



Greater
Hume
Council

End of Term Report

1 Leadership and Communication

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

2017/18

Code	Action	Status	Annual Comment
1.1.1.1.1	Design, document and implement a structured policy review process	Completed	24 Council policies and 28 Children Services policies developed and/or updated and adopted by Council during 2017/2018
1.1.1.2.1	Review budget process and commence development of a new budget structure to align with IP&R planning documents	Not Progressing	No action to date. Will be further considered during 2018/2019 year
1.1.1.3.1	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	Completed	Financial Statements lodged with the Office of Local Government by the due date.
1.1.1.3.2	Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program across all council sections	Completed	Procurement Policy reviewed and adopted by Council.
1.1.1.3.3	Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	Progressing	LTFP updated and adopted by Council June 2018
1.1.1.3.4	Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	Completed	Forward loan borrowings determined as part of 2018/2019 Operational Plan

Code	Action	Status	Annual Comment
1.1.1.4.1	IP&R status reports presented to Council on quarterly basis	Completed	Achieved and ongoing
1.1.1.5.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	Not Progressing	Report to be submitted to the September 2018 meeting of Council
1.1.1.6.1	Undertake effective investigation and resolution of complaints	Completed	Customer action Request reports presented to Council monthly. Workshop held with key staff to map process and implement improvements to responsiveness and reporting.
1.1.1.7.1	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	Completed	Implementation continuing through development/revision of policies and procedures including Working alone or in isolation, Traffic Management at Waste Facilities, Use of Council Plant for Community Projects application form, User agreements/Casual Hirer forms, Heavy Vehicle Chain of Responsibility Procedure, PPE procedure, Hazardous Noise Procedure. Continuation of pre employment and exit medicals.
1.1.1.8.1	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	Completed	All Service Reviews outlined in Fit for the Future Action Plan completed with exception of Salary System Review which would require external consultants and a budget allocation.

2018/19

Code	Action	Status	Annual Comment
1.1.1.1.1	Design, document and implement a structured policy review process	Completed	A structures policy review program has been in place throughout the 2018/19 year with 12 revised / updated policies presented to Council
1.1.1.2.1	Review budget process and commence development of a new budget structure to align with IP&R planning documents	Progressing	Investigations undertaken into the purchasing of dedicated budget management software which will enable higher level analytical reporting and alignment with IP&R structure. 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.
1.1.1.3.1	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	Completed	Annual financial statements completed and lodged with office of Local Government within required timeframe. Quarterly budget reviews will be completed and reported to Council as required.
1.1.1.3.3	Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	Completed	Long Term Financial Plan updated in line with adoption of 2018/2019 - 2022/2023 budget cycle.
1.1.1.3.4	Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	Completed	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.
1.1.1.4.1	IP&R status reports presented to Council on quarterly basis	Completed	Achieved and ongoing
1.1.1.5.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	Progressing	Library and IT services reviews completed and presented to a Council workshop. Further report

Code	Action	Status	Annual Comment
			required to Council to formalise Reviews and set topics for next 12 months.
1.1.1.6.1	Undertake effective investigation and resolution of complaints	Completed	Customer Action Request reports submitted to Council monthly. Staff continually working on ways to improve responsiveness and reporting.
1.1.1.7.1	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	Completed	Implementation and improvement of Council's Risk Management Plan is continuing.
1.1.1.8.1	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	Progressing	Refer 1.1.1.5.1

2019/20

Code	Action	Status	Annual Comment
1.1.1.1.1	Continue structured policy review process	Completed	Policy review progressing with new and amended policies reported to Council progressively. Total of 19 policies reviewed to 30 June 2020
1.1.1.2.1	Review budget process and commence development of a new budget structure to align with IP&R planning documents	Progressing	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.
1.1.1.3.1	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	Completed	Financial Statements completed and lodged with all statutory requirements met
1.1.1.3.3	Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	Completed	LTFP updated in line with adopted 2019/2020 budget
1.1.1.3.4	Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	Completed	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.
1.1.1.4.1	IP&R status reports presented to Council on quarterly basis	Completed	
1.1.1.5.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	Completed	

Code	Action	Status	Annual Comment
1.1.1.6.1	Undertake effective investigation and resolution of complaints	Completed	Customer Action Request reports submitted to Council monthly. Staff continually working on ways to improve responsiveness and reporting.
1.1.1.7.1	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	Progressing	
1.1.1.8.1	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	Completed	

2020/21

Code	Action	Status	Annual Comment
1.1.1.1.1	Continue structured policy review process	Completed	20 policies reviewed during 2020/2021
1.1.1.2.1	Review budget process and commence development of a new budget structure to align with IP&R planning documents	Completed	Additional reporting commenced September 2020 budget review
1.1.1.3.1	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	Completed	Completed. External audit completed with clear audit report achieved. Financial Statements completed, reported to Council and lodged in accordance with agreed audit plan and timeline.
1.1.1.3.3	Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	Completed	Completed as part of budget adoption process
1.1.1.3.4	Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	Completed	
1.1.1.3.5	Commence review of alternate corporate software package including pricing and implementation timeline for consideration in 2021/2022 Operational Plan	Completed	Implementation of software to enable automation and digitisation of accounts payable function has commenced. No further major software purchases are planned.
1.1.1.4.1	IP&R status reports presented to Council on quarterly basis	Completed	Achieved with reports submitted to the August, November, February and May meetings of Council.
1.1.1.5.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	Progressing	Ongoing however an update report has not been submitted to Council to date.
1.1.1.6.1	Undertake effective investigation and resolution of complaints	Completed	Customer Action Request reports presented to Council monthly

Code	Action	Status	Annual Comment
1.1.1.7.1	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	Completed	Development, review and evaluation is a continual cycle with the the Risk Register now complete.
1.1.1.8.1	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	Completed	Integrated business software solution has been reviewed, however due to lack of alternative vendors it has been determined to remain with existing provider.
1.1.2.4.2	Develop and implement a Councillor professional development program in accordance with OLG guidelines	Progressing	Training courses have been offered to Councillors however with COVID restrictions opportunities have been limited.
1.1.2.5.2	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	Progressing	During Q1 and Q2 Youth Advisory Committees were functioning with Zoom meetings however, this was cancelled due to lack of interest from young people. No action taken in Q3 and Q4 as Youth Committees are in hiatus due to COVID-19. Youth Committees should recommence in Term 4 with discussions underway with Ted Bates - School Councillor at Billabong High School and new Youth Officer of Greater Hume Council. Further discussion is still required with St Paul's College Walla Walla
1.1.2.6.2	Review current Management Committee manual and provide refresher training to management committees as required	Completed	
1.1.2.7.2	Recognise community leaders through Australia Day awards	Completed	

1.1.2 Council is responsive to community needs and priorities

2017/18

Code	Action	Status	Annual Comment
1.1.2.1.1	Develop and implement the GHSC Communication Plan	Progressing	Branding Project - town and entrance signage - contact established with RMS regarding protocols for sign size, font size and legibility.
1.1.2.2.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	Completed	All legislative requirements met and Council continues to attract residents to speak in the public forum on relevant issues.
1.1.2.4.1	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	Completed	November 2017 meeting to be held at Wymah and March 2018 at Bungowannah. In addition the August meeting was held at Jindera.
1.1.2.5.1	Continue to implement the councillor professional development program	Completed	No unmet demand for training however a more formalised plan will need to be developed when the Office for Local Government has finalised and released the Councillor Induction and Professional Development Guidelines
1.1.2.6.1	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	Completed	The Youth Advisory Committee is constantly changing due to the young people either undertaking further education or employment. Therefore it is necessary to continually provide the committee with support on how to run a meeting. Formal training is due in September with facilitator Grace Stein.
1.1.2.7.1	Review current Management Committee Manual and provide refresher training to management committees as required	Progressing	A review of the manual has commenced. It is expected that workshops with the Committees will be conducted October 2018.

Code	Action	Status	Annual Comment
1.1.2.8.1	Recognise community leaders through Australia Day awards	Completed	Completed - Media Release recognising winners sent out 23 January.

2018/19

Code	Action	Status	Annual Comment
1.1.2.1.1	Develop and implement the GHSC Communication Plan	Progressing	
1.1.2.2.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	Completed	Achieved and ongoing
1.1.2.4.1	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	Completed	Meetings held in Walla Walla (November) and March (Carabost)
1.1.2.5.1	Continue to implement the councillor professional development program	Not Due To Start	All Councillors have developed Training Plans which will be rolled out in the 2019/2020 Financial Year.
1.1.2.6.1	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	Progressing	This action has not proceeded due to the Youth Advisory Committee currently in a restructuring process where there will be two committees. One at Billabong High School and one at St Paul's College Walla Walla. A new older youth committee has commenced and meets once a month. In July/August the newly formed committees will be provided with overviews on the running of a committee, Executive positions, minute taking and reporting to Council.
1.1.2.7.1	Review current Management Committee Manual and provide refresher training to management committees as required	Completed	
1.1.2.8.1	Recognise community leaders through Australia Day awards	Completed	Report resolved by Council to recognise Greater Hume Australia Day winners throughout year of reign.

2019/20

Code	Action	Status	Annual Comment
1.1.2.1.1	Continued implementation of the GHSC Communication Plan	Completed	
1.1.2.2.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	Completed	
1.1.2.4.1	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	Completed	

2020/21

Code	Action	Status	Annual Comment
1.1.2.1.1	Continued implementation of the GHSC Communication Plan	Completed	Town and Entrance Signage project completed. A total of 66 entrance/town signs installed May/June 2021. Community Engagement Toolkit (CET) used for Council projects which require detailed communication plans.
1.1.2.1.3	Continued implementation of the GHSC Communication Plan	Completed	
1.1.2.2.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	Completed	Achieved and ongoing
1.1.2.4.1	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	Not Progressing	Unable to hold meeting locations other than Holbrook due to COVID restrictions however the requirement to 'live stream' meetings ensures access to all residents.

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

2017/18

Code	Action	Status	Annual Comment
1.1.3.1.2	Participate in funding opportunities to resource significant community projects and infrastructure	Completed	Round two of Stronger Country Communities lodged along with Regional Sports Infrastructure Fund application.

2018/19

Code	Action	Status	Annual Comment
1.1.3.1.2	Participate in funding opportunities to resource significant community projects and infrastructure	Completed	Almost \$10M in additional road funding received along with significant support provided to community organisations with the roll out of the Stronger Country Communities Fund.

2019/20

Code	Action	Status	Annual Comment
1.1.3.1.2	Lobby State and Federal politicians on issues of importance to our community	Completed	

2020/21

Code	Action	Status	Annual Comment
1.1.3.1.2	Lobby State and Federal politicians on issues of importance to our community	Completed	Council has retained open dialogue with both Australian and State Government Members of Parliament. Meeting held with Member for Albury, Justin Clancy on the impact of the Emergency Services Levy in rural councils.

1.1.4 Strong relationships and effective partnerships

2017/18

Code	Action	Status	Annual Comment
1.1.4.1.1	Meet with local Australian and State government parliamentarians at least annually	Completed	Part of a REROC deputation to Parliament House, Canberra and met in a group basis with 7 Ministers.
1.1.4.1.2	Actively participate in Local Government NSW Annual Conference	Completed	Four Councillors and the General Manager attended. Two motions were submitted to Conference with one carried and the other defeated.
1.1.4.2.1	Continue as an active participant in REROC initiatives	Progressing	Membership of REROC Maintained and resolved to participate in the Riverina JO consisting of 7 Councils.
1.1.4.2.2	Continue to host the Road Safety Officer and Youth programs on a shared basis with Lockhart Shire Council	Completed	Joint arrangements continued with Lockhart Shire for Road Safety and Youth Development Officers.

2018/19

Code	Action	Status	Annual Comment
1.1.4.1.1	Meet with local Australian and State government parliamentarians at least annually	Progressing	No further meetings held this quarter
1.1.4.1.2	Actively participate in Local Government NSW Annual Conference	Completed	As this years conference was held in Albury six Councillors, the General Manager and two Directors attended.
1.1.4.2.1	Continue as an active participant in REROC / JO initiatives	Completed	REROC Workforce Development Meetings held August and November 2018 and February and June 2019. General Manager continues to serve on the Executive of REROC and is a member of the RivJO Governance Working Party. Mayor is a member of the RivJO Operational Working Party.
1.1.4.2.2	Continue to host the Road Safety Officer and Youth programs on a shared basis with Lockhart Shire Council	Completed	Existing arrangement continue with both programs.

