



# Greater Hume Council

**Council Quarterly Review to 30 September 2019**

Q1, 2019/2020

# 1: Leadership and Communication

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

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

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

| DP Action Code | DP Action  | Action   | Progress | 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updates service                 | Continue structured policy review process  | 25%      | Nine policies updated or rescinded up to 30 September 2019   | Director Corporate & Community Services |
| 1.1.1.2        | Modify the structure of Council's budget to align with the themes and strategies established in Council's IP&R planing documents | Review budget process and commence development of a new budget structure to align with IP&R planning documents | 25%      | Structure of Council's budget continues to be refined and improved. The matter was considered as part of the 2019/2020 budget process however no provision has been made for the purchase of dedicated budgeting software. Management will endeavour to achieve alignment via the existing spreadsheet based budget. | Director Corporate & Community Services |
| 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%     | Financial Statements completed and lodged with all statutory requirements met  | Director Corporate & Community Services |

| DP Action Code | DP Action  | Action   | Progress | Comments   | Responsibility                          |
|----------------|--|--|----------|--|---|
|                |  | Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements | 100%     | LTFP updated in line with adopted 2019/2020 budget   | Director Corporate & Community Services |
|                |  | Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised                                  | 100%     | Future loan borrowings adopted as part of budget adoption process. Potential increases to current borrowings will be considered if other projects arise, subject to Council endorsement. | Director Corporate & Community Services |
| 1.1.1.4        | Actions and strategies detailed in Council's IP&R plans are implemented and status reviews presented to Council on a quarterly basis | IP&R status reports presented to Council on quarterly basis  | 25%      | Achieved and ongoing. Report to 300 June presented to the September meeting of Council.  | General Manager                         |
| 1.1.1.5        | Implement effective governance strategies  | Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan  | 25%      | Initiatives continued to be implemented on an ongoing basis.   | General Manager                         |
| 1.1.1.6        | Maintain effective and open complaints handling processes  | Undertake effective investigation and resolution of complaints   | 25%      | Customer Action Request reports submitted to Council monthly. Staff continually working on ways to improve responsiveness and reporting.   | Director Corporate & Community Services |

| DP Action Code | DP Action  | Action   | Progress | Comments   | Responsibility  |
|----------------|--|--|----------|--|-----------------|
| 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 | 25%      | Risk Management Plan continually under review for opportunities for improvement. Three award nominations submitted with one highly commended (2nd place) received. | General Manager |
| 1.1.1.8        | Implement organisation wide service and efficiency reviews   | Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan   | 0%       |  | General Manager |

**1.1.2: Council is responsive to community needs and priorities**

| DP Action Code | DP Action   | Action  | Progress | Comments  | Responsibility  |
|----------------|---|---|----------|---|---|
| 1.1.2.1        | Engagement by Council to demonstrate Council leadership   | Continued implementation of the GHSC Communication Plan   | 25%      | Ongoing implementation. Membership of IAP renewed in the quarter. | Executive Assistant Governance and Economic Development |
| 1.1.2.2        | Improve community attendance at Council meetings and provide greater contact with local councillors | Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website | 25%      | Achieved and ongoing.   | General Manager   |
|                |   |   |          |   |   |

| DP Action Code | DP Action   | Action   | Progress | Comments  | Responsibility  |
|----------------|---|--|----------|---|-----------------|
| 1.1.2.3        | Improve community attendance at Council Meetings and provide greater contact with local councillors | Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook | 50%      | Council meetings to be held at Henty (November) and Lankeys Creek (March) | General Manager |

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

| DP Action Code | DP Action  | Action   | Progress | Comments  | Responsibility  |
|----------------|--|--|----------|---|-----------------|
| 1.1.3.1        | Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments | Lobby State and Federal politicians on issues of importance to our community | 25%      | Representations made on a number of issues including Developer Contributions, Election costs and the Emergency Services levy. | General Manager |

