



Greater
Hume
Council

Council Review




Q3, 2021/2022



1: Leadership and Communication





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



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


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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.1.1.1	Establish and implement a structured policy review process including subscription to legislative updates service	Continue structured policy review process	75%		A further nine policies were reviewed and adopted by Council in the January - March 2022 quarter	Director Corporate & Community Services
1.1.1.3	Implement best practice financial management processes	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	100%		Completed. Financial Statements completed and lodged. Greater Hume Council was the 10th council in NSW to lodge	Director Corporate & Community Services
		Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy	100%		Long Term Financial Plan updated to align with adopted budget	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		documents and Delivery Program requirements				
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	100%		Borrowing levels were examined when developing the 2021/2022 budget. Council's operating position has limited capacity to fund additional loan servicing costs and as such further borrowing has not been factored into future budgets with the exception of a loan to fund the development of the residential subdivision in Culcairn where loan costs will be funded from the proceeds of land land sales.	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



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.1.1.5	Implement effective governance strategies	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	75%		Resourcing Strategy is being reviewed as part of the Integrated Planning and Reporting Framework.	General Manager
1.1.1.6	Maintain effective and open complaints handling processes	Undertake effective investigation and resolution of complaints	75%		Customer Action Request reports presented to Council monthly. Revised Complaints Handling Policy submitted to November council meeting	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%		Council's Integrated Risk Management continually reviewed and updated. Council Workers Compensation costs continually below industry standards.	General Manager
1.1.1.8	Implement organisation wide	Implement service and efficiency reviews in accordance with Council's Fit for the	0%		No service reviews undertaken to date due to lack of resources due	General Manager



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
	service and efficiency reviews	Future Improvement Action Plan			to staff shortages, COVID etc.	
1.1.2.4	Provide Councillors with support and training to ensure their ongoing professional development.	Develop and implement a Councillor professional development program in accordance with OLG guidelines	50%		Professional development opportunities provided to Councillors where a need is identified and cost effective delivery is available.	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	60%		Meetings progressed in February for the establishment of Youth Advisory Committees at Billabong High and St Paul's College. A decision was made to apply for the Children and Young People Wellbeing Recovery Initiative - Small Grants to have Motivational Teen Coach Nathan Hull to visit schools to assist Youth Services with the establishment of Youth Advisory Committees.	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
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	25%		Manual and associated documentation has been reviewed and updated. Workshops with volunteer committee postponed due to COVID. Task to be included in revised 2022/2023 Operational Plan for action	Director Corporate & Community Services


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
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%		Australia Day 2022 in Greater Hume, Ten Mile Gardens in Holbrook, with over 300 people attending. Addresses were given by our AD Ambassador, James Willett, Billabong High School captain Erin Hogan and vice-captain, Connor Murphy and Cr Tony Quinn, Mayor. The Holbrook Public School choir lead by Christine Biar sang Advance Australia Fair, I Still Call Australia Home and I Am You Are We Are Australian. Five residents of Greater Hume became Australian citizens.	Executive Assistant Tourism & Promotions

1.1.2: Council is responsive to community needs and priorities



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.1.2.1	Engagement by Council to demonstrate Council leadership	Continued implementation of the GHSC Communication Plan	75%		Achieved and ongoing	Economic Development Coordinator
		Continued implementation of the GHSC Communication Plan	75%		Maintain and manage the Greater Hume Council suite of websites which are compliant with accessibility standards. Seamless CMS(OpenCities) is the provider of Council's websites - Greater Hume Council, Visit Greater Hume, Greater Hume Children Services and Town and Village websites. Instagram, #visitgreaterhume - 951 followers Individual facebook pages: <ul style="list-style-type: none"> • Greater Hume Council - 2900 followers • Visit Greater Hume - 583 followers • Holbrook Submarine Museum - 1143 followers • Greater Hume Children's Services - 911 followers 	Executive Assistant Tourism & Promotions



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					<ul style="list-style-type: none"> • Greater Hume Youth Advisory Committee - 490 followers • Buy Local in Greater Hume - 567 followers 	
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	0%		Recommend that the matter be further considered at the September 2022 Council meeting.	General Manager