2019/20

Code	Action	Status	Annual Comment
1.1.4.1.1	Meet with local Australian and State government parliamentarians at least annually	Completed	
1.1.4.1.2	Actively participate in Local Government NSW Annual Conference	Completed	
1.1.4.2.1	Continue as an active participant in REROC / JO initiatives	Completed	
1.1.4.2.2	Continue current programs. Joint spray sealing contract procured AlburyCity - waste - museums Lockhart - Road Safety Officer, Youth Officer, Joint Spray Seal Operator	Completed	

2020/21

Code	Action	Status	Annual Comment
1.1.4.1.1	Meet with local Australian and State government parliamentarians at least annually	Progressing	No formal meetings held with parliamentarians other than as outlined in 1.1.3.1.2.
1.1.4.1.2	Actively participate in Local Government NSW Annual Conference	Completed	Three Councillors and four staff members participated in the on line Annual Conference.
1.1.4.2.1	Continue as an active participant in REROC/RivJO initiatives	Completed	General manager remains on the REROC Executive and convenor of the RIVJO/REROC Workforce Development Group
1.1.4.2.2	Continue current programs. Joint spray sealing contract procured with Lockhart Shire Council AlburyCity - waste - museums Lockhart Shire Council - Joint Road Safety, Youth Services	Completed	Achieved for this financial however some of the activities are likely to be reviewed during the course of the 2021/2022 financial year.

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

2017/18

Code	Action	Status	Annual Comment
1.2.1.1.1	Maintain membership of community engagement peak bodies and networks	Progressing	Communications Strategy being implemented on progressive basis. CET prepared and implemented for \$400K skate park projects for Culcairn and Jindera during this quarter, following the adopted Stakeholder Procedure.
1.2.1.1.2	All councillors and relevant staff to undertake IAP2 and/or other community engagement training	Not Progressing	No action yet due to other work priorities and reduced working hours during this quarter.
1.2.1.1.3	Redesign the format and content of Council's quarterly newsletter to ensure effective and targeted content	Completed	Autumn Council Newsletter sent out 16 April, Council Update to be included in Greater Hume Rates Notices to go out in end of July 2018.
1.2.1.1.4	Develop a new Greater Hume Shire Council website including a dedicated Have Your Say portal which is compliant with accessibility standards	Progressing	Action is being managed by Kerrie Wise. Go live date is by end of second quarter 2018.
1.2.1.1.5	Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	Progressing	The CET compiled for the Culcairn and Jindera Skate Park projects including a Project Reference Team including youth from Culcairn, Jindera (and Henty completed skate park) and young person with a disability, to work with Council officers and design team to finalise the design. Approximately 100 and 30 surveys received for Culcairn and Jindera projects respectively.

2018/19

Code	Action	Status	Annual Comment
1.2.1.1.1	Maintain membership of community engagement peak bodies and networks	Progressing	
1.2.1.1.2	All councillors and relevant staff to undertake IAP2 and/or other community engagement training	Progressing	
1.2.1.1.3	Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	Completed	Two newsletters and one rates insert developed and sent to residents.
1.2.1.1.4	Develop a new Greater Hume Shire Council website including a dedicated Have Your Say portal which is compliant with accessibility standards	Completed	Greater Hume Council, Greater Hume Children Services, Town webpages developed and Have Your Say incorporated.
1.2.1.1.5	Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	Progressing	

2019/20

Code	Action	Status	Annual Comment
1.2.1.1.1	Maintain membership of community engagement peak bodies and networks	Completed	
1.2.1.1.2	Relevant staff to undertake IAP2 and/or other community engagement training	Completed	
1.2.1.1.3	Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	Completed	
1.2.1.1.3	Councillors training plan includes IAP2 community engagement training module	Not Due To Start	

Code	Action	Status	Annual Comment
1.2.1.1.5	Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	Completed	

2020/21

Code	Action	Status	Annual Comment
1.2.1.1.1	Maintain membership of community engagement peak bodies and networks	Completed	Membership of IAP2 confirmed. North East Engagement Network activities and meetings postponed due to Covid-19 lockdowns.
1.2.1.1.2	Relevant staff and Councillors to undertake IAP2 and/or other community engagement training	Not Updated	
1.2.1.1.3	Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	Completed	
1.2.1.1.5	Investigate contemporary community engagement techniques to enhance communications with the community in readiness for the review of the community strategic plan	Completed	CET (Community Engagement Toolkit - Stakeholder Engagement Procedure) is being used for specific projects. Website is accessible.

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 Councils values, actions and decisions are inclusive. Access and Inclusion Reference group established Community Health and Wellbeing Alliance continues

2017/18

Code	Action	Status	Annual Comment
1.3.1.1.1	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid Keep welfare providers informed about local and regional services.	Completed	Volunteer presentation conducted at CH&W Alliance meeting in May Volunteer groups successful recipients of CD grants and SCC grants
1.3.1.2.1	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.	Not Progressing	No further action to date
1.3.1.3.02	Promote NSW Carers Charter and Carers rights to GHSC Staff	Completed	Complete for 2017/2018. Customer Service staff completed online training for the National Relay Service. Council website to be updated with National Relay Service advice. "Inclusive Training" online course from LGNSW has commenced.
1.3.1.3.03	Annual all staff function to include accessibility and inclusiveness service provision training	Completed	Compulsory All Staff Function held 10 May 2018
1.3.1.3.05	Audit Shire functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness	Completed	Complete for 2017/2018 Shire wide DIAP reference groups established - feedback to be integrated into a DIAP implementation plan

Code	Action	Status	Annual Comment
1.3.1.3.06	Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	Completed	Engineering staff applying principles of the Disability and Inclusion Act in all projects being undertaken.
1.3.1.3.07	All new signage is compliant with the provisions of the Disability Inclusion Act	Completed	All new signage installed is checked to ensure it is compliant with Disability Inclusion Act prior to installation
1.3.1.3.10	Review GHSC employment HR policy and processes for inclusiveness	Completed	Complete for 2017/2018. Further reviews of some Human Resources Policies to be undertaken.
1.3.1.3.11	Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning	Completed	Employee position descriptions are reviewed on an ongoing basis when vacancies occur.
1.3.1.3.12	Advocate and encourage local business and industry to establish a diverse workforce	Progressing	Article included in the Winter business newsletter regarding disability inclusion, 'missed business' easy to read guide for small business.
1.3.1.3.13	Include inclusiveness in the Workplace Inspirations Day	Not Progressing	Work Inspirations Day deferred until later in the year
1.3.1.3.16	Customer Service Staff are aware of the resources needed to respond to PwD/Carers	Completed	Staff training complete - March 2018 CS Manual to be updated, staff to introduce themselves by name, staff to be made aware of local disability facilities
1.3.1.3.17	GHSC Policies and procedures reflect the needs of PwD/Carers	Progressing	Needs of PwD/Carers are considered as part of Policy Review Framework. Policy template to be updated during 2018/2019 year
1.3.1.3.18	Criteria for Council Community grants includes diversity, accessibility and inclusiveness	Progressing	Staff provided with accessibility and inclusiveness information for community grants

Code	Action	Status	Annual Comment
1.3.1.3.19	Review volunteer policies and processes to include PwD	Progressing	A review of the policies and procedures has commenced. It is expected that workshops with the Committees will be conducted October 2018.

2018/19

Code	Action	Status	Annual Comment
1.3.1.1.1	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid	Progressing	The development of a more strategic approach to volunteering has occurred and to identify opportunities for support and involvement in many projects. Many grant programs have enabled the development of volunteers including youth, club and community members as well as schools and other organisations. Partnering with other service providers and building networks has been a key focus for 2018/19. Request have been through community grants processes at this stage.
1.3.1.2.1	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.	Completed	Ongoing consultation with high schools continuing and the number of young people participating in the Youth Committee is increasing
1.3.1.3.02	Promote NSW Carers Charter and Carers rights to GHSC Staff	Progressing	A lot of progress has been achieved in all areas including greater promotion and awareness of access and inclusion across all areas of Council and in particular embedding into Family Day Care, Children Services, Libraries and Youth programs. Health and Wellbeing Alliance has been well attended and positive anecdotal feedback that it is meeting a gap for service providers.

Code	Action	Status	Annual Comment
1.3.1.3.03	Annual all staff function to include accessibility and inclusiveness service provision training	Not Due To Start	Next All Staff function planned for 14 August to incorporate a presentation from the Resilience Project team.
1.3.1.3.05	Continue to audit Shire functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements	Completed	In partnership with Intereach Access at a Glance, Council offices/libraries in Henty and Culcairn audited successfully for access requirements. Promotion of the program has been included in community newsletters and has been included as part of the Culcairn Healthy Towns project. Ongoing plan to completed other Council facilities and to offer and promote service to businesses.
1.3.1.3.06	Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	Completed	Engineering Staff applying principles of the Disability and Inclusion Act in all projects being undertaken
1.3.1.3.07	All new signage is compliant with the provisions of the Disability Inclusion Act	Completed	All new signage is checked to ensure it is compliant with Disability Inclusion Act prior to installation
1.3.1.3.10	Review GHSC employment HR policy and processes for inclusiveness	Completed	
1.3.1.3.11	Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning	Completed	Currently Council employs 8 trainees/cadets across a range of functional areas.
1.3.1.3.12	Advocate and encourage local business and industry to establish a diverse workforce	Progressing	
1.3.1.3.13	Include inclusiveness in the Workplace Inspirations Day	Completed	Work Inspiration Day held on 26 October. Council's younger staff members formed a Working Group to ensure a well targeted series of activities on the day. 14 students from Billabong High School attended of the 12 surveys returned 9 rated the day 5 out of 5 and the remaining 3; 4 out of 5.

Code	Action	Status	Annual Comment
1.3.1.3.16	Customer Service Staff are aware of the resources needed to respond to PwD/Carers	Completed	Customer service awareness of resources and access requirements was good through 2 office audits completed in 2018/19.
1.3.1.3.17	GHSC Policies and procedures reflect the needs of PwD/Carers	Progressing	Greater emphasis has been placed on ensuring access to PwD/Carers at events, programs and DIAP continues to be implemented.
1.3.1.3.18	Criteria for Council Community grants includes diversity, accessibility and inclusiveness	Completed	The following criteria has been added to the community grant application "The program aims to enhance the range, availability and quality of community facilities, including a particular focus on access and inclusion for all." Community applications have responded accordingly.
1.3.1.3.19	Review volunteer policies and processes to include PwD	Completed	Councils Volunteer Manual updated to include PwD. Workshops conducted at end of October 2018.
1.3.1.3.20	Support and resource DIAP reference group	Progressing	Transport reference group meetings and input via Health and Wellbeing Alliance. Plan for 2019/20 to schedule formal meetings.

2019/20

Code	Action	Status	Annual Comment
1.3.1.1.1	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid	Completed	

Code	Action	Status	Annual Comment
1.3.1.2.1	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.	Progressing	Ongoing consultation with high schools continuing. A further six students from Billabong High have been appointed to the Youth Advisory Committee
1.3.1.3.02	Promote NSW Carers Charter and Carers rights to GHSC Staff	Not Progressing	
1.3.1.3.05	Progressively audit Council functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements	Completed	
1.3.1.3.06	Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	Completed	
1.3.1.3.07	All new signage is compliant with the provisions of the Disability Inclusion Act	Completed	
1.3.1.3.10	Review GHSC employment HR policy and processes for inclusiveness	Completed	
1.3.1.3.13	Include inclusiveness in the Workplace Inspirations Day	Completed	
1.3.1.3.16	Customer Service Staff are aware of the resources needed to respond to PwD/Carers	Completed	
1.3.1.3.17	GHSC Policies and procedures reflect the needs of PwD/Carers	Completed	
1.3.1.3.18	Criteria for Council Community grants includes diversity, accessibility and inclusiveness	Completed	
1.3.1.3.20	Support and resource DIAP reference group	Completed	

2020/21

Code	Action	Status	Annual Comment
1.3.1.1.1	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid	Progressing	Volunteers to be recognised in May and where possible to be invited to Council meeting for acknowledgement of ongoing volunteer contribution.
1.3.1.2.1	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.	Progressing	Recruitment of young people to the Youth Council is a continual process and all young people from the community are welcomed
1.3.1.3.04	Progressively audit Council functions, facilities, services, events and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements	Progressing	Ensure community feedback from DIAP consultation informs programs and improvements. Ongoing commitment to ensure facilities, services, events etc continue to comply and improve access and inclusion.
1.3.1.3.05	Council engage with owners of commercial businesses to encourage voluntary upgrading of disabled access provisions	Completed	Throughout the year Council has provided advice to store holders and those undertaking commercial and industrial development on the requirement for the provision of disabled access.
1.3.1.3.06	Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel	Completed	Provisions of the act are applied to all new designs that are completed
1.3.1.3.07	All new signage is compliant with the provisions of the Disability Inclusion Act	Completed	All new signage is being made compliant with the disability act
1.3.1.3.10	Review GHSC employment HR policies and processes for inclusiveness	Completed	Policies progressively being updated in line with Council's policy review schedule

Code	Action	Status	Annual Comment
1.3.1.3.13	Include inclusiveness in the Workplace Inspirations Day	Not Due To Start	Not held due to COVID restrictions. Tentatively organised for second week in November 2021.
1.3.1.3.16	Customer Service Staff are aware of the resources needed to respond to PwD/Carers	Progressing	Agenda item set to up date customer service staff on DIAP
1.3.1.3.17	GHSC Policies and procedures reflect the needs of PwD/Carers	Progressing	Feedback from DIAP consultations indicate further work to be completed.
1.3.1.3.18	Criteria for Council Community grants includes diversity, accessibility and inclusiveness	Completed	Not applicable as long as there are no community grants being provided.
1.3.1.3.20	Support and resource DIAP reference group	Progressing	Support and resources available and engaged with regards to DIAP input during 2021.