**1.1.4: Strong relationships and effective partnerships**

| DP Action Code | DP Action  | Action   | Progress | Comments  | Responsibility  |
|----------------|--|--|----------|---|-----------------|
| 1.1.4.1        | Lobby Australian and State governments for increased funding | Meet with local Australian and State government parliamentarians at least annually | 0%       | Formal meetings not held at this time.                                | General Manager |
|                |  | Actively participate in Local Government NSW Annual Conference                     | 100%     | The Deputy Mayor and one Councillor along with the Director Corporate | General Manager |

| DP Action Code | DP Action  | Action  | Progress | Comments   | Responsibility  |
|----------------|--|---|----------|--|-----------------|
|                |  |   |          | and Community Services attended.   |                 |
| 1.1.4.2        | Cooperatively work with surrounding councils to identify where resources and costs can be shared | Continue as an active participant in REROC / JO initiatives   | 25%      | All meetings of RivJo and REROC attended. GM has continued to serve on the Executive of REROC.       | General Manager |
|                |  | Continue current programs.<br>Joint spray sealing contract procured<br>AlburyCity - waste - museums<br>Lockhart - Road Safety Officer, Youth Officer, Joint Spray Seal Operator | 25%      | Council maintains strong relationships with neighbouring Councils, particularly Lockhart and Albury. | General Manager |

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

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

| DP Action Code | DP Action                                  | Action   | Progress | Comments  | Responsibility  |
|----------------|--|--|----------|---|---|
| 1.2.1.1        | Implement the planned community engagement | Maintain membership of community engagement peak bodies and networks | 25%      | IAP 2 membership renewed. No attendance at network events this quarter. | Executive Assistant Governance and Economic Development |

| DP Action Code | DP Action  | Action   | Progress | Comments   | Responsibility  |
|----------------|--|--|----------|--|---|
|                | processes using various communication strategies | Relevant staff to undertake IAP2 and/or other community engagement training  | 0%       | No action this quarter due to other priorities   | Executive Assistant Governance and Economic Development |
|                |  | Councillors training plan includes IAP2 community engagement training module   | 0%       | No action first quarter. Councillors Training Plans being developed in the second quarter.   | Executive Assistant Governance and Economic Development |
|                |  | Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content             | 0%       |  | Executive Assistant Tourism & Promotion                 |
|                |  | Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas | 0%       | Utilising Have Your Say page on website for public exhibition of strategies and plans, proposal to alter ward boundaries. Complementary posts to social media Facebook page. | Executive Assistant Governance and Economic Development |

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

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

| DP Action Code | DP Action   | Action   | Progress | 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.  | <p>Invite volunteers to present information about their work to council</p> <p>Seek out opportunities to support welfare work through funding, special grants &amp; material aid</p>     | 0%       |   | 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. | 25%      | Ongoing consultation with high schools continuing and the number of young people participating in the Youth Committee is increasing | Director Corporate & Community Services |



| DP Action Code | DP Action  | Action   | Progress | Comments  | Responsibility             |
|----------------|--|--|----------|---|----------------------------|
| 1.3.1.3        | Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP) | Promote NSW Carers Charter and Carers rights to GHSC Staff   | 0%       |   | Manager Community Services |
|                |  | Progressively audit Council functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements | 0%       |   | Manager Community Services |
|                |  | Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)  | 0%       |   | Director Engineering       |
|                |  | All new signage is compliant with the provisions of the Disability Inclusion Act   | 0%       |   | Director Engineering       |
|                |  | Review GHSC employment HR policy and processes for inclusiveness   | 10%      | Review of Recruitment & Selection policy has commenced. Revised policy to be presented to February 2020 council meeting | Corporate Services Manager |
|                |  | Include inclusiveness in the Workplace Inspirations Day  | 0%       | Preparations have commenced for Work Inspiration Day  | General Manager            |

| DP Action Code | DP Action | Action  | Progress | Comments                  | Responsibility             |
|----------------|-----------|---|----------|---------------------------|----------------------------|
|                |           |   |          | scheduled for 18 October. |                            |
|                |           | Customer Service Staff are aware of the resources needed to respond to PwD/Carers         | 0%       |                           | Manager Community Services |
|                |           | GHSC Policies and procedures reflect the needs of PwD/Carers                              | 0%       |                           | Manager Community Services |
|                |           | Criteria for Council Community grants includes diversity, accessibility and inclusiveness | 0%       |                           | Manager Community Services |
|                |           | Support and resource DIAP reference group   | 0%       |                           | Manager Community Services |

