



Greater  
Hume  
Council

## Quarterly Management Report

Q1, 2018/2019

# 1: Leadership and Communication

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

Leadership and advocacy is demonstrated and encouraged in our communities

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.1.1	Establish and implement a structured policy review process including subscription to legislative updates service	Design, document and implement a structured policy review process	25%	Policy review schedule developed with at least two policies to be reviewed and presented to Council each month	Director Corporate & Community Services
1.1.1.2	Modify the structure of Council's budget to align with the themes and strategies established in Council's IP&R planning documents	Review budget process and commence development of a new budget structure to align with IP&R planning documents	10%	Investigations are underway into the purchasing of dedicated budget management software which will enable higher level analytical reporting and alignment with IP&R structure. The matter will be further considered as part of the 2019/2020 budget process	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	50%	Annual financial statements completed and lodged with office of Local Government within required timeframe. Quarterly budget reviews will be completed and reported to Council as required.	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	100%	Long Term Financial Plan updated in line with adoption of 2018/2019 - 2022/2023 budget cycle.	Director Corporate & Community Services
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	50%	Future loan borrowings adopted as part of budget adoption process. Potential increases to current borrowings will be considered if other projects arise, subject to Council endorsement.	Director Corporate & Community Services
1.1.1.4	Actions and strategies detailed in Council's IP&R plans are implemented and status reviews presented to Council on a quarterly basis	IP&R status reports presented to Council on quarterly basis	25%	Achieved and ongoing.	General Manager
1.1.1.5	Implement effective governance strategies	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	25%	Update report submitted to August Council meeting including setting topics for next two service reviews; IT and Library Services.	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	Comment	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	0%	Implementation and continuing improvement of the Risk Management Plan continuing.	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	25%	Resolved at August meeting to undertake service reviews on IT and Library Services.	General Manager

Council is responsive to community needs and priorities

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.2.1	Engagement by Council to demonstrate Council leadership	Develop and implement the GHSC Communication Plan	0%	No further action this 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
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	25%	Resolved at the September meeting that the November meeting will be held in Walla Walla and the March meeting at Carabost.	General Manager
1.1.2.4	Provide Councillors with support and training to ensure their ongoing professional development	Continue to implement the councillor professional development program	0%	Councillor and Professional Development Guidelines have been released. A formal report will be presented to Council will Regulations to support the guidelines come into force.	General Manager

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.2.5	Provide opportunities and actively encourage younger people to join community groups	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	30%	Plans underway for the annual meeting training with a meeting coach Grace Stein. The Youth Advisory Committee will attend in November a Council meeting presenting activities undertaken in the last financial year which will also provide members with	Library and Youth Services Development Officer
1.1.2.6	Improve leadership in community groups to facilitate greater accountability from community groups that manage Council's assets	Review current Management Committee Manual and provide refresher training to management committees as required	90%	Management Committee Guidelines reviewed and updated. Workshops to be conducted in November 2018.	Corporate Services Manager
1.1.2.7	Recognise community leaders and their efforts and encourage others in the community to take up leadership roles	Recognise community leaders through Australia Day awards	25%	Currently calling for Australia Day nominations for 2019 and planning Australia Day at Walla Walla.	Executive Assistant Tourism & Promotion

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.3.1	Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments	Participate in funding opportunities to resource significant community projects and infrastructure	25%	Major funding applications submitted for the Holbrook Sporting Complex Upgrade (three) and the Henty Rail Crossing Relocation.	General Manager

Strong relationships and effective partnerships

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.4.1	Lobby Australian and State governments for increased funding	Meet with local Australian and State government parliamentarians at least annually	0%	No formal meeting held this financial year.	General Manager
		Actively participate in Local Government NSW Annual Conference	0%	As this years conference is being held in Albury six Councillors, the General Manager and two Directors have registered to attend.	General Manager
1.1.4.2	Cooperatively work with surrounding councils to identify where resources and costs can be shared	Continue as an active participant in REROC / JO initiatives	25%	Active participation continuing. General Manager continues to be Convenor of the Workforce Development Group.	General Manager
		Continue to host the Road Safety Officer and Youth programs on a shared basis with Lockhart Shire Council	25%	Arrangement continuing.	General Manager