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.1.3.1	Councillors and senior staff represent the interests of Greater Hume Council to State and Federal members and government departments	Lobby State and Federal politicians on issues of importance to our community	50%		Council has continued to lobby the State Member for Albury for additional funding for the Henty Rail Crossing Project and the Member for Farrer concerning improved mobile phone coverage in the Council area.	General Manager





1.1.4: Strong relationships and effective partnerships

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.1.4.1	Lobby Australian and State governments for increased funding	Meet with local Australian and State government parliamentarians at least annually	0%		Refer 1.1.3.1.2	General Manager
		Actively participate in Local Government NSW Annual Conference	100%		Conference attended by General Manager, Mayor, Deputy Mayor and Cr Parker	General Manager

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.1.4.2	Cooperatively work with surrounding councils to identify where resources and costs can be shared	Continue as an active participant in REROC/RivJO initiatives	75%		General Manager remains on the Executive Committee of REROC.	General Manager
		Continue current programs. Joint spray sealing contract procured with Lockhart Shire Council AlburyCity - waste - museums Lockhart Shire Council - Joint Road Safety, Youth Services	75%		Council continues work cooperatively with adjoining Councils where appropriate and maintains strong links with Albury City to deliver projects to our Museums across the Shire, Youth Services with Lockhart Shire and more recently a tourism collaboration with Wagga Wagga Council.	General Manager

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



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




DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.2.1.1	Implement the planned community engagement processes using various communication strategies	Maintain membership of community engagement peak bodies and networks	0%		Council hasn't rejoined IAP2. Initiative could be reviewed by new General Manager.	Economic Development Coordinator
		Relevant staff and Councillors to undertake IAP2 and/or other community engagement training	0%		Refer previous action.	Economic Development Coordinator
		Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	75%		The second (Autumn 2022) Greater Hume Council Newsletter to be sent electronically was sent in early March to 1933 email addresses.	Executive Assistant Tourism & Promotions
		Investigate contemporary community engagement techniques to enhance communications with the community in readiness	75%		Council has used online communication tools to reach a wider audience particularly during COVID restrictions with some	Economic Development Coordinator




DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		for the review of the community strategic plan			success. E.g. online survey and Big Ideas board for the review of the community strategic plan. Short video clips of Mayor endorsing 'get vaccinated' message have been effective in lifting COVID immunisation rates across Greater Hume LGA.	



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

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
1.3.1.1	Acknowledge all volunteers and those providing welfare, and genuinely engage them in Council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged.	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid	50%		Partially completed with the development of the revised Disability Inclusion Action Plan.	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	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.	100%		Recruitment of young people to the Youth Council is a continual process and all young people from the community are welcomed	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
	involving community representatives and in making complaints.					
1.3.1.3	Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	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	75%		Revised DIAP completed. Reference groups have not operated under Covid restrictions. Reviewing input from DIAP consultation there is a need to modify reference group structure. DIAP improvements continuing across council projects.	Manager Community Services
		Council engage with owners of commercial businesses to encourage voluntary upgrading of disabled access provisions	75%		Information and support provided to business community when requested.	Director Environment & Planning
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel	75%		Provisions of the Disability Inclusion Act are applied to all designs that are undertaken as evidenced by the following projects: All	Director Engineering

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					abilities changing places facility and swing at Holbrook, new toilets at Walbundrie and Morgan's Lookout and Holbrook and Henty Recreational Buildings.	
		All new signage is compliant with the provisions of the Disability Inclusion Act	75%		All new signage erected is compliant with the Disability Inclusion Act. Achieved in relation to projects included at 1.3.1.3.06	Director Engineering
		Review GHSC employment HR policies and processes for inclusiveness	5%		Policies to be reviewed as part of the Workforce Plan development and included in 2022/2023 Resourcing Strategy.	Manager Corporate Services
		Include inclusiveness in the Workplace Inspirations Day	0%		Planned to conduct a Work Inspiration Day later in the year.	General Manager



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		GHSC Policies and procedures reflect the needs of PwD/Carers	75%		Policies are reviewed and updated as required.	Manager Community Services
		Support and resource DIAP reference group	75%		Development of revised DIAP completed. Difficulty to convene reference groups, even via zoom during Covid restrictions. Further consultation with Reference Group to continue over second half of 2022	Manager Community Services



