









Greater
Hume
Council




Council Annual Review



Q4, 2021/2022



1: Leadership & Communication

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
1.1.1.1	Establish and implement a structured policy review process including subscription to legislative updates service	Continue structured policy review process	100%		A total of 30 policies were developed and/or reviewed during the 2021/2022 year	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 documents and Delivery Program requirements	100%		Long Term Financial Plan updated to align with adopted budget	Director Corporate & Community Services





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		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	100%		Reports presented to Council each quarter	General Manager
1.1.1.5	Implement effective governance strategies	Progressively implement strategies	100%		Revised Long Term Financial Plan and	General Manager

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		outlined in Council's Fit for the Future Improvement Action Plan			Resourcing Strategy developed as part of new Community Strategic Planning documents commencing 2022	
1.1.1.6	Maintain effective and open complaints handling processes	Undertake effective investigation and resolution of complaints	100%		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	100%		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 service and efficiency reviews	Implement service and efficiency reviews in accordance with Council's Fit for the	0%		No service reviews undertaken in 2021/2022 to date due to lack of resources due	General Manager

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		Future Improvement Action Plan			to staff shortages, COVID etc. Budget allocation confirmed and service reviews will recommence from 1 July 2022	
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	100%		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	100%		COVID-19 caused Greater Hume Council Youth Advisory Committees to go into hiatus, Youth Services have been working with teaching staff and students from February 22 to July 22 to establish new committees. A success Children and Youth People Wellbeing Recovery Initiative grant funded by the NSW Government will enable Nathan Hull -	Team Leader Library & Youth Services



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					Teen Motivational speaker to assist Council Youth Services and school staff to ensure the Youth Advisory Committees are established prior to the end of 2022.	
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 has been included in revised 2022/2023 Operational Plan for action	Director Corporate & Community Services
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	100%		Preliminary planning for 2023 has commenced.	Executive Assistant Tourism & Promotions




H1.2: Empower and support vulnerable and disadvantaged community members to participate in community life






DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
1.1.2.1	Engagement by Council to demonstrate Council leadership	Continued implementation of the GHSC Communication Plan	100%		Achieved and ongoing. Community Engagement Strategy developed for Community Strategic Plan review undertaken Oct-Dec.	Economic Development Coordinator
		Continued implementation of the GHSC Communication Plan	100%		Achieved and ongoing - maintain and manage the Greater Hume Council suite of websites and social media.	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	100%		Achieved and ongoing.	General Manager
1.1.2.3	Improve community attendance at Council Meetings and provide greater	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	General Manager

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	contact with local councillors				Council meeting.	



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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%		No Alliance meetings held so acknowledgement by Council and media release	Manager Community Services
1.3.1.2	Undertake work to ensure that young people, people who are disadvantaged, and people with a disability can exercise their rights as equal citizens in areas such as Council elections, Council meetings, Council consultation processes, Council policy, and membership of Council's committees involving community representatives and in making complaints.	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth Council and participate in decision making processes.	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




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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	100%		DIAP completed with broad based feedback and consultation. Approved by Council.	Manager Community Services
		Council engage with owners of commercial businesses to encourage voluntary upgrading of disabled access provisions	85%		Council staff have provided advice on disabled access requirements to property owners who are undertaking changes to their properties.	Director Environment & Planning
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel	100%		Provisions of the Disability Inclusion Act are applied to all designs that are undertaken as evidenced by the following projects: All abilities changing places facility and swing at Holbrook, new toilets at Walbundrie and Morgan's Lookout and Holbrook and	Director Engineering

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					Henty Recreational Buildings.	
		All new signage is compliant with the provisions of the Disability Inclusion Act	100%		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	100%		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 2023 year.	General Manager
		GHSC Policies and procedures reflect the needs of PwD/Carers	100%		DIAP approved. Learning spaces being improved to enable better access and inclusion. Holbrook library renovation and successful funding for Henty to progress renovations to meet broader needs of PwD	Manager Community Services
		Support and resource DIAP reference group	100%		New DIAP completed	Manager Community Services




