



# Quarterly Management Report

Q1, 2017/2018

# 1: Leadership and Communication

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

Leadership and advocacy is demonstrated and encouraged in our communities

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Establish and implement a structured policy review process including subscription to legislative updates service	1.1.1.1	Design, document and implement a structured policy review process	25%	Policy review continuing, however a structured review process is yet to be developed.	General Manager
Modify the structure of Council's budget to align with the themes and strategies established in Council's IP&R planning documents	1.1.1.2	Review budget process and commence development of a new budget structure to align with IP&R planning documents	0%	No action to date.	General Manager
Implement best practice financial management processes	1.1.1.3	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	90%	Audit undertaken second week of September, financial statements completed and awaiting sign off from NSW Audit Office.	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program across all council sections	100%	Procurement Policy reviewed and adopted by Council.	General Manager
		Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	0%		General Manager
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	0%		General Manager
Actions and strategies detailed in Council's IP&R plans are implemented and status reviews presented to Council on a quarterly basis	1.1.1.4	IP&R status reports presented to Council on quarterly basis	25%	Achieved and ongoing.	General Manager
Implement effective governance strategies	1.1.1.5	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	0%	Progress report to be submitted to the December 2017 Council meeting.	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Maintain effective and open complaints handling processes	1.1.1.6	Undertake effective investigation and resolution of complaints	25%	Customer Action Request reports presented monthly. Review of processes planned for second quarter.	General Manager
Implement effective risk management programs to minimise Council's exposure to risk and ensure continuity of critical business functions	1.1.1.7	Review Council's Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations	25%	Development ongoing. The 2017/2018 Worker Compensation Premium is significantly lower than previous years (i.e; \$430k down to \$330k	General Manager
Implement organisation wide service and efficiency reviews	1.1.1.8	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	0%	Has been delayed due to staff absenteeism. Process being developed to reinvigorate.	General Manager

Council is responsive to community needs and priorities

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Engagement by Council to demonstrate Council leadership	1.1.2.1	Develop and implement the GHSC Communication Plan	20%	Communications Strategy and Implementation Plan adopted 21Jun17. Implementation of the plan commenced. Kindred Design commissioned to undertake rebrand project for Council. Council adopted new corporate brand parent image on 20Sep17, work has commenced on sub brand and signage brand manual in readiness for signage to be undertaken at Jindera Community Hub, Henty and Holbrook War Memorial Swimming Pools.	Executive Assistant Governance and Economic Development
Improve community attendance at Council meetings and provide greater contact with local councillors	1.1.2.2	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	25%	Advertisement of public forums prior to Council meetings and distribution of Council News following meeting continued.	General Manager
Improve community attendance at Council Meetings and provide greater contact with local councillors	1.1.2.3	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	100%	November 2017 meeting to be held at Wymah and March 2018 at Bungowannah.	General Manager
Provide Councillors with support and training to ensure their ongoing professional development	1.1.2.4	Continue to implement the councillor professional development program	25%	No unmet demand for training however a more formalised plan needs to be developed.	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Provide opportunities and actively encourage younger people to join community groups	1.1.2.5	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	30%	The Greater Hume Youth Advisory Committee continue to meet each month to discuss programs and events as well as issues that are impacting on young people in the community.	Library and Youth Services Development Officer
Improve leadership in community groups to facilitate greater accountability from community groups that manage Council's assets	1.1.2.6	Review current Management Committee Manual and provide refresher training to management committees as required	0%	Expected to commence review third quarter 2018	Corporate Services Manager
Recognise community leaders and their efforts and encourage others in the community to take up leadership roles	1.1.2.7	Recognise community leaders through Australia Day awards	20%	Australia Day Nominations for 2017 are currently being sort from the Community.	Executive Assistant Tourism & Promotion

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments	1.1.3.1	Participate in funding opportunities to resource significant community projects and infrastructure	25%	Seven funding applications submitted during the quarter.	General Manager

