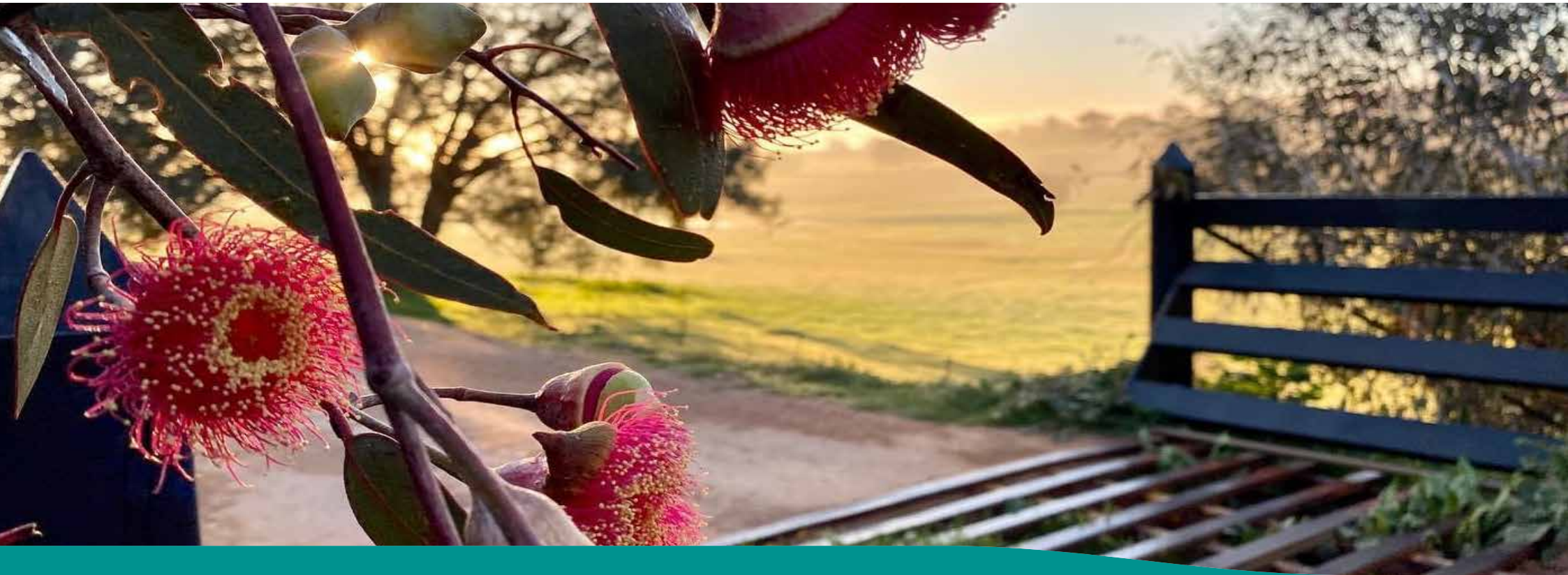




Greater  
Hume  
Council



# End of Term Report 2021



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# Executive Summary

**The End of Term Report provides Council with an opportunity to report on our progress in implementing the Community Strategic Plan *Live A Greater Life 2030* during the period 2016 to 2021.**

The Community Strategic Plan (CSP) captures a shared vision for the Greater Hume Council community and integrates all other council plans.

Our vision of 'Partnering to advance our rural communities' is implemented through four strategic themes:

- Leadership and communication
- Healthy lifestyle
- Growth and sustainability
- Good infrastructure and facilities

As part of the Integrated Planning and Reporting Framework and development of the CSP, a number of outcomes were linked to each theme. These outcomes have strategic actions and measures that underpin Council's Delivery Program and Operational Plan. Progress of the strategic actions are reported to Council and the community on a quarterly basis.

The End of Term Report highlights the range of achievements the community and Council, collectively, have made against the Community Strategic Plan.



## Message from the Mayor

It is with great pleasure, that on behalf of all Councillors, I submit the End of Term Report.

