



Greater
Hume
Council

Quarterly Management Report

Q2, 2018/2019

1: Leadership and Communication

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

Leadership and advocacy is demonstrated and encouraged in our communities

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.1.1	Establish and implement a structured policy review process including subscription to legislative updates service	Design, document and implement a structured policy review process	50%	Policy review schedule developed with at least two policies to be reviewed and presented to Council each month	Director Corporate & Community Services
1.1.1.2	Modify the structure of Council's budget to align with the themes and strategies established in Council's IP&R planing documents	Review budget process and commence development of a new budget structure to align with IP&R planning documents	10%	Investigations are underway into the purchasing of dedicated budget management software which will enable higher level analytical reporting and alignment with IP&R structure. The matter will be further considered as part of the 2019/2020 budget process	Director Corporate & Community Services
1.1.1.3	Implement best practice financial management processes	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	100%	Annual financial statements completed and lodged with office of Local Government within required timeframe. Quarterly budget reviews will be completed and reported to Council as required.	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	100%	Long Term Financial Plan updated in line with adoption of 2018/2019 - 2022/2023 budget cycle.	Director Corporate & Community Services
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	50%	Future loan borrowings adopted as part of budget adoption process. Potential increases to current borrowings will be considered if other projects arise, subject to Council endorsement.	Director Corporate & Community Services
1.1.1.4	Actions and strategies detailed in Council's IP&R plans are implemented and status reviews presented to Council on a quarterly basis	IP&R status reports presented to Council on quarterly basis	50%	Achieved and ongoing	General Manager
1.1.1.5	Implement effective governance strategies	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	50%	Update report submitted to August Council meeting including setting topics for next two service reviews; IT and Library Services. Outcome of Service Reviews to be presented to Council in the fourth quarter of the 2018/2019 Financial Year.	General Manager
1.1.1.6	Maintain effective and open complaints handling processes	Undertake effective investigation and resolution of complaints	50%	Customer Action Request reports submitted to Council monthly. Staff continually working on ways to improve responsiveness and reporting.	Director Corporate & Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.1.7	Implement effective risk management programs to minimise Council's exposure to risk and ensure continuity of critical business functions	Review Council's Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations	50%	Implementation and review continuing with the development of Business Continuity Procedure and Hire of Council Facilities Terms and Conditions reviewed during the period.	General Manager
1.1.1.8	Implement organisation wide service and efficiency reviews	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	50%	Refer 1.1.1.5.1	General Manager

Council is responsive to community needs and priorities

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.2.1	Engagement by Council to demonstrate Council leadership	Develop and implement the GHSC Communication Plan	50%	New website live. Stakeholder engagement policy and procedure in place. Council news being issued monthly to community newsletters.	Executive Assistant Governance and Economic Development
1.1.2.2	Improve community attendance at Council meetings and provide greater contact with local councillors	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	50%	Achieved and ongoing	General Manager
1.1.2.3	Improve community attendance at Council Meetings and provide greater contact with local councillors	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	50%	November Council meeting held at Walla Walla and March 2019 meeting will be held at Carabost.	General Manager
1.1.2.4	Provide Councillors with support and training to ensure their ongoing professional development	Continue to implement the councillor professional development program	0%	Councillor and Professional Development Guidelines have been released. A formal report will be presented to Council will Regulations to support the guidelines come into force.	General Manager

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.2.5	Provide opportunities and actively encourage younger people to join community groups	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	30%	Customer Services, Library & Youth Trainee is currently undertaking a Teaching Diploma of Australian Speech and Communication which will enable meeting training for the Youth Advisory Committee to be undertaken in meeting procedures.	Library and Youth Services Development Officer
1.1.2.6	Improve leadership in community groups to facilitate greater accountability from community groups that manage Council's assets	Review current Management Committee Manual and provide refresher training to management committees as required	100%	Management Committee Guidelines reviewed and updated. Workshops to be conducted in November 2018.	Corporate Services Manager
1.1.2.7	Recognise community leaders and their efforts and encourage others in the community to take up leadership roles	Recognise community leaders through Australia Day awards	50%	Planning for Australia Day at Walla Walla well under way. Nominations received are 8 Citixens, 2 Young Citizens, 1 Sports Award and 3 Community Events of the Year. Australia Day Ambassador is Victor Kovalenko OAM.	Executive Assistant Tourism & Promotion

