



Greater
Hume
Council



Annual Report 2019 - 2020

Front page images, from left:

Picture 1: Sussan Ley, MP Member for Albury official opening of Walla Walla Children Services Centre together with Mayor, Cr Heather Wilton 1 November 2019. Image courtesy Rob Lacey.

Picture 2: Red Bow Campaign December 2019, Balfour Street, Culcairn. Image courtesy Silk Imagery.

Picture 3: Greater Hume Council Meeting held at Lankeys Creek Hall 18 March 2020. Image courtesy Mark Jesser.

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About this plan

Reporting is a key element of the Integrated Planning and Reporting framework. Reporting back to the community about progress being made on implementation of the Delivery Program, progress towards achievement of Community Strategic Plan outcomes, and financial performance against the annual and longer-term budgets are all part of the way a council is accountable to its community.

This Annual Report reports on the achievements in implementing the Delivery Program and the effectiveness of the principal activities undertaken in achieving the objectives in the Community Strategic Plan '*Live A Greater Life*' at which those activities are directed.

The report is prepared in accordance with the Local Government Regulation and the Integrated Planning & Reporting Guidelines.

The report includes a copy of the audited financial reports

Message from the Mayor and Councillors

Well the last twelve months has certainly been a journey to say the least with the early part of the year being very busy, in what was to be the lead up to the local government elections planned for September this year.

Then, of course, the Green Valley/Talmalmo bushfire devastated approximately 320 sq. km. in the south eastern part of our shire in late December and January and just as we were assisting our residents recovery from this disaster, the COVID-19 global pandemic struck.

COVID-19 has dramatically impacted on the way we live our lives and peoples' livelihoods and indicators are that it will continue to do so until a vaccine is developed hopefully in 2021.

Due to the global pandemic the September 2020, local government elections have been deferred until September 2021 resulting in this term of Council being five years.

Despite the challenges of the last six months, this year has been one of significant achievement across all functional areas of Council.

Some of the most noteworthy projects completed are:

- In conjunction with community organisations right across the Council area a number of outstanding projects with NSW State Government's Stronger Country Communities Funding at Recreation Reserves, Public Halls, Swimming Pools and other community facilities across the Shire.
- Opening of the Greater Hume Children Services Walla Walla centSubstantial construction and sealing of Coach Road

- Reconstruction and sealing of Hueske Road at Jindera, Alma Park Road and a further 2km of the Kywong-Howlong Road
- Installation of solar panels at Jindera, Holbrook and Culcairn Swimming Pools

Council has continued to source external funding to expand the quantum of capital works projects undertaken and a snapshot of successful grant applications includes:

Coppabella Road	\$7M
Grubben Road	\$600,000
Urana Road	\$350,000
Fellow Hills Road	\$1.05M
Cummings Road	\$1.66M
Holbrook Sporting Complex	\$700,000

In addition to the funded projects outlined above, a number of major projects have commenced or are planned for this year and a snapshot of to be completed projects are provided below:

- Henty Rail Crossing Relocation and Intersection Project
- Continuation of the reconstruction and widening of the final 2km of Kywong-Howlong Road
- Round 3 Stronger Country Communities Fund Projects
- a number of projects under the Australian Governments Local Roads and Community Infrastructure Program

In recent years Council has been quite successful in obtaining Federal and State Government funding for road upgrades and this will continue to be a focus over the next 12 months, along with the submission of funding applications for other identified priority projects.

Following an approach by the Holbrook Early Learning Centre the operations of the Centre were transferred to Council in January this year. Council recognises the importance of quality early childhood education and care and is now the operator of long day care facilities in Henty, Holbrook and Walla Walla.

Finally, despite the impact of the COVID-19 global pandemic I extend my sincere appreciation and thanks to my fellow councillors, all staff and our countless volunteers that have all worked tirelessly towards a common goal - to make our communities more liveable.

Cr Heather Wilton, Mayor
Mayor
Greater Hume Council



^ Mayor, Councillor Heather Wilton



^ Greater Hume Council met at Lankeys Creek Hall, on 18 March 2020. Photo Mark Jesser.



^ Business After Hours event October 2019, held at Culcairn Hotel. Photo Leanne Bickley @lea_bic photography.



^ Cr Annette Schilg laying a wreath on Anzac Day 2020 at Burrumbuttock



^ Phil Downs and Lynnette O'Reilly preparing for the reopening of children services to become known as Greater Hume Children Services Holbrook in January 2020.



^ Bitumen resaling Mountain Creek Road, April 2020

Snapshot

Area	5,939 square kilometres	No of Councillors	8
Total Resident Population	10,764 Source: ABS Regional Population Growth, Australia, 2018-19, Cat. 3218.0 released on 25 March 2020.	Number of Community Based Management Committees	43
Population Centres	Brocklesby, Burrumbuttock, Culcairn, Morven, Gerogery, Henty, Holbrook, Jindera, Walbundrie, Walla Walla, Woomargama.	Number of Staff	114 EFT (as at 30 June 2020)
Electors	Electors 7,608 East Ward 2,567 North Ward 2,624 West Ward 2,417 as at 30 June 2020	Total Road Length	2,077 km (1,015 km unsealed, 1,062 km sealed)
Rateable Properties	6,603 (as at 30 June 2020)	No of Bridges	212 bridges and major culverts (142 on local roads and 70 on regional roads)
Main Office Locations	Holbrook General Manager/ Department of Corporate and Community Services Culcairn Department of Engineering, Department of Environment and Planning	Swimming Pools	5 - Culcairn, Henty, Holbrook, Jindera and Walla Walla
Customer Service Centres	Henty, Jindera and Walla Walla	Waste Disposal Depots	Brocklesby, Burrumbuttock, Culcairn, Gerogery, Henty, Holbrook, Jindera, Mullengandra
Works Depots	Culcairn, Holbrook and Jindera		

Elected Representatives



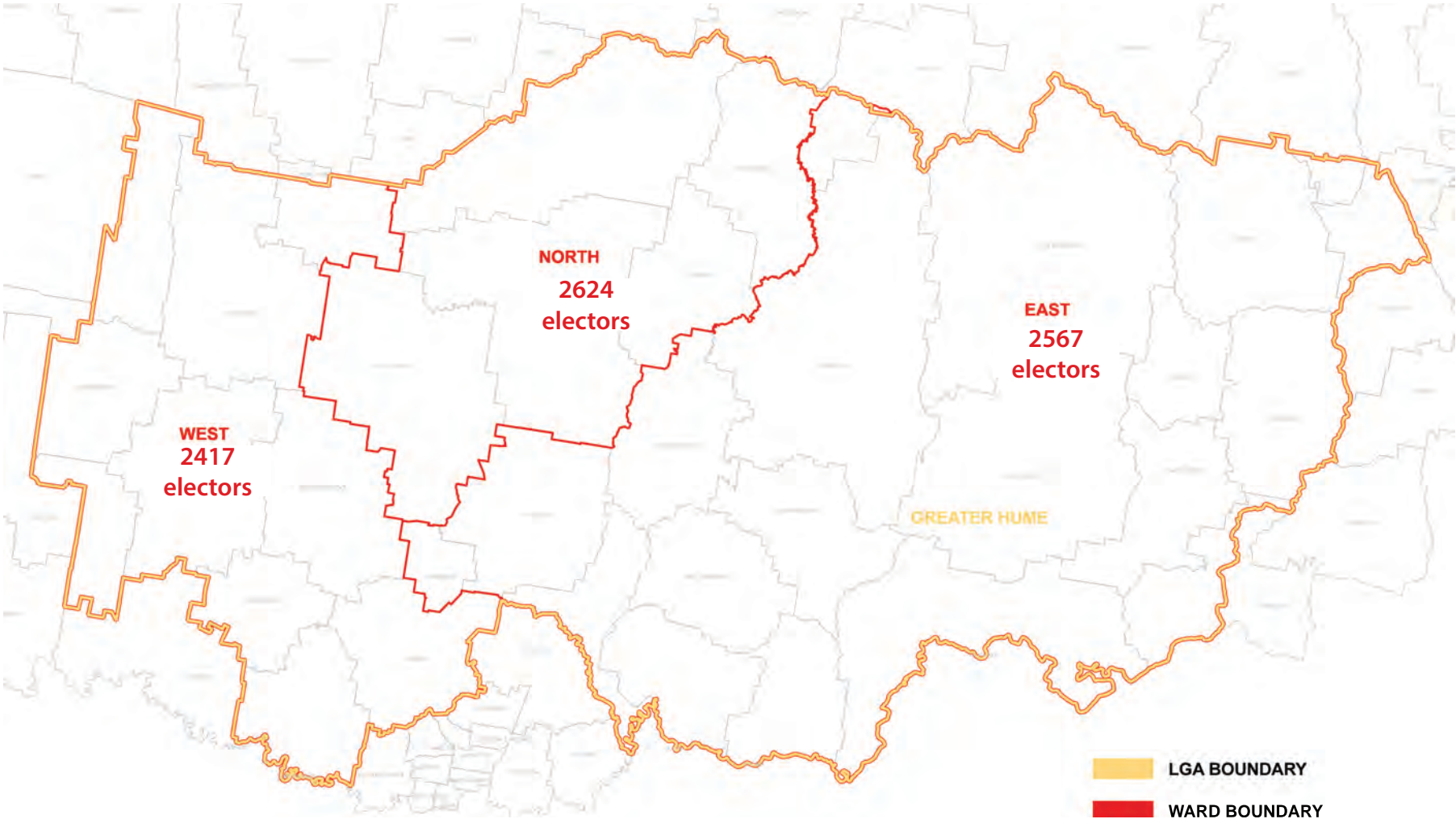
Pictured Left to Right - back row: Cr Tony Quinn, Cr Annette Schilg, Cr Doug Meyer (OAM) (Deputy Mayor), Cr Jenny O'Neill. Front row: Cr Matt Hicks, Cr Lea Parker, Cr Heather Wilton (Mayor), Cr Denise Knight (*formley Osborne*), Cr Terry Weston.

South Ward	North Ward	East Ward
Cr Denise Knight <i>(formerly Cr Osborne)</i> Mayor (2006 - 2012) Deputy Mayor (2005 - 2006) Elected 2005	Cr Doug Meyer OAM Deputy Mayor (2012 - Sept 2017), (2018 - Elected 2012	Cr Tony Quinn Elected 2005 - 2008 Re-elected 2012
Cr Jenny O'Neill Elected 2005	Cr Terry Weston Elected Sept 2016	Cr Lea Parker Elected 24 November 2018
Cr Matt Hicks Elected 2016 Deputy Mayor (2017 - 2018)	Cr Annette Schilg Elected 2012	Cr Heather Wilton Mayor (2012 - Elected 2008



^ Greater Hume Council meeting held at Lankeys Creek Hall on 18 March 2020

Ward Boundaries



Ward Boundaries as at 30 June 2020

Decision Making

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

Council meets on a monthly cycle. Meetings are held at either Culcairn or Holbrook; and, ideally, two meetings are held at other community centres during the year. In 2018 Council met at Walla Walla in November and Carabost in March 2019.

During the past 12 month period, a total of 11 ordinary meetings were held and no extraordinary meetings were held.

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

A summary of delegate appointments is reproduced at right.