The COVID-19 pandemic has seen the 2020 local government elections postponed twice and as a result the term has spanned five years and 3 months.

Our shared vision in our Community Strategic Plan 2017-2030 – Live A Greater Life is *Partnering to advance our rural communities*. I believe that Council has delivered on this vision by partnering with government agencies and our many and varied communities to progress a sustainable future. As an example, Council income from continuing operations has risen from \$34.7M in 2015/2016 to more than \$52.5M in 2020/2021.

This term of Council has been one of significant challenges with the 2019-2020 Black Summer bush fires and the global pandemic but despite these challenges has also been one of substantial achievement across a range of functional areas including:

- Enhanced road resealing and gravel resheeting programs
- Attraction of additional road funding for major upgrades of roads right across the Shire (e.g. Kywong-Howlong Road in the west to Coppabella Road in the east)

- Significant additional investment in community facilities through rounds 1, 2 and 3 of the State Government's Stronger Country Communities Fund and the Australian Government's Local Roads and Community Infrastructure Fund
- Stepping in to ensure children's services continued to be provided in Culcairn, Henty, Holbrook and Walla Walla when service providers withdrew or were unable to continue
- Improving our communication with residents and communities through a new interactive website and increasing our social media presence
- Charting a sustainable future through the development and implementation of an Energy Saving Action Plan
- Promoting growth initiatives with Council led residential and industrial land development
- Whilst on balance Council has performed very well over the last 5 years it is acknowledged our Community Satisfaction Surveys indicate that in some areas we still have a way to go including;
  - Road maintenance particularly unsealed roads
  - Consulting with the community

We are committed to collaborative leadership and refocusing our efforts on protecting and delivering high quality services and fostering innovation, investment and job creation.

Council continues to be mindful of financial sustainability and living within our means. Like many rural and regional councils, the global pandemic has seen renewed interest relocating and doing business in rural NSW which has led to a significant development spike evidenced by a 23% increase in development applications over the past 5 years and significant lift in house and rural land prices. This all bodes well for the future of Greater Hume.

These are just some of the highlights over this term. It has been a privilege serving as Mayor and on behalf of my fellow Councillors, I thank the hard-working and dedicated Council staff and volunteers who share our vision to deliver the best possible future for our region.