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.3.1	Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments	Participate in funding opportunities to resource significant community projects and infrastructure	50%	Federal Government Funding achieved for the Henty Rail Crossing Relocation. Awaiting a response from the State Government. Awaiting the outcome of funding applications for the Henty Sporting Complex Upgrade.	General Manager

Strong relationships and effective partnerships

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.1.4.1	Lobby Australian and State governments for increased funding	Meet with local Australian and State government parliamentarians at least annually	0%	No formal meeting held this financial year. Informal meeting held with the Liberal Candidate for Albury in December.	General Manager
		Actively participate in Local Government NSW Annual Conference	100%	As this years conference was held in Albury six Councillors, the General Manager and two Directors attended.	General Manager
1.1.4.2	Cooperatively work with surrounding councils to identify where resources and costs can be shared	Continue as an active participant in REROC / JO initiatives	50%	REROC Workforce Development Meetings held August and November 2018.	General Manager
		Continue to host the Road Safety Officer and Youth programs on a shared basis with Lockhart Shire Council	50%	Existing arrangements continuing.	General Manager

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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.2.1.1	Implement the planned community engagement processes using various communication strategies	Maintain membership of community engagement peak bodies and networks	25%	No attendance at meetings due to staff absence.	Executive Assistant Governance and Economic Development
		All councillors and relevant staff to undertake IAP2 and/or other community engagement training	25%	Training has not commenced due to staffing limitations and other priorities. Toolkit has been utilized for skatepark projects in Culcairn and Jindera, Have Your Say portal is active on website and is being utilized.	Executive Assistant Governance and Economic Development
		Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	50%	Spring/Summer Newsletter sent out first week of December.	Executive Assistant Tourism & Promotion
		Develop a new Greater Hume Shire Council website including a dedicated Have Your Say portal which is compliant with accessibility standards	50%	New Greater Hume Council website went live early December, new Greater Hume Children Services and Town websites to go live early 2019.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	50%	Reference group including skate park users and person with a disability were consulted regarding the design of the skate parks.	Executive Assistant Governance and Economic Development

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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
1.3.1.1	Acknowledge all volunteers and those providing welfare, and genuinely engage them in council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged.	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid	20%	Volunteers being included in Healthy Towns project, with view to providing input into needs. Feedback from community regarding reestablishment of Oasis Newsletter in Culcairn with support of volunteers has occurred.	Manager Community Services
1.3.1.2	Undertake work to ensure that young people, people who are disadvantaged, and people with a disability can exercise their rights as equal citizens in areas such as council elections, council meetings, council consultation processes, council policy, and membership of council’s committees involving community representatives and in making complaints.	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth Council and participate in decision making processes.	25%	Ongoing consultation with high schools continuing and the number of young people participating in the Youth Committee is increasing	Director Corporate & Community Services
1.3.1.3	Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	Promote NSW Carers Charter and Carers rights to GHSC Staff	25%	Attended carers meeting in Jindera with local carers group supported by Rural Care Link. Manager Community Services Invited to participate in Culcairn Compassionate Communities LHAC project.	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Annual all staff function to include accessibility and inclusiveness service provision training	0%	Next All Staff function planned for 14 August to incorporate a presentation from the Resilience Project team.	General Manager
		Continue to audit Shire functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements	0%	Check with David what work has been completed to date? Has this been budgeted for to do audit? Both Culcairn and Henty admin/library offices successfully audited and comply with Access at a Glance program	Manager Community Services
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	100%	Engineering Staff applying principles of the Disability and Inclusion Act in all projects being undertaken	Director Engineering
		All new signage is compliant with the provisions of the Disability Inclusion Act	100%	All new signage is checked to ensure it is compliant with Disability Inclusion Act prior to installation	Director Engineering
		Review GHSC employment HR policy and processes for inclusiveness	0%		Corporate Services Manager

