



Greater
Hume
Council

Council Review



Q4, 2020/2021




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	Performance Measure	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	Policy review process in place	100%		20 policies reviewed during 2020/2021	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 planning documents	Review budget process and commence development of a new budget structure to align with IP&R planning documents	Revised budget structure developed	100%		Additional reporting commenced September 2020 budget review	Director Corporate & Community Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	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	Financial statements compliant with all statutory requirements	100%		Completed. External audit completed with clear audit report achieved. Financial Statements completed, reported to Council and lodged in accordance with agreed audit plan and timeline.	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	LTFP revised annually in conjunction with adoption of annual operating budget	100%		Completed as part of budget adoption process	Director Corporate & Community Services
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure	Loan borrowings maintained at optimum levels as determined by Council	100%		Borrowing levels were examined when developing the 2021/2022 budget. Council's operating position has limited capacity to fund	Director Corporate & Community Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		spending maximised				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.	
		Commence review of alternate corporate software package including pricing and implementation timeline for consideration in 2021/2022 Operational Plan		100%		Implementation of software to enable automation and digitisation of accounts payable function has commenced. No further major software purchases are planned.	Director Corporate & Community Services
1.1.1.4	Actions and strategies detailed in Council's IP&R plans are implemented and	IP&R status reports presented to Council on quarterly basis	Quarterly reports presented to Council	100%		Achieved with reports submitted to the August, November, February and May meetings of Council.	General Manager





DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	status reviews presented to Council on a quarterly basis						
1.1.1.5	Implement effective governance strategies	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	Annual reviews conducted and report provided to Council no later than 30 June annually	50%		Ongoing however an update report has not been submitted to Council to date.	General Manager
1.1.1.6	Maintain effective and open complaints handling processes	Undertake effective investigation and resolution of complaints	Customer Action Request reports provided to Council monthly	75%		Customer Action Request reports presented to Council monthly	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	Integrated Risk Management Plan reviewed on an annual basis.	100%		Development, review and evaluation is a continual cycle with the the Risk Register now complete.	General Manager

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Council's day to day operations					
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	Two functional areas reviewed annually	100%		Integrated business software solution has been reviewed, however due to lack of alternative vendors it has been determined to remain with existing provider.	General Manager
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%		Training courses have been offered to Councillors however with COVID restrictions opportunities have been limited.	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		60%		During Q1 and Q2 Youth Advisory Committees were functioning with Zoom meetings however, this was cancelled due to lack of interest from young people. No action taken in Q3 and Q4 as Youth	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		partnerships with schools in the shire				Committees are in hiatus due to COVID-19. Youth Committees should recommence in Term 4 with discussions underway with Ted Bates - School Councillor at Billabong High School and new Youth Officer of Greater Hume Council. Further discussion is still required with St Paul's College Walla Walla.	
1.1.2.6	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%		This matter was the subject of an Internal Audit review with key actions and timelines provided in the final report. Ongoing implementation of recommendations to be reported through ARIC	Director Corporate & Community Services
1.1.2.7	Recognise community leaders and their efforts and	Recognise community leaders through Australia Day awards		100%		Australia Day 2021 in Greater Hume was held at the Walbundrie Recreation Ground,	Executive Assistant Tourism & Promotions


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	encourage others in the community to take up leadership roles					Walbundrie, it was a fabulous ceremony, with over 400 people attending. Some of the highlights were the inspiring addresses given by our Australia Day Ambassador, Anupam Sharma, captains of St Paul's Lutheran College, Lucy McDonnell and Kelsey Lieschke and Cr Heather Wilton, Mayor, Greater Hume Council. The Australian flag was jointly raised by well-known local Max Webb. Announcement of Citizen, Young Citizen and Community Event of the Year, Mayoral Award and School Citizenship Awardees.	

1.1.2: Council is responsive to community needs and priorities




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.1.2.1	Engagement by Council to demonstrate Council leadership	Continued implementation of the GHSC Communication Plan	Communications Plan implementation continued	100%		Town and Entrance Signage project completed. A total of 66 entrance/town signs installed May/June 2021.	Economic Development Coordinator
		Continued implementation of the GHSC Communication Plan		100%		Achieved and Ongoing - continued improvement/upgrade of Greater Hume websites and social media outlets.	Executive Assistant Tourism & Promotions
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	Council meetings advertised in accordance with statutory requirements	100%		Achieved and ongoing	General Manager
1.1.2.3	Improve community attendance at Council Meetings and	Hold a minimum of two Council Meetings per annum at venues	Two or more meetings held at alternative venues annually	0%		Unable to hold meeting locations other than Holbrook due to COVID restrictions however the requirement to 'live stream'	General Manager

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	provide greater contact with local councillors	other than Culcairn or Holbrook				meetings ensures access to all residents.	

