



Greater
Hume
Council

Quarterly Management Report

Q3, 2018/2019

1: Leadership and Communication

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

Leadership and advocacy is demonstrated and encouraged in our communities

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|---|
| 1.1.1.1 | Establish and implement a structured policy review process including subscription to legislative updates service | Design, document and implement a structured policy review process | 50% | Policy review schedule developed with at least two policies to be reviewed and presented to Council each month | Director Corporate & Community Services |
| 1.1.1.2 | Modify the structure of Council's budget to align with the themes and strategies established in Council's IP&R planing documents | Review budget process and commence development of a new budget structure to align with IP&R planning documents | 10% | 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. | Director Corporate & Community Services |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|---|
| 1.1.1.3 | Implement best practice financial management processes | Complete Council's annual financial statements in accordance with accounting standards and audit requirements | 100% | 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. | Director Corporate & Community Services |
| | | Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements | 100% | Long Term Financial Plan updated in line with adoption of 2018/2019 - 2022/2023 budget cycle. | Director Corporate & Community Services |
| | | Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised | 50% | Future loan borrowings adopted as part of budget adoption process. Potential increases to current borrowings will be considered if other projects arise, subject to Council endorsement. | Director Corporate & Community Services |
| 1.1.1.4 | Actions and strategies detailed in Council's IP&R plans are implemented and status reviews presented to Council on a quarterly basis | IP&R status reports presented to Council on quarterly basis | 75% | Achieved and ongoing | General Manager |
| 1.1.1.5 | Implement effective governance strategies | Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan | 50% | Outcome of IT and Library Services Service Reviews to be presented to Council in the fourth quarter of the 2018/2019 Financial Year. | General Manager |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|---|
| 1.1.1.6 | Maintain effective and open complaints handling processes | Undertake effective investigation and resolution of complaints | 75% | Customer Action Request reports submitted to Council monthly. Staff continually working on ways to improve responsiveness and reporting. | Director Corporate & Community Services |
| 1.1.1.7 | Implement effective risk management programs to minimise Council's exposure to risk and ensure continuity of critical business functions | Review Council's Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations | 75% | Continuous improvement continued during the quarter with Smoke Free Workplace Personal Protective Equipment and UV Radiation Safety Procedures developed to replace similar policies. | General Manager |
| 1.1.1.8 | Implement organisation wide service and efficiency reviews | Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan | 75% | Refer 1.1.1.5.1 | General Manager |

Council is responsive to community needs and priorities

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|---|---|
| 1.1.2.1 | Engagement by Council to demonstrate Council leadership | Develop and implement the GHSC Communication Plan | 75% | New website live. Stakeholder engagement policy and procedure in place. Council news being issued monthly to community newsletters. Further website development. Community engagement undertaken for Free Hard Waste Collection and Let's Have a Clean Out free access days. Resulted in 216 registrations. Loose Fill Asbestos Allocation of Remaining Community Funding - developed flyer and survey mechanism. Resulted in 101 survey responses and report to Council February 2019. | Executive Assistant Governance and Economic Development |
| 1.1.2.2 | Improve community attendance at Council meetings and provide greater contact with local councillors | Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website | 75% | Achieved and ongoing. | General Manager |
| 1.1.2.3 | Improve community attendance at Council Meetings and provide greater contact with local councillors | Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook | 50% | November Council meeting held at Walla Walla and March 2019 meeting held at Carabost. | General Manager |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|--|--|
| 1.1.2.4 | Provide Councillors with support and training to ensure their ongoing professional development | Continue to implement the councillor professional development program | 0% | Information has been provided by Councillors to undertake structured training during the 2019/2020 year. | General Manager |
| 1.1.2.5 | Provide opportunities and actively encourage younger people to join community groups | 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 | 30% | This action has not progressed. Currently the Youth Advisory Committee are in a rebuilding phase with three new sub committees being formed. One committee which will meeting on a monthly basis at each local high school and an older committee consisting of 18 - 24 year olds who will meet once a month at the Henty Library. This will enable the Greater Hume Youth Advisory Committee to be more inclusive for everyone. | Library and Youth Services Development Officer |
| 1.1.2.6 | Improve leadership in community groups to facilitate greater accountability from community groups that manage Council's assets | Review current Management Committee Manual and provide refresher training to management committees as required | 100% | Management Committee Guidelines reviewed and updated. Workshops to be conducted in November 2018. | Corporate Services Manager |
| 1.1.2.7 | Recognise community leaders and their efforts and encourage others in the community to take up leadership roles | Recognise community leaders through Australia Day awards | 75% | Report to be tabled to Council regarding how to recognise Greater Hume Australia Day winners throughout their year of reign. | Executive Assistant Tourism & Promotion |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|-----------------|
| 1.1.3.1 | Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments | Participate in funding opportunities to resource significant community projects and infrastructure | 75% | State funding acquired to ensure the Henty Rail Crossing Relocation and Highway intersection project can proceed. | General Manager |