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning	50%	There has been a particular focus on recruiting young people to Council over the past twelve months. Most recently a young Holbrook lady was appointed as a People and Cultural Officer in October 2018.	General Manager
		Advocate and encourage local business and industry to establish a diverse workforce	50%	Winter edition included article regarding accessibility for retail businesses	Executive Assistant Governance and Economic Development
		Include inclusiveness in the Workplace Inspirations Day	100%	Work Inspiration Day held on 26 October. Council's younger staff members formed a Working Group to ensure a well targeted series of activities on the day. 14 students from Billabong High School attended of the 12 surveys returned 9 rated the day 5 out of 5 and the remaining 3; 4 out of 5.	General Manager
		Customer Service Staff are aware of the resources needed to respond to PwD/Carers	100%	Training completed in 2017/2018 however ongoing refresher training will be implemented	Manager Community Services
		GHSC Policies and procedures reflect the needs of PwD/Carers	20%	Healthy Towns event in Culcairn event planning considered access.	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Criteria for Council Community grants includes diversity, accessibility and inclusiveness	100%	The following criteria has been added to the community grant application "The program aims to enhance the range, availability and quality of community facilities, including a particular focus on access and inclusion for all."	Manager Community Services
		Review volunteer policies and processes to include PwD	90%	Councils Volunteer Manual updated to include PwD. Workshops conducted at end of October 2018.	Corporate Services Manager
		Support and resource DIAP reference group	5%	DIAP reference group meetings dates TBC for 2019... to coincide with Health and Wellbeing meetings.	Manager Community Services

2: Healthy Lifestyle

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

Welcoming, resilient and involved communities

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.1.1.1	Encourage more residents to be involved in the Greater Hume Shire and events	Continue to rotate the Australia Day function across towns in the shire	50%	Official GHSC Australia Day function held in a Walla Walla in 2019	Executive Assistant Tourism & Promotion
2.1.1.2	Provide and promote a range of cultural and personal development opportunities for youth	Implement actions and projects detailed in the annual youth plan	75%	<p>Actions implemented from the annual youth plan have included the ongoing planning of the Heywire Step Up program which will be held in April 2018. Further grants applied for from the action plan Country Art Support Program and Seniors Week have been also successful.</p> <p>The October and Christmas holiday programs from the youth plan included a fun activity day at Jindera, Gingerbread making and decorating at Henty and Jindera. Holbrook held the Croc Encounter with all ages invited.</p>	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.1.1.3	Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs to youth	Regular communication with local high schools to establish need and partnership opportunities	80%	The annual Youth Inspiration Day was held on 31 October with 20 students from Billabong High School attending. The Greater Hume Council youth staff and work placement student from TAFE Victoria have worked with St Paul's College Walla Walla to undertake a Youth Demographic Survey. The survey was put together by the work placement student who spent 3 month working with the Greater Hume Council. The joint project survey results will be instrumental in planning programs for young people for 2019/20. The council will also provide funding for the annual mental health forum held at Billabong in March.	Library and Youth Services Development Officer
2.1.1.4	Recognise the contribution of volunteers in communities and assist with recruitment and retention	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	0%	Included in plan for volunteer week 2019. Volunteers to be more of focus under libraries.	Manager Community Services
		Offer annual Work Health & Safety volunteer induction and training	100%	Management Committee training held at Culcairn in November over two nights. 26 organisations attended.	General Manager
		Provide advice and support to volunteer community organisations in governance and financial management	100%	Workshops conducted with Management Committees in November 2018.	Corporate Services Manager