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

DP Action Code	DP Action	Action	Performance Measure	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	All appropriate funding opportunities taken	100%		Council has retained open dialogue with both Australian and State Government Members of Parliament. Meeting held with Member for Albury, Justin Clancy on the impact of the Emergency Services Levy in rural councils.	General Manager




1.1.4: Strong relationships and effective partnerships


DP Action Code	DP Action	Action	Performance Measure	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	Meetings held annually	25%		No formal meetings held with parliamentarians other than as outlined in 1.1.3.1.2.	General Manager
		Actively participate in Local Government NSW Annual Conference	Nominated councillors and General Manager attend NSWLG Conference	100%		Three Councillors and four staff members participated in the on line Annual Conference.	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/RivJO initiatives	Membership maintained	100%		General manager remains on the REROC Executive and convenor of the RIVJO/REROC Workforce Development Group	General Manager
		Continue current programs. Joint spray sealing contract procured with Lockhart Shire Council AlburyCity - waste - museums	Existing agreements maintained and new opportunities investigated	100%		Achieved for this financial however some of the activities are likely to be reviewed during the course of the	General Manager

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Lockhart Shire Council - Joint Road Safety, Youth Services				2021/2022 financial year.	

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



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



DP Action Code	DP Action	Action	Performance Measure	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	Council is an active member of IAP2 and staff attend the North East Engagement Network meetings at least three times per year.	100%		Membership of IAP2 confirmed. NE Engagement Network activities and meetings postponed due to Covid-19 lockdowns.	Economic Development Coordinator
		Relevant staff and Councillors to undertake IAP2 and/or other community engagement training	Community engagement training is completed for all councillors and relevant staff	0%			Economic Development Coordinator
		Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	Two Council newsletters and rate notice inserts developed and sent to residents	100%		Two Council Newsletters and a Rates Insert sent to all residents.	Executive Assistant Tourism & Promotions



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Investigate contemporary community engagement techniques to enhance communications with the community in readiness for the review of the community strategic plan	Relevant and accessible reference group/s established	100%		CET (Community Engagement Toolkit - Stakeholder Engagement Procedure) is being used for specific projects, ie Councillor Attraction Strategy. Website is accessible.	Economic Development Coordinator





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



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

DP Action Code	DP Action	Action	Performance Measure	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	One meeting of the Community Health & Wellbeing Alliance dedicated to consulting with the welfare volunteers in the shire Number of successful grant application	50%		Health and Wellbeing only had involvement with DIAP this year. Volunteers acknowledged in May.	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,	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	Youth Council rules and charter reviewed annually for inclusiveness	50%		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	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	Council meetings, Council consultation processes, Council policy, and membership of Council's committees involving community representatives and in making complaints.	decision making processes.					
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	Audit and improvements progressively implemented DIAP updated Priorities funded	90%		DIAP drafted. 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		100%		Advice has been provided as part of the development	Director Environment & Planning

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		businesses to encourage voluntary upgrading of disabled access provisions				assessment process to store holders in Culcairn and Jindera to facilitate better disabled access. In addition industrial development in Walla Walla and Holbrook have complied with requirement for disabled access	
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel	Community infrastructure projects compliant with the Disability Inclusion Act and CAPT	100%		Provisions of the act are applied to all new designs that are completed	Director Engineering
		All new signage is compliant with the provisions of the Disability Inclusion Act	Signage is accessible and inclusive	100%		All new signage is being made compliant with the disability act	Director Engineering

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Review GHSC employment HR policies and processes for inclusiveness	Policy review completed	100%		Policies progressively being updated in line with Council's policy review schedule	Manager Corporate Services
		Include inclusiveness in the Workplace Inspirations Day	Inclusiveness included in the WID	0%		Not held due to COVID restrictions. Tentatively organised for second week in November 2021.	General Manager
		Customer Service Staff are aware of the resources needed to respond to PwD/Carers	% staff satisfied they are aware of the resources needed to support PwD/Carers	40%		DIAP consultations completed and Covid restrictions still impacting ability to convene groups.	Manager Community Services
		GHSC Policies and procedures reflect the needs of PwD/Carers	Relevant policies compliant with Disability Inclusion Act	40%		Policies being reviewed, not completed.	Manager Community Services