Strong relationships and effective partnerships

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Lobby Australian and State governments for increased funding	1.1.4.1	Meet with local Australian and State government parliamentarians at least annually	25%	Met with State Member for Albury regarding Loose Fill Asbestos Insulation Community Funding in July 2017. No other meetings held to date,	General Manager
		Actively participate in Local Government NSW Annual Conference	25%	Council has resolved to be represented at the LGNSW Conference and two motions have been submitted to Conference for consideration.	General Manager
Cooperatively work with surrounding councils to identify where resources and costs can be shared	1.1.4.2	Continue as an active participant in REROC initiatives	25%	Council continues share Road Safety Officer and Youth Development Officer positions with Lockhart Shire Council. A joint funding application was submitted by Greater Hume and Lockhart Council to install GPS equipment in fleet vehicles, however was unsuccessful.	General Manager
		Continue to host the Road Safety Officer and Youth programs on a shared basis with Lockhart Shire Council	25%	Refer 1.1.4.2.1	General Manager



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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the planned community engagement processes using various communication strategies	1.2.1.1	Maintain membership of community engagement peak bodies and networks	25%	Membership of IAP2 renewed. Exec Assistant Gov & ED has completed 2 modules of the IAP2 Certificate of Engagement (1 - Essentials, 2 - Design) in August 2017. North East Engagement Network meeting attended 18 July 2017. Topics 'empower' end of spectrum and engagement in situations of crisis management.	Executive Assistant Governance and Economic Development
		All councillors and relevant staff to undertake IAP2 and/or other community engagement training	0%	No progress this quarter	Executive Assistant Governance and Economic Development
		Redesign the format and content of Council's quarterly newsletter to ensure effective and targeted content	10%	Waiting on new newsletter template including Greater Hume rebranding, currently putting together newsletter to go out in December	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Develop a new Greater Hume Shire Council website including a dedicated Have Your Say portal which is compliant with accessibility standards	5%	Project managed by Kerrie Wise. Preliminary quotes sought.	Executive Assistant Governance and Economic Development
		Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	5%	Community reference persons appointed to act as conduits back to community for Sladen Street Upgrade project underway.	Executive Assistant Governance and Economic Development

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Acknowledge all volunteers and those providing welfare, and genuinely engage them in council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged.	1.3.1.1	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid Keep welfare providers informed about local and regional services.	25%	Meeting scheduled for 25 October 2017 to coincide with Mental Health week.	General Manager
Undertake work to ensure that young people, people who are disadvantaged, and people with a disability can exercise their rights as equal citizens in areas such as council elections, council meetings, council consultation processes, council policy, and membership of council’s committees involving community representatives and in making complaints.	1.3.1.2	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth Council and participate in decision making processes.	0%	No action to date.	General Manager
Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	1.3.1.3	Promote NSW Carers Charter and Carers rights to GHSC Staff	0%	Review not yet undertaken	Corporate Services Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Annual all staff function to include accessibility and inclusiveness service provision training	0%	Programmed for May 2018.	General Manager
		Audit Shire functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness	0%	No action to date.	General Manager
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	0%	Universal Design and CAPT has not been adopted by Council as a policy, as staff are awaiting introduction to DIAP. However all new works are constructed acknowledging disabled requirements as legislated	Director Engineering
		All new signage is compliant with the provisions of the Disability Inclusion Act	0%	Universal Design and CAPT has not been adopted by Council as a policy, as staff are awaiting introduction to DIAP. However all signage is prepared to best of knowledge with regards to appropriate disability legislation	Director Engineering
		Review GHSC employment HR policy and processes for inclusiveness	65%	Reviews undertaken of Human Resources Policies with a small number yet to be completed.	Corporate Services Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning	0%	Planned to commence actions towards achievement of DIAP in second quarter.	General Manager
		Advocate and encourage local business and industry to establish a diverse workforce	0%	No action this quarter. Article will be included in next issue of Business E Newsletter	Executive Assistant Governance and Economic Development
		Include inclusiveness in the Workplace Inspirations Day	0%	Work Inspiration Day not held to date due to unavailability of key staff. Will aim to host in third quarter.	General Manager
		Customer Service Staff are aware of the resources needed to respond to PwD/Carers	0%	No action to date.	General Manager
		GHSC Policies and procedures reflect the needs of PwD/Carers	0%	Refer 1.3.1.3.13	General Manager
		Criteria for Council Community grants includes diversity, accessibility and inclusiveness	0%	No action to date.	General Manager
		Review volunteer policies and processes to include PwD	0%	Review not yet undertaken	Corporate Services Manager