**Heather Wilton**  
**Mayor**  
**Greater Hume Council**

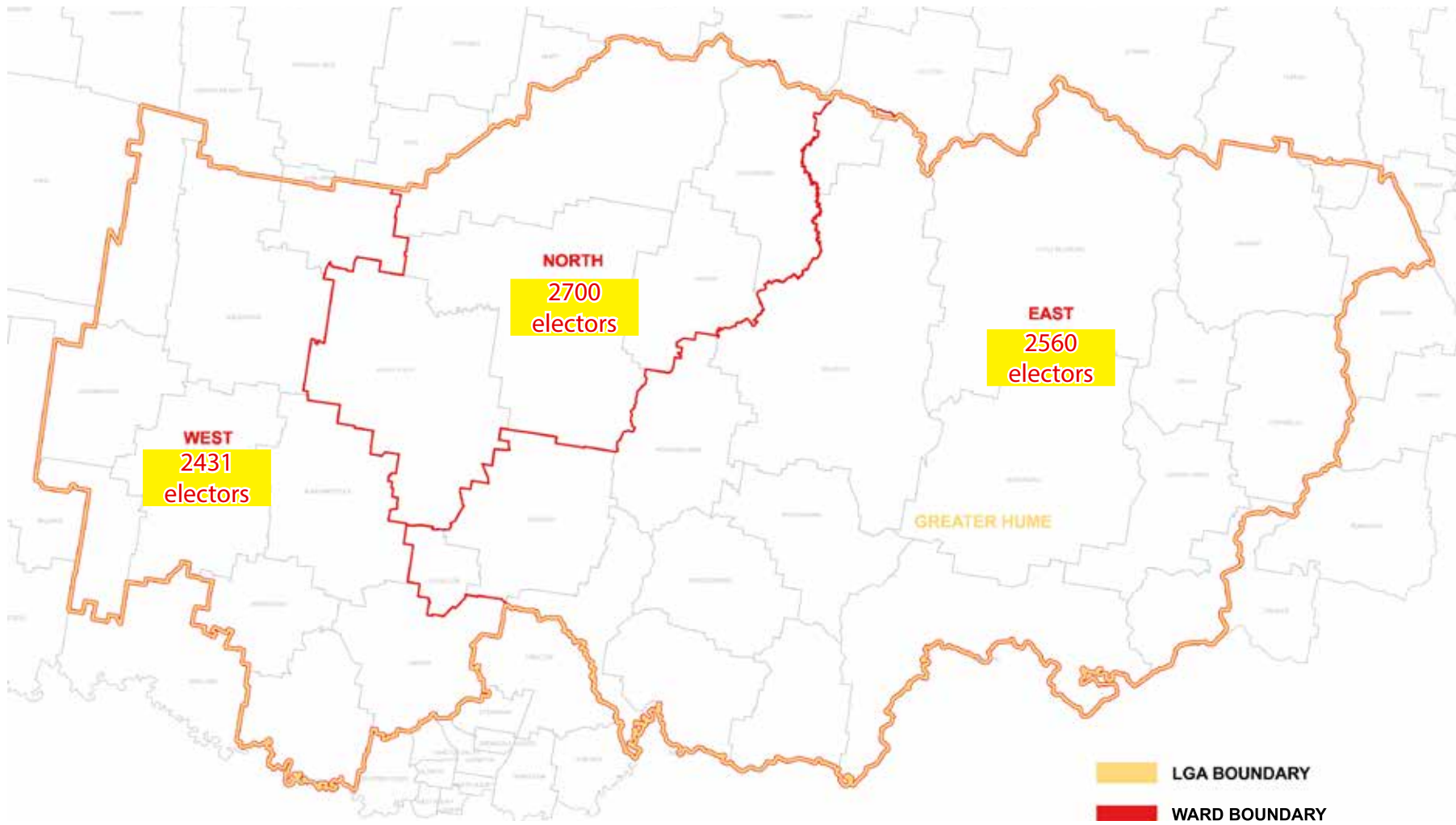
## Your Elected Representatives



**Pictured Left to Right** - back row: Cr Tony Quinn, Cr Annette Schilg, Cr Doug Meyer (OAM) (Deputy Mayor), Cr Jenny O'Neill.  
Front row: Cr Matt Hicks, Cr Lea Parker, Cr Heather Wilton (Mayor), Cr Denise Knight (*formley Osborne*), Cr Terry Weston.

South Ward	North Ward	East Ward
Cr Denise Knight (formerly Cr Osborne) Mayor (2006 - 2012) Deputy Mayor (2005 - 2006) Elected 2005, Retired 20 August 2020	Cr Doug Meyer OAM Deputy Mayor (2012 - Sept 2017), (2018 - Elected 2012	Cr Tony Quinn Elected 2005 - 2008 Re-elected 2012
Cr Jenny O'Neill Elected 2005	Cr Terry Weston Elected Sept 2016	Cr Lea Parker Elected 24 November 2018
Cr Matt Hicks Elected 2016 Deputy Mayor (2017 - 2018)	Cr Annette Schilg Elected 2012	Cr Heather Wilton Mayor (2012 - Elected 2008

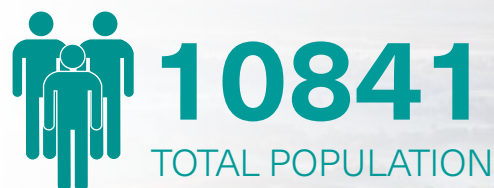
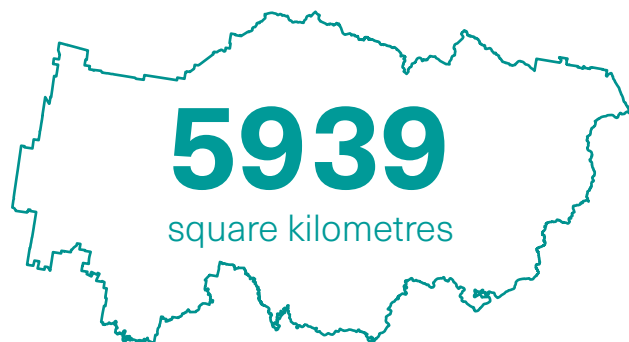
## Ward Boundaries