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Criteria for Council Community grants includes diversity, accessibility and inclusiveness	Successful applications include the needs for PwD and Carers. (Where applicable)	100%		No longer applicable	Manager Community Services
		Support and resource DIAP reference group	Hold reference group meetings 2 to 3 times per year	30%		Difficulty to convene reference groups, even via zoom during Covid restrictions.	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	Performance Measure	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	Official GHSC Australia Day function held in a Walla Walla in 2019	100%		Achieved and Ongoing - Council has determined that the Greater Hume Australia Day 2022 celebrations be hosted by Holbrook community.	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	Actions implemented from youth plan	100%		Actions completed from Annual Youth Plan however, at times pivoted from face to face presentations to online presentations. Youth Week and SportsAbility Days went ahead with in total 240 students	Team Leader Library & Youth Services





DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						participating. Youth Advisory Committees are on hold however, will be re-established once COVID-19 restriction are lifted. Grants have been applied for as indicated on plan - successful Youth Week, Murrumbidgee Primary Health, and Department of Regional Growth.	
2.1.1.3	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	<p>Participation in annual mental health forum, Youth Inspirations Day and other joint projects</p> <p>Planning meeting held with Billabong High school and St Paul's College to discuss youth health and wellbeing projects</p>	100%		Youth Service Officers have held planned meetings with teaching staff via Zoom and at schools throughout 2020/21 to discuss youth health and wellbeing projects including Adulting 101, Youth Week and Sportsability days. Annual mental health	Team Leader Library & Youth Services


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						forum not held due to COVID-19 ongoing restrictions. Partnerships also formed with InteReach, Squad and Personnel Group to mentor and support young people in Greater Hume Council.	
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	Celebration morning(s) held during Volunteers Week	100%		Volunteers acknowledged during volunteer week, however, no event due to restrictions.	Manager Community Services
		Work Health & Safety volunteer induction and training provided	Annual training conducted	0%		Road show of section 355 Committees planned for last quarter of the 2021 calendar year.	General Manager
		Provide advice and support to volunteer community organisations in	Refresher training held annually	80%		Planning in place for Volunteer and Management Committee	Manager Corporate Services


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		governance and financial management				Roadshow - November 2021	
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%		Welcoming Australia CEO Aleem Ali made presentation to Council workshop on 2 June 2021. The presentation involved data analysis in respect of Greater Hume LGA as a 'welcoming region' for newcomer and migrant attraction. The presentation highlighted population growth of 4.5% by 2041, internal migration is driving population growth and that population diversity is low. The report highlighted housing affordability for the shire, gaps in the working age	Economic Development Coordinator

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						population, low unemployment and growth in job vacancies.	

2.1.2: Local education and local career opportunities




DP Action Code	DP Action	Action	Performance Measure	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	Annual audit against EEO principles	20%		Specific actions to be incorporated into the Workforce Management Plan to be developed during 2021/2022	Director Corporate & Community Services
		Continue to support traineeships for local young people	At least maintain current level of 3 trainees and 1 apprentice	100%		Engagement of trainees remains at target levels and new opportunities will continue to be explored where appropriate	Director Corporate & Community Services
		Participate in regional youth focused mentoring programs	Participate in REROC Take Charge youth event	100%		Event postponed to 30 April and with 170 youth attending event from Billabong and St Pauls Walla Walla.	Manager Community Services
2.1.2.2	Work with TAFE and other Registered Training	Continue to support VET	VET providers continue to deliver entry level	40%		Ongoing traineeship provision with	Manager Community Services




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	Organisations to provide entry level certificates and qualifications locally.	providers in the local community.	qualifications locally via supported video link at Holbrook and Henty libraries			children services trainees, however providing broader training has not been successful due to TAFE restructure and their focus on online delivery which means that students can study anywhere.	
		Establish school based traineeships		100%		Two students from Walla Walla College will commence on Wednesday 10 February 21. One student will undertake training at the Henty and Culcairn Libraries and one at Walla Walla Children Services. Hayden Honeywill also commenced a traineeship with Greater Hume Council in	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						December 20 - Cert 3 in Library & Information studies.	
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	Audit completed	100%		No further action 20/21	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	Performance Measure	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	Mental health focus of October 2018 Alliance meeting	100%		Seniors programs partnered with many local community groups and businesses for seniors week which received lot of positive feedback.	Manager Community Services
		List health and wellbeing events and links to community health services on the GHSC website	Health and wellbeing events listed on GHSC website	40%		Where relevant including, and with changes due to Covid social media used more to advise.	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	The Alliance is supported by council and meets at least three times per year	20%		Informal activity with service providers with focus on DIAP process.	Manager Community Services