Organisation	Delegate(s) 2019/2020
Alliance of Councils and Shires of Upper Murray (ACSUM) Working Party – Albury City, Greater Hume, Indigo, Towong Shires and Wodonga City	Mayor and Deputy Mayor
Australia Day Committee	Crs O'Neill, Schilg, Quinn (Cr Wilton ex officio)
General Manager's Performance Review Committee	Mayor, Deputy Mayor & Cr Schilg
Grants Committee	Crs Knight, Quinn and Weston
Holbrook Submarine Museum Committee	Cr Wilton (alternate Cr Quinn)
Audit Risk and Improvement Committee	Crs Knight, Quinn (Cr Wilton ex officio)
Joint Regional Planning Panel (Greater Hume Shire representatives)	Appointment not required on an annual basis Cr Knight
Local Emergency Management Committee	Director Engineering (alternate Cr Knight), with Manager Traffic & Infrastructure as observer
Local Traffic Committee	Director Engineering (Cr Weston as an observer)

Organisation	Delegate(s) 2019/2020
Murray Arts Advisory Committee	Cr Parker
Murray Darling Association	Crs Quinn and Weston
Riverina Eastern Organisation of Councils (REROC)	Mayor and General Manager
Riverina Regional Library	Cr Knight Director Corporate & Community Services
Riverina Joint Organisation	Mayor and Deputy Mayor Observer Gen Mgr
Riverina Water County Council	Appointed for a 4 year term. Crs Meyer and Quinn
Rural Fire Service Bushfire Management Committee	Cr Knight (alternate Cr Meyer)
Softwoods Working Group	Cr Wilton (alternate Cr Weston)
Squirrel Glider Local Area Management Plan Project Committee	Cr Schilg (alternate Cr Parker)

Organisation Structure

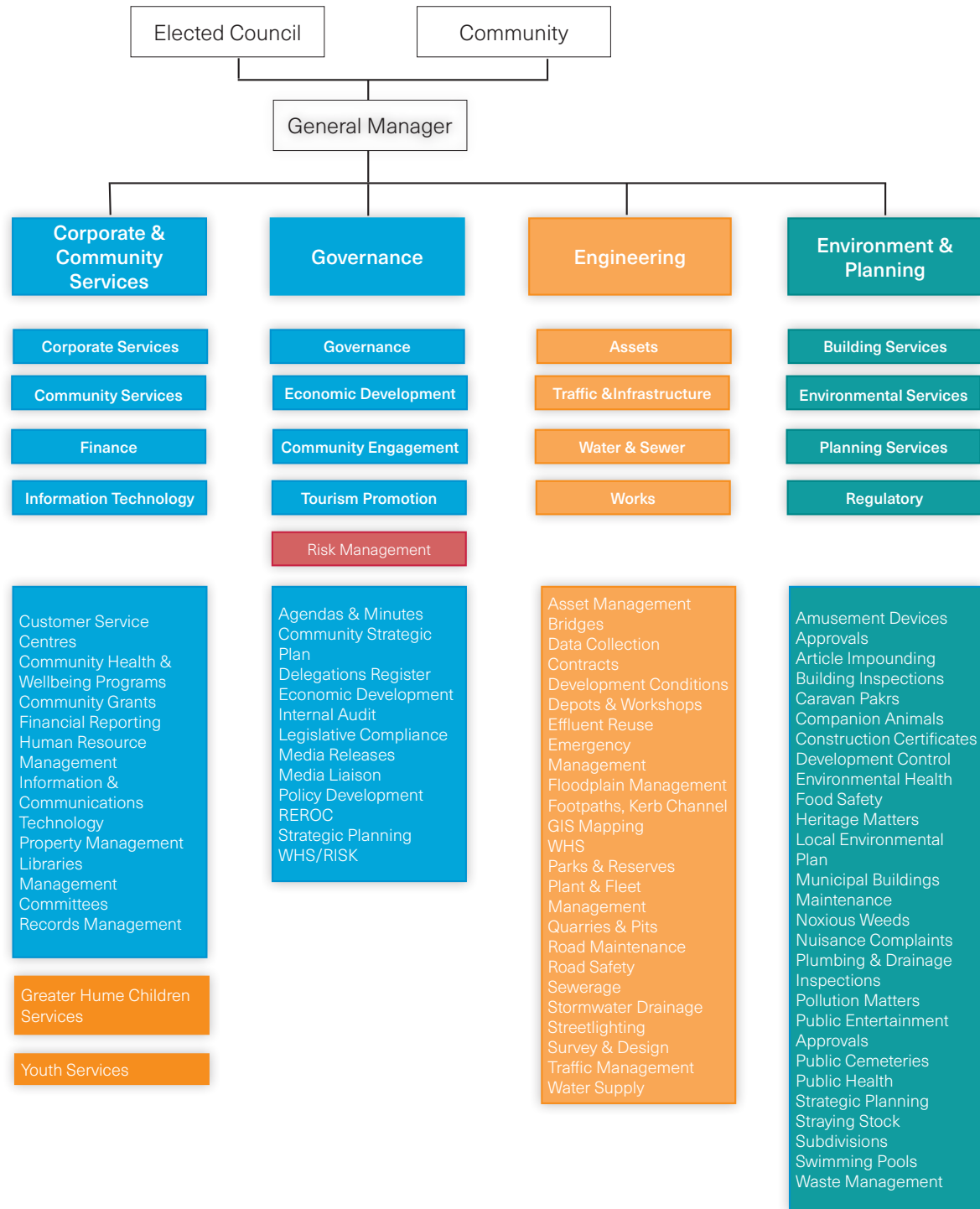
The Council, as an elected body, is responsible for determining policy and overall strategic direction.

The General Manager provides a link between the Council and staff and is responsible for implementing the decisions of the Council.

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

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

Council's organisation chart is shown at right.



Delivery Program 2017 - 2021

Performance Against Objectives Report 2019 - 2020










Leadership and Communication

Performance Against Objectives






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	Action Code	Action	Action Progress	Traffic Lights	Comment
Establish and implement a structured policy review process including subscription to legislative updates service	1.1.1.1	Continue structured policy review process	100%		Policy review progressing with new and amended policies reported to Council progressively. Total of 19 policies reviewed to 30 June 2020
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	25%		Structure of Council's budget continues to be refined and improved. The matter was considered as part of the 2019/2020 budget process, however no provision has been made for the purchase of dedicated budgeting software. Management will endeavour to achieve alignment via the existing spreadsheet based budget
Implement best practice financial management processes	1.1.1.3	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	100%		Financial statements completed and lodged with all statutory requirements met
Implement best practice financial management processes	1.1.1.3	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 2019/2020 budget
Implement best practice financial management processes	1.1.1.3.4	Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	100%		Future loan borrowings adopted as part of budget adoption process. Potential increases to current borrowings will be considered if other projects arise, subject to Council endorsement




Performance Against Objectives

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	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		Achieved and ongoing
Implement effective governance strategies	1.1.1.5	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	100%		Initiative continued on an ongoing basis
Maintain effective and open complaints handling processes	1.1.1.6	Undertake effective investigation and resolution of complaints	100%		Customer action Request reports submitted to Council monthly. Staff continually working on ways to improve responsiveness and reporting
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	75%		Ongoing continuous improvement plan in place
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	100%		Audit of stores management conducted with an improvement plan implemented
Engagement by Council to demonstrate Council leadership	1.1.2.1	Develop and implement the GHSC Communication Plan			Work progressed with audit of entrance and town signage undertaken. New tourism website, consolidation of library Facebook pages progressed by EA Gov Tourism and Promotions. Community newsletter produced Spring and Autumn, Business Newsletter issued four times a year. Tourism updates issued bi-monthly. Template newspaper advertisements. Council News (decisions from council meetings) issued to community newsletters. Customer Service Policy updated July 2019. Letterhead in use. Email signatories reflect new branding. Automated 'thank you' reply for all incoming emails received at mail@greaterhume.. New power point template. Community engagement template is used deemed by senior management to require a CET.

Performance Against Objectives

Council is responsive to community needs and priorities





DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Engagement by Council to demonstrate Council leadership	1.1.2.1	Develop and implement the GHSC Communication Plan	100%		Public forum prior to Council meeting held (prior to COVID-19) and mechanism continues in writing. Business forum (Business After Hours) held October 2019. Health and Wellbeing Alliance meeting held second quarter 2019.
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	100%		All statutory obligations met on an ongoing basis.
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%		Meetings held at Henty (November 2019) and Lankeys Creek (March 2020).

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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments	1.1.3.1	Lobby State and Federal politicians on issues of importance to our community	100%		Representations made on relevant issues including: Developer contributions for State Significant Developments; Election Costs; Emergency Services Levy; Bushfire funding; COVID-19 issues.

Performance Against Objectives






Strong relationships and effective partnerships

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Lobby Australian and State governments for increased funding	1.1.4.1	Meet with local Australian and State government parliamentarians at least annually	100%		Greater Hume Council participated in meeting with Federal parliamentarians in Canberra in September 2019 and State parliamentarians in Sydney in February 2020
		Actively participate in Local Government NSW Annual Conference	100%		The Deputy Mayor and one councillor along with Director Corporate & Community Services attended
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/ JO initiatives	100%		General Manager continues to be the convener of the REROC Workforce Development Group and the GM and Mayor have attended all RivJO/REROC meetings
Cooperatively work with surrounding councils to identify where resources and costs can be shared	1.1.4.2	Continue current programs Joint spray sealing contract procured AlburyCity - wste - museums Lockhart - Road Safety Officer, Youth Officer, Joint Spray Seal Operator	100%		Council maintains strong relationships with Albury and Lockhart Councils sharing resources in the following areas: Albury - waste - museums. Lockhart - road safety - musums Lockhart - Road Safety Officer, Youth Officer, Joint Spray Seal contract. Closer working relationships have been developed with Snowy Valleys Council following the January bushfires with join recovery initiatives undertaken

Performance Against Objectives

There is open and two way communication both with communities and within our communities, the community is consulted on decisions that affect 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	Action Code	Action	Action Progress	Traffic Lights	Comment
Implement the planned community engagement processes using various communication strategies	1.2.1.1	Maintain membership of community engagement peak bodies and networks	100%		IAP 2 membership renewed. No attendance at network events, due to bushfires and COVID-19. Participation in online forums planned
Implement the planned community engagement processes using various communication strategies	1.2.1.1	Relevant staff to undertake IAP2 and/or other community engagement training	100%		Community Engagement Toolkit used where projects are deemed by management to require CET. Website is accessible
Implement the planned community engagement processes using various communication strategies	1.2.1.1	Councillors training plan includes IAP2 community engagement training module	0%		
Implement the planned community engagement processes using various communication strategies	1.2.1.1	Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	100%		Achieved
Implement the planned community engagement processes using various communication strategies	1.2.1.1	Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	100%		Utilising Have Your Say page on website for public exhibition of strategies and plans. CET Toolkit used for strategy considerations for town and entrance signage program. Complementary posts to social media Facebook page

Performance Against Objectives










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	Action Code	Action	Progress	Traffic Lights	Comment
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	100%		Pre COVID-19 plan was to invite volunteers to May meeting to coincide with National Volunteer Week and select two volunteers groups/individuals from each main town to present on their group and what they have been doing. As this was no longer able to happen, a report was presented to the May meeting. Information placed on website and Facebook
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	75%		Ongoing consultation with high schools continuing. A further six students from Billabong High School have been appointed to the youth committee
Implement Greater Hume Shire Disability Inclusion Action Plan	1.3.1.3	Promote NSW Carers Charter and Carers rights to GHSC Staff	0%		No specific action on this matter.
Implement Greater Hume Shire Disability Inclusion Action Plan	1.3.1.3	Progressively audit council functions, facilities, services and information sources against Access to Premises Standards and other standards for inclusiveness and implement recommended improvements	100%		All Council offices and libraries have been assessed and access stickers installed at the entrance to each

Performance Against Objectives

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

DP Action	Action Code	Action	Progress	Traffic Lights	Comment
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	100%		Provisions of the act are being implemented as required in designs and works being undertaken where appropriate
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	All new signage is compliant with the provisions of the Disability Inclusion Act	100%		All new signage installed is being made to meet requirements of the act
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	Review GHC employment HR policy and processes for inclusiveness	100%		Recruitment & Selection Policy updated December 2019
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning	100%		Employee position descriptions are reviewed on an ongoing basis when vacancies occur
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	Include inclusiveness in the Workplace Inspirations Day	100%		Work Inspiration Day held on 18 October show casing some of Council's trainees
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	Customer Service Staff are aware of the resources needed to respond to PwD/ Carers	100%		Access at a glance assessment assessed customer service staff. All staff assessed were aware of services available
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	GHC Policies and procedures reflect the needs of PwD/Carers	100%		Policies updated and amended as required
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	Criteria for Council Community grants includes diversity, accessibility and inclusiveness	100%		Policies require accessibility and inclusiveness re assessed as one of the criteria
Implement Greater Hume Disability Inclusion Action Plan (DIAP)	1.3.1.3	Support and resource DIAP reference group	100%		Reference groups established. Meeting in December cancelled due to insufficient numbers. Dates for Q3 and Q4 set