Ward Boundaries as at 30 June 2021



## Greater Hume Council Profile



Greater Hume Council is located in southern New South Wales, bordering with Victoria and the local government areas of Wagga Wagga, Albury, Federation, Lockhart and Snowy Valley Councils.

The five towns and six villages dispersed across the shire play a key role in servicing traffic between regional and metropolitan centres while also servicing productive rural industries of mixed farming enterprises, primarily grazing of beef, lamb and wool production, and grain production of wheat, oats, barley and canola.

There are forestry resources based mainly in softwoods plantations in the eastern sector of the shire. Boutique wine and small scale olive oil also feature as emerging industries.

There are continued opportunities to grow the shire population due to its location. Albury / Wodonga and Wagga Wagga have a major influence on the shire through employment, and access to higher level goods and services. There are a growing number of residents who work in Wagga Wagga or Albury / Wodonga but enjoy the relatively more affordable rural and community lifestyle available in the shire.

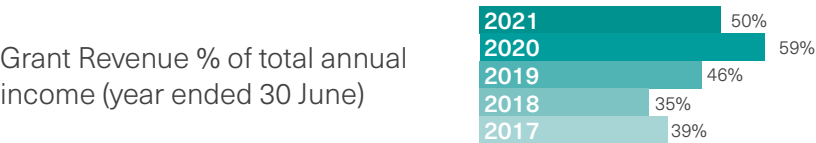


# Live a Greater Life - Community Strategic Plan | Strategic Directions

Theme	Objective	Outcomes	
1. Leadership and Communication	We lead a vibrant, connected and inclusive community	1.1	Leadership and advocacy is demonstrated and encouraged in our communities
		1.2	There is open and two way communication both with communities and within our communities, the community is consulted on decisions that affect them and consultation processes are inclusive
		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
2. Healthy Lifestyle	We create healthy, inclusive and resilient communities, acknowledge our volunteers and value our youth	2.1	Welcoming, resilient and involved communities
		2.2	We have the services to promote and deliver health and wellbeing for all ages
		2.3	Volunteering is inclusive, well acknowledged and supported
		2.4	Residents feel safe
		2.5	Council provides learning and developmental opportunities for all
3. Growth and Sustainability	We are revitalising our communities, welcoming visitors, growing our economy and promoting the lifestyle, culture and heritage offered in our communities	3.1	We have prosperous and diverse local businesses and a growing economy
		3.2	Our towns and villages are revitalised
		3.3	Increased number of visitors enjoy our shire
4. Good Infrastructure and Facilities	Our development and maintenance is sustainable, accessible, environmentally responsible and enjoyed by our community	4.1	Infrastructure and facilities meet the needs of our communities
		4.2	Our natural and built environments are protected and enjoyed by our communities
		4.3	We minimise the impact on the environment

# Leadership and Communication

Leadership and advocacy is demonstrated and encouraged in our communities



64%

Overall satisfaction with the performance of Councillors

'We lead a vibrant, connected and inclusive community'

## REPORT CARD

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> Compliance with Statutory Reporting   | <input checked="" type="checkbox"/> Annual budget review undertaken and variances qualified and reported to Council quarterly |
| <input checked="" type="checkbox"/> Service standards are met   | <input checked="" type="checkbox"/> Annual financial statements are completed on time and comply with all required standards  |
| <input checked="" type="checkbox"/> Implementation of a customer action request management system   | <input type="checkbox"/> Increased number of grants provided by Council   |
| <input checked="" type="checkbox"/> Successfully engage Australian and State governments to advocate on issues important to the community | <input checked="" type="checkbox"/> REROC membership maintained   |