Strong relationships and effective partnerships

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|---|-----------------|
| 1.1.4.1 | Lobby Australian and State governments for increased funding | Meet with local Australian and State government parliamentarians at least annually | 50% | Meeting held with new State member for Albury Justin Clancy along with briefing notes prepared on Howlong-Kywong Road and GP services within Greater Hume. A meeting will be scheduled with the Member for Farrer following the Federal election. | General Manager |
| | | Actively participate in Local Government NSW Annual Conference | 100% | As this years conference was held in Albury six Councillors, the General Manager and two Directors attended. | General Manager |
| 1.1.4.2 | Cooperatively work with surrounding councils to identify where resources and costs can be shared | Continue as an active participant in REROC / JO initiatives | 75% | REROC Workforce Development Meetings held August and November 2018 and February 2019. | General Manager |
| | | Continue to host the Road Safety Officer and Youth programs on a shared basis with Lockhart Shire Council | 75% | Existing arrangements continuing. | General Manager |

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

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|---|---|
| 1.2.1.1 | Implement the planned community engagement processes using various communication strategies | Maintain membership of community engagement peak bodies and networks | 50% | No further action in this quarter. | Executive Assistant Governance and Economic Development |
| | | All councillors and relevant staff to undertake IAP2 and/or other community engagement training | 50% | Training has not commenced due to staffing limitations and other priorities. Have Your Say portal is active on website and is being utilized. | Executive Assistant Governance and Economic Development |
| | | Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content | 75% | First Newsletter for 2019 has been sent to all residents end of March. | Executive Assistant Tourism & Promotion |
| | | Develop a new Greater Hume Shire Council website including a dedicated Have Your Say portal which is compliant with accessibility standards | 75% | Greater Hume Children Services and Town Websites now live. Have Your Say now developed and community is utilising this functionality. | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|--|----------|--|---|
| | | Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas | 75% | Reference group including skate park users and person with a disability were consulted regarding the design of the skate parks | Executive Assistant Governance and Economic Development |

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

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|--|----------|---|---|
| 1.3.1.1 | Acknowledge all volunteers and those providing welfare, and genuinely engage them in council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged. | Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid | 75% | Volunteers being included in Healthy Towns project, with view to providing input into needs. Feedback from community regarding reestablishment of Oasis Newsletter in Culcairn with support of volunteers has occurred. Next meeting of Health & Wellbeing Alliance scheduled for 21 May 2019 | Manager Community Services |
| 1.3.1.2 | Undertake work to ensure that young people, people who are disadvantaged, and people with a disability can exercise their rights as equal citizens in areas such as council elections, council meetings, council consultation processes, council policy, and membership of council’s committees involving community representatives and in making complaints. | 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. | 0% | No further action to date | Director Corporate & Community Services |
| 1.3.1.3 | Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP) | Promote NSW Carers Charter and Carers rights to GHSC Staff | 75% | Attended carers meeting in Jindera with local carers group supported by Rural Care Link. Manager Community Services Invited to participate in Culcairn Compassionate Communities LHAC project. | Manager Community Services |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|---|----------|---|---|
| | | Annual all staff function to include accessibility and inclusiveness service provision training | 0% | Next All Staff function planned for 14 August to incorporate a presentation from the Resilience Project team. | General Manager |
| | | Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT) | 100% | Engineering Staff applying principles of the Disability and Inclusion Act in all projects being undertaken | Director Engineering |
| | | All new signage is compliant with the provisions of the Disability Inclusion Act | 100% | All new signage is checked to ensure it is compliant with Disability Inclusion Act prior to installation | Director Engineering |
| | | Review GHSC employment HR policy and processes for inclusiveness | 0% | No further action to date | Corporate Services Manager |
| | | Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning | 75% | In addition to current trainees Council is recruiting for an apprentice mechanic and two child care trainees. | General Manager |
| | | Advocate and encourage local business and industry to establish a diverse workforce | 75% | Accessibility is documented where appropriate, e.g. CET for Jindera Multi-Purpose Hall. | Executive Assistant Governance and Economic Development |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|---|----------|---|-------------------------------|
| | | Include inclusiveness in the Workplace Inspirations Day | 100% | 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. | General Manager |
| | | Customer Service Staff are aware of the resources needed to respond to PwD/Carers | 100% | Training completed in 2017/2018 however ongoing refresher training will be implemented | Manager Community Services |
| | | GHSC Policies and procedures reflect the needs of PwD/Carers | 20% | Healthy Towns event in Culcairn event planning considered access. | Manager Community Services |
| | | Criteria for Council Community grants includes diversity, accessibility and inclusiveness | 100% | 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." | Manager Community Services |
| | | Review volunteer policies and processes to include PwD | 100% | Councils Volunteer Manual updated to include PwD. Workshops conducted at end of October 2018. | Corporate Services Manager |
| | | Support and resource DIAP reference group | 50% | DIAP reference group meetings dates TBC for 2019... to coincide with Health and Wellbeing meetings. | Manager Community Services |

