



Greater Hume Shire

simply greater



**Annual
Report**

2016
2017

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Message from the Mayor

It is an honour to once again report on the activities of Greater Hume Council over the past twelve months, the first year of this Council's four year term.

Our new Council is a blend of experience and new ideas with six Councillors returned and three Councillors elected for the first time being; Councillors Matt Hicks, Kim Stewart and Terry Weston.

Many outstanding projects have been completed or substantially completed over the past twelve months including:

- Jindera Community Hub
- Redevelopment of the Holbrook Swimming Pool and Amenities Building and
- Redevelopment of the Amenities Building at the Henty Swimming Pool which will be shared with the Henty Park Tennis Club. An outstanding example of a multi-use facility.

A snapshot of other major accomplishments includes:

- Expenditure on regional and local road network in excess of \$16.4 million.
- Completion of \$2.9 million of contract works on behalf of Roads and Maritime Services.
- Continued upgrades of toilet and playground facilities across the shire and
- Upgrades to streetscapes in our towns and villages.

These works and services were completed despite a very wet start to the 2016/2017 financial year with unseasonally high rainfall from July through to early October 2016. This resulted in significant damage across our road network and recently funding of \$2.1 million has been confirmed to allow remediation works to be undertaken.

In addition in June 2017 Council was advised that its Black Spot application totalling \$883,265 for the upgrade of \$1.7km of the Culcairn-Holbrook Road (west of Purtell Street, Morven) was successful. This further builds on significant reconstruction work and bridge replacement completed on this road over the last decade, the large majority of funds coming from external sources.

As is always the case a number of projects have been undertaken by volunteer community committees that manage facilities (such as halls, sportsgrounds, and cemeteries, etc.) on Council's behalf. Without the untiring work of volunteers Council would not be able to provide the range of facilities and services that are available.

Following significant consultation with a number of diverse focus groups, Council has also reviewed several strategic planning documents including a substantial review of Council's Roads Strategy, Economic Development and Social Plan and development of a new Community Strategic Plan, a new vision for our shire "Live A Greater Life". This Plan articulates what our communities want and need throughout our Council area and as Mayor I look forward to working with Councillors, the Senior Management Team and our communities to deliver on our vision.

The completion of Council's 2016/2017 Annual Financial Statements indicates that Council's short to medium term liquidity position remains extremely strong and will continue to enable the organisation to respond to unexpected occurrences.

A number of major projects have commenced or are planned for this year and a snapshot is provided below:

- Streetscape upgrade works in Henty's central business district including new footpaving, kerb and gutter and stormwater drainage.
- Continuation of the widening of the Howlong-Kywong Road, south of Brocklesby
- Construction of a new works depot at Holbrook
- Widening and reconstruction of Hueske Road, Jindera
- A major solar energy installation at the Culcairn Administration Office which will act as a pilot for further installations on Council and community buildings.

Finally, I extend my sincere appreciation and thanks to my fellow councillors, all staff and our countless volunteers that have all worked towards a common goal - to make our communities more liveable.



Cr Heather Wilton
MAYOR
Greater Hume Council

Greater Hume Shire Snapshot

Area	5,939 square kilometres
Total Resident Population	10,509 Source: ABS, Regional Population Growth, Cat. 3218.0 (2016 revised data was released on 31 July 2017)
Population Centres	Brocklesby, Burrumbuttock, Culcairn, Gerogery, Henty, Holbrook, Jindera, Morven, Walbundrie, Walla Walla and Woomargama
Electors	7,503 (as at 20 September 2017)
Rateable Properties	6,490 (as at 30 June 2017)
Main Office Locations	Holbrook (General Manager/Department of Corporate and Community Services) Culcairn (Department of Engineering Services/ Department of Environment and Planning)
Customer Service Centres	Henty, Jindera and Walla Walla
Works Depots	Culcairn, Holbrook and Jindera
Number of Councillors	9
Number of Community Based Management Committees	45
Number of Staff	107 Full Time Equivalent (as at 30 June 2017)
Total Road Length	2,071.72km (1,014.72km unsealed/1,057 km sealed)
Number of Bridges	64 bridges, 95 major box culverts and 18 major pipe culverts
Number of Swimming Pools	5 (Culcairn, Henty, Holbrook, Jindera and Walla Walla)
Number of Waste Disposal Depots	8 (Brocklesby, Burrumbuttock, Culcairn, Gerogery, Henty, Holbrook, Jindera, Mullengandra)



Pictured: Australia Day 2017 @ Henty - Cr Heather Wilton (Mayor), Cr Denise Osborne, Penny Cook, Australia Day Ambassador with Cr Annette Schilg and Cr Jenny O'Neill.

Elected Representatives



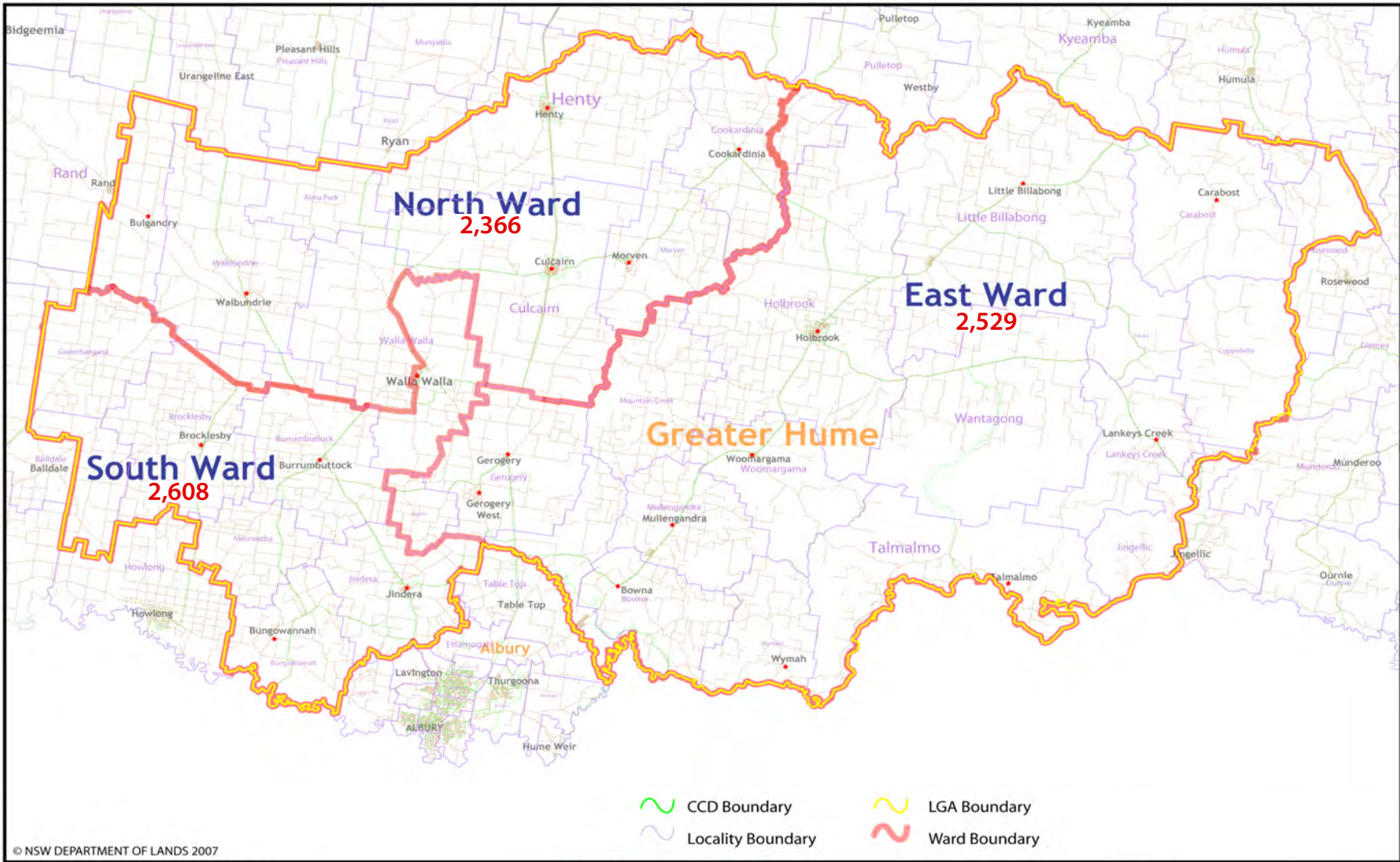
Pictured Left to Right – back row: Cr Annette Schilg, Cr Doug Meyer OAM (Deputy Mayor), Cr Tony Quinn, Cr Kim Stewart, front row: Cr Matt Hicks, Cr Jenny O'Neill, Cr Heather Wilton (Mayor), Cr Denise Osborne, Cr Terry Weston.

SOUTH WARD	NORTH WARD	EAST WARD
Cr Denise Osborne Mayor (2006 - 2012) Deputy Mayor (2005 - 2006) Elected 2005	Cr Doug Meyer OAM Deputy Mayor (2012 - Sept 2017) Elected 2012	Cr Tony Quinn Elected 2005 - 2008 Re-elected 2012
Cr Jenny O'Neill Elected 2005	Cr Terry Weston Elected Sept 2016	Cr Kim Stewart Elected Sept 2016
Cr Matt Hicks Elected Sept 2016. Deputy Mayor Sept 2017 -	Cr Stuart Heriot Elected 2012 - Sept 2016	Cr John McInerney Elected 2005 - Sept 2016
Cr Karen Schoff Elected 2012 to Sept 2016	Cr Annette Schilg Elected 2012	Cr Heather Wilton Mayor (2012 - Elected 2008



Pictured Council meeting held at Burrumbuttock 15 March 2017.

Ward Boundaries



GREATER HUME SHIRE

Ward Boundaries
as at 25th July 2007

Decision Making

Discussion of reports regarding Council activities and directions occurs between councillors and senior management at Council and committee meetings.

Council meets on a monthly cycle. Meetings are held at either Culcairn or Holbrook; and, ideally, two meetings are held at other community centres during the year. In 2016 Council met at Gerogery in November and Burrumbuttock in March 2017.

During the past 12 month period, a total of 13 ordinary meetings were held and no extraordinary meetings were held.

Annually (at the September meeting) Council reviews its delegate councillor appointments to the many external bodies - community and other stakeholder committees. This mechanism provides an effective pipeline of information to the Council. Minutes of many of these external organisations are included within the monthly agenda documents.

A summary of delegate appointments is reproduced below.

ORGANISATION – WORKING PARTY - STEERING COMMITTEE	Delegate(s) 2016/2017
Alliance of Councils and Shires of Upper Murray (ACSUM) Working Party – Albury City, Greater Hume, Indigo, Towong Shires and Wodonga City	Mayor and Deputy Mayor
Australia Day Committee	Crs O'Neill, Osborne, Schilg (Cr Wilton ex officio)
Culcairn/Henty/Holbrook Floodplain Risk Management Committee	Cr Wilton (Chair)
General Manager's Performance Review Committee	Mayor, Deputy Mayor & Cr Schilg
Grants Committee	Crs Schilg, Weston and Quinn

ORGANISATION – WORKING PARTY - STEERING COMMITTEE	Delegate(s) 2016/2017
Holbrook Submarine Museum Committee	Cr Wilton (alternate Cr Quinn)
Audit Risk and Improvement Committee	Crs Osborne and Stewart David Maxwell
Jindera Floodplain Risk Management Committee	Cr Osborne (Chair)
Joint Regional Planning Panel (Greater Hume Shire representatives)	Appointment not required on an annual basis Cr Osborne (and Brent Livermore)
Lake Hume Land On-Water Management Plan Community Reference Committee	Cr Quinn (alternate Cr Weston)
Local Emergency Management Committee	Director Engineering (alternate Cr Osborne), with Manager Traffic & Infrastructure as observer
Local Traffic Committee	Director Engineering (Cr Meyer as an observer)
Murray Arts Inc	Cr Schilg
Murray Darling Association	Crs Quinn and Weston
Riverina and Murray Regional Organisation of Councils (RAMROC)	Mayor and General Manager
Riverina Eastern Organisation of Councils (REROC)	Mayor and General Manager

ORGANISATION – WORKING PARTY - STEERING COMMITTEE	Delegate(s) 2016/2017
Riverina Regional Library	Cr Schilg (alternate Cr Wilton) and Director Corporate & Community Services
Riverina Water County Council	Appointed for a 4 year term. Crs Meyer and Quinn
Rural Fire Service Bushfire Management Committee	Cr Osborne (alternate Cr Meyer)
Softwoods Working Group	Cr Wilton (alternate Cr Weston)
Squirrel Glider Local Area Management Plan Project Committee	Cr Schilg
Walla Walla Floodplain Risk Management Committee	Cr Hicks

Management Structure

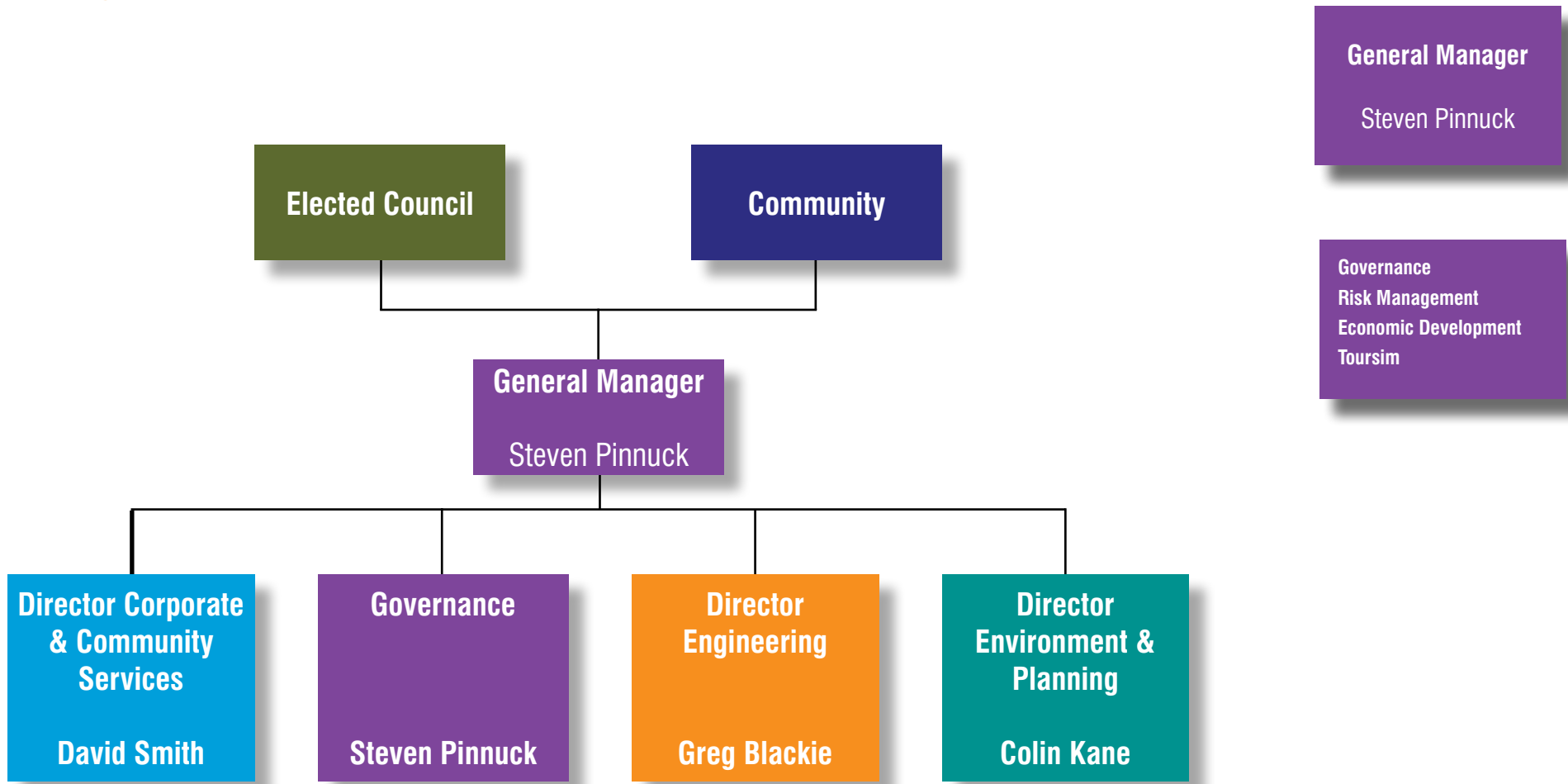
The Council, as an elected body, is responsible for determining policy and overall strategic direction. The General Manager provides a link between the Council and staff and is responsible for implementing the decisions of the Council.

The organisation structure below General Manager/Governance level comprises three departments: Corporate and Community Services, Engineering Services and Environment and Planning.

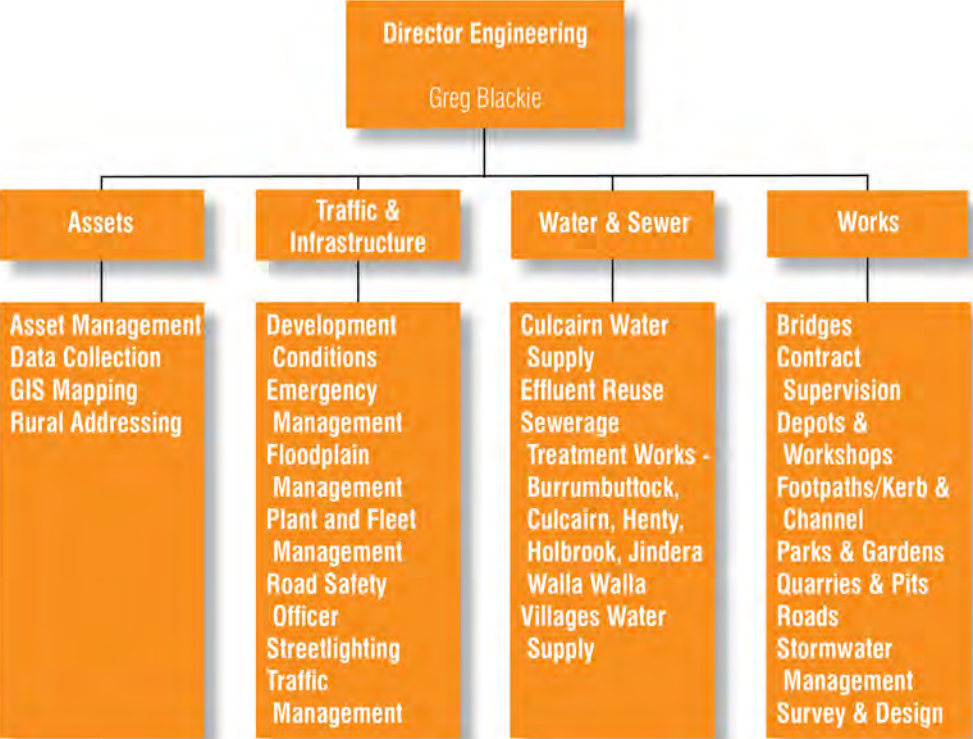
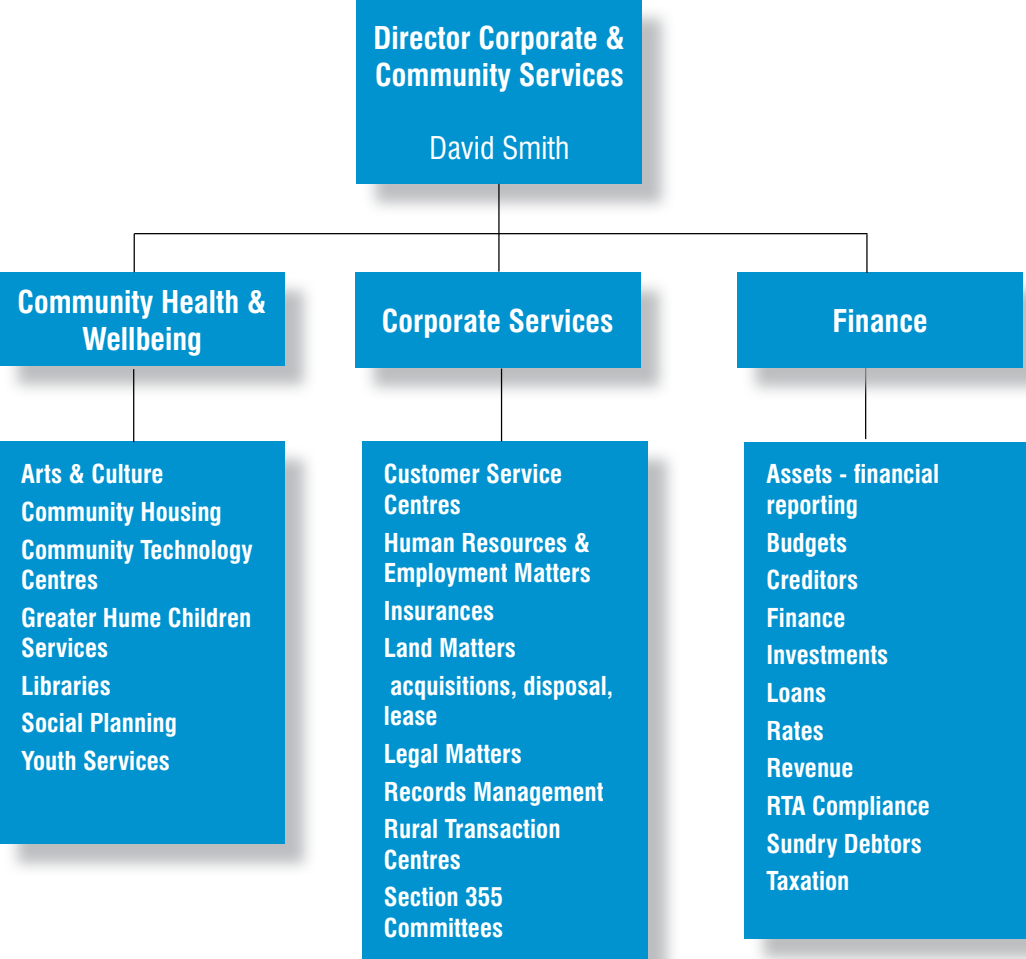
The three Directors which head each department together with the General Manager form the management team which manage the day to day operations of the Council and provide professional advice to councillors.

Council's organisation charts are shown on pages 10 to 12.

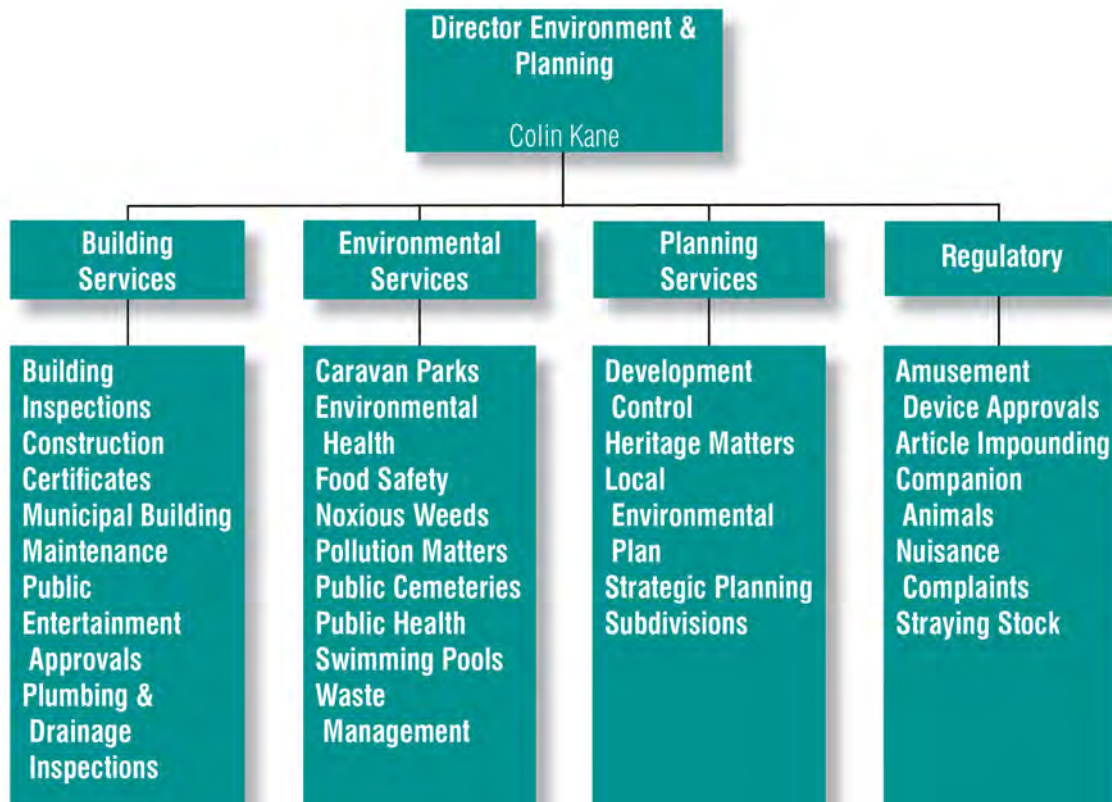
Management Structure



Management Structure



Management Structure



Performance Against Objectives

GOAL 1 A progressive community



Pictured: Council meeting at Gerogery 16 November 2016.