Healthy Lifestyle

Performance Against Objectives




Objective: we create health, inclusive and resilient communities, acknowledge our 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	Action Code	Action	Progress	Traffic Lights	Comment
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	100%		Australia Day 2020 was held at Culcairn Recreation Ground, it was a fabulous ceremony, 500 people attended. Highlights included: inspiring address by Australia Day Ambassador, Bob Turner, captains of Billabong High School, Justin Clancy, Member for Albury and Mayor, Cr Heather Wilton. The Australian flag was jointly raised by Culcairn Public and Saint Joseph Primary School Captains. Jacob Wilksch performed during the ceremony. Elizabeth Papworth of Holbrook and Edith Ventura of Henty were welcomed as new Australians during a citizenship ceremony
Provide and promote a range of cultural and personal development opportunities for youth	2.1.1.2	Implement actions and projects detailed in the annual youth plan	70%		All actions not completed due to COVID-19. Major programs including Youth Week 2020 scheduled to be held during April school holidays were postponed until later in the year A second wave of COVID looks like there will be no further youth programs this year
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	100%		During year extensive communication with Billabong High School at Culcairn and St Paul's Lutheran School Walla Walla teaching staff. Despite the COVID-19 pandemic, staff have been able to continue to communicate with teaching staff via Zoom. Meetings have included establishing a detailed schedule for SCCFR (R3) project - Adulting 101 and ensuring school based Youth Advisory Committees continue to flourish and do not disband due to a lack of physical presence of the Youth Officer. Youth Officer has recommenced working with Holbrook community group to ensure young people are given a voice in the planning for the Healthy Town Project. From this communication strong relationships and networks have been formed

Performance Against Objectives

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




DP Action	Action Code	Action	Progress	Traffic Lights	Comment
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	100%		Refer report to May 2020 Council meeting
Recognise the contribution of volunteers in communities and assist with recruitment and retention	2.1.1.4	Work Health & Safety volunteer induction and training provided	0%		Training offered every second year (ie 2021/2022)
Recognise the contribution of volunteers in communities and assist with recruitment and retention	2.1.1.4	Provide advice and support to volunteer community organisations in governance and financial management	100%		Ongoing. Liaising by way of correspondence provided to committees of council in respect of financial reporting and the provision of assistance as needed

Local education and local career opportunities

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
GHC to lead and exercise responsibility as an equal opportunity employer 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%		Some work has commenced in relation to the development of an updated EEO and Management Plan and will remain a high priority for the People & Culture Officer. Scheduled for completion by 31 March 2021
GHC to lead and exercise responsibility as an equal opportunity employer 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	Continue to support traineeships for local young people	60%		Council has engaged trainees/cadets in areas of Waste Water and Water, Children Services and Finance. Arrangements are underway with St Pauls College Walla Walla for the engagement of two year 11 students under the School Bases Traineeship program, however finalisation of the program has been delayed by impacts of COVID and resultant school closures

Performance Against Objectives






Local education and local career opportunities

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
GHC to lead and exercise responsibility as an equal opportunity employer 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	Participate in regional youth focused mentoring programs	100%		Emily Jones and eight Billabong students went to Wagga Wagga CSU and participated in 2019
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	100%		Changes to TAFE NSW has meant that no training programs are running through our libraries, however, video conferencing facilities remain. An assessment was carried out in December 2019. Continue to liaise with with other VET providers for traineeships
Maintain contemporary information and computing technology facilities for education purposes	2.1.2.3.1	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	100%		Revised as part of the annual planning processes and current budget process for 2020/21 for libraries and children services

Performance Against Objectives


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	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		Mental Health Grief and Loss Weekend held in Henty October 2019, GHC partnered with Henty LHAC with funding support through Murrumbidgee Health
Facilitate mental and physical health awareness information	2.2.1.1	List health and wellbeing events and links to community health services on the GHC website	100%		NDIS information sessions promoted Health and Wellbeing meetings planned and promoted. Healthy Towns plus range of youth mental and other events promoted as required
Council becomes a health promoting shire	2.2.1.2	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	100%		Council support provided to NSW Transport for extension of point to point transport trial, which has been successful Supported and participated in Compassionate Communities Program in Culcairn Alliance meetings and resulting actions postponed due to COVID restrictions
Council becomes a health promoting shire	2.2.1.2	Undertake a review of the Community Health & Wellbeing Plan	0%		No action during 2019/2020. To be undertaken in first half of 2021
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	75%		Culcairn Healthy Town 2019 successful winners, range of programs and additional activities completed Youth, aged, mental health programs incorporated into libraries, youth and children services programs. Healthy Towns nomination and programs to be implemented subject to COVID restrictions

Performance Against Objectives

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


DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Provide training and mentoring opportunities for young leaders	2.2.2.1	Develop a young leaders trying and mentoring action program	70%		Due to COVID-19 training and mentoring opportunities for young leaders has been difficult to continue. Youth Advisory Committee members at Billabong High School were assisting the Youth Officer with running Youth Week 2020 which would have provided the opportunity for their leadership skills to develop. Take Charge Leadership forum was planned for May 2020, postponed to August, and now will be held in March 2021. Young people were encouraged to take part in the Push Up Challenge promoting Youth Mental Health Awareness

Continue to support the enhancement of children services across the shire



DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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 services	100%		Review of Family Day Care services and Henty and Walla Walla services completed December 2019
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	100%		Strategic plan implemented and reviewed in line with new centre based services at Henty, Walla Walla and Holbrook (from January 2020)
Ensure that Greater Hume Children Services remains a relevant and reliable service	2.2.3.2	Monitor operations of centre based care at Henty and Walla Walla	100%		Operations of the Walla Walla and Henty Child Care Centres are ongoing well. Council has also taken over operations at the Holbrook Early Learning Centre

Performance Against Objectives

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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Establish effective local community transport options	2.2.4.1	Support the ongoing Community Transport Reference Group and provide advocacy where required	100%		Support for improved transport services provided and point to point service proving to be well used and successful in better meeting needs of communities


Advocate for safe work practices and employment standards

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Implement best practice human resource policies and strategies to attract, engage, develop, retain the best and highly skilled staff to strengthen workforce capacity	2.2.5.1	Implement the strategies from the Workforce Management Plan	75%		This is an ongoing task and will remain a priority in 2020/2021
Provide a safe work environment	2.2.5.2	Integrated risk management system developed and implemented	75%		Risk Management System continually reviewed and improved where practicable. Quarterly meetings continue to be held. Last meeting held 14 March 2020. Meeting scheduled for June held in July due to COVID restrictions

Performance Against Objectives



Volunteering is inclusive, well acknowledged and supported

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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		Continue to partner with various groups, attend community development committees providing advice and updates


Our residents feel safe

Street lighting is effective and energy efficient



DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Implement the street light installation priority program	2.4.1.1	Continue the installation of new streetlights in accordance with the agreed priority program	50%		New LED streetlights in all towns and villages are planned to be installed in last quarter 2020. We are currently planning to have additional lights requested by the community to be installed as part of the LED rollout following discussions with Essential Energy. The only lights that have been requested but won't be installed are where new poles are required (those sites will be revisited once the rollout is complete)
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	100%		All existing streetlights to be replaced with LED later this year as part of Essential Energy Statewide Program

Performance Against Objectives

Implement Council's Road Safety Strategy

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		All priorities are being implemented as programmed


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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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%		No funding received this year. All projects relodged in next year's Active Transport Program. Next year's program announcement is expected in August 2020
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 capital works program	25%		Discussion with AlburyCity on proposed Lavington to Jindera shared path has continued. Options looking at costs and possible funding of path being investigated. COVID restrictions have restricted further work at this time

Performance Against Objectives

Council provides learning and development opportunities for all





Community spaces allow our residents to learn and engage

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		During fourth quarter, libraries have improved transition from providing programs and services within the physical library building to a blended service model. Library is now working with Riverina Regional Library to establish a strong online presence using social media platforms Facebook and Instagram to deliver online storytime and holiday programs. The move to services online has been recognised through analytics as positive with increased reach, likes and engagement

Performance Against Objectives

Council provides learning and development opportunities for all

Community spaces allow our residents to learn and engage

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	2.5.1.1	Create and promote traditional and online library services	100%		Due to COVID-19 and social distancing rules, no programs have been delivered to a specific community group fourth quarter. Action was completed Q3
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	2.5.1.1	Investigate and implement new and innovative programs in Council's libraries	100%		Due to COVID-19 no children's programs were delivered in conjunction with RRL during the April school holidays. Staff at this time were working out the move to online services providing storytime sessions. Australian Library Information Week - National Simultaneous Storytime was celebrated online with a story, staff dressing up as divas, a chook and a dog. This was well received
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	2.5.1.1	Promote existing programs to increase library participation	70%		No library membership and participation not report on for Q4 due to COVID-19. Library participation was not really able to be measured and the mobile library service was off the road for refurbishment and due to pandemic, social distancing rules and regulations
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	100%		Staff have not attended two training days due to COVID, however, have completed numerous professional development online training opportunities during Q4 - PDF Forms, Word, Zoom Basic, Cultural Competence






Growth and Sustainability

Performance Against Objectives

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

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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Promote industrial development to enhance employment opportunities	3.1.2.1	Promote the existing industrial land development at Holbrook and Jindera	100%		Strong interest in both the Jindera and Holbrook estates has triggered the need for small extensions in both subdivisions
Promote industrial development to enhance employment opportunities	3.1.2.1	Assess development opportunities for industrial land development elsewhere in the shire	100%		Estate signage erected at Jindera Industrial Estate. 21 tenants participated in the signage program. Enquiries and sales of industrial land have continued across the year
Encourage and support local businesses to enhance employment opportunities	3.1.2.2	Implement Stage 3 Buy Local in Greater Hume campaign	100%		Investigated an EFTpos gift card program for use in Greater Hume, but due to insufficient take-up by spend points and load up points, project has not progressed. Buy Local in Greater Hume Facebook page has 393 followers

Performance Against Objectives





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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Encourage and support local businesses to enhance employment opportunities	3.1.2.2	Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	100%		Vendor Panel continues to be expanded to encourage registration by local contractors, suppliers and trades. Procurement Officer trialled for 12 month period with the view of centralising purchasing to ensure best value Procurement practices particularly compliance with policy and procedures continues to improve significantly
Encourage and support local businesses to enhance employment opportunities	3.1.2.2	Promote and support business mentoring and training services	100%		Partnered with NSW Dept Primary Industries Climate Change Research Strategy to conduct an Energy and Recovery forum in April
Advocate for employment opportunities with new and existing business/industry and local training	3.1.2.3	Continue to promote the buy local policies and invest in attracting new business to improve employment	100%		Business newsletter issued March 2020 and distributed digitally via database and posted to website. Buy Local article included in community newsletter. Business alert emails issued during Q4
Review the provision of Council's services and take action to address services that impede the smooth operation of local businesses	3.1.2.4	Investigate and adopt an option that allows remote access to Council's Culcairn Waste Management Facility	100%		Tender prepared and ready for advertising
Council look for opportunities to address organic material in the waste stream	3.1.2.5	Investigate funding opportunities to process organic materials	50%		Council staff are researching options to investigate delivery of an organic service

Performance Against Objectives




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	Action Code	Action	Action Progress	Traffic Lights	Comment
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	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	90%		The first individual planning proposal has been submitted and there are some issues to be addressed
Continue to support and develop sporting facilities and other community infrastructure	3.2.1.2	Provide assistance to community groups in the development of funding applications	100%		Provided grant writing workshops in all towns to support applications for November 2019. Successful
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	100%		Policy promoted during discussions with community groups. Two loans approved during 2019/2020
For Council to lead the strategic direction for each town and village	3.2.1.3	Develop a community development charter and facilitate community workshops in individual towns and villages with a view to reviewing current or developing plans	0%		No action to date

Performance Against Objectives








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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Promote residential development	3.2.2.1	Investigate the cost of construction for residential land developments	75%		Walla Walla residential subdivision 90% complete. Discussions have commenced for the acquisition of residential land at Culcairn
		Investigate the cost of construction for residential land developments and initiate where approved by Council	90%		Business case and supporting study substantially complete to enable lodgement of an application for a Low Cost Loan subsidy from NSW Department of Planning
Attract new residents to the shire	3.2.2.2	Continue partnership with Country Change program auspiced by RDA Riverina	100%		Council participated in Country Change digital promotion during the year. Country Change is an RDA Riverina initiative designed to build a future workforce and reinvigorate local communities, with the objective to attract individuals and families considering a move out of metro areas. June was 'Greater Hume' feature month. Digital campaign included newsletters, posts and imagery on social media platforms Facebook and Instagram. Officer produced 3 x case studies, key article for Country Change magazine included Tim and Kelly Glass, Jayfields Nursery. Webinar with Mayor. Various posts highlighting messages of affordable housing, jobs, work/life balance. Results - Website - 2,389 page views, Facebook Reach 13,440 paid, 69,704 organic, Engagements 4,244, Likes 3,375.
		Develop new resident attraction strategy and collatorals	50%		Have commenced new photography bank for this project. Preliminary costing for print collatoral to hand. Interrupted by Green Valley fire and COVID.