## 2: Healthy Lifestyle

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

### 2.1: Welcoming, resilient and involved communities

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

| DP Action Code | DP Action  | Action  | Progress | 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 the shire | 0%       |  | Executive Assistant Tourism & Promotion        |
| 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        | 30%      | <p>Actions implemented from the annual youth plan include:</p> <p>July 19 School holidays activity - Chocolate and Chills excursion to Junee Licorice Factory and Monte Cristo Homestead - Most Haunted House In Australia. 20 young people participated</p> <p>In July 19 the Department of Fair Trading providing a Revved Up program at Billabong High School organised by GHC Youth Services</p> <p>In August 19 the REROC</p> | Library and Youth Services Development Officer |

| DP Action Code | DP Action  | Action  | Progress | Comments   | Responsibility                                 |
|----------------|--|---|----------|--|--|
|                |  |   |          | <p>Take Charge Forum was held at Charles Sturt University. Youth Services Emily Jones attended and assisted the REROC team on the day. Billabong High School attended the Forum.</p> <p>September 19 School holidays activity - 20 young people enjoyed and excursion to the Indoor Rock Climbing Centre in Albury</p> |  |
| 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 | 0%       | Planned meetings have been held with both Billabong High School and St Paul's College to discuss the Stronger Country Community Grant submission Adulting 101. Both schools fully support this grant submission and have provided letters of support. If the grant submission is successful meeting with schools and   | Library and Youth Services Development Officer |

| DP Action Code | DP Action   | Action   | Progress | Comments   | Responsibility             |
|----------------|---|--|----------|--|----------------------------|
|                |   |  |          | <p>GHC Youth Services are planned to ensure the programs in the grant for students are placed in the school calendars for 2020 - 2022.</p> <p>The annual Youth Inspiration Day is planned for 18 October with 10 students from both Billabong High School and St Paul's College Walla Walla attending.</p> <p>Billabong High School participated in the 2019 REROC Take Charge Forum held at Charles Sturt University in August.</p> |                            |
| 2.1.1.4        | Recognise the contribution of volunteers in communities and assist with recruitment and retention | In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers                 | 0%       |  | Manager Community Services |
|                |   | Work Health & Safety volunteer induction and training provided   | 0%       | Training provided bi annually  | General Manager            |
|                |   | Provide advice and support to volunteer community organisations in governance and financial management | 0%       |  | Corporate Services Manager |

2.1.2: Local education and local career opportunities

| DP Action Code | DP Action   | Action   | Progress | Comments  | Responsibility                          |
|----------------|---|--|----------|---|---|
| 2.1.2.1        | GHC to lead and exercise responsibility as an equal opportunity employers and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability. | Review the application of EEO principles across all areas of council | 0%       | Some work has commenced in relation to the development of an updated EEO Management Plan and will remain a high priority for the People & Culture Officer during 2019/2020  | Director Corporate & Community Services |
|                |   | Continue to support traineeships for local young people              | 25%      | Council has engaged Trainees / Cadets in the areas of Water & Wastewater, Children Services and Finance. Investigations have commenced in relation to the engagement of school students under the School Bases Traineeship program. | Director Corporate & Community Services |
|                |   | Participate in regional youth focused mentoring programs             | 0%       |   | Manager Community Services              |
| 2.1.2.2        | Work with TAFE and other Registered Training Organisations to provide entry   | Continue to support VET providers in the local community.            | 0%       |   | Manager Community Services              |

| DP Action Code | DP Action   | Action   | Progress | Comments | Responsibility             |
|----------------|---|--|----------|----------|----------------------------|
|                | level certificates and qualifications locally.  |  |          |          |                            |
| 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 | 0%       |          | Manager Community Services |