2 Healthy Lifestyle

2.1 Welcoming, resilient and involved communities

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

2017/18

Code	Action	Status	Annual Comment
2.1.1.1.1	Continue to rotate the Australia Day function across towns in the shire	Completed	Australia Day held in Jindera, Over 500 attendees, next Australia Day at Walla Walla.
2.1.1.2.1	Using youth engagement to develop an annual youth plan of events	Completed	The Greater Hume Youth Advisory Committee has worked with the Library & Youth Services Development Officer to develop an annual youth plan of events. The plan covers all school holiday and Youth Week events however, is subject to changes if warranted.
2.1.1.2.2	Implement actions and projects detailed in the annual youth plan	Completed	All actions from the Action plan have been implement as well as some adjustments when required. The Youth Advisory Committee worked together to plan Youth Week which included Battle of the Bands at Henty, 2 RSA Courses held at Culcairn Library which included students from both Billabong and St Pauls Walla Walla College. A Take Charge Workshop was held at St Paul's Walla Walla College in May with both schools in attendance. This year the highlight was the partnership which has been established between the Greater Hume and St Pauls College Walla Walla. New members have also joined the Youth Advisory Committee that have made a positive change to the direction of the Committee and planning for 2018/2019.

Code	Action	Status	Annual Comment
2.1.1.3.1	Regular communication with local high schools to establish need and partnership opportunities	Completed	From meetings with staff at Billabong High School and St Pauls College Walla Walla strong partnerships have been established which will continue in 2018/19. The partnership enabled two RSA courses to be held at Culcairn Library with students from both schools and a REROC Take Charge Forum at St Pauls College. The establishment of a program called Book Borrowing Extravaganza aimed at increasing literacy has enabled further partnerships to be developed with Primary Schools in Culcairn and Henty. Community members and organisations have demonstrated a strong interest in the Youth Committee with the committee being invited to be part of the Culcairn Community Development Committee Information Day in June and also the Henty Bendigo Bank Open day coming up in November.
2.1.1.5.1	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	Completed	Article for newsletter complete, NVW featured at the CHW Alliance meeting in May 2018
2.1.1.5.2	Offer annual Work Health & Safety volunteer induction and training	Progressing	Council has resolved to establish the Walla Walla Refugee Resettlement Committee as a Reference Committee of Council with staff representation at the meetings.
2.1.1.5.3	Provide advice and support to volunteer community organisations in governance and financial management	Completed	Advice provided on an ongoing basis.

2018/19

Code	Action	Status	Annual Comment
2.1.1.1.1	Continue to rotate the Australia Day function across towns in the shire	Completed	Greater Hume Australia Day 2020 celebrations to be held in Culcairn.
2.1.1.2.2	Implement actions and projects detailed in the annual youth plan	Completed	All actions and projects completed as outlined in the annual youth plan. Youth engagements with the events planned from the action planned has been extremely good with increased planning by the Youth Services team on promotion especially using social media. Facebook is no longer the only social media platform used with Instagram also now used reaching out to the target audience with statistics indicating that each platform is reaching the target audience. The annual RSA course with both schools was not held due to an increase in the cost of delivery of the program however, will be revisited in 2019/20. The annual Work Inspiration Day was a great success with a lot of ideas for future programming for young people.
2.1.1.3.1	Regular communication with local high schools to establish need and partnership opportunities	Completed	Each year communication and partnerships with local high schools increase especially with St Paul's College Walla Walla who are attending all workshops and events organised during school hours and are encouraging students to attend youth holiday programs. This year the schools have participated in the Greater Hume Council Work Inspiration Day, Youth Engagement Strategy Day, Greater Hume Council Road Safety Officer presentation, SportsAbility Day and in discussion with the planning of the Youth Advisory Committees to be formed in each school. Emily Jones, Trainee who will be moving into the Youth Services role in the near future will lead these

Code	Action	Status	Annual Comment
			groups. Youth Services have organised a Department of Fair Trading Revved Up program to be held at Billabong High School in July. Teaching staff have also met on a regular basis with the Youth Service Team to discuss upcoming programs and events.
2.1.1.5.1	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	Completed	Included in plan for volunteer week 2019. Volunteers to be more of focus under libraries.
2.1.1.5.2	Offer annual Work Health & Safety volunteer induction and training	Completed	Management Committee training held at Culcairn in November over two nights. 26 organisations attended.
2.1.1.5.3	Provide advice and support to volunteer community organisations in governance and financial management	Completed	

2019/20

Code	Action	Status	Annual Comment
2.1.1.1.1	Continue to rotate the Australia Day function across towns in the shire	Completed	
2.1.1.2.2	Implement actions and projects detailed in the annual youth plan	Progressing	From July 19 through to March 20 all scheduled Youth programs from the detailed annual youth plan were undertaken. This included holidays programs, the Work Inspiration Day, establishment of Youth Advisory Committees and successful grant funding of \$60 770 from a Stronger Country Community Funding Round 3. From March 20 programs including Youth Week 2020 were postponed due to COVID-19 Pandemic until early 2021
2.1.1.3.1	Regular communication with local high schools to establish need and partnership opportunities	Completed	During COVID-19 communication with schools and community groups have continued using technologies such as Zoom to ensure that project are continued to be planned to promote targeted health and wellbeing programs for youth. During 2019/20 there has been a noticeable stronger partnership seen developing with the local high school and primary school teaching staff and students.
2.1.1.5.1	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	Completed	
2.1.1.5.2	Work Health & Safety volunteer induction and training provided	Not Due To Start	
2.1.1.5.3	Provide advice and support to volunteer community organisations in governance and financial management	Completed	

2020/21

Code	Action	Status	Annual Comment
2.1.1.1.1	Continue to rotate the Australia Day function across towns in Greater Hume local government area	Completed	
2.1.1.2.2	Implement actions and projects detailed in the annual youth plan	Completed	Actions completed from Annual Youth Plan however, at times pivoted from face to face presentations to online presentations. Youth Week and SportsAbility Days went ahead with in total 240 students participating. Youth Advisory Committees are on hold however, will be re-established once COVID-19 restriction are lifted. Grants have been applied for as indicated on plan - successful Youth Week, Murrumbidgee Primary Health, and Department of Regional Growth.
2.1.1.3.1	Regular communication with local high schools to establish need and partnership opportunities	Completed	Youth Service Officers have held planned meetings with teaching staff via Zoom and at schools throughout 2020/21 to discuss youth health and wellbeing projects including Adulting 101, Youth Week and Sportsability days. Annual mental health forum not held due to COVID-19 ongoing restrictions however, planned for term 4 2021. Partnerships also formed with InteReach, Squad and Personnel Group to mentor and support young people in Greater Hume Council.
2.1.1.5.1	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	Completed	Support as far as possible in acknowledging and recognising volunteers during Covid restrictions. Zoom meetings enabled volunteers to stay involved in various projects.
2.1.1.5.2	Work Health & Safety volunteer induction and training provided	Not Due To Start	Road show of section 355 Committees planned for last quarter of the 2021 calendar year.

Code	Action	Status	Annual Comment
2.1.1.5.3	Provide advice and support to volunteer community organisations in governance and financial management	Progressing	
2.1.1.5.2	Investigate the benefits of membership of Welcoming Cities and report presented to Council	Completed	<p>Welcoming Australia CEO Aleem Ali made presentation to Council workshop on 2 June 2021. The presentation involved data analysis in respect of Greater Hume LGA as a 'welcoming region' for newcomer and migrant attraction. The presentation highlighted population growth of 4.5% by 2041, internal migration is driving population growth and that population diversity is low. The report highlighted housing affordability for the shire, gaps in the working age population, low unemployment and growth in job vacancies.</p> <p>Council resolved in July to join the Welcoming Cities network at the entry level.</p>

2.1.2 Local education and local career opportunities

2017/18

Code	Action	Status	Annual Comment
2.1.2.1.1	Review the application of EEO principles across all areas of council	Progressing	The introduction of the DIAP and associated staff training has strengthened staff knowledge and appreciation of EEO requirements. Review of Corporate and community services in place, the EEO will be reviewed when positions are finalised. The development of an EEO Management Plan has been integrated into implementation of the DIAP
2.1.2.1.2	Continue to support traineeships for local young people	Completed	Trainee Development Services Officer has commenced with Council. All other Trainee positions continuing successfully.
2.1.2.1.3	Continue Work Inspirations Program in Culcairn	Progressing	Planning has commenced for the hosting of a Work Inspiration event in Culcairn on 12 October 2018
2.1.2.1.4	Participate in regional youth focused mentoring programs	Completed	Take Charge Leadership Forum held at St Pauls College 17 May 2018. The forum is a joint initiative between Council and REROC and involved students from St Pauls and Billabong High. The day involved sessions on leadership, public speaking and presentations from the Greater Hume and Lockhart Youth Advisory Committees.
2.1.2.2.1	Continue to support VET providers in the local community. Advocate for the delivery of skills shortage qualifications; Aged Care/Agriculture/Customer service/Engineering	Completed	RTC working with other RTOs to provide training programs in response to community need Core courses are continuing Riverina TAFE now NSW TAFE, have been contacted regarding their future plans for TAFE videoconferencing facilities

Code	Action	Status	Annual Comment
2.1.2.3.1	Undertake an annual review of GHSC community ICT facilities to monitor use, value and upgrade as required	Completed	ICT facilities upgraded at Jindera Community Hub. WiFi upgraded at a number of sites to increase functionality.

2018/19

Code	Action	Status	Annual Comment
2.1.2.1.1	Review the application of EEO principles across all areas of council	Progressing	Development of an updated EEO Management Plan has commenced and is a top priority for the newly created People & Culture team
2.1.2.1.2	Continue to support traineeships for local young people	Completed	Trainees in the areas of Water & Wastewater and Children Services have commenced. Cadet Finance Officer appointed. Existing traineeships continuing
2.1.2.1.4	Participate in regional youth focused mentoring programs	Progressing	Youth programs across both GHC and Lockhart focus on youth mentoring... which is also being built into programs. Internal mentoring of trainees is also being developed.
2.1.2.2.1	Continue to support VET providers in the local community. Advocate for the delivery of skills shortage qualifications; Aged Care/Agriculture/Customer service/Engineering	Progressing	Changes in NSW Tafe have been challenging. Equipment and facilities at Holbrook and Henty still being used for programs. Other VET providers have been used to provide/promote delivery of programs.
2.1.2.3.1	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	Progressing	Increased focus on ensuring both Henty and Walla Walla childcare centres were appropriately serviced by ICT requirements to deliver current and streamlined services.

2019/20

Code	Action	Status	Annual Comment
2.1.2.1.1	Review the application of EEO principles across all areas of council	Not Progressing	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. Scheduled to be completed by 31 March 2021
2.1.2.1.2	Continue to support traineeships for local young people	Progressing	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
2.1.2.1.4	Participate in regional youth focused mentoring programs	Completed	
2.1.2.2.1	Continue to support VET providers in the local community.	Completed	
2.1.2.3.1	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	Completed	

2020/21

Code	Action	Status	Annual Comment
2.1.2.1.1	Review the application of EEO principles across all areas of Council	Progressing	Specific actions to be incorporated into the Workforce Management Plan to be developed during 2021/2022
2.1.2.1.2	Continue to support traineeships for local young people	Completed	Engagement of trainees remains at target levels and new opportunities will continue to be explored where appropriate
2.1.2.1.4	Participate in regional youth focused mentoring programs	Completed	170 Youth from Billabong & St Pauls participated in an event held at Walla Walla. Additionally sports ability day had 70 youth involved in Culcairn in partnership with Intereach in May.
2.1.2.2.1	Continue to support VET providers in the local community.	Progressing	Ongoing traineeship provision with children services trainees, however providing broader training has not been successful due to TAFE restructure and their focus on online delivery which means that students can study anywhere. Equipment no longer available for use through Holbrook and Henty.
2.1.2.2.3	Establish school based traineeships	Completed	Two students from Walla Walla College will commence on Wednesday 10 February 21. One student will undertake training at the Henty and Culcairn Libraries and one at Walla Walla Children Services. Hayden Honeywill also commenced a traineeship with Greater Hume Council in December 20 - Cert 3 in Library & Information studies.
2.1.2.3.1	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	Completed	Annual review of library technologies completed and priority items identified for update and renewal. GHCS - centres ICT and technology reviewed to ensure meets current practices - iPads for sign in etc.

