.	75%	Achieved and ongoing - social media is now an integral part of Greater Hume communication. Now have 1974 followers to Greater Hume Council facebook page and 420 to Greater Hume's instagram page.	Executive Assistant Tourism & Promotions
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	75%	currently being incorporated into a new visitgreaterhume guide.	Executive Assistant Tourism & Promotions
		Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either tourism staff or operators.	75%	Achieved and Ongoing	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		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	75%	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 & Promotions
		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.	75%	Museums have now been closed due to COVID 19.	Executive Assistant Tourism & Promotions
		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.	75%	On hold due to bushfires and COVID 19.	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		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.	75%	On hold until end of 2020.	Executive Assistant Tourism & Promotions

## 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	75%	Grants are advertised in newspaper and updated on website.	Executive Assistant
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	25%	Funding application for the Drought Communities Program and Bushfire Community Resilience and Economic Recovery Program has been submitted and approved.	General Manager
4.1.1.2	Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	Review and implement Council's Roads Strategy	50%	Road Strategy review has been delayed by other priorities. To be undertaken later in 2020.  Councils resheeting and resealing programs have been completed for 2019/20 year	Director Engineering

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	10%	Some work undertaken , however other projects have delayed review of AMP's	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 work undertaken, with Asset management Policy to be reviewed later this year.	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 drainage, irrigation and turfing options	75%	Masterplans have been developed for Henty and Jindera Sportsgrounds. Specific upgrades to sportsground ovals are being undertaken for Culcairn, Holbrook , Henty and Jindera	Director Engineering
4.1.2.3	Review current Public Toilet Upgrade Program and develop	Implement a process to review public toilet upgrade program and develop an upgrade	0%	Review delayed by other priorities, and will be now planned to be undertaken in 2020/21	Director Engineering

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
	an upgrade program for playgrounds	program for playgrounds			

**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	60%	Processes being established for all council housing and changes to legislation in 2019 being included	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%	This project has been delayed for commencement until staff are available to undertake project	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	30%	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	100%	Updated Stormwater AMP has been completed	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	75%	Survey and Design Works completed for Culcairn, Henty and Holbrook flood management works. Funding has been received to undertake survey and design of Jindera and Walla Walla	Director Engineering

DP Action Code	DP Action	Action	Progress	Comments	Responsibility
				flood managements works.	

### 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	90%	Inspections are ongoing with emphasis on pre-purchase inspections. Other approvals to operate have been issued.	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	75%	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	0%	Council staff have been attending weed management meetings.	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	90%		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	5%	Review of energy use at all recreation grounds being investigated, to determine if installation of energy savings infrastructure is feasible	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	85%	All the pools have been completed except Walla Walla which is 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	75%	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