2: Healthy Lifestyle



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


2.1: Welcoming, resilient and involved communities

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





DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.1.1.1	Encourage more residents to be involved in the Greater Hume Shire and events	Continue to rotate the Australia Day function across towns in Greater Hume local government area	75%		EOI to host Australia Day in 2023 currently open to communities in Greater Hume.	Executive Assistant Tourism & Promotions
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	60%		Actions implements from Action Plan- January - April 22 - Youth Week 22, Adulging 101 - RSA, Self Defence, Mindful Warrior, Cooking on a Budget, School Holiday program - AI's Skate Co, and grant submissions completed for Summer Break, and Children and Young People Wellbeing	Team Leader Library & Youth Services



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					Recovery Initiative - Small Grants	
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	65%		Planned meetings were held with Billabong High and St Paul's College teaching staff in February 22 via Zoom followed by in person meetings in March/April 22 to discuss upcoming youth programs including Youth Week 22 and Adulting 101 RSA, First Aid and RCG courses. Discussions were also held on leadership programs and grant opportunities which will address youth health and wellbeing.	Team Leader Library & Youth Services
2.1.1.4	Recognise the contribution of volunteers in communities and assist with	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	0%		No action to date	Manager Community Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
	recruitment and retention	Work Health & Safety volunteer induction and training provided	0%		Refer below.	General Manager
		Provide advice and support to volunteer community organisations in governance and financial management	40%		Ongoing. Portal under development for Management Committees and Volunteers of Greater Hume. Delay in Roadshow due to Covid-19 restrictions however training expected to commence from July 2022.	Manager Corporate Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.1.1.5	Review opportunities to create greater diversity in our communities and workforce	Investigate the benefits of membership of Welcoming Cities and report presented to Council	100%		As part of NSW GROW, Welcoming Australia has coordinated research that will support our communities to better understand how ready they are to welcome people from migrant and refugee backgrounds. Research project complete. Report presented to Council's April meeting highlighting the findings of the research. Officer sits on Murray Region NSW Grow Taskforce group.	Economic Development Coordinator






2.1.2: Local education and local career opportunities

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.1.2.1	GHC to lead and exercise responsibility as an equal opportunity employer and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability.	Review the application of EEO principles across all areas of Council	0%		No action to date. EEO principles will be updated as part of the development of Council's revised Workforce Management Plan to be developed in 2022	Director Corporate & Community Services
		Continue to support traineeships for local young people	75%		A number of trainees are engaged across the organisation and engagement of trainees remains at target levels. Recruitment of Trainees in the areas of Civil Construction and Water & Waste Water is nearing finalisation.	Director Corporate & Community Services
		Participate in regional youth focused mentoring programs	0%		No action to date	Manager Community Services
2.1.2.2	Work with TAFE and other Registered	Continue to support VET providers in	75%		Traineeships with children services are	Manager Community Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
	Training Organisations to provide entry level certificates and qualifications locally.	the local community.			ongoing in partnership with St Pauls College and local VET providers	
		Establish school based traineeships	100%		One student from St Paul's College is undertaking SBT at Walla Walla Children's Services and one traineeship at the Henty Library.	Team Leader Library & Youth Services
2.1.2.3	Maintain contemporary information and computing technology facilities for education purposes.	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	100%		Audit completed with all computers at the Holbrook Library replaced. All public access computers now managed under Council's IT Replacement Strategy.	Manager Community Services


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

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




DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.2.1.1	Facilitate mental and physical health awareness information	Partner with community organisations and health services to deliver a mental health program in October each year	0%		No action to date due to COVID restrictions in October 2021.	Manager Community Services
		List health and wellbeing events and links to community health services on the GHSC website	100%		Social media and website used to communicate events where appropriate	Manager Community Services
2.2.1.2	Greater Hume Council becomes a health promoting council	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	0%		No Alliance meetings were held due to COVID. Plans underway to recommence meetings from July 2022	Manager Community Services
		Undertake a review of the Community Health & Wellbeing Plan	0%		No action to date	Manager Community Services
2.2.1.6	Develop partnerships with	Engage the Community Health	0%		Many service providers focusing on	Manager Community Services


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
	local health services to plan and implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) and active community (physical activity promotion and nutrition)	and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs			their own service provision due to Covid. Healthy Towns program well supported as it was able to be modified to enable zoom meetings, however, due to restrictions still limited with outcomes.	