Overall satisfaction with the performance of Councillors - External Benchmarks

# Leadership and Communication

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

Informing the community of Council decisions



Consulting with the community



## Top 5 sources of receiving information about Council



Community Newsletters



Letterbox Drops



The Border Mail



Social Media



Council's Website

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

**“People in the Greater Hume are generally proud of their area”**

Statements from the 2019 Community Satisfaction Survey that recorded high average agreement ratings

**“Greater Hume is a better place to live compared to other areas”**

*‘We lead a vibrant, connected and inclusive community’*

## REPORT CARD

Greater Hume Websites in partnership with Open Cities (SeamlessCMS Pty Ltd)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Best practice responsive design for all devices   | <input checked="" type="checkbox"/> Accessible and user friendly to all users  |
| <input checked="" type="checkbox"/> Predictable search functionality and inbuilt search logic across all websites             | <input checked="" type="checkbox"/> Compliance with Web Content Accessibility Guidelines (WCAG) 2.0.   |
| <input checked="" type="checkbox"/> Communication capabilities such as Chat / HaveYourSay, create customised forms with logic | <input checked="" type="checkbox"/> Website management - licence, maintenance and support, warranty, daily content backup and ongoing maintenance support services |

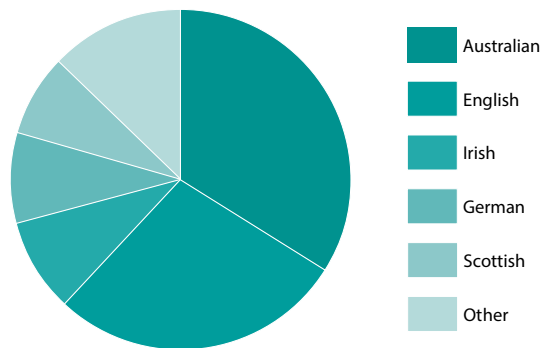


The Community Health and Wellbeing Plan, Disability Inclusion Action Plan and the Economic Development and Social Plan have been implemented



# Healthy Lifestyle

## Welcoming, resilient and involved communities



Ancestry of shire residents

## We have services to promote and deliver health and wellbeing for all ages

Provision of library services



Provision and maintenance of public swimming pools



Provision and maintenance of sporting fields



Food safety in local eateries and restaurants



Provision and maintenance of parks, playgrounds and reserves



*'We create healthy, inclusive and resilient communities, acknowledge our volunteers and value our youth'*

### REPORT CARD

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> People from diverse cultures are welcomed to live, work and settle in GHC | <input checked="" type="checkbox"/> Participation in Annual Work Inspirations Day with Local Schools  |
| <input checked="" type="checkbox"/> Ongoing partnership with TAFE NSW   | <input checked="" type="checkbox"/> Continuation of the Community Health and Wellbeing Alliance and implementation of the Community Health & Wellbeing Plan |
| <input checked="" type="checkbox"/> GHC Youth Plan developed and Youth Advisory Committee established         | <input checked="" type="checkbox"/> Continue to support the enhancement of children services across the shire   |
| <input checked="" type="checkbox"/> Memorandum of Understanding with Community Transport provider in place    | <input checked="" type="checkbox"/> Promote healthy workplace programs  |



82%

Positive or neutral response to 'Council responsiveness to community needs'

## Healthy Lifestyle

### Volunteering is inclusive, well acknowledged and supported

Volunteers play a vital role in contributing to GHC's community. GHC appreciates the tireless efforts of volunteers who become members of Management Committees of Council. Council currently has **44** Section 355 Committees appointed under the Local Government Act 1993 to manage Council's facilities and **9** reference committees who provide valuable feedback and recommendations from our community.

**33.4%**

Population that did voluntary work through an organisation or group (last 12 months)

### Residents feel safe

I feel safe where I live



### Council provides learning and developmental opportunities for all

#### Greater Hume Work Inspiration Day

Work inspiration is an Australia-wide, employer-led campaign that transforms work experience into Work Inspiration.