Performance Against Objectives





Increased number of visitors enjoy our shire

Develop a local tourism operator forum and strategy

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Implement the Greater Hume Shire Visitor Experience Plan	3.3.1.1	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique	100%		Most events in Greater Hume cancelled for 2020, due to COVID-19. Planning for 2021
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level	100%		Awards for 2020 cancelled due to COVID
		Identify and develop interpretational signage for towns/villages, attractions and historical areas	100%		Ongoing as required
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience	100%		Currently working with Murray Regional Tourism and Destination Riverina Murray on COVID-19 crisis management
		Create an ambassador/famil program and develop workshops to promote the visitor experience	100%		On hold until later in 2020
		Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils	100%		Ongoing support through COVID-19
		Redevelopment of visitgreaterhume website through OpenCities including ATDW and corporate pages	100%		Visit Greater Hume is live and data is constantly being imported on to the site




Performance Against Objectives

Develop a local tourism operator forum and strategy

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Implement the Greater Hume Shire Visitor Experience Plan	3.3.1.1	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	100%		Ongoing. Mostly through social media and via Destination NSW Love NSW campaign
		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	100%		IAchieved and ongoing. Social media is now an integral part of Greater Hume communication. 2095 followers to Greater Hume Facebook page. 556 followers to Greater Hume Instagram page
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/ villages and shire	100%		Currently being incorporated into a new visitgreaterhume guide
		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	100%		Henty Field Days cancelled 2020. Participating in virtual Melbourne Caravan and Camping Show Sept 2020
		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	100%		Ongoing, have also now developed monthly (sometimes fortnightly) depending on information) newsletters to tourism operators which provide a lot of information on tourism and promotions in Greater Hume, this is proving to give a greater reach than tourism public forums

Performance Against Objectives

Develop a local tourism operator forum and strategy

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Implement the Greater Hume Shire Visitor Experience Plan	3.3.1.1	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	100%		Some museums have reopened, however for limited hours depending on the current COVID-19 situation. The Museum Advisor is still liaising with the museums on individual projects they are working on
		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	100%		Through Destination NSW's Love NSW campaign, Woomargama National Park (which featured in the campaign) has seen a big increase in visitors on weekends (information provided by Park Ranger)
		Agri Tourism - Encourage individuals and agricultural businesses to develop farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program	100%		On hold until end of 2020








Performance Against Objectives

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	Action Code	Action	Action Progress	Traffic Lights	Comment
Identify opportunities for external grant funding	4.1.1.1	Seek grant opportunities and advertise on Council's website	100%		All relevant grants are advertised on GHSC website and emailed to community groups, business related grants are emailed to business database, and included in newsletters
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	100%		Council has been successful in the following major funding applications: Growing Local Economies - Coppabella Rd \$7M; Cummings Rd \$1.67M; Fellow Hills Rd \$1.044M; Australian Government Building Better Regions - Holbrook Sporting Complex \$0.7M. NSW State Female Friendly Facilities - \$0.4M. Council has provided support for multiple community funding applications
Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	4.1.1.2	Review and implement Council's Roads Strategy	60%		Road Strategy review has been delayed by other priorities. To be undertaken later 2020 Council's annual resheeting and resealing programs have been completed for 2019/2020 year as well as resheeting program approved by Council
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	10%		Some work undertaken, however other projects have delayed review of AMP's
Develop an Integrated Asset Management Plan for all of Council's assets	4.1.1.4	Review the Asset Management Policy	10%		Some work undertaken, with Asset Management Policy to be reviewed later this year

Performance Against Objectives

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	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		Master plans have been developed for Henty and Jindera sportsgrounds. Specific updates to sportsground ovals are being undertaken at Culcairn, Holbrook, Henty and Jindera. Tenders are about to go out to tender for sportsground upgrades
Review current Public Toilet Upgrade Program and develop an upgrade program for playgrounds	4.1.2.3	Implement a process to review public toilet upgrade program and develop an upgrade program for playgrounds	0%		Review delayed by other priorities, and will now be planned to be undertaken in 2020/2021

Affordable, accessible housing supports the needs of the community


DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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 and develop a 5-year improvement works program	75%		Processes being established for all council housing and changes to legislation in 2019 being included. Forms and procedures for new residents updated

Performance Against Objectives


Improve streetscapes of our towns and villages

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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%		This project has been delayed for commencement until staff are available to undertake the project

Expand waste water strategies into villages


DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	30%		Being completed as part of IWCM project to be completed in 2020/2021

Develop a Storm Water Capital Works Program

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Develop an Asset Management Plan for stormwater assets	4.1.7.1	Develop an Asset Management Plan	100%		Updated Stormwater AMP has been completed


Performance Against Objectives

Mitigate against natural disasters (Flood and Bushfire Management)


DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		Survey and design works completed for Culcairn, Henty and Holbrook flood management works. Funding has been received to undertake survey and design of Jindera and Walla Walla flood management works. Jindera and Walla Walla have now commenced

We minimise the impact on the environment

Waste management strategy incorporates recycling and carbon reduction actions


DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	4.3.1.1	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2018-2023	100%		

On-site sewerage management systems are environmentally sustainable



DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	90%		Inspections are ongoing with emphasis on pre-purchase inspections. Other approvals to operate have been issued

Performance Against Objectives

Best practice waste water management



DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		All sewerage systems are operating to required standards

Best practice weed management


DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
Continue to support effective weeds management (private and public lands)	4.3.4.1	Actively participate in the Murray Weed Action Plan	50%		Staff have been attending weed management meetings
	4.3.4.1	Undertake inspections on private and public land to detect and assess weed infestations	100%		60 inspections undertaken in final quarter

Performance Against Objectives


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

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	5%		Review of energy use at all recreation grounds being investigated, to determine if installation of energy saving infrastructure is feasible. This is still work in progress
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	85%		All installations within the delivery plan have been provided

Manage water resources and water quality responsibly

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
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	100%		Works identified in plan are being implemented as required

Manage and protect significant environmental assets across the shire

DP Action	Action Code	Action	Action Progress	Traffic Lights	Comment
For Council to be proactive in relation to environmental management practices	4.3.7.1	Promote household hazardous waste collection at a number of sites across the shire (program being run by RivJO in 2019/2020)	0%		

Abbreviations

ABS	Australian Bureau of Statistics
ARTC	Australian Rail Track Corporation
ATDW	Australian Tourism Data Warehouse
CAPT	Continuous Accessible Path and Travel
CET	Community Engagement Toolkit
CH&W Plan	Community Health and Wellbeing Plan
CS	Customer service
CT	Community Transport
DIAP	Disability Inclusion Action Plan
DPI	Department of Primary Industries
ED&S Plan	Economic Development and Social Plan
EPA	NSW Environmental Protection Authority
FTE	Full time equivalent
GHC	Greater Hume Council
GIS	Geographic Information System
GHLEP	Greater Hume Local Environmental Plan 2012
GHS	Greater Hume shire
HR	Human resources

IAP2	International Association For Public Participation Australasia
ICT	Information and computing technology
IP&R	Integrated Planning and Reporting
JO	Joint Organisation
LED	LED lighting
LEP	Local Environmental Plan
LG	Local Government
LGA	Local Government Area
LLS	Local Land Services
LTFP	Long Term Financial Plan
Mgt	Management
MOU	Memorandum of Understanding
MRT	Murray Regional Tourism
NVW	National Volunteer Week
PPE	Personal protection equipment
PwD	People with disability
RDA (Murray)	Regional Development Australia (Murray)
REROC	Riverina Eastern Organisation of Councils
RFS	NSW Rural Fire Service

RRL	Riverina Regional Library
RMS	Roads and Maritime Services
RSA	Responsible serving of alcohol
SEIFA	Socio-Economic Indexes for Areas
SES	State Emergency Services
VEP	Visitor Experience Plan
WHS	Work Health and Safety

State of the Environment

Local Government Act 1993 Section 428 A

For the purposes of a report covering the 2019/20 period, environmental issues contained within the Community Strategic Plan have been detailed in the Delivery Plan actions on pages 44 to 46 of this report.

Condition of Public Works

Section 428 Public Roads - Urban Roads

Pavements

Within the town areas of Greater Hume, Council maintains approximately 106.3km of sealed and 15.2km unsealed pavements. Maintenance costs for these roads amounted to \$485,150 during 2019/2020.

Pavement maintenance (bitumen resealing) was carried out on 7 km of urban streets (\$181,955) in order to extend their useful life in 2019/2020.

Council's 2020/2021 budget provides \$520,000 for routine maintenance on sealed and unsealed urban roads, with \$190,000 provided for urban resealing works, and \$320,000 for improvement and rehabilitation works plus an additional \$1,060,000 under the Roads To Recovery Program.

Kerb & Gutter

Within the town areas of Greater Hume, Council maintains 130.1km of kerb and gutter. Visual assessment indicates that the existing infrastructure is providing a satisfactory level of service. Council has a maintenance and repair budget of \$50,000.

Footpaths

Concrete footpaths are generally satisfactory in the town areas of Holbrook, Jindera, Culcairn, Henty and Walla Walla and the villages of Walbundrie and Burrumbuttock. The majority of the pavement is assessed as having a residual life of at least 80 years (design life 100 years). Council maintains 26.5km of concrete footpaths and 5.0km of gravel footpaths and an allocation of \$50,000 is provided in the 2020/2021 budget for maintenance works. There was 240m of new footpath constructed in 2019/2020, and there was 556m replaced in Jindera, Burrumbuttock and Culcairn. Council has an ongoing replacement program with \$40,000 allocated for 2020/2021.

Rural Local Roads Unsealed

Council maintains 898.6km of unsealed rural roads with an all-weather gravel pavement and 90.7km of formed roads. Through regular maintenance grading and gravel resheeting programs based on Council's road strategy, a satisfactory level of service exists. Condition assessment is based on visual inspection and known levels of service

Maintenance costs for 2019/2020 of \$1,307,586 were spent on unsealed rural roads. Gravel resheeting was carried out on 64.5km in 2019/2020 at a cost of \$1,894,709.

Council's 2020/2021 budget provides \$1,131,656 for routine maintenance of unsealed rural roads and \$1,250,000 for gravel resheeting works.

Sealed

Council maintains 678.73km of sealed rural roads with widths varying between 3.6m – 7.0m. Council's policy of regular maintenance and bitumen resealing has maintained the road network in a satisfactory condition. A total length of 49.8km of bitumen resealing works was carried out in 2019/2020 at a cost of \$1,150,994. In addition, a total of 6.9km of road was reconstructed in 2019/2020.

Council reviewed the local road system in terms of the network provided and level of service to be provided. A full review of the road network and roads strategy will be undertaken in 2020/2021.

Council's 2020/2021 budget provides \$800,000 for routine maintenance of sealed rural roads and \$1,190,000 for bitumen resealing works. There is an allocation of \$5,000,000 for improvement and rehabilitation including works for the relocation and upgrade of the North Henty Rail Crossing, \$2,227,683 for Cummings Road and \$7,000,000 for Coppabella Road upgrade. An allocation of \$890,000 is included in this amount, funded through the Roads To Recovery program during 2020/2021.

Condition of Public Works

Regional Roads

Council is responsible for the maintenance and improvement of 286.1km of regional roads with funds provided by Transport for NSW. The network is generally satisfactory; however, there is a need to widen the majority of pavement width to meet current standards. Bitumen resealing of 12.3km in length was carried out during 2019/2020 at a cost of \$417,116 as well as heavy patching valued at \$282,412. A total of 5.24km was rehabilitated under the REPAIR and Safer Roads Programs amounting to \$830,000.