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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.2.2.1	Provide training and mentoring opportunities for young leaders	Implement a young leaders training and mentoring action program	60%		Plan progressing.	Team Leader Library & Youth Services

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.2.3.1	Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	100%		Review of children services completed and new Greater Hume Children Services Strategic Plan developed	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	100%		Strategic Plan developed and actions being implemented	Manager Community Services
		Monitor operations of centre based Henty, Holbrook and Walla Walla Children Services	75%		Monthly financial reports prepared and reviewed. Additional funding is obtained where available and staff recruitment strategies are continually improved. Communications with centre management staff occurring daily.	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Finalise Memorandum of Understanding (MOU) with Henty Preschool and commence planning for service transition	0%		No action to date. No further advice received from Henty Preschool	Director Corporate & Community Services

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



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.2.4.1	Establish effective local community transport options	Support the ongoing provision of point to point transport service and advocate for retention of program at conclusion of the current trial period	100%		Support and advocacy is ongoing and provided when requested	Director Corporate & Community Services

2.2.5: Advocate for safe work practices and employment standards


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.2.5.1	Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strenghten workforce capacity	Implement the strategies from the Workforce Management Plan	100%		Current strategies ongoing. Revised Workforce Management Plan will be developed and implemented in 2022	Director Corporate & Community Services
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	75%		Risk register has been completed and now forms part of Audit Risk and Improvement Committee internal audit topic selection.	General Manager

2.4: Our residents feel safe


2.4.1: Street lighting is effective and energy efficient


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.4.1.1	Implement the street light installation priority program	Following completion of LED Streetlighting Program, community committees be contacted to provide an update for installation of additional priority lights	90%		Council staff are awaiting final LED lights to be installed as part of the Bulk Upgrade Program, which should be finished in the coming months. Once completed Council will review the current priority list to determine a new priority program that will be sent to community for comment prior to finalization and implementation. Supply chain issues are continuing to delay the completion of the outstanding installations.	Director Engineering
2.4.1.2	Expand the utilisation of solar powered and LED technology in streetlighting	Investigate locations suitable to trial solar streetlighting	0%		Locations for Solar streetlighting will be considered as part of Streetlight Priority Program which is to be developed in 2022	Director Engineering

2.4.2: Implement Council's Road Safety Strategy

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.4.2.1	Work with RMS, Lockhart Shire and the community to implement the Roads Safety Strategy	Implement the Road Safety Strategy annual priorities	60%		All priorities are being implemented. The position of Road Safety Officer is vacant however the Local Traffic Committee is continuing to meet on an as needs basis.	Director Engineering


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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.4.3.1	Council to investigate opportunities and invest in liveability infrastructure such as recreation facilities, cycleways, footpaths, recreational walking tracks	Lodge grant applications for identified shared path projects under Action Transport funding program	80%		It was determined not to apply for funding and use accumulated funds for projects in McBean Street, Culcairn and Urana Street. These works have commenced.	Director Engineering


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Implement actions from existing capital works program	70%		Current projects for 2021/22 Budget are in progress with Urana St and Mc Bean St Projects about to commence or under construction	Director Engineering