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

2017/18

Code	Action	Status	Annual Comment
2.2.1.1.1	Partner with community organisations and health services to deliver a mental health program in October each year	Completed	Mental health was the focus of the Community Health and Wellbeing Alliance meeting in October 2017.
2.2.1.1.2	List health and wellbeing events and links to community health services on the GHSC website	Progressing	Survey of providers delivering services in GHC currently in progress Information will be available for new website
2.2.1.2.1	The GHSC develops and approves a community health and wellbeing policy, adopting the Community Health and Wellbeing Delivery Plan strengthening the mandate for community health and wellbeing action.	Completed	Council has adopted a Health Promoting Council Policy
2.2.1.2.2	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	Completed	Refer 2.2.1.1.1
2.2.1.3.1	Review the Council values annually Identify how the values are applied in decision making, market the values across the organisation, determine how directors and managers will role model the values and options for measuring effectiveness Include Council values in annual staff training program, describing what it means to work within the values and the importance of inclusiveness.	Progressing	Council's values statement integrated into the implementation of the DIAP. Further work on values to be progressed later in 2018 such as notation on position descriptions etc
2.2.1.4.1	Integrate the Dementia Friendly Community Toolkit into planning processes relating to community structures and it is considered in grant applications and community	Progressing	Dementia Friendly Toolkit forwarded to Planning and Engineering services for implementation

Code	Action	Status	Annual Comment
	activities and services		
2.2.1.5.1	Work with the police, and hoteliers to support safe drinking and community safety campaigns. Work with police to support crime prevention initiatives	Not Progressing	Police have declined continuing to participate on the GHW Alliance, consequently this action is not able to be implemented
2.2.1.6.1	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	Completed	Completed for 2017/2019 MLHD health promotion programs are presented at the H&W Alliance meetings
2.2.1.7.1	Engage the Community Health and Wellbeing Alliance in updates about community safety initiatives	Completed	Alliance informed of community safety activities through presentation from providers
2.2.1.9.1	Monitor the accessibility of community based activities through support from the Alliance to provide feedback	Completed	DIAP actions in progress Reference groups established in Jindera, Holbrook, Culcairn and Henty Participants provided feedback about access and inclusiveness - Council facilities and events List of actions collated

2018/19

Code	Action	Status	Annual Comment
2.2.1.1.1	Partner with community organisations and health services to deliver a mental health program in October each year	Completed	Health and Wellbeing Alliance meeting held 24 October 2018 had focus on Mental Health and working with Youth (Gateway Health) and TAFE to provide greater opportunities to include support around events and training. Mental Health Program planned for October 2019.
2.2.1.1.2	List health and wellbeing events and links to community health services on the GHSC website	Progressing	Ongoing review of content of new website and processes being implemented to maintain current linkages, networks and contacts.
2.2.1.2.1	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	Completed	Council is committed to supporting the Health & Wellbeing Alliance
2.2.1.2.2	Undertake a review of the Community Health & Wellbeing Plan	Progressing	Progressing
2.2.1.6.1	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	Completed	Well supported by high level presenters, sharing of information and contacts.
2.2.1.9.1	Monitor the accessibility of community based activities through support from the Alliance to provide feedback	Completed	Ongoing

2019/20

Code	Action	Status	Annual Comment
2.2.1.1.1	Partner with community organisations and health services to deliver a mental health program in October each year	Completed	
2.2.1.1.2	List health and wellbeing events and links to community health services on the GHSC website	Completed	
2.2.1.2.1	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	Completed	
2.2.1.2.2	Undertake a review of the Community Health & Wellbeing Plan	Not Progressing	
2.2.1.6.1	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	Progressing	

2020/21

Code	Action	Status	Annual Comment
2.2.1.1.1	Partner with community organisations and health services to deliver a mental health program in October each year	Completed	Seniors programs partnered with many local community groups and businesses for seniors week which received lot of positive feedback. Holbrook Healthy Towns one of key focus about mental health and support particularly through Covid.
2.2.1.1.2	List health and wellbeing events and links to community health services on the GHSC website	Progressing	Will be ongoing and will continue using social media and website to promote relevant projects/programs.
2.2.1.2.1	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	Progressing	Key outcome has been progressing DIAP consultations and draft completed. Actions limited due to Covid restrictions. Where possible zoom interactions and input.

Code	Action	Status	Annual Comment
2.2.1.2.2	Undertake a review of the Community Health & Wellbeing Plan	Progressing	to be reviewed fully next financial year.
2.2.1.6.1	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	Progressing	Maintained minimal engagement due to Covid restrictions, especially for service providers.
2.2.1.6.3	Implement the Holbrook Healthy Town Project	Completed	Successful Holbrook Healthy Towns completed.

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

2017/18

Code	Action	Status	Annual Comment
2.2.2.1.1	Develop a young leaders trying and mentoring action program	Completed	The Greater Hume Advisory Committee have informally received some training and mentoring program as have students from both high schools in the council. In 2018/19 it will be necessary to structure a formal training and mentoring action program.

2018/19

Code	Action	Status	Annual Comment
2.2.2.1.1	Develop a young leaders training and mentoring action program	Completed	The young leaders training and mentoring action program is completed. The plan will commence from 1 July 2019. This document has been divided into 3 main categories focusing on the following programs: Youth Advisory Committee School Specific Staff Training in mentoring, and youth related issues including mental health, bullying, drugs and alcohol,

			homelessness Funding for the programs will be from grants applied for or budgeting from the Youth Services funds.
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2019/20

Code	Action	Status	Annual Comment
2.2.2.1.1	Implement a young leaders training and mentoring action program	Progressing	Despite the onset of COVID-19 in March 2020 the GHC Youth Services have been able to continue to establish training opportunities for young leaders and young people by being announced successful grant recipients of the Stronger Country Communities Rd 3 funding \$60770. This program which will commence in late 2020 will provide the opportunity for young people to gain qualifications in RSA, RCG, First Aid, Mental Health program and so on. Social media has also been used extensively during this time to promote Mental Health Awareness for young people and to also provide them with information on service providers that may be required.

2020/21

Code	Action	Status	Annual Comment
2.2.2.1.1	Implement a young leaders training and mentoring action program	Completed	Plans from leaders training and mentoring action program have been implemented with young people supporting Adulting 101, Youth Week, Sportsability Day and REROC Take Charge Day in 2021 however, the continual presence of COVID-19 has stalled many programs. Teaching staff at both schools are aware and support of future programs to be presented by GHC Youth Services however, have put off until Term 4. This will include Adulting 101 training expos to be held at both Billabong High and St Paul's College Walla Walla.

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

2017/18

Code	Action	Status	Annual Comment
2.2.3.1.1	Undertake an annual review of existing childcare services provided through engagement with preschools and other children's services	Completed	Survey of early childhood providers undertaken March 2018 and followed up with individual visits to each facility. Refere report to May 2018 Council Meeting
2.2.3.2.1	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	Progressing	Report on Childrens Services recommended options for supporting services GHC Childrens services updated Strategic Plan contains a growth and sustainability strategy

2018/19

Code	Action	Status	Annual Comment
2.2.3.1.1	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	Completed	Survey of early childhood providers undertaken in March 2018 and a report submitted to the May 2018 Council Meeting. A further review will be undertaken during 2019/2020
2.2.3.2.1	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	Progressing	Marketing strategy has been developed

2019/20

Code	Action	Status	Annual Comment
2.2.3.1.1	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	Completed	

Code	Action	Status	Annual Comment
2.2.3.2.1	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	Completed	
2.2.3.2.2	Monitor operations of centre based Henty and Walla Walla Children Services	Completed	Operations of the Walla Walla and Henty childcare centres is ongoing. Council has also taken over operations at the Holbrook Early Learning Centre.

2020/21

Code	Action	Status	Annual Comment
2.2.3.1.1	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	Completed	Full review of children services including FDC and centres. Consultation with families, Educators, communities and other providers carried out and contributed to review and input into the development of the next strategic plan for children services.
2.2.3.2.1	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	Completed	Plans have been established for increased numbers of children and educators, however, to date a major focus has been on attracting and retaining qualified educators as required. draft strategic plan established and planning underway for 21 -22 year to improve marketing and promotion.
2.2.3.2.2	Monitor operations of centre based Henty, Holbrook and Walla Walla Children Services	Completed	Monthly financial reports prepared and reviewed. Additional funding is obtained where available and staff recruitment strategies are continually improved.
2.2.3.2.4	Undertake financial review of centres and family day care services to determine long term impact of COVID-19 crisis	Completed	Completed. Review undertaken and impact quantified. Enrollment numbers have returned to pre-COVID levels and CCS funding reinstated. No further impacts are anticipated at this time however the situation will continue to be monitored closely.

Code	Action	Status	Annual Comment
2.2.3.2.6	Finalise Memorandum of Understanding (MOU) with Henty Preschool and commence planning for service transition	Not Progressing	No further advice received from Preschool on this matter.

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

2017/18

Code	Action	Status	Annual Comment
2.2.4.1.1	Establish a MOU Work with Kalia Community Transport for point to point community transport in Greater Hume Shire	Progressing	No response from Letter to Kalia requesting meeting to discuss services Brochure on local CT services distributed throughout the shire Plan to meet with CT stakeholders end of May MOU NA - replaced by Terms of Reference

2018/19

Code	Action	Status	Annual Comment
2.2.4.1.1	Support the ongoing Community Transport Reference Group and provide advocacy where required	Completed	Advocacy regarding the on demand bus service with accessibility needs.

2019/20

Code	Action	Status	Annual Comment
2.2.4.1.1	Support the ongoing Community Transport Reference Group and provide advocacy where required	Completed	

2020/21

Code	Action	Status	Annual Comment
2.2.4.1.1	Support the ongoing provision of point to point transport service and advocate for retention of program at conclusion of the current trial period	Completed	Transport service continuing effectively. Council support provided when required

2.2.5 Advocate for safe work practices and employment standards

2017/18

Code	Action	Status	Annual Comment
2.2.5.1.1	Implement the strategies from the Workforce Management Plan	Not Progressing	No action to date.
2.2.5.2.1	Integrated risk management system developed and implemented	Completed	Meetings held 8 August 2017, 28 November 2017, 20 March and 14 June 2018.

2018/19

Code	Action	Status	Annual Comment
2.2.5.1.1	Implement the strategies from the Workforce Management Plan	Progressing	Implementation of actions from the Workforce Management Plan is a key priority of the recently created People & Culture team and it is expected that key actions will be implemented over the 2019/2020 year
2.2.5.2.1	Integrated risk management system developed and implemented	Completed	Risk/WHS Committee continues to meet on a quarterly basis. Last meeting 13 June 2019.

2019/20

Code	Action	Status	Annual Comment
2.2.5.1.1	Implement the strategies from the Workforce Management Plan	Progressing	This is an ongoing task and will remain a priority in 2020/2021
2.2.5.2.1	Integrated risk management system developed and implemented	Progressing	

2020/21

Code	Action	Status	Annual Comment
2.2.5.1.1	Implement the strategies from the Workforce Management Plan	Progressing	Ongoing. Workforce Management Plan will be reviewed and updated as part of the development of new Community Strategic Plan and supporting sub-plans to commence 1 July 2022
2.2.5.2.1	Integrated risk management system developed and implemented	Progressing	Continually under review and updated where necessary. Random alcohol and other drug testing commenced with two testing days held in the first half of the year. and the Risk Register being completed in the fourth quarter.

2.3 Volunteering is inclusive, well acknowledged and supported

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

2017/18

Code	Action	Status	Annual Comment
2.3.1.1.1	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	Completed	Complete 2017/2018 Advertising undertaken in Jan/Feb for attendance at Alliance meetings. A number attended the March meeting in Culcairn Invitations to be sent out for May meeting at the end of April

2018/19

Code	Action	Status	Annual Comment
2.3.1.1.1	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	Completed	Many programs are working across all areas factoring in needs, leveraging resources and programs. For example, youth, libraries and children services working well across all areas.

2019/20

Code	Action	Status	Annual Comment
2.3.1.1.1	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	Completed	

2020/21

Code	Action	Status	Annual Comment
2.3.1.1.1	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	Completed	As far as possible worked with other organisations to deliver a range of programs in partnership. For example seniors program successfully worked with businesses and not for profits for very positive outcomes. Youth week was successful with additional funding and partnering with schools and funding providers. Healthy Towns projects ensure businesses and local organisations benefitted from the funding and programs provided.