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

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

| DP Action Code | DP Action   | Action   | Progress | Comments | Responsibility             |
|----------------|---|--|----------|----------|----------------------------|
| 2.2.1.1        | Facilitate mental and physical health awareness information | Partner with community organisations and health services to deliver a mental health program in October each year | 0%       |          | Manager Community Services |
|                |   | List health and wellbeing events and links to community health services on the GHSC website                      | 0%       |          | Manager Community Services |
| 2.2.1.2        | Greater Hume Shire Council becomes a health promoting shire | GHSC supports and approves the actions of the Community Health and Wellbeing Alliance                            | 0%       |          | Manager Community Services |
|                |   | Undertake a review of the Community Health & Wellbeing Plan  | 0%       |          | Manager Community Services |

| DP Action Code | DP Action  | Action   | Progress | Comments | Responsibility             |
|----------------|--|--|----------|----------|----------------------------|
| 2.2.1.6        | Develop partnerships with local health services to plan & implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) & active community (physical activity promotion and nutrition). | Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs | 0%       |          | Manager Community Services |

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

| DP Action Code | DP Action  | Action  | Progress | Comments   | Responsibility                                 |
|----------------|--|---|----------|--|--|
| 2.2.2.1        | Provide training and mentoring opportunities for young leaders | Implement a young leaders training and mentoring action program | 30%      | The Greater Hume Youth Officers have applied for the next round of the Stronger Country Community Grants with the project Adulthood 101: Young People in the Greater Hume Council becoming resilient young adults. This project will provide young people living in the Greater Hume Council aged 12 -25 years the basic life skills to make a successful transition to life after home and school. The project will be rolled out | Library and Youth Services Development Officer |



| DP Action Code | DP Action | Action | Progress | Comments   | Responsibility |
|----------------|-----------|--------|----------|--|----------------|
|                |           |        |          | of 3 years and will include working closely with both Billabong High School and St Paul's College Walla Walla students providing training and mentoring for the students. If successful the youth leadership training plan will comprise of the Adulting 101 programs. |                |

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

| DP Action Code | DP Action  | Action   | Progress | 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 | 0%       |  | 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            | 0%       |  | Manager Community Services              |
|                |  | Monitor operations of centre based Henty and Walla Walla Children Services   | 25%      | Henty and Walla Walla centres are operating effectively with enrollments | Director Corporate & Community Services |

| DP Action Code | DP Action | Action | Progress | Comments                                | Responsibility |
|----------------|-----------|--------|----------|---|----------------|
|                |           |        |          | at Walla Walla increasing significantly |                |

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

| DP Action Code | DP Action   | Action  | Progress | Comments | Responsibility             |
|----------------|---|---|----------|----------|----------------------------|
| 2.2.4.1        | Establish effective local community transport options | Support the ongoing Community Transport Reference Group and provide advocacy where required | 0%       |          | Manager Community Services |

**2.2.5: Advocate for safe work practices and employment standards**

| DP Action Code | DP Action  | Action  | Progress | 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 | 25%      | Implementation of actions from the Workforce Management Plan is a key priority and it is expected that key actions will be implemented over the 2019/2020 year | Director Corporate & Community Services |
| 2.2.5.2        | Provide a safe work environment  | Integrated risk management system developed and implemented | 25%      | Risk Management System continually reviewed and improved where practicable. Quarterly meetings continue to be held.  | 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  | Progress | 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. | 0%       |          | Manager Community Services |

2.4: Our residents feel safe

2.4.1: Street lighting is effective and energy efficient

| DP Action Code | DP Action  | Action   | Progress | 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                                 | 0%       |          | Director Engineering |
| 2.4.1.2        | Expand the utilisation of solar powered and LED technology in streetlighting | Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights | 0%       |          | Director Engineering |