Strategy: Improve community participation in decision making				
DP Action	Action Code	Action	Status	Comment
Improve community attendance at Council meetings and provide greater contact with local councillors.	1.1.1.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's web site.	Completed	Compliance with statutory requirements achieved.
Improve community attendance at Council meetings and provide greater contact with local councillors.	1.1.1.2	Investigate and implement enhanced online communication tools using technologies such as social networking mechanisms.	Completed	Ongoing, currently managing 3 Facebook pages and investigating other social media alternatives.
Improve community attendance at Council meetings and provide greater contact with local councillors.	1.1.1.3	Hold a minimum of 2 Council meetings per annum at venues other than Culcairn or Holbrook.	Completed	November meeting held at Gerogery. 175 letters issued to ratepayers with Gerogery in 'TOWN' field. Eight residents attended the meeting. March meeting held at Burrumbuttock. 150 letters issued to ratepayers with Burrumbuttock Town field. 25 residents attended the meeting.

Performance Against Objectives

GOAL 1 A progressive community

Strategy: Improve community participation in decision making				
DP Action	Action Code	Action	Status	Comment
Instigate improved communication methods to facilitate discussion on the major issues covered within this plan.	1.1.2.1	Investigate contemporary community engagement practices.	Completed	Using tools and support provided by IAP2, a range of communications methods are being used in community engagement on council projects. Training for councillors and relevant staff is being investigated to improve engagement methods and effectiveness. Council's Disability Inclusion Action Plan (DIAP) is underway with extensive consultation with staff and people with a disability and their carers to inform the DIAP.
Provide councillors with facilities and support (including training) to ensure their ongoing professional development.	1.1.3.1	Continue to implement councillor professional development program.	Completed	Combining with AlburyCity to deliver training in February and March 2017. Three councillors participated in REROC Professional Development Day 1 April 2017.
Provide councillors with facilities and support (including training) to ensure their ongoing professional development.	1.1.3.2	Provide adequate equipment and support for the Mayor and councillors to undertake their role(s).	Completed	Payment of Expenses and Provision of Facilities Policy adopted at the June Council meeting.
Proactively use local media to ensure that challenges and opportunities that the shire must contend with are fully disclosed to the community.	1.1.4.1	Produce regular editions of the community newsletter.	Completed	Re Communication Plan, produced an insert in the annual rates notice and two GH Newsletters per year, in Autumn and Spring. Commenced work on Spring.
Proactively use local media to ensure that challenges and opportunities that the shire must contend with are fully disclosed to the community.	1.1.4.2	Coordinate and publish weekly classified advertisements to promote Council activities, events and issues.	Completed	Public Notices classified advertisements placed on needs basis in Border Mail, community newsletters and other publications.
Proactively use local media to ensure that challenges and opportunities that the shire must contend with are fully disclosed to the community.	1.1.4.3	Ensure that timely information is communicated through a range of tools and that messages are consistent and easy to understand.	Completed	Newspaper, mail outs, website utilised. Media releases issued.

Performance Against Objectives

GOAL 1 A progressive community

Strategy: Ensure that we have a succession of volunteers to enable our 'can do' attitude and care of the community to continue				
DP Action	Action Code	Action	Status	Comment
Use the shire's media to encourage newcomers and groups to become involved in volunteering in the shire.	1.2.1.1	Maintain a volunteering page on Council's website to promote volunteering activities and link potential volunteers with appropriate services.	Completed	Currently there is a volunteering page on website and ongoing social media posts. Have directed potential volunteers to various community organisations in shire.
Use the shire's media to encourage newcomers and groups to become involved in volunteering in the shire.	1.2.1.2	Update information on volunteering in Council's Residents Handbook to encourage new residents to join local management committees, etc.	Completed	Residents Guide updated June/July 2017
Provide a personal invitation to younger people to join community groups.	1.2.2.1	LYSDO and CHWC to assess existing community groups for feasibility of inclusion of young people on committees and/or special projects.	Completed	Youth Advisory Committee (YAC) is proactive in forming partnerships with existing community groups. Four members of the YAC are involved in assisting with Council's Australia Day celebrations. A member of the YAC is also involved in a partnership with both the Henty Rotary Club and Henty Skate Park events.
Provide a personal invitation to younger people to join community groups.	1.2.2.2	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.	Completed	The Youth Advisory Committee continues to meet on a monthly basis to discuss local youth issues, and to organise programs and events for other young people in the shire. The Chairperson of the GHS YAC travels regularly to Sydney to partake in the 2017 Youth Week committee meetings. The L&YSDO and L&CT continue to provide invitations to young people to join the GHS YAC.
Use Council's media to notify residents of current and future community projects run by volunteers, encouraging people of any skills level to become involved.	1.2.3.1	Include information on community projects in editions of the community newsletter.	Completed	Achieved and ongoing.
Schools to assist in the community, e.g. through helping in aged care facilities	1.2.4.1	Continue to participate in the REROC Take Charge project and other volunteer initiatives to promote inter-generational activities	Completed	Students from Billabong High School continue to volunteer at the Culcairn Library. Members of Greater Hume Youth Advisory Committee are volunteering at library holiday events and other community events.

Performance Against Objectives

GOAL 1 A progressive community

Strategy: Enhance the opportunities for volunteering groups to receive the maximum funding possible				
DP Action	Action Code	Action	Status	Comment
Community groups receive advanced notification of funding opportunities for all sectors.	1.3.1.1	CHWC to develop a database of community groups to facilitate the distribution of funding, training and capacity building opportunities.	Completed	Database created and being used to inform community groups of funding opportunities. Evidence of effectiveness has been demonstrated in the high number of applications received for Council's Community Development grant round. All grant opportunities whether they are Council, state or federal grant rounds are advertised on the Greater Hume Shire website.
Increase opportunities for community project funding ensuring potential projects are well planned and plans are well advanced and regularly updated.	1.3.2.1	Priority project list be developed following input from councillors.	Commenced	Priority list template will be developed during first quarter of 2017/2018 Financial Year.
Increase grant application writing capability through holding training for community groups.	1.3.3.1	Provide support to Murray Arts and other providers to host grant application seminars in the shire.	Completed	Murray Arts decided not to provide grant writing seminars in the shire this year so Council hosted their own - one in Henty and one in Holbrook. Both were well attended and improved the grant writing skills of community group members who attended.
Ensure Council staff available to support and advise on the preparation of grant applications.	1.3.4.1	CHWC available to support community organisations seeking grant funding.	Completed	Assistance is offered to any organisation in Greater Hume Shire who expresses an interest in applying for a Council Community Development Grant. An overwhelming response to the 2016-17 GHSC Community Development Grants was received this year, 13 local organisations were funded and all of a high standard. As a result over \$250,000 worth of projects and infrastructure will be spent in the shire. In addition, assistance is provided to community and sporting groups seeking external grant funding. So far this financial year, the following groups have been supported with assistance in applying for external grants: Holbrook Australian Rules Football Club, Little Billabong Hall Committee, Brock/Burrum Netball Club and the Brocklesby Cricket Club.

Performance Against Objectives

GOAL 1 A progressive community

Strategy: Improve leadership capacity within the shire.				
DP Action	Action Code	Action	Status	Comment
Community Development Officer position to be responsible for facilitating capacity building within community groups and engaging and identifying training and funding opportunities.	1.4.1.1	CHWC to develop a database of community groups to facilitate the distribution of funding, training and capacity building opportunities.		Repeated Action, see 1.3.1.1
Provide training and mentoring opportunities to our younger leaders. Ensure that training and mentoring is relevant to an individual's business or circumstance.	1.4.3.1	Develop a young leaders training and monitoring program. Refer Action 1.2.2.2.	Completed	L&YSDO continues to mentor the GHS YAC in organising programs and events which have included the successful Youth Week Hope Banquet, school holiday events for young people and library events. Youth Advisory Committee members have also been encouraged to take part in other State wide youth organised programs such as Emily Jones who is on the NSW Youth Week Committee.
Provide training and mentoring opportunities to our younger leaders. Ensure that training and mentoring is relevant to an individual's business or circumstance.	1.4.3.2	Annually, conduct a Work Inspirations Day workshop with secondary school students in the shire.	Completed	The annual GHS Work Inspirations Day workshop was held on 21 October 2016 with students from BHS invited to attend.
Strategy: Improve leadership capacity within the shire.				
DP Action	Action Code	Action	Status	Comment
Improve leadership in community groups to facilitate greater accountability from community groups that manage Council's assets.	1.4.4.1	Review current management committee manual and provide updates to all management committees as required.	Completed	Completed in 2014.
Recognise leaders and their efforts in the media; encourage others within the community to take up leadership roles.	1.4.5.1	Promote community leaders through Australia Day awards.	Completed	A total of 11 nominations from community members or organisations for Australia Day Awards at Henty in 2017.

Performance Against Objectives

GOAL 1 A progressive community

Strategy: Provide opportunities for the community to continually learn				
DP Action	Action Code	Action	Status	Comment
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services.	1.5.1.1	Investigate alternative methods of service delivery to rural and remote communities.	Completed	Staff at libraries in the Greater Hume Shire are continually providing services to members of the community. The Library & Youth Services Development Officer will attend the NSW PLA SWITCH Conference in November 2017 to increase knowledge on providing service delivery to rural and remote communities.
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services.	1.5.1.2	Create and promote on-line library services.	Completed	On-line library services are continually promoted to new and existing members, Shire newsletter, Facebook, in community spaces and to the media. Greater Hume Council library staff provide assistance to any members of the community who require assistance with their technological devices as well as training on downloading Riverina Regional Library applications such as Borrowbox, Zinio, or Freegal Music. New initiatives such as "Join the Library it Free" have been sent to all community newsletters in the Greater Hume Shire. The Greater Hume Council libraries have also been successful in obtaining State Library Tech Savvy Senior funding. The funding was used from March - June at the Culcairn, Henty, and Holbrook libraries to provided computer and internet usage training for seniors in the community.



Pictured: Teenagers participating in Seniors Week held March 2017 at Culcairn Library.

Performance Against Objectives

GOAL 1 A progressive community

Strategy: Provide opportunities for the community to continually learn				
DP Action	Action Code	Action	Status	Comment
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services.	1.5.1.3	Investigate and implement new and innovative programs in Council libraries.	Completed	The libraries in the Greater Hume Shire have held innovative programs for all members of the community over the twelve month period. The Library & Youth Services Development Officer and a Customer Service & Library Officer will attend the PLNSW SWITCH Conference in November to learn about new and innovative programs to run in the Council libraries.
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services.	1.5.1.4	Promote existing programs to increase library participation.		Continually existing library programs which include Homework Club, Storytime Tech Fridays, Computers for Seniors, Adults Computer classes are promoted and provided at the three shire libraries to assist community members in improving access to information services. All programs in the Greater Hume Council libraries are continually promoted on Library Facebook pages, Websites, community notice boards and newsletters in the libraries.
Provide enhanced information on current mobile library services and when services are available in each town.	1.5.2.1	Publish mobile library timetable in each quarterly community newsletter.	Completed	Achieved and ongoing.
Strategy: Provide opportunities for the community to continually learn				
DP Action	Action Code	Action	Status	Comment
Provide free wireless internet access at public locations (such as libraries) in each village and town.	1.5.3.1	Wireless internet access available at all static libraries within the shire.	Not due to start	Wireless internet access continues to be available at all three static libraries in the shire. Providing access allows members of the public to bring their own mobile devices to the libraries to continue to learn.
Liaise with education and training providers on the possibility of running vocational courses within the shire.	1.5.5.1	Investigate opportunities of providing vocational courses at the Holbrook Library Complex.	Completed	Riverina TAFE continue to deliver courses from both the Holbrook Library Complex and Henty Library, successful so far, ongoing monitoring and meetings happening with TAFE
Liaise with regional School Based Trainee Coordinator to ensure linkages and pathways exist with further education and training providers (e.g. TAFE, university).	1.5.6.1	Establish partnership with TAFE Riverina Institute for the delivery of courses via video link. Host Work Inspiration Day in 2015.	Completed	Partnership with Riverina TAFE maintained. Successful Work Inspiration Day held in November 2016.

Performance Against Objectives

GOAL 2 A sustainable community



Strategy: Attract new residents to the shire.				
DP Action	Action Code	Action	Status	Comment
Continue with the shire's image strategy, ensuring that a promotion plan is created that guides any advertising.	2.1.1.1	Review 'simply greater' branding strategy.	Progressing	Communications Policy adopted at December 2016 Council meeting. Graphic design agency appointed to refresh parent brand and develop a brand manual. This involves review of positioning statement 'simply greater'.
Design and distribute a brochure in Albury highlighting the housing affordability, availability of services & facilities, easy commute and 'tree change' characteristics of the shire.	2.1.2.1	Develop a 'housing affordability/lifestyle' brochure for distribution.	Progressing	ED&S Plan and Communications Strategy and Implementation Plan adopted March and June respectively, awaiting brand development project and rollout of new branding for Council, which is required prior to development of housing affordability collaterals
Develop a program of regular media interest stories on destinations and events that highlight the community based lifestyle in the shire.	2.1.3.1	Develop and maintain close links with local and regional media outlets.	Completed	Achieved and ongoing, monthly Whats On sent to media outlets and also daily posts on events throughout shire on facebook. Seasonal promotion of events through Out and About.

Performance Against Objectives

GOAL 2

A sustainable community

Strategy: Improve leadership capability within the shire.				
DP Action	Action Code	Action	Status	Comment
Reduce the red tape involved with introducing water reuse schemes into local communities.	2.2.2.1	Lobby Office of Environment & Heritage to introduce realistic water quality standards for reuse schemes.	Progressing	Council has had discussions with Office of Water and Dept of Heath officers. This has allowed the further expansion of the Council reuse scheme at Culcairn. Preliminary discussions have allowed the expansion of the scheme to local Golf Club and cemetery. However the approval process needs to be further refined to make this process simpler.
Lobby Government to make it economically viable for individuals and businesses to move to renewable energy.	2.2.6.1	Make representations to both State and Federal Governments to ensure that renewable energy initiatives are economically viable for individuals and businesses.	Progressing	Working with REROC to fund an Energy Efficiency Project Officer across the Region. Funding included in the 2017/2018 budget to install solar panels on the Culcairn Office as a pilot project. Solar panels installed on Jindera Community Hub will reduce power use.

Performance Against Objectives

GOAL 2 A sustainable community

Strategy: Proactively seek to attract industry and business				
DP Action	Action Code	Action	Status	Comment
Implement the actions described in Goals 9 to 11.	2.3.1.1	Implement the actions described in Goals 9 to 11.		

Strategy: To be as effective as possible with our funding constraints				
DP Action	Action Code	Action	Status	Comment
Cooperatively work with surrounding councils to identify where resources and costs can be shared.	2.4.2.1	Maintain membership of strategic bodies that utilise resource sharing capabilities to the benefit of Greater Hume Shire Council.	Completed	Membership of REROC and RAMROC maintained. Council resolved at the May Council to withdraw from membership of RAMROC and concentrate activities with REROC.
Cooperatively work with surrounding councils to identify where resources and costs can be shared.	2.4.2.3	Continue Road Safety Officer program in conjunction with Lockhart and Urana Councils.	Completed	Following Council amalgamations Council now only has a joint agreement with Lockhart Shire and RMS. Council has employed a new RSO and all requirements of the RSO position are being met
Cooperatively work with surrounding councils to identify where resources and costs can be shared.	2.4.2.4	Investigate the feasibility of cross shire border initiatives (e.g. utilisation of plant fleets, human resource sharing, etc.)	Completed	Joint sealing contract has been arranged between Greater Hume, Lockhart and Federation Councils, providing savings to all Councils from bulk tendering proposal.
Cooperatively work with neighbouring councils to obtain larger grants for works that benefit each council.	2.4.3.1	Be active participants in REROC and RAMROC to ensure funding opportunities are maximised.	Completed	Refer comment at 2.2.6.1
Lobby State & Federal Governments for a greater proportion of tax revenue.	2.4.4.1	Be active participants of REROC and RAMROC to provide a forum for raising revenue capacity issues.	Completed	Contributed significantly to submission to NSW Rural Fire Service regarding timing of new funding model resulting in a saving to Council of \$20,000.

Performance Against Objectives

GOAL 3 For all towns and villages to benefit from this plan



Pictured: Albury Street, Holbrook

Strategy: To offer reasonable services close to home				
DP Action	Action Code	Action	Status	Comment
Seek to attract interested businesses to supply core needs of towns and villages such as post offices, chemists, general stores, fuel outlets, etc.	3.2.1.1	Identify new business and service opportunities.	Completed	New businesses: Caltex Service Centre, Holbrook (25 new jobs), Jindera Service Station, The Fox and Brew, Doctor's Surgery and Pharmacy Walla Walla. Café approved Morven. Round Hill Homestead Function Centre, Satch & Co art gallery, Henty Lamb, Holbrook Quality Meats.

Performance Against Objectives

GOAL 3 For all towns and villages to benefit from this plan

Strategy: To proactively manage the impacts associated with the opening of the bypasses of Woomargama and Holbrook				
DP Action	Action Code	Action	Status	Comment
Maintain generic business signage for key impulse stop-over reasons.	3.4.2.1	Liaise with business owners to ascertain interest in establishing highway signage.	Completed	Report to Council at May meeting regarding visitor attraction signage, which recommended no further action. Submarine sign replaced at Mullengandra Creek. Satch and Co highway signage north and south of Holbrook.
Investigate the possibility of niche tourism marketing strategies around the characteristics of the bypassed towns (e.g. 'home of the sub', 'gateway to upper murray').	3.4.3.1	Establish billboards and other signage to promote Holbrook and Woomargama.	Completed	Achieved and ongoing, refreshed billboard for Mullengandra has been erected by Ooh Media.
Investigate the possibility of niche tourism marketing strategies around the characteristics of the bypassed towns (e.g. 'home of the sub', 'gateway to upper murray').	3.4.3.2	In partnership with Roads and Maritime Services seek funding for the construction of ANZAC Avenue of Honour.	Completed	Project completed.
Conduct a visitors' survey to be distributed by local businesses (e.g. hotels, motels and eateries) and the visitor centre in Holbrook to understand the needs of tourists and 'passing by' visitors.	3.4.4.1	With support of local businesses conduct a visitors/ business survey within 12 months of the completion of the bypass.	Completed	Achieved and ongoing, results in Tourism and Promotions Monthly report to Council.

Performance Against Objectives

GOAL 4 A welcomed, supported and involved community



Pictured: Australia Day 2017 celebrations at Henty.

Strategy: To maintain a sense of community (and involve people)				
DP Action	Action Code	Action	Status	Comment
Reintroduce welcome packs to new residents, including a local directory of community groups.	4.1.1.1	Develop welcome pack information for community committees to distribute.	Completed	Residents guide available for new residents. Available at customer service offices and libraries. Business Directory released 4th quarter.
Reintroduce welcome packs to new residents, including a local directory of community groups.	4.1.1.2	Participate in regional advertising campaigns promoting the shire as an alternative place to live.	Completed	No action this quarter. RDA Riverina has withdrawn funding to support the Country Change website. The draft Economic Development and Social Plan will address the need to maintain a sense of community (and involve people).
Each town and village to develop a common goal, based on the strategic actions within the Greater Hume 2030 Community Strategic Plan, to develop a sense of belonging.	4.1.2.1	Facilitate the development of a theme for each town and village within the shire.	Not progressing	To be completed as part of the implementation of revised Economic Development & Social Plan. Initiatives included in 2017/2018 Delivery Plan.

Performance Against Objectives

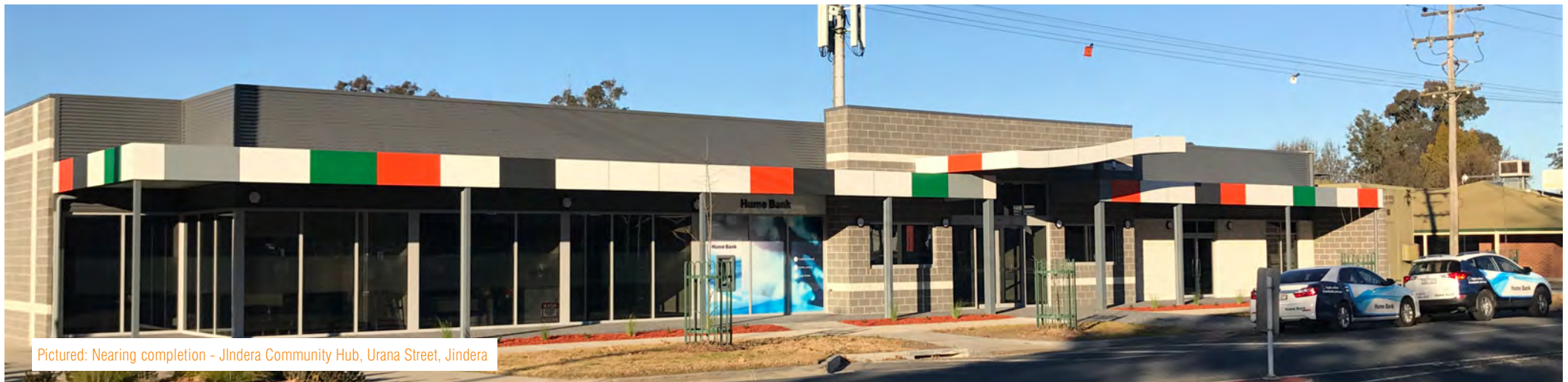
GOAL 4 A welcomed, supported and involved community

Strategy: To provide support to all in a large shire and improve communication and connection				
DP Action	Action Code	Action	Status	Comment
Improve the frequency of communicating events to the community through the use of radio, newspapers, Council website and tourist information centres.	4.2.3.1	In conjunction with community organisations improve the promotion of events throughout the shire. (Also refer 2.1.3)	Completed	Achieved and ongoing, over 150 events promoted through facebook, Whats On, town and shire websites, Destination NSW, Tourism Australia.
Improve the frequency of communicating events to the community through the use of radio, newspapers, Council website and tourist information centres.	4.2.3.2	Promote increased use of Greater Hume Council and town websites to community groups.	Completed	Achieved. Total visits for year, Culcairn (2539), Henty (5427), Holbrook (11593), Jindera (2380) and Walla Walla (2918).
Improve the frequency of communicating events to the community through the use of radio, newspapers, Council website and tourist information centres.	4.2.3.3	Conduct website training.	Completed	Achieved and ongoing, monthly Whats On now appears in Community newsletters on a regular basis, websites and visitor information centres.
Encourage the community to provide more input to newspapers and newsletters.	4.2.4.1	Increase the number of positive stories about the shire and our communities.	Completed	Achieved and ongoing, many articles in print media, numerous posts in social media.

Strategy: To increase the life education that our younger people receive				
DP Action	Action Code	Action	Status	Comment
Provide our younger people with training in the areas of: • mental health • drugs, smoking and alcohol • racism and discrimination • antisocial behaviour • creative and practical skills development • driver education • protection of the environment, the need for recycling and climate change.	4.3.1.1	Continue to investigate funding opportunities to address youth risk taking behaviours	Completed.	The FRRR Heywire - Operation Defrost project with the drama students from BHS providing a 10 minute play on the impact of drugs on young people in families at the LHAAC Mental Health Forum on Thursday 16 March has been completed. Rooftop Media has produced DVD's for all of the participants of the 10 minute play which will be handed out a formal event. Council's YAC worked with the LY&SDO to submit a Youth Opportunity grant which will provide our young people with training in the areas of creative and practical skills development, driver education and life skills.