2: Healthy Lifestyle


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
2.1.1.1	Encourage more residents to be involved in the Greater Hume Shire and events	Continue to rotate the Australia Day function across towns in Greater Hume local government area	100%		EOI to host Australia Day in 2023 currently working with communities to seek a host.	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	100%		From Youth Action Plan holiday programs have been held with additional funding from NSW Government Winter Break funding - Pamper workshops, a trip to the movies, Lego workshops and the purchasing of games for young people in the library. Funding from NSW Government Stronger Country Community has enable 3 RSA courses to be held. Youth Week and FRRR Heywire funding enabled a successful day to be held at Billabong High School. In September 21 the annual Sportsability Day was held at Culcairn Recreational Ground	Team Leader Library & Youth Services



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					promoting all sports for everyone regardless of ability	
2.1.1.3	Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs to youth	Regular communication with local high schools to establish need and partnership opportunities	100%		Throughout 2022/23 there has been ongoing communication with teaching staff at both Billabong High and St Paul's College to discuss upcoming programs and opportunities for young people provided by Greater Hume Council. Both parties have discussed and worked together to plan and facilitate Work experience and volunteering students at Greater Hume Council Libraries Youth Week 2022 SportsAbility Day 2022 Establishment of a Youth Advisory Committee Adulting 101 courses Student Based Trainees	Team Leader Library & Youth Services
2.1.1.4	Recognise the contribution of volunteers in communities and	In National Volunteer Week each year, acknowledge and	100%		Due to covid, morning tea not held, however, media release and acknowledgement by	Manager Community Services





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	assist with recruitment and retention	celebrate the shire's volunteers			Council was completed during Volunteer week - May 2022	
		Work Health & Safety volunteer induction and training provided	0%		No action taken	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
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	Economic Development Coordinator


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					Region NSW Grow Taskforce group.	




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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	100%		EEO principles updated as part of the development of Council's revised Workforce Management Plan adopted July 2022	Director Corporate & Community Services
		Continue to support traineeships for local young people	100%		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 completed	Director Corporate & Community Services
		Participate in regional youth focused mentoring programs	100%		Although Covid restrictions greatly impacted youth programs a number of actions were completed including the ongoing support and training to library	Manager Community Services



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					trainee, work based experience opportunities for youth with disability through libraries and other youth programs.	
2.1.2.2	Work with TAFE and other Registered Training Organisations to provide entry level certificates and qualifications locally.	Continue to support VET providers in the local community.	100%		Supported VET providers through liaising with them around children services training and admin/ library training delivery of traineeships and educator training for cert III and diploma. VET providers no longer providing video support from Holbrook and Henty Library. Working closely with TAFE in the delivery of the youth program Adulting 101 across Greater Hume and Lockhart and Bring Your Own Device program across all libraries.	Manager Community Services


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		Establish school based traineeships	100%		School Based Traineeships are being undertaken at Children Services Walla Walla. Due to COVID 19 restriction the SBT did not continue with the traineeship at Henty Library however, there has been interest from St Paul's College Walla Walla for a student who completed work experience at Henty to commence a SBT in 2023 from the 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



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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 due to Covid	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%		Action to review and update the Health & Wellbeing Plan included in the 2022/2023 Operational Plan	Manager Community Services

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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	20%		Ongoing individual contact and consultations occurred with Alliance members, however due to covid restrictions and changes formal meetings not held.	Manager Community Services



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2.2.2.1	Provide training and mentoring opportunities for young leaders	Implement a young leaders training and mentoring action program	100%		Revised Youth Action Plan for 2021-22 completed. However, delivery has been limited due to COVID-19	Team Leader Library & Youth Services
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 FDC increase both Educators and children in care from previous year which was impacted by first year of covid. Both Henty and Holbrook saw a slight decrease in numbers	Manager Community Services



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					and Walla increased which was quite varied across the year due to Covid.	
		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. Communications with centre management staff occurring daily.	Director Corporate & Community Services
		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




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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


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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	100%		Current strategies ongoing. Revised Workforce Management Plan developed and adopted July 2022	Director Corporate & Community Services
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	75%		Risk register under development. This project is a key objective of the Audit Risk and Improvement Committee.	General Manager


3: Growth & Sustainability




DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	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 Estate latest 7 lot subdivision - all lots under offer awaiting certificates of title to progress to contract. Jindera Industrial Estate - Stage 4	Economic Development Coordinator