2.4.2: Implement Council's Road Safety Strategy

| DP Action Code | DP Action  | Action   | Progress | 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 | 0%       |          | Director Engineering |

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

| DP Action Code | DP Action  | Action  | Progress | Comments | Responsibility       |
|----------------|--|---|----------|----------|----------------------|
| 2.4.3.1        | Council to investigate opportunities and invest in liveability infrastructure such as recreation facilities, cycleways, footpaths, recreational walking tracks | Implement actions from existing four year cycle ways plan | 0%       |          | Director Engineering |
|                |  | Implement actions from existing capital works program     | 0%       |          | Director Engineering |

2.5: Council provides learning and development opportunities for all

2.5.1: Community spaces allow our residents to learn and engage

| DP Action Code | DP Action  | Action  | Progress | 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 | 30%      | Local Government Week was celebrated on the Mobile Library in July with the Mayor Heather Wilton reading a storytime to students from Walla Walla Public Schools. Tech Savvy Seniors courses are planned to be held on the Mobile Library in early 2020. Storytime will be held at the Walla Walla Children's Services on Tuesday 12 November. Library Little Book Nooks have been established in Walla Walla at the local Coffee Shop, Lieschke Motors and plans for one are underway to be established at the Walla Walla Children's Service Centre. The new Jindera Library is progressing well with statistics increasing each month and Bookweek and holiday programs all having a high participation rate. | Library and Youth Services Development Officer |
|                |  | Create and promote traditional and online library services                          | 30%      | In July a community outreach program was held at Walla Walla Public School on the Mobile Service, the next program will be held in November at the Walla Walla Children's Services. Both programs promote storytime and the importance of literacy. In early 2020 Tech Savvy Seniors a online  | Library and Youth Services Development Officer |

| DP Action Code | DP Action | Action   | Progress | Comments   | Responsibility                                 |
|----------------|-----------|--|----------|--|--|
|                |           |  |          | <p>technology course will be presented on the following dates.</p> <p>30/03/2020 9.30am -11.30am<br/>Walla Walla (Mobile Bus)<br/>Introduction to computers</p> <p>6/04/2020 9.30am -11.30am<br/>Walla Walla (Mobile Bus)<br/>Introduction to Ipads</p> <p>20/04/2020 9.30am -11.30am<br/>Walla Walla (Mobile Bus)<br/>Introduction to Email - Part 1</p> <p>27/04/2020 9.30am -11.30am<br/>Walla Walla (Mobile Bus)<br/>Introduction to Social Media - Part 1</p> <p>4/05/2020 9.30am -11.30am<br/>Walla Walla (Mobile Bus)<br/>Introduction to Internet - Part 2</p> |  |
|                |           | Investigate and implement new and innovative programs in Council's libraries | 30%      | <p>The following children and youth programs have been presented since July 19 - September 19</p> <p>Jindera Library</p> <ul style="list-style-type: none"> <li>The July school holiday program for the Jindera Library was</li> </ul>   | Library and Youth Services Development Officer |

| DP Action Code | DP Action  | Action   | Progress | Comments  | Responsibility                                 |
|----------------|--|--|----------|---|--|
|                |  |  |          | <p>Chinese Dragons and Virtual Reality. 20 young people attend.</p> <p>Henty Library</p> <ul style="list-style-type: none"> <li>The July school holidays program held at the Henty Library was the movie Mary Poppins. Twenty young people attended</li> </ul> <p>Holbrook Library</p> <ul style="list-style-type: none"> <li>July school holidays included a Wobblebot program - 16 children participating in constructing their own Wobblebot and had fun making emoji fridge magnets and also Virtual Reality</li> </ul> <p>Culcairn Library</p> <ul style="list-style-type: none"> <li>On Monday 8 July the school holiday program was Ballerinas. The program had a total of 17 participants.</li> </ul> |  |
|                |  | Promote existing programs to increase library participation                          | 0%       |   | Library and Youth Services Development Officer |
| 2.5.1.2        | Create an environment that attracts and enables caring and qualified staff | Library staff to attend a minimum of two training information days with RRL annually | 0%       |   | Library and Youth Services Development Officer |