## 2: Healthy Lifestyle

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

### Welcoming, resilient and involved communities

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Encourage more residents to be involved in the Greater Hume Shire and events	2.1.1.1	Continue to rotate the Australia Day function across towns in the shire	50%	Australia Day 2018 to be held in Jindera.	Executive Assistant Tourism & Promotion
Provide and promote a range of cultural and personal development opportunities for youth	2.1.1.2	Using youth engagement to develop an annual youth plan of events	100%	The Greater Hume Youth Advisory Committee has worked with the Library & Youth Services Development Officer to develop an annual youth plan of events. The plan covers all school holiday and Youth Week events however, is subject to changes if warranted.	Library and Youth Services Development Officer
		Implement actions and projects detailed in the annual youth plan	30%	From the youth action plan a number of holiday programs were provided for young people in the shire. Programs included: Lego, Laser Tag, and movies at all three Greater Hume Shire Libraries. The action plan also included a Motivational Media presentation which was held at Billabong High School in October.	Library and Youth Services Development Officer



DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs to youth	2.1.1.3	Regular communication with local high schools to establish need and partnership opportunities	50%	The L&YSDO & Greater Hume Shire Youth Committee work closely with Billabong High School to provide projects that address youth health and wellbeing. Recently during Mental Health Week with funding provided by the FRRR Heywire Operation Defrost project the organisation Motivational Media presented a thought provoking screening at the school.	Library and Youth Services Development Officer
Recognise the contribution of volunteers in communities and assist with recruitment and retention	2.1.1.4	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	0%	Planning to commence third quarter (National Volunteer Week 21-27 May 2018)	General Manager
		Offer annual Work Health & Safety volunteer induction and training	0%	No action to date.	General Manager
		Provide advice and support to volunteer community organisations in governance and financial management	50%	Advice provided on an ongoing as needs basis.	Corporate Services Manager

Local education and local career opportunities

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
GHSC to lead and exercise responsibility as an equal opportunity employers and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability.	2.1.2.1	Review the application of EEO principles across all areas of council	0%	No action to date.	General Manager
		Continue to support traineeships for local young people	25%	Currently four trainees employed by Council with advertising commenced for the appointment of a further trainee in Library and Youth Services.	General Manager
		Continue Work Inspirations Program in Culcairn	0%	Not held to date due to lack of resources. Aim to hold in first term of 2018 School year.	General Manager
		Participate in regional youth focused mentoring programs	0%	REROC planning youth mentoring in first term of 2018.	General Manager
Work with TAFE and other Registered Training Organisations to provide entry level certificates and qualifications locally.	2.1.2.2	Continue to support VET providers in the local community. Advocate for the delivery of skills shortage qualifications; Aged Care/Agriculture/Customer service/Engineering	25%	TAFE video conferencing available at Henty and Holbrook libraries.	General Manager
Maintain contemporary information and computing technology facilities for education purposes.	2.1.2.3	Undertake an annual review of GHSC community ICT facilities to monitor use, value and upgrade as required	0%	Audit planned for third quarter.	General Manager