Local education and local career opportunities

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.1.2.1	GHC to lead and exercise responsibility as an equal opportunity employers and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability.	Review the application of EEO principles across all areas of council	20%	Development of an updated EEO Management Plan has commenced and is a top priority for the newly created People & Culture team	Director Corporate & Community Services
		Continue to support traineeships for local young people	75%	Advertising currently underway for Water & Wastewater Trainee and Apprentice Mechanic to join existing trainees	Director Corporate & Community Services
		Participate in regional youth focused mentoring programs	10%		Manager Community Services
2.1.2.2	Work with TAFE and other Registered Training Organisations to provide entry level certificates and qualifications locally.	Continue to support VET providers in the local community. Advocate for the delivery of skills shortage qualifications; Aged Care/Agriculture/Customer service/Engineering	10%	As per previous	Manager Community Services
2.1.2.3	Maintain contemporary information and computing technology facilities for education purposes.	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	50%	Access with new childcare centres Walla and Henty required mobile and wifi solutions.	Manager Community Services

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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.1.1	Facilitate mental and physical health awareness information	Partner with community organisations and health services to deliver a mental health program in October each year	25%	October event to be planned	Manager Community Services
		List health and wellbeing events and links to community health services on the GHSC website	25%	New website providers reviewed and events are included on website	Manager Community Services
2.2.1.2	Greater Hume Shire Council becomes a health promoting shire	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	100%	Council is committed to supporting the Health & Wellbeing Alliance	Manager Community Services
		Undertake a review of the Community Health & Wellbeing Plan	25%		Manager Community Services
2.2.1.6	Develop partnerships with local health services to plan & implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) & active community (physical activity promotion and nutrition).	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	25%	Input provided into Healthy Towns which was successful in gaining \$15000 fund, with successful launch occurring on 6 February. Healthy towns will provide linkages and promotions for other health related projects over the next 6 months.	Manager Community Services

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.1.8	Continue to advocate, support and mentor the community based gymnasiums and gardens for health and wellbeing and community connectedness.	Monitor the accessibility of community based activities through support from the Alliance to provide feedback	25%		Manager Community Services

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.2.1	Provide training and mentoring opportunities for young leaders	Develop a young leaders training and mentoring action program	75%	The youth leadership training plan is currently being developed with the Library & Youth Services Team Leader, and assistance from Nicole Harding Victorian Tafe NSW workplacement student, and the Customer Services, Library & Youth Services Trainee.	Library and Youth Services Development Officer

Continue to support the enhancement of children services across the Shire

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.3.1	Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	100%	Survey of early childhood providers undertaken in March 2018 and a report submitted to the May 2018 Council Meeting. A further review will be undertaken during 2019/2020	Manager Community Services
2.2.3.2	Ensure that Greater Hume Children Services remains a relevant and reliable service	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	25%	Plan has been modified to cater for the fast response to community needs with the implementation of centre based childcare centres in Wall and Henty due to the withdrawal of AWCC service. Additionally Gerogery in venue care progressing to implementation. A further review will be required to cater for budgets and plans for 19/20 Financial year programs.	Manager Community Services

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.4.1	Establish effective local community transport options	Support the ongoing Community Transport Reference Group and provide advocacy where required	0%	Update on community on demand bus transport service now being provided by Regional Buses between Burrumbuttock, Walla, Jindera and Albury.	Manager Community Services

Advocate for safe work practices and employment standards

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.2.5.1	Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity	Implement the strategies from the Workforce Management Plan	25%	Implementation of actions from the Workforce Management Plan is a key priority of the recently created People & Culture team and it is expected that key actions will be implemented over the remainder of the 2018/2019 year	Director Corporate & Community Services
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	25%	WHS Committee continues to meet on a quarterly basis. Last meeting 6 December 2018.	General Manager

Volunteering is inclusive, well acknowledged and supported

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.3.1.1	Support self-help/support and interest groups such as men's shed, friendly visiting, craft groups and service clubs to be sustainable, accessible and inclusive.	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	25%	Healthy Towns program working with 20+ local groups. Men's shed involved in delivering items for new library service at Jindera hub. Men's shed Culcairn input into revitalisation of Oasis newsletter.	Manager Community Services

Our residents feel safe

Street lighting is effective and energy efficient

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.4.1.1	Implement the street light installation priority program	Commence the installation of new streetlights in accordance with the agreed priority program	100%	All lights installed and operational	Director Engineering
2.4.1.2	Expand the utilisation of solar powered and LED technology in streetlighting	Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights	50%		Director Engineering