2.5: Council provides learning and development opportunities for all

2.5.1: Community spaces allow our residents to learn and engage

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
2.5.1.1	Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	Investigate alternative methods of service delivery to rural and remote communities	50%		Mobile usage is reported to Council on a Monthly or Quarterly basis. Alternative delivery to rural and remote communities has occurred with Festival of Seniors Week delivered to Walla Walla, 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. Libraries are continuing with online storytime which is posted on Facebook, Instagram, and uTube increasing the service delivery of programs.	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Create and promote traditional and online library services	100%		<p>Outreach programs were developed and implemented at Women's Week, Seniors Week and Youth Week events across 5 towns in Greater Hume Council in March/April. Art in the Park was held as an Outreach event at the Henty Memorial Park in April 22.</p>	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Investigate and implement new and innovative programs in Council's libraries	70%		Children and Youth programs delivered January - April 22 in conjunction with RRL include: online storytime, storytime, holiday programs at all libraries in GHC, Libraries have also been working in partnership with Meal's On Wheels, Intereach, Jindera Museum, TAFE NSW, Henty Development Committees to assist with the delivery of new and innovative programs. Including: Art in the Park, Meet N Greet Event, Bring Your Own Device, Women's Week, Seniors Week and Youth Week events.	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Promote existing programs to increase library participation	50%		Library membership and participation in library programs is presented to Council on a monthly or quarterly basis. Henty Library was successful in receiving funding from NSW State Library for the refurbishment of the library which will increase participation in the library. Holbrook Library received funding in 2021 which has allowed the library to be refurbished. This is almost complete.	Team Leader Library & Youth Services
2.5.1.2	Create an environment that attracts and enables caring and qualified staff	Library staff to attend a minimum of two training information days with RRL	10%		Staff training will commence with one staff member undertaking Reader Advisory Training in May, Four Library members will attend the postponed RRL branch meeting/training day in May 22.	Team Leader Library & Youth Services


3: Growth and Sustainability





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

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



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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
3.1.2.1	Promote industrial development to enhance employment opportunities	Develop plans for future staged releases	75%		Small subdivisions at Holbrook and Jindera nearing completion.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	100%		Council has committed to industrial land development in Holbrook and Jindera. Officer maintains enquiries list, which is maintained. Holbrook Industrial Estate latest 3 lot subdivision - all lots under offer awaiting certificates of title to progress to contract. Jindera Industrial	Economic Development Coordinator

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					Estate latest 7 lot subdivision - all lots under offer awaiting certificates of title to progress to contract. Jindera Industrial Estate - Stage 4 project. Council has made application for grant funding of \$1.8M under Building Better Regions funding (awaiting) to progress the next 26 lot subdivision. Detailed design completed. A high level of interest from businesses which to secure industrial land in the next stage.	
3.1.2.2	Encourage and support local businesses to enhance employment opportunities	Continuance of Buy Local in Greater Hume campaign	75%		Buy Local Business Database updated during the quarter. Refreshed Buy Local Directory will be published in next quarter.	Economic Development Coordinator




DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	50%		Local Preference Purchase policy reviewed and currently on public exhibition. Procurement Policy to be reviewed.	General Manager
		Business newsletter compiled and released quarterly	75%		10 Business alerts emails issued during the quarter. Small Business Month activity held in March (two events) which Council partnered with BEC Business Connect.	Economic Development Coordinator
		Participation on RivJo Drought Sub Committee	75%		Critical Events Coordination Committee has not met during third quarter. Zoom meeting planned 4 May 2022.	Economic Development Coordinator
		Promote and support business mentoring and training services	100%		Small Business Month 2022 held March 2022. \$2,500 successful grant utilised to hold event	Economic Development Coordinator

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					<p>and attract high quality guest speaker, digital expert Emily Doig. Collaborated with Business Connect (BEC) team to deliver. Business After Hours held on 30 and 31 March 2022 at Jindera Museum and The Ten Mile, Holbrook. Attendance Jindera - 18 registrations, attendance Holbrook - 30 registrations (fully booked).</p>	



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
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%		Buy local directory updated and continued promotion through social media and business newsletters. In March 2022, Council updated its Local Preference Purchasing Policy which highlights features of the policy in relation to a Local Supplier and the policy surrounding Council's position for procurement from local suppliers. This policy supports the Buy Local initiative.	Economic Development Coordinator
3.1.2.5	Council look for opportunities to address organic material in the waste stream	Investigate funding opportunities to process organic materials	0%		This matter has not been progressed due to increased work commitments in other areas	Director Environment & Planning


3.2: Our towns and villages are revitalised


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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
3.2.1.1	Undertake community consultation and undertake data collection and research to inform amendments to GHLEP 2012	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	50%		Council has received additional information which is being assessed in order to progress the two amendment to the Greater Hume Local Environment Plan.	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	100%		Support ongoing. Specific support provided when required e.g. Riverina Water Grants.	Manager Community Services
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	100%		Loans allocated when applicable requests received	Manager Community Services

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
3.2.2.1	Promote residential development	Investigate the cost of construction for residential land developments and initiate where approved by Council	50%		Detailed design for Walla Walla Residential Subdivision nearing completion, Culcairn Residential Subdivision design is well advanced and a Development Application for the Jindera Industrial Estate has been lodged.	General Manager
		Investigate the cost of residential land developments	50%		Refer 3.2.2.01	General Manager




DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
3.2.2.2	Attract new residents to the shire	Continue partnership with Country Change program auspiced by RDA Riverina	100%		<p>Resident attraction strategy actions have included 1. creation of 5 Town Tours which featured in Country Change feature month of January and posted to Council's website. Performance report on promotion available. 2. Large supersite at Mullengandra, highlights the liveability and affordability of living in Greater Hume Council area. 3. Council has also entered contract to sell englobo residential land parcel which will see a new subdivision and residential estate on the outskirts of Holbrook. Council is selling land at Henty for new residential development project. 4. New Residents guide updated January 2022. 5. #movetogreaterhume page established on website which answers questions and provides information to inform and attract new residents.</p>	Economic Development Coordinator


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Develop a promotional plan to generate enquiry for allotments in the Jacob Wenke Drive Residential Subdivision at Walla Walla	75%		Below the line communications will be undertaken with those persons who have made contact with Council expressing interest in Stage 2 blocks. Officer maintains a register of these enquiries. It is expected that the 10 lots in Stage 2 will be taken up promptly. If required, promotional materials to support the Stage 2 development will be developed and communicated across Council's website, socials and wider region.	Economic Development Coordinator



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Develop new resident attraction strategy and collatorals	100%		<p>Move to Greater Hume promotion rolled out, website page created. Liveability and affordability message installed on super site sign on Hume Highway at Mullengandra. Residents Guide updated January 2022. Council has entered contract to sell Camden Forest englobo land parcel zoned residential which will see new subdivision/residential development at Holbrook. Approved DA for 43 lot new residential estate at Yankee Crossing Rd, Henty. Council has purchased 15ha englobo for future residential development at Culcairn. Successful application for low interest funding under the NSW Department of Planning, Industry and Environment Low Cost Loans Initiative Round 3. Potential yield will be 80 to 90 lots.</p>	Economic Development Coordinator


3.3: Increased number of visitors enjoy our shire



3.3.1: Develop a local tourism operator forum and strategy



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
3.3.1.1	Implement the Greater Hume Shire Visitor Experience Plan	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	75%		The updated Greater Hume Event Guide which will be available from end of May.	Executive Assistant Tourism & Promotions
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	75%		Awards not held due to COVID restrictions.	Executive Assistant Tourism & Promotions
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	75%		Currently organising visit Greater Hume signage on Hume Highway and Coronation Sign, Culcairn Sportsground.	Executive Assistant Tourism & Promotions


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	75%		<ul style="list-style-type: none"> Wagga Wagga City Council (WWCC) partnership for an upcoming autumn marketing cooperative involving Lockhart, Narrandera, Coolamon, Junee, Cootamundra/Gundagai and the unique and authentic experiences we have here through day trip itineraries. Filming and photography shoot was held Wednesday 17 November at several locations throughout Greater Hume. The campaign will be launched early April. Austrade's Regional Tourism Bushfire Recovery Grant - Stream One - \$30,000 - Greater Hume and Henty Machinery Field Days Promotional Production - Austrade has given an extension to this grant to end of 2022 to cover the Henty Machinery Field Days in Sept 2022. Additional filming is being planned in the Autumn months by Angry Ant Marketing, Wagga Wagga. 	Executive Assistant Tourism & Promotions