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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Facilitate mental and physical health awareness information	2.2.1.1	Partner with community organisations and health services to deliver a mental health program in October each year	75%	Planning underway for CHWBA meeting in October.	General Manager
		List health and wellbeing events and links to community health services on the GHSC website	0%	Planned to commence second quarter.	General Manager
Greater Hume Shire Council becomes a health promoting shire	2.2.1.2	The GHSC develops and approves a community health and wellbeing policy, adopting the Community Health and Wellbeing Delivery Plan strengthening the mandate for community health and wellbeing action.	0%		General Manager
		GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	25%	Refer 2.2.1.1.1	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
GHSC values and actions advocate the importance of inclusion for all, addressing discriminatory attitudes, promoting good models of inclusive practice.	2.2.1.3	Review the Council values annually Identify how the values are applied in decision making, market the values across the organisation, determine how directors and managers will role model the values and options for measuring effectiveness Include Council values in annual staff training program, describing what it means to work within the values and the importance of inclusiveness.	0%	To be reviewed as part of the All Staff function.	General Manager
Work towards becoming a dementia-friendly community and use the Dementia Friendly Community Toolkit as a resource.	2.2.1.4	Integrate the Dementia Friendly Community Toolkit into planning processes relating to community structures and it is considered in grant applications and community activities and services	0%	No action to date.	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Monitor the implementation of legislation controlling the sale, supply & consumption of alcohol in the community.	2.2.1.5	Work with the police, and hoteliers to support safe drinking and community safety campaigns. Work with police to support crime prevention initiatives	0%	No action to date.	General Manager
Develop partnerships with local health services to plan & implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) & active community (physical activity promotion and nutrition).	2.2.1.6	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	0%	No action to date.	General Manager
Support neighbourhood/rural watch initiatives.	2.2.1.7	Engage the Community Health and Wellbeing Alliance in updates about community safety initiatives	0%	No action to date.	General Manager
Continue to advocate, support and mentor the community based gymnasiums and gardens for health and wellbeing and community connectedness.	2.2.1.8	Monitor the accessibility of community based activities through support from the Alliance to provide feedback	0%	Planning to undertake audit to commence in second quarter.	General Manager

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Provide training and mentoring opportunities for young leaders	2.2.2.1	Develop a young leaders trying and mentoring action program	50%	The Youth Advisory Committee are provided with continuous leadership and mentoring opportunities. In July 2017 two members had the opportunity to attend the Local Government Awards night in Sydney as the committee was finalist in two categories for Youth Week. Youth Committee members have also had the opportunity to assist, organise, and run youth holiday programs whilst being mentored by the L&YSDO.	Library and Youth Services Development Officer

Continue to support the enhancement of children services across the Shire

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families	2.2.3.1	Undertake an annual review of existing childcare services provided through engagement with preschools and other children's services	0%	Planned to commence in third quarter.	General Manager
Ensure that Greater Hume Children Services remains a relevant and reliable service	2.2.3.2	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	25%	Regular staff meetings held to identify growth opportunities.	General Manager



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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Establish effective local community transport options	2.2.4.1	Establish a MOU Work with Kaliana Community Transport for point to point community transport in Greater Hume Shire	0%	Round Table with Transport providers scheduled for 1 November 2017.	General Manager

Advocate for safe work practices and employment standards

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity	2.2.5.1	Implement the strategies from the Workforce Management Plan	0%	No action to date.	General Manager
Provide a safe work environment	2.2.5.2	Integrated risk management system developed and implemented	25%	Achieved and ongoing. Most recent meeting 8 August 2017. Committee member training has been scheduled for the second quarter.	General Manager

Volunteering is inclusive, well acknowledged and supported

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Support self-help/support and interest groups such as men's shed, friendly visiting, craft groups and service clubs to be sustainable, accessible and inclusive.	2.3.1.1	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	0%	No action to date.	General Manager

Our residents feel safe

Street lighting is effective and energy efficient

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the street light installation priority program	2.4.1.1	Commence the installation of new streetlights in accordance with the agreed priority program	0%	Awaiting staffing (internal restructure) to be completed to commence work on installation projects	Director Engineering
Expand the utilisation of solar powered and LED technology in streetlighting	2.4.1.2	Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights	25%	REROC progressing on behalf of all Councils the introduction of LED technology in Street lighting in Southern NSW in discussions with Essential Energy	Director Engineering