Bridges

Council is responsible for 228 concrete and steel bridges and major culverts, including 165 on local roads, 62 on regional roads and 1 timber bridge within the shire.

Council's bridges are in good condition and will need minor maintenance only. Council will be implementing a bridge maintenance crew to regularly inspect and maintain its bridge network commencing in 2020/2021. Council has allocated \$100,000 in 2020/2021 for these tasks.



^ Culcairn Holbrook Road MR 331.

Water Supply and Sewerage Services

Water Supply

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

Sewerage Schemes

Council operates six separate sewerage schemes:

Burrumbuttock - This scheme is operating satisfactorily and is near maximum capacity. The majority of the components in the system are currently at less than half their design life and no upgrading works are proposed.

Culcairn – This scheme is operating satisfactorily and is near maximum capacity. The majority of the components in the system are currently at less than half their design life.

Henty – This scheme is operating satisfactorily and below design capacity. The majority of the components in the system are currently at less than half their design life.

Holbrook – This scheme is operating satisfactorily and is below design capacity. The majority of the components in the system are currently at less than half their design life and no upgrading works are proposed.

Jindera – This scheme is operating satisfactorily and is near maximum capacity. The majority of the components in the system are currently at less than half their design life and works to increase capacity are proposed in 2020.

Walla Walla – This scheme is operating satisfactorily and is below design capacity. The majority of the components in the system are currently at less than half their design life and no upgrading works are proposed.



Stormwater Management Services

Local Government (General) Regulation 2005

CI 217(1)(e)

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

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

Greater Hume Council did not levy any stormwater management charges in 2019/2020.

Pictured: Water supply upgrade, Pioneer Drive, Jindera.

Fees, Expenses and Facilities provided to Mayor and Councillors

Mayoral Allowance	\$22,294
Deputy Mayoral Allowance	\$4,236
Annual Fees \$10,693 per councillor per annum	\$109,440
Expenses in accordance with the above policy (65 cents per kilometre for vehicles up to 2.5 litre engine capacity and 74 cents per kilometre for greater than 2.5 litre) Councillors Subsistence (e.g., meals, etc)	\$14,798 \$4,332
Delegates expenses (including travel, accommodation and out-of-pocket expenses to attend conferences, seminars and workshops)	\$6,967
Provision of facilities Provision of dedicated office equipment allocated to councillors including lap top computers/ipads	\$7,210
Telephone & internet expenses	\$856
Attendance of councillors at conferences and seminars – See Delegates Expenses listed above.	
Training of councillors and provision of skill development	\$Nil
Interstate visits Interstate visits by councillors, including transport, accommodation and other out of pocket travelling expenses	Nil
Overseas visits by councillors, including transport, accommodation and other out of pocket travelling expenses	Nil

Expenses of any spouse, partner or other person who accompanied a councillor	Nil
Expenses involved in the provision of care for a child or an immediate family member of a councillor. No claims submitted for period 1 July 2018 to 30 June 2019	Nil

Senior Staff employed

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

During the 2019/2020 year, Council's General Manager Steven Pinnuck received a total remuneration package of \$229,020 (which included salary, superannuation benefits and non-cash benefits).

There were no other designated senior staff employed by Council.

Report on Infrastructure Assets

as at 30 June 2020

\$'000

Asset Class	Asset Category	Estimated cost to bring up to a satisfactory standard	Estimated Cost to bring to the agreed level of service set by Council	2019/2020 Required Maintenance ^a	2019/2020 Actual Maintenance	Net Carrying amount	Gross Replacement replacement cost (GRC)	Assets in condition as a percentage of gross replacement cost				
								1	2	3	4	5
(a) Report on Infrastructure Assets - Values												
Buildings	Council Offices/ Administration Centre	10	10	33	31	4,100	6,593	0%	0%	83%	17%	0%
	Works Depot	-	-	56	58	3,255	3,376	28%	6%	54%	12%	0%
	Public Halls	40	40	26	41	4,985	13,725	0%	14%	52%	34%	0%
	Houses	-	-	14	4	1,119	1,181	56%	6%	38%	0%	0%
	Libraries	-	-	5	12	1,565	2,866	0%	33%	67%	0%	0%
	Museums	-	-	5	1	463	939	0%	25%	50%	25%	0%
	Amenities/ Public Toilets	35	35	21	36	1,868	3,697	12%	18%	48%	16%	6%
	Sporting Facilities	45	45	32	40	7,471	17,097	7%	11%	71%	10%	1%
	Aged Care Facilities	-	-	45	29	3,030	4,494	15%	32%	53%	0%	0%
	Other	-	-	29	30	5,254	8,124	15%	36%	40%	6%	3%
	Sub total	130	130	20	282	33,181	62,392	8.4%	16.5%	59.3%	18.8%	1.0%
Other Structures	Other Structures	10	10	-	-	12,194	20,813	5%	13%	76%	0%	6%
	Sub total	10	10	-2	-	12,194	20,813	5.0%	13.0%	76.0%	0%	6%

Report on Infrastructure Assets

as at 30 June 2020

\$'000

Asset Class	Asset Category	Estimated cost to bring up to a satisfactory standard	Estimated Cost to bring to the agreed level of service set by Council	2019/2020 Required Maintenance ^a	2019/2020 Actual Maintenance	Net Carrying amount	Gross Replacement replacement cost (GRC)	Assets in condition as a percentage of gross replacement cost				
								1	2	3	4	5
Roads												
	Sealed Roads Surface	50	50	3,111	3,199	21,586	31,420	7%	49.0%	39.0%	5.0%	0%
	Sealed Roads Structure	-	-	-	-	188,294	228,346	8.0%	48.0%	39.0%	5.0%	0%
	Unsealed roads	-	-	1,204	1,306	19,774	32,380	0.0%	42.0%	49.0%	9.0%	0%
	Bridges	100	100	5	2	38,377	68,727	6.0%	9.0%	63.0%	22.0%	0%
	Footpaths	-	-	52	56	3,841	4,914	30%	27.0%	41.0%	2.0%	0%
	Kerb and Gutter	-	-	58	23	8,244	12,440	7.0%	42.0%	44.0%	7.0%	0%
	Bulk earthworks	-	-	-	-	209,348	209,348	4.0%	42.0%	44.0%	10.0%	0%
	Sub total	150	150	4,430	4,586	489,465	587,575	6.0%	40.7%	44.3%	9.0%	0%
Water Supply Network												
	Mains	-	-	112	123	18,067	27,601	22.0%	47.0%	19%	12%	0%
	Pumping Stations	-	-	13	6	486	724	6.0%	89.0%	5.0%	0%	0%
	Treatment Works	-	-	6	4	201	296	0%	100%	0%	0%	0%
	Reservoirs	-	-	5	3	1,894	3,224	7%	40%	15%	38%	0%
	Bores	-	-	4	4	239	336	0%	100%	0%	0%	0%
	Other	-	-	-	-	87	142	22%	78%	0%	0%	0%
	Sub total	-	-	140	140	20,974	32,323	19.7%	48.4%	17.8%	14.0%	0.0%

Report on Infrastructure Assets

as at 30 June 2020

\$'000

Asset Class	Asset Category	Estimated cost to bring up to a satisfactory standard	Estimated Cost to bring to the agreed level of service set by Council	2019/2020 Required Maintenance ^a	2019/2020 Actual Maintenance	Net Carrying amount	Gross Replacement replacement cost (GRC)	Assets in condition as a percentage of gross replacement cost				
								1	2	3	4	5
Sewerage Network	Mains	-	-	51	32	22,616	33,631	19%	33%	48%	0%	0%
	Pumping Stations	20	20	32	30	3,500	4,872	11%	77%	10%	2%	0%
	Treatment Works	-	-	38	11	3,893	6,215	5%	82%	11%	2%	0%
	Reuse Scheme	10	10	9	8	2,716	3,540	0%	94%	3%	3%	0%
	Sub total	30	30	130	81	32,726	48,258	15.0%	48.2%	36.1%	0.7%	0%
Stormwater Drainage	Stormwater Drainage	-	-	54	65	10,271	13,290	22%	44.0%	23.0%	11.0%	0%
	Sub total	-	-	54	65	10,271	13,290	22%	44.0%	23.0%	11.0%	0%
Open Space/ Recreational Assets	Swimming Pools	-	-	133	140	6,865	10,047	38%	16%	43%	3%	0%
	Sub total	-	-	133	140	6,865	10,047	38%	16%	43%	3%	0%
TOTAL - ALL ASSETS		320	320	5,127	5,286	605,677	774,698	8.0%	38.6%	44.3%	8.9%	0.2%

Note:

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

Infrastructure Asset Condition Assessment "Key"

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

Contracts awarded in excess of \$150,000

Clause 217(1)(a2)

Name of Contractor	Description of goods and services	Contract Amount (excluding GST)
GHD Pty Ltd	Development Business Case Study - Culcairn Water Supply Power Replacement	\$145,273
Cardno (NSW/ACT) Pty Ltd	Development Business Case - Jindera Waste Water Treatment and Facility Replacement	\$255,132
Bitupave Ltd T/A Boral Asphalt	Spray Sealing (Greater Hume Council and Lockhart Shire Council)	\$3,149,684
Hurst	Kerb, Drainage and Associated Works, Holbrook	\$167,685
AP Delaney & Co Pty Ltd	Reconstruction Market St, Walla Walla	\$165,400
Excell Gray Bruni Pty Ltd	Drainage, Concrete Works Kywong-Howlong Rd	\$330,040
Longford Civil Pty Ltd	Part Reconstruction of Kywong Howlong Rd , Walbundrie	\$558,995
Alderidge Signal Infrastructure Pty Ltd	Rail Level Crossing Relocation Works Grubben Rd, Henty	\$1,003,657
Symal Infrastructure Pty Ltd	Rail Level Crossing Relocation - Grubben Rd, Henty	\$668,682

Bushfire Hazard Reduction Activities

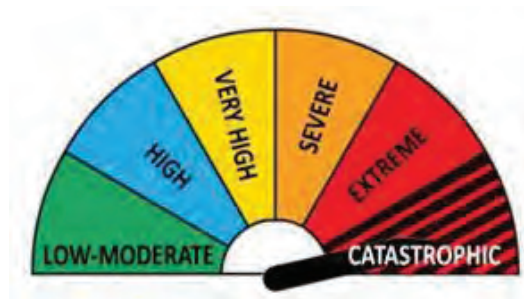
Section 428 A

It has been a very tough year for the NSW Rural Fire Service and communities affected by the recent Black Summer Fire season.

There has been a lot of discussion from the community about lessons learned and even more reflection and discussion from the NSW RFS and its members. We have undertaken a lot of discussion locally with volunteers and visiting crews and personnel about how we can learn from this year's terrible events. Unfortunately there is still many people who are coming to terms with the enormity of the situation we all faced last year.

Firefighters, families and supporting personnel all gave well in excess of what could be imagined and the nature of what we saw and had to do pushed everyone to their limits. Greater Hume Council and the community members were involved in supporting the firefight from the beginning, providing around the clock logistics, management and heavy plant support to the effort. Without the generous support of the local community the firefighting effort would have been significantly increased and people should be able to reflect on a moment in the shire's history when we pulled together and looked after each other.

The fire fight at Jingellic/Talmalmo was one of the toughest of Black Summer, there were several injuries and unfortunately the loss of our brave Fire Fighter Samuel McPaul. Our firefighters somehow managed to continue to fight on and do what seemed impossible in the toughest possible circumstances.



Access and Equity

In summary the ground crews undertook a significant amount of fire fighting in very difficult conditions, protecting a large majority of assets and protected many lives. Unfortunately the majority of losses occurred on those peak weather events of the 30 DEC 19, 4 JAN 20 and 10 JAN 20 during the fire.

The significance of compounding factors including low fuel moisture content of fine to coarse fuels, the large amount of fire in the landscape, influence of fire ground weather experienced, climatic impact of rainfall deficits leading up to the ignition and ultimately some of the most violent fire behaviour ever recorded is something that we hope to never see again.