Implement Council's Road Safety Strategy

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.4.2.1	Work with RMS, Lockhart Shire and the community to implement the Roads Safety Strategy	Implement the Road Safety Strategy annual priorities	50%	Road Safety initiatives completed as per approved strategy with Roads and Maritime Services (RMS)	Director Engineering

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

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

Council provides learning and development opportunities for all

Community spaces allow our residents to learn and engage

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
2.5.1.1	Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	Investigate alternative methods of service delivery to rural and remote communities	75%	Alternatives discussed for mobile library usage have included providing additional libraries services being provided at the Jindera Community Hub. A Self Loan station will be installed on Thursday 7 February, shelving delivered the end of February and the collection purchased also in March. The program Little Book Nooks - businesses and libraries in the community increasing literacy is expanding to now include the delivery of books to Walla Walla. Currently books are delivered to businesses and organisations in Henty, Culcairn, and Holbrook.	Library and Youth Services Development Officer
		Create and promote traditional and online library services	50%	Library staff continue to promote, develop and implement outreach programs to communities. In preparation for the new library at Jindera library staff have worked with the Jindera Family day Care in December for their outreach end of year Christmas party. Further events have been held at the Jindera Community Hub.	Library and Youth Services Development Officer

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Investigate and implement new and innovative programs in Council's libraries	75%	Children programs have been delivered in the libraries and at the Jindera Community Hub in the September/October and December/January school holidays. The programs have included Chocolate Creations, Virtual Reality - Playstation 4, Gingerbread Making and Croc Encounters. The Greater Hume Council annual author talk was held in October with author Ian Trevaskis visiting all schools in Culcairn, Henty, and Holbrook.	Library and Youth Services Development Officer
		Promote existing programs to increase library participation	20%	Report on library membership and participation in library programs to be presented to Council in February.	Library and Youth Services Development Officer
2.5.1.2	Create an environment that attracts and enables caring and qualified staff	Library staff to attend a minimum of two training information days with RRL annually	75%	All library staff have attended 1 or more training days with Riverina Regional Library with the majority having attended 2 days. Two library staff members also attended the PLA SWITCH Library Conference in November. One staff member also attended the have also attended the ASCCA Conference in November. Riverina Regional Library's annual branch meeting in April will see all staff members having reached two minimum training information days with RRL.	Library and Youth Services Development Officer

3: Growth and Sustainability

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

We have prosperous and diverse local businesses and a growing economy

Transport Industry Development Strategy

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

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.1.2.1	Promote industrial development to enhance employment opportunities	Promote the existing industrial land development at Holbrook and Jindera	50%	Soft promotion continues. No further sales during quarter.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	25%	No action this quarter.	Executive Assistant Governance and Economic Development
3.1.2.2	Encourage and support local businesses to enhance employment opportunities	Implement Stage 2 Buy Local in Greater Hume" campaign	100%	Completed in first half of 2018	Executive Assistant Governance and Economic Development
		Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	25%	LGP Vendor Panel established for local and regional supplier which increases transparency and record keeping of procurement. At this early stage seems to be working well with positive responses from local contractors and tradespeople.	General Manager
		Promote and support business mentoring and training services	50%	Small Business Month activity held this quarter.	Executive Assistant Governance and Economic Development

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.1.2.3	Advocate for employment opportunities with new and existing business/industry and local training	Continue to promote the buy local policies and invest in attracting new business to improve employment	50%	Buy Local article included in community and business newsletter. New edition to be generated February. Buy Local Directory includes Local Preference Purchasing Policy and Vendor Panel information.	Executive Assistant Governance and Economic Development
3.1.2.4	Review the provision of Council's services and take action to address services that impede the smooth operation of local businesses	Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility		No Comments	Director Environment & Planning