Implement Council's Road Safety Strategy

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Council to investigate opportunities and invest in liveability infrastructure such as recreation facilities, cycleways, footpaths, recreational walking tracks	2.4.3.1	Implement actions from existing four year cycle ways plan	10%	Funding applications lodged, awaiting outcomes	Director Engineering
		Implement actions from existing capital works program	0%	No capital works commenced yet	Director Engineering

Council provides learning and development opportunities for all

Community spaces allow our residents to learn and engage

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	2.5.1.1	Investigate alternative methods of service delivery to rural and remote communities	30%	The new Jindera Community Hub has provided the opportunity for additional outreach library programs to be provided within the Greater Hume. To date in September Riverina Regional Library staff presented Getting The Most Out Of Your Library at Jindera. In October the Greater Hume Shire Libraries and Family Day Care will partner to present Grandparents Day at the Jindera Community Hub. TECH Savvy Seniors will be presented at Jindera later in the year and Ancestry Library Edition will be available from the public access computers. In November Library staff members will attend the PLNSW SWITCH Conference in Sydney to investigate alternate methods of service delivery to the community.	Library and Youth Services Development Officer

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Create and promote traditional and online library services	50%	Library staff are constantly promoting library online and traditional services. To date one outreach program has been held at Jindera Community Hub "Getting the most out of your library". Outreach author visits to the Culcairn and Henty Public were undertaken in August. A further outreach audio book narrator visit will be held in early November at Culcairn with school in the township of Culcairn and the surrounding villages invited to attend.	Library and Youth Services Development Officer
		Investigate and implement new and innovative programs in Council's libraries	55%	During the July and September holidays the Greater Hume Shire Libraries in conjunction with Riverina Regional Library offered a number of exciting programs for children: Movies, Lego, Making Mims, Beaded Trees, and Painted Pet Rocks. Author talks were held in August during Book Week for children, an author for adults in September at the Culcairn Library. In November Stig Wymss - audio book narrator will provided a presentation at Culcairn.	Library and Youth Services Development Officer



DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Promote existing programs to increase library participation	50%	Staff at the Greater Hume Shire Libraries are continually promoting library programs and services to increase participation by members. Currently all library staff are focused on increasing membership and loans. Library staff are also attending Riverina Regional Library training to gain further knowledge and expertise on digital services provided by the library and the importance of ensuring our customer is aware of these services.	Library and Youth Services Development Officer
Create an environment that attracts and enables caring and qualified staff	2.5.1.2	Library staff to attend a minimum of two training information days with RRL annually	55%	A number of Casual Customer Services/Library staff have been provided with Libero training in August at the Henty Library presented by Riverina Regional Library staff member. Further Riverina Regional Library Libero training will be provided for Customer Service/Library Officers and Holbrook Library staff in Wagga Wagga during October.	Library and Youth Services Development Officer



## 3: Growth and Sustainability

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

We have prosperous and diverse local businesses and a growing economy

### Transport Industry Development Strategy

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Promote industrial development to enhance employment opportunities	3.1.2.1	Promote the existing industrial land development at Holbrook and Jindera	25%	Jindera Industrial Estate complete. Awaiting issuance of Titles 3 Lots sold with a number of other strong enquiries.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	0%	No progress this quarter	Executive Assistant Governance and Economic Development
		Identify potential business growth opportunities within the transport industry	0%	No action this quarter	Executive Assistant Governance and Economic Development
Encourage and support local businesses to enhance employment opportunities	3.1.2.2	Implement Stage 2 Buy Local in Greater Hume" campaign	25%	Hard copy directories released to customer service centres, libraries in GHC during August. Local Preference Purchasing Policy adopted August 2017.	Executive Assistant Governance and Economic Development
		Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	100%	Procurement Policy reviewed and adopted along with revised Procurement Procedures. A Local Preference Purchase Policy has also been adopted and implemented.	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Advocate for employment opportunities with new and existing business/industry and local training		Council to offer a new business start-up grant	10%	Business and Industry Incentives Policy is under review, yet to be presented to Council.	Executive Assistant Governance and Economic Development
		Promote and support business mentoring and training services	30%	Business Forum held on 6 September at Jindera. Topics Solar PV for Business and Digital Marketing. 25 attended the workshop. 9 business operators took up one on one appointments on Digital Marketing.	Executive Assistant Governance and Economic Development
	3.1.2.3	Continue to promote the buy local policies and invest in attracting new business to improve employment	25%	Council adopted the Local Preference Purchasing Policy in August 2017.	Executive Assistant Governance and Economic Development