2.4 Our residents feel safe

2.4.1 Street lighting is effective and energy efficient

2017/18

Code	Action	Status	Annual Comment
2.4.1.1.1	Commence the installation of new streetlights in accordance with the agreed priority program	Progressing	Quotes obtained, lights to be installed shortly
2.4.1.2.1	Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights	Completed	REROC progressing with grant submissions on behalf of REROC Councils on Southern Lights Project to install LED Smart Street Lights across the region

2018/19

Code	Action	Status	Annual Comment
2.4.1.1.1	Commence the installation of new streetlights in accordance with the agreed priority program	Completed	All lights installed and operational that could be funded under budget parameters
2.4.1.2.1	Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights	Completed	LED streetlights to be installed March 2021 by Essential Energy as part of Bulk Lamp Replacement Program

2019/20

Code	Action	Status	Annual Comment
2.4.1.1.1	Continue the installation of new streetlights in accordance with the agreed priority program	Progressing	
2.4.1.2.1	Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights	Completed	

2020/21

Code	Action	Status	Annual Comment
2.4.1.1.1	Continue the installation of new streetlights in accordance with the agreed priority program	Completed	Majority of street lighting has been changed to LED lights, remainder will be completed over 2021
2.4.1.2.1	Work with electricity authorities to implement LED technology for new and existing streetlights	Completed	Majority of street lighting has been changed to LED lights, remainder will be completed over 2021

2.4.2 Implement Council's Road Safety Strategy

2017/18

Code	Action	Status	Annual Comment
2.4.2.1.1	Implement the Road Safety Strategy annual priorities	Completed	Road Safety initiatives completed as per approved strategy with Roads and Maritime Services (RMS)

2018/19

Code	Action	Status	Annual Comment
2.4.2.1.1	Implement the Road Safety Strategy annual priorities	Completed	All Road Safety initiatives completed as per approved strategy with Roads and Maritime Services (RMS)

2019/20

Code	Action	Status	Annual Comment
2.4.2.1.1	Implement the Road Safety Strategy annual priorities	Completed	

2020/21

Code	Action	Status	Annual Comment
2.4.2.1.1	Implement the Road Safety Strategy annual priorities	Completed	All priorities are being implemented

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

2017/18

Code	Action	Status	Annual Comment
2.4.3.1.1	Implement actions from existing four year cycle ways plan	Progressing	Funding applications lodged for 18/19 year. No projects to be completed in current year with funds allocated carried forwarded for co - contribution on projects in 18/19 year.
2.4.3.1.2	Implement actions from existing capital works program	Progressing	Funding applications lodged for 18/19 year. Current funding to be carried forward for additional co - contribution projects to be constructed next year.

2018/19

Code	Action	Status	Annual Comment
2.4.3.1.1	Implement actions from existing four year cycle ways plan	Not Progressing	RMS has advised that no funding is available this year for shared paths projects in Greater Hume as part of Active Transport Program. Staff awaiting Active Transport Portal to open to apply for funding for next year. Council funding to be carried forward to next year.
2.4.3.1.2	Implement actions from existing capital works program	Not Progressing	No funding available this year from RMS for projects in Greater Hume. Applications for funding to be submitted shortly for next financial year.

2019/20

Code	Action	Status	Annual Comment
2.4.3.1.1	Implement actions from existing four year cycle ways plan	Not Progressing	
2.4.3.1.2	Implement actions from existing capital works program	Progressing	

2020/21

Code	Action	Status	Annual Comment
2.4.3.1.01	Lodge grant applications for identified shared path projects under Action Transport funding program	Completed	Applications lodged, but were not successful. Will lodge new applications for 2021/22
2.4.3.1.2	Implement actions from existing capital works program	Completed	Council has committed to funding Urana Road shared path from Pioneer Drive To Dight St following unsuccessful application active transport application. Council has also committed \$25k funding towards a feasibility study for the Lavington to Jindera Shared Path Project. Council has completed the construction of the shared path at Walla from Walla Walla township to the Walla Swamp

2.5 Council provides learning and development opportunities for all

2.5.1 Community spaces allow our residents to learn and engage

2017/18

Code	Action	Status	Annual Comment
2.5.1.1.1	Investigate alternative methods of service delivery to rural and remote communities	Completed	The Greater Hume Libraries are continually investigating alternate methods of services to rural and remote communities. The Little Book Nooks program is a prime example. Further alternates will include a focus on what can be established for the township of Jindera with this years State Library Infrastructure Grants now open. In the mean time a number of programs and services delivered at the Greater Hume static libraries such as Tech Savvy Seniors, Ancestry Library Edition, storytime and Murder at the Chestnut factory will be delivered at Jindera and other towns and villages.
2.5.1.1.2	Create and promote traditional and online library services	Completed	Library staff continue to create and promote traditional and online services. The Riverina Regional Library are continually updating the types of online library services available to the customer and library staff are ensuring through continued training that they are able to transfer this information to the customer.
2.5.1.1.3	Investigate and implement new and innovative programs in Council's libraries	Completed	At the Greater Hume the libraries work closely with RRL to deliver a suite of programs that include all ages. RRL is constantly creating new programs which library staff or RRL staff will visit libraries to present.
2.5.1.1.4	Promote existing programs to increase library participation	Completed	Library membership and participation reported to council in February. Membership and participation promoted in May to the annual all staff meeting. A number of programs introduced since March 2018 have increased

Code	Action	Status	Annual Comment
			membership and participation of the GH libraries. Further discussions planned with the introduction of monthly library meeting in 2018/19.
2.5.1.2.1	Library staff to attend a minimum of two training information days with RRL annually	Completed	Library staff over the year have attended a number of staff training and information days. Library & Youth Services Team Leader has attended the Philadelphia Library Conference. 50% of the library staff have attended two training/information days and the other 50% one. The percentage is due to changes in staff.

2018/19

Code	Action	Status	Annual Comment
2.5.1.1.1	Investigate alternative methods of service delivery to rural and remote communities	Completed	Library staff are always investigating alternate methods of service delivery to rural and remote communities. The Little Book Nook program: Libraries and businesses promoting literacy has been extremely successful and staff would like to see this delivered in additional communities as well as other programs and services. The opening of the Jindera Library in June and the promotion received at the opening has meant plus the creation of a Jindera Facebook page, library Instagram page has seen the library well received. Members of the community have access to library collections and services 5 days a week from 8.30am - 5.00pm. Grants received for the year have provided funds for alternate programs such as Tech Savvy Seniors, Get Online Week, Seniors Week, Grandparents Day, Be Connected and Law Week.
2.5.1.1.2	Create and promote traditional and online library services	Completed	Outreach program Little Book Nooks developed and shared with other Riverina Regional Libraries. A pop up library will be held in July in Henty at an event at the

Code	Action	Status	Annual Comment
			Henty Memorial Hall and a Local Government Week program accessing the Mobile Bus Services in Walla Walla will be held also in July.
2.5.1.1.3	Investigate and implement new and innovative programs in Council's libraries	Completed	The community engagement with library holiday programs is very good. Library staff have worked together to forward plan the programs for the upcoming year using the Library Operational Plan. The increase usage of social media including Facebook and the creation of a library instagram page has meant increased engagement by the community and staff are reaching the target audience.
2.5.1.1.4	Promote existing programs to increase library participation	Completed	Library membership and participation was reporting to Council in the March 19. Further information regarding the new Jindera Library was reported to Council at the Council Workshop on Wednesday 6 March 19.
2.5.1.2.1	Library staff to attend a minimum of two training information days with RRL annually	Completed	Library staff have attended the State Library Drug and Alcohol training day held at the Henty Library on Friday 29 March and the RRL Branch meeting on Tuesday 9 April. To date all library staff have attended two or more training days.

2019/20

Code	Action	Status	Annual Comment
2.5.1.1.1	Investigate alternative methods of service delivery to rural and remote communities	Completed	With the establishment of the Jindera Library there has been increased service provision by library staff to smaller towns including Walla Walla with storytime sessions provided at Children Services and the delivery of library resources to business in the town. COVID-19 has prevented further programs including Tech Savvy Seniors which was scheduled to be held on the Mobile

Code	Action	Status	Annual Comment
			Library Services commencing in March 2020. Despite COVID -19 preventing programs from being held in different towns or villages within GHC it has forced staff to look at alternates to delivery of programs and services resulting in a move to a blended services model targeting differing age demographics though social medium platforms Facebook and Instagram which has been received well by the community and staff.
2.5.1.1.2	Create and promote traditional and online library services	Completed	Programs have been delivered this year to Walla Walla with a storytime session held on the Mobile Library Service and Mayor of Greater Hume Council Heather Wilton reading a story and having a discussion on the importance of healthy food and exercise. In December an outreach Christmas programs was presented in partnership with GHC Children Services at a farm in Jindera. Library staff provided many gingerbread man and lots of yummy decorations for children to enjoy.
2.5.1.1.3	Investigate and implement new and innovative programs in Council's libraries	Completed	July, September and December/January school holiday programs were all held as usual in the Council's four static libraries and were well received by the community. However, in March 20 COVID-19 resulted in libraries closing for over 3 months and the move to a blended service library model. Library commenced planning in conjunction with RRL to deliver programs for children and youth with storytime sessions and craft presented online.
2.5.1.1.4	Promote existing programs to increase library participation	Progressing	No library membership and participation not reported on for Q4 due to COVID-19. Library participation was not really able to be measured and the mobile library service was off the road for refurbishment and due to COVID-19 social distancing rules and regulations.

Code	Action	Status	Annual Comment
2.5.1.2.1	Library staff to attend a minimum of two training information days with RRL annually	Completed	Staff have not had the opportunity to continue to attend training days due to COVID-19 however, due to the lock down of libraries staff have completed more than originally estimated planned training for the year.

2020/21

Code	Action	Status	Annual Comment
2.5.1.1.1	Investigate alternative methods of service delivery to rural and remote communities	Completed	Mobile usage is reported to Council on a Monthly or Quarterly basis. Alternative delivery to rural and remote communities has occurred in 20/21 with Festival of Seniors Week delivered to Walla Walla, Book Week 2020 delivered to all schools in Greater Hume Council, and increased information regarding the collection, programs and services available in the libraries sent to community newsletters, posted on social media and also with COVID 19 Click & Collect plus home delivery made available.
2.5.1.1.2	Create and promote traditional and online library services	Completed	Due to COVID 19 Book Week celebrations were held as outreach visits to 10 schools located in towns and villages across Greater Hume Council. Online resources and traditional library programs were promoted at these events. Outreach programs were also held at in Holbrook at the 10 Mile to celebrate Women's Week as well as programs held for Get Online Week at Culcairn and Henty Men's Shed. Further programming to promote library resources were held at the Lost Trades Day at Jindera Pioneer Museum.
2.5.1.1.3	Investigate and implement new and innovative programs in Council's libraries	Completed	Children and youth programs in conjunction with RRL have been delivered throughout 2020-21. Library staff have held programs such as Vege Plot, Lego, Bee Wax

Code	Action	Status	Annual Comment
			workshops, Christmas programs, , author talks, movies and at the same time pivoted when needed to deliver online storytime and holiday programs on line on social media platforms. All programs have been held in conjunctions with RRL.
2.5.1.1.4	Promote existing programs to increase library participation	Completed	Library membership and participation in library programs is presented to Council on a monthly or quarterly basis. Membership and issues of collections across libraries in GHC are slowly increasing back to pre COVI-19 statistics. Participation at all programs facilitated by libraries have been high throughout 2020/21 especially during Women's Week, Seniors Week, Book Week, and Get Online Week. Grant funding and additional funding from Council has help support and improve these events.
2.5.1.2.1	Library staff to attend a minimum of two training information days with RRL	Completed	Training/information days have been undertaken this year with both full time, part-time and casual being provided with opportunities for professional development especially with the ALIA Digital Health training and funding for all staff to undertake this program. More training will be made available once COVID-19 does not cause issues with travelling to regional or city centres.

3 Growth and Sustainability

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

2017/18

Code	Action	Status	Annual Comment
3.1.2.1.1	Promote the existing industrial land development at Holbrook and Jindera	Completed	Three lots sold and one under offer in the Jindera Industrial Estate with reasonable level of enquiry continuing. One allotment under offer in Holbrook Industrial Estate.
3.1.2.1.2	Assess development opportunities for industrial land development elsewhere in the shire	Progressing	Enquiries being received for Holbrook and Jindera Industrial Estates.
3.1.2.1.3	Identify potential business growth opportunities within the transport industry	Progressing	
3.1.2.2.1	Implement Stage 2 Buy Local in Greater Hume" campaign	Completed	Buy Local Directory refreshed with new branding. Latest issue includes Vendor Panel and Local Preference Purchasing Policy. Distributed through all council offices and libraries and at business events or training being held in the shire. Online directory updated. Article included in latest Community Newsletter and advert included in Henty Business/Resident Guide released in the quarter.
3.1.2.2.3	Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	Completed	Procurement Policy reviewed and adopted along with revised Procurement Procedures. A Local Preference Purchase Policy has also been adopted and implemented.
3.1.2.2.4	Council to offer a new business start-up grant	Progressing	Draft policy prepared, requires consideration by Council.

Code	Action	Status	Annual Comment
3.1.2.2.5	Promote and support business mentoring and training services	Completed	Next business forum will be held October 2018, during Business month. Grant funding of \$5K has been secured.
3.1.2.4.1	Continue to promote the buy local policies and invest in attracting new business to improve employment	Progressing	Article included in Winter Business News.