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Undertake a review of the Community Health & Wellbeing Plan	Review completed and updated plan presented to Council by 30 June 2019	20%		No action	Manager Community Services
2.2.1.6	Develop partnerships with 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)	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	2-3 Health promotion activities per year	50%		Many service providers focusing on 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.	Manager Community Services
		Implement the Holbrook Healthy Town Project		100%		Completed as far as possible with final event held in Holbrook in June.	Manager Community Services


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

DP Action Code	DP Action	Action	Performance Measure	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	Revised youth leadership training plan developed by 30 June 2019	100%		Plan completed and implementation to commence in March 2021 after discussions with school Executive Committee. Prior to this year the leadership program was on hold due to COVID 19 restrictions.	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	Performance Measure	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	Biannual survey completed	100%		Finalisation of plan progressing	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	Increase number of educators and increased number of FTE children in care	70%		Review of 12 month trial with inclusion of Holbrook centre this year has been completed. Plans have been established for increased numbers of children and educators, however, to date a major focus has been on attracting	Manager Community Services



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						and retaining qualified educators as required.	
		Monitor operations of centre based Henty, Holbrook and Walla Walla Children Services		100%		Monthly financial reports prepared and reviewed. Additional funding is obtained where available and staff recruitment strategies are continually improved.	Director Corporate & Community Services
		Undertake financial review of centres and family day care services to determine long term impact of COVID-19 crisis		100%		Completed. Review undertaken and impact quantified. Enrollment numbers have returned to pre-COVID levels and CCS funding reinstated. No further impacts are anticipated at this time however the situation will	Director Corporate & Community Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						continue to be monitored closely.	
		Finalise Memorandum of Understanding (MOU) with Henty Preschool and commence planning for service transition		0%		No further advice received from Preschool on this matter.	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	Performance Measure	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	Conduct two meetings annually	100%		Transport service continuing effectively. Council support provided when required	Director Corporate & Community Services

2.2.5: Advocate for safe work practices and employment standards

DP Action Code	DP Action	Action	Performance Measure	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 strengthen workforce capacity	Implement the strategies from the Workforce Management Plan	Annual report on implementation of Workforce Management Plan presented to Council	50%		Ongoing. Workforce Management Plan will be reviewed and updated as part of the development of new Community Strategic Plan and supporting sub-plans to commence 1 July 2022	Director Corporate & Community Services
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	WHS Committee meets a minimum of 4 times per year	75%		Continually under review and updated where necessary. Random alcohol and other drug testing commenced with two testing days held in the first half of the year. and the Risk Register being completed in the fourth quarter.	General Manager

2.3: Volunteering is inclusive, well acknowledged and supported



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

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	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.	Recruitment process undertaken to target self help / support and special interest groups to attend Alliance meetings	100%		As far as possible worked with other organisations to deliver a range of programs in partnership. For example seniors program successfully worked with businesses and not for profits for very positive outcomes. Youth week was successful with additional funding and partnering with schools and funding providers. Healthy Towns projects ensure businesses and local organisations benefitted from the funding and	Manager Community Services


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						programs provided.	

2.4: Our residents feel safe



2.4.1: Street lighting is effective and energy efficient

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.4.1.1	Implement the street light installation priority program	Continue the installation of new streetlights in accordance with the agreed priority program	Installation of new street lighting within budgetary requirements	100%		Majority of street lighting has been changed to LED lights, remainder will be completed over 2021	Director Engineering
2.4.1.2	Expand the utilisation of solar powered and LED technology in streetlighting	Work with electricity authorities to implement LED technology for new and existing streetlights	Agreement reached with essential Energy for the installation of LED technology	100%		Majority of street lighting has been changed to LED lights, remainder will be completed over 2021	Director Engineering

2.4.2: Implement Council's Road Safety Strategy

DP Action Code	DP Action	Action	Performance Measure	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	Ongoing reduction in road fatalities and injuries in Greater Hume LGA	100%		All priorities are being implemented	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	Performance Measure	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		100%		Applications lodged, but were not successful. Will lodge new applications for 2021/22	Director Engineering
		Implement actions from existing capital works program	90% of works completed as detailed in the capital works program	100%		Council has committed to funding Urana Road shared path from Pioneer Drive To Dight St following unsuccessful application active transport application. Council has also committed \$25k funding towards a feasibility study for the Lavington to Jindera Shared Path Project. Council has completed the construction of the	Director Engineering


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						shared path at Walla from Walla Walla township to the Walla Swamp	