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

Develop a new Strategic Land Use Plan for the shire

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Undertake community consultation and undertake data collection and research to inform the development of the 10 year Strategic Land Use Plan	3.2.1.1	Develop a budget, collect required data and engage with Department of Planning to inform the specifications for the development of the Strategic Land Use Plan	0%	To be action later in the 2017/2018 year	Director Environment & Planning

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to support and develop sporting facilities and other community infrastructure	3.2.2.1	Provide assistance to community groups in the development of funding applications	25%	Ongoing . Support provided upon request to community groups.	General Manager
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	0%	Planned to produce a Fact Sheet on loans to community groups and use of plant and equipment in third quarter.	General Manager
		Formalise and promote Council's practice to provide Council plant and equipment out of hours at no charge	0%	Refer 3.2.2.1.3	General Manager
For Council to lead the strategic direction for each town and village	3.2.2.2	Develop or update masterplans for all towns and villages	5%	Workshop planned for Culcairn Sportsground User Group Strategic Plan in November.	Executive Assistant Governance and Economic Development

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Develop a community development charter and facilitate community workshops in individual towns and villages with a view to implementing a Small Town Revitalisation Initiative (STRIVE) project	0%	Unable to complete as no budget allocation included in 2018/2019 Budget. Possibly can review existing towns plans where they exist.	General Manager



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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Promote residential development	3.2.3.1	Investigate the cost of construction for residential land developments	50%	Report presented to September meeting of Council to progress to detailed design for a residential estate at Walla Walla. Contractors appoint and Lot layout developed. Detailed cost estimate currently being prepared. It is anticipated a progress report will be submitted to Council during second quarter.	General Manager
Attract new residents to the shire	3.2.3.2	Investigate opportunities to benefit from the Evocities strategy	25%	Council has committed to the Country Change Project, through RDA Riverina. Copy messages and stock photos supplied for refresh on website <a href="http://www.countrychange.com.au">www.countrychange.com.au</a> . Planning and talent sourced for 90 video - why we moved to Greater Hume - Lehman Family West Walla Farm.	Executive Assistant Governance and Economic Development