Our towns and villages are revitalised

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.2.1.1	Undertake community consultation and undertake data collection and research to inform amendments to GHLEP 2012	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	65%	Discussions have been held with DEP and it is has been determined to include addition sites in Henty, Morven and Holbrook for consideration for rezoning. A request for information has been sent to Riverina Water to ascertain whether reticulated water could be provided to the sites,	Director Environment & Planning
3.2.1.2	Continue to support and develop sporting facilities and other community infrastructure	Provide assistance to community groups in the development of funding applications	50%	Ongoing individual advice to a number of groups regarding community development grants.	Manager Community Services
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	25%		Manager Community Services
3.2.1.3	For Council to lead the strategic direction for each town and village	Develop or update masterplans for all towns and villages	0%		Manager Community Services

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

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.2.2.1	Promote residential development	Investigate the cost of construction for residential land developments	50%	Following a report on residential development opportunities in Henty and Culcairn further investigations have been undertaken with an update report likely to be submitted to the March Council meeting.	General Manager
3.2.2.2	Attract new residents to the shire	Investigate opportunities to benefit from the Evocities strategy	25%	Council is a participant of Country Change initiative to encourage people from cities to move to the Riverina (and Greater Hume). No further progress in the second quarter (due to staff member leave) but effective progress will be made during third quarter.	Executive Assistant Governance and Economic Development

Increased number of visitors enjoy our shire

Develop a local tourism operator forum and strategy

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
3.3.1.1	Implement the Greater Hume Shire Visitor Experience Plan	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	50%	Placing events on new GHC and Towns and Village websites. Planning to develop either an Events Workshop or Webinar in 2019 in conjunction with Destination NSW.	Executive Assistant Tourism & Promotion
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	50%	One Greater Hume Operator (Great Aussie Holiday Park) was nominated for NSW Tourism Awards held on 22 November and was awarded the Bronze Medal.	Executive Assistant Tourism & Promotion
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	50%	Ongoing as required, currently working on Morgan's Lookout signage.	Executive Assistant Tourism & Promotion
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	50%	Working with Office of Environment and Heritage and Woolpack Inn Museum on a grant to upgrade the buildings. Sending seasonal product updates to Destination Riverina Murray and Murray Regional Tourism.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Create an ambassador/famil program and develop workshops to promote the visiter experience.	50%	Ongoing, developing awareness through Tourism Public Forums.	Executive Assistant Tourism & Promotion
		Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	50%	Ongoing communication and training.	Executive Assistant Tourism & Promotion
		Ongoing development of visitgreaterhume.com.au and the Murray Regional Tourism Board digital platfor including ATDW and corporate pages.	50%	Ongoing, currently Murray Regional Tourism is looking to revamp the current websites across the region including visitgreaterhume. We are currently servicing 155 ATDW listings from across Greater Hume	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.	50%	Ongoing, monthly column in ERC, regular social media posts via facebook and instagram.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	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.	50%	Instagram page developed and gaining traction. Facebook likes growing o Greater Hume Council – 1062 likes o Greater Hume Visitor Information Centre – 376 likes o Holbrook Submarine Museum – 841 likes o Greater Hume Children's Services – 578 likes o Greater Hume Youth Advisory Committee – 223 likes o Buy Local in Greater Hume – 298 likes	Executive Assistant Tourism & Promotion
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	50%	Ongoing, will develop alongwith new Visitor Guide in 2019	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.	50%	Ongoing, held an Council, tourism and museums exhibition at Henty Machinery Field Days 2018.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Greater Hume Tourism Public Forums held quarterly in different community locations where tourism operators, event organisers and interested members of the public are invited to discuss current tourism trends, initiatives and opportunities	50%	Outcomes from Tourism Public Forum held in Walla Walla provided in November Greater Hume Council Tourism and Promotions Report. The next Tourism Public Forum will be held on Tuesday 26 February 2019 in Culcairn at Greater Hume Council Chambers.	Executive Assistant Tourism & Promotion
		History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	50%	2019 Contract for Museums Adviser has been organised with Museums & Galleries NSW. Next Museums workshop will be held on Wednesday 6 March at Culcairn.	Executive Assistant Tourism & Promotion

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
		Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodie Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	50%	Currently finalising signage at Morgan's Lookout.	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.	50%	Murray Regional Tourism Food and Agri Tourism Strategy to be released early 2019. One tourism operator in Greater Hume participating in a Food and Agri Tourism Business Development Program with Murray Regional Tourism	Executive Assistant Tourism & Promotion