2018/19

Code	Action	Status	Annual Comment
3.1.2.1.1	Promote the existing industrial land development at Holbrook and Jindera	Completed	Soft promotion continues with a further Lot at Holbrook Industrial Estate sold and two at Jindera.
3.1.2.1.2	Assess development opportunities for industrial land development elsewhere in the shire	Progressing	
3.1.2.2.1	Implement Stage 2 Buy Local in Greater Hume" campaign	Completed	
3.1.2.2.3	Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	Completed	LGP Vendor Panel established for local and regional suppliers which increases transparency and record keeping of procurement. During the 3rd and 4th quarters an emphasis has been placed on increasing the number of Requests for Quotations issued. Training sessions were held with suppliers/contractors during May/June at Holbrook, Culcairn and Jindera.
3.1.2.2.4	Promote and support business mentoring and training services	Completed	
3.1.2.4.1	Continue to promote the buy local policies and invest in attracting new business to improve employment	Completed	

Code	Action	Status	Annual Comment
3.1.2.4.1	Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility	Progressing	Initial investigations revealed that the cost of implementing remote access to be substantial. The process will require a tender to be prepared which will be done in 19/20.

2019/20

Code	Action	Status	Annual Comment
3.1.2.1.1	Promote the existing industrial land development at Holbrook and Jindera	Completed	
3.1.2.1.2	Assess development opportunities for industrial land development elsewhere in the shire	Completed	
3.1.2.2.1	Implement Stage 3 Buy Local in Greater Hume campaign	Completed	
3.1.2.2.3	Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	Completed	
3.1.2.2.4	Promote and support business mentoring and training services	Completed	
3.1.2.4.1	Continue to promote the buy local policies and invest in attracting new business to improve employment	Completed	
3.1.2.4.1	Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility	Completed	
3.1.2.5.1	Investigate funding opportunities to process organic materials	Progressing	

2020/21

Code	Action	Status	Annual Comment
3.1.2.1.1	Promote the existing industrial land development at Holbrook and Jindera	Progressing	Construction well advanced for the release of a further 7 lots at Jindera and 4 at Holbrook. Quotations have been received for the development of a longer term plan for the Jindera Industrial Estate which will be determined early in the 2021/2022 financial year.
3.1.2.1.2	Assess development opportunities for industrial land development elsewhere in the shire	Completed	Council has industrial land developments at Holbrook and Jindera Industrial Estates. All current titled allotments have been sold by 30 June 2021. Developer interest in the two estates remains strong, regular enquiries are received for industrial land in Greater Hume, which has triggered two new subdivisions - 4 lots at Holbrook and a 7 lot expansion at Jindera. Due to demand, Council has progressed an amendment to the Local Environmental Plan 2012 to alter zoning and lot size for the future expansion of Jindera Industrial Estate to a 20 ha parcel of land adjoining the existing estate.
3.1.2.2.01	Continuance of Buy Local in Greater Hume campaign	Completed	A comprehensive audit of the business database is nearing completion. The next iteration of the Buy Local Directory print and pdf formats will be generated from an updated business database.
3.1.2.2.3	Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	Progressing	Introduction of vendor Panel (preferred supplier lists) has significantly increased compliance with Council Procurement Policy with over 90% compliance now being achieved from a random sample of procurements.
3.1.2.2.4	Business newsletter compiled and released quarterly	Completed	Business newsletters issued. 25 Business Alert News issued to database. Partnered with Business Enterprise Centre (Business Connect) to run workshops for NSW

Code	Action	Status	Annual Comment
			Small Business Month (October 2020) and Women in Business events in March 2021 at four locations, total 92 women participated.
3.1.2.2.5	Participation on RivJo Drought Sub Committee	Completed	Officer participates in Critical Events Co-ordination Committee (formerly known as RivJO Drought Sub Committee), meetings held usually quarterly. Adverse Event Plan adopted December 2020.
3.1.2.2.6	Promote and support business mentoring and training services	Completed	Council collaborates with NSW Business Connect Program and promotes relevant courses/webinars. Women in Business event held in March 2021 partnered with BEC. NSW Small Business October month partnered with BEC.
3.1.2.4.1	Continue to promote the buy local policies and invest in attracting new business to improve employment	Completed	Buy Local message promoted in Council Newsletter and community newsletters, as well as Business Newsletters. Vendor Panel and Local Preference Purchasing Policy supports the buy local initiative.
3.1.2.4.1	Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility	Progressing	As reported the tender for this project has been awarded. Site works have been undertaken to commence the project. There has been a delay due to the need to connect power to the site. The project will be complete in 2021.
3.1.2.5.1	Investigate funding opportunities to process organic materials	Completed	No suitable grant opportunities were identified to support Council in removing organic waste from landfill.

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

2017/18

Code	Action	Status	Annual Comment
3.2.2.1.1	Provide assistance to community groups in the development of funding applications	Completed	Support provided for SCC program and Regional Sporting Infrastructure funding
3.2.2.1.2	Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	Not Due To Start	No action during 2017/2018
3.2.2.1.3	Formalise and promote Council's practice to provide Council plant and equipment out of hours at no charge	Not Due To Start	No further action during 2017/2018
3.2.2.2.1	Develop or update masterplans for all towns and villages	Progressing	During the year, Council staff provided administrative and writing skills support to the Culcairn Show Society in making application for two sources of grant funding for an equine riding arena at Culcairn Sportsground. No further community engagement action on masterplans for two towns/villages
3.2.2.2.2	Develop a community development charter and facilitate community workshops in individual towns and villages with a view to implementing a Small Town Revitalisation Initiative (STRIVE) project	Not Progressing	Unable to complete as no budget allocation included in 2018/2019 Budget. Possibly can review existing towns plans where they exist.

2018/19

Code	Action	Status	Annual Comment
3.2.1.1.1	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	Progressing	Work progressed on this planning proposal over the last quarter. The Department of Planning and Environment are requiring amendments to the drafting of the planning proposal and Council is awaiting a written response from the Department on their requirements so that Council can respond.
3.2.2.1.1	Provide assistance to community groups in the development of funding applications	Progressing	Support provided for community development grants.
3.2.2.1.2	Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	Progressing	Loan to Burrumbuttock and Jindera Tennis Clubs confirmed to date
3.2.2.2.1	Develop or update masterplans for all towns and villages	Not Progressing	Not progressing at this stage

2019/20

Code	Action	Status	Annual Comment
3.2.1.1.1	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	Completed	
3.2.2.1.1	Provide assistance to community groups in the development of funding applications	Completed	
3.2.2.1.2	Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	Completed	
3.2.2.2.1	Develop a community development charter and facilitate community workshops in individual towns and villages with a view to reviewing current or developing plans	Not Progressing	

2020/21

Code	Action	Status	Annual Comment
3.2.1.1.1	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	Completed	Newly zoned residential land was created in Culcairn. The Jindera Residential Land Use Strategy identified land suitable for residential land in Jindera. Some of the land identified in that strategy is now subject to an application for rezoning to residential land.
3.2.2.1.1	Provide assistance to community groups in the development of funding applications	Completed	
3.2.2.1.2	Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	Not Progressing	Didn't progress 20 - 21 from community services

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

2017/18

Code	Action	Status	Annual Comment
3.2.3.1.1	Investigate the cost of construction for residential land developments	Progressing	Construction substantially commenced with a November completion date projected.
3.2.3.2.1	Investigate opportunities to benefit from the Evocities strategy	Progressing	Council has recommitted funding to be involved in Country Change for 2018 - 2019.

2018/19

Code	Action	Status	Annual Comment
3.2.3.1.1	Investigate the cost of construction for residential land developments	Progressing	Walla Walla residential subdivision 90% complete. Discussions have commenced for the acquisition of residential land at Culcairn.

Code	Action	Status	Annual Comment
3.2.3.2.1	Investigate opportunities to benefit from the Evocities strategy	Completed	

2019/20

Code	Action	Status	Annual Comment
3.2.2.1.2	Investigate the cost of residential land developments	Progressing	
3.2.3.1.1	Investigate the cost of construction for residential land developments and initiate where approved by Council	Progressing	
3.2.2.2.1	Continue partnership with Country Change program auspiced by RDA Riverina	Completed	
3.2.2.2.2	Develop new resident attraction strategy and collatorals	Completed	

2020/21

Code	Action	Status	Annual Comment
3.2.2.01	Investigate the cost of construction for residential land developments and initiate where approved by Council	Progressing	Detailed planning for the Culcairn Residential Estate continuing. Council has been successful in obtaining an interest subsidy on a loan borrowing of \$1.5M.
3.2.2.1.3	Investigate the cost of residential land developments	Progressing	Contracts of Sale have been prepared for the sale of Rosler Parade land to a private developer with negotiations continuing with Yankee Crossing Road.
3.2.2.2.1	Continue partnership with Country Change program auspiced by RDA Riverina	Completed	Council is an active participant of Country Change (managed by RDA Riverina). Council's 2021 feature month was April. Live Well, Live A Greater Life. The promotional strategy this year has been to focus on employment opportunities across Greater Hume, education options and housing / land affordability. Website, social media Facebook and Instagram. 2 print

Code	Action	Status	Annual Comment
			runs of Country Change Magazine. Webinar. 4 testimonial videos created in October 2020. Total Reach April 2021 Facebook 39,743.
3.2.2.2.3	Develop a promotional plan to generate enquiry for allotments in the Jacob Wenke Drive Residential Subdivision at Walla Walla	Completed	Promotion plan created and partially implemented as all allotments in Stage 1 have sold. Enquiry has been consistent for next staged development of the residential estate.
3.2.2.2.4	Develop new resident attraction strategy and collatorals	Completed	National Regional Australia Institute campaign launched May 2021. Council's regional campaign ran April 2021 (Country Change). Jacob Wenke Drive Residential Estate Stage 1 allotments sold. Council is investigating a planned residential development for Culcairn, and planning work undertaken for future staged development in Walla Walla. Collatorals include new hashtag which is being developed as part of the strategy #movetogreaterhume.

3.3 Increased number of visitors enjoy our shire

3.3.1 Develop a local tourism operator forum and strategy

2017/18

Code	Action	Status	Annual Comment
3.3.2.1.01	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	Completed	Event Management Workshop was held in conjunction with Destination Riverina Murray at Albury in May, with two attendees from Greater Hume. Greater Hume Events Guide refresher will be finalised July 2018.
3.3.2.1.02	Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	Completed	Greater Hume Visitor Information Centre and Great Aussie Holiday Park, Bowna both submitted applications to Riverina Murray Regional Tourism Awards and both are now finalists in the Awards to be held in July.
3.3.2.1.03	Identify and develop interpretational signage for towns/villages, attractions and historical areas.	Completed	On hold until other major projects completed.
3.3.2.1.04	Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	Completed	Greater Hume received NSW GovT funding for Morgans Lookout Stairs. Held workshops and webinars for tourism operators and event organisers through Riverina Murray Destination and Murray Regional Tourism. Assisted community and sporting organisations through the Stronger Country Communities Fund, Round 2 to develop better visitor facilities.
3.3.2.1.05	Create an ambassador/famil program and develop workshops to promote the visitor experience.	Completed	A number of initiatives are being developed to train and inform Greater Hume's many ambassadors such as Visitor Information Points now receiving a monthly package of information and how to guides,

Code	Action	Status	Annual Comment
			a yearly famil drive with the Visitor Information Centre Officer to check on current product and view new and emerging product and to network with operators and ambassadors throughout the shire. The Tourism and Promotions Officer is now sending out a Tourism and Promotions Newsletter on a bimonthly basis to all operators, events and interested residents providing information on marketing and promotion opportunities, new product, funding/grant opportunities, latest statistics, industry development and networking opportunities.
3.3.2.1.06	Establishing links with educational institutions (primary/secondary/tertiary) to encourage students to develop skills in the tourism, event management and hospitality industries (including work experience).	Completed	There have been two contacts made to us by high school students looking for work experience in the events and tourism sector. As yet not confirmed work experience students but still working with high schools to encourage students to participate.
3.3.2.1.07	Ongoing development of visitgreaterhume.com.au and the Murray Regional Tourism Board digital platform including ATDW and corporate pages.	Completed	Web traffic to Visit Greater Hume continues to grow and we now have 173 operators, events and places from Greater Hume on the Destination NSW ATDW (Australian Tourism Data Warehouse) account, their information is further sent to over 60 websites across the world.
3.3.2.1.08	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.	Completed	We have sent media releases on Holbrook Races, Orange Grove Gardens Eco Lodges, Safer Driving Easter Weekend, Stronger Country Communities Fund, Australia Day, Diversity our Stories Come to Life etc. We regularly provide copy for Out and About (Border Mail), Pieces Vistoria (Tourism Victoria email to visitors), Daily Advertiser (Wagga), Destination Riverina Murray and Murray Regional Tourism Public Relations Officers to include in