Performance Against Objectives

GOAL 5 Maintained and improved services, facilities and infrastructure throughout the shire

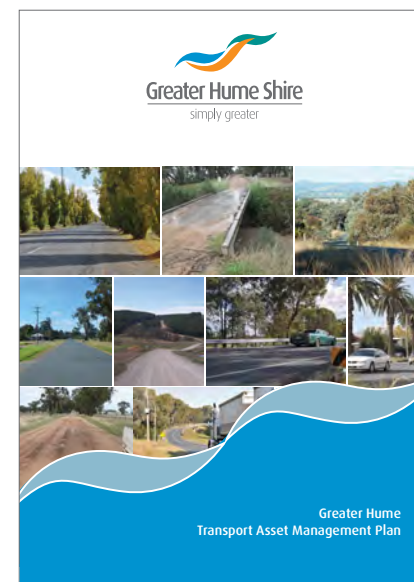
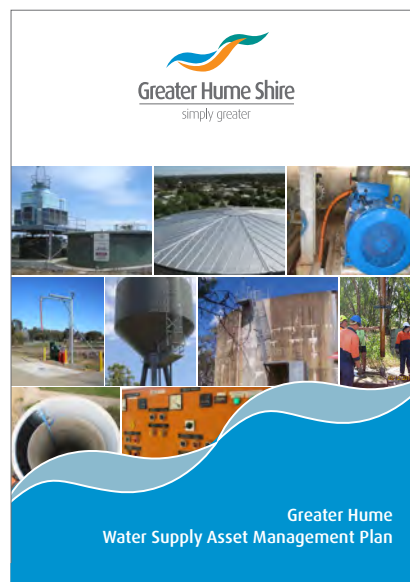
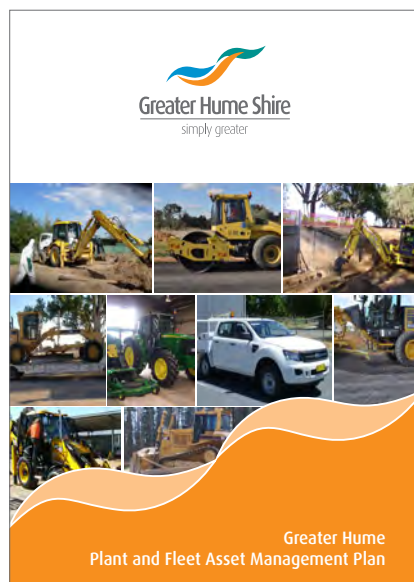
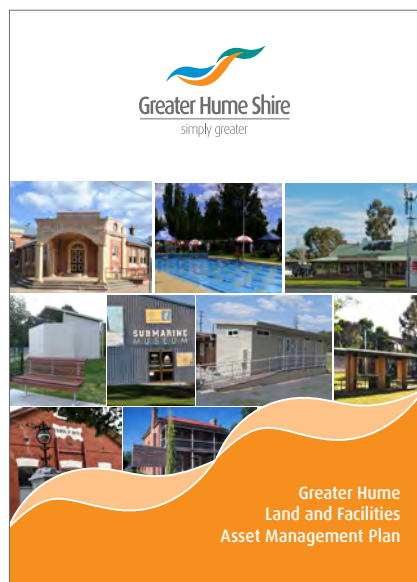


Performance Against Objectives

GOAL 5 Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To agree as a community on the strategic upkeep of our services and facilities

DP Action	Action Code	Action	Status	Comment
Determine the resources needed for maintaining and improving services and facilities through time.	5.01.1.1	Review Asset Management Plans on an annual basis.	Completed	Asset Management Plans to be reviewed, Roads Strategy review completed
Determine the resources needed for maintaining and improving services and facilities through time.	5.01.1.2	Review Asset Management Strategy on an annual basis.	Completed	Asset Management Strategy under review
Council to lobby for funding to maintain services and facilities.	5.01.4.1	Maintain membership of ROC's to ensure appropriate avenues to lobby for additional funding are maintained.	Completed	Bridge assessments funded through Fixing Country Roads have completed and awaiting the report. As mentioned previously Council is working with REROC to employ an Energy Efficiency Project Officer across the region with the aim of tapping into renewable energy funding.
Council to lobby for funding to maintain services and facilities.	5.01.4.2	Lobby other levels of government to ensure timely implementation of NBN and improved telecommunications across the shire.	Completed	Rollout of fibre to the node technology completed in Culcairn, Henty and Holbrook. Business Forum on NBN availability held 11 May 2017.



Performance Against Objectives

GOAL 5

Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To provide and maintain safe and serviceable public facilities and infrastructure including roads, drainage and footpaths				
DP Action	Action Code	Action	Status	Comment
Ensure that all land and buildings owned and controlled by Council are maintained in an appropriate manner and utilised for the designated and appropriate community purpose.	5.02.01.1	Develop an annual maintenance program and budget for inclusion in draft budget.	Completed	Council's building portfolio has been adequately maintained over the period.
Ensure that all aspects of Council's cemetery operations are carried out in an appropriate manner with due respect and accuracy.	5.02.2.1	Implement an annual maintenance program and service standards for cemeteries.	Completed	Minimal complaints (7) received.
Ensure that all aspects of Council's cemetery operations are carried out in an appropriate manner with due respect and accuracy.	5.02.2.2	Maintain maintenance contract(s) for Culcairn, Henty, Holbrook Jindera and Walla Walla cemeteries.	Completed	Achieved.
Establish and maintain a rolling works program to ensure public conveniences are maintained to an appropriate standard.	5.02.03.1	Develop and maintain an annual maintenance program and service standard for public conveniences.	Completed	Public convenience maintenance has been completed to required standards with minimal complaints.
Establish and maintain a rolling works program to ensure public conveniences are maintained to an appropriate standard.	5.02.03.2	Review and implement annual service standards for public toilets.	Completed	Public conveniences maintained to appropriate standards with minimal complaints received
Provide an overall system of management that allows community committees to control the facility under their care in accordance with the needs and requirements of the community.	5.02.04.1	Refer Action 1.4.4.1.	Completed	Management Committee manual completed in 2014
Ensure all urban roads within all communities are sealed or where unsealed are maintained in accordance with a system of programmed maintenance.	5.02.05.1	Maintain a maintenance management system.	Completed	Extensive maintenance program undertaken to remedy issues on all roads caused by wet weather.
Ensure all urban roads within all communities are sealed or where unsealed are maintained in accordance with a system of programmed maintenance.	5.02.05.2	Develop an annual capital works program.	Completed	Capital Works program for 2016/17 developed and adopted as part of budget process
Ensure that a quality rural road network is provided and maintained throughout the shire.	5.02.06.1	Develop an annual capital works program.	Completed	Council Works Program developed as part of 2016/17 Budget Process

Performance Against Objectives

GOAL 5

Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To provide and maintain safe and serviceable public facilities and infrastructure including roads, drainage and footpaths				
DP Action	Action Code	Action	Status	Comment
Provide and maintain a suitable footpath network in our urban centres.	5.02.07.1	Maintain an inspection and maintenance system.	Completed	Maintenance has been completed as required on Council's footpaths
Provide and maintain a suitable footpath network in our urban centres.	5.02.07.2	Maintain an annual capital works program.	Completed	Footpath capital projects progressing as required
Provide and maintain a suitable stormwater drainage network including an adequate kerb and gutter network.	5.02.08.1	Implement the inspection and maintenance system.	Completed	Maintenance has been completed as required on Council's kerb and channel and stormwater network
Provide and maintain a suitable stormwater drainage network including an adequate kerb and gutter network.	5.02.08.2	Develop an Annual Capital Works Program.	Progressing	Council has adopted an annual kerb and stormwater drainage capital works program
Provide an adequate system of street lighting to all developed commercial and residential areas of towns and villages.	5.02.09.1	In consultation with communities across the shire, implement a street light upgrade program.	Completed	Development of priority street lighting installation list is complete. Priority list adopted by Council.
Provide a secure and reliable water supply to the community.	5.02.10.1	Provide, maintain and operate water supplies that meet the needs of shire residents.	Completed	No complaints other than when breaks have occurred in the mains. 100% compliance with drinking water standards (testing)
Provide a secure and reliable water supply to the community.	5.02.10.2	Implement water wise initiatives to promote reduced water consumption.	Progressing	Wet Spring has delayed introduction of water wise initiatives.
Manage wastewater and effluent in a sustainable manner.	5.02.11.1	Provide and maintain sewerage disposal and effluent re-use systems that meet the needs of residents of the shire.	Completed	No complaints other than when breaks have occurred in the mains. 100% compliance with EPA licences (testing).
Manage wastewater and effluent in a sustainable manner.	5.02.11.2	Adopt appropriate pricing schemes for LTW discharges.	Completed	LTW Pricing for 2016 2017 year has been determined and adopted by Council.
Coordinate and manage the ongoing maintenance and renewal of Council's plant and fleet.	5.02.12.1	Maintain and operate Council's plant fleet to ensure the timely completion of Council's Works Program.	Progressing	Some plant purchases have been delayed, with a number not to be completed by June and will need to be carried over. Restructuring of position responsible for plant replacement is to be undertaken to improved plant replacement program.

Performance Against Objectives

GOAL 5 Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: Investigate the implementation of new cost effective sewerage systems where required by environmental pressure and/or community desire				
DP Action	Action Code	Action	Status	Comment
Consult with relevant State agencies in respect of design and funding of sewerage schemes in small villages e.g. Burrumbuttock, Gerogery and Woomargama.	5.03.01.1	Liaison with relevant Federal and State Government funding bodies to augment effluent disposal systems in Burrumbuttock, Gerogery and Woomargama.	Not progressing	No applications lodged, awaiting funding opportunities. Some minor works proposed to commence shortly to alleviate a site specific issue in Burrumbuttock.

Strategy: To improve youth services, activities and facilities				
DP Action	Action Code	Action	Status	Comment
Provide more activities and facilities for our younger people including: investigating the feasibility of skatepark(s) concerts and movies.	5.04.02.1	Liaise with Henty Skatepark Committee to formalize partnerships with the Youth Advisory Committee in relation to the development of the Henty Skate Park.	Completed	L&YSDO worked with the Henty Skatepark committee sharing the costs to have Totem Skateboarding school provide a workshop at the Henty Skate Park on Thursday 20 April 2017. The workshop included the usual skate jam, lessons and great prizes however, Nige and David also worked with the young people on developing a code of conduct for the skate park as well as strategies on what to do if there is a disagreement at the park. The YAC is currently in the process of planning a Battle of the Bands to be held later in the year. Movies were held at various shire pools over the summer period.



Pictured: Participants at the Totem Skateboarding workshop at Henty Skate Park held on 20 April 2017

Performance Against Objectives

GOAL 5

Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To improve youth services, activities and facilities				
DP Action	Action Code	Action	Status	Comment
Provide more activities and facilities for our younger people including: investigating the feasibility of skatepark(s) concerts and movies.	5.04.02.2	Continue to provide a range of youth activities across the shire in Youth Week and school holiday periods	Complete	During the 2016/17 year there has been an increased number of youth activities held for young people in the shire and also an increased number of young people attending these events. The activities have included movies at the libraries and pools, bubbles soccer, Youth Week events such as the Hope Banquet and Totem Skateboarding School, travelling to Albury for Indoor Rock Climbing, and Laser Tag. There has also been the opportunity for interested young people to take part in the FRRR Heywire - Operation Defrost play held at the Billabong High School Mental Health Forum day.
Provide opportunities for youth to interact by holding an annual forum for existing youth groups to meet.	5.04.05.1	Identify existing youth groups within the shire.	Progressing	The Library, Youth and Communications Trainee is continuing the process of identifying existing youth groups within the GHS.
Approach tuition providers (in music, dance, arts, sports and cultural activities) to canvass the possibility of providing outreach activities in the shire.	5.04.07.1	Develop a list of youth cultural providers.	Progressing	

Performance Against Objectives

GOAL 5 Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To maintain our health and aged care services				
DP Action	Action Code	Action	Status	Comment
Support a forum involving Council, service providers and the community on local health and aged care and its management.	5.05.01.1	Support ongoing development of Community Health & Wellbeing Alliance.	Progressing	The Greater Hume Council Health and Wellbeing Alliance is established and will work to provide closer relationships with and between Council and the service providers in the shire. An Alliance meeting was held in October in Henty and served as a focus group for Council's Disability Inclusion Action Plan. The CHWBC continues to be a member of the Local Health Advisory Committee and the Library and YSDO also regularly attends REROC Youth Services meetings and Urana Interagency meetings.
Lobby Government to retain and maintain our Shire's health and aged care services.	5.05.02.1	Maintain strong relationships with relevant government and non government funding bodies and service providers.	Completed	Actions and projects detailed in the adopted Community Health & Wellbeing Plan implemented within budgetary constraints.
Proactively participate in the Murrumbidgee Local Health District and Hume Medicare Local to ensure health services and facilities that adequately address current and emerging health and lifestyle needs.	5.05.03.1	Develop a strong working relationship with Local Health Networks.	Completed	Regular teleconferences maintained, now scheduled on a quarterly basis with Murrumbidgee Local Health District and Murrumbidgee Primary Health Network.
Continue developing succession plans for our general practitioners, visiting specialists and other medical practitioners. Then implement.	5.05.08.1	Liaise with local service providers and community reference groups to ensure continuity of service.	Completed	Quarterly meetings of Health and Well Being Alliance continuing
Consider ways to encourage local youth to consider careers in aged care industry (e.g. possible traineeships, school excursions, etc.).	5.05.14.1	Liaise with TAFE Riverina to provide opportunities for aged care industry specific training via existing video conferencing technology at Holbrook and Henty.	Progressing	One meeting has been held with Riverina TAFE about providing more specific aged care industry training using the videoconferencing technology at Holbrook. Riverina TAFE were keen to pursue and will follow up with planned courses to be made available. To date we have had no further feedback from them.
Address mental health needs in the shire, particularly targeting the farming sector.	5.05.15.1	Develop actions through the Community Health & Wellbeing Alliance to address mental health issues in the shire.	Completed	Heywire grant for Operation defrost short 10 minute play presented to Local Area Health Committees Mental Health Forum at Billabong on 16 March 2017. Awaiting film of play to be completed by Rooftop Media.

Performance Against Objectives

GOAL 5 Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To maintain our health and aged care services				
DP Action	Action Code	Action	Status	Comment
Provide accessible and inclusive high quality, integrated community services that meet current and emerging needs of the community.	5.05.16.1	Undertake strategic planning for social services, equity, access etc to meet the community's needs especially services required for the disadvantaged.	Completed	Community Health and Wellbeing Plan being developed including the establishment of a formal alliance with service providers and other relevant agencies. DIAP developed and adopted by Council.

Strategy: To improve the availability of policing, emergency and ambulance services in the shire				
DP Action	Action Code	Action	Status	Comment
Lobby the Government for increased policing, emergency and ambulance presence.	5.06.01.1	Make representation to the relevant State Ministers and Member for Albury to ensure the retention of existing service levels and increase services levels where gaps exist.	Ongoing	No issues brought to Council's attention to date.

Performance Against Objectives

GOAL 5

Maintained and improved services, facilities and infrastructure throughout the shire



Strategy: To improve the availability of childcare services and facilities within the shire				
DP Action	Action Code	Action	Status	Comment
Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families.	5.07.01.2	Undertake an annual review of existing child care services provided through engagement with preschools and other children's services.	Completed	Regular reviews of Family Day Care providers and their services have been undertaken. Preschools and other children's services review have yet to be undertaken this year.
Investigate options for maximising opportunities through the use of existing buildings and early childhood providers to improve childcare services.	5.07.02.1	Encourage expansion of innovative child care services (including OOSH).	Completed	Currently under investigation is a Family Day Care OOSH model that could potentially be run from the new Jindera Community Hub
Ensure that Greater Hume Children Services remains a relevant and reliable service.	5.07.04.1	Maintain an ongoing marketing strategy to continue to raise the profile of family day care as a career and a service.	Completed	Marketing strategy is underway as part of the new Greater Hume Children Services Strategic Plan. New website brief has been developed and providers will be met early in the new year.



Performance Against Objectives

GOAL 5 Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To continue to provide the community with schooling services they require				
DP Action	Action Code	Action	Status	Comment
Improve schools through: greater involvement from parents in P & C associations. providing children with life skills (refer Strategy 4.3). offering programs for talented students.	5.08.3.1	Develop partnerships with education and other providers such as MICEEP to deliver programs and services that provide young people with skills in a range of life education areas.	Completed	The L&YSDO continues to source partnerships with education and other providers that will provide young people with life skills, particularly educators who will be able to attend the GHC YAC meetings to provide training for the committee on a range of topics from mental health, drug and alcohol and program and event planning . In the last twelve months the L&YSDO has worked with Billabong High School teachers and students to present the FRRR Heywire - Operation Defrost play at the annual Mental Health Forum, an application for a Youth Opportunity Grant to increase the capacity and resilience of students. The L&YSDO has also formed a partnership with the Henty Lions Club, and the Holbrook Rotary Club to improve the life skills of young people in the shire.
Provide assistance and support to families who cannot afford or support education for their children.	5.08.3.1	Continue to provide free Wifi at Council libraries and continue to develop Homework Clubs across the shire.	Completed	The Henty and Holbrook Libraries continue to hold the After School Study Club on a weekly basis. All three static libraries provide free access to computers,Wifi, reference information, and online up-to-date, authorised, and accurate resources continues to be available at all libraries to provide assistance and support for families who do not have access to the internet.

Performance Against Objectives

GOAL 5

Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To improve our cultural facilities				
DP Action	Action Code	Action	Status	Comment
Implement initiatives that consider how cultural and arts activities can contribute to the community to be documented in a Cultural Management Plan.	5.09.1.1	Develop a cultural management strategy in consultation with Murray Arts.	Completed	Murray Arts have placed this on hold.
Increase the number of people participating in the arts and cultural activities through promotion of diverse activities in the media.	5.09.2.2	Promote cultural events locally and regionally.	Completed	Achieved and ongoing, over 50 cultural events promoted during year.
Increase the number of people participating in the arts and cultural activities through promotion of diverse activities in the media.	5.09.2.3	Work with organisations such as Murray Arts to facilitate the hosting of cultural activities throughout the shire.	Completed	At the moment cultural activities are provided as opportunities through libraries and other organisations arise, to be reviewed. Carpe Diem was held in October in Henty and Holbrook and very well attended. This was done in partnership with the Rural Adversity Mental Health Program. There were a number of cultural activities held in the libraries.
Increase the number of people participating in the arts and cultural activities through promotion of diverse activities in the media.	5.09.2.4	Seek opportunities through Museums and Galleries NSW 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.	Completed	Achieved and ongoing, Sum of Us Object Stories, Disaster Planning Workshop, Diversity - Bring our stories to Life projects all completed including promotion and writing workshops, collection development and volunteer training.

Performance Against Objectives

GOAL 5

Maintained and improved services, facilities and infrastructure throughout the shire

Strategy: To maintain our community halls				
DP Action	Action Code	Action	Status	Comment
Utilising the completed audit of community halls, undertake the required maintenance as required.	5.10.1.2	Undertake maintenance works as required.	Completed	Ongoing. Annual maintenance budget allocation.

Strategy: To maintain and improve our sports and recreation facilities				
DP Action	Action Code	Action	Status	Comment
Undertake a survey of the community every 2 to 4 years to obtain feedback on condition of facilities.	5.11.3.1	Undertake a community survey on appropriateness of service mix and quality of delivery.	Not progressing	
Develop a maintenance schedule, taking into consideration the results of the community survey described in Strategy 5.11.3.	5.11.4.1	In conjunction with management committees, review the condition of sports and recreational facility assets.	Not progressing	
Explore grant options available through the AFL, Cricket Australia and other peak bodies.	5.11.5.1	CHWC to develop a database of sporting groups to facilitate the distribution of funding, training and capacity building opportunities.	Completed	Database developed and as grants are released from state and federal sporting organisations, they are advertised on the GHC website and emailed to relevant groups.
Continue to provide access to Council plant for use by volunteers upgrading recreation reserves.	5.11.6.1	Investigate and develop a policy in relation to access to Council plant by management committees of Council.	Completed	355 Committees have been advised of Access to Council Plant Policy.

Performance Against Objectives

GOAL 6 Enhanced access to services and facilities throughout the shire



Pictured: Jindera Medical Centre

Strategy: To provide physical access to services and facilities for those less mobile within the community

DP Action	Action Code	Action	Status	Comment
Undertake a forum with the elderly, people living with a disability and parents with prams to develop an Access Action Plan. Consideration should be given to prioritising shops and other services that require, for example: • automatic doors, hand rails, ramps; and enhanced parking for the less mobile.	6.2.1.2	Provide design advice for the provision of equitable building access.	Completed	Ongoing requirement.

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: Continue to enhance our identity and cohesion				
DP Action	Action Code	Action	Status	Comment
Conduct a 'Shire wide' pride campaign to improve internal image perceptions.	7.1.1.1	Prepare regular stories that highlight the achievements of Council.	Progressing	Shire Wide, Jill's Cuisine featured in Spring newsletter. 12 media releases issued during the period.
Develop a public campaign which highlights that Council is 'working' for the Shire as a whole.	7.1.2.1	Continue to promote collaborative events across the shire.	Completed	From January 2017, Council factsheets placed in monthly or bimonthly 5 community newsletters which feature a range of services, strategies undertaken by Council. Roads Strategy, Community Strategic Plan, Youth Advisory Committee, Delivery Program and Operational Plan, The Role of Councillors.
Hold community events to continually create greater community identity (ie who we are) and cohesion.	7.1.3.1	Conduct community events to reinforce community identity and cohesion.	Completed	Achieved and ongoing, Australia Day in 2017 at Henty had over 500 attendees, assisted in promotion of over 150 community events during year.
Continue to maintain calendar of community events that take place throughout the shire.	7.1.4.1	Encourage and support communities to develop and deliver events.	Completed	Achieved and ongoing, assisted in promoted over 150 community events during year.



Shire Wide Shire Pride

From jars to pallets

In 1981 Jill Davis arrived from Britain to Australia in a drought with husband, two young children - setting up to farm rice near Tocumwal. The family expanded with the arrival of their third child. Soon after, Jill and nearby friends started making tomato relish to use up the masses of left over tomatoes after harvest.

What follows is nothing short of a fabulous story of how just a single kitchen condiment becomes an all Australian successful business.



Jill Davis operates Jill's Cuisine from her factory in Jindera distributing relish to Coles Supermarkets across Australia.

To read the full story visit

www.greaterhume.nsw.gov.au/news

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: To implement best practice effective governance				
DP Action	Action Code	Action	Status	Comment
Maintain the currency, legislative compliance and clarity of Council's Policy Manual.	7.3.1.1	Regularly review the appropriateness and currency of Council's Policy Register.	Completed	Policy review ongoing. Throughout the year 18 policies reviewed, 5 new policies adopted and 1 policy determined obsolete
Implement best practice governance strategies.	7.3.2.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan.	Progressing	Service reviews continuing with Workshop held 22 March 2017, however due to staff shortages external assistance may be required to progress in a timely manner. Loan borrowings maintained in accordance with Long Term Financial Plan. Water and Sewerage revaluations undertaken in accordance with schedule. Industrial estate at Jindera substantially complete and review of cost of residential subdivision at Walla Walla underway.
Implement best practice governance strategies.	7.3.2.2	In conjunction with the Audit Committee develop and implement a revised Internal Audit program.	Progressing	Audit Program for 2016/17 and 2017/18 confirmed. Quarterly meetings continued and progress towards addressing recommendations well advanced.
Maintain effective and open complaints handling processes.	7.3.3.1	Undertake effective investigation and resolution of complaints.	Completed	Management of Customer Action Requests continually under review to improve service levels
Maintain effective and open complaints handling processes.	7.3.3.2	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Completed	2016 Customer Satisfaction Survey indicates customer service provided is at a satisfactory level
Monitor and manage personal and private information.	7.3.4.1	Meet statutory requirements of Government Information Public Access Act (GIPAA), Privacy & Personal Information Protection Act (PIPPA) and Public Interest Disclosures (PID).	Completed	All reporting requirements being met.
Develop and implement reporting mechanisms to meet Integrated Planning & Reporting requirements.	7.3.5.1	Review all Integrated Planning and Reporting documents on an annual basis.	Completed	Economic Development and Social Plan completed and full review of IP & R documentation completed and adopted by Council.