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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.2.1.1	Implement the planned community engagement processes using various communication strategies	Maintain membership of community engagement peak bodies and networks	25%	Staff attended Leadership forum in August at Holbrook	Executive Assistant Governance and Economic Development
		All councillors and relevant staff to undertake IAP2 and/or other community engagement training	0%	No further action this quarter	Executive Assistant Governance and Economic Development
		Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	25%	Currently developing the Spring/Summer 2018 Newsletter to go out early December.	Executive Assistant Tourism & Promotion
		Develop a new Greater Hume Shire Council website including a dedicated Have Your Say portal which is compliant with accessibility standards	25%	Currently developing new website for Greater Hume Council, to go live end of Nov/early Dec 2018.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	25%	Reference group established for Culcairn and Jindera Skate Parks projects during July	Executive Assistant Governance and Economic Development

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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.3.1.1	Acknowledge all volunteers and those providing welfare, and genuinely engage them in council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged.	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid	20%	To be organised as part of Volunteer week in May 2019 and have reporting to Council included for May 2019 meeting.	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
1.3.1.3	Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	Promote NSW Carers Charter and Carers rights to GHSC Staff	25%	Council customer service staff have undertaken training for the National Relay Service and ongoing training and awareness is scheduled for 2019	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Annual all staff function to include accessibility and inclusiveness service provision training	0%	Next All Staff function planned for 14 August 2019 to incorporate a presentation from the Resilience Project team.	General Manager
		Continue to audit Shire functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements	10%	No further action in 2018/2019 however further enhancement of audits previously undertaken will implemented when resources are available	Manager Community Services
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	100%	Engineering Staff applying principles of the Disability and Inclusion Act in all projects being undertaken	Director Engineering
		All new signage is compliant with the provisions of the Disability Inclusion Act	100%	All new signage is checked to ensure it is compliant with Disability Inclusion Act prior to installation	Director Engineering
		Review GHSC employment HR policy and processes for inclusiveness	20%	Policy review program developed with two policies to be reviewed and presented to Council monthly	Corporate Services Manager

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning	25%	There has been a particular focus on recruiting young people to Council over the past twelve months.	General Manager
		Advocate and encourage local business and industry to establish a diverse workforce	25%	The Winter edition of Business News included an article regarding accessibility for retail businesses	Executive Assistant Governance and Economic Development
		Include inclusiveness in the Workplace Inspirations Day	0%	Work Inspiration Day scheduled for Friday 26 October.	General Manager
		Customer Service Staff are aware of the resources needed to respond to PwD/Carers	100%	Training completed in 2017/2018 however ongoing refresher training will be implemented	Manager Community Services
		GHSC Policies and procedures reflect the needs of PwD/Carers	20%	Policy template to be reviewed during 2018/2019	Manager Community Services
		Criteria for Council Community grants includes diversity, accessibility and inclusiveness	100%	The following criteria has been added to the community grant application "The program aims to enhance the range, availability and quality of community facilities, including a particular focus on access and inclusion for all."	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Review volunteer policies and processes to include PwD	90%	Councils Volunteer Manual updated to include PwD. Workshops conducted at end of October 2018.	Corporate Services Manager
		Support and resource DIAP reference group	5%	Plan to be reviewed as part of annual reporting and to be reported in annual report and to community in week of 3 December. Plan for Reference group meetings in 2019	Manager Community Services



## 2: Healthy Lifestyle

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

### Welcoming, resilient and involved communities

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.1.1.1	Encourage more residents to be involved in the Greater Hume Shire and events	Continue to rotate the Australia Day function across towns in the shire	25%	2019 Australia Day to be held at Walla Walla Sportsground, Walla Walla	Executive Assistant Tourism & Promotion



DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.1.1.2	Provide and promote a range of cultural and personal development opportunities for youth	Implement actions and projects detailed in the annual youth plan	40%	<p>Actions from the Youth Plan include: Murder Mystery at Jindera, Ten Pin Bowling in the July School holidays, held monthly Youth Advisory Committee meeting ensuring they are more accessible alternating between Culcairn &amp; Henty. In August Bree from Headspace attended the meeting discussing with the committee Mental Health Awareness and Services available. A Heywire FRRR - Step Up grant application was successful, this project will address opportunities for young people in the Greater Hume Council and will be a partnership with organisations and other leaders in the community. Further grants submitted as part of the Action Plan include Youth Opportunity - Life skills for young people, Seniors Week - The hands that shape us (intergenerational). The Youth Advisory Committees large outdoor screen was provided to Brocklesby Public School in July for a community movie night to raise money for farmers in drought.</p>	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
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	40%	The Library & Youth Services Team Leader is continually communicating with both staff from Billabong High School Culcairn and St Pauls College Walla Walla discussing projects that both parties could work together to provide for the students. Upcoming projects include the Greater Hume Council's Road Safety Officer providing a presentation to St Pauls College Walla Walla students on vehicles, and driver safety. This program will be held on 31 October. Greater Hume Council will also hold the Youth Inspiration Day on Friday 26 October.	Library and Youth Services Development Officer
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	25%	Included in plan for volunteer week 2019. Volunteers to be more of a focus for libraries.	Manager Community Services
		Offer annual Work Health & Safety volunteer induction and training	0%	Management Committee training planned for late in 2018.	General Manager
		Provide advice and support to volunteer community organisations in governance and financial management	90%	Workshops to be conducted with Management Committees in November 2018.	Corporate Services Manager

Local education and local career opportunities

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.1.2.1	GHC to lead and exercise responsibility as an equal opportunity employers and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability.	Review the application of EEO principles across all areas of council	10%	Development of an updated EEO Management Plan has commenced and is a top priority for the newly created People & Culture team	Director Corporate & Community Services
		Continue to support traineeships for local young people	50%	Employment opportunities are being offered to young local people whenever possible with a further two young people joining Council since July 2018.	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 level certificates and qualifications locally.	Continue to support VET providers in the local community. Advocate for the delivery of skills shortage qualifications; Aged Care/Agriculture/Customer service/Engineering	10%	Current agreement with TAFE under review. TAFE contacted and waiting on response regarding revising/new agreement	Manager Community Services
2.1.2.3	Maintain contemporary information and computing technology facilities for education purposes.	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	50%	Public access computers and WiFi facilities improved at Jindera Hub enabling programs such as Ancestry.com training to be undertaken	Manager Community Services

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

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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.1.6	Develop partnerships with local health services to plan & implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) & active community (physical activity promotion and nutrition).	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	25%	Health promotion programs continue to be supported through the Alliance	Manager Community Services
2.2.1.8	Continue to advocate, support and mentor the community based gymnasiums and gardens for health and wellbeing and community connectedness.	Monitor the accessibility of community based activities through support from the Alliance to provide feedback	25%	DIAP reference groups established in 2017/2018. Ongoing support for the groups will be a focus for 2018/2019	Manager Community Services

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.2.1	Provide training and mentoring opportunities for young leaders	Develop a young leaders training and mentoring action program	15%	Library & Youth Service Team Leader, Customer/Library Service & Youth Training with consultation with the Youth Advisory Committee are currently in the planning stages of commencing a youth leadership training plan.	Library and Youth Services Development Officer

Continue to support the enhancement of children services across the Shire

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.3.1	Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	100%	Survey of early childhood providers undertaken in March 2018 and a report submitted to the May 2018 Council Meeting. A further review will be undertaken during 2019/2020	Manager Community Services
2.2.3.2	Ensure that Greater Hume Children Services remains a relevant and reliable service	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	25%	Implementation of the Plan is continuing. The scheme continues to strategies based on growth and financial sustainability	Manager Community Services

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.4.1	Establish effective local community transport options	Support the ongoing Community Transport Reference Group and provide advocacy where required	0%	No specific action taken to date	Manager Community Services



Advocate for safe work practices and employment standards

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.5.1	Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity	Implement the strategies from the Workforce Management Plan	10%	Implementation of actions from the Workforce Management Plan is a key priority of the recently created People & Culture team and it is expected that key actions will be implemented over the remainder of the 2018/2019 year	Director Corporate & Community Services
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	25%	WHS Committee continues to meet on a quarterly basis. Last meeting 20 September 2018.	General Manager

Volunteering is inclusive, well acknowledged and supported

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.3.1.1	Support self-help/support and interest groups such as men's shed, friendly visiting, craft groups and service clubs to be sustainable, accessible and inclusive.	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	25%	A number of groups continue to attend Health & Wellbeing Alliance meetings	Manager Community Services