Code	Action	Status	Annual Comment
			regional and national media tourism and visitor articles.
3.3.2.1.09	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.	Completed	Greater Hume's Facebook Pages currently has 868 on Council site, 361 likes on Visit GH site, 216 likes on Youth Advisory Committee site, 297 Buy Local site and 530 likes on Children Services site. We are now developing an instagram account around VisitGreaterHume.
3.3.2.1.10	Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	Completed	Looking to develop more self drive and walk/bike/ride tours during the refreshing of the Greater Hume Visitor Guide in 2019.
3.3.2.1.11	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.	Completed	Attended Henty Machinery Field Days (Sept 2017), Culciarn Open Day (May 2018), Keeping It Real Conference in Albury (Aug 2017).
3.3.2.1.12	Establishment of a Greater Hume Shire Tourism Operators Committee to create links and provide a platform for cooperative marketing and promotion and tourism development, skills development and new operators.	Completed	The Tourism Pubic Forum has now being held in Woomargama, Henty and Jindera. There have been good numbers and a lot of networking, discussion, suggestions and ideas on improving Greater Hume's Visitor Experience. Planning is underway for the next Forum to be held in Holbrook with a further three forums planned for 2018/2019.
3.3.2.1.14	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.	Completed	The Museum Adviser visits Greater Hume seven times a year (approx every 2 months). The Museum Advisor has also held four workshops with the Community Museums to discuss/develop grant applications, Disaster Management Plans, Evacuation Plans, volunteer development,

Code	Action	Status	Annual Comment
			exhibition and collection management. Three grant applications have been submitted to Destination NSW (two) and Create NSW (one). Unfortunately none were successful, mostly in part due to the high demand for grants in the Museums and Heritage field. Also assisted the Woolpack Inn Museum (successful grant with Heritage Near Me), Headlie Taylor Header Museum (successful grant with Murray Arts) and Jindera Pioneer Museum (successful grants with Heritage Near Me and Department of Industry, Innovation and Science).
3.3.2.1.15	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.	Completed	In 2017 NSW Environment and Heritage opened Bird Hides and new signage at Doodle Cooma Swamp. Currently working Landcare to redevelop the bird trail in Greater Hume. Currently lobbying NSW National Parks for additional/updating signage in Woomargama National Park.
3.3.2.1.16	Agri Tourism - Encourage individuals and agricultural businesses to develop farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program.	Completed	The Murray Regional Tourism (MRT) Farm to Plate (F2P) initiative aims to develop the Murray region into a nationally recognised Food Producing and Foodie Destination. A series of workshops are being held by Regionality (on behalf of MRT) across the Murray region to develop a strategy for the region to start to build on its agritourism assets. To start to develop more agritourism product the F2P Program (in partnership with Destination NSW) is also offering a Farmgate Business Development Program, to date Greater Hume has one EOI from a farming business. 2018/2019 will see the F2P strategy launched and commence roll out of its initiatives throughout the region (inc Greater Hume).

Code	Action	Status	Annual Comment
3.3.2.1.17	Create a standardised Signage Policy throughout the Shire. This policy would include road, tourism, heritage and interpretational signage etc.	Completed	The Engineering Dept has been working on a Signage Policy document.

2018/19

Code	Action	Status	Annual Comment
3.3.1.1.01	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	Completed	Currently promoting and servicing over 180 events across Greater Hume. Events Guide updated on a regular basis.
3.3.1.1.02	Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	Completed	Greater Hume Visitor Information Centre pulled out of awards due to temporary resourcing issue. However Greater Hume had one operator (Greater Aussie Holiday Park) nominate and receive Silver Award for Regional Tourism Awards 2019 and receive Bronze Award for 2018 NSW Tourism Awards.
3.3.1.1.03	Identify and develop interpretational signage for towns/villages, attractions and historical areas.	Completed	Ongoing, completed signage for Morgan's Lookout viewing platform.
3.3.1.1.04	Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	Completed	Many visitor experience projects either completed or underway via NSW and Federal Government funding opportunities inc Stronger Country Communities Funding and Office of Environment and Heritage.
3.3.1.1.05	Create an ambassador/famil program and develop workshops to promote the visiter experience.	Completed	Ongoing, developing awareness through Tourism Public Forums.

Code	Action	Status	Annual Comment
3.3.1.1.06	Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	Completed	Ongoing communication and training.
3.3.1.1.07	Ongoing development of visitgreaterhume.com.au and the Murray Regional Tourism Board digital platform including ATDW and corporate pages.	Completed	Greater Hume will be developing our own Visitgreaterhume website, (from Opencities site) which will link to the new Murray Regional Tourism site.
3.3.1.1.08	Liaise with media by offering to arrange interviews, testimonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.	Completed	Ongoing, monthly column in ERC, regular social media posts via facebook and instagram. Liaison with Out and About journalists to develop Greater Hume stories.
3.3.1.1.09	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.	Completed	Instagram page gaining traction. Facebook followers are growing: o Greater Hume Council - 1367 followers o Greater Hume Visitor Information Centre - 447 followers o Holbrook Submarine Museum - 855 followers o Greater Hume Children's Services - 651 followers o Greater Hume Youth Advisory Committee - 273 followers o Buy Local in Greater Hume - 320 followers
3.3.1.1.10	Develop self drive and walk/bike/ride tour itineraries incorporating historicial and environmental attractions in towns/villages and shire.	Completed	Ongoing, will develop alongwith new Visitor Guide in 2019
3.3.1.1.11	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	Completed	Ongoing, Greater Hume Visitor Guides to Caravan and Camping Shows with Murray Regional Tourism

Code	Action	Status	Annual Comment
	operators.		and Destination Riverina Murray stands and exhibition at Henty Machinery Field Days.
3.3.1.1.12	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	Completed	Quarterly forums have been held at Culcairn, Burrumbuttock, Walla Walla and Holbrook.
3.3.1.1.14	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.	Completed	Ongoing, achievements are: three disaster bins for museums, continued contract of Museum Advisor, regular workshops and visits, funding opportunities developed.
3.3.1.1.15	Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodie Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	Completed	Morgan's Lookout stairs, viewing platform and signage completed,
3.3.1.1.16	Agri Tourism - Encourage individuals and agricultural businesses to develop farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program.	Completed	Murray Regional Tourism Food and Agri Tourism Opportunities Report has been released. Meetings have been held to gauge interest to implement strategies.

2019/20

Code	Action	Status	Annual Comment
3.3.1.1.01	Encourage development, promotion, funding and management skills of events which are family orientated,	Completed	

Code	Action	Status	Annual Comment
	locally led and unique.		
3.3.1.1.02	Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	Completed	
3.3.1.1.03	Identify and develop interpretational signage for towns/villages, attractions and historical areas.	Completed	
3.3.1.1.04	Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	Completed	
3.3.1.1.05	Create an ambassador/famil program and develop workshops to promote the visitor experience.	Completed	
3.3.1.1.06	Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	Completed	
3.3.1.1.07	Redevelopment of visitgreaterhume.com.au through OpenCities including ATDW and corporate pages.	Completed	
3.3.1.1.08	Liaise with media by offering to arrange interviews, testimonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.	Completed	

Code	Action	Status	Annual Comment
3.3.1.1.09	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.	Completed	
3.3.1.1.10	Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	Completed	
3.3.1.1.11	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.	Completed	
3.3.1.1.12	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	Completed	
3.3.1.1.14	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.	Completed	
3.3.1.1.15	Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodie Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	Completed	

Code	Action	Status	Annual Comment
3.3.1.1.16	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.	Completed	

2020/21

Code	Action	Status	Annual Comment
3.3.1.1.01	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	Completed	
3.3.1.1.02	Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	Completed	
3.3.1.1.03	Identify and develop interpretational signage for towns/villages, attractions and historical areas.	Completed	
3.3.1.1.04	Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	Completed	
3.3.1.1.05	Create an ambassador/famil program and develop workshops to promote the visitor experience.	Completed	
3.3.1.1.06	Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	Completed	
3.3.1.1.07	Redevelopment of visitgreaterhume.com.au through OpenCities including ATDW	Completed	
3.3.1.1.08	Liaise with media by offering to arrange interviews, testimonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or	Completed	

Code	Action	Status	Annual Comment
	articles in print and social media.		
3.3.1.1.09	Continue to promote Greater Hume social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as Google maps and YouTube.	Completed	
3.3.1.1.10	Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	Completed	
3.3.1.1.11	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.	Completed	
3.3.1.1.12	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	Completed	
3.3.1.1.14	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.	Completed	
3.3.1.1.15	Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodie Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park,	Completed	

Code	Action	Status	Annual Comment
	Billabong Creek.		
3.3.1.1.16	Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce	Completed	

4 Good infrastructure and facilities

4.1 Infrastructure and facilities meet the needs of our communities

4.1.1 Develop and implement five yearly Asset Management Strategy and Plans

2017/18

Code	Action	Status	Annual Comment
4.1.1.1.1	Seek grant opportunities and advertise on Council's website	Progressing	All relevant grants are advertised on Council website
4.1.1.1.2	Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Completed	Council undertook an extensive consultative process as part of Round 2 of the Stronger Country Communities Fund which provides a sound foundation to work with community groups to access funding.
4.1.1.2.1	Review and implement Council's Roads Strategy	Completed	Roads Program as detailed in 2017/18 Delivery program has been completed with only some minor carry over works
4.1.1.2.3	Continue to collect and record asset data in order to inform current and future asset management strategies and plans	Completed	Asset Management Plans reviewed as scheduled (Water, Wastewater, and Transport Plans)
4.1.1.4.1	Review the Asset Management Plan for water and sewer assets	Completed	Water and Wastewater Asset Management Plans have been reviewed

2018/19

Code	Action	Status	Annual Comment
4.1.1.1.1	Seek grant opportunities and advertise on Council's website	Completed	
4.1.1.1.2	Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Completed	Almost 10M in additional road funding secured during the 2019/2019 Financial Year. Stage two applications

Code	Action	Status	Annual Comment
			submitted for Safe and Secure Water Program submitted for Jindera Sewerage Treatment Works and Culcairn Water Tower.
4.1.1.2.1	Review and implement Council's Roads Strategy	Progressing	Capital Roads Program has been completed as detailed in 2018/19 Delivery program except for 75% of Gravel Resheeting Program which has been carried forward to be completed in early the 2019/20 financial year
4.1.1.2.3	Continue to collect and record asset data in order to inform current and future asset management strategies and plans	Progressing	No work done on Asset Management Plans or Strategies, due to staffing issues. Data collection is continuing, with data cleansing being undertaken in preparation for revaluation of Roads to be completed in 19/20 Financial year
4.1.1.4.1	Review the Asset Management Plan for water and sewer assets	Not Progressing	No work has been undertaken on the review of Asset Management Plans for Water and Wastewater, as it is not due to be done until 2020/21
4.1.1.4.2	Undertake a revaluation of all Council owned/controlled land and facilities	Progressing	No work has been undertaken on updating Asset management Plan for Council Land and Buildings, as it is not due to be done until 2020/21

2019/20

Code	Action	Status	Annual Comment
4.1.1.1.1	Seek grant opportunities and advertise on Council's website	Completed	
4.1.1.1.2	Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Completed	
4.1.1.2.1	Review and implement Council's Roads Strategy	Progressing	
4.1.1.2.3	Continue to collect and record asset data in order to inform current and future asset management strategies and plans	Progressing	
4.1.1.4.1	Review the Asset Management Policy	Progressing	

2020/21

Code	Action	Status	Annual Comment
4.1.1.1.1	Seek grant opportunities and advertise on Council's website	Completed	All grant opportunities promoted via Council's website. Business alerts issued for new grants/business support packages.
4.1.1.1.2	Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Completed	
4.1.1.1.3	Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Progressing	
4.1.1.2.1	Review and implement Council's Roads Strategy	Completed	Current Road Strategy is being revised. Revised strategy to be put up for consideration by new Council in early 2022

Code	Action	Status	Annual Comment
4.1.1.2.3	Continue to collect and record asset data in order to inform current and future asset management strategies and plans	Completed	Ongoing data collection is continuing as required Updated Asset Management Strategy and Plans will be undertaken in 2022
4.1.1.4.1	Review the Asset Management Policies as required (by review date)	Completed	Asset Management Policy Updated at October 2020 Meeting - Due for Review in 2024 Asset Management Strategy and Plans are planned for renewal in 2022

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

2017/18

Code	Action	Status	Annual Comment
4.2.2.1.1	Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options	Progressing	Development of brief of works for master plans has commenced
4.1.2.3.1	Implement the upgrade and replacement program in accordance with budget allocations	Progressing	Playground at Sunnyside Park Walla Walla completed, Design being finalised for new Public toilets at Jindera Recreation Reserve (Deferred to 18/19 Year due to location change at the rec ground due to successful grant application for skate park)

2018/19

Code	Action	Status	Annual Comment
4.2.2.1.1	Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options	Progressing	Not commenced, but new irrigation at Henty Recreation Reserve to be installed in 2019/20 Year

Code	Action	Status	Annual Comment
4.1.2.3.1	Implement a process to review public toilet upgrade program and develop an upgrade program for playgrounds	Progressing	Investigations on hold until staff resources are available to undertake consultation

2019/20

Code	Action	Status	Annual Comment
4.2.2.1.1	Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options	Completed	
4.1.2.3.1	Implement a process to review public toilet upgrade program and develop an upgrade program for playgrounds	Not Progressing	

2020/21

Code	Action	Status	Annual Comment
4.1.2.1.1	Develop oval upgrade plans for Culcairn, Henty, Holbrook and Jindera incorporating drainage, irrigation and turfing options	Completed	Oval refurbishments have been completed, with wet weather causing issues to refurbished grounds. Renovations in spring summer are planned which will alleviate the issues that have occurred.
4.1.2.2.1	Update Henty Man Public Toilets	Not Progressing	The Henty Man toilet upgrade was not adopted as part of the delivery program for 2020/21 year. No works are now planned for the facility
4.1.2.3.1	Implement a process to review public toilet upgrade program and develop an upgrade program for playgrounds	Not Progressing	Due to increasing grant work, this project will be held over to 21/22 year
4.1.2.4.01	Determine whether grant funding is available to partially fund the Jindera Hall	Completed	Unfortunately no suitable grants were found to partially fund the Jindera Hall.