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: Be a responsible employer of choice				
DP Action	Action Code	Action	Status	Comment
Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity.	7.4.1.1	Implement strategies from Workforce Management Plan.	Completed	Plan has been reviewed as part of IP & R documentation
Provide a safe work environment.	7.4.3.1	Integrated risk management system developed and implemented.	Completed	Implementation of Integrated Risk Management System continuing.
Provide a safe work environment.	7.4.3.2	Injury management and rehabilitation services provided.	Completed	Proactive approach taken to work and non work related injuries to minimise long term cost to Council. Lost time injuries at lower levels than recent years which should resonate into lower premiums over time.
Provide a safe work environment.	7.4.3.3	Staff wellbeing initiatives provided.	Completed	GHC Active and Confident Leadership Program completed and report received by Management.
Provide modern, safer and well maintained systems, processes, facilities, plant and equipment.	7.4.4.1	Implement an effective plant and fleet replacement program.	Progressing	Plant purchasing continuing however some delays have occurred. Structure change proposed to alleviate issue in 2017
Provide modern, safer and well maintained systems, processes, facilities, plant and equipment.	7.4.4.2	Develop and implement a strategic replacement strategy for Council's information technology hardware.	Not Due To Start	No further action this quarter. Internal Audit to review IT.

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: Minimise risk and ensure continuity of critical business functions				
DP Action	Action Code	Action	Status	Comment
Facilitate training and education awareness programs regarding risk management to implement best practice records and risk management strategies.	7.5.1.1	Develop an 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.	Completed	Refer 7.4.3.1
Facilitate training and education awareness programs regarding risk management to implement best practice records and risk management strategies.	7.5.1.3	Implement provisions of Document and Data Control policy and procedures.	Completed	Project complete.
Maintain an appropriate insurance program.	7.5.3.1	Manage the ongoing processing of claims and operation of claims management services.	Completed	Claims processed and managed as required.
Implement and regularly test Council's business continuity strategy.	7.5.4.1	Conduct an annual review of Council's Disaster Recovery and Business Continuity Plan (BCP).	Not Due To Start	Review of BCP completed and senario testing undertaken
Implement and regularly test Council's business continuity strategy.	7.5.4.2	Investigate opportunities to partner with neighbouring councils in the implementation of BCP e.g. joint procurement of essential computer hardware.	Not Due To Start	Review BCP completed with support from Statewide Mutual
Provide suitable reliable information technology hardware and software across the organisation.	7.5.6.1	Manage and maintain software and data systems that allow corporate information to be accessible and reliable.	Completed	Currently operating satisfactorily but issues have been identified as part of internal review of IT.

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: Ensure Greater Hume Shire Council is financially sustainable				
DP Action	Action Code	Action	Status	Comment
Maintain an investment strategy and policy.	7.6.1.1	Maximise return on investments whilst ensuring protection of principle.	Completed	Ongoing and on target to meet budget expectations.
Maintain an investment strategy and policy.	7.6.1.2	Review of funding and investment strategies to be undertaken annually in line with budget development and review of Long Term Financial Plan.	Not Due To Start	Investment Policy to be reviewed and presented to Council in 2017/2018.
Implement best practice financial planning.	7.6.2.1	Undertake a thorough review of further budget savings, efficiency gains and revenue raising opportunities to create capacity with Council's current budget to contribute to a greater allocation to asset maintenance and renewal.	Completed	All opportunities for budget savings are fully investigated and implemented. Further review undertaken during formulation of the 2017/2018 Budget formulation.
Implement best practice financial planning.	7.6.2.2	Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program across all council sections.	Completed	Use of LGP Vendor Panel continuing. A number of Procurement issues raised as part of internal audit of Procurement practices which are being progressing addressed. Local Preference Purchase policy developed and presented to Council. Procurement Procedures reviewed.
Implement best practice financial planning.	7.6.2.3	Update council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	Completed as part of full review of IP & R documentation.
Investigate opportunities to expand revenue from commercial operations, property portfolio and other income generating assets.	7.6.3.1	Facilitate opportunities for industrial and commercial land development and sale.	Completed	Tender let and construction substantially completed on Jindera Industrial Estate.
Apply the 'user pays principle' as the basis for full cost recovery.	7.6.4.1	Adopt the user pays principle for the pricing of specific goods, services and facilities that require the user/ consumer to pay the actual cost of the service provided e.g. water supply and private works.	Completed	Annual Fees and Charges schedule including pricing philosophy adopted by council.
Monitor and review the rating strategy to ensure an equitable distribution of cost and benefits.	7.6.5.1	Review rating strategy on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	Rating model adopted for 2017/2018. Workshop on rating models held November 2016 and February 2017. Further workshop scheduled for September 2017.

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: Provide efficient, effective and customer focused services to the community				
DP Action	Action Code	Action	Status	Comment
Implement strategies to ensure excellence in customer service.	7.7.1.1	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Completed	Customer Services Centres operating effectively as evidenced by 2016 Customer Satisfaction Survey.
Monitor service levels in key service areas.	7.7.2.1	Undertake community satisfaction survey.	Completed	Community satisfaction survey completed in May 2016 with the Final Management Report submitted to the July 2016 meeting of Council.
Conduct a comprehensive biannual customer survey regarding satisfaction with Council's performance and service provision.	7.7.3.1	Undertake community satisfaction survey.	Completed	Survey undertaken in 2016.

2016 Community Satisfaction Survey - The Top 10 Priorities for Improvement		
	Quadrant Analysis (Higher importance / lower satisfaction)	Gap Analysis (Higher than average gap between importance and satisfaction)
Maintaining sealed rural roads	●	●
Provision of services and facilities for youth	●	●
Council responsiveness to Community needs	●	●
Consulting with the Community	●	●
Maintaining town roads	●	●
Council Leadership and Advocacy	●	●
Maintaining unsealed rural roads		●
Noxious weeds management and control public land		●
Informing the Community of Council decisions		●
Promoting economic development		●

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: Provide efficient and effective environmental health and building services to the community				
DP Action	Action Code	Action	Status	Comment
Exercise the Council's statutory functions under the Environmental Planning & Assessment Act 1979 properly and equitably to determine applications efficiently and in accordance with statutory requirements.	7.8.1.1	Process all Complying Development Certificate (CDC) applications as submitted.	Completed	Approvals issued satisfactorily
Exercise the Council's statutory functions under the Environmental Planning & Assessment Act 1979 properly and equitably to determine applications efficiently and in accordance with statutory requirements.	7.8.1.2	Process all Development Applications (DA) as submitted.	Completed	Target has been met. Acceptable processing has occurred.
Exercise the Council's statutory functions under the Environmental Planning & Assessment Act 1979 properly and equitably to determine applications efficiently and in accordance with statutory requirements.	7.8.1.3	Provide certification and inspection services for building construction.	Completed	Achieved
Exercise the Council's statutory functions under the Environmental Planning & Assessment Act 1979 properly and equitably to determine applications efficiently and in accordance with statutory requirements.	7.8.1.4	Issue approvals and/or inspect work under Section 68 of the Local Government Act 1993.	Completed	Approvals issued satisfactorily
Implement requirements of the Companion Animals Act.	7.8.2.1	Operate efficient animal holding facilities.	Completed	Achieved
Implement requirements of the Companion Animals Act.	7.8.2.2	Investigate complaints and enforce provisions of Companion Animals Act as required.	Completed	Complaints have been actioned and monitored through Customer Action Request System
Implement requirements of the Companion Animals Act.	7.8.2.3	Implement strategies to reduce euthanasia rates and offer subsidised microchipping services.	Completed	Council undertakes strategies to rehome animals when ever possible
Maintain and improve food safety standards in accordance with the NSW Food Partnership Program.	7.8.3.1	Undertake inspections of regulated businesses to ensure appropriate public health standards are met.	Completed	Inspections are being undertaken as required
Maintain and improve food safety standards in accordance with the NSW Food Partnership Program.	7.8.3.2	Implement education and awareness activities on food handling and safety.	Completed	Ongoing commitment

Performance Against Objectives

GOAL 7 Continue to enhance our identity and reputation

Strategy: Provide efficient and effective environmental health and building services to the community				
DP Action	Action Code	Action	Status	Comment
Improve the management of onsite effluent disposal within the shire.	7.8.4.1	Implement the On-Site Sewerage Management (OSSM) Policy.	Completed	129 inspections have been undertaken in the period. Ongoing work requirement. Council continues to achieve a number of system upgrades through the pre purchase process.

GOAL 8 Retain our quality of life



Pictured: Amy Lehmann, in 2016 moved from inner Sydney to establish West Walla Farm at Walla Walla.

Strategy: To ensure life in the shire remains affordable				
DP Action	Action Code	Action	Status	Comment
Investigate how the shire can leverage off the Evocities campaign (which aims to attract families to locate to Wagga Wagga and Albury from the major Sydney metropolitan area).	8.2.1.1	Council involved in promotion activities complimentary to Evocities project.	Completed	Identified as action in ED&S Plan.

Performance Against Objectives

GOAL 8 Retain our quality of life

Strategy: To provide appropriate infrastructure to cater for our population

DP Action	Action Code	Action	Status	Comment
Maintain regular contact and networks with State and Federal Government departments responsible for road and rail infrastructure policy and funding.	8.3.1.1	Ensure representation at RMS Regional Consultative Committee meetings.	Completed	All RMS Regional Strategic Meetings attended by staff and General Manager or Mayor.
Maintain regular contact and networks with State and Federal Government departments responsible for road and rail infrastructure policy and funding.	8.3.1.2	Support the ALGA and LGSA initiatives to extend and expand Roads To Recovery funding.	Completed	In the May 2017 Federal Budget it was announced that the Roads to Recovery Program would be continue to at least the 2020/2021 Financial Year.
Continue to identify State and Federal Government funding opportunities for road improvements.	8.3.4.1	Continue to lobby Federal and State Government departments for additional funding (e.g. Roads To Recovery).	Completed	Successful application under the Natural Disaster Restoration and Recovery Arrangements lodged. Additional road funding of \$500,000 received by Council for repair of roads due to prolonged wet weather in Winter/Spring of 2016.
Review implementation of NBN to ensure improved broadband access in the shire.	8.3.5.1	Continue to lobby NBN Co for broadband rollout within the shire.	Completed	Refer 5.1.4.2.



Pictured: Digital Forum May 2017. Getting connected to the NBN explained by Jonathon James, Community Community Affairs Manager NSW/ACT

Performance Against Objectives

GOAL 9 Enhanced job opportunities for our people

Strategy: To be proactive in attracting business				
DP Action	Action Code	Action	Status	Comment
Build on our identity actions, promoting to the boards and wide business community the positive aspects of our location and space available with the use of successful examples.	9.1.4.1	Produce business newsletter quarterly.	Completed	Business e-newsletter issued Winter, Spring, Summer, Autumn using Mailchimp format and distribution has grown to 450 business emails on database.
Use local media to champion our shire and improve pride.	9.1.5.1	Develop a promotion strategy to showcase the business opportunities in the shire.	Progressing	Buy Local Business Directory compiled and printed. Distributed to all businesses contained on the business register. Survey included, feedback supports future distribution of printed copies.
Work with relevant State agencies to attract business, particularly in the area of cluster industries that we already have a strength in.	9.1.6.1	Survey the needs of existing businesses to ascertain opportunities.	Completed	2016 Business Survey conducted in February 2016. Findings and insights from survey has informed the Draft ED&S Plan..
Support the expansion of key services to assist an ageing community in: transport - health care - support services - aged care - specialised accommodation (e.g. dementia).	9.1.10.1	Investigate the expansion of services to assist in retaining our aged residents within the shire.	Completed	Community Health and Wellbeing Plan adopted and strategies being implemented including the establishment of a formal alliance with service providers and other relevant agencies. Council participated in the Aging with Grace project conducted in August 2016 and will continue to support the 2017 event
Develop a home-based business information pack that targets home-based business investors and answers key start-up questions about planning, regulation, business infrastructure, business development, etc.	9.1.14.1	Provide business start up tools on website (e.g. Start Your Own Business Here).	Completed	Tools are available via website and www.business.gov.au

Performance Against Objectives

GOAL 9 Enhanced job opportunities for our people



Pictured: Construction underway in January 2017 to form up new roadways for expanded Jindera Industrial Estate.

Strategy: To be proactive in attracting business

DP Action	Action Code	Action	Status	Comment
Consult with existing home-based and small businesses to identify specific business management training and development needs and facilitate development of a program of training courses, seminars and workshops.	9.1.17.1	Provide advice as to business management training available (e.g. BEC, MRTB).	Completed	Role of Murray BEC. Sales Secrets for Small Business held October, promoted through business database. 11 businesses registered to attend. Follow up with 2 clients. First Business Forum held 11 May 55 people attended the Digital Forum, 12 businesses attended the Digital session on the evening, and 13 businesses (from right across the shire) took up the opportunity to participate in one on one sessions with feedback from those businesses very positive.

Strategy: To provide the supporting infrastructure, facilities and services to attract businesses and new employees

DP Action	Action Code	Action	Status	Comment
Continue to plan for future industrial releases.	9.2.3.1	Subject to resources provided by Council plan for the construction of industrial parks in identified priority areas.	Completed	Jindera Industrial Estate substantially completed. No further estates planned at this time.
Project manage the development of industrial estates so that electricity, water, waste management and gas requirements are supplied.	9.2.4.1	Prepare survey and concept design plans.	Progressing	Refer 9.2.4.2
Project manage the development of industrial estates so that electricity, water, waste management and gas requirements are supplied.	9.2.4.2	Construction of next stage of Jindera Industrial Estate.	Progressing	Construction of Jindera Industrial Estate substantially completed and Contract of Sale prepared for three lots with continuing solid enquiry

Performance Against Objectives

GOAL 9 Enhanced job opportunities for our people

Strategy: To grow our existing businesses				
DP Action	Action Code	Action	Status	Comment
Establish a regular networking forum between Council and local businesses.	9.3.3.1	Provide networking opportunities for businesses within the shire.	Completed	Liaison with Murray BEC, NSW Business Chamber continuing. Council promotes training workshops being conducted through Murray BEC via the business email database tree. Digital Business Forum held 11 May 2017, 55 people attended
Research the feasibility of establishing truck parking areas in townships across the shire.	9.3.3.2	Liaise with existing participants in the transport industry to establish need.	Progressing	Council awaits suitable grant to apply for funding for the project. Identified as an action in ED&S Plan. RDA Murray setting up transport/logistics support group for the region which Council can participate.
Ensure that Greater Hume is well represented in relevant regional and broader economic development forums.	9.3.4.1	Establish mechanisms to ensure that Greater Hume remains abreast of current trends in economic development.	Completed	Council subscribes to REMPLAN Economic Profile with public access a feature. Greater Hume Council Economic & Social Plan adopted March 2017.
Identify Council functions that could be outsourced to local businesses (e.g. roadside slashing and grading of roads, etc.).	9.3.5.1	Review Council activities to identify opportunities to achieve efficiencies through contracting.	Completed	Ongoing by MANEX.

Performance Against Objectives

GOAL 9 Enhanced job opportunities for our people



Pictured: Staff attending the All Staff Briefing held 4 May 2017 at Culcairn.

Strategy: To provide appropriate training and mentoring for our Shire's workforce

DP Action	Action Code	Action	Status	Comment
Identify funding and programs available to ensure our workforce receives appropriate training and mentoring relevant to their circumstances.	9.4.2.1	Provide training and mentoring for staff at all levels within the organisation.	Completed	Training plan developed for all staff through performance appraisal process and progressively implemented.
Investigate opportunities for traineeships and apprenticeships.	9.4.3.1	Develop a traineeship and apprenticeship employment strategy.	Progressing	Four traineeships commenced - 2 x Civil Construction, GIS and Purchasing/Warehousing
Implement Aussie Host (or similar) customer service training throughout the shire after determining sources of funding.	9.4.4.1	Engage with Murray-Hume Business Enterprise Centre or other organisations to investigate funding sources for customer service training.	Not progressing	Council continues to support BEC courses with a sales training workshop being held in October. This is marketed through Council's electronic email database, BEC Sales Secrets For Small Business training course held in October. 11 businesses booked to participate. Further follow up required with 2 clients. BEC presenter featured in Digital Forum workshop held 11 May.

Performance Against Objectives

GOAL 10

A sustained and vibrant farming sector



Strategy: To ensure the Shire has an informed, committed and enthused agricultural community

DP Action	Action Code	Action	Status	Comment
Develop networks with Austrade to provide opportunities for Greater Hume agricultural businesses to expand into more national and global markets, and attract more companies to the region.	10.1.5.1	Strong relationship with Austrade established and maintained.	Progressing	Meeting with AusIndustry - Business Services to receive briefing on current programs under AusIndustry on 30 March 2017 identified opportunities for shire businesses to tap into Entrepreneur Program for businesses turnover >\$1.5M, with free comprehensive business evaluation available

Performance Against Objectives

GOAL 11 Improved tourism and visitation



Strategy: To promote our strengths

DP Action	Action Code	Action	Status	Comment
Work with local operators in towns and villages to provide visible information resources for visitors, i.e. frontline business operators to act as tourism ambassadors providing materials and knowledge on local attractions and events.	11.1.2.1	Establish and maintain Visitor Information Points (VIP) in all towns and selected villages to provide materials and knowledge on local attractions and events.	Completed	Achieved and currently servicing 10 VIPs.
Work with local operators in towns and villages to provide visible information resources for visitors, i.e. frontline business operators to act as tourism ambassadors providing materials and knowledge on local attractions and events.	11.1.2.2	Review, refresh and renew Accredited Visitor Information Centre at Holbrook.	Completed	Achieved and ongoing
Work with local operators in towns and villages to provide visible information resources for visitors, i.e. frontline business operators to act as tourism ambassadors providing materials and knowledge on local attractions and events.	11.1.2.3	Review, refresh and renew the Visitor Information Point network throughout the shire, with a greater emphasis on communication, training and famils.	Completed	Achieved and ongoing
Support existing Council and town websites to best practice standards.	11.1.3.1	Ensure information included on Council and town websites is current and relevant.	Completed	Achieved and ongoing
Support existing Council and town websites to best practice standards.	11.1.3.3	Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources to possibly expand into other sites such as Twitter, Google Maps, YouTube, Instagram and Pinterest.	Completed	Achieved and ongoing, Facebook likes for Greater Hume Shire have risen from 560 (30 Sept 2016) to 671 (30 June 2017). 2 videos produced under Diversity project.
Create a marketing and promotion plan that communicates the range and quality of existing key attractions (including Submarine, Morgan's Lookout, Henty Header, etc.).	11.1.4.1	Prepare a marketing and promotion plan for key attractions within the shire.	Completed	Ongoing as part of the Visitor Experience Plan.

Performance Against Objectives

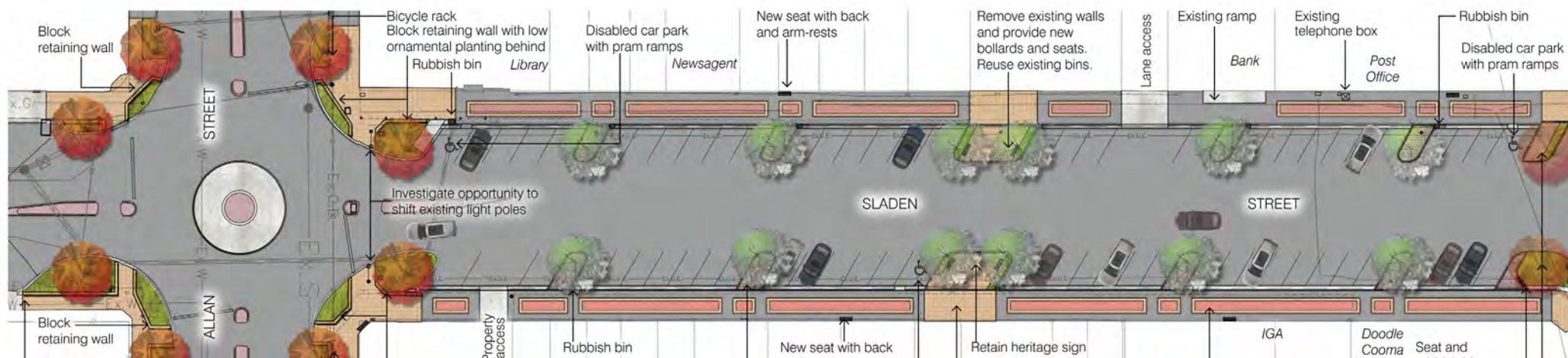
GOAL 11 Improved tourism and visitation

Strategy: To promote our strengths				
DP Action	Action Code	Action	Status	Comment
Work with adjacent councils to proactively promote our offerings to Albury/Wodonga, Wagga Wagga and other target markets considered appropriate and attractive.	11.1.5.1	Maintain strong links with Albury/Wodonga and Wagga Wagga tourism organisations.	Completed	Achieved and ongoing tourism partners with Albury/Wodonga and Wagga Wagga Tourism Groups.
Work with adjacent councils to proactively promote our offerings to Albury/Wodonga, Wagga Wagga and other target markets considered appropriate and attractive.	11.1.5.2	Continue to nurture joint partnerships and relationships with neighbouring Local Government Areas and organisations such as Murray ARTS and Murray Regional Tourism Board.	Completed	Achieved and ongoing, Tourism and Promotions Officer attending regular meetings and developing initiatives with Murray Regional Tourism and Murray Arts in partnership with Albury/Wodonga and Wagga Wagga Cities.
Enhance the opportunities to promote Greater Hume Shire.	11.1.8.1	Develop a closer relationship with local media by offering to arrange interviews, articles, photography or regular spots on radio and TV or articles in print and social media.	Completed	Achieved and ongoing. Regular adverts in The Border Mail's Out and About and liaison with local and regional media through What's On and various media releases in relation to tourism initiatives.
Enhance the opportunities to promote Greater Hume Shire.	11.1.8.2	Utilise opportunities for direct marketing and value adding (eg free bus to events, discount vouchers, letterbox drops, hot deals, coupons etc) to encourage visitors to Greater Hume Shire.	Completed	Achieved and ongoing. Tourism operators are encouraged and supported to develop packages and hot deals.
Enhance the opportunities to promote Greater Hume Shire.	11.1.8.3	Continue to market and promote towns and villages on Hume and Olympic Highways as welcoming and a 'open day is every day' with a focus on services and tourism product to the travelling and touring markets.	Completed	Achieved and ongoing, more tourism operators (cafes, supermarkets etc) throughout shire are opening on weekends
Statistical data to be used to target visitors' requirements and patterns.	11.1.9.1	Create, conduct and analyse regular surveys in relation to the visitors attending our Visitor Information Centre and Visitor Information Points.	Completed	Achieved and ongoing, report included in Tourism and Promotions monthly report to Council
Strategy: To promote our strengths				
DP Action	Action Code	Action	Status	Comment
Statistical data to be used to target visitors requirements and patterns.	11.1.9.2	Create, conduct and analyse regular surveys to identify new trends in visitor behaviour, emerging markets and visitor requirements to support council and tourism operators.	Completed	Achieved and ongoing, report included in Tourism and Promotions monthly report to Council and emails sent to tourism operators advising outcomes.

Performance Against Objectives

GOAL 11 Improved tourism and visitation

Strategy: To leave visitors delighted with their visit				
DP Action	Action Code	Action	Status	Comment
Continue efforts to improve the appearance of main streets throughout the Shire with plants and paving e.g. streetscape upgrade program.	11.3.2.1	Upgrade streetscapes in all major towns within the shire.	Progressing	Stage 2 of Sladen St Henty has been delayed due to tendered prices being over budget. Additional funding approved by Council and Contract now accepted. Works to be undertaken in second half of 2017
Improve the appearance of buildings and the facades of our buildings, particularly those that are of heritage value such as the museums.	11.3.3.1	Establish and maintain heritage programs for residential and business buildings.	Completed	Available funding for the Heritage programme will shortly be fully expended and this programme will then cease.
Create highly visible promotional boards sponsored by local operators around key rest areas.	11.3.6.1	Town/tourist information boards developed and installed.	Completed	Achieved and ongoing, Walbundrie's nearing completion.
Provide the Visitor Information Centre and operators with a survey collection tool (e.g. Tourism Australia VIC Kit) and encourage its use to monitor the origin of visitors, length of stay and purpose for future use in target marketing.	11.3.7.1	Develop a survey collection tool for use by VIC and VIP staff to collect relevant visitor data.	Completed	Achieved and ongoing, report in Tourism and Promotions monthly report to Council.