Our residents feel safe

Street lighting is effective and energy efficient

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.4.1.1	Implement the street light installation priority program	Commence the installation of new streetlights in accordance with the agreed priority program	25%	Quotes obtained for lighting, Designs undertaken, Essential Energy Approvals obtained, Installation to commence shortly	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	25%	REROC progressing with grant submissions on behalf of REROC, RAMROC and CENTROC Councils on Southern Lights Project to install LED Smart Streetlights across the region.	Director Engineering

Implement Council's Road Safety Strategy

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.4.2.1	Work with RMS, Lockhart Shire and the community to implement the Roads Safety Strategy	Implement the Road Safety Strategy annual priorities	25%	Road Safety initiatives completed as per approved strategy with Roads and Maritime Services (RMS)	Director Engineering

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

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

Council provides learning and development opportunities for all

Community spaces allow our residents to learn and engage

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.5.1.1	Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	Investigate alternative methods of service delivery to rural and remote communities	20%	Report currently being undertaken in regards to mobile library statistics and alternatives and more outreach visits to smaller towns and villages. Report will be provided to council prior to 30 June 2019. The plan for outreach visits include 3D printers, Virtual Reality and Augmented Reality as well as the traditional library services.	Library and Youth Services Development Officer
		Create and promote traditional and online library services	10%	The Greater Hume Libraries and the Jindera Community Hub were successful in receiving funding for Get Online Week 2018. The funding will provide staff with the opportunity to present workshops on promoting Riverina Regional Library's online resources as well as the purchase of a laptop for each branch. Library staff plan to travel to Gerogery Public school in term 4 to promote online and traditional resources as well as a Virtual Reality presentation which is planned for St Paul's Walla Walla College.	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Investigate and implement new and innovative programs in Council's libraries	30%	The Greater Hume Libraries and the Jindera Community Hub have delivered one or two of the following programs for children & youth in the July School Holiday: Murder Mystery in the Chestnut Factory, Chocolate Creations, 3D Printer Demonstrations, Vege Plots, and a Lego Work Shop. Author talks by Kim Hodges were held at Henty & Holbrook Libraries and Noel Braun at the Henty Library.	Library and Youth Services Development Officer
		Promote existing programs to increase library participation	0%	Information and report not as yet completed.	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	50%	From 1 July to 30 September Library staff have attended the following Riverina Regional Library training Days - Riverina Regional Library Outreach Training to Culcairn - 5 staff members, RRL STEAM Training 3 staff members. A number of library staff members have also attending First Aid Training, InfoExpert Training, and REROC Social Media Training. On 5 November 3 staff will attend the RRL Training in Wagga. The Public Library Annual SWITCH Conference will be held on 26 November and 2 staff members will attend.	Library and Youth Services Development Officer





## 3: Growth and Sustainability

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

We have prosperous and diverse local businesses and a growing economy

### Transport Industry Development Strategy

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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.1.2.1	Promote industrial development to enhance employment opportunities	Promote the existing industrial land development at Holbrook and Jindera	25%	Soft promotion continues. One allotment at Jindera and one allotment at Holbrook sold during the quarter.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	25%	Enquiries continue to be received for Holbrook and Industrial Estates with two recently completed sales	Executive Assistant Governance and Economic Development
3.1.2.2	Encourage and support local businesses to enhance employment opportunities	Implement Stage 2 Buy Local in Greater Hume" campaign	100%	Completed in first half of 2018	Executive Assistant Governance and Economic Development
		Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	25%	LGP Vendor Panel established for local and regional supplier which increases transparency and record keeping of procurement.	General Manager
		Promote and support business mentoring and training services	25%	Marketing for Small Business Workshop planned for October as part of NSW Small Business Month	Executive Assistant Governance and Economic Development

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.1.2.3	Advocate for employment opportunities with new and existing business/industry and local training	Continue to promote the buy local policies and invest in attracting new business to improve employment	25%	Article included in Winter Business Newsletter distributed during July	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	35%	Quotes from suitable companies have been requested	Director Environment & Planning