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					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
		Council's procurement practices to promote local purchasing where a fit for purpose and cost	100%		Local Preference Purchase policy reviewed and adopted June 2022.	General Manager



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		effective option is available				
		Business newsletter compiled and released quarterly	100%		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	100%		Critical Events Coordination Committee has not met during third quarter. Zoom meeting held 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 and attract high quality guest speaker, digital expert Emily Doig. Collaborated with	Economic Development Coordinator

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					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).	
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	100%		Buy local directory updated and continued promotion through social media and business newsletters. 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	Economic Development Coordinator

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					policy supports the Buy Local initiative.	
3.1.2.5	Council look for opportunities to address organic material in the waste stream	Investigate funding opportunities to process organic materials	0%		No opportunities were identified. It will be necessary to determine a suitable site for the composting before this could be progressed.	Director Environment & Planning

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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%		Council was successful in rezoning land adjacent to Culcairn. It has a conditional gateway determination to exhibit land for rezoning in South Jindera. A new planning proposal has been submitted for assessment for a third area to be rezoned to the east of Jindera.	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


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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	100%		Refer 3.2.2.01	General Manager
3.2.2.2	Attract new residents to the shire	Continue partnership with Country Change program auspiced by RDA Riverina	100%		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	Economic Development Coordinator


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					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.	
		Develop a promotional plan to generate enquiry for allotments in the Jacob Wenke Drive Residential Subdivision at Walla Walla	100%		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
		Develop new resident attraction strategy and collatorals	100%		Move to Greater Hume promotion rolled out, website page created. Liveability and affordability message installed on super site sign on Hume Highway at Mullengandra.	Economic Development Coordinator



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					<p>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>	



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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.	100%		Greater Hume Event Guide has been updated. 17 events will receive additional funding, for next 9 months through the Reconnecting Regional NSW - Community Events Program.	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.	100%		Currently working on an application for 2022 NSW Tourism Awards.	Executive Assistant Tourism & Promotions
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	100%		Organised signage for Holbrook Sporting Complex, Henty Sportsground and Showground, Oakdene School and Munyapla Historical signage.	Executive Assistant Tourism & Promotions
		Work collaboratively with local, state and federal governments and organisations to enhance our	100%		Results of City of Wagga Wagga Drive Autumn Campaign - Greater Hume's statistics from	Executive Assistant Tourism & Promotions




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		visitor experience.			the social media component of the campaign are shown below: Facebook Hero video • 8769 impressions • 411 engagement Motion graphic • 964 impressions • 56 engagement Highlight video • 4865 impressions • 199 engagement Image gallery • 2197 impressions • 50 engagement Instagram Hero video • 4202 impressions • 97 engagement Motion graphic • 2883 plays Image gallery • 4562 impressions • 192 engagement Highlight video • 2598 plays Stories • 3569 impressions • Austrade's RTBR Grant	


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					<p>- Stream One - \$30,000 - Greater Hume and Henty Machinery Field Days Promotional Production - Additional filming is being planned in the Winter months by Angry Ant Marketing, Wagga Wagga.</p> <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 Winter 2022 and rolled out Spring 2022. 	
		<p>Create an ambassador/famil program and develop workshops to promote the visiter experience.</p>	<p>100%</p>		<p>Achieved and ongoing - Visitor Information Centre is working with Visitor Information Points, websites and social media to promote Greater Hume to visitors.</p>	<p>Executive Assistant Tourism & Promotions</p>

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		Ongoing management of visitgreaterhume.com.au and ATDW) Get Connected)	100%		<p>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 increasing with 2646 views, top 5 popular being:</p> <ul style="list-style-type: none"> Natural Wonders - Wymah Ferry Culcairn - Explore Eat Stay/ Culcairn Caravan Park Featured Content - Revealing Histories Natural Wonders - Morgan's Lookout 	Executive Assistant Tourism & Promotions





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					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.	100%		Working with influencers @zacfreuden (Instagram 45.5k followers) and @albertos.travels (Instagram 24.8k followers) who will be travelling across the eastern end of The Murray, posting stories, reels and photos to their Instagram and TikTok channels as well as capturing content for promotion of Murray River Road including a guest blog and video content.	Executive Assistant Tourism & Promotions
		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.	100%		Achieved and Ongoing - Welcome to Greater Hume social media campaign, providing reels, tours and ideas of what people can do in Greater Hume during 2022 with a particular emphasis on producing reels with our themes of	Executive Assistant Tourism & Promotions