Performance Against Objectives

GOAL 11 Improved tourism and visitation

Strategy: To leave visitors delighted with their visit				
DP Action	Action Code	Action	Status	Comment
Develop a Greater Hume events strategy to coordinate the delivery of existing events.	11.3.8.1	Events Guide and Prospectus - to develop and produce an events guide for community groups and organisations. The guide will provide information and advice on all aspects of event management including how, who, when, why, risk management, procedures and organisation, resource register, promotion and marketing, etc.	Completed	Achieved and ongoing maintenance to guide.
Publish an events calendar and widely distribute to all tourism operators.	11.3.9.1	Determine appropriate mechanisms to promote events held within Greater Hume Shire.	Completed	Achieved and ongoing, assisted in promotion of over 150 community events during year.
Maintain sufficient funding for Council's VIC in Holbrook.	11.3.11.1	Undertake regular reviews of patronage and value of Holbrook VIC.	Progressing	Achieved and ongoing
Conduct at least one tourism industry workshop per annum targeted at improving industry knowledge and collaboration.	11.3.12.1	Improve the internal knowledge of the shire's tourism product.	Completed	Achieved and ongoing, workshop held in February, ongoing training held on an individual basis.

Performance Against Objectives

GOAL 11 Improved tourism and visitation

Strategy: To leave visitors delighted with their visit				
DP Action	Action Code	Action	Status	Comment
Support existing tourism networking forums and encourage greater operator participation to increase communication and collaboration (e.g. business breakfast series).	11.3.16.1	Maintain links with key tourism bodies.	Progressing	Achieved and ongoing, developing a formal Tourism Public Forum Program.
Supporting tourism operators and communities to enhance the visitor experience.	11.3.17.1	Conduct visitor information workshops/meetings for tourism operators, community members and council staff of Greater Hume Shire to provide them with knowledge when assisting with enquiries from visitors.	Completed	Achieved and ongoing, workshop held in February and ongoing training on an individual basis.
Supporting tourism operators and communities to enhance the visitor experience.	11.3.17.2	Creating the opportunity for operators and their staff to develop better business skills in areas such as internet/social media, marketing, finance, human resource management, industrial regulations, working with the media, quality assurance, customer service (including closing the deal) and barista.	Completed	Achieved and ongoing, 6 webinars (Customer Service, Facebook, Instagram, ATDW Training, SEO, Marketing) were offered to tourism operators as wekk at MRT's Agri and Culinary Tourism Workshop.
Supporting tourism operators and communities to enhance the visitor experience.	11.3.17.3	Establishment of a Greater Hume Shire Tourism Operators Committee to create links and provide a platform for promotion and development of tourism in Greater Hume Shire.	Completed	Meeting was organised, due to lack of numbers it was decided to hold a series of four Tourism Public Forums in various locations in shire instead.
Marketing of Greater Hume Shire's Visitor Experience.	11.3.18.1	Develop and produce street maps for towns and villages of Greater Hume Shire.	Completed	Ongoing, working on a number of maps. Walbundrie nearly completed.
Marketing of Greater Hume Shire's Visitor Experience.	11.3.18.2	Participate and assist with development of the Murray Regional Tourism Board digital platform.	Completed	Achieved and ongoing, see report on Visit Greater Hume in Tourism and Promotions monthly report to Council.

Performance Against Objectives

GOAL 11 Improved tourism and visitation

Strategy: To leave visitors delighted with their visit				
DP Action	Action Code	Action	Status	Comment
Marketing of Greater Hume Shire's Visitor Experience.	11.3.18.3	Review, refine and refresh our self drive tour itineraries and develop marketing collateral to assist promotion including value adding such as themes, interactive elements, picnic or refreshment packs, children's puzzles, quizzes or loyalty stamps.	Completed	Achieved and ongoing. Tours and trails webpage developed and continuously updated
Marketing of Greater Hume Shire's Visitor Experience.	11.3.18.4	Ensure that all tourism operators and events are listed on Get Connected (path to Destination NSW, Tourism Victoria and Tourism Australia).	Completed	Achieved and ongoing, all operators and events on Get Connected, regular maintenance is ongoing.
Marketing of Greater Hume Shire's Visitor Experience.	11.3.18.5	Enhance and broaden Greater Hume Shire's What's On enewsletter and distribute to bus, coach and tourism operators/organisations, visitor services within southern NSW and Victoria and within Greater Hume Shire.	Completed	Achieved and ongoing, now have a "Whats On" subscription button on all pages of visit Greater Hume website .
Marketing of Greater Hume Shire's Visitor Experience.	11.3.18.6	Review and refresh Greater Hume Shire's marketing and promotional collateral (such as photographic library, banners, posters, bumper stickers or placemats).	Completed	Achieved and ongoing. Visitor's Guide produced, photo library developed and you tube videos developed through Diversity project.

Strategy: To ensure our existing businesses remain viable				
DP Action	Action Code	Action	Status	Comment
Investigate the feasibility of creating a Council organised job network where local businesses can lodge vacancies and share recruitment costs (e.g. advertising) in surrounding areas.	11.4.3.1	Survey businesses to ascertain recruitment issues (e.g. difficulty in recruiting quality staff, cost of advertising etc.).	Completed	2016 Business Survey conducted in February 2016.

Performance Against Objectives

GOAL 12 Maintain biodiversity and a high quality natural environment



Pictured: Gum Swamp at Walla Walla.

Strategy: To continue the introduction of good environmental practices				
DP Action	Action Code	Action	Status	Comment
Ensure that development within the shire integrates ecologically sustainable development principles.	12.1.1.1	Effective development control undertaken to ensure ecologically sustainable development.	Completed	It has been a challenging year due to high numbers of applications and shortages of staff. Very few complaints have been received and applications have still be assessed in a timely manner.
Identify opportunities, programs and funding available to enhance the natural environment on farms.	12.1.4.1	In conjunction with CMA's, landcare groups develop on farm environmental projects.	Not Progressing	No action to be taken.
Reduce our waste to landfill through effective waste management practices and recycling working to minimise waste being sent to landfill.	12.1.5.1	Implement policies and programs to maximise the diversion of waste from landfills to recycling options.	Completed	Ongoing strategies of education through the waste contract and home composting programme.
Reduce our waste to landfill through effective waste management practices and recycling working to minimise waste being sent to landfill.	12.1.5.2	Monitor take up of rural skip bin collection service.	Completed	A reasonable uptake has occurred although the numbers have stabilised.
Reduce our waste to landfill through effective waste management practices and recycling working to minimise waste being sent to landfill.	12.1.5.3	Encourage urban residents to undertake onsite composting of household organics.	Completed	Composting Doctor programme concluded.

Performance Against Objectives

GOAL 12 Maintain biodiversity and a high quality natural environment

Strategy: To continue the introduction of good environmental practices				
DP Action	Action Code	Action	Status	Comment
Continue to support the implementation of regional weed management strategies and associated management plans.	12.1.6.1	Implementation of Regional Weeds Action Plan.	Completed	A transition to new arrangements under the Bio Security Act is underway and new authorisations to Council officer have been prepared.
Introduce awareness signs on major roads discouraging drivers from littering.	12.1.7.1	In conjunction ROC's install anti littering signage throughout the shire.	Completed	Completed
Maintain a Roadside Vegetation Management Plan for the shire.	12.1.9.1	Implement improved signage for high conservation areas.	Completed	Discussion held with LAMP group on supporting new Squirrel Glider Habitats on Road Reserves. Structure change will create new environmental position in Council to proactively manage updating Roadside Vegetation Management Plans.
Maintain a Roadside Vegetation Management Plan for the shire.	12.1.9.2	Develop a consolidated Roadside Vegetation Management Plan for the shire.	Not Progressing	New position in Engineering Structure will help the development and implementation an effective Roadside Vegetation Management Plan in late 2017
Reduce habitat loss through the negotiations of property vegetation plans and conservation agreements.	12.1.11.1	Develop strong links with LLS's and other appropriate agencies to reduce habitat loss.	Completed	Ongoing commitment.

Performance Against Objectives

GOAL 13 Maximise our resources to maintain the natural environment



Pictured: Aerial view of Henty and beyond.

Strategy: Lobby Federal and State Governments to introduce uniform legislation covering all public land management issues				
DP Action	Action Code	Action	Status	Comment
Establish a single body responsible for the management of crown land and remove overlap of responsibility of various State agencies such as RMS, StateRail, etc.	13.1.2.1	Make representations to establish a single body for the management of crown land.	Progressing	Progress has slowed on the review of Crown Lands however developments continued to be monitored.
Establish an annual forum with all natural resource management groups to coordinate future programs and activities within the region. Document in a Shire Natural Resources Management Plan.	13.1.3.1	Council to continue to build partnerships with LLS's and Holbrook Landcare to ensure appropriate recognition of environmental issues with catchment management plans.	Progressing	Some programs have been fostered with the LLS including silage wrap recycling

Performance Against Objectives

GOAL 13 Maximise our resources to maintain the natural environment

Strategy: To engage with and assist private landowners in positively managing natural resources

DP Action	Action Code	Action	Status	Comment
Engage with private landholders to deliver programs that: • reduce weeds and feral pests • promote works in or near waterways, improving water quality • reduce unnatural stream bank and gully erosion • improve aquatic biodiversity • reduce pollution • improvement management of soils according to industry best management practices • increase ground cover and property plans.	13.2.3.1	Implement strategies to introduce and deliver programs to improve land management practices on private land.	Completed	Completed
Engage with private landholders to deliver programs that: • reduce weeds and feral pests • promote works in or near waterways, improving water quality • reduce unnatural stream bank and gully erosion • improve aquatic biodiversity • reduce pollution • improvement management of soils according to industry best management practices • increase ground cover and property plans.	13.2.3.2	Inspect private and public land to detect and assess weed infestations.	Progressing	Council has attempted to reach the target of 400 property inspections. However due to staff leave this number has not been achieved



Stacey Bell, Education Officer Wirraminna Environmental Education Centre with Joely Scott and Charlie Doig from Billabong High School receiving 2016 National Junior Landcare Team Award - Melbourne September 2016

End of Term Report 2012 - 2016

Executive Summary

The End of Term Report provides Council with an opportunity to report on our progress in implementing the Community Strategic Plan, Greater Hume 2030, during the period 2012 to 2016.

The Community Strategic Plan contains a number of strategic actions grouped under four main themes as follows:

- Community leadership focussing on “greater ideas by our great people” As we aspire to grow our population sustainably, we must also consider how a shortage of future leaders, water security and a lack of government funding could impact upon delivery of our vision.
- Social issues related to sustaining “a simply greater place to live” Greater Hume is already a great place to live because of our caring nature and the great services and facilities available in the nearby cities. Yet, our quality of life could be improved particularly as access to these services and facilities is limited and we are losing our younger people.
- Economic issues related to achieving “a simply greater place to work”. The location of our Shire presents significant potential to grow our economy. This is vital to retain our younger people, support our farmers and mitigate the impacts of the bypasses.
- Environmental issues related to becoming “simply greater natural surroundings” If we are to continue being blessed with beautiful natural surroundings, rich in native plants and animals, we must deal with the apathy towards the protection of the natural environment that is present within some members of the community.

Measuring the Community Strategic Plan

As part of the development of the Community Strategic Plan a number of measures were linked to each of the strategies. These measures have been included in Council’s 2012 – 2016 Delivery Program and progress against each strategy reported to Council and the community on a quarterly basis.

In addition, Council has commissioned Community Surveys in 2012 and 2016 to gauge the community’s perceptions and opinions on living as a resident of Greater Hume Council. The broad aim of the surveys is to provide Council with an understanding of the perceptions and needs of the local community with respect to both Council’s services and facilities and to customer service.

The overall performance of Council as determined by the 2016 survey was as follows:

- Six in ten Greater Hume Council residents (62.1%) are either satisfied or very satisfied with Council’s overall performance compared to 58.7% in 2012.

- 5.8% of residents were dissatisfied compared to 6.6% in 2012.
- the overall mean satisfaction score of 3.68 out of 5 is considered a median satisfaction rating but approaching the high level satisfaction threshold of 3.75
- the most important services, facilities or activities that the community believe Council should focus on are:
 - maintaining sealed rural roads
 - provision of services and facilities for youth
 - council responsiveness to community needs
 - consulting with the community
 - maintaining town roads
 - council leadership and advocacy.

Greater Hume Council uses the results of the community survey to assist with future decision-making, service delivery and communication with Greater Hume residents.

In addition to the Community Satisfaction Survey, Greater Hume engagement with the community in 2016-2017 included:

Public exhibition and public notification

- Stand for Greater Hume Council - Council elections
- Tourism Advisory Committee Public Forum meeting 10 August 2016
- Community Development Grants
- Free Grant Writing Workshop
- Monthly Council Meetings / Rates Instalments / Water Meter Readings
- Presentation of Financial Statements
- Road Naming Changes (New Road Names)
- Calling for Nominations for Greater Hume Council's Top Citizens
- Planning Proposal to rezone R2 Low Density Residential & Minimum Lot Size Pioneer Drive, Jindera
- Planning Proposal to amend the Minimum Lot Size to 2,000 m2 Urana Road and Pioneer Drive, Jindera
- Exhibition of Contaminated Land Management Policy
- Temporary Road Closures
- Seeking Feedback on draft Walla Walla Flood Study
- Notice of Office Closure (Christmas/New Year)
- Sale of Abandoned Vehicles
- Seeking Feedback Draft Floodplain Risk Management Studies & Plans for Culcairn, Henty and Holbrook
- Exhibition of Draft Economic Development & Social Plan 2017 - 2022
- Cleanout your household chemical clutter
- Council's Staff Team Building & Development Function - Office Closure
- Digital Forum
- Payment of Expenses & Provision of Facilities to Mayor and Councillors Policy
- Lease of Land - Wagga Road, Holbrook
- Exhibition of 2017 Draft Development Contributions Plan Section 94A
- Quotations - for Hlre Plant & Equipment, Supply of Quarry Products and Preferred Suppliers/General Contractors
- Public Consultation - Draft Community Strategic Plan 2017 - 2030
- DrumMuster
- Meeting to Establish Henty Government Dam Reserve Clean Up Committee
- Public Exhibition - Draft 2017 - 2021 Delivery Program 2017 - 2018 and Operational Plan
- Public Exhibition - Draft Disability Inclusion Action Plan
- Sale of Sundry Materials
- Development Application Notices seeking submissions Section 78(a) EP&A Act 1979
- Development Applications approved Section 101 EP&A Act 1979

Have A Say

- Council's draft Community Strategic Plan street stall information sessions

Community Engagement Guide




Sladen Street Upgrade

Revitalising Henty's retail precinct

The major revitalisation of Henty's retail precinct will finally get underway with the Sladen Street Streetscape upgrade commencing in early July.

Greater Hume Shire Council has appointed Longford Civil Construction to undertake the project at a cost of \$724,088 (incl.GST).

The upgrade will result in the installation of new underground drainage, kerb and channel, asphalt footpaths with concrete feature pavers.

The project is expected to take 22 weeks and subject to weather conditions is expected to be completed by the end of November .

Starting 3 July, work will commence on the southern side of Sladen Street with the removal of existing kerb and footpath, installation of underground drainage, kerb and channel and asphalt footpaths. Retaining walls and paving in pedestrian areas will then be installed around the Allan Street/Sladen Street intersection.

Works will cease during the period of the Henty Field Days to ensure businesses can maximise trade during the very busy period of the field days.

The contractor will then move to the north side of the street, the works already done on the south side will be duplicated on the northern side of Sladen Street.

The works schedule indicates feature paving will be installed into the asphalt footpaths on both sides of the street during October to November. Following street furniture and garden beds will be installed. Finally Council will install landscaping - plants, trees, mulch and watering systems.

The contractor is committed to working with Sladen St businesses to minimise the impact of the streetscape upgrade program, however some inconvenience may be inevitable.

Council wishes to thank the Henty community for their patience, and the efforts of members of Henty Community Development Committee and Henty Rotary in helping to bring the project to fruition.

A community meeting to explain the project, and introduce the contractor to the Henty community will take place on Tuesday, 20 June at 6pm at Henty Library. All welcome.

Council will provide monthly updates to the community throughout the project.



State of the Environment

Local Government Act, 1993

Section 428 A

For the purposes of a report covering the 2016/17 period, environmental issues contained within the Community Strategic Plan have been detailed in the Delivery Plan actions on pages 60 to 63 of this report.

Condition of Public Works

Section 428

Public Roads

Urban Roads

Pavements

Within the town areas of Greater Hume Shire, Council maintains approximately 96km of sealed pavements and 15km of unsealed pavements. Maintenance costs for these roads amounted to \$503,456 during 2016/2017.

Pavement maintenance (bitumen resealing) was carried out on 6.2km of urban streets (\$151,602) in order to extend their useful life in 2016/2017.

Council's 2017/2018 budget provides \$500,000 for routine maintenance on sealed and unsealed urban roads, with \$175,000 provided for urban resealing works, and \$1,000,000 for improvement and rehabilitation works, including works funded under the Roads to Recovery program.

Kerb & Gutter

Within the town areas of Greater Hume Shire, Council maintains 91km of kerb and gutter. Visual assessment indicates that approximately 85% is providing a satisfactory level of service. Council has a maintenance and repair budget of \$60,500 and an allocation of \$80,000 for new works in the 2017/2018 budget.

Footpaths

Concrete footpaths are generally satisfactory in the town areas of Holbrook, Jindera, Culcairn, Henty and Walla Walla and the villages of Walbundrie and Burrumbuttock. The majority of the pavement is assessed as having a residual life of at least 80 years (design life 100 years). Council maintains 22km of concrete footpaths and 5.0km of gravel footpaths and an allocation of \$35,500 is provided in the 2017/2018 budget for maintenance works. No new footpath was laid in 2016/2017. Council has an ongoing replacement program with \$40,000 allocated for 2017/2018.

Rural Local Roads

Unsealed

Council maintains 928km of unsealed rural roads with an all-weather gravel pavement and 82km of formed roads. Through regular maintenance grading and gravel resheeting programs based on Council's road strategy and the level of funds available, assist in providing a satisfactory level of service. Condition assessment is based on visual inspection and known level of service. Maintenance costs for 2016/2017 of \$1,748,671 were spent on unsealed rural roads. Gravel resheeting was carried out on 42km in 2016/2017 at a cost of \$955,892. Council's 2017/2018 budget provides \$1,071,638 for routine maintenance of unsealed rural roads and \$1,175,875 for gravel resheeting works.

Sealed

Council maintains 648km of sealed rural roads with widths varying between 3.6m – 7.0m. Council's policy of regular maintenance and bitumen resealing has maintained the road network in a satisfactory condition. A total length of 53.65km of bitumen resealing works was carried out in 2016/2017 at a cost of \$782,449.

Council reviewed the local road system in terms of the network provided and level of service to be provided. The current level of road inventory data is considered to be adequate for asset value assessment reviewed at the start of the 2014/2015 financial year.

Council's 2017/2018 budget provides \$650,000 for routine maintenance of sealed rural roads and \$1,134,524 for bitumen resealing works. There is an allocation of \$650,000 for improvement and rehabilitation including works funded through the Roads to Recovery Program during 2017/2018.

Regional Roads

Council is responsible for the maintenance and improvement of 284km of regional roads with funds provided by NSW Roads and Maritime Services. The network is generally satisfactory; however, there is a need to widen the majority of pavement width to meet current standards. Bitumen resealing of 18.4km in length was carried out during 2016/2017 at a cost of \$404,187 as well as heavy patching \$346,198. A total of 6.2km was rehabilitated under the REPAIR Blackspot Programs amounting to 1,390,435.

Bridges

Council is responsible for 212 concrete and steel bridges and major culverts, including 142 on local roads, 70 on regional roads and 1 timber bridge within the shire.

Sweetwater Road bridge was replaced at a cost of \$193,010.89.

Council's bridges are in good condition and (precluding floods) will need minor maintenance only.

Asset valuation is based on known construction dates and a life of between 100 to 120 years based on materials and construction type.

Supply And Sewerage Services

Water Supply

Council operates two water supply systems servicing the urban area of Culcairn and the Village Water Supply Scheme which services Jindera, Burrumbuttock, Brocklesby, Gerogery and Gerogery West. It is considered that they currently operate in a satisfactory manner. Asset valuation and subsequent assessment of funds required to bring the infrastructure up to a standard and maintaining it have been based on known construction dates and theoretical design life of the component.

Sewerage Schemes

Council operates six separate sewerage schemes:-

- Burrumbuttock - This scheme is operating satisfactorily and is near maximum capacity. The majority of the components in the system are currently at less than half their design life and no upgrading works are proposed.
- Culcairn – This scheme is operating satisfactorily and is near maximum capacity. The majority of the components in the system are currently at less than half their design life.
- Henty – This scheme is operating satisfactorily and below design capacity. The majority of the components in the system are currently at less than half their design life.
- Holbrook – This scheme is operating satisfactorily and is below design capacity. The majority of the components in the system are currently at less than half their design life and no upgrading works are proposed.
- Jindera – This scheme is operating satisfactorily and is near maximum capacity. The majority of the components in the system are currently at less than half their design life and works to increase capacity are proposed in 2020.
- Walla Walla – This scheme is operating satisfactorily and is below design capacity. The majority of the components in the system are currently at less than half their design life and no upgrading works are proposed.



Pictured Above: Jindera Sewerage Treatment Works

Stormwater Management Services

Local Government (General) Regulation 2005

CI 217(1)(e)

In line with the Delivery Plan, routine maintenance has been carried out to Council's existing stormwater drainage system.

The development of a Stormwater Asset Management Plan was completed during the 2012/2013 Financial Year.

Greater Hume Council did not levy any stormwater management charges in 2016/2017.

Fees, Expenses and Facilities Provided to the Mayor and Councillors

Clause 217 (1)(a)

No overseas trips were undertaken by councillors during the 2016/2017 financial year.

Clause 217 (1)(a1)

The following amounts were paid to or on behalf of the Mayor and councillors from 1 July 2016 to 30 June 2017:

Mayoral Allowance	\$9,826
Deputy Mayoral Allowance	\$1,877
Annual Fees \$10,098 per councillor per annum	\$93,420
Expenses in accordance with the above policy (65 cents per kilometre for vehicles up to 2.5 litre engine capacity and 74 cents per kilometre for greater than 2.5 litre) Councillors Subsistence (e.g., meals, etc)	\$12,388
Delegates expenses (including travel, accommodation and out-of-pocket expenses to attend conferences, seminars and workshops)	\$3,793
Provision of facilities Provision of dedicated office equipment allocated to councillors including laptop computers/ipads	\$4,937
Telephone & internet expenses	\$4,391
Attendance of councillors at conferences and seminars – See Delegates Expenses listed above.	\$548

Training of councillors and provision of skill development \$7,406

Interstate visits
Interstate visits by councillors, including transport, accommodation and other out of pocket travelling expenses Nil

Overseas visits by councillors, including transport, accommodation and other out of pocket travelling expenses Nil

Expenses of any spouse, partner or other person who accompanied a councillor Nil

Expenses involved in the provision of care for a child or an immediate family member of a councillor.
No claims submitted for period 1 July 2016 to 30 June 2017. Nil

Senior Staff Employed

Clause 217 (1)(a9)(b) and (c)

During the 2016/2017 year, Council's General Manager Steven Pinnuck received a total remuneration package of \$202,470 (which included salary, superannuation benefits and non-cash benefits).

There were no other designated senior staff employed by Council.