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					<ul style="list-style-type: none"> COVID Recovery Funding - Developing a Greater Hume promotional campaign in partnership with Murray Regional Tourism and Destination NSW. Campaign will be developed early 2022 and rolled out Autumn and Winter 2022. 	
		Create an ambassador/famil program and develop workshops to promote the visiter experience.	75%		Continue to offer advice to visitors around accommodation, places to eat, attractions, maps, tours etc. through VIC. Actively promoting through website and social media.	Executive Assistant Tourism & Promotions
		Ongoing management of visitgreaterhume.com.au and ATDW) Get Connected)	65%		Currently managing over 160 Greater Hume Australian Tourism Data Warehouse (ATDW) listings. This is Australia's national platform for digital tourism marketing which distributes this information to over 60 partners' websites to support local tourism businesses in expanding their on line exposure, bookings and marketing. Visit Greater Hume visitor numbers are gradually	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					increasing with 2592 views, most popular being: <ol style="list-style-type: none"> 1. Stay - Bed Breakfast or Farmstay 2. Culcairn - Explore Eat Stay/ Culcairn Caravan Park 3. Natural Wonders - Wymah Ferry 4. Natural Wonders - Morgan's Lookout 5. Natural Wonders - Table Top Reserve 	
		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.	75%		<ul style="list-style-type: none"> • Scheduled another social media Welcome to Greater Hume campaign, providing reels, tours and ideas of what people can do in Greater Hume during 2022. There will be a particular emphasis on producing reels with our themes of history and heritage and natural environment. The average reach on our posts is currently 1500. • Wagga Wagga City Council (WWCC) partnership for an upcoming autumn marketing cooperative involving Lockhart, Narrandera, 	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
					Coolamon, Junee, Cootamundra/Gundagai and the unique and authentic experiences we have here through day trip itineraries. Filming and photography shoot was held Wednesday 17 November at several locations throughout Greater Hume. The campaign will be launched early April.	
		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.	75%		Achieved and ongoing	Executive Assistant Tourism & Promotions
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	75%		Continue to promote through social media, website, Tourism newsletters and VIC.	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		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%		Liaising with Greater Hume events to promote and assist with getting events back up and running. Henty Machinery Field Days will be going ahead in Sept 2022 and Greater Hume will have a presence at the field days.	Executive Assistant Tourism & Promotions
		Briefing held with GHC reference groups and community and sporting organisations	75%		Ongoing - meetings held when requested by reference groups and community and sporting organisations.	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
		<p>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.</p>	75%		<p>Funding for Museum Adviser has been maintained and successfully applied for two grants to establish a Murray Region Digitisation Hub and the a six episode film focused on on objects and stories from the community museums. All six museums are busy organising their significant items digital information. There has also been one on one sessions and a two day workshop planned for early April, with each of the museums on how to use scanners and cameras at the new Digitisation Hub. Developing TV advertisements to air on Prime Television showcasing the new videos which have been developed for each of the six museums.</p>	Executive Assistant Tourism & Promotions




DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	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%		Funding has been achieved to develop a lookout on Hanel Road in the Woomargama National Park. Greater Hume Council and National Parks and Wildlife Service have approved tenders which have now been finalised, with Australia Ramp and Access Solutions Albury appointed for the walkway, viewing platform and toilets and Longford Civil appointed to construct the road, carpark and sealed footpath. Construction is now underway of the walkway and viewing platform structure.	Executive Assistant Tourism & Promotions
		Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce	0%		Murray Regional Tourism has not received funding for this program.	Executive Assistant Tourism & Promotions





4: Good infrastructure and facilities

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




4.1: Infrastructure and facilities meet the needs of our communities

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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.1.1.1	Identify opportunities for external grant funding	Seek grant opportunities and promote throughout Greater Hume	75%		Greater Hume Council has subscribed to Grant Guru to provide a one stop grant portal for all public and private grants and funding on offer. Grant Guru Greater Hume live since December 21. https://greaterhume.grantguru.com.au Promoted through community newsletter and socials.	Economic Development Coordinator
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	50%		Two Building Better Regions applications lodged for Culcairn Streetscape and Jindera Industrial Estate along with a number of smaller applications.	General Manager
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	0%		Refer 4.1.1.1.2	General Manager

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.1.1.2	Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	Review and implement Council's Roads Strategy	0%		Road Strategy Review to be undertaken in 2022	Director Engineering
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	50%		Asset data is continuing to be collected to update Councils Asset Management Plans and Strategies.	Director Engineering
4.1.1.4	Develop an Integrated Asset Management Plan for all of Council's assets	Review the Asset Management Policies as required (by review date)	0%		Asset Management Policies to be reviewed in 2022	Director Engineering
		Install new Asset Management System	75%		New Asset Management System (Asset Finda) has been installed and testing and training is being undertaken by staff	Director Engineering