Our operational fire fighters did this largely as a Southern Border Team unit, with the help of some, but limited out of area crews. The overall intent and work ethic to contain the large fire using maximum effort, resulted in containment in a very short timeframe compared to other campaign events of the 19/20 fire season.

Given the challenges faced and some of the lessons to be learnt, the Green Valley fire fight should be recognised as one of the more significant achievements of the season.

Section 428(2)(j)

Greater Hume Council has continued to implement the 'Greater Hume 2030' plan which incorporate Council's Disability Inclusion Action Plan (DIAP).

Building Positive Attitudes

- Updates and inclusion of DIAP in Greater Hume Health and Wellbeing Alliance meetings across service providers with ongoing inclusion on DIA at all meetings.
- Partnership with Intereach's Access @a Glance program with successful audits of Culcairn, Holbrook and Henty Council offices and promotion of program through community newsletters.

Employment

- Update customer service training to meet needs of people with vision impairment.
- Greater awareness across all departments of access requirements for example parking, new childcare centre construction, foot paths.
- Employment of a person with a disability under a structured skills development program.
- Functional assessments of new employees identify additional supports needed to assist new employees.

Systems and Processes

- Events planning process implemented.
- Planning and Engineering Departments continue to embed accessibility guidelines into projects.
- New and compliant website meeting accessibility guidelines.



Greater Hume Council

Newsletter

First 2020

Issue 52

A guide to what's happening in our community

Mayor's Message

Just as all of us in Greater Hume were approaching Autumn 2020 with some degree of confidence, following a wonderful rain event in February, along came another challenge, in the form of a Virus, COVID 19, now sweeping throughout the world at a great rate of knots. Fortunately, for our residents, the numbers of people affected are low, and most have now recovered. The next big challenge for our residents is to remain aware of proper hand washing as a necessity, keeping 1.5 m distance when in a crowd, and staying at home, until our Federal and State Governments give us the go-ahead to lift restrictions.

Just think how lucky are we being able to live in a rural community, where we have the opportunities to be able to go outside, enjoy the fresh air and get some exercise, almost without seeing anyone else.

The fervent hope of us all is that the pandemic will be brought under control quickly and our lives will return to normal.

AND, when that happens, there is much to see and do in Greater Hume, and I encourage everyone to give support to the many business people, who have had to put their lives on hold during this difficult time. They will certainly need our support to move forward into the future.

Best wishes, Cr Heather Wilton, Mayor

Our doors may be CLOSED but we are still OPEN

Greater Hume Council is still open for business. We are practicing good social distancing and staff have been relocated to different facilities around the shire. You can still contact us via phone on 02 6036 0100 or 1300 653 538, send an email to mail@greaterhume.nsw.gov.au or lodge a Customer Request via our website, (Customer Requests are designed for you to request, comment, suggest or advise a problem). Greater Hume website has information on both COVID 19 and Bushfire support. Go to www.greaterhume.nsw.gov.au.

COVID 19 - 2020

Everyone should practise good hand and sneeze/cough hygiene:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser, and
- avoid contact with others (stay more than 1.5 metres from people).

By social distancing and these simple, common sense actions will help reduce risk to you and to others. They will help to slow the spread of disease in our communities – and you can use them every day – in your home, workplace, school and while out in public.

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Highlights



2 Out and About
A very busy few months. Holbrook launched Healthy Town Challenge in March.



3 Green Valley Fire
Thank you to everyone. Volunteers at work at Holbrook Staging Area.



6 Australia Day, Culcairn
Read all about Australia Day and four boys who received a special award.



9 Holbrook Childcare
Greater Hume Children Services opens in Holbrook.

Annual Report 2019 - 2020

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Library and Mobile Library Services

The Greater Hume Council Libraries and Mobile Library Services continue to be the heart and soul of the communities providing a large range of collection items as well as offering an extensive range of programs and services for all ages. The libraries promote traditional as well as online library services at the same time focusing on the need to increase library membership and participation and the importance of promoting literacy.

COVID – 19 Pandemic

Due to the COVID 19 Pandemic all libraries around the country including Greater Hume Council Libraries were forced to shut their doors at the end of March 2020. While physical branches may have shut down, all library staff of the Greater Hume Council continued to offer a wealth of digital content with support from Riverina Regional Library.

All library members were encouraged to take advantage of an increased collection of online eResources and streaming programs offered by the libraries. Library staff provided online storytime sessions, and book reviews which were well received by the community. Library staff also stayed in touch with vulnerable members of the community by offering a Home Delivery Service and Click & Collect.

Libraries reopened from 1 June 20 from Monday to Friday with minimal services including only issues and returning of collection items. Further programs and services will be made available to the community as restrictions are eased and on advice from the State Government and State Library.

NSW Trainee of the Year

Emily Jones Youth Officer is a Finalist in the NSW 2020 State Training Awards. Emily was employed as a trainee from 2017 – 2019 and in late 2019 transitioned to Youth Officer for the Greater Hume Council.

Greater Hume Council Grant Success - Seniors Staying Connected In Times of Isolation

The NSW Government has awarded more than \$700,000 in funding for projects that reduce social isolation for seniors during COVID-19. This includes \$100,000 from the Ministerial Advisory Council on Ageing (MACA) for projects that support their work plan.

The Greater Hume Council has received funding of \$22,860 to reduce isolation and loneliness by bringing seniors and the community together during COVID-19 and beyond. It will be geographically spread across the rural location of Greater Hume Council. The project will use online communication tools as well as other methods for social connection.

Mobile Library Service

The small towns and villages of Greater Hume Council are provided with a mobile service. The Riverina Regional Mobile Library has a great collection of books, DVD's, Magazines and Audio books as well as two public access computers with internet and a large television for community use.



	Loans	Collection Items	Members
Henty	7,215	4,738	706
Culcairn	5,363	3,561	632
Jindera	2,219	1,251	108
Holbrook	8,715	5,051	749

Greater Hume Children Services

Walla Walla, Henty and Holbrook Childcare Centres

2019 - 2020 saw the expansion of Greater Hume Children Services with the addition of the Holbrook Early Learning Centre, joining the existing centre based long day care services in Henty and Walla Walla. With the support of all levels of government, the Holbrook service opened in early February under the Greater Hume Children Services banner.

Family Day Care

Greater Hume Children Services has been providing family day care and playgroups for more than 26 years. The service continued to strengthen the quality of delivery and support to Educators across a wide geographical area.

Play Groups

Despite limitations caused by COVID-19 restrictions, playgroups continued to play an integral part of the service building community partnerships and using local parks and businesses to showcase what we have in our local communities for children and families. The emphasis being in line with a nature based philosophy, "Indoors Outdoors and Beyond the Gate".

All of our Educators are qualified, early childhood professionals who embed our nature based philosophy into their program and practices, and implement the principle practices of the Early Years framework in conjunction with the National Quality standards.

End of Financial Year	Number of Children in Care	Number of families using the service	Number of educators enrolled in the service	Equivalent Full Time Places
2016 - 2017	634	439	65	180
2017 - 2018	691	491	59	182
2018 - 2019	792	574	61	195
2019 - 2020	836	540	60	213



^ Celebrating the opening of Walla Walla Children Services Nov 2019



^ Deanne Burr and Renee Dowd in administration office at Greater Hume Children Services Holbrook February 2020

Greater Hume Youth Advisory Committee

The Greater Hume Youth Advisory Committee (YAC) consist of a group of enthusiastic young people aged 12 – 18 years attending Billabong High School Culcairn and St Paul's College Walla Walla.

The young people are passionate about making a difference in the community by organising educational, cultural and recreational programs and activities for other young people.

During 2019/20 the YAC with the assistance of Greater Hume Council's Youth Services team organised a number of successful youth events. In July 2019 young people travelled to Junee Licorice Factory to make rocky road and giant freckles as well as watch a chocolate making demonstration. In September 2020 the young people travelled to Albury to the Indoor Rock Climbing Centre. Both events were extremely successful. Greater Hume Council Youth Services commenced Season for Growth – Grief and Loss mentoring at Billabong High School in February for students in Years 7-8 at Billabong High School. The course was delivered over a period of 6 weeks.

In March 2020 Greater Hume Council Youth Services were successful in receiving \$60,770 from the Stronger Country Communities Fund. Since 2017, the Stronger Country Communities Fund (SCCF) has supported more than 1000 local projects that make regional communities even better places to call home.

The successfully funded project "Adulting 101"- young people in the Greater Hume Council becoming resilient young adults will provide young people living in the Greater Hume Council aged 12 -25 years the basic life skills to make a successful transition to life after home and school.

The annual Youth Inspirational Day was held at the Greater Hume Council Culcairn Council office on October 2019 with students from both Billabong High and St Paul's College attending the day. The day was extremely successful with students from Year 9 provided with information on the various roles and opportunities available in local government. From the Work Inspiration Day three young people from St Paul's College have undertaken work experience in 2020/2021.

Due to the impact of COVID-19 from March to July 2020 programs and services for young people were facilitated using social media platforms Facebook and Instagram. Programs included workshops with Mindful Warrior Anna Gannon which had over 1000 views, online program challenges and opportunities to engage with the Youth Service Team. All Youth Advisory Committee meetings were continued to be held using Zoom.



^ Youth Event 1 - young people visit the Junee Licorice Factory in July 2019.

Work carried out on private land

Clause 217(1)(a4)

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

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

Amounts granted under Section 356

Clause 217(1)(a5)

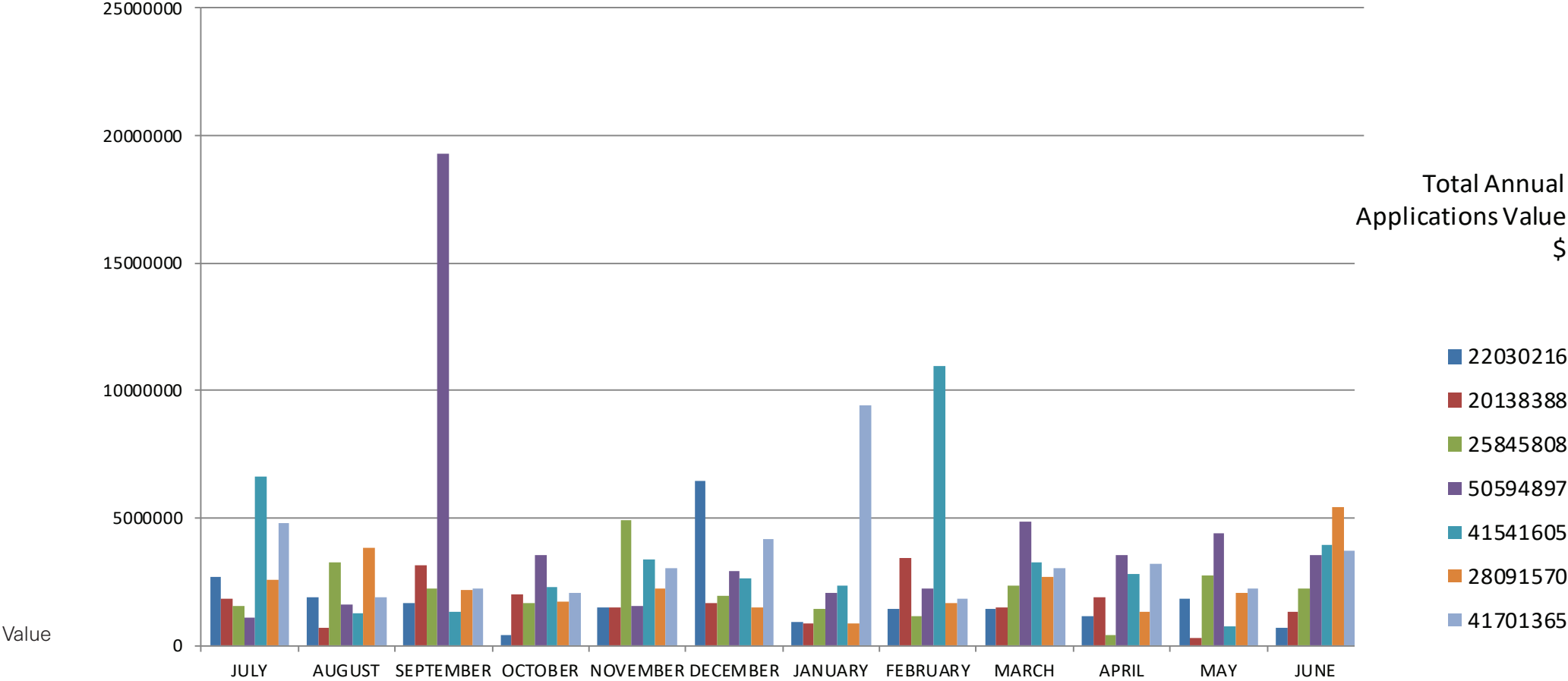
Section 356 of the Local Government Act 1993 states:

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

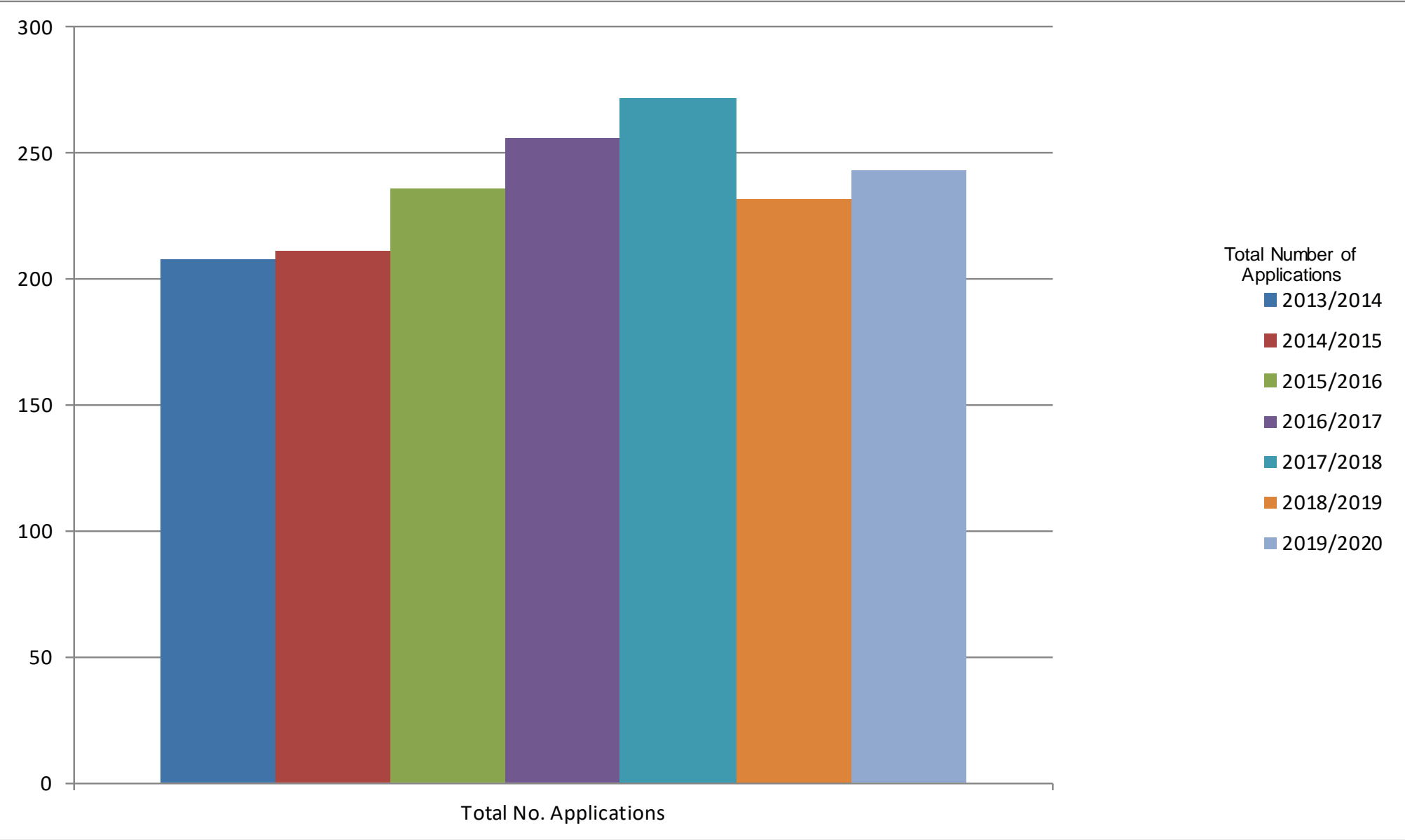
Council in 2019/2020 made contributions or otherwise granted financial assistance as follows:

Beneficiary	Amount
Contributions and Subscriptions	
Keep Australia Beautiful	\$900
Murray Arts	\$6,000
Murray Darling Association	\$3,157
Local Government NSW	\$28,327
REROC	\$28,564
Riverina Joint Organisation	\$5,000
Softwoods Working Group	\$10,000
Donations	
School Presentation Nights	\$520
Senior Citizen Groups	\$600

Development Applications Total Annual Applications Value



Development Applications Total Number



Inspection of private swimming pools

Swimming Pools Act 1992, s 22F(2)
Swimming Pools Regulation 2008 (SP Reg) cl 18BC

Number of inspections of tourist and visitor accommodation	0
Number of inspections of premises with more than two dwellings	0
Number of inspections that resulted in issuance of a certificate of compliance under section 22D of this Act	11
Number of inspections that resulted in issuance a certificate of non-compliance under clasue 18BA of the Regulation	0



^ Holbrook Swimming Pool



^ Henty Swimming Pool complex

Human Resource Activities

Clause 217(1)(a9)

Staff Profile / Workforce Planning

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

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

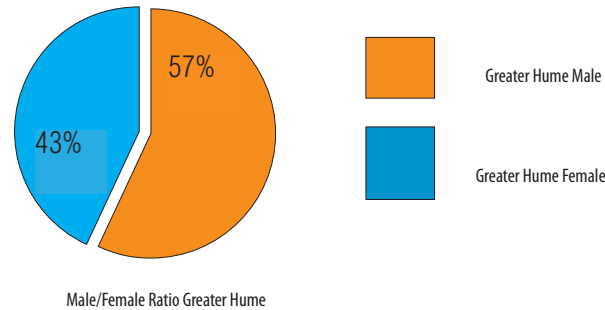
- Cultural Change
- Building Staff Skills and Capabilities
- Equity and Consistency
- Building a Sustainable Organisation
- Recognition

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

As at 30 June 2020, Council employed 114 Full Time Equivalent staff.

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

Staff - Male/Female Ratio as at 30 June 2020



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

During 2019/2020 Council had one manager employed under a performance based contract, as follows:

Position:	General Manager
Value of Package:	\$229,020
Date Appointed:	1 July 2019
Contract Duration:	2 years

Consultative Committee

The Local Government State Award 2020 requires Council to maintain an effectively operating Consultative Committee to provide a forum for consultation between Council and its employees.

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

- Management Representatives (2 members)
- Local Government Engineers Association (currently vacant)
- United Services Union Indoor Staff (3 members)
- United Services Union Outdoor Staff (3 members)
- Development & Environmental Professionals Association (currently vacant)

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

Recruitment and Selection

Council's recruitment and selection procedures are governed by Part 5 of the Local Government Act 1993, Clause 29 of the Local Government State Award 2020 and Council's Recruitment and Selection Policy.

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

Human Resource Activities

Enterprise Bargaining

Council does not have any registered enterprise agreements.

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

Equal Employment Opportunity Section 428(2)(n)

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

The key objectives of the Plan are as follows:

- Policies and Procedures: All Council policies and procedures conform with EEO principles.
- Communication and Awareness Raising: All managers and employees understand EEO principles and their responsibilities and rights in relation to EEO.
- Data Collection: Comprehensive and accurate EEO statistical data is collected and reported upon.
- Personnel Practices: Recruitment and Selection. All recruitment and selection policies, procedures and practices conform with EEO principles and Council employs the best person for the job, based on merit, on every occasion.

- Personnel Practices: Training and Development. All staff have equal access to, and are encouraged to take advantage of, training and development opportunities relevant to their needs.
- Personnel Practices: Promotion, Transfer and Higher Duties. Opportunities for career development through promotion, transfer, and acting in a higher position are available to all staff and based on merit.
- Personnel Practices: Conditions of Service. All employees are aware of their conditions of service and are treated in a fair and consistent manner in relation to employment matters
- Harassment: Greater Hume Shire Council is a workplace free from harassment and discrimination.
- EEO Target Groups: Council's staff profile reflects the representation of EEO target groups in the community. Members of EEO target groups have equitable access to opportunities for employment, training and development, promotion, transfer and higher duties.
- Implementation and Evaluation: EEO Management Plan is successfully implemented, effectively evaluated, and periodically reviewed.

Staff Development

Council has adopted a structured induction program which is aimed at providing all new employees with information about the practices, procedures and expectations associated with their employment with Greater Hume

Shire Council.

Council's induction process provides information on areas such as:

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

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

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

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

Under Council's policy, supervisors and employees discuss the relevant job to ensure thorough understanding of the job content, skill levels and work behaviour requirements of the position. Discussions centre on desirable performance as outlined by the work performance indicators.

Human Resource Activities

If appropriate, objectives, work plans, performance criteria and measures are reviewed and established jointly.

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

Grievance Management

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

- transfer or promotion;
- staff development or training availability;
- rosters or hours of work;
- wage or salary levels;
- leave allocation;
- the work environment;
- safety in the workplace;

- the nature of supervision;
- performance appraisal; and/or
- discrimination or harassment.

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

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

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

Workplace Health and Safety

Council has an adopted Work, Health and Safety Policy. Council has an adopted Injury Management and Rehabilitation Policy.

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

The Committee comprises the following:

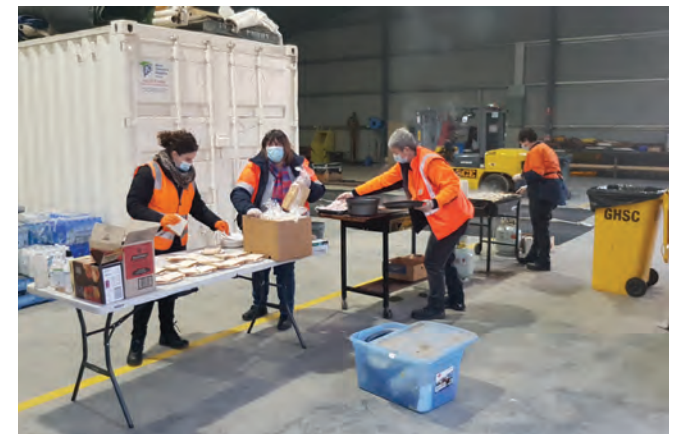
- representatives from each Depot (Jindera, Culcairn & Holbrook)
- representatives from each of the main offices

(Culcairn & Holbrook)

- management representatives.

Greater Hume Council is committed to providing and maintaining a safe working place for all persons, including the general public. In order to meet this obligation, Council undertakes regular risk assessments of Council facilities and workplaces.

Council staff also actively participate in the Riverina Regional Risk Management Group and a number of initiatives have been implemented within Council and across the region in general as a result of the continued interaction between member councils.



^ Preparation for a Depot BBQ breakfast winter 2020

Section 355 Committees

Clause 217(1)(a6)

Council has a total of 43 committees of management appointed pursuant to Section 355 of the Local Government Act 1993 exercising functions delegated by Council. A list of the committees and the functions delegated to them is reproduced below:

Bowna/Mullengandra Public Recreation & Public Hall Management Committee

Bowna Wymah Community Committee

Brocklesby Public Hall Management Committee

Brocklesby Recreation Reserve Management Committee

Bungowannah Cemetery Management Committee

Bungowannah Recreation Reserve Management Committee

Burrumbuttock Cemetery Management Committee

Burrumbuttock Hall Management Committee

Burrumbuttock Recreation Reserve Management Committee

Carabost Hall Committee

Cookardinia Cemetery Committee

Cookardinia Hall Committee

Cookardinia Recreation Reserve Committee and Tennis Club

Culcairn Station House Museum & Historical Society

Culcairn Sportsground Committee

Culcairn Swimming Pool Committee

Culcairn Tennis Court Committee

Gerogery West Recreation Reserve Management Committee and Tennis Club

Goombargana Cemetery Management Committee

Gum Swamp (Walla Walla) Management Committee

Henty Tennis Court Committee

Henty Sportsground Committee

Henty Memorial Swimming Pool Committee

Holbrook Sporting Complex Board

Holbrook Submarine Museum Committee

Holbrook Swimming Pool Committee

Jindera & District Swimming Pool Management Committee

Jindera Recreation Reserve Management Committee

Jindera Sports Stadium Committee

Jindera School of Arts Management Committee

Lankeys Creek Hall Committee

Little Billabong Hall Committee

Moorwatha Cemetery Management Committee

Morven Tennis Court Committee

Mullengandra Cemetery Committee

Walbundrie Recreation Ground Committee

Walla Walla Community Hall Committee

Walla Walla Heritage Conservation (German Wagon) Committee

Walla Walla Sportsground Committee

Walla Walla Swimming Pool Committee

Wirraminna Environmental Education Centre

Woomargama Hall Committee

Wymah Public School Management Committee

Companies In Which Council Held a Controlling Interest

Clause 217(1)(a7)

Council did not hold a controlling interest in any company during 2019/2020.