2.5: Council provides learning and development opportunities for all


2.5.1: Community spaces allow our residents to learn and engage

DP Action Code	DP Action	Action	Performance Measure	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	Report on mobile library usage and alternatives presented by 30 June 2019	100%		Mobile usage is reported to Council on a Monthly or Quarterly basis. Alternative delivery to rural and remote communities has occurred in 20/21 with Festival of Seniors Week delivered to Walla Walla, Book Week 2020 delivered to all schools in Greater Hume Council, and increased information regarding the collection, programs and services available in the libraries sent to community newsletters, posted on social media and also with	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						COVID 19 Click & Collect plus home delivery made available.	
		Create and promote traditional and online library services	Develop and implement an outreach program to promote online resources and traditional library resources at two communities annually	100%		During Q2 the following outreach services were provided to the community Book Week 2020 Outreach Services provide to: Jindera Public School Jindera St John's School Culcairn Public St Joseph's Culcairn Gerogery Public School Burrumbuttock Public School Brocklesby Public School Walla Walla Children Services Jindera Preschool All Henty Schools program delivered	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						in the Henty Park Christmas presentations were also delivered to the Henty Children Services	
		Investigate and implement new and innovative programs in Council's libraries	Children's programs delivered in conjunction with RRL. Youth programs delivered. Author talks conducted.	100%		Children and youth programs in conjunction with RRL have been delivered throughout 2020-21. Library staff have held programs such as Vege Plot, Lego, Bee Wax workshops, Christmas programs, , author talks, movies and at the same time pivoted when needed to deliver online storytime and holiday programs on line on social media platforms. All programs have	Team Leader Library & Youth Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						been held in conjunctions with RRL.	
		Promote existing programs to increase library participation	Report on library membership and participation in library programs presented to Council annually	100%		Library membership and participation in library programs is presented to Council on a monthly or quarterly basis. Membership and issues of collections across libraries in GHC are slowly increasing back to pre COVID-19 statistics. Participation at all programs facilitated by libraries have been high throughout 2020/21 especially during Women's Week, Seniors Week, Book Week, and Get Online Week. Grant	Team Leader Library & Youth Services



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						funding and additional funding from Council has help support and improve these events.	
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	% of staff attending two training/information days	100%		Library staff have completed training throughout 2020-21 which has included: Digital Health Training funded by ALIA- 15 Full time and casual RRL Branch Meeting and Training Day - 1 3D Printer Training - 2 Members: engaging, retaining and growing -1	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	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
3.1.2.1	Promote industrial development to enhance employment opportunities	Promote the existing industrial land development at Holbrook and Jindera	Promotion plans developed and implemented	75%		Construction well advanced for the release of a further 7 lots at Jindera and 4 at Holbrook. Quotations have been received for the development of a longer term plan for the Jindera Industrial Estate which will be determined early in the 2021/2022 financial year.	General Manager
		Assess development opportunities for industrial land development	Feasibility report completed for industrial land development in Henty, Culcairn and Walla Walla.	100%		Council has industrial land developments at Holbrook and Jindera Industrial Estates. All current titled allotments have been	Economic Development Coordinator

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		elsewhere in the shire				<p>sold by 30 June 2021. Developer interest in the two estates remains strong, regular enquiries are received for industrial land in Greater Hume, which has triggered two new subdivisions - 4 lots at Holbrook and a 7 lot expansion at Jindera.</p> <p>Due to demand, Council has progressed an amendment to the Local Environmental Plan 2012 to alter zoning and lot size for the future expansion of Jindera Industrial Estate to a 20 ha parcel of land adjoining the existing estate.</p>	
3.1.2.2	Encourage and support local businesses to	Continuance of Buy Local in Greater Hume campaign		100%		Update and audit of the business database is progressing.	Economic Development Coordinator



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	enhance employment opportunities	Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	Compliance with procurement procedures monitored and reported to Directors	90%		Introduction of vendor Panel (preferred supplier lists) has significantly increased compliance with Council Procurement Policy with over 90% compliance now being achieved from a random sample of procurements.	General Manager
		Business newsletter compiled and released quarterly	Two forums held annually with Riverina Murray Business Enterprise Centre	100%		A total of 10 business news alerts issued to the business database.	Economic Development Coordinator
			Membership of NSW Business Chamber maintained				
Participation on RivJo Drought Sub Committee		100%		Officer participates in Critical Events Co-ordination Committee (formerly known as RivJO Drought Sub Committee), meetings held usually quarterly.	Economic Development Coordinator		