Work Inspiration Day is a collaboration of Council, Billabong High School and St Paul's College, and is aimed at showcasing the wide range of employment opportunities that are available at Greater Hume and more broadly in the local government sector in NSW and throughout Australia.

The aim of the program is to have participating students return to Council in Year 10 for work experience and consider future roles through an apprenticeship, traineeship or cadetship.



*'We create healthy, inclusive and resilient communities, acknowledge our volunteers and value our youth'*

### Culcairn 'Healthy Town Challenge'

In 2019, the Culcairn community won the NSW Healthy Town Challenge, against 4 other competing NSW towns.

An initiative of the NSW Office of Preventive Health and the Heart Foundation, the Healthy Town Challenge encourages small regional and rural communities to get active and eat healthier.



Through the \$15,000 grant, Culcairn invested in a range of initiatives to encourage the community to be more active and foster healthier food choices, including:

- Community breakfast to celebrate the Challenge, where 100 residents enjoyed the benefits of a healthy breakfast
- Installation of an all-weather table tennis table
- Providing equipment for physical activity and establishing local challenges
- Establishing Heart Foundation walking groups
- Introducing a pre-school walking and lunch box challenge
- Investing in signage, water bubbler, dog stations and seats along walking tracks
- Training of volunteers to lead Tai Chi and gentle exercise classes
- Adoption of a Healthy catering Policy by Council

The initiative was a fabulous first step to providing support to improving the health and wellbeing of the community into the future.

## Growth and Sustainability

*'We are revitalising our communities, welcoming visitors, growing our economy and promoting lifestyle, culture and heritage offered in our communities'*

We have prosperous and diverse local business and a growing economy

Home to 10,841 people, Greater Hume supports **3,414 jobs** and has an annual economic output of **\$1.152 billion**.



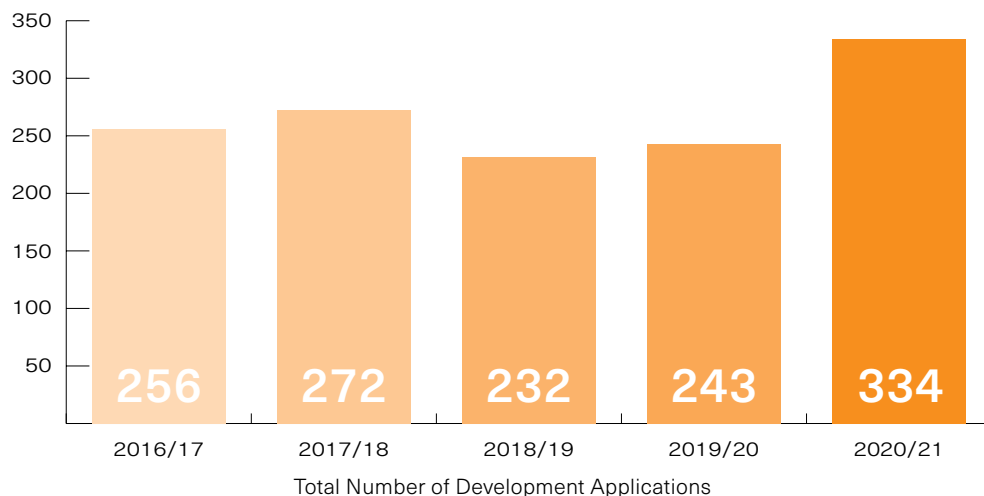
Council and business owners recognise the importance and value of buying locally. Council compiles a 'Buy Local' Business Directory featuring business that operate in the local government area.