2: Healthy Lifestyle

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

Welcoming, resilient and involved communities

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|---|---|
| 2.1.1.1 | Encourage more residents to be involved in the Greater Hume Shire and events | Continue to rotate the Australia Day function across towns in the shire | 75% | Report to April Council regarding Australia Day in 2020 to Culcairn and 2021 to Walbundrie. | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|---|--|
| 2.1.1.2 | Provide and promote a range of cultural and personal development opportunities for youth | Implement actions and projects detailed in the annual youth plan | 90% | The majority of actions and projected detailed in the annual youth plan have been implemented. The Amazing Race at Culcairn was replaced with a Festival of Possibilities event held at the Henty Memorial Park. Over 200 people from the Greater Hume LGA attended. Young people from Lockhart Shire also attended including the Lockhart Shire Youth Advisory Committee who worked in partnership with Greater Hume's Youth Committee on the night to make it such a well attended event. Meetings to discuss future youth programs and events have been held with both staff and students from St Paul's College Walla Walla and Billabong High School. The next event a SportsAbility day will be held at the Culcairn Recreational Ground on Monday 4 June, over 100 students from Billabong High and St Paul's College will attend. | Library and Youth Services Development Officer |
| 2.1.1.3 | Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs to youth | Regular communication with local high schools to establish need and partnership opportunities | 100% | Meetings have been held at both St Paul's College Walla Walla and Billabong High School Culcairn to discuss programs and events. Discussions included the formation of Youth Advisory Committee at both schools, a SportAbility Day in partnership with AbilityLinks, RSA and Barista Courses, Mental Health Forum, and a Youth Engagement Strategy Day. | Library and Youth Services Development Officer |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|--|----------|--|-------------------------------|
| 2.1.1.4 | Recognise the contribution of volunteers in communities and assist with recruitment and retention | In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers | 0% | Included in plan for volunteer week 2019. Volunteers to be more of focus under libraries. | Manager Community Services |
| | | Offer annual Work Health & Safety volunteer induction and training | 100% | Management Committee training held at Culcairn in November over two nights. 26 organisations attended. | General Manager |
| | | Provide advice and support to volunteer community organisations in governance and financial management | 100% | Workshops conducted with Management Committees in November 2018. | Corporate Services Manager |

Local education and local career opportunities

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|---|---|
| 2.1.2.1 | GHC to lead and exercise responsibility as an equal opportunity employers and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability. | Review the application of EEO principles across all areas of council | 20% | Development of an updated EEO Management Plan has commenced and is a top priority for the newly created People & Culture team | Director Corporate & Community Services |
| | | Continue to support traineeships for local young people | 75% | Advertising currently underway for trainees in the areas of Water & Wastewater, Children Services and Apprentice Mechanic to join existing trainees | Director Corporate & Community Services |
| | | Participate in regional youth focused mentoring programs | 75% | Participation in REROC youth events continuing | Manager Community Services |
| 2.1.2.2 | Work with TAFE and other Registered Training Organisations to provide entry level certificates and qualifications locally. | Continue to support VET providers in the local community. Advocate for the delivery of skills shortage qualifications; Aged Care/Agriculture/Customer service/Engineering | 10% | Current agreement with TAFE under review. TAFE contacted and waiting on response regarding revising/new agreement | Manager Community Services |
| 2.1.2.3 | Maintain contemporary information and computing technology facilities for education purposes. | Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required | 75% | Access with new childcare centres Walla and Henty required mobile and wifi solutions. | Manager Community Services |