## 3: Growth and Sustainability

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

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

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

| DP Action Code | DP Action  | Action  | Progress | Comments   | Responsibility  |
|----------------|--|---|----------|--|---|
| 3.1.2.1        | Promote industrial development to enhance employment opportunities         | Promote the existing industrial land development at Holbrook and Jindera                | 25%      | Strong interest in the Jindera Industrial Estate continues to be strong. Reasonable level of enquiry for the Holbrook Industrial Estate.   | General Manager   |
|                |  | Assess development opportunities for industrial land development elsewhere in the shire | 50%      | Jindera Industrial Estate Signage program commenced in this quarter. Will be finalised and completed 2nd quarter. Very good take up by tenants of Jindera Industrial Estate. Awaiting DA approval for entrance monument sign prior to commissioning the construction of large tenant signage and monument signage. | Executive Assistant Governance and Economic Development |
| 3.1.2.2        | Encourage and support local businesses to enhance employment opportunities | Implement Stage 3 Buy Local in Greater Hume campaign                                    | 35%      | Stage 3 investigated a EFTpos Gift Card initiative for use in Greater Hume, but unfortunately due to insufficient take-up by spend   | Executive Assistant Governance and Economic Development |



| DP Action Code | DP Action | Action  | Progress | Comments   | Responsibility  |
|----------------|-----------|---|----------|--|---|
|                |           |   |          | points and load up points across the shire, project has not progressed. A fresh print run of Buy Local in Greater Hume Business Directory will be undertaken in the third quarter. Buy Local Signage was been refreshed in 3 of 5 towns of the shire, with signage at Walla Walla and Jindera yet to be installed.   |   |
|                |           | Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available | 25%      | Vendor Panel continues to be expanded which will provide greater opportunities for local suppliers and contractors whilst also achieving best value for Council.   | General Manager   |
|                |           | Promote and support business mentoring and training services  | 50%      | First Business After Hours event scheduled for 29 October, to be held at Culcairn Hotel. Council is presenting this function in conjunction with the Business Connect team based in Albury. The event has been actively marketed to the database, with good take up, it is expected an attendance of between 40 to 50 people to attend the event. Email marketing, | Executive Assistant Governance and Economic Development |

| DP Action Code | DP Action   | Action  | Progress | Comments  | Responsibility  |
|----------------|---|---|----------|---|---|
|                |   |   |          | SMS alerts and the use of Eventbrite booking system has been utilised to promote the event. Guest speaker Justin Herald has been engaged to be the guest speaker. Funded by Council, BEC and NSW grant funds.                     |   |
| 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    | 30%      | Promotion of the buy local message continues in Spring issue of community newsletter. Compliation of business survey will be completed in second quarter with results communicated via the next issue of the business newsletter. | Executive Assistant Governance and Economic Development |
| 3.1.2.4        | Review the provision of Council's services and take action to address services that impede the smooth operation of local businesses | Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility | 0%       |   | Director Environment & Planning                         |
| 3.1.2.5        | Council look for opportunities to address organic material in the waste stream  | Investigate funding opportunities to process organic materials  | 0%       |   | Director Environment & Planning                         |

3.2: Our towns and villages are revitalised

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

| DP Action Code | DP Action  | Action   | Progress | 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   | 0%       |          | 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  | 0%       |          | Manager Community Services      |
|                |  | Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans   | 0%       |          | Manager Community Services      |
| 3.2.1.3        | For Council to lead the strategic direction for each town and village  | Develop a community development charter and facilitate community workshops in individual towns and villages with a view to reviewing current or developing plans | 0%       |          | Manager Community Services      |