**"Buying locally has a ripple effect as it supports our local economies, expands employment and it supports the area where we live, work and play."**

### REPORT CARD

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Transport & Industry Development Strategy Recommendations Implemented | <input checked="" type="checkbox"/> Partner with local, state and national departments and organisations to grown and expand accessible and inclusive local business |
| <input checked="" type="checkbox"/> Develop a new Strategic Land Use Plan for the shire                   | <input checked="" type="checkbox"/> Develop a New Resident Attraction Strategy for GHC & expand new residential estates  |
| <input checked="" type="checkbox"/> Maintain membership of regional tourism organisations that add value  | <input checked="" type="checkbox"/> GHC Visitor Experience Plan implemented  |

### Towns and villages in the shire are revitalised



**4.83%**

Increase in Occupied private dwellings (2011 - 2016)

**26.9%**

Increase in Non-private dwellings (2011 - 2016)





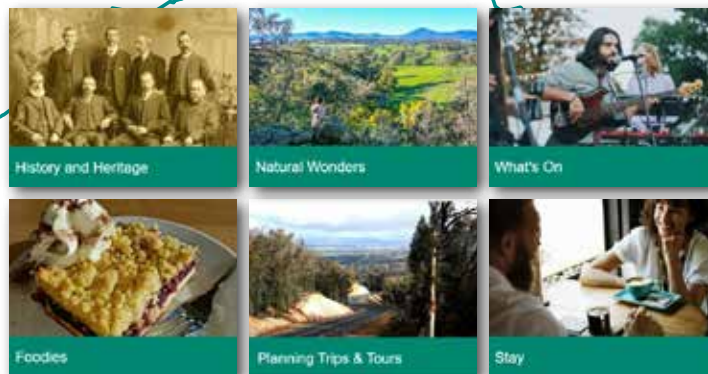
## Growth and Sustainability

*'We are revitalising our communities, welcoming visitors, growing our economy and promoting lifestyle, culture and heritage offered in our communities'*

Increased number of visitors enjoy our shire

### 180+ EVENTS

Event development and promotion each year, such as community markets, shows, sporting events, festivals and Australia Day celebrations



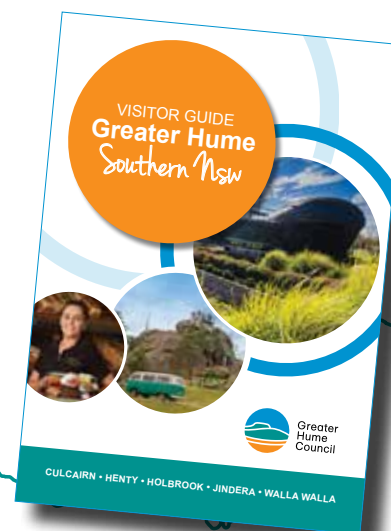
## #visitgreaterhume



Greater Hume Council  
**2684 followers**



#visitgreaterhume  
**857 followers**



### Accredited Visitor Information Centre



## 9

Visitor Information Point Networks



RIVERINA MURRAY  
**SILVER 2018**  
Visitor Information Services

# Good infrastructure and facilities

## Infrastructure and facilities meet the needs of our communities

There is good access to open spaces like parks and playgrounds



There is good access to sporting and recreational activities



The natural environment in the region is protected



KM's of sealed road



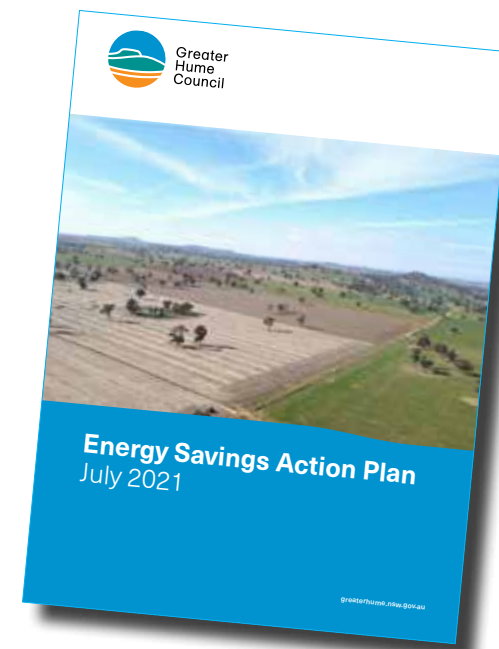
Number of Bridges & Major Culverts

'Our development and maintenance is sustainable, accessible, environmentally responsible and enjoyed by our community'