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

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|--|----------|---|-------------------------------|
| 2.2.1.1 | Facilitate mental and physical health awareness information | Partner with community organisations and health services to deliver a mental health program in October each year | 100% | Health and Wellbeing Alliance meeting held 24 October 2018 had focus on Mental Health and working with Youth (Gateway Health) and TAFE to provider greater opportunities to include support around events and training. | Manager Community Services |
| | | List health and wellbeing events and links to community health services on the GHSC website | 50% | New website providers reviewed and events are included on website | Manager Community Services |
| 2.2.1.2 | Greater Hume Shire Council becomes a health promoting shire | GHSC supports and approves the actions of the Community Health and Wellbeing Alliance | 100% | Council is committed to supporting the Health & Wellbeing Alliance | Manager Community Services |
| | | Undertake a review of the Community Health & Wellbeing Plan | 25% | Review to be undertaken during 2019/2020 with a revised Health & Wellbeing Plan to be implemented from 1 July 2020 | Manager Community Services |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|--|-------------------------------|
| 2.2.1.6 | Develop partnerships with local health services to plan & implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) & active community (physical activity promotion and nutrition). | Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs | 75% | Input provided into Healthy Towns which was successful in gaining \$15000 fund, with successful launch occurring on 6 February. Healthy towns will provide linkages and promotions for other health related projects over the next 6 months. | Manager Community Services |
| 2.2.1.8 | Continue to advocate, support and mentor the community based gymnasiums and gardens for health and wellbeing and community connectedness. | Monitor the accessibility of community based activities through support from the Alliance to provide feedback | 75% | DIAP reference groups established . Ongoing support for the groups will be a focus for 2018/2019 | Manager Community Services |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|--|--|
| 2.2.2.1 | Provide training and mentoring opportunities for young leaders | Develop a young leaders training and mentoring action program | 100% | A revised youth leadership training plan has been developed. The plan will commence from 1 July 2019. The plan has been divided into 4 areas and includes Youth Advisory Committed programs, Staff training, Local Government programs and school specific programs. | Library and Youth Services Development Officer |

Continue to support the enhancement of children services across the Shire

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|----------------------------------|
| 2.2.3.1 | Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families | Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services | 100% | 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 | Manager Community Services |
| 2.2.3.2 | Ensure that Greater Hume Children Services remains a relevant and reliable service | Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy | 75% | Plan has been modified to cater for the fast response to community needs with the implementation of centre based childcare centres in Walla and Henty. Additionally Gerogery in venue care implemented. A further review will be required to cater for budgets and plans for 19/20 Financial year programs. | Manager Community Services |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|--|----------------------------|
| 2.2.4.1 | Establish effective local community transport options | Support the ongoing Community Transport Reference Group and provide advocacy where required | 50% | Update on community on demand bus transport service now being provided by Regional Buses between Burrumbuttock, Walla, Jindera and Albury. | Manager Community Services |

Advocate for safe work practices and employment standards

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|--|---|
| 2.2.5.1 | Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity | Implement the strategies from the Workforce Management Plan | 25% | 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 | Director Corporate & Community Services |
| 2.2.5.2 | Provide a safe work environment | Integrated risk management system developed and implemented | 25% | WHS Committee continues to meet on a quarterly basis. Last meeting 14 March 2019. | General Manager |

Volunteering is inclusive, well acknowledged and supported

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|---|----------------------------------|
| 2.3.1.1 | Support self-help/support and interest groups such as men's shed, friendly visiting, craft groups and service clubs to be sustainable, accessible and inclusive. | Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive. | 75% | Healthy Towns program working with 20+ local groups. Men's shed involved in delivering items for new library service at Jindera hub. Men's shed Culcairn input into revitalisation of Oasis newsletter. | Manager Community Services |