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

| DP Action Code | DP Action                          | Action  | Progress | Comments   | Responsibility  |
|----------------|------------------------------------|---|----------|--|---|
| 3.2.2.1        | Promote residential development    | Investigate the cost of residential land developments   | 25%      | 7 Lot residential estate at Walla Walla complete. Planning to acquire land at Culcairn has commenced.  | General Manager   |
|                |                                    | Investigate the cost of construction for residential land developments and initiate where approved by Council | 25%      | Planning for a residential estate at Culcairn has commenced.   | General Manager   |
| 3.2.2.2        | Attract new residents to the shire | Continue partnership with Country Change program auspiced by RDA Riverina                                     | 25%      | Council has committed to Country Change for 2019/2020. Resident Attraction Strategy is a key action for this officer for 2020.                                   | Executive Assistant Governance and Economic Development |
|                |                                    | Develop new resident attraction strategy and collatorals  | 15%      | New Resident Attraction Strategy a key action for 2020. Have commenced new photography bank for this project. Preliminary costings for print collatoral to hand. | Executive Assistant Governance and Economic Development |

3.3: Increased number of visitors enjoy our shire

3.3.1: Develop a local tourism operator forum and strategy

| DP Action Code | DP Action  | Action   | Progress | 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.             | 0%       |          | Executive Assistant Tourism & Promotion |
|                |  | Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level. | 0%       |          | Executive Assistant Tourism & Promotion |
|                |  | Identify and develop interpretational signage for towns/villages, attractions and historical areas.  | 0%       |          | Executive Assistant Tourism & Promotion |
|                |  | Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.                        | 0%       |          | Executive Assistant Tourism & Promotion |
|                |  | Create an ambassador/famil program and develop workshops to promote the visiter experience.  | 0%       |          | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action  | Progress | Comments | Responsibility                          |
|----------------|-----------|---|----------|----------|---|
|                |           | Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils   | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           | Redevelopment of visitgreaterhume.com.au through OpenCities including ATDW and corporate pages.   | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           | 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.            | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           | Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as twitter, Google maps, YouTube, Instagram and Pinterest. | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           | Develop self drive and walk/bike/ride tour itineraries incorporating historicial and environmental attractions in towns/villages and shire.   | 0%       |          | Executive Assistant Tourism & Promotion |

| DP Action Code | DP Action | Action   | Progress | Comments | Responsibility                          |
|----------------|-----------|--|----------|----------|---|
|                |           | Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either tourism staff or operators.   | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           | 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 | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           | History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.                   | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           | Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodie Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.                   | 0%       |          | Executive Assistant Tourism & Promotion |
|                |           |  |          |          |   |

| DP Action Code | DP Action | Action  | Progress | Comments | Responsibility                          |
|----------------|-----------|---|----------|----------|---|
|                |           | Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program. | 0%       |          | Executive Assistant Tourism & Promotion |



## 4: Good infrastructure and facilities

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

### 4.1: Infrastructure and facilities meet the needs of our communities

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

| DP Action Code | DP Action  | Action   | Progress | Comments   | Responsibility  |
|----------------|--|--|----------|--|---|
| 4.1.1.1        | Identify opportunities for external grant funding                                    | Seek grant opportunities and advertise on Council's website  | 20%      | Officer has submitted grant funding via Riverina Water Community Grants for The Red Bow Project for 3 of the 5 towns of Greater Hume, during the quarter. Officer working with community development committees to explore funding opportunities under Inland Rail Community funding during the quarter. | Executive Assistant Governance and Economic Development |
|                |  | Council actively seeks and applies for grant funding for non-budgeted identified priority projects | 25%      | Applications for Stronger Country Communities and Fixing Country Roads commenced.  | General Manager   |
| 4.1.1.2        | Ensure investment in the upgrade of roads infrastructure is targeted and prioritised | Review and implement Council's Roads Strategy  | 0%       |  | Director Engineering                                    |

| DP Action Code | DP Action   | Action  | Progress | Comments | Responsibility       |
|----------------|---|---|----------|----------|----------------------|
|                |   |   |          |          |                      |
|                |   | Continue to collect and record asset data in order to inform current and future asset management strategies and plans | 0%       |          | Director Engineering |
| 4.1.1.4        | Develop an Integrated Asset Management Plan for all of Council's assets | Review the Asset Management Policy  | 0%       |          | Director Engineering |