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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.1.2.2	Implement the program for the upgrade of public toilets and playgrounds	Acquire land and finalise plans for new CBD toilets at Holbrook	10%		Landowners discussions still to commence and design to be completed	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	0%		Public Toilet and Playground future upgrade programs to be developed in 2022.	Director Engineering
4.1.2.4	Investigate option to replace the ageing Jindera Hall with a new facility	Determine whether grant funding is available to partially fund the Jindera Hall	0%		This is a matter for Council to provide direction to staff as to the way forward,	Director Environment & Planning


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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.1.3.1	Continue to provide social housing and consider supporting housing for disadvantaged younger people and families linking them to local services for support	Review social housing facilities and develop a 5 year Improvement Works Program	100%		Regular inspections undertaken and forward works program developed	Director Corporate & Community Services


4.1.5: Improve streetscapes of our towns and villages

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.1.5.1	Develop and implement a street tree plan for each town and village	Map all street trees in towns and villages on Council's GIS mapping system	0%		It is proposed that this project will be undertaken in the second half of 2022.	Director Engineering

4.1.6: Expand waste water strategies into villages



DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.1.6.1	Investigate and develop concept designs for waste water collection and treatment in Gerogery, Woomargama and Burrumbuttock	Scope and cost schemes in each of the identified villages and document	70%		Being progressed as part of IWCM Strategy development. Risk issues have been identified in draft of IWCM for Gerogery, Woomargama and Burrumbuttock. IWCM is due for completion in June 2022.	Director Engineering

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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.1.8.1	Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful Submit funding applications for Jindera and Walla Walla	60%		Grants have been applied for for Culcairn and Henty Flood Mitigation Projects with a determination due in late 2021. With Culcairn approved and Henty not approved. Council has been advised that the Holbrook Flood Mitigation project has been successful in obtaining a \$4.5million grant from The Federal Government. Works are expected to be undertaken in 2022/23 and 23/24. Final designs for the Jindera and Walla Walla projects have been completed and will be submitted for funding in 2023/24 and 2024/25.	Director Engineering

4.3: We minimise the impact on the environment


4.3.1: Waste Management Strategy incorporates recycling and carbon reduction actions

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.3.1.1	Investigate feasibility of introduction of kerbside collection of organics	Indicatively cost the provision of a third organics bin for kerbside collection	0%		Council has requested that costing for the service be provided by prospective tenderers for the regional waste contract.	Director Environment & Planning
		Develop a sustainable purchasing policy to ensure procurement of material containing recycled content	0%		Unable to progress this item due to other work priorities	Director Environment & Planning



4.3.2: On-site Sewerage Management systems are environmentally sustainable

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.3.2.1	Continue to improve and monitor the management of onsite effluent disposal within the shire	Implement the On Site Sewerage Management (OSSM) Policy	30%		Additional training of new staff is necessary in order to commence the auditing of onsite sewerage management systems.	Director Environment & Planning


4.3.3: Best practice waste water management

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.3.3.1	Manage waste water and effluent in a sustainable manner	Provide and maintain sewerage disposal and effluent re-use systems that meet the needs of residents of the shire	70%		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 Government Safe and Secure Program. Business Cases are being developed for future grant submissions for the undertaking of the upgrades. Culcairn Business case has been finished and lodged. Jindera has been delayed by Covid issue	Director Engineering


4.3.4: Best practice weed management

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.3.4.1	Continue to support effective weeds management (private and public lands)	Actively participate in the Murray Weed Action Plan	75%		Annual agreement in place and programs implemented in accordance with agreed Works Program.	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	75%		20 property inspections were undertaken during the quarter.	Director Environment & Planning


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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.3.5.1	Investigate opportunities to reduce the energy and water costs at Council's sporting facilities	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	10%		A review of the major grounds is to be undertaken as part of an overall Energy Audit of Council to determine feasibility of projects at recreation grounds This project has not progressed due to delays in getting a consultant to do the work	Director Engineering

4.3.6: Manage water resources and water quality responsibly

DP Action Code	DP Action	Action	Progress	Traffic Lights	Comments	Responsibility
4.3.6.1	Implement the program of works identified in the Drinking Water Quality Management Plan	Implement the program of works identified in the Drinking Water Quality Management Plan for 2021/2022	75%		Works identified in the Drinking Water Management Plan as updated each year, are being implemented as detailed in the plan timelines	Director Engineering

4.3.7.1: For Council to be proactive in relation to environmental management practices

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