Our residents feel safe

Street lighting is effective and energy efficient

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|--|----------------------|
| 2.4.1.1 | Implement the street light installation priority program | Commence the installation of new streetlights in accordance with the agreed priority program | 100% | All lights installed and operational | Director Engineering |
| 2.4.1.2 | Expand the utilisation of solar powered and LED technology in streetlighting | Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights | 75% | REROC progressing with grant submissions on behalf of REROC, RAMROC and CENTROC Councils on Southern Lights Project to install LED Smart Streetlights across the region. | Director Engineering |

Implement Council's Road Safety Strategy

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|----------------------|
| 2.4.2.1 | Work with RMS, Lockhart Shire and the community to implement the Roads Safety Strategy | Implement the Road Safety Strategy annual priorities | 75% | Road Safety initiatives completed as per approved strategy with Roads and Maritime Services (RMS) | Director Engineering |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|---|----------------------|
| 2.4.3.1 | Council to investigate opportunities and invest in liveability infrastructure such as recreation facilities, cycleways, footpaths, recreational walking tracks | Implement actions from existing four year cycle ways plan | 0% | RMS has advised that no funding is available this year for shared paths 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. | Director Engineering |
| | | Implement actions from existing capital works program | 0% | No funding available this year from RMS. Applications for funding to be submitted shortly for next financial year. | Director Engineering |

Council provides learning and development opportunities for all

Community spaces allow our residents to learn and engage

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|--|--|
| 2.5.1.1 | Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services | Investigate alternative methods of service delivery to rural and remote communities | 100% | A report to the Council in March 19 on mobile library usage and the progress of the new Jindera Library was made as well as a report by library staff to the 6 March Council workshop. The Jindera Library is now near completion with a new self loan station, new shelving, collection shelved and staff training undertaken. As the report highlighted mobile library services is accessed the most at Walla Walla and Jindera with minimal usage at other stops. | Library and Youth Services Development Officer |
| | | Create and promote traditional and online library services | 50% | This action has not progressed however, plans are in place to hold outreach visits to Gerogery Public School in June and Burrumbuttock Public School in late May during Library and Information Week. | Library and Youth Services Development Officer |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|--|----------|--|--|
| | | Investigate and implement new and innovative programs in Council's libraries | 75% | January and April School holiday programs have been delivered in conjunction with RRL. Author Donna Cameron has presented at the Holbrook Library. Holbrook Library staff commenced promotion of the Greater Hume Libraries on the 2GHR every second Wednesday. Seniors Week and Library Lovers' Day were held in February at all libraries. There is an increase number of school visiting the libraries for storytime and to access additional library resources. The innovative Little Book Nook program is now in Walla Walla. New updated fridge magnets have been purchased for all of the four libraries in Greater Hume Council. The magnets provide members of the community with opening hours and contact details for each library. Movie Clubs will commence at Culcairn and Henty Libraries in May. | Library and Youth Services Development Officer |
| | | Promote existing programs to increase library participation | 100% | 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. | Library and Youth Services Development Officer |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|--|--|
| 2.5.1.2 | Create an environment that attracts and enables caring and qualified staff | Library staff to attend a minimum of two training information days with RRL annually | 90% | 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. | Library and Youth Services Development Officer |

3: Growth and Sustainability

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

We have prosperous and diverse local businesses and a growing economy

Transport Industry Development Strategy

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---------------------------|---|
| 3.1.1.1 | Develop a Transport Industry Development Strategy with the support of specialist external consultants and key stakeholders | Seek grant funding to undertake research into the transport industry to better understand growth opportunities and to inform the Transport Industry Development Strategy | 0% | No further action to date | Executive Assistant Governance and Economic Development |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---|----------|---|---|
| 3.1.2.1 | Promote industrial development to enhance employment opportunities | Promote the existing industrial land development at Holbrook and Jindera | 75% | Soft promotion continues. A sale of a further allotment at Jindera Industrial Estate being finalised. | General Manager |
| | | Assess development opportunities for industrial land development elsewhere in the shire | 25% | No action this quarter. | Executive Assistant Governance and Economic Development |
| 3.1.2.2 | Encourage and support local businesses to enhance employment opportunities | Implement Stage 2 Buy Local in Greater Hume" campaign | 100% | Completed in first half of 2018 | Executive Assistant Governance and Economic Development |
| | | Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available | 75% | LGP Vendor Panel established for local and regional supplier which increases transparency and record keeping of procurement. During the 3rd quarter an emphasis has been placed on increasing the number of Requests for Quotations issued. | General Manager |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|---|---|
| | | Promote and support business mentoring and training services | 75% | Membership of NSW Business Chamber not renewed. Work On Your Business Training Series developed in this quarter, resulting in 16 business registrations to conduct the training. Sessions being held 9 and 30 April and 21 May. LinkedIn post about the first session resulted in 485 views of post and 14 likes. Business newsletter issued March and April. | Executive Assistant Governance and Economic Development |
| 3.1.2.3 | Advocate for employment opportunities with new and existing business/industry and local training | Continue to promote the buy local policies and invest in attracting new business to improve employment | 75% | Work done this quarter is to commission replacement external signage in 5 towns across the shire. Revamped Buy Local Business Directory with expanded information regarding definition of local supplier, local preference purchasing policy and vendor panel. Next print run will be distributed with business survey to be distributed May. | Executive Assistant Governance and Economic Development |
| 3.1.2.4 | Review the provision of Council's services and take action to address services that impede the smooth operation of local businesses | Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility | 50% | A design and construct tender will be developed to progress this matter. | Director Environment & Planning |