Special Schedule No. 7 - Report on Infrastructure Assets

as at 30 June 2017

\$'000

Asset Class	Asset Category	Estimated cost to bring up to a satisfactory standard	Estimated Cost to bring to the agreed level of service set by Council	2016/2017 Required Maintenance ^a	2016/2017 Actual Maintenance	Net Carrying Value	Gross replacement cost (GRC)	Assets in condition as a percentage of gross replacement cost				
								1	2	3	4	5
Buildings	Council Offices/ Administration Centre	10	10	37	30	4,078	8,484	0%	44%	47%	9%	0%
	Works Depot			62	65	1,224	3,021	6%	0%	92%	2%	0%
	Public Halls	40	40	43	45	2,454	12,720	0%	3%	86%	11%	0%
	Houses	-	-	21	16	1,966	2,696	25%	19%	47%	9%	0%
	Libraries	-	-	45	48	2,330	5,412	5%	81%	13%	1%	0%
	Museums	-	-	8	2	342	390	0%	100%	0%	0%	0%
	Amenities/ Public Toilets	35	35	25	24	1,552	2,271	2%	61%	33%	4%	0%
	Sporting Facilities	45	45	11	11	13,565	23,018	1%	53%	45%	1%	0%
	Aged Care Facilities	-	-	39	25	5,270	6,451	6%	68%	26%	0%	0%
	Other	-	-	-	-	5,778	9,561					
	Sub total	130	130	291	266	38,559	74,024	2.4%	37.0%	43.9%	3.8%	0%
Other Structures	Other Structures	10	10	4	28	2,826	3,610	2%	32%	36%	30%	0%
	Sub total	10	10	4	28	2,826	3,610	2%	32%	36%	30%	0%

Special Schedule No. 7 - Report on Infrastructure Assets

as at 30 June 2017

\$'000

Asset Class	Asset Category	Estimated cost to bring up to a satisfactory standard	Estimated Cost to bring to the agreed level of service set by Council	2016/2017 Required Maintenance ^a	2016/2017 Actual Maintenance	Net Carrying Value	Gross replacement cost (GRC)	Assets in condition as a percentage of gross replacement cost					
								1	2	3	4	5	
Roads	Sealed roads												
	Unsealed roads	-	-	1,051	1,800	12,930	24,438	1%	55%	43%	1%	0%	
	Bridges	100	100	50	8	25,167	55,258	2%	25%	48%	24%	1%	
	Footpaths	-	-	35	15	2,743	3,517	2%	25%	52%	21%	0%	
	Other road assets										1%	0%	
	Bulk earthworks	-	-	-	-	135,503	135,503						
	Sealed road surface	50	50	4,039	6,102	21,360	38,093	2%	55%	42%	1%	0%	
	Sealed road structure	-	-	-	-	139,500	181,967	1%	58%	40%	1%	0%	
	Kerb and gutter	-	-	60	11	6,650	9,031	36%	62%	2%	0%	0%	
	Other						-						
	Sub total	150	150	5,235	7,936	343,853	447,807	1.6%	35.8%	28.5%	3.7%	0.1%	
Water Supply	Mains	-	-	125	85	17,773	25,946	22%	47%	19%	12%	0%	
Network	Pumping Stations	-	-	20	6	482	635	6%	89%	5%	0%	0%	
	Treatment Works	-	-	9	3	194	275	0%	100%	0%	0%	0%	
	Reservoirs		-	10	1	1,922	3,079	7%	70%	15%	8%	0%	
	Bores	-	-	-	-	257	320	0%	0%	100%	0%	0%	
	Other	-	-	3	1	-	-	22%	78%	0%	0%	0%	
	Sub total	-	-	167	96	20,628	30,255	19.7%	51.3%	17.9%	11.1%	0.0%	

Special Schedule No. 7 - Report on Infrastructure Assets

as at 30 June 2017

\$'000

Asset Class	Asset Category	Estimated cost to bring up to a satisfactory standard	Estimated Cost to bring to the agreed level of service set by Council	2016/2017 Required Maintenance ^a	2016/2017 Actual Maintenance	Net Carrying Value	Gross replacement cost (GRC)	Assets in condition as a percentage of gross replacement cost				
								1	2	3	4	5
Sewerage Network	Mains	-	-	44	22	22,440	31,781	19%	33%	48%	0%	0%
	Pumping Stations	20	20	37	39	3,195	4,339	11%	77%	10%	0%	2%
	Treatment Works	-	-	40	25	3,905	5,904	5%	82%	11%	2%	0%
	Reuse Scheme	10	10	9	7	2,591	3,256	0%	94%	3%	0%	3%
	Sub total	30	30	130	93	32,131	45,280	15.0%	48.0%	36.3%	0.3%	0.4%
Stormwater Drainage	Stormwater Drainage	-	-	51	62	6,518	9,471	64%	25%	11%	0%	0%
	Sub total	-	-	51	62	6,518	9,471	64%	25%	11.0%	0%	0%
Open Space/ Recreational Assets	Swimming Pools	-	-	52	117	2,685	5,134	11%	24%	65%	0%	0%
	Sub total	-	-	52	117	2,685	5,134	11%	24%	65%	0%	0%

Notes:

Required maintenance is the amount identified in Council's asset management plans.

Infrastructure Asset Condition Assessment "Key"

1. Excellent	No work required (normal maintenance)
2. Good	Only minor maintenance work required
3. Average	Maintenance work required
4. Poor	Renewal required
5. Very Poor	Urgent renewal/upgrading required

Contracts Awarded In Excess of \$150,000

Clause 217(1)(a2)

Name of Contractor	Description of Goods and Services	Contract Amount (excl GST)
Roads and Maritime Services	Agreement for Block Grant Assistance to Council for Regional Roads 2016-2017	\$2,553,406
Roads and Maritime Services	Blackspot Funding	\$560,625
Roads and Maritime Services	Holbrook, Woomargama handover works	\$2,367,255
Komatsu Australia	Purchase of 2 Graders	\$324,542.60
Sanananda Contractors	Reconstruction of Raymond Street and Submarine Precinct	\$383,363.30
Premier Building & Construction Pty Ltd	Construction of Jindera Community Centre	\$1,487,145.19
Hartex Engineering & Installation Services Pty Ltd	Supply and installation of mechanical service pit	\$177,220.00
Total Creations & Services	Construction of New Pool At Holbrook Swimming Pool Complex	\$1,337,410.00
Longford Civil	Reconstruction of Commercial Street Railway Crossing and Railway Street, Walla Walla	\$168,059.00
Premier Building & Construction Pty Ltd	Construction of new amenities building at Holbrook Swimming Pool Complex	\$592,647.00

Name of Contractor	Description of Goods and Services	Contract Amount (excl GST)
Connelly Constructions	Construction of new amenities building at Henty Swimming Pool Complex	\$685,588.00
Longford Civil	Jindera Industrial Estate Development	\$824,574.58
Longford Civil	Reconstruction of culvert on Sweetwater Rd, Mullengandra	\$168,514.80
Longford Civil	Drainage and streetscape works on Sladen Street, Henty	\$658,262.25
Inland Power Solutions	Construction of reticulation for Jindera Industrial Estate	\$164,872.73
Longford Civil	Reconstruction of Hueske Rd, Jindera	\$324,980.40
Connelly Pty Ltd	Construction of Holbrook Works Depot	\$443,662.00

Bushfire Hazard Reduction Activities

Section 428 A

SOUTHERN BORDER TEAM

2016/17 Annual Rural Fire Service Report

The Southern Border Team manages the Rural Fire Districts of Albury City, Berrigan, Federation and Greater Hume Shire Councils by a Rural Fire Service Agreement. With the amalgamation of shires, what was the Urana Shire will be incorporated into Federation Council. The agreed arrangements for 16/17 FY will involve all administrative functions to be managed by Southern Border Team (Albury RFS) and all operational functions being managed by Riverina (Wagga Wagga RFS), full control was transferred over on 3rd September 2017.

The Southern Border Team occupies an area of 13,806 square kilometres covering the City of Albury and the Shires of Berrigan, Federation and Greater Hume. Its southern boundary is marked by the foreshore of Lake Hume and the Murray River and extends approximately 70km north of the Murray River. The eastern boundary is the village of Jingellic and the western boundary is 10km west of the town of Tocumwal.

The terrain ranges from hilly in the east, through gently undulating plains to irrigation areas in the west. Approximately 85% of the district's population lives in one city and 13 main towns and villages. The largest is the City of Albury with over 47,000 residents. Thirteen of the towns across the district each have a population greater than 1,000. There are numerous smaller villages and hamlets scattered over the Team area ranging in size from 1,000 people to just a few. The remaining population lives in rural areas, with many occupying smaller allotments close to Albury, Corowa and along the Murray River and main roads.

In the eastern part of the Team there are large areas of state forests and national parks. The Carabost State Forest located on the eastern side of the Team covers 20,000 hectares. The Benambra and Woomargama National Parks are located in the central and southern areas and cover 32,500 hectares. There are several smaller state forest reserves scattered mainly along the Murray River.

The main Melbourne to Sydney railway line traverses the Southern Border Team area. The Team has a national highway and four state highways that also cross it. The Hume Highway traverses the area heading from Albury into the north-eastern part of the Team area. The Riverina Highway, Olympic Highway and Newell Highway are the other state highways. There are several other major roads in the Team area.

Permit burns and notifications

Other issues include the recent state-wide focus on ensuring that all fires (in or out of the official bush fire danger period) are notified to both neighbours and the fire control centre, a minimum of 24hrs prior to burning. It is of particular note that this requirement is one of the oldest parts of the Rural Fires Act and its historical versions. There has been a lot of misinformation about why this is a requirement. The intent behind this section of the Act relates to minimising the response requirement for brigades to attend 'known' fires.

If a fire was notified or called through/lodged with the fire control centre and a passer-by called 000 to report it, the RFS duty staff could potentially investigate the fire's status without the need to respond volunteers on a truck to attend the scene. It is more often than not the case that burns are within control of the landholders and do not require assistance from a fire truck. However, without adequate notification the volunteers will be asked to attend to investigate as a precautionary measure, as there is no other way to be sure that it is not an uncontrolled fire.

Ratepayers are encouraged to consider the impact of increased call outs on the brigades that are volunteering their time in the communities' interest. To assist with the registration of burns, the NSW RFS Southern Border Team has developed a one-stop-shop landholder website to register burns or applications for permits, to negate the need for phone notification to the FCC. You can view it at www.preventbushfires.com.au This requirement to notify neighbours has the intent to ensure that protective measures can be taken by those surrounding the landholder who is burning; it is also a good neighbourly practice and may prevent unnecessary civil claims.

Heavy fines remain at the discretion of the Service for the failure to notify appropriately of a burn and for the escape of a fire from the property on which it was lit. Fines are a last resort and it is hoped that landholders will 'do the right thing by our volunteers and their neighbours' and use the website as a tool to notify appropriately to avoid unnecessary callouts.

Membership

There were 68 brigades at the commencement of the 2017/18 year. There were 2,510 registered volunteers at the end of June 2017 across the Southern Border Team area, with six full-time staff.

Two staff have left the team with Administration Officer Janne Hindle and Insp. Marg Wehner retiring and resigning respectively. Both have contributed greatly to the local area over many years with Janne involved whilst the Bush Fire Services were hosted with local council. Insp. Wehner has contributed greatly to the increased resilience of the local communities through a commitment to community engagement and ignition management with both the public and other agencies. We as that their contributions are duly noted in this council report.

Staff attended brigade annual general meetings and various group meetings across the Southern Border Team during June/July/August 2017. With brigades reporting a generally quieter year operationally.

Training

Training courses provided during the year included:

- 1 x Bush Fire Fighter which included theory done on line through FUEL on line learning
- 1 x Village Fire Fighting
- 1 x Advanced Fire Fighting
- 1 x CLS and 1X CLW Crew Leader
- 3 x Senior First Aid
- 2 x Recert Breathing Apparatus Operator

Operational Services

A total of 594 incidents were attended by brigades. A total of 4,332 ha were burnt. Volunteers contributed 9,810 hours attending incidents during the year. Brigades and staff were involved in community education activities across the Team including school visits (local high, primary and pre-schools), local shows, and talks to community groups on fire safety, preparation and mitigation.

The Bushfire Danger Period commenced on 1 November and concluded on 31 March 2017. Permits were issued from 1 March 2017 until 31 March 2017 with the majority being issued through the on line Permit Portal. 700+ permits were issued across this period.

Patrick Westwood
Manager
Southern Border Team
25 September 2017

Have you prepared your Bush Fire Survival Plan?

Every home should have a Bush Fire Survival Plan to plan for the decision to "leave early" or "stay and defend".

Be prepared and know what to do in the event of a bush fire.

Everyone's Bush Fire Survival Plan is different and needs to reflect your individual situation and circumstance.

If you live in a town or a rural location in Greater Hume you should prepare a Bush Fire Survival Plan

Download the Bush Fire Survival Plan at www.rfs.nsw.gov.au or contact the local RSF office, T: 6051 1511 for a copy

Greater Hume Council is in the Eastern Rivernia Fire Weather District

Get the 'Fires Near Me' FREE smartphone app

The central image shows a bushfire with icons for school, home, work, and car. Below the image, it says 'GET READY FOR A BUSH FIRE FOUR SIMPLE STEPS TO MAKING YOUR BUSH FIRE SURVIVAL PLAN'. At the bottom right, there is an icon of a smartphone.

Access and Equity

Section 428(2)(j)

Greater Hume Council has developed and adopted a comprehensive Community Plan 'Greater Hume 2030' which incorporate Council's objectives in relation to the availability of key social services and the manner in which our residents access those services.

The plan reflects an emphasis on integrating access and equity activities into a whole of Council approach and developing clear reporting guidelines. Council's Community Plan examines the needs of the local community, including groups that may be disadvantaged in some way, and formulates access and equity activities that Council and/or other agencies could implement to address identifies needs.

These activities have been presented as a number of recommendations within the Community Plan.

Activities Council has acted upon since its inception include:

- Continuation of Council's quarterly newsletter.
- The expansion of the network of footpaths and bike paths across the shire.
- The expansion of kerbside recycling services throughout the shire.
- The continuation of lobbying with Telstra to ensure the maintenance of communication services across the shire.
- Continued employment of a Youth Development Officer to support the provision of services and activities for young people throughout the shire.
- The auspice of a number of projects designed to improve the availability of support services for older people and people with disabilities. This includes community services and road safety programs specifically targetting older residents.
- Expansion of children's services throughout the shire and recently to the Benalla Local Government area.

Greater Hume Council adopted the Disability Inclusion Action Plan on 28 June 2017.



COMMUNITY NEWS

ISSUE 46 AUTUMN 2017






I t o r: Attending the Sum of Us Exhibition are Alyce Fisher, Murray Arts, Greg Aplin, Member for Albury, NSW, Kim Biggs, Greater Hume Shire Museum Adviser, Cr Alice Glachan, Albury City, Mayor, Cr Heather Wilton, Greater Hume and Mina Boyd, exhibition photographer; Museum volunteers gaining skills in restoration at a recent a Disaster Planning Workshop; members of Bowma Wymah Bush Fire Brigade were in attendance when Sunrise visited Great Aussie Holiday Park; attending the launch of "Land of Creeks and Billabongs" at Holbrook Public School were Abby Holt, Cordelia Clarke and Aaron Heritage from Holbrook Public School, Stacey Bell, Petaurus Education Group- Creative Catchment Kids Program and Keena McFarlane, Culcairn Branch, Hume Bank.



Message from the Mayor

It was a great pleasure to be able to welcome and meet our Australia day Ambassador, Penny Cook, well known to many people through her role in "A Country Practice". Penny addressed the crowd about her view of the meaning and value of Australia Day and the date on which it is celebrated. She later mingled amongst the crowd and many people took the opportunity of a photograph with her! Congratulations to the Henty committee and their team of volunteers which organised the Australia Day celebrations this year. As always a great breakfast and delicious morning tea were served to over 500 people who were in attendance. Congratulations to our Senior Citizen of the Year Mr Jeff Grosse, and also to Emily Jones, our Junior Citizen of the Year, both of whom are exemplary role models in Greater Hume Shire and well deserved. It is always difficult to select from the many people nominated for such awards and this year was no different. Congratulations to all of the nominees and those students who were awarded citizenship certificates for their respective schools.



Greater Hume Shire Website

"Although Clean Up Australia Day has just gone, I want to urge all residents to take another hard look at their "backyards" and the accumulated rubbish, which harbours pests and vermin, and make a serious decision to responsibly dispose of as much rubbish as possible.

You will be doing yourselves and your neighbours a real favour!"

A new initiative which will begin later this year, is the National Container Deposit Scheme, enabling a collection of all soft drink cans via vending machines throughout NSW, and will provide a 10c refund per can. I believe it will be a great opportunity to reduce litter from roadsides, rubbish bins and the landfills etc.

Finally, I think the hot weather may be over for this summer and I am sure you are all enjoying the more autumnal season on offer at the moment. Take advantage of the mild weather and enjoy the great outdoors across our "Great Shire".

Best wishes, Cr Heather Wilton, Mayor

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www.greaterhume.nsw.gov.au

Use of Library Services

	Culcairn	Henty	Holbrook	Mobile Library stops in Greater Hume Council area
Members as at 30 June 2017	526	507	595	351
New members joined up*	60	43	55	65
Loans per month	557	704	764	649
Stock held at branch/mobile	3,970	4,388	5,781	6,362

* New library members 1 July 2016 to 30 June 2017

Greater Hume Children Services

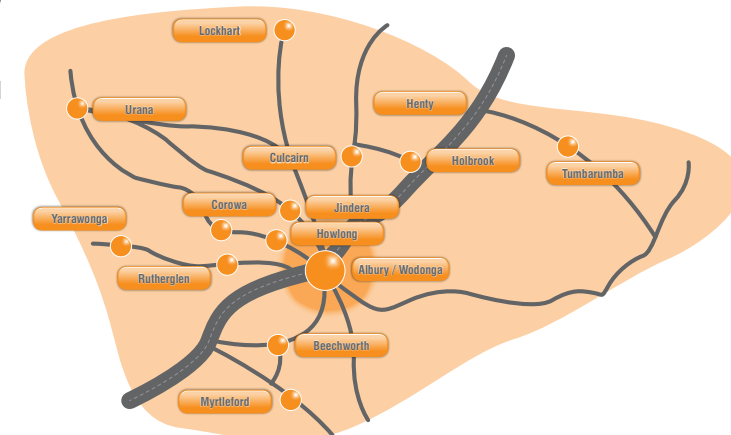
Greater Hume Children Services provides flexible, professional home based child care services. Children receive quality education and care in a warm, friendly environment.

Educators are approved, early childhood professionals who engage in the principles and practices of the Early Years Learning Framework and follow the National Quality Standards.

The catchment area is shown right. Recently the service expanded to service the Benalla Rural City Council area in Victoria and now extends to Batlow NSW.

The growth of the service is reflected in the results shown above.

Number of children in care	↑	71%
Number of families using the service	↑	153%
Number of educators enrolled in the service	↑	30%
Equivalent Full Time Places filled	↑	27%
For period 1 July 2016 to 30 June 2017.		



Work Carried Out On Private Land

Clause 217(1)(a4)

Where Council carries out work on private land, it is Council's policy to charge a rate for such work to ensure full cost recovery. The list of fees and charges in Council's Delivery Plan addresses the charges Council applies towards work on private land.

No resolutions were passed during the reporting period relating to work carried out on private land and no subsidies were offered in relation to work on private land.

Amounts Granted Under Section 356

Clause 217(1)(a5)

Section 356 of the Local Government Act 1993 states:

"A council may, in accordance with a resolution of the council, contribute money or otherwise grant financial assistance to persons for the purpose of exercising its functions".

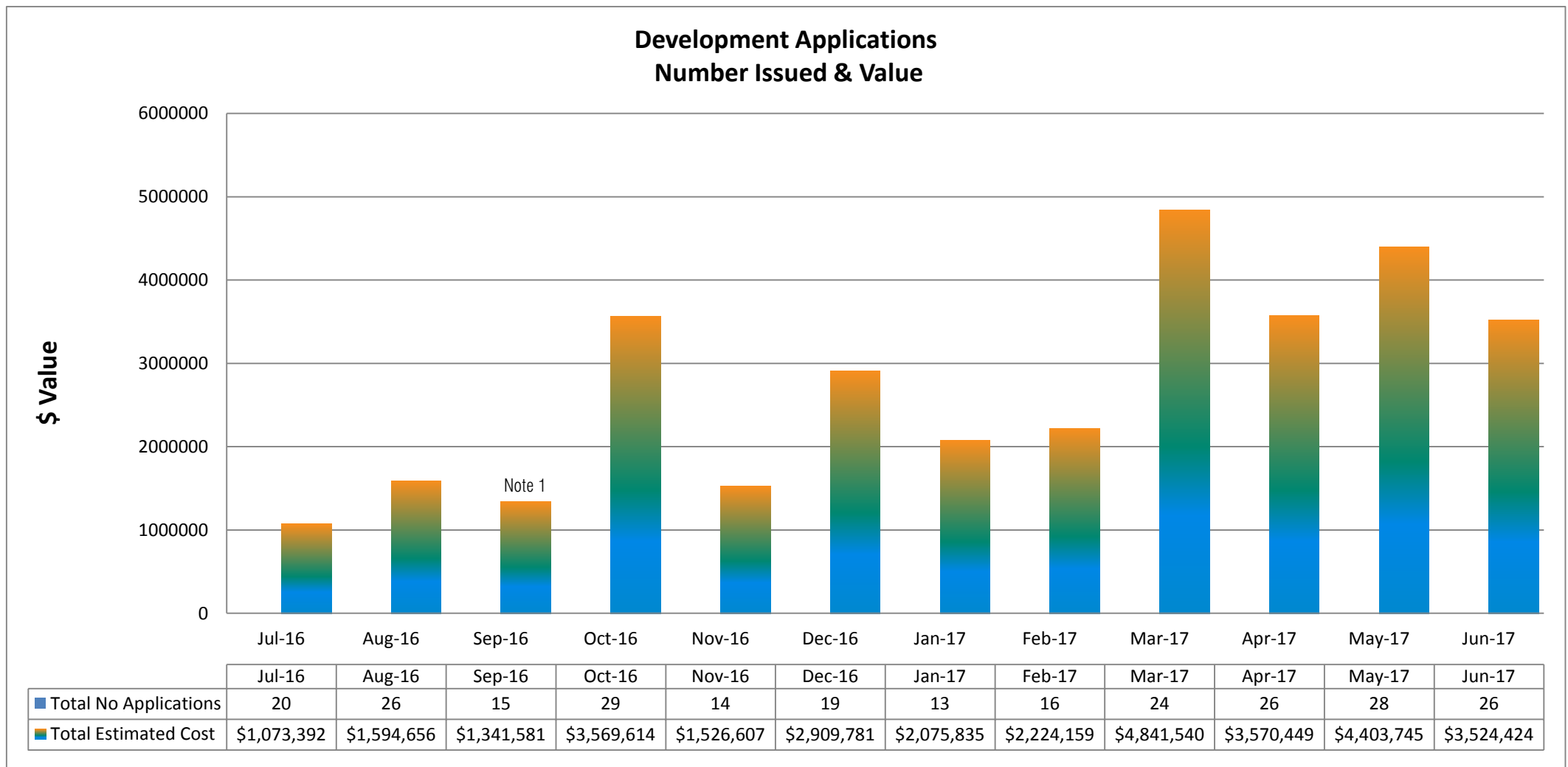
Council in 2016/2017 made contributions or otherwise granted financial assistance as follows:

Beneficiary	Amount
CONTRIBUTIONS AND SUBSCRIPTIONS	
International Association of Public Participation*	\$0
Murray Arts	\$6,000
Murray Darling Association	\$2,873
Local Government NSW	\$25,716
RAMROC	\$8,345
REROC	\$17,783

Beneficiary	Amount
Murray Now - Softwoods Working Group	\$3,500
Southern Sports Academy	\$450
DONATIONS	
School Presentation Nights	\$520
Border Trust	\$1,000
Senior Citizen Groups	\$600
Henty Community Development Committee	\$250

* Note \$1,600 paid 10/8/17

Development Applications Processed



Note 1: Not included in above graph DA approved September 2016 \$17,939,114 Culcairn Health Service

Human Resource Activities

Clause 217(1)(a9)

Staff Profile / Workforce Planning

Council has developed a Human Resources Strategy and a Workforce Management Plan to increase the effectiveness of managing the human resource functions within Council, and to align human resource management with Council's vision and mission. Its objective is to develop a culture of performance management, improve the service levels provided to customers and develop staff so that they are better able to meet Council's corporate objectives as well as their own career path and professional development goals.

To achieve these objectives, 5 key themes have been developed. They are:

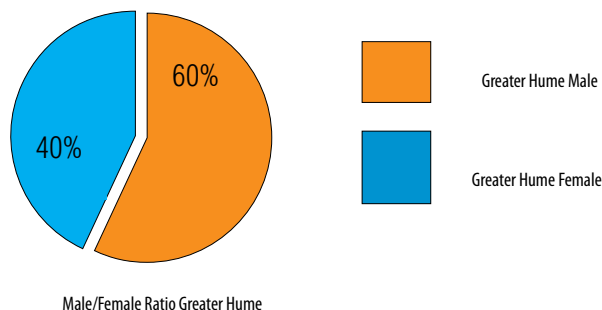
- Cultural Change
- Building Staff Skills and Capabilities
- Equity and Consistency
- Building a Sustainable Organisation
- Recognition

Council has identified a number of key positions within the organisation where an effective succession plan is critical if continuity of service levels is to be maintained in the event of a vacancy occurring. A number of staff have undertaken structured learning programmes at TAFE or University level in areas such as Accounting and Social Work.