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Promote and support business mentoring and training services		100%		Council collaborates with NSW Business Connect Program and promotes relevant courses/webinars. Women in Business event held in March 2021 partnered with BEC.	Economic Development Coordinator
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	Annual investment in the Buy Local program	100%		Buy Local message promoted in Council Newsletter and community newsletters., as well as Business Newsletters.	Economic Development Coordinator
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	Remote access technology installed at Culcairn Landfill	90%		As reported the tender for this project has been awarded. Site works have been undertaken to commence the project. There has been a delay due to the need to connect power to the site. The project	Director Environment & Planning

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						will be complete in 2021.	
3.1.2.5	Council look for opportunities to address organic material in the waste stream	Investigate funding opportunities to process organic materials		100%		No suitable grant opportunities were identified to support Council in removing organic waste from landfill.	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	Performance Measure	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		100%		Newly zoned residential land was created in Culcairn. The Jindera Residential Land Use Strategy identified land suitable for residential land in Jindera. Some of the land identified in that strategy is now subject to an application for rezoning to residential land.	Director Environment & Planning
3.2.1.2	Continue to support and develop sporting facilities and other	Provide assistance to community groups in the development of	Promote and provide grant writing assistance to community and sporting groups when required (and	0%		Grant writing workshop provided via zoom to clubs and groups, particularly for	Manager Community Services

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	community infrastructure	funding applications	where resources allow) Host two grant writing workshops in the shire each year			Riverina Water Grants. One on one assistance provided to Walla Walla primary school and development committee, Holbrook schools through support for youth projects and Henty community groups	
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	Promote council policy through shire newsletter on a quarterly basis and through community email database	0%		No action taken	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	Performance Measure	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	Complete construction of the Walla Walla residential subdivision Report on residential development opportunities in Culcairn and Henty presented to Council by 30 June 2019	75%		Detailed planning for the Culcairn Residential Estate continuing. Council has been successful in obtaining an interest subsidy on a loan borrowing of \$1.5M.	General Manager
		Investigate the cost of residential land developments		50%		Contracts of Sale have been prepared for the sale of Rosler Parade land to a private developer with negotiations continuing with Yankee Crossing Road.	General Manager
3.2.2.2	Attract new residents to the shire	Continue partnership with Country Change program auspiced by RDA Riverina	Discussion held with AlburyCity regarding possible partnership	100%		Council has renewed membership to Country Change initiative, auspiced by Regional Development Australia (Riverina). 2020 featured month was April 2021.	Economic Development Coordinator





DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Develop a promotional plan to generate enquiry for allotments in the Jacob Wenke Drive Residential Subdivision at Walla Walla		100%		Promotion plan created and partially implemented as all allotments in Stage 1 have sold. Enquiry has been consistent for next staged development of the residential estate.	Economic Development Coordinator
		Develop new resident attraction strategy and collatorals		100%		National Regional Australia Institute campaign launched May 2021. Council's regional campaign ran April 2021 (Country Change). Jacob Wenke Drive Residential Estate Stage 1 allotments sold. Council is investigating a planned residential development for Culcairn, and planning work undertaken for future staged development in Walla Walla. Collatorals include new hashtag which is being developed as part of the strategy #movetogreaterhume.	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	Performance Measure	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.	Conduct an Event Management Workshop and continue to update the Events Guide	100%		2020 and 2021 have been difficult years for event planning. Council staff have continued to support and encourage events to take place with detailed COVID Plans to assist with the success of the event.	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.	One Tourism Operator or Event Organiser entered in appropriate Awards each year.	100%		Due to COVID there have not been Regional Tourism Awards held, hopefully in 2022.	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	Interpretational signage developed as identified.	100%		Achieved and Ongoing, where required.	Executive Assistant Tourism & Promotions
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	Continue our relationships with DNSW, MRT and Museums and Galleries NSW, NSW National Parks and Wildlife, Tourism Vic, NSW Rail Heritage, Destination Riverina Murray.	100%		During 2020-2021 Council staff have been working with MRT and DRM to encourage visitors back to our region. Unfortunately the border closures have had a detrimental impact on our region. We are now trying to build confidence and awareness through various campaigns such as Love the Murray, Stay Close Go	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						Further and We've Got The Goods.	
		Create an ambassador/famil program and develop workshops to promote the visitor experience.	Visitor Experience Ambassador Program developed and a yearly workshop conducted.	100%		Achieved and Ongoing - working with MRT to develop regional workshops.	Executive Assistant Tourism & Promotions
		Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils		100%		Achieved and Ongoing - Famil planned for July/Aug 2021	Executive Assistant Tourism & Promotions
		Redevelopment of visitgreaterhume.com.au through OpenCities including ATDW	VIP knowledge is expanded through the ambassador program	100%		Achieved and ongoing	Executive Assistant Tourism & Promotions
			Increased bookings through visitgreaterhume.com.au via Bookeasy platform				
		Liaise with media by offering to arrange interviews, testimonials, new	Number of positive visitor and tourism media articles.	100%		Achieved and Ongoing - What's On	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.				April, May and June. Out and About for Winter Edition of Out and About in Border Mail.	
		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.	Gradual increase in social media presence, measured through likes, friends and followers.	100%		Achieved and Ongoing - gradual increase in social media followers and approx 422 posts sent out.	Executive Assistant Tourism & Promotions
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	Itineraries developed and maps/leaflets produced.	100%		Achieved and Ongoing - continuing to push tours and plans through visit greater hume and social media.	Executive Assistant Tourism & Promotions
		Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and	Attend one event each year depending on cost.	100%		Achieved and Ongoing - again has been difficult with COVID	Executive Assistant Tourism & Promotions