Our towns and villages are revitalised

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|--|---------------------------------|
| 3.2.1.1 | Undertake community consultation and undertake data collection and research to inform amendments to GHLEP 2012 | Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development | 65% | Work has progressed on addressing issues raised by the Department of Planning and Environment. | Director Environment & Planning |
| 3.2.1.2 | Continue to support and develop sporting facilities and other community infrastructure | Provide assistance to community groups in the development of funding applications | 75% | Ongoing individual advice to a number of groups regarding community development grants. | Manager Community Services |
| | | Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans | 75% | Loan to Burrumbuttock and Jindera Tennis Clubs confirmed to date | Manager Community Services |
| 3.2.1.3 | For Council to lead the strategic direction for each town and village | Develop or update masterplans for all towns and villages | 0% | No further action to date | Manager Community Services |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|------------------------------------|--|----------|---|---|
| 3.2.2.1 | Promote residential development | Investigate the cost of construction for residential land developments | 50% | Following a report on residential development opportunities in Henty and Culcairn further investigations have been undertaken with an update on opportunities at Henty reported to the March meeting. A further report on potential opportunities at Culcairn is likely to be submitted to the May meeting of Council. | General Manager |
| 3.2.2.2 | Attract new residents to the shire | Investigate opportunities to benefit from the Evocities strategy | 50% | Council is a participant of Country Change initiative to encourage people from cities to move to the Riverina (and Greater Hume). Discussions held with Country Change regarding expanding testimonials provided by 'movers' and creation of video which is portable content. Council has committed to Country Change platform for 2019-2020. | Executive Assistant Governance and Economic Development |