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					history and heritage and natural environment. The average reach on our posts is currently 1500. Greater Hume Council fb page has over 3000 (July 2021, 2590) followers, Visit Greater Hume fb page has 600 (July 2021, 560) followers and instagram nearly 1000 (July 2021, 800) followers.	
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	100%		Achieved and Ongoing - Promotion of drives and tours through individual campaigns (Visit Wagga Wagga, Visit Albury Wodonga and Visit the Murray campaigns), social media and bloggers.	Executive Assistant Tourism & Promotions
		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.	100%		Commenced organising for Henty Machinery Field Days. Ongoing support for many other community events currently occurring.	Executive Assistant Tourism & Promotions




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		Briefing held with GHC reference groups and community and sporting organisations	100%		Ongoing - Meetings held when requested by reference groups and community and sporting organisations.	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.	100%		Achieved and Ongoing - Successful grants for Archival Survival materials for community museums and marketing of Revealing Histories videos were developed by Museum Advisor. Currently wrapping up digitisation grant, with the Digitisation Hub (in Albury) now in full use by community museum volunteers	Executive Assistant Tourism & Promotions
		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.	100%		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 engaged Australia Ramp	Executive Assistant Tourism & Promotions


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					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.	
		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: Infrastructure & Facilities


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	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	100%		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
4.1.1.2	Ensure investment in the	Review and implement	0%		Road Strategy Review to be undertaken in late 2022	Director Engineering


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
	upgrade of roads infrastructure is targeted and prioritised	Council's Roads Strategy				
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	75%		Will continue in 2022/23, with all Asser Management Plans to be updated	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 2022/23	Director Engineering
		Install new Asset Management System	75%		Key staff availability has slowed introduction of Asset Finda (Asset Management System) and GIS (Map Info) Implementation. Now expected to be fully implemented late 2022	Director Engineering



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	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%		Not progressed, will be undertaken in 2022/23	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 2022/23.	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%		No suitable grants were identified in the 2021-2022 financial year.	Director Environment & Planning


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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
4.1.5.1	Develop and implement a street tree plan for each town and village	Map all street trees in towns and villages on Council's GIS mapping system	0%	●	It is proposed that this project will be undertaken in 2022/23	Director Engineering



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	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	90%		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. IWCM completion has been delayed, now due for completion in Oct 2022	Director Engineering


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
4.1.8.1	Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful Submit funding applications for Jindera and Walla Walla	100%		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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	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	100%		A workshop was undertaken which provided an indication of possible costs to provide an organic service. The cost will finally be ascertained as part of the new waste collection tender process.	Director Environment & Planning
		Develop a sustainable purchasing policy to ensure procurement of material containing recycled content	0%		As a result of unprecedented workloads in other areas this matter has not progress in 2021-2022.	Director Environment & Planning


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
4.3.2.1	Continue to improve and monitor the management of onsite effluent disposal within the shire	Implement the On Site Sewerage Management (OSSM) Policy	50%		Council staff engaged in this activity ceased employment during the period. New staff requiring additional training have been employed however this function has been done at reduced levels over the period.	Director Environment & Planning

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	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 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, lodged and approved. Jindera has been delayed by Covid issues	Director Engineering

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4.3.4.1	Continue to support effective weeds management (private and public lands)	Actively participate in the Murray Weed Action Plan	100%		Council continues to participate in the implementation of the Murray Weed Action Plan.	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	100%		A total of 57 property inspections were undertaken during the 2021/2022 year	Director Environment & Planning

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
4.3.5.1	Investigate opportunities to reduce the energy and water costs at Council's sporting facilities	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	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

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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	100%		Works identified in the Drinking Water Management Plan as updated each year, are being implemented as detailed in the plan timelines	Director Engineering

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Responsibility
4.3.7.1	For Council to be proactive in relation to environmental management practices	Promote household hazardous waste collection at a number of sites across the shire (program being run by RivJO in 2019/2020)	0%		The EPA has not provided a hazardous waste collection over the period.	Director Environment & Planning