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		other specialist events by either tourism staff or operators.				restrictions however currently planning to attend Henty Machinery Field Days.	
		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	Four Greater Hume Tourism Public Forums held each year	100%		2 Tourism and Promotions eNews sent out to all tourism operators in Greater Hume	Executive Assistant Tourism & Promotions
		History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	Museum Program continued with an annual report on outcomes from the Museum Advisor provided to Council. satisfaction with heritage values and building greater than 4 as measured by the Community Satisfaction survey	100%		Currently working on the two successful grants from Create NSW and Museums and Galleries NSW both to develop the digitisation of the community museums and	Executive Assistant Tourism & Promotions




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						create promotional videos of significant items.	
		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.	Signage, Facilities and Promotional Collateral developed or upgraded. Satisfaction with protection of natural environment and wildlife greater than 4 as measured by the Community Satisfaction survey	100%		Still awaiting outcome of Bushfire Local Economic Recovery Fund for development of Hanel's Lookout.	Executive Assistant Tourism & Promotions
		Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce	Culinary and agri tourism businesses within the Shire participating in Murray Regional Tourism Food and Agri Tourism Program.	100%		Achieved and Ongoing	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	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.1.1	Identify opportunities for external grant funding	Seek grant opportunities and advertise on Council's website	All relevant grants are advertised on GHSC website	100%		All grant opportunities promoted via Council's website. Business alerts issued for new grants/business support packages.	Economic Development Coordinator
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Priority projects list developed and reviewed annually by Councillors	75%			General Manager
			Number of projects identified and grants applied for				
		Council actively seeks and applies for grant funding for non-budgeted		55%			General Manager

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		identified priority projects					
4.1.1.2	Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	Review and implement Council's Roads Strategy	<p>kms of road reconstruction annually as measured against current council benchmark</p> <p>Community satisfaction with town roads greater than 3.5, sealed rural roads greater than 3.5, unsealed rural roads greater than 3.0</p> <p>kms of unsealed roads resheeted annually as measured against current council benchmark</p> <p>kms of sealed roads resealed annually as measured against current council benchmark</p>	100%		Current Road Strategy is being revised. Revised strategy to be put up for consideration by new Council in early 2022	Director Engineering


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
			% of unsealed roads graded as measured against current council benchmark				
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	Appropriate asset management plans reviewed annually	100%		Ongoing data collection is continuing as required Updated Asset Management Strategy and Plans will be undertaken in 2022	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)	Integrated Asset Management Plan reviewed	100%		Asset Management Policy Updated at October 2020 Meeting - Due for Review in 2024 Asset Management Strategy and Plans are planned for renewal in 2022	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	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.2.1	Support with long term planning and maintenance at recreation grounds	Develop oval upgrade plans for Culcairn, Henty, Holbrook and Jindera incorporating drainage, irrigation and turfing options	Satisfaction with the provision and maintenance of sporting fields greater than 4 as reported in the Community satisfaction survey	100%		Oval refurbishments have been completed, with wet weather causing issues to refurbished grounds. Renovations in spring summer are planned which will alleviate the issues that have occurred.	Director Engineering
4.1.2.2	Implement the program for the upgrade of public toilets and playgrounds	Update Henty Man Public Toilets		0%		The Henty Man toilet upgrade was not adopted as part of the delivery program for 2020/21 year. No works are now planned for the facility	Director Engineering
4.1.2.3	Review current Public Toilet Upgrade Program and develop an	Implement a process to review public toilet upgrade program and develop an	Review of Public Toilet Upgrade Program and playground upgrade program completed	0%		Due to increasing grant work, this project will be held over to 21/22 year	Director Engineering

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	upgrade program for playgrounds	upgrade program for playgrounds					
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		100%		Unfortunately no suitable grants were found to partially fund the Jindera Hall.	Director Environment & Planning