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

| DP Action Code | DP Action   | Action  | Progress | Comments | Responsibility       |
|----------------|---|---|----------|----------|----------------------|
| 4.1.2.1        | Support with long term planning and maintenance at recreation grounds                       | Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options | 0%       |          | 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%       |          | Director Engineering |

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

| DP Action Code | DP Action   | Action  | Progress | 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 | 0%       |          | Manager Community Services |

4.1.5: Improve streetscapes of our towns and villages

| DP Action Code | DP Action  | Action   | Progress | Comments | Responsibility       |
|----------------|--|--|----------|----------|----------------------|
| 4.1.5.1        | Develop and implement a street tree plan for each town and village | Map all street trees in towns and villages on Council's GIS mapping system | 0%       |          | Director Engineering |

4.1.6: Expand waste water strategies into villages

| DP Action Code | DP Action   | Action  | Progress | Comments | Responsibility       |
|----------------|---|---|----------|----------|----------------------|
| 4.1.6.1        | Investigate and develop concept designs for waste water collection and treatment in Gerogery and Woomargama and Burrumbuttock | Scope and cost schemes in each of the identified villages | 0%       |          | Director Engineering |

4.1.7: Develop a Storm Water Capital Works Program

| DP Action Code | DP Action  | Action                            | Progress | Comments | Responsibility       |
|----------------|--|-----------------------------------|----------|----------|----------------------|
| 4.1.7.1        | Develop an Asset Management Plan for stormwater assets | Develop and Asset Management Plan | 0%       |          | Director Engineering |

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

| DP Action Code | DP Action  | Action   | Progress | 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 | 0%       |          | Director Engineering |

4.3: We minimise the impact on the environment

4.3.1: Waste Management Strategy incorporates recycling and carbon reduction actions

| DP Action Code | DP Action  | Action   | Progress | 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 2018-2023 | 0%       |          | Director Environment & Planning |

4.3.2: On-site Sewerage Management systems are environmentally sustainable

| DP Action Code | DP Action   | Action  | Progress | 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 | 0%       |          | Director Environment & Planning |

4.3.3: Best practice waste water management

| DP Action Code | DP Action   | Action  | Progress | Comments | Responsibility       |
|----------------|---|---|----------|----------|----------------------|
| 4.3.3.1        | Manage waste water and effluent in a sustainable manner | Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire | 0%       |          | Director Engineering |

4.3.4: Best practice weed management

| DP Action Code | DP Action   | Action  | Progress | Comments | Responsibility                  |
|----------------|---|---|----------|----------|---------------------------------|
| 4.3.4.1        | Continue to support effective weeds management (private and public lands) | Actively participate in the Murray Weed Action Plan | 0%       |          | Director Environment & Planning |

| DP Action Code | DP Action | Action  | Progress | Comments | Responsibility                  |
|----------------|-----------|---|----------|----------|---------------------------------|
|                |           | Undertake inspections on private and public land to detect and assess weed infestations | 0%       |          | Director Environment & Planning |

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

| DP Action Code | DP Action   | Action  | Progress | 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                              | 0%       |          | Director Engineering            |
| 4.3.5.2        | Develop an energy efficiency plan for all Council assets and facilities including Council's small plant fleet | Undertake an energy efficiency upgrade at Council facilities nominated within the 2019/2020 operational budget. Swimming Pools, Sewer Pump Stations | 0%       |          | Director Environment & Planning |

4.3.6: Manage water resources and water quality responsibly

| DP Action Code | DP Action   | Action  | Progress | 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 2017/2018 | 0%       |          | Director Engineering |

4.3.7: Manage and protect significant environmental assets across the shire

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