Increased number of visitors enjoy our shire

Develop a local tourism operator forum and strategy

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|--|---|
| 3.3.1.1 | Implement the Greater Hume Shire Visitor Experience Plan | Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique. | 75% | Planning to develop either an Events Workshop or Webinar in second half of 2019 in conjunction with Destination NSW. | Executive Assistant Tourism & Promotion |
| | | Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level. | 75% | Currently encouraging tourism operators to enter into Regional Tourism Awards. Submissions close Friday 24 May 2019. | Executive Assistant Tourism & Promotion |
| | | Identify and develop interpretational signage for towns/villages, attractions and historical areas. | 75% | Currently finalising signage for viewing platform for Morgan's Lookout | Executive Assistant Tourism & Promotion |
| | | Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience. | 75% | Sending seasonal product updates to Destination Riverina Murray and Murray Regional Tourism. | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|--|----------|---|---|
| | | Create an ambassador/famil program and develop workshops to promote the visiter experience. | 75% | Ongoing, developing awareness through Tourism Public Forums. | Executive Assistant Tourism & Promotion |
| | | Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils | 75% | Ongoing communication and training. | Executive Assistant Tourism & Promotion |
| | | Ongoing development of visitgreaterhume.com.au and the Murray Regional Tourism Board digital platform including ATDW and corporate pages. | 75% | Greater Hume will be developing our own Visitgreaterhume website, (from Opencities site) which will link to the new Murray Regional Tourism site. | Executive Assistant Tourism & Promotion |
| | | Liaise with media by offering to arrange interviews, testamonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media. | 75% | Ongoing, monthly column in ERC, regular social media posts via facebook and instagram. | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|---|----------|---|---|
| | | Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as twitter, Google maps, YouTube, Instagram and Pinterest. | 75% | Instagram page gaining traction. Facebook likes growing o Greater Hume Council – 1103 likes o Greater Hume Visitor Information Centre – 416 likes o Holbrook Submarine Museum – 849 likes o Greater Hume Children's Services – 609 likes o Greater Hume Youth Advisory Committee – 240 likes o Buy Local in Greater Hume – 300 likes | Executive Assistant Tourism & Promotion |
| | | Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire. | 75% | Ongoing, will develop alongwith new Visitor Guide in 2019 | Executive Assistant Tourism & Promotion |
| | | Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either tourism staff or operators. | 75% | Ongoing, Greater Hume Visitor Guides to Caravan and Camping Shows with Murray Regional Tourism and Destination Riverina Murray stands. | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|--|----------|--|---|
| | | Greater Hume Tourism Public Forums held quarterly in different community locations where tourism operators, event organisers and interested members of the public are invited to discuss current tourism trends, initiatives and opportunities | 75% | Outcomes from Tourism Public Forum held in Culcairn provided in February Greater Hume Council Tourism and Promotions Report. The next Tourism Public Forum will be held on Tuesday 14 May 2019 in Burrumbuttock at Hall. | Executive Assistant Tourism & Promotion |
| | | History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops. | 75% | Three Disaster Bins for six community museums have now been purchased and placed in Culcairn, Holbrook and Jindera Greater Hume Council Depots. | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|--|----------|---|---|
| | | Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodle Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek. | 75% | Finalised signage at Morgan's Lookout, to be installed end of April. | Executive Assistant Tourism & Promotion |
| | | Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program. | 75% | Murray Regional Tourism Food and Agri Tourism Opportunities Report has been released. Workshop to be held in early April to develop a Regional Food Group to start to implement strategies from the report. | Executive Assistant Tourism & Promotion |

4: Good infrastructure and facilities

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

Infrastructure and facilities meet the needs of our communities

Develop and implement five yearly Asset Management Strategy and Plans

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|--|---|
| 4.1.1.1 | Identify opportunities for external grant funding | Seek grant opportunities and advertise on Council's website | 75% | All relevant grants are advertised on GHSC website and emailed to community groups. | Executive Assistant Governance and Economic Development |
| | | Council actively seeks and applies for grant funding for non-budgeted identified priority projects | 75% | Stage two applications submitted for Safe and Secure Water Program submitted for Jindera Sewerage Treatment Works and Culcairn Water Tower. Funding obtained for Henty Rail Crossing Relocation (\$3.1m) and Heaving patching on Walbundrie Road (296k) obtained during the quarter. | General Manager |
| 4.1.1.2 | Ensure investment in the upgrade of roads infrastructure is targeted and prioritised | Review and implement Council's Roads Strategy | 75% | Capital Roads Program is continuing as detailed in 2018/19 Delivery program | Director Engineering |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|---|----------------------|
| | | Continue to collect and record asset data in order to inform current and future asset management strategies and plans | 30% | No work done on Asset Management Plans or Strategies, due to staffing issues. Data collection is continuing | Director Engineering |
| 4.1.1.4 | Develop an Integrated Asset Management Plan for all of Council's assets | Review the Asset Management Plan for water and sewer assets | 0% | No work has been undertaken on the review of Asset Management Plans for Water and Wastewater | Director Engineering |
| | | Undertake a revaluation of all Council owned/controlled land and facilities | 50% | Revaluation of all assets has commenced | Director Engineering |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|--|----------------------|
| 4.1.2.1 | Support with long term planning and maintenance at recreation grounds | Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options | 0% | Not commenced | Director Engineering |
| 4.1.2.3 | Review current Public Toilet Upgrade Program and develop an upgrade program for playgrounds | Implement a process to review public toilet upgrade program and develop an upgrade program for playgrounds | 10% | Investigations on hold until staff resources are available to undertake consultation | Director Engineering |

Affordable, accessible housing supports the needs of the community

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|---|-------------------------------|
| 4.1.3.1 | Continue to provide social housing and consider supporting housing for disadvantaged younger people and families linking them to local services for support | Review social housing processes providing opportunities for disadvantaged younger people and families | 10% | An initial review of processes and agreements has been completed. Specific areas for review are asset management, tenant management and day to maintenance requests | Manager Community Services |