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

DP Action Code	DP Action	Action	Performance Measure	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	Provision of social housing retained	100%		Regular inspections ongoing. Maintenance reporting processes being streamlined and long term maintenance plan being developed	Director Corporate & Community Services


4.1.5: Improve streetscapes of our towns and villages

DP Action Code	DP Action	Action	Performance Measure	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	<p>Mapping completed</p> <p>Community satisfaction with the appearance of towns and villages greater than 4.0</p>	0%		A new GIS Mapping Program and Asset Management System are being installed early 21/22, this project will be actioned for later in 21/22 after install of the new systems	Director Engineering

4.1.6: Expand waste water strategies into villages

DP Action Code	DP Action	Action	Performance Measure	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	Scoping studies completed	40%		Being progressed as Part of IWCM Strategy. Risk issues have been identified in first draft of IWCM for Gerogery, Woomargama and Burrumbuttock. IWCM Strategy review is now proposed for completion in Early to Mid 2022	Director Engineering



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


DP Action Code	DP Action	Action	Performance Measure	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 Culcairn, Henty and Holbrook	Funding applications submitted	100%		Grants have been lodged for Culcairn and Henty Flood Mitigation Projects with a determination due later in 2021. Council has been advised that the Holbrook Flood Mitigation project has been successful in obtaining a \$4.5Million grant from the Federal Government to undertake the project. The Project is expected to take 2-3 years to complete. Final Designs for Jindera and Walla Walla projects have been completed with funding to be applied for in 21/22	Director Engineering

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						to undertake the works	


4.3: We minimise the impact on the environment

4.3.1: Waste Management Strategy incorporates recycling and carbon reduction actions


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.3.1.1	Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2019-2023	Completion of the adopted recommendations of the first year of the Greater Hume Waste Strategy 2018-2023	100%		Most of the actions identified in the Greater Hume Waste Strategy 2019-2023 have been undertaken. Additional Free Access days were cancelled in 2020 due to Covid 19	Director Environment & Planning
4.3.1.2	Investigate feasibility of introduction of kerbside collection of organics	Indicatively cost the provision of a third organics bin for kerbside collection		100%		Council received a workshop report costing the third organic bin option. Additional work will be needed to be done to investigate the processing of organic material now that the NSW Waste and Sustainable	Director Environment & Planning

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						Material Strategy 2041 is indicating that there will be separate food and garden organics from all NSW households by 2030.	
4.3.1.3	Encourage purchase of material containing recycled content	Develop a sustainable purchasing policy to ensure procurement of material containing recycles content		0%		Unfortunately this action was not able to be progressed.	Director Environment & Planning



4.3.2: On-site Sewerage Management systems are environmentally sustainable

DP Action Code	DP Action	Action	Performance Measure	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	Inspect a minimum of 50 onsite sewerage management systems annually	100%		40 on site sewerage inspections have been undertaken in the fourth quarter.	Director Environment & Planning



4.3.3: Best practice waste water management

DP Action Code	DP Action	Action	Performance Measure	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		100%		All systems are operating to required standards. Upgrades to Culcairn Water Supply and Jindera Wastewater Treatment Plants are being developed as part of funding received through the NSW Safe and Secure Program. Business Cases are being developed for future grant submissions for completion of the upgrades	Director Engineering


4.3.4: Best practice weed management

DP Action Code	DP Action	Action	Performance Measure	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	Attend at least two meetings of the Murray Weed Management Committee per annum.	100%		All meetings were attended and reports submitted on time.	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	Undertake 400 property inspections annually. Satisfaction with noxious weeds management and control on public land greater than 3.25 as measured by the Community Satisfaction survey	100%		40 property inspections have been undertaken in the 4 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	Performance Measure	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	Installation of energy saving infrastructure completed at one recreation ground per year	50%		Energy Savings Action Plan has been completed, with recommended actions to be considered as part of future budgets.	Director Engineering
4.3.5.2	Expansion of energy efficiency plan for Council public swimming pools	Investigate additional cost savings for swimming pools	Installation of energy saving infrastructure completed at Culcairn office	100%		Solar installations completed at shade/solar installations completed at Holbrook and Culcairn, Solar installed on roofs at Henty, Jindera and Walla Walla.	Director Environment & Planning

4.3.6: Manage water resources and water quality responsibly

DP Action Code	DP Action	Action	Performance Measure	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 2018/2019	Compliance with the water quality standards	100%		Works identified in Drinking Water Management Plan are being implemented as detailed in the plan timelines	Director Engineering