Our towns and villages are revitalised

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.2.1.1	Undertake community consultation and undertake data collection and research to inform amendments to GHLEP 2012	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	50%	Planning proposal for rezoning land in Culcairn, Henty and Holbrook has been prepared and Council is working with the Department of Planning to obtain a Gateway Determination to exhibit the Planning Proposal.	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	50%	Ongoing support provided such as development and lodging of multiple funding applications for the Holbrook Sporting Complex Access and Inclusion project	Manager Community Services
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	25%	Loan to Burrumbuttock Tennis Club confirmed at September 2018 Council Meeting	Manager Community Services
3.2.1.3	For Council to lead the strategic direction for each town and village	Develop or update masterplans for all towns and villages	0%		Manager Community Services

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.2.2.1	Promote residential development	Investigate the cost of construction for residential land developments	25%	Walla Walla subdivision substantially complete. A report on opportunities elsewhere in the Shire reported to the September meeting of Council.	General Manager
3.2.2.2	Attract new residents to the shire	Investigate opportunities to benefit from the Evocities strategy	25%	Report submitted to September 2018 Council meeting recommending strategies for residential land development	Executive Assistant Governance and Economic Development

Increased number of visitors enjoy our shire

Develop a local tourism operator forum and strategy

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.3.1.1	Implement the Greater Hume Shire Visitor Experience Plan	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	25%	Events Guide updated. Planning to develop either an Events Workshop or Webinar in 2019 in conjunction with Destination NSW.	Executive Assistant Tourism & Promotion
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	25%	One Greater Hume Operator is currently nominated for an award at NSW Tourism Awards to be held end of Nov 2019.	Executive Assistant Tourism & Promotion
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	25%	Ongoing as required.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	25%	Stronger Country Communities Fund Round 1 x 3 tourism related projects (Morgans Stairs, Jindera and Culcairn Skate Parks), Round 2 x 10 tourism related projects (Bungowannah, Jindera, Gerogery West and Culcairn Tennis Clubs; Brocklesby, Walla Walla and Walbundrie Sports/Recreation Grounds; Jindera Golf Club; Jindera and Culcairn Swimming Pools; Greater Hume Council Community Halls)	Executive Assistant Tourism & Promotion
		Create an ambassador/famil program and develop workshops to promote the visitor experience.	25%	Ongoing, developing awareness through Tourism Public Forums.	Executive Assistant Tourism & Promotion
		Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	25%	Ongoing communication and training.	Executive Assistant Tourism & Promotion
		Ongoing development of visitgreaterhume.com.au and the Murray Regional Tourism Board digital platform including ATDW and corporate pages.	25%	Ongoing, currently Murray Regional Tourism is looking to revamp the current websites across the region including visitgreaterhume.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		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.	25%	On going, developing a Tourism column with Eastern Riverina Chronicle, sent media reports regarding Morgans Lookout and continuously posting tourism related information on social media sites.	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.	25%	Currently developing instagram page, visitgreaterhume, good responses from facebook, <ul style="list-style-type: none"> <li>o Greater Hume Council – 939 likes</li> <li>o Greater Hume Visitor Information Centre – 368 likes</li> <li>o Holbrook Submarine Museum – 839 likes</li> <li>o Greater Hume Children's Services – 569 likes</li> <li>o Greater Hume Youth Advisory Committee – 217 likes</li> <li>o Buy Local in Greater Hume – 297 likes</li> </ul>	Executive Assistant Tourism & Promotion
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	25%	Ongoing, will develop alongwith new Visitor Guide in 2019	Executive Assistant Tourism & Promotion



DP Action Code	DP Action	Action	Progress	Comment	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.	25%	Ongoing	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	25%	Outcomes from Tourism Public Forum held in Holbrook provided in September Greater Hume Council Tourism and Promotions Report. The next Tourism Public Forum will be held on Tuesday 13 November 2018 in Walla Walla, at Bowling Club.	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.	25%	Held a Museum meeting, Thursday 8 November, to discuss plans for 2019, Disaster Plans and funding/promotional opportunities. Currently organising contract for Museums Adviser for 2019 with Museums & Galleries NSW.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodie Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	25%	New stairs completed at Morgan's Lookout, now arranging signage.	Executive Assistant Tourism & Promotion
		Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program.	25%	Waiting on release from Murray Regional Tourism of Food and Agri Tourism Strategy. One tourism operator in Greater Hume participating in a Food and Agri Tourism Business Development Program with Murray Regional Tourism	Executive Assistant Tourism & Promotion