As at 30 June 2017, Council employed 107 Full Time Equivalent staff. As at 30 June 2017 Council employed a total of 124 staff (head count) including casual, part-time, full-time and temporary staff.

The following chart highlights the profile of Council's workforce.

Staff - Male/Female Ratio as at 30 June 2017



To date, Council has not collected data on the numbers of staff that identify themselves as being Aboriginal or Torres Strait Islander, from non-english speaking background or having a physical disability. The undertaking of a staff survey has, however, been identified as required action under Council's Equal Employment Opportunity Management Plan.

During 2016/2017 Council had one manager employed under a performance based contract, as follows:

Position:	General Manager
Value of Package:	\$202,661
Date Appointed:	1 July 2014
Contract Duration:	5 years

Consultative Committee

The Local Government State Award 2017 requires Council to maintain an effectively operating Consultative Committee to provide a forum for consultation between Council and its employees.

The Greater Hume Shire Council Staff Consultative Committee comprises the following representatives:

- | | |
|---|-----------|
| • Management Representatives | 2 members |
| • Local Government Engineers Association | 1 member |
| • United Services Union Indoor Staff | 1 member |
| • United Services Union Outdoor Staff | 3 members |
| • Development & Environmental Professionals Assoc | 1 member |

Formal records of all committee meetings are recorded and referred to management as required.

Recruitment and Selection

Council's recruitment and selection procedures are governed by Part 5 of the Local Government Act 1993, Clause 29 of the Local Government State Award 2017 and Council's Recruitment and Selection Policy.

Council has established an appropriate Recruitment and Selection Policy so as to ensure the most suitable person is recruited or promoted on merit to any new or vacant position within Council in accordance with legislative and EEO provisions. A copy of Council's Recruitment and Selection Policy is included in Council's policy register.

Council's recruitment and selection procedures are aimed at ensuring that selections are made on the basis of merit. Council achieves this by:

- Maintaining confidentiality at all times. Applications for employment contain personal and confidential information and will therefore be made available only to the Interview Selection Panel or authorised officers. The Human Resources Officer is responsible for coordinating security and confidentiality of applications.

Human Resource Activities

- Selection for the interview will be based on the established selection criteria for the position as detailed in the advertisement. Only those applicants who demonstrate in their application that they meet the essential selection criteria for the position will be eligible for an interview.
- Applicants selected for interview must provide proof that all licences/permits listed as essential selection criteria are current and valid. A matrix/assessment sheet is used for short listing applicants.
- All interviewees are subject to the same line of questioning. Questions are structured in accordance with the job selection criteria as advertised and are designed to gather information on the applicant's skills, abilities, qualifications and experience in relation to the position. All interview questions and references must be structured in a non-discriminatory manner and must be in accordance with adopted EEO principles.
- Upon completion of the interview, the panel evaluates each interviewee on their individual merits in relation to the position selection criteria. The applicant who displays the greatest merit is to be selected.
- Information packages are made available to all applicants for employment and include a detailed position description and selection criteria relevant to the vacant position.

Council's Recruitment and Selection Policy deals with the use and composition of selection committees as follows:

- Selection for the short list will be based on the established selection criteria for the position as detailed in the advertisement. Only those applicants who demonstrate in their application that they meet the essential selection criteria for the position will be eligible for an interview. Applicants selected for interview must provide proof that all licences/permits listed as essential selection criteria are current and valid. A matrix/assessment sheet is to be used for short listing applicants.
- Interview Selection Panels for operational positions, i.e. positions with no management or supervisory function should consist of a maximum of three persons. In accordance with Council's EEO policy, all election panels will consist of both male and female panel members. The suggested composition is a maximum of two persons from the department or division where the vacant position is located and where possible an independent member from another department or division within Council with expertise in interview techniques.
- Interview Selection Panels for positions of Manager/Supervisor level or specialist technical / professional positions will consist of up to four persons. The suggested composition is a maximum of two persons from the department or division where the vacant position is located, an independent member from another department or division within Council with expertise in interview techniques and a panel member independent of Council with expertise/interest in the position.

- Interview Selection Panels for positions of Director will consist of four persons. The suggested composition is the Mayor (or his/her delegate), the General Manager, one other Director from Council and a panel member independent of Council with expertise/interest in Local Government.
- Interview Selection Panels for position of General Manager shall be determined by Council on a case by case basis and would depend in part on whether Council has engaged a recruitment consultant to undertake the recruitment process, but could consist of the full Council or a sub-committee formally appointed by Council.
- All selection panel members must be aware of their responsibilities under Anti-Discrimination Legislation.
- Any staff member who has a close personal relationship with any of the applicants for a position will be disqualified from participating in the interview and appointment process. In this regard, members of the selection panel are to advise the panel convenor (or General Manager in the case of the panel convenor) if they have a conflict of interest or potential conflict of interest.
- All interviewees must be subject to the same line of questioning. Questions are to be structured in accordance with the job selection criteria as advertised and are designed to gather information on the applicant's skills, abilities, qualifications and experience in relation to the position. Other matters such as conditions/benefits of employment, commencing salary, pre-employment medical requirements and any other relevant issues relating to the position should be discussed. All questions and references must be structured in a non-discriminatory manner and must be in accordance with adopted EEO principles.
- Upon completion of the interview, the panel should discuss and evaluate each interviewee on their individual merits in relation to the position selection criteria. The applicant who displays the greatest merit is to be selected.
- The panel convenor will prepare a report on the interview process to be filed in accordance with Council's records management procedures.

Internal appeals against decisions in relation to recruitment or promotion are dealt with in accordance with Council's Grievance Procedures.

Job Description and Evaluation

Council currently has 124 position descriptions developed that cover all positions within Council's organisational structure.

All employees are provided with a copy of the position description relevant to their position.

Council's Performance Appraisal Policy provides a formal mechanism whereby all position descriptions are reviewed at least annually. Council's Performance Appraisal Policy states:

- Development of a position/job description is critical in providing a solid foundation and direction for performance development which includes:
- objectives;

Human Resource Activities

- connection with organisational strategy;
- position responsibilities; and
- competency statements.

The position description is reviewed by the supervisor and incumbent on an annual basis and/or job vacancy and/or following job redesign. The position description will consequently be revised if deemed necessary by the supervisor and approved by the manager. Major revisions may result in a re-evaluation of the position.

Council has a documented salary system which governs remuneration levels for all staff employed under the Local Government State Award. Implementation of the salary system is governed by Council's Salary System Policy.

Council's salary system is aimed at providing employees with appropriate reward for their skills and performance and is the sole basis for determining the salary of staff employed under the Local Government State Award.

Council uses a formal job evaluation system to assess and measure the value of positions within Council's salary system structure.

Job evaluation is a systematic approach to determine the value of positions within Council and provides:

- A method of comparing jobs
- A means of classifying new or changed jobs
- Data on jobs for use in recruiting, career planning, training, employment equity, etc.

The evaluation process will be based on the "E-comp" Job Evaluation System. Whilst the E-comp system will play a major role in classifying positions within the Salary System, Council recognises that the system does not cater for a number of skills nor the complexity of tasks performed. Accordingly, the criteria to be used in determining the grading of a position will additionally take into consideration the importance of the skill to the organisation and how frequently it is used.

Council has made budgetary provision for staff to progress within Council's salary system.

Enterprise Bargaining

Council does not have any registered enterprise agreements.

Council currently has council agreements covering variable working hours arrangements for indoor and outdoor staff.

Equal Employment Opportunity Section 428(2)(n)

Council prepares an Equal Employment Opportunity Management Plan which defines Greater Hume Council's commitment to providing a workplace that is free from discrimination and harassment and providing equal employment opportunities for current and prospective employees.

The key objectives of the Plan are as follows:

- Policies and Procedures: All Council policies and procedures conform with EEO principles.
- Communication and Awareness Raising: All managers and employees understand EEO principles and their responsibilities and rights in relation to EEO.
- Data Collection: Comprehensive and accurate EEO statistical data is collected and reported upon.
- Personnel Practices: Recruitment and Selection. All recruitment and selection policies, procedures and practices conform with EEO principles and Council employs the best person for the job, based on merit, on every occasion.
- Personnel Practices: Training and Development. All staff have equal access to, and are encouraged to take advantage of, training and development opportunities relevant to their needs.
- Personnel Practices: Promotion, Transfer and Higher Duties. Opportunities for career development through promotion, transfer, and acting in a higher position are available to all staff and based on merit.
- Personnel Practices: Conditions of Service. All employees are aware of their conditions of service and are treated in a fair and consistent manner in relation to employment matters
- Harassment: Greater Hume Shire Council is a workplace free from harassment and discrimination.
- EEO Target Groups: Council's staff profile reflects the representation of EEO target groups in the community. Members of EEO target groups have equitable access to opportunities for employment, training and development, promotion, transfer and higher duties.
- Implementation and Evaluation: EEO Management Plan is successfully implemented, effectively evaluated, and periodically reviewed.

Human Resource Activities

Staff Development

Council has adopted a structured induction program which is aimed at providing all new employees with information about the practices, procedures and expectations associated with their employment with Greater Hume Shire Council. Council's induction process provides information on areas such as:

- Council's role in the community
- Employee services and benefits and general conditions of employment
- Leave entitlements
- Provisions of Section 353 of the Local Government Act 1993 relating to secondary employment for Council staff
- Occupational Health & Safety procedures and expectations
- Council's Code of Conduct.

Council's Performance Appraisal policy sets out the responsibilities of supervisors and employees and specifies the processes for the implementation of staff Performance Development and Review.

Council is committed to providing a working environment with structures and systems that:

- support the achievement of corporate objectives;
- encourages improvement and innovation; and
- recognises pro-active individual performance and addresses unsatisfactory performance through a performance development process.

Under Council's policy, supervisors and employees discuss the relevant job to ensure thorough understanding of the job content, skill levels and work behaviour requirements of the position. Discussions centre on desirable performance as outlined by the work performance indicators. If appropriate, objectives, work plans, performance criteria and measures are reviewed and established jointly.

A key component of Council's staff appraisal system is the development of an individual training plan for all staff.

Training and development requirements for the next twelve months are discussed for each employee and priority levels assigned for each item of training. Understandably, highest priority is assigned to training that relates to compliance with statutory requirements such as WorkCover licences, Roads and Maritime Services licences, etc. Council does, however, recognise the importance of providing professional development training to staff so as to enable them to better fulfil their current role and to provide them with the skills and knowledge that will allow them to take advantage of succession planning opportunities that arise within Council's workforce (see Item 3 above).

Grievance Management

Council has developed a Grievance Policy and Procedure which explains what to do if staff have a grievance about anything to do with their work. Council's policy defines a grievance as any type of problem, concern or complaint about work or the work environment. For example, a grievance could be about:

- transfer or promotion;
- staff development or training availability;
- rosters or hours of work;
- wage or salary levels;
- leave allocation;
- the work environment;
- safety in the workplace;
- the nature of supervision;
- performance appraisal; and/or
- discrimination or harassment.

Since its inception in May 2004, Greater Hume Council has not been involved in any formal staffing dispute or litigation before any court or tribunal.

The number of grievances received from Council staff is minimal and as such Council has not adopted any formal mechanisms for recording or reporting the number of grievances received or details relating to the resolution of such grievances.

However, should the number of grievances received increase during any period, Council undertake all recording and reporting procedures required as part of the overall investigation and resolution process.

Workplace Health and Safety

Council has an adopted Work, Health and Safety Policy.

Council has an adopted Injury Management and Rehabilitation Policy.

Council has a formally constituted Work Place Health and Safety Committee. The Committee meets regularly to discuss WHS issues relevant to Council's operations and is proactive in undertaking risk assessments at a number of Council worksites and facilities throughout the year. The Committee comprises the following:

- representatives from each Depot (Jindera, Culcairn & Holbrook)
- representatives from each of the main offices (Culcairn & Holbrook)
- management representatives.

Greater Hume Shire Council is committed to providing and maintaining a safe working place for all persons, including the general public. In order to meet this obligation, Council undertakes regular risk assessments of Council facilities and workplaces. Council staff also actively participate in the Riverina Regional Risk Management Group and a number of initiatives have been implemented within Council and across the region in general as a result of the continued interaction between member councils.

Section 355 Committees

Clause 217(1)(a6)

Council has a total of 45 committees of management appointed pursuant to Section 355 of the Local Government Act 1993 exercising functions delegated by Council. A list of the committees and the functions delegated to them is reproduced below:

Bowna/ Mullengandra Public Recreation & Public Hall Management Committee
Bowna Wymah Community Committee
Brocklesby Public Hall Management Committee
Brocklesby Recreation Reserve Management Committee
Bungowannah Cemetery Management Committee
Bungowannah Recreation Reserve Management Committee
Burrumbuttock Cemetery Management Committee
Burrumbuttock Hall Management Committee
Burrumbuttock Recreation Reserve Management Committee
Carabost Hall Committee
Cookardinia Cemetery Committee
Cookardinia Hall Committee
Cookardinia Recreation Reserve Committee
Culcairn Memorial Hall Committee
Culcairn Museum Committee
Culcairn Sportsground Committee
Culcairn Swimming Pool Committee
Culcairn Tennis Court Committee
Gerogery West Recreation Reserve Management Committee and Tennis Club
Goombargana Cemetery Management Committee
Gum Swamp (Walla Walla) Management Committee
Henty Tennis Court Committee
Henty Sportsground Committee
Henty Memorial Swimming Pool Committee
Holbrook Sporting Complex Board
Holbrook Submarine Museum Committee

Holbrook Swimming Pool Committee
Jindera & District Swimming Pool Management Committee
Jindera Recreation Reserve Management Committee
Jindera Sports Stadium Committee
Jindera School of Arts Management Committee
Lankeys Creek Hall Committee
Little Billabong Hall Committee
Moorwatha Cemetery Management Committee
Morven Tennis Court Committee
Mullengandra Cemetery Committee
Walbundrie Hall Committee
Walbundrie Recreation Ground Committee
Walla Walla Community Hall Committee
Walla Walla Heritage Conservation (German Wagon) Committee
Walla Walla Sportsground Committee
Walla Walla Swimming Pool Committee
Wirraminna Environmental Education Centre
Woomargama Hall Committee
Wymah Public School Management Committee

Companies In Which Council Held a Controlling Interest

Clause 217(1)(a7)

Council did not hold a controlling interest in any company during 2016/2017.

Partnerships, Cooperatives or Other Joint Ventures

Clause 217(1)(a8)

Council is involved in the following organisations, co-operatives and alliances - New South Wales Local Government Statewide Mutual Liability Scheme.

The mutual liability scheme known as 'Statewide' was established with a view to containing rising public liability/professional indemnity insurance premiums. The scheme's mission statement is quoted below:

"...applying innovative practices in the management of Local Government insurance, which ensure the protection of members through stable premiums, cost containment and spread of risk."

Statewide Mutual is a discretionary mutual providing cover for its member councils major insurable risks (except workers compensation). Statewide Mutual is a 'self-insurance' mutual which is backed by reinsurance placed through local and international underwriters.

Members own each scheme and benefit from building equity resulting from surplus contributions. As at 30 June 2017, 87.5% of NSW Councils were members of Statewide Mutual.

StateCover Mutual Limited

StateCover Mutual Limited is a specialist workers compensation insurer for NSW Local Government.

Each member council is also a part owner of StateCover and as of 30 June 2017 StateCover insured 94% of eligible councils with a combined workforce of 31,000.

In addition to the full range of claims and injury management services, StateCover also provides Council with a range of services specific to local government to support injury prevention /WHS activities.

Riverina Regional Library Service

Library services to Greater Hume Council during the 2016/2017 year were provided by Riverina Regional Library (RRL) based at Wagga Wagga.

Library locations within the Shire are:

- Static Branches – Culcairn, Henty, Holbrook
- Mobile Services – Brocklesby, Burrumbuttock, Gerogery, Jindera, Mullengandra, Walbundrie, Walla Walla and Woomargama.

Rural Fire Service

Rural Fire Service volunteers and Greater Hume and Albury Councils form the Hume Zone Fire District. Zoning enables the RFS to be more effective and efficient in delivering its vital emergency services to councils, communities and volunteer members by reducing duplication of tasks being conducted over two districts and sharing resources. A service level agreement between Council and the Rural Fire Service is in place for an indefinite period.

Regional Organisation of Councils

Greater Hume Shire Council is a full member of Riverina Eastern Regional Organisation of Councils (REROC) and an associate member of Riverina and Murray Regional Organisation of Councils (RAMROC).

Council has served notice on RAMROC that it will discontinue membership of that organisation, effective 31 December 2017.

REROC comprises 9 other councils and two county councils including Bland, Coolamon, Cootamundra-Gundagai, Goldenfields Water County Council, Junee, Lockhart, Snowy Valleys, Temora, Wagga Wagga and Riverina Water County Council. The annual membership fee in 2016/2017 was \$17,783.

RAMROC comprises 14 councils including Albury, Balranald, Berrigan, Carrathool, Edwards River, Federation, Griffith, Hay, Leeton, Murray River, Murrumbidgee, Narrandera, and Wentworth. Greater Hume was an associate member. The membership fee for 2016/2017 was \$8,344.50.

In late 2014 Council applied for and was accepted to be part of the pilot Riverina Joint Organisation based on the REROC area. The pilot concluded in late 2015 with final Joint Organisation boundaries in the later stages of consultation with the sector. Greater Hume Council has made strong representations to be a member of the Riverina Joint Organisation. The NSW Government is still to make a final decision on the future of Joint Organisations.

Activities to develop and promote services and programs that provide for the needs of children

Clause 217(1)(c)

Council is the auspice body for Greater Hume Children Services. The service provides quality home-based care for children of parents and carers residing in the Howlong district of Federation Shire, Greater Hume, Albury and Snowy Valleys local government areas.

Council is significantly enhancing the promotion of children's services with the development of a number of promotional tools including a the website www.ghchildren.com.au.

Council is the owner of the land upon which the Jindera Pre School is situated and this is provided at a peppercorn rental.

Other support is provided through Greater Hume/Lockhart Shire Council's Youth Services Program.

When requested by their management committees, Council also provides advice and support to community based child care and preschool facilities at Burrumbuttock, Culcairn, Henty, Holbrook and Jindera.



Greater Hume Children Services

- Family Day Care
- In Home Care
- Family Day Care In Venue Care
- Playgroups

www.ghchildren.com.au
T: 6026 3877

Jindera

Servicing Albury, Wodonga and surrounding regions

Activities to promote services and access to services for residents

Council maintains two main office locations at Culcairn and Holbrook and customer service centres at Henty, Jindera and Walla Walla.

During the reporting period, community newsletters were distributed quarterly to all residents within the shire.

Greater Hume Shire Council has developed and maintained a Residents Guide, copies of which are available at any customer service centre or electronically via the website.

A half page advertisement was taken out in the Border Mail to outline the highlights of the 2016/2017 Delivery Plan and Budget.

Council also maintains a website showcasing Council's complete range of services and contacts. A 1300 phone number (1300 653 538) is also provided for the convenience of residents and ratepayers.



Draft 2013-2017 Delivery Program and 2016-2017 Operational Plan

Greater Hume Shire
simply greater

Snapshot

Operating Expenditure Budget	\$24.8 million
Capital Works	\$13 million
Income from rates, water and sewer	\$ 11.1 million
Income from Government grants	\$11.2 million Operating \$2.3 million Capital

Community services

Council provides a range of community services:

- Library services at Culcairn, Holbrook & Henty
- Greater Hume Children Services
- Holbrook Community Resource Centre
- Public halls & museums
- Youth services
- Independent living units at Culcairn, Holbrook & Jindera.

View the Delivery Program and Operational Plan at www.greaterhume.nsw.gov.au or you can read the document in person at any Greater Hume Customer Service Office.

You can comment on the plan

Comments in writing will be received until 5,00pm Monday, 30 May 2016 - email Council at mail@greaterhume.nsw.gov.au, or write to General Manager, P O Box 99, HOLBROOK NSW 2644.

Highlights

- Urban roads maintenance and construction works \$2.5 million
- Rural roads maintenance and construction works \$5.5 million
- Regional roads maintenance and construction works \$2.5 million.
- Continuation of Simply Greater Places Community Grants Program
- Parks and gardens expenditure \$421,000
- Waste management expenditure \$915,000
- Water and sewer capital works \$422,000
- Plant fleet purchases \$972,000
- \$2.6 million for the refurbishment of the Henty Swimming Pool & Holbrook Swimming Pool facilities
- \$855,000 for construction of a new works depot at Holbrook.

Greater Hume Shire Council

The Companion Animals Act and Regulation

Clause 217(1)(f)

Guidelines on the Exercise of Functions under the Companion Animals Act

The NSW Companion Animal Act protects the welfare of animals, their owners and the broader community. Greater Hume Shire Council enforces the act, promotes responsible pet ownership and does its part to maintain a state wide identification register of pets.

Council employs two full time rangers, and a part time impounding officer to undertake these duties across Greater Hume Shire.

Council is contracted to Albury Animal Management Facility. Dogs and cats impounded or surrendered for re homing are relocated to this facility on the outskirts of Albury. Council also operates the Holbrook Animal Shelter, at Holbrook.

Council meets its obligation under section 64 of the Companion Animal Act to seek alternatives to euthanasia for unclaimed animals, as revealed in the statistics below, summarised from the lodgement of pound data collection returns for the period.

Animal Shelter Facilities

Activity Report for Greater Hume Shire area

ACTION	DOGS	CATS
Opening number on hand as at 1 July 2016	0	0
Seized	161	58
Returned to Owner	57	5
Total No Seized and surrendered	163	59
Surrendered	2	1
No of Seized transferred to Animal Facility	106	54
	84 – released to owners 23 – euthanased 18 - re homed	5 – released to owners 36 – euthanased 11 – re homed 0 – escaped
Number as at 30 June 2017	1	0

Financial Data for period 1 July 2015 to 30 June 2016

RECEIPTS/SUBSIDY RECEIVED	Amount (\$)
Companion Animal Receipts forwarded to Department of Local Government	18,633
Companion Animals Subsidy received from Department of Local Government	13,493
EXPENDITURE	Amount (\$)
Salary and Wages	111,079
Travelling	23,593
Pound Expenses	15,613
Other Expenses	4,192
Total Expenditure	\$154,417

Dog Attacks

Status	Incidents	Attacking Dogs	Human Victims	Animal Victims
Commenced	2	2	0	212
Finalised	12	21	7	25
Under Investigation	1	1	1	1
Total	15	24	8	28

- 10 Dangerous Dog Intentions issued only
- 10 Dangerous Dog Order issued as result of attacks
- 18 Nuisance Dog Intentions issued as a result of attacks, barking or escaping.
- 14 infringements for attacking and menacing dogs
- 1 seized and taken dogs, returned 1
- 0 Menacing Dog Order issued
- 4 dogs destroyed.

Dog Off Leash Areas within Greater Hume Shire

Greater Hume Shire has five designated dog off-leash areas in Holbrook, Culcairn, Walla Walla, Jindera and Henty townships.

All locations are signposted and provided with plastic bag dispenser and waste bin.

Promotion Strategies

Greater Hume Shire Council runs a microchip month in October in conjunction with the local vets at a reduced fee of \$20 for the whole month. During the year Council also offers microchipping at the owner's home to assist those residents that don't have the ability to transport their pets to the vet clinics. Additionally, Council conducts four free microchip days during October (see advertisement below).

it's free or it's a reduced fee microchip your pet during October

1, 2 or 3 microchip your pet during October

1 For Free: bring your pet to a free* microchipping day.

Greater Hume Shire Council is offering free* microchipping in October on following dates (*dogs should be on leads and cats in cages*).