4.1.3 Affordable, accessible housing supports the needs of the community

2017/18

Code	Action	Status	Annual Comment
4.1.3.1.1	Review social housing processes providing opportunities for disadvantaged younger people and families	Progressing	All annual maintenance inspections completed. Occupancy rate as at 30 June 2018- 94%

2018/19

Code	Action	Status	Annual Comment
4.1.3.1.1	Review social housing processes providing opportunities for disadvantaged younger people and families	Progressing	An initial review of processes and agreements has been completed. Specific areas for review are asset management, tenant management and day to maintenance requests. Lease arrangements being implemented.

2019/20

Code	Action	Status	Annual Comment
4.1.3.1.1	Review social housing facilities and develop a 5-year improvement works program	Progressing	

2020/21

Code	Action	Status	Annual Comment
4.1.3.1.1	Review social housing facilities and develop a 5 year Improvement Works Program	Completed	Regular inspections ongoing. Maintenance reporting processes being streamlined and long term maintenance plan being developed

4.1.4 Engage the community in a 10 Year Roads Strategy Plan

2017/18

Code	Action	Status	Annual Comment
4.1.4.1.2	Implement the Roads Strategy and engage the community on specific local road issues	Completed	Road Strategy implemented under works program. Discussions with community members occurring as required

4.1.5 Improve streetscapes of our towns and villages

2017/18

Code	Action	Status	Annual Comment
4.1.5.1.1	Map all street trees in towns and villages on Council's GIS mapping system	Not Progressing	Mapping of trees not yet commenced - Deferred to 18/19

2018/19

Code	Action	Status	Annual Comment
4.1.5.1.1	Map all street trees in towns and villages on Council's GIS mapping system	Not Progressing	Not commenced due to other priorities in Asset Group

2019/20

Code	Action	Status	Annual Comment
4.1.5.1.1	Map all street trees in towns and villages on Council's GIS mapping system	Not Progressing	

2020/21

Code	Action	Status	Annual Comment
4.1.5.1.1	Map all street trees in towns and villages on Council's GIS mapping system	Not Progressing	A new GIS Mapping Program and Asset Management System are being installed early 21/22, this project will be actioned for later in 21/22 after install of the new systems

4.1.6 Expand waste water strategies into villages

2017/18

Code	Action	Status	Annual Comment
4.1.6.1.1	Scope and cost schemes in each of the identified villages	Progressing	Quotes being obtained from consultants on proposed facilities at Gerogery, Woomargama and Burrumbuttock,

2018/19

Code	Action	Status	Annual Comment
4.1.6.1.1	Scope and cost schemes in each of the identified villages	Progressing	No further work at present, until schemes have been identified in new IWCM to be completed over next 12 - 18 months , if successful with grant funding

2019/20

Code	Action	Status	Annual Comment
4.1.6.1.1	Scope and cost schemes in each of the identified villages	Progressing	

2020/21

Code	Action	Status	Annual Comment
4.1.6.1.1	Scope and cost schemes in each of the identified villages and document	Progressing	Being progressed as Part of IWCM Strategy. Risk issues have been identified in first draft of IWCM for Gerogery, Woomargama and Burrumbuttock. IWCM Strategy review is now proposed for completion in Early to Mid 2022

4.1.8 Mitigate against natural disasters (Flood and Bushfire Management)**2017/18**

Code	Action	Status	Annual Comment
4.1.8.1.1	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	Completed	Flood grant funding applications have been lodged.

2018/19

Code	Action	Status	Annual Comment
4.1.8.1.1	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	Completed	Notification received of successful grant applications for survey and design work for flood mitigation projects in Culcairn, Henty and Holbrook. to be commenced shortly. Applications submitted for survey and design of Walla and Jindera flood mitigation projects.

2019/20

Code	Action	Status	Annual Comment
4.1.8.1.1	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	Completed	

2020/21

Code	Action	Status	Annual Comment
4.1.8.1.1	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful Submit funding applications for Culcairn, Henty and Holbrook	Completed	Grants have been lodged for Culcairn and Henty Flood Mitigation Projects with a determination due later in 2021. Council has been advised that the Holbrook Flood Mitigation project has been successful in obtaining a \$4.5Million grant from the Federal Government to undertake the project. The Project is expected to take 2-3 years to complete. Final Designs for Jindera and Walla Walla projects have been completed with funding to be applied for in 21/22 to undertake the works

4.3 We minimise the impact on the environment

4.3.1 Waste Management Strategy incorporates recycling and carbon reduction actions

2017/18

Code	Action	Status	Annual Comment
4.3.1.1.1	Prepare a draft Waste Management Strategy and engage the community	Progressing	Staffing constraints prevented the preparation of the Waste Strategy. Some amendments to opening hours have occurred during the reporting period.

2018/19

Code	Action	Status	Annual Comment
4.3.1.1.1	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2018-2023	Progressing	The waste strategy was adopted after the final quarter of 18/19. The strategy includes 13 recommendations which will guide the delivery of Councils waste services and these recommendations will be applied over 19/20.

2019/20

Code	Action	Status	Annual Comment
4.3.1.1.1	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2018-2023	Completed	

2020/21

Code	Action	Status	Annual Comment
4.3.1.1.1	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2019-2023	Completed	Most of the actions identified in the Greater Hume Waste Strategy 2019-2023 have been undertaken. Additional Free Access days were cancelled in 2020 due to Covid 19

Code	Action	Status	Annual Comment
4.3.1.2.01	Indicatively cost the provision of a third organics bin for kerbside collection	Completed	Council received a workshop report costing the third organic bin option. Additional work will be needed to be done to investigate the processing of organic material now that the NSW Waste and Sustainable Material Strategy 2041 is indicating that there will be separate food and garden organics from all NSW households by 2030.
4.3.1.3.01	Develop a sustainable purchasing policy to ensure procurement of material containing recycles content	Not Progressing	Unfortunately this action was not able to be progressed.

4.3.2 On-site Sewerage Management systems are environmentally sustainable

2017/18

Code	Action	Status	Annual Comment
4.3.2.1.1	Implement the On Site Sewerage Management (OSSM) Policy	Completed	This target was largely achieved. Considerable number of failing systems were addressed

2018/19

Code	Action	Status	Annual Comment
4.3.2.1.1	Implement the On Site Sewerage Management (OSSM) Policy	Completed	Council has continued to implement the onsite sewerage management policy. Over 18/19 Council required numerous ossm to be upgraded and repaired either through the pre-purchase inspections or via compliance inspections.

2019/20

Code	Action	Status	Annual Comment
4.3.2.1.1	Implement the On Site Sewerage Management (OSSM) Policy	Completed	

2020/21

Code	Action	Status	Annual Comment
4.3.2.1.1	Implement the On Site Sewerage Management (OSSM) Policy	Completed	40 on site sewerage inspections have been undertaken in the fourth quarter.

4.3.3 Best practice waste water management

2017/18

Code	Action	Status	Annual Comment
4.3.3.1.1	Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire	Completed	Effluent reuse systems operating as required

2018/19

Code	Action	Status	Annual Comment
4.3.3.1.1	Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire	Completed	Effluent reuse systems operating as required

2019/20

Code	Action	Status	Annual Comment
4.3.3.1.1	Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire	Completed	

2020/21

Code	Action	Status	Annual Comment
4.3.3.1.1	Provide and maintain sewerage disposal and effluent re-use systems that meet the needs of residents of the shire	Completed	All systems are operating to required standards. Upgrades to Culcairn Water Supply and Jindera Wastewater Treatment Plants are being developed as part of funding received through the NSW Safe and Secure Program. Business Cases are being developed for future grant submissions for completion of the upgrades

4.3.4 Best practice weed management

2017/18

Code	Action	Status	Annual Comment
4.3.4.1.1	Actively participate in the Murray Weed Action Plan	Completed	Council has been an active participant in the Murray Weed Action Plan (WAP) given Council's role as Lead Agency for the WAP project across the Murray and Riverina regions. It should be noted that as from 1 July 2018 Greater Hume Shire Council is no longer the lead agent with the WAP projects now coming under the management of the Murray and Riverina LLS. Council will continue to remain part of the Murray group however the structure of the Committee may change in the future.

Code	Action	Status	Annual Comment
4.3.4.1.2	Undertake inspections on private and public land to detect and assess weed infestations	Progressing	A total of 344 property inspections carried out during 2017/2018

2018/19

Code	Action	Status	Annual Comment
4.3.4.1.1	Actively participate in the Murray Weed Action Plan	Not Progressing	Participation with the Murray Weed Action Plan has continued. Greater Hume Shire Council is no longer the lead agency which has been assumed by the Murray LLS.
4.3.4.1.2	Undertake inspections on private and public land to detect and assess weed infestations	Completed	Council has not replaced the Senior weeds officer position when the incumbent employee retired which results in a reduction in the capacity for Council to complete property inspections by a small extent.

2019/20

Code	Action	Status	Annual Comment
4.3.4.1.1	Actively participate in the Murray Weed Action Plan	Completed	
4.3.4.1.2	Undertake inspections on private and public land to detect and assess weed infestations	Completed	

2020/21

Code	Action	Status	Annual Comment
4.3.4.1.1	Actively participate in the Murray Weed Action Plan	Completed	All meetings were attended and reports submitted on time
4.3.4.1.2	Undertake inspections on private and public land to detect and assess weed infestations	Completed	40 property inspections have been undertaken in the 4 quarter. Due to a reduction in the number of staff in

			weed management the annual target will need to be reviewed and lowered.
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4.3.5 Drive energy efficiency with implementation of renewable and efficient assets and resources

2017/18

Code	Action	Status	Annual Comment
4.3.5.1.1	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	Progressing	Grant application submitted as part of Stronger Communities Funding application - This was not subsequently not successful
4.3.5.2.1	Undertake an energy efficiency upgrade at Council's Culcairn office and analyse the efficiencies gained against base line data	Completed	System operational and year on year review of electricity billing (Feb- May) indicate a saving of in excess of \$25,000 per annum.

2018/19

Code	Action	Status	Annual Comment
4.3.5.1.1	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	Not Progressing	No work as SCCF application was unsuccessful, other funding options being investigated
4.3.5.2.1	Undertake an energy efficiency upgrade at Council's Culcairn office and analyse the efficiencies gained against base line data	Completed	Physical work completed and the targeted efficiencies are being reviewed.

2019/20

Code	Action	Status	Annual Comment
4.3.5.1.1	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	Progressing	

Code	Action	Status	Annual Comment
4.3.5.2.1	Undertake an energy efficiency upgrade at Council facilities nominated within the 2019/2020 operational budget. Swimming Pools, Sewer Pump Stations	Completed	

2020/21

Code	Action	Status	Annual Comment
4.3.5.1.1	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	Progressing	Energy Savings Action Plan has been completed, with recommended actions to be considered as part of future budgets.
4.3.5.2.1	Investigate additional cost savings for swimming pools	Completed	Solar installations completed at shade/solar installations completed at Holbrook and Culcairn, Solar installed on roofs at Henty, Jindera and Walla Walla.

4.3.6 Manage water resources and water quality responsibly

2017/18

Code	Action	Status	Annual Comment
4.3.6.1.1	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	Completed	Works generally completed as detailed in plan
4.3.6.2.1	Completion of a feasibility study into the management of water assets within Greater Hume Shire by Riverina Water County Council	Completed	Council has decided to not divest water assets to Riverina Water or Albury City

2018/19

Code	Action	Status	Annual Comment
4.3.6.1.1	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	Completed	Works continuing on actions as detailed in plans
4.3.6.2.1	Completion of a feasibility study into the management of water assets within Greater Hume Shire by Riverina Water County Council	Completed	No further action following Council decision to retain Water Assets

2019/20

Code	Action	Status	Annual Comment
4.3.6.1.1	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	Completed	

2020/21

Code	Action	Status	Annual Comment
4.3.6.1.1	Implement the program of works identified in the Drinking Water Quality Management Plan for 2018/2019	Completed	Works identified in Drinking Water Management Plan are being implemented as detailed in the plan timelines