## 4: Good infrastructure and facilities

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

Infrastructure and facilities meet the needs of our communities

Develop and implement five yearly Asset Management Strategy and Plans

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.1.1	Identify opportunities for external grant funding	Seek grant opportunities and advertise on Council's website	25%		Executive Assistant Governance and Economic Development
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	25%	Funding application submitted under the Fixing Country Roads Program for strengthening of 13 bridges across the Shire. Commenced work on application Safe and Secure Water Program for Jindera Sewerage Treatment Works Culcairn Water Tower.	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	25%	Capital Roads program has commenced as detailed in 2018/19 Delivery Program	Director Engineering
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	10%	No work on Asset Management Plans or Strategies has been undertaken this year. Data collection is continuing as normal	Director Engineering

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.1.4	Develop an Integrated Asset Management Plan for all of Council's assets	Review the Asset Management Plan for water and sewer assets	0%	No work has been undertaken on reviewing of Asset Management Plans for Water and Wastewater	Director Engineering
		Undertake a revaluation of all Council owned/controlled land and facilities	0%	No work has been undertaken on updating Asset Management Plan for Council Land and Buildings	Director Engineering

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.2.1	Support with long term planning and maintenance at recreation grounds	Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options	0%	Not commenced	Director Engineering
4.1.2.3	Review current Public Toilet Upgrade Program and develop an upgrade program for playgrounds	Implement a process to review public toilet upgrade program and develop an upgrade program for playgrounds	10%	Investigations have commenced in reviewing Public Toilet Upgrade Program and developing a similar program for Council Playgrounds	Director Engineering

Affordable, accessible housing supports the needs of the community

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

Engage the community in a 10 Year Roads Strategy Plan

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
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Improve streetscapes of our towns and villages

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

Expand waste water strategies into villages

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.6.1	Investigate and develop concept designs for waste water collection and treatment in Gerogery and Woomargama and Burrumbuttock	Scope and cost schemes in each of the identified villages	10%	Brief being prepared consultants to review and update current concepts for Gerogery, Woomargama and Burrumbuttock	Director Engineering

Develop a Storm Water Capital Works Program

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.7.1	Develop an Asset Management Plan for stormwater assets	Complete mapping of stormwater assets	25%	All stormwater assets mapped, Asset Management Plan to be developed	Director Engineering

Mitigate against natural disasters (Flood and Bushfire Management)

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.8.1	Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	25%	Existing flood grant applications lodged in 16/17 are still active and are awaiting for funding to be approved	Director Engineering

We minimise the impact on the environment

Waste Management Strategy incorporates recycling and carbon reduction actions

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.1.1	Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2018-2023	15%	Work on the Greater Hume Waste Strategy 2018-2023 has commenced.	Director Environment & Planning

On-site Sewerage Management systems are environmentally sustainable

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.2.1	Continue to improve and monitor the management of onsite effluent disposal within the shire	Implement the On Site Sewerage Management (OSSM) Policy	50%	Inspections are ongoing	Director Environment & Planning

Best practice waste water management

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.3.1	Manage waste water and effluent in a sustainable manner	Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire	25%	Effluent reuse systems operating as required	Director Engineering

Best practice weed management

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.4.1	Continue to support effective weeds management (private and public lands)	Actively participate in the Murray Weed Action Plan	25%	Participation with the Murray Weed Action Plan will continue however Greater Hume's involvement will reduce as a result of lead agency responsibilities being transferred from Council to Murray LLS.	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	30%	175 inspections has been undertaken in the qtr.	Director Environment & Planning



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

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

Manage water resources and water quality responsibly

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.6.1	Implement the program of works identified in the Drinking Water Quality Management Plan	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	25%	Works commenced on actions as detailed in plan	Director Engineering
4.3.6.2	In conjunction with Riverina Water County Council investigate the future management of water supply assets in Greater Hume Shire	Completion of a feasibility study into the management of water assets within Greater Hume Shire by Riverina Water County Council	100%	No further action following Council decision to retain Water Assets	Director Engineering

Manage and protect significant environmental assets across the shire

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.7.1	For Council to be proactive in relation to environmental management practices	Promote household hazardous waste collection at a number of sites across the shire	65%	The mobile trailer for the collection of household problem waste has been utilised in one collection exercise in the qtr.	Director Environment & Planning
		Undertake bi-annual home composting campaign	0%	no progress	Director Environment & Planning