Increased number of visitors enjoy our shire

Develop a local tourism operator forum and strategy

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the Greater Hume Shire Visitor Experience Plan	3.3.2.1	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	25%	Ongoing, events guide constantly updated.	Executive Assistant Tourism & Promotion
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	25%	Ongoing, awards not open until mid 2018	Executive Assistant Tourism & Promotion
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	25%	Ongoing, recently completed Walbundrie tourism map.	Executive Assistant Tourism & Promotion
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	25%	Achieved and ongoing, applied to NSW Govn for funding for replacement of Morgans Lookout Stairs. Assisted a tourism operator to apply for funding to enhance their business and visitor experience,.	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Create an ambassador/famil program and develop workshops to promote the visiter experience.	25%	To be arranged in first half of 2018	Executive Assistant Tourism & Promotion
		Establishing links with educational institutions (primary/secondary/tertiary) to encourage students to develop skills in the tourism, event management and hospitality industries (including work experience).	25%	Ongoing will be contacting local high schools in first half of 2018	Executive Assistant Tourism & Promotion
		Ongoing development of visitgreaterhume.com.au and the Murray Regional Tourism Board digital platform including ATDW and corporate pages.	25%	Achieved and ongoing	Executive Assistant Tourism & Promotion
		Liaise with media by offering to arrange interviews, testimonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.	25%	Ongoing	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as twitter, Google maps, YouTube, Instagram and Pinterest.	25%	Ongoing	Executive Assistant Tourism & Promotion
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	25%	Ongoing, more to be developed in 2018	Executive Assistant Tourism & Promotion
		Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either tourism staff or operators.	25%	Ongoing, Attended Henty Machinery Field Days, including the Pop Up Museum, with a good amount of interest, had approximately 70 people view the museum and make inquiries about other attractions in Greater Hume.	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Establishment of a Greater Hume Shire Tourism Operators Committee to create links and provide a platform for cooperative marketing and promotion and tourism development, skills development and new operators.	25%	<p>A report to Council's June meeting was endorsed by Council to develop a Greater Hume Tourism Public Forum Program, replacing the Greater Hume Tourism Operators Committee (due to lack of numbers to form an active committee). The first Tourism Public Forum was held on Tuesday 8 August 2017 at Woomargama Hotel, Woomargama with five people in attendance. Items discussed were:</p> <ul style="list-style-type: none"> <li>o Explanation of tourism Statistics from Destination NSW.</li> <li>o New owners of Woomargama Post Office and Visitor Information Point provided information on future plans.</li> <li>o Owners of Woomargama Hotel/Motel provided information on the origin of their clients/visitors and what they are doing in the region whilst visiting.</li> <li>o The Tourism and Promotions Officers displayed the Diversity app and encouraged everyone to let visitors know about the Diversity Trail.</li> <li>o Also discussed was Flyfaire's Wines current expansion of their winery.</li> <li>o There was also discussion of grants and funding opportunities for tourist attractions.</li> </ul>	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	25%	Achieved and Ongoing, Museum Adviser is currently developing Disaster Management Plans in conjunction with Greater Hume's six Community Museums.	Executive Assistant Tourism & Promotion
		Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodle Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	25%	Achieved and Ongoing, recently attended the opening of the new bird hides developed by NSW Environment at Doodle Cooma Swamp.	Executive Assistant Tourism & Promotion
		Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program.	30%	Ongoing, currently working with Murray Regional Tourism on a its Food and Agri Tourism Program to develop a regional strategy.	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Create a standardised Signage Policy throughout the Shire. This policy would include road, tourism, heritage and interpretational signage etc.	25%	Will developing in 2018	Executive Assistant Tourism & Promotion





## 4: Good infrastructure and facilities

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

Infrastructure and facilities meet the needs of our communities

Develop and implement five yearly Asset Management Strategy and Plans

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Identify opportunities for external grant funding	4.1.1.1	Seek grant opportunities and advertise on Council's website	25%	All grants advertised in Border Mail including Community Grants.	Executive Assistant Governance and Economic Development
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	0%	It is anticipated that information on community projects will be sought from Community organisations during the second quarter.	General Manager
Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	4.1.1.2	Review and implement Council's Roads Strategy	25%	Road program as detailed in 2017/18 Delivery Program is currently on schedule for completion	Director Engineering
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	25%	Assets Management Plans under review as scheduled (Water, wastewater and transport plans)	Director Engineering

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop an Integrated Asset Management Plan for all of Council's assets	4.1.1.4	Review the Asset Management Plan for water and sewer assets	25%	Asset Management Plans for Water and Wastewater is currently under review	Director Engineering

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Support with long term planning and maintenance at recreation grounds	4.1.2.1	Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options	10%	Development of brief of works for master plans has commenced	Director Engineering
Develop and implement the program for the upgrade of public toilets and playgrounds	4.1.2.2	Implement the upgrade and replacement program in accordance with budget allocations	25%	Playground at Sunnyside park Walla Walla replaced. Public toilets at Jindera rec Ground under design	Director Engineering