4: Good infrastructure and facilities

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

Infrastructure and facilities meet the needs of our communities

Develop and implement five yearly Asset Management Strategy and Plans

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.1.1	Identify opportunities for external grant funding	Seek grant opportunities and advertise on Council's website	50%	Grants are promoted via website, community newsletters, and social media, as well as email notifications to community organisations.	Executive Assistant Governance and Economic Development
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	50%	Applications submitted for Safe and Secure Water Program submitted for Jindera Sewerage Treatment Works and Culcairn Water Tower.	General Manager
4.1.1.2	Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	Review and implement Council's Roads Strategy	50%	Capital Roads Program is continuing as detailed in 2018/19 Delivery program	Director Engineering
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	20%	No work done on Asset Management Plans or Strategies, due to staffing issues. Data collection is continuing	Director Engineering

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

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

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

Affordable, accessible housing supports the needs of the community

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.3.1	Continue to provide social housing and consider supporting housing for disadvantaged younger people and families linking them to local services for support	Review social housing processes providing opportunities for disadvantaged younger people and families	10%		Manager Community Services

Engage the community in a 10 Year Roads Strategy Plan

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

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

Expand waste water strategies into villages

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.6.1	Investigate and develop concept designs for waste water collection and treatment in Gerogery and Woomargama and Burrumbuttock	Scope and cost schemes in each of the identified villages	10%	No further work at present, until schemes have been identified in new IWCM to be completed over next 12 months	Director Engineering

Develop a Storm Water Capital Works Program

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.7.1	Develop an Asset Management Plan for stormwater assets	Complete mapping of stormwater assets	50%	All Stormwater assets mapped. Asset Management Plan on hold due to other priorities	Director Engineering

Mitigate against natural disasters (Flood and Bushfire Management)

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.1.8.1	Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	50%	Notification received of successful grant applications for design work for flood mitigation projects in Culcairn, Henty and Holbrook. Applications to be submitted for Walla and Jindera flood projects.	Director Engineering

We minimise the impact on the environment

Waste Management Strategy incorporates recycling and carbon reduction actions

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.1.1	Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2018-2023		No Comments	Director Environment & Planning

On-site Sewerage Management systems are environmentally sustainable

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.2.1	Continue to improve and monitor the management of onsite effluent disposal within the shire	Implement the On Site Sewerage Management (OSSM) Policy	75%	Pre- purchase inspections and compliance inspections are continuing.	Director Environment & Planning

Best practice waste water management

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.3.1	Manage waste water and effluent in a sustainable manner	Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire	50%	Effluent reuse systems operating as required	Director Engineering

Best practice weed management

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.4.1	Continue to support effective weeds management (private and public lands)	Actively participate in the Murray Weed Action Plan	25%	This matter is not progressing due to control weed management transferring to the LLS.	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	0%	175 inspections has been undertaken in the qtr. An update on the number of inspections is not available due to the retirement of the senior weeds officer. Compliance inspections for blackberry will be undertaken in the upcoming quarter.	Director Environment & Planning

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

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

Manage water resources and water quality responsibly

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.6.1	Implement the program of works identified in the Drinking Water Quality Management Plan	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	50%	Works continuing on actions as detailed in plans	Director Engineering
4.3.6.2	In conjunction with Riverina Water County Council investigate the future management of water supply assets in Greater Hume Shire	Completion of a feasibility study into the management of water assets within Greater Hume Shire by Riverina Water County Council	100%	No further action following Council decision to retain Water Assets	Director Engineering

Manage and protect significant environmental assets across the shire

DP Action Code	DP Action	Action	Progress	Comment	Responsibility
4.3.7.1	For Council to be proactive in relation to environmental management practices	Promote household hazardous waste collection at a number of sites across the shire	80%	REROC has announced that funding for a hazardous waste collection has been obtained.	Director Environment & Planning
		Undertake bi-annual home composting campaign	0%	no progress	Director Environment & Planning