### REPORT CARD

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Develop and implement five-yearly Asset Management Strategy and Plans | <input checked="" type="checkbox"/> Engage the community to develop Recreation Plans describing accessible and age friendly public facilities in our spaces and places |
| <input checked="" type="checkbox"/> Affordable, accessible housing supports the needs of the community    | <input checked="" type="checkbox"/> Engage the community in a 10 Year Roads Strategy Plan  |
| <input checked="" type="checkbox"/> Improve streetscapes of our towns and villages                        | <input checked="" type="checkbox"/> Sustain partnerships to preserve and promote the value of the natural environment  |

In July 2021, Council approved the Energy Savings Action Plan - which provides the roadmap to achieve a 40% reduction in electricity costs compared to 2019 levels.



# Good infrastructure and facilities

## Infrastructure and facilities meet the needs of our communities



*‘Our development and maintenance is sustainable, accessible, environmentally responsible and enjoyed by our community’*

## Squirrel Glider LAMP Project

The purpose of Burrumbuttock Squirrel Glider Local Area Management Plan (LAMP) is to secure viable populations of squirrel gliders in the Murray catchment through community action. A LAMP is essentially a map that shows what on-ground work needs to be done in the area to ensure the viability of the local squirrel glider population.



The LAMP process uses the local community to help steer the planning and implementation of threatened species conservation. The local community is involved throughout the process and they help determine the extent of on-ground works that can be implemented to support local populations of threatened species. Ultimately, the process devolves responsibility for implementing and managing the LAMP to the community.

The community of Burrumbuttock was chosen for a LAMP as it contains the threatened and iconic squirrel glider, significant habitat change had occurred in the area (placing the local squirrel gliders at risk of extinction), there was a long history of the community undertaking works to benefit squirrel gliders, and the community had identified Burrumbuttock as a priority site for squirrel glider conservation.

The Squirrel Glider LAMP project is a partnership between Petaurus Education Group Inc., Murray Local Land Services, the Office of Environment and Heritage, Greater Hume Council, West Hume Landcare, Wirraminna Environmental Education Centre and Burrumbuttock landholders. The project has been funded by the Australian Government’s National Landcare Program and Catchment Action NSW and currently proudly supported by the NSW Government through its Environmental Trusts programs (Save our Species Contestable grants and Restoration and Rehabilitation grants).



## Data Sources

Page	Source
p.5	ABS; Regional Population 2019-20; 30/03/2020 Iris Research; Greater Hume Shire Council Satisfaction Survey 2019
p.8	Iris Research; Greater Hume Shire Council Satisfaction Survey 2019
p.9	Iris Research; Greater Hume Shire Council Satisfaction Survey 2019
p.10	ABS; Ancestry; 2016 Census QuickStats; Greater Hume Shire (A) Iris Research; Greater Hume Shire Council Satisfaction Survey 2019
p.11	Iris Research; Greater Hume Shire Council Satisfaction Survey 2019
p.12	REMPPLAN - Economy
p.14	Iris Research; Greater Hume Shire Council Satisfaction Survey 2019
p.15	Iris Research; Greater Hume Shire Council Satisfaction Survey 2019 <a href="https://www.wirraminna.org.au/petaurus/squirrel-glider-lamp/">https://www.wirraminna.org.au/petaurus/squirrel-glider-lamp/</a>

## Picture Credits

Page	Source
Cover	Martha Satchell
p.1, 6, 8	Mark Jesser
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p.4, 10	Rob Lacey Photography
p.7	Silk Imagery
p.11	Susie Shanahan
p.12	@lea_bic photography
p.13	Submarine - Simon Dallinger
p.14	Marg Killalea
p.15	Bushfire - James Wiltshire Squirrel Glider - <a href="https://www.wirraminna.org.au/petaurus/squirrel-glider-lamp/">https://www.wirraminna.org.au/petaurus/squirrel-glider-lamp/</a>





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