Engage the community in a 10 Year Roads Strategy Plan

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|-----------|--------|----------|---------|----------------|
|----------------|-----------|--------|----------|---------|----------------|

Improve streetscapes of our towns and villages

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|--|----------------------|
| 4.1.5.1 | Develop and implement a street tree plan for each town and village | Map all street trees in towns and villages on Council's GIS mapping system | 0% | Not commenced due to other priorities in Asset Group | Director Engineering |

Expand waste water strategies into villages

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|--|----------------------|
| 4.1.6.1 | Investigate and develop concept designs for waste water collection and treatment in Gerogery and Woomargama and Burrumbuttock | Scope and cost schemes in each of the identified villages | 10% | No further work at present, until schemes have been identified in new IWCM to be completed over next 12 months | Director Engineering |

Develop a Storm Water Capital Works Program

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|---------------------------------------|----------|---|----------------------|
| 4.1.7.1 | Develop an Asset Management Plan for stormwater assets | Complete mapping of stormwater assets | 75% | All Stormwater assets mapped. Asset Management Plan on hold due to other priorities | Director Engineering |

Mitigate against natural disasters (Flood and Bushfire Management)

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|----------------------|
| 4.1.8.1 | Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications | Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful | 75% | Notification received of successful grant applications for deign work for flood mitigation projects in Culcairn, Henty and Holbrook. Applications to be submitted for Walla and Jindera flood projects. | Director Engineering |

We minimise the impact on the environment

Waste Management Strategy incorporates recycling and carbon reduction actions

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---------|---------------------------------|
| 4.3.1.1 | Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence | Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2018-2023 | 40% | | Director Environment & Planning |

On-site Sewerage Management systems are environmentally sustainable

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|---------|---------------------------------|
| 4.3.2.1 | Continue to improve and monitor the management of onsite effluent disposal within the shire | Implement the On Site Sewerage Management (OSSM) Policy | 85% | | Director Environment & Planning |

Best practice waste water management

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|--|----------------------|
| 4.3.3.1 | Manage waste water and effluent in a sustainable manner | Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire | 75% | Effluent reuse systems operating as required | Director Engineering |

Best practice weed management

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|--|---------------------------------|
| 4.3.4.1 | Continue to support effective weeds management (private and public lands) | Actively participate in the Murray Weed Action Plan | 25% | | Director Environment & Planning |
| | | Undertake inspections on private and public land to detect and assess weed infestations | 75% | 175 inspections has been undertaken in the qtr. An update on the number of inspections is not available due to the retirement of the senior weeds officer. Compliance inspections for blackberry will be undertaken in the upcoming quarter. | Director Environment & Planning |

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

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|--|----------|---|---------------------------------|
| 4.3.5.1 | Investigate opportunities to reduce the energy and water costs at Council's sporting facilities | Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit | 0% | No work as SCCF application was unsuccessful | Director Engineering |
| 4.3.5.2 | Develop an energy efficiency plan for all Council assets and facilities including Council's small plant fleet | Undertake an energy efficiency upgrade at Council's Culcairn office and analyse the efficiencies gained against base line data | 100% | Physical work completed and the targeted efficiencies are being reviewed. | Director Environment & Planning |

Manage water resources and water quality responsibly

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|---|----------|--|----------------------|
| 4.3.6.1 | Implement the program of works identified in the Drinking Water Quality Management Plan | Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018 | 75% | Works continuing on actions as detailed in plans | Director Engineering |

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|--|--|----------|---|----------------------|
| 4.3.6.2 | In conjunction with Riverina Water County Council investigate the future management of water supply assets in Greater Hume Shire | Completion of a feasibility study into the management of water assets within Greater Hume Shire by Riverina Water County Council | 100% | No further action following Council decision to retain Water Assets | Director Engineering |

Manage and protect significant environmental assets across the shire

| DP Action Code | DP Action | Action | Progress | Comment | Responsibility |
|----------------|---|--|----------|---------------------------------|---------------------------------|
| 4.3.7.1 | For Council to be proactive in relation to environmental management practices | Promote household hazardous waste collection at a number of sites across the shire | 100% | A collection will occur in May. | Director Environment & Planning |
| | | Undertake bi-annual home composting campaign | 0% | no progress | Director Environment & Planning |