- Saturday 1 October @ Culcairn Ag Show, Culcairn 10am to 12 noon
- Saturday 8 October @ Holbrook Vet Centre, Hay St, Holbrook 10.00am to 12 noon
- Saturday 15 October @ Jindera Village Green Urana St, Jindera 10.00am to 12 noon
- Saturday 22 October @ Henty Vet Clinic, Sladen Street, Henty 10.00am to 12 noon

*To be eligible you must be a Greater Hume Shire resident. To confirm a free microchip booking contact Council

2 Pay the Reduced Microchip Fee at any Council Office (\$20) and arrange for a Council Ranger to visit your home and microchip your pet.

3 Local vets are offering \$20 microchipping of your pet during October. Take your companion animal to the vet. To make a booking contact:

Holbrook Vet Centre 6036 2374 Henty Vet Clinic 6033 3777 Jindera Vet Clinic 6026 3277

For more information contact a Council Ranger M: 0427 556 659



Council Rangers will be visiting properties throughout the shire to update the NSW Companion Animal Register. Failure to register your pet may result in a fine of \$275!



Rangers conducted two presentations with school children to talk about 'responsible pet ownership' and demonstrate microchipping.

Articles relating to microchipping and lifetime registration are included in Council's Community Newsletter which is produced four times a year and distributed to all residents in the shire and inclusion in public notices.

Local community news letter publish articles in relation to companion animal owners responsibilities to the community

Signs erected at some of Council's parks and streets directing companion animal owner's attention to the requirement to keep their pets on the lead.



Amount of Rates and Charges Written Off

Clause 132

The amount of rates and charges written off during 2016/2017 was \$189.09.

Competitive Neutrality

Council does not have any Category 1 businesses for the purposes of National Competition Policy.

The following activities are categorised as Category 2 businesses:

- Sewerage Services
- Water Supply

Council did not receive any competitive neutrality complaints during 2016/2017.

A revised National Competition Policy was adopted by Council on 20 November 2013.

Privacy and Personal Information Protection Act

Section 33

The Privacy and Personal Information Protection Act 1998 (PPIPA) commenced on 1 July 2000. This legislation offers enforceable privacy rights to the people of NSW and gives them the opportunity to make a complaint to Council about misuse of their personal information, and if not satisfied with the response, allows them to make a complaint to the Administrative Decisions Tribunal.

Council received no complaints in 2016/2017.

The PPIPA also introduces a set of privacy standards in the form of 12 Information Protection Principles which provide practical guidance as to how Council:

- determines what personal information is to be collected
- from who it is to be collected
- who is to collect it
- how it is to be collected
- how it is to be stored
- who can access it.

Environmental Planning and Assessment Act 1979

Section 93G(5)

Nil.

Summary of Legal Proceedings

Clause 217(1)(a3)

Set out below is a summary of amounts incurred by Council in relation to legal proceedings taken by Council in the period 1 July 2016 to 30 June 2017.

NAME	PARTICULARS OF PROCEEDINGS	RESULT	COST TO COUNCIL
Debt recovery proceedings	Recovery of unpaid rates and charges and sundry debtors	Paid in full or an arrangement to pay entered into	\$108,099
Property contracts, agreements and disputes	Preparation of contracts, legal advice.	Finalised	\$14,395
Land and Environment Court matters	Legal action in relation to development applications	Pending	\$5,341

Public Interest Disclosures

Public Disclosures Act 1994 (PID Act)

Greater Hume Council received zero public interest disclosures in 2016-2017. This annual report is provided in accordance with the requirements of the Public Interest Disclosures Act 1994 (PID Act).

Service Reviews

Greater Hume Council has been conducting a series of service and efficiency reviews. This was one of the actions in Council's Fit for the Future Action Plan.

The reviews provide an opportunity to assess whether there are more efficient options for internal systems, improved governance and better value for service delivery. The following reviews were completed in the 2016/2017 financial year:

- **Energy Efficiency / Solar Panels**

Outcome: The introduction of renewable energy sources at major council sites will provide significant ongoing savings to Council as well as protecting Council from future energy prices increases.

- **Insurances for property, assets and plant**

Outcome: Since 2013/14 the actual cost of premiums has reduced by \$77,579 from \$336,112 to \$258,533 per annum. However, assuming an indexation rate of 10% per annum for insurance costs which was the rate of increase prior to 2013/2014, premiums have reduced in by \$188,832 in real terms over the period 2013/14 to 2016/17.

- **Office and Depot Locations**

Outcome: It has been determined that the current office and depot locations will remain.

- **Wards and Councillor Numbers**

Outcome: It has been determined that the current ward structure and the current number of councillors remain.

- **Participation in Joint Organisations**

Outcome: Council has previously resolved to be part of a Joint Organisation based around Wagga Wagga.

Council has now provided notice of withdrawal from Riverina and Murray Regional Organisation of Councils (RAMROC).

Representation on regional forums

To enhance regional cooperation, recognise growth opportunities and foster consistency and better use of resources, Greater Hume Council continues to have active representation on the following regional forums:

- Alliance of the Councils and Shires of the Upper Murray
- Hume Zone Bush Fire Management Committee
- Hume Zone Liaison Committee
- Lake Hume Land and On-Water Management Plan Community Reference Group
- Local Emergency Management Committee
- Murray Arts Board
- Murray Darling Association
- Murray Regional Tourism
- Riverina Eastern Regional Organisation of Councils (REROC)
- Riverina Murray Regional Organisation of Councils (RAMROC)
- Riverina Water County Council
- Softwoods Working Group

Financial Reports

Section 428 (2) (a)

The financial reports and statistics included in this year's annual report reflect the financial position as at 30 June 2017.

Attached to this report is the General Purpose Financial Reports and Special Purpose Financial Reports & Special Schedules for the year ended 30 June 2017.

These were prepared in accordance with the Local Government Act 1993 and the Regulations, as well as Australian Accounting Standards and Statements of Accounting Concepts.

Special Rate Variation to Rates Report

Section 508A

In 2015 the Independent Pricing and Regulatory Tribunal (IPART) determined that Greater Hume Shire Council may increase its general income for the period 2015/2016 to 2017/2018 by 23.45% through a Special Variation to Rates (SVR) with the following increases:

Special Rate Variation				
	Year	Annual Increase in General Income (%)	Cumulative Increase in General Income (%)	
Year 1	2015-2016	7.21	7.21	
Year 2	2016-2017	7.46	15.21	
Year 3	2017-2018	7.15	23.45	

The manner in which the SVR was structured some rating categories will rise much higher (Residential – 43.29%) and others lower (Farmland 15.35%) than the overall cumulative increase of 23.45%.

The SVR was structured in this manner to ensure that higher valued Farmland properties were provided with some respite in dollar terms compared Residential properties.

The approval was subject to the following conditions:

1. The council uses the additional income from the special variation to fund renewal of the local road network as outlined in Appendix A of the IPART Determination.
2. The council reports in its annual report for each year from 2015-2016 to 2024-25 on:
 - Expenditures consistent with the council's application and Listed in Appendix A of the IPART Determination, and
 - The outcomes achieved as a result of the actual program of expenditure
3. The council reports each year from 2015-2016 to 2024-25 in its financial statements (currently Special Schedule 8) on its compliance with the special variation and these conditions.

Expenditure Summaries

2015-2016				
Title: Bitumen Resealing Program - Rural				
Job Description	SVR BUDGET ORIGINAL	SVR MARCH BUDGET REVIEW INC C/ FWDS	ACTUAL AS AT 30.6.2016	COMMENTS & C/FORWARD
Howlong Burrumbuttock Road	\$150,000.00	\$150,000.00	\$115,671.43	
Corrigan Drive	\$38,625.00	\$38,625.00	\$15,855.43	
Alma Park Road	\$349,000.00	\$349,000.00	\$0.00	\$349,000.00
Cemetery Road				R2R Project
Mountain Creek Road	\$151,000.00	\$151,000.00	\$103,668.45	\$50,000.00
River Roads - Dust Seal			\$4,912.71	
Henty Cookardina Road			\$44,653.38	
Final Seals - To be determined	\$100,210.00	\$435,210.00		\$340,550.00
TOTAL	\$788,835.00	\$1,123,835.00	\$284,761.40	\$739,550.00

Special Rate Variation to Rates Report

2015 - 2016

Title: Bitumen Resealing Program - Urban

Job Description	SVR BUDGET ORIGINAL	SVR MARCH BUDGET REVIEW INC C/ FWDS	ACTUAL AS AT 30.6.2016	COMMENTS & C/FORWARD
Buckland Court - Burrumbuttock	\$2,500.00	\$2,500.00	\$2,699.75	
Campbell Court - Burrumbuttock	\$3,000.00	\$3,000.00	\$3,681.88	
Thomas Place - Culcairn	\$3,500.00	\$3,500.00	\$3,654.87	
Mitchell Street - Jindera	\$6,000.00	\$6,000.00	\$4,084.28	
South Street - Culcairn	\$4,000.00	\$4,000.00	\$0.00	
Gibson Drive - Burrumbuttock	\$4,000.00	\$4,000.00	\$2,802.31	
South Street - Henty	\$3,500.00	\$3,500.00	\$4,712.42	
Mitchell Street - Jindera	\$6,000.00	\$6,000.00	\$4,466.17	
Thorpe Street - Holbrook	\$6,000.00	\$6,000.00	\$0.00	
Huon Street - Gerogery West	\$30,500.00	\$30,500.00	\$16,597.18	
Burrumbuttock Recreation Road - Burrumbuttock	\$4,500.00	\$4,500.00	\$0.00	
Jacob Street - Burrumbuttock	\$14,000.00	\$14,000.00	\$6,758.45	
Gordon Street - Culcairn	\$19,000.00	\$19,000.00	\$18,554.69	
Second Street - Henty	\$5,000.00	\$5,000.00	\$2,809.04	
King Street - Culcairn	\$5,000.00	\$5,000.00	\$2,449.88	
Fourth Street - Henty	\$8,500.00	\$8,500.00	\$12,020.27	
Four Mile Lane - Holbrook	\$0.00	\$0.00	\$29,576.89	
Fahey Crecent - Culcairn	\$0.00	\$0.00	\$548.90	
Cummings Road - Culcairn	\$0.00	\$0.00	\$14,547.08	
To be determined		\$147,000.00	\$0.00	\$142,036.00
	\$125,000.00	\$272,000.00	\$129,964.06	\$142,036.00
Total - Bitumen Sealing Program	\$913,835.00	\$1,395,835.00	\$414,725.46	\$881,586.00

Title: Gravel Resheeting Program (now capital)

Job Description	SVR BUDGET ORIGINAL	SVR MARCH BUDGET REVIEW INC C/ FWDS	ACTUAL AS AT 30.6.2016	COMMENTS & C/FORWARD
Coach Road	\$50,000.00	\$50,000.00	\$81,136.31	
River Road	\$100,000.00	\$100,000.00	\$137,569.05	
Yarra Yarra Road	\$69,000.00	\$69,000.00	\$52,933.72	
Bloomfield Road	\$47,250.00	\$47,250.00	\$28,931.46	
Mirrabooka Road	\$62,500.00	\$62,500.00	\$66,406.99	
Bahrs Road	\$81,000.00	\$81,000.00	\$130,064.07	
Trigg Road	\$100,000.00	\$100,000.00	\$51,998.19	
Balldale Walbundrie Road	\$0.00	\$0.00	\$0.00	
Elmsley Lane	\$22,000.00	\$22,000.00	\$20,921.56	
Hoggs Road	\$22,500.00	\$22,500.00	\$22,959.61	
Parkers Lane	\$32,000.00	\$32,000.00	\$16,481.42	
Lemke Road	\$44,000.00	\$44,000.00	\$24,707.50	
Caringa Road	\$48,375.00	\$48,375.00	\$32,444.50	
Kellys Road	\$130,000.00	\$130,000.00	\$80,719.56	
Ferndale Boundary Road	\$0.00	\$0.00	\$23,948.64	
Finlay Road	\$0.00	\$0.00	\$34,521.18	
Back Ferndale Road	\$0.00	\$0.00	\$29,289.90	
To be determined				\$0.00
TOTAL	\$808,625.00	\$808,625.00	\$835,033.66	\$0.00

2016-2017

Title: Bitumen Resealing Program - Rural

Job Description	SVR BUDGET ORIGINAL	SVR MARCH BUDGET REVIEW INC C/ FWDS	ACTUAL AS AT 30.6.2017	COMMENTS & C/FORWARD
Howlong Balldale Road	\$65,500.00	\$65,500.00	\$42,510.97	\$23,000.00
Coppabella Road	\$100,000.00	\$100,000.00	\$76,619.20	\$25,000.00
Yankee Crossing Road	\$100,000.00	\$100,000.00	\$82,296.50	\$18,000.00
Coach Road	\$100,000.00	\$100,000.00	\$20,019.22	\$80,000.00
Mountain Creek Road	\$0.00	\$0.00	\$0.00	\$100,000.00
Corowa Rand Road	\$106,250.00	\$106,250.00	\$91,984.83	\$15,000.00
Gerogery West Road	\$110,000.00	\$110,000.00	\$58,377.57	\$50,000.00
Brocklesby Balldale Road	\$120,000.00	\$120,000.00	\$46,978.20	\$70,000.00
Kellys Road	\$130,000.00	\$130,000.00	\$57,163.77	\$70,000.00
Final Seals	\$0.00	\$0.00	\$0.00	
Cemetery Road	\$15,500.00	\$15,500.00	\$0.00	\$15,500.00
Alma Park Road	\$0.00	\$349,000.00	\$198,069.19	
Cummings Road	\$0.00	\$0.00	\$61,465.70	
Henty Cookardinia Road	\$0.00	\$0.00	\$12,801.50	
Balldale Walbundrie Road	\$0.00	\$0.00	\$21,372.00	
Final Seals - To be determined and Carry Forward	\$108,068.00	\$498,618.00	\$12,729.40	\$445,900.00
TOTAL	\$955,318.00	\$1,694,868.00	\$782,388.05	\$912,400.00

Title: Bitumen Resealing Program - Urban

Job Description	SVR BUDGET ORIGINAL	SVR MARCH BUDGET REVIEW INC C/ FWDS	ACTUAL AS AT 30.6.2017	COMMENTS & C/FORWARD
Spence Street - Henty	\$3,000.00	\$3,000.00	\$0.00	
Balfour Street (Service Road) - Culcairn	\$5,000.00	\$5,000.00	\$2,844.77	
Fox Street - Henty	\$5,000.00	\$5,000.00	\$2,432.70	
Black Street - Culcairn	\$5,500.00	\$5,500.00	\$2,819.98	
Victoria Street - Culcairn	\$5,500.00	\$5,500.00	\$9,275.00	
First Avenue - Henty	\$7,000.00	\$7,000.00	\$173.66	
Graham Street - Henty	\$7,000.00	\$7,000.00	\$6,868.61	
Creek Street - Jindera	\$9,000.00	\$9,000.00	\$11,956.43	
Rosler Parade - Henty	\$15,500.00	\$15,500.00	\$13,607.95	
Allan Street - Henty	\$29,000.00	\$29,000.00	\$16,010.69	
Second Street - Henty	\$0.00	\$0.00	\$0.00	
Fourth Street - Henty	\$0.00	\$0.00	\$0.00	
King Street - Culcairn	\$0.00	\$0.00	\$0.00	
Frampton Street - Holbrook	\$4,000.00	\$4,000.00	\$2,130.02	
Short Street - Walla Walla	\$4,500.00	\$4,500.00	\$75.76	
Bath Street - Holbrook	\$11,000.00	\$11,000.00	\$8,732.02	
Bruce Street Holbrook	\$14,500.00	\$14,500.00	\$9,484.79	
Wallace Street - Holbrook	\$24,500.00	\$24,500.00	\$11,038.12	
Wymah Road - Entrance Road	\$0.00	\$0.00	\$40,603.35	
Hoy Street - Culcairn	\$0.00	\$0.00	\$13,548.25	
To be determined and Carry Forward	\$0.00	\$142,036.00	\$0.00	\$140,430.00
	\$150,000.00	\$292,036.00	\$151,602.10	\$140,430.00
Total - Bitumen Sealing Program	\$1,105,318.00	\$1,986,904.00	\$933,990.15	\$1,052,830.00

Note : - Substantial line marking of Urban and Rural roads yet to be undertaken as part of the resealing works

2016 - 2017

Title: Gravel Resheeting Program (now capital)

Job Description	SVR BUDGET ORIGINAL	SVR MARCH BUDGET REVIEW INC C/ FWDS	ACTUAL AS AT 30.6.2017	COMMENTS & C/FORWARD
Coach Road	\$50,000.00	\$50,000.00	\$28,919.23	
River Road	\$100,000.00	\$100,000.00	\$151,486.29	
Mirrabooka Road	\$95,000.00	\$95,000.00	\$70,583.02	
Bahrs Road	\$80,000.00	\$80,000.00	\$63,512.97	
Trigg Road	\$51,000.00	\$51,000.00	\$40,173.19	
Kellys Road	\$130,000.00	\$130,000.00	\$121,262.34	
Balldale Walbundrie Road	\$127,750.00	\$127,750.00	\$89,501.08	\$36,350.00
Parkers Lane	\$0.00	\$0.00	\$0.00	
Cribb Road	\$46,000.00	\$46,000.00	\$51,912.79	
Burdack Road	\$63,000.00	\$63,000.00	\$51,750.16	
Yambla Road	\$74,500.00	\$74,500.00	\$53,205.17	
Kreutzbergers Road	\$87,000.00	\$87,000.00	\$78,992.73	
Vokins Creek Road	\$88,000.00	\$88,000.00	\$66,835.05	
Howlong Goombargana Road	\$0.00	\$0.00	\$42,861.50	
Humphries Road	\$0.00	\$0.00	\$8,455.88	
Coppabella Road Emergency Repairs	\$0.00	\$0.00	\$36,440.96	
To be determined and Carry Forward				\$0.00
TOTAL	\$992,250.00	\$992,250.00	\$955,892.36	\$36,350.00

Outcomes achieved as a result of the special variation and significant variations

- **Rural road resealing**

Council has underspent on rural bitumen resealing throughout the first two years of the Special Rate Variation (SVR), however it is expected by the completion of the 2017/2018 financial year all additional revenue raised as part SVR will be expended.

- **Urban road resealing**

Works are substantially complete however there are some historical allocations carried forward which again should be fully expended by 30 June 2018.

It should be noted that favourable contract bitumen resealing rates will enable additional road resealing to be carried out compared with the program outlined in Council's SVR application.

- **Gravel resheeting**

2015-2016 and 2016-2017 Programs substantially complete.

By the end of the final year of the SVR Council is on track to exceed the expenditure levels as outlined in Council's application and the determination by IPART.

Annual reporting in financial statements

Annual reporting in the financial statements has been achieved for financial years 2015-2016 and 2016-2017.

Government Information (Public Access) Act 2009 Annual Report 2016/2017

Background

The Government Information (Public Access) Act 2009 (GIPA Act) became operational on 1 July 2010 and introduced a new “right to information” approach for access to government information.

Council is required to prepare an annual report in accordance with the requirements of Section 125 of the GIPA Act and Clause 7 of the Government Information (Public Access) Regulation (GIPA Regulation). In the annual report we are required to include statistical information on formal access applications in the format required by Schedule 2 of the GIPA Regulation.

This report is Council’s GIPA Act Annual Report for the period 1 July 2016 to 30 June 2017.

Review of proactive release program (Clause 7(a) – GIPA Regulation)

Clause 7A Details of the review carried out by the agency under section 7 (3) of the Act during the reporting year and the details of any information made publicly available by the agency as a result of the review

	Reviews carried out by the agency	Information made publicly available by the agency
	Yes	No

During the reporting period, Council continued to review this program by:

- Regularly checking Council’s website for content and currency of information, paying particular attention to ensuring the timely release of information relating to new proposals, developments, programs, services and initiatives of Council.
- Providing information to customers about how to access information under the GIPA.
- Reviewing Council’s Access to Information Policy and Procedures to ensure they are operationally efficient and effective.
- Reviewing the informal requests and formal Access Applications received by Council to evaluate the type of information the community is seeking access to and whether any of that information could be proactively released with Council’s current technological and human resource capabilities.

During the reporting period, Council continued to proactively release information, in addition to the statutory release of open access information, by

- Reporting to the community through prominent display on its website, Facebook and local print media
- Have your say and Public Exhibition notices of proposed activities, policies and strategies which invites community feedback during the decision making process.
- Advertising local Council managed and community activities and events through a quarterly newsletter, Council’s website and Facebook.
- Distributing regular Media Releases on Council decisions, projects, services and events and matters of community interest and activities that are supported by Council.

Clause 7B The total number of access applications received by the agency during the reporting year (including withdrawn applications but not including invalid applications)

	Total number of applications receive
7(b)	2

Clause 7C The total number of access applications received by the agency during the reporting year that the agency refused either wholly or partly, because the application was for the disclosure of information referred to in Schedule 1 to the Act (information for which there is conclusive presumption of overriding public interest against disclosure)

Number of Applications Refused	Wholly	Partly	Total
	1	0	1
% of Total	100%	0%	

Government Information (Public Access) Act 2009

Statistical information about access applications (Clause 7(d) and Schedule 2 - GIPA Regulation)

Information, as set out in the form required by the tables in Schedule 2 of the GIPA Regulation, relating to the access applications made to Council during the reporting year is shown in the following Tables A – H.

TABLE A Number of applications by type of applicant and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Media	0	0	0	0	0	0	0	0	0	0%
Members of Parliament	0	0	0	0	0	0	0	0	0	0%
Private sector business	0	0	0	0	0	0	0	0	0	
Not for profit organisations or community groups	0	0	0	0	0	0	0	0	0	0%
Members of the public (application by legal representative)	1	0	0	0	0	0	0	0	1	50%
Members of the public (other)	0	0	1	0	0	0	0	0	1	50%
Total	1	0	1	0	0	0	0	0	2	
% of Total	100%	0%	0%	0%	0%	0%	0%	0%		

*More than one decision can be made in respect if a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

TABLE B Number of applications by type of application and outcome*

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn	Total	% of Total
Personal Information applications*	0	0	0	0	0	0	0	0	0	0%
Access applications (other than personal information)	1	0	1	0		0	0	0	2	100%
Access applications that are partly personal information applications and partly other	0	0	0	0	0	0	0	0	0	0%
Total	1	0	1	0	1	0	0	0	2	
% of Total	50%	0%	50%	0%	0%	0%	0%	0%		

*A personal information application is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Government Information (Public Access) Act 2009

TABLE C Invalid applications		
Reason for invalidity	No of applications	% of Total
Application does not comply with formal requirements (section 41 of the Act)	0	0
Application is for excluded information of the agency (section 43 of the Act)	0	0
Application contravenes restraint order (section 110 of the Act)	0	0
Total number of invalid applications received	0	0
Invalid applications that subsequently became valid applications	0	0
Total	0	0%

TABLE D Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 of Act		
	Number of times consideration used	% of Total
Overriding secrecy laws	0	0
Cabinet Information	0	0
Executive Council information	0	0
Contempt	0	0
Legal professional privilege	0	0
Excluded information	0	0
Documents affecting law enforcement and public safety	0	0
Transport safety	0	0
Adoption	0	0
Care and protection of children	0	0
Ministerial code of conduct	0	0
Aboriginal and environmental heritage	0	0
Total	0	

* More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.

TABLE E Other public interest considerations against disclosure: matters listed in table to section 14 of Act.		
	Number of times consideration used*	% of Total
Responsible and effective government	0	0
Law enforcement and security	0	0
Individual rights, judicial processes and natural justice	1	100
Business interests of agencies and other persons	0	0
Environmental, culture, economy and general matters	0	0
Secrecy provisions	0	0
Exempt documents under interstate Freedom of Information legislation	0	0
Total all considerations	1	

TABLE F Timeliness		
	Number of applications	% of Total
Decided within the statutory timeframe (20 days plus any extensions)	2	100%
Decided after 35 days (by agreement with applicant)	0	0
Not decided within time (deemed refusal)	0	0
Total	2	

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TABLE G Number of applications reviewed under Part 5 of the Act (by type of review and outcome)				
	Decision varied	Decision upheld	Total	% of Total
Internal review	0	0	0	0
Review by Information Commissioner*	0	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0	0
Review by NCAT	0	0	0	0
Total	0	0	0	

* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

TABLE H Applications for review under Part 5 of the Act (by type of applicant)		
	Number of applications for review	% of Total
Applications by access applicants	0	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0	0
Total	0	

TABLE I Applications transferred to other agencies		
	Number of applications transferred	% of Total
Agency Initiated Transfers	0	0
Applicant Initiated Transfers	0	0
Total	0	