Affordable, accessible housing supports the needs of the community

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to provide social housing and consider supporting housing for disadvantaged younger people and families linking them to local services for support	4.1.3.1	Review social housing processes providing opportunities for disadvantaged younger people and families	25%	Inspections of all social housing commenced. Occupancy currently at 93%	General Manager

Engage the community in a 10 Year Roads Strategy Plan

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Review Council's Roads Strategy on a two-yearly cycle	4.1.4.1	Implement the Roads Strategy and engage the community on specific local road issues	25%	Road Strategy implemented under works program. Discussions with community members occurring as required.	Director Engineering

Improve streetscapes of our towns and villages

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop and implement a street tree plan for each town and village	4.1.5.1	Map all street trees in towns and villages on Council's GIS mapping system	0%	Mapping of trees not yet commenced	Director Engineering

Expand waste water strategies into villages

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Investigate and develop concept designs for waste water collection and treatment in Gerogery and Woomargama and Burrumbuttock	4.1.6.1	Scope and cost schemes in each of the identified villages	25%	quotes being obtained from consultants on proposed facilities and schemes at Gerogery, Woomargama and Burrumbuttock	Director Engineering

Develop a Storm Water Capital Works Program

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop an Asset Management Plan for stormwater assets	4.1.7.1	Complete mapping of stormwater assets	50%	Mapping of stormwater assets continuing	Director Engineering



Mitigate against natural disasters (Flood and Bushfire Management)

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	4.1.8.1	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	25%	Funding applications submitted	Director Engineering

We minimise the impact on the environment

Waste Management Strategy incorporates recycling and carbon reduction actions

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	4.3.1.1	Prepare a draft Waste Management Strategy and engage the community	0%	Due to staffing constraints this will be actioned later in the 2017/2018 year.	Director Environment & Planning

On-site Sewerage Management systems are environmentally sustainable

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to improve and monitor the management of onsite effluent disposal within the shire	4.3.2.1	Implement the On Site Sewerage Management (OSSM) Policy	25%	17 inspection during the first quarter. Annual target 50 inspections.	Director Environment & Planning

Best practice waste water management

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

Best practice weed management

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to support effective weeds management (private and public lands)	4.3.4.1	Actively participate in the Murray Weed Action Plan	25%	Achieved however it should be noted that as from 1 July 2017 Greater Hume Shire Council is no longer the lead agent (now LLS) and therefore the structure of the Committee is under review.	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	25%	49 inspections( private property and roadside reserves). Spraying consisted of Horehound spraying until the weather got too dry and all sealed roadside shoulders.	Director Environment & Planning

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Investigate opportunities to reduce the energy and water costs at Council's sporting facilities	4.3.5.1	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	0%	Not Commenced	Director Engineering
Develop an energy efficiency plan for all Council assets and facilities including Council's small plant fleet	4.3.5.2	Undertake an energy efficiency upgrade at Council's Culcairn office and analyse the efficiencies gained against base line data	80%	System is completed pending works by Essential energy. The monitoring on the savings from this system can now be undertaken.	Director Environment & Planning

Manage water resources and water quality responsibly

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the program of works identified in the Drinking Water Quality Management Plan	4.3.6.1	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	25%	Program of works have commenced as detailed in plan	Director Engineering
In conjunction with Riverina Water County Council investigate the future management of water supply assets in Greater Hume Shire	4.3.6.2	Completion of a feasibility study into the management of water assets within Greater Hume Shire by Riverina Water County Council	25%	Feasibility studies by RWCC and Albury City are progressing	Director Engineering

Manage and protect significant environmental assets across the shire

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
For Council to be proactive in relation to environmental management practices	4.3.7.1	Investigate partners and options for management of organic waste generated within the shire	0%	No action to date.	Director Environment & Planning
		Promote household hazardous waste collection at a number of sites across the shire	50%	Information article prepared for Council news letter	Director Environment & Planning
		Undertake bi-annual home composting campaign	0%	Not an action for this financial year.	Director Environment & Planning