Partnerships, Cooperatives or Other Joint Ventures

Clause 217(1)(a8)

Council is involved in the following organisations, co-operatives and alliances.

Statewide Mutual Limited

New South Wales Local Government Statewide Mutual Liability Scheme.

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

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

Statewide Mutual is a discretionary mutual providing carer for its member councils major insurable risks

(except workers compensation). Statewide Mutual is a 'self-insurance' mutual which is backed by reinsurance placed through local and international underwriters.

Members own each scheme and benefit from building equity resulting from surplus contributions. As at July 2019, 115 (90%) of NSW councils were members of Statewide Mutual.

StateCover Mutual Limited

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

Each member council is also a part owner of StateCover and insures 133 local government entities with combined workforce of 35,000.

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

Riverina Regional Library Service

Library services to Greater Hume Council during the 2019/2020 year were provided by Riverina Regional Library (RRL) based at Wagga Wagga.

Library locations within the shire are:

Static Branches – Culcairn, Henty, Holbrook and Jindera
Mobile Services – Brocklesby, Burrumbuttock, Gerogery,

Walbundrie, Walla Walla and Woomargama.

NSW Rural Fire Service - Hume Zone

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

Riverina Eastern Regional Organisation of Councils

Greater Hume Council is a member of Riverina Eastern Regional Organisation of Councils (REROC).

As at 30 June 2020, REROC comprised seven councils and two county councils including Bland, Coolamon, Cootamundra-Gundagai, Goldenfields Water County Council, Greater Hume, Junee, Lockhart, Temora and Riverina Water County Council. Council's annual membership fee in 2018/2019 was \$28,563.88.

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

Riverina Joint Organisation

The Riverina Joint Organisation (RivJO) comprises eight general purpose councils and two water county councils located in the eastern Riverina of NSW.

Joint organisations are a new type of collaborative organisation and have three principal functions:

- establish regional priorities and develop strategies and plan to deliver those strategies
- promote regional leadership and be an advocate for our regional priorities; and
- identify and take up opportunities for inter-governmental co-operation on matters relating to the joint organisation area.

The RivJO meets bi-monthly in February, April, June, August, October and December.

RivJO works hand-in-hand with REROC collaborating on operational and service delivery activities for the member councils.



Clause 217(1)(c)

Council is the auspice body for Greater Hume Children Services. The service provides quality home-based care for children of parents and carers residing in Federation Shire, Greater Hume, Albury and Snowy Valleys local government areas in NSW. The service also provides care in areas of northern Victoria. Council also provides centre based long day care services at Henty, Holbrook and Walla Walla.

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

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

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

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

Activities to promote services and access to services for residents

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

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

Greater Hume Shire Council has developed and maintained a Residents Guide, copies of which are

available at any customer service centre or electronically via the website.

In early May 2020, a half page advertisement informed residents of the highlights of the 2020/2021 Delivery Plan and Budget.

Council maintains a website showcasing Council's services and contacts. A new website platform was launched in December 2018.

A 1300 phone number (1300 653 538) is provided for the convenience of residents and ratepayers.



The poster has a dark blue background with a cloudy sky. At the top left, it says 'Have Your Say' in large white letters. Below that is 'Draft 2017-2021 Delivery Program and 2020-2021 Operational Plan'. At the top right is the Greater Hume Council logo. The poster is divided into several sections:

- Snapshot**

Operating Expenditure Budget *	\$22.5 million
Capital Works	\$26.9 million
Income from rates, water and sewer	\$13.7 million
Income from Government grants	\$11.3 million Operating \$16.3 million Capital

* excludes depreciation
- Highlights**
 - Gravel resheeting - 32.55 km
 - Rural roads reseals - 36.57 km
 - Urban roads maintenance and construction works - \$2.3 million*
 - Rural roads maintenance and construction works - \$17.3 million*
 - Regional roads maintenance and construction works - \$2.7 million*
- Community services**
 - Parks and gardens expenditure - \$773,000*
 - Waste management expenditure - \$1 million*
 - Water and sewer capital works - \$1.2 million
 - Plant fleet purchases - \$1.2 million

* excludes depreciation

 - Library services at Culcairn, Henty, Holbrook, Jindera, and mobile library services to eight villages
 - Greater Hume Children Services
 - Public halls and museums
 - Youth services
 - Independent living units at Culcairn, Holbrook and Jindera
 - Five public swimming pools
- Have your say**

View the Delivery Program and Operational Plan at greaterhume.nsw.gov.au and comment on the [Have Your Say](#) page, or email mail@greaterhume.nsw.gov.au or write to General Manager, PO Box 99, Holbrook 2644.

You can comment on the plan until 5.00pm Friday, 5 June 2020.

At the bottom of the poster, it says 'Greater Hume Council'.

The Companion Animals Act and Regulation

Clause 217(1)(f)

Guidelines on the Exercise of Functions under the Companion Animals Act

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

Council employs two full time rangers, and a part time impounding officer to undertake these duties across the local government area.

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

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

Animal Shelter Facilities

Activity Report for Greater Hume Shire area

Action	Dogs	Cats
Opening number on hand as at 1 July 2019	2	0
Seized	113	35
Returned to Owner	47	1
Total no seized and surrendered	126	38
Surrendered	13	3
No of seized transferred to Animal Facility	66	35
	52 – released to owners 12 – euthanased 15 - re homed	6 – released to owners 27 – euthanased 4 – re homed 0 – escaped
Number as at 30 June 2020	0	2

The Companion Animals Act and Regulation

Financial Data

Receipts/Subsidy received 1 July 2019 to 30 June 2020	Amount (\$)
Companion Animal Receipts forwarded to Office of Local Government	16,758
Companion Animals Subsidy received from Office of Local Government	17,816
Expenditure 1 July 2019 to 30 June 2020	Amount (\$)
Salary and Wages	113,889
Travelling	26,873
Pound Expenses	9,488
Other Expenses	7,908
Total Expenditure	158,158

Dog Off Leash Areas within Greater Hume Council area

The local government area of Greater Hume has five designated dog off-leash areas in Holbrook, Culcairn, Walla Walla, Jindera and Henty townships.

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

Promotion Strategies

Greater Hume Council did not run microchip month in March in conjunction with the local vets offering free microchips. Instead micro chips were given to vets to microchip for free during Covid-19. Council did free chipping for local residents booked in during Covid.

During the year Council also offers microchipping at the owner's home to assist those residents that don't have the ability to transport their pets to the vet clinics.

Rangers conducted a work experience with Billabong High School students.

Articles relating to microchipping and lifetime registration are included in Council's Community Newsletter. Local community newsletter publish articles in relation to companion animal owners responsibilities to the community.

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

Dog Attacks

Status	Incidents	Attacking Dogs	Human Victims	Animal Victims
Commenced	2	4	2	12
Finalised	15	20	4	43
Under Investigation	2	2	2	0
Total	19	26	6	55

- 1 Dangerous Dog Intention issued only
- 1 Dangerous Dog Order issued as result of attack
- 4 Nuisance Dog Intentions issued as a result of attacks, barking or escaping.
- 19 infringements for attacking and menacing dogs
- 1 seized and taken dog, returned
- 7 Menacing Dog Orders issued
- 6 dogs destroyed
- 2 investigations continuing/dog not identified

Rates and Charges Written Off

Clause 132

The amount of rates and charges written off during 2019/2020 was \$94,876.

Competitive Neutrality

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

The following activities are categorised as Category 2 businesses:

- Sewerage Services
- Water Supply

Council did not receive any competitive neutrality complaints during 2018/2019.

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

Privacy and Personal Information Protection Act

Section 33

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

Council received no complaints in 2019/2020.

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

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

Environmental Planning & Assessment Act 1979

Section 93G(5)

Nil.

Legal Proceedings

Clause 17(1)(a3)

Set out below is a summary of amounts incurred by Council in relation to legal proceedings taken by Council in the period 1 July 2018 to 30 June 2019.

Name	Particulars	Result	Cost
Debt recovery proceedings	Recovery of unpaid rates and charges and sundry debtors	Paid in full or an arrangement to pay entered into	\$13,039
Property contracts, agreements and disputes	Preparation of contracts, legal advice	Finalised	\$34,229
Legal Expenses - Environment and Planning	Legal action in relation to development applications and planning matters	Pending	\$1,818

Public Interest Disclosures

Public Disclosures Act 1994 (PID Act)

Greater Hume Council received zero public interest disclosures in 2019/2020.

This annual report is provided in accordance with the requirements of the Public Interest Disclosures Act 1994 (PID Act).

Service Reviews

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

The reviews provide an opportunity to assess whether there are more efficient options for internal systems, improved governance and better value for service delivery.

The following reviews were completed in 2019/2020 financial year:

- Stores Management

Representation on regional forums

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

- Alliance of the Councils and Shires of the Upper Murray (ACSUM) *inactive during 2019/2020*
- Hume Zone Bush Fire Management Committee
- Hume Zone Liaison Committee
- Local Emergency Management Committee
- Murray Arts Advisory Committee
- Murray Darling Association
- Murray Regional Tourism
- Riverina Eastern Regional Organisation of Councils (REROC)
- Riverina Joint Organisation (RivJO)
- Riverina Regional Library
- Riverina Water County Council
- Softwoods Working Group

Financial Reports

Section 428(2)(a)

The financial reports and statistics included in this year's annual report reflect the financial position as at 30 June 2018.

Attached to this report is the General Purpose Financial Reports and Special Purpose Financial Reports & Special Schedules for the year ended 30 June 2018.

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

Special Rate Variation to Rates Report

Section 508A

In 2015 the Independent Pricing and Regulatory Tribunal (IPART) determined that Greater Hume Council may increase its general income for the period 2015/2016 to 2017/2018 by 23.45% through a Special Variation to Rates (SVR) as presented in the table below.

The approval was subject to the following conditions:

- The council uses the additional income from the special variation to fund renewal of the local road network.
- The council reports in its annual report for each year from 2015-2016 to 2024-25 on expenditures consistent with Council's application.

Special Rate Variation to Rates Report 2019/2020

Title: Bitumen Resealing Program - Rural

Location	Job Description	"Original Budget 2019/20"	Revised Budget as at 31 March 2020	Actual as at 30 June 2020	Amounts Carried Forward to 2020/21
Walbundrie Alma Park Road	From approx. 700m south of Reynella Road to Alma Park Road (CH5000 - CH12516)		5,551.91	5,684.41	
Brocklesby Goombargana Road	Dust seal (CH4790 - CH5090)	10,000.00	10,000.00	5,638.36	
Burrumbuttock Brocklesby Road	From Burrumbuttock for 5km (CH0 - CH5000)	130,000.00	130,000.00	100,486.21	
Coach Road	From Olympic Highway for 2.9km (CH0 - CH2892)	75,000.00	75,000.00	66,559.81	
Cummings Road	1km around bend near Kings Bridge Road (CH10000 - CH11000)	40,000.00	40,000.00	20,211.60	
Gum Swamp Road	Dust seal (CH2800 - CH3015)	5,000.00	5,000.00	3,709.57	
Hawthorn Road	From Sawyer Road for 1km (CH2000 - CH3000)	30,000.00	30,000.00	23,452.80	
Henty Walla Road	From Rosler Parade (CH0-CH6000)	180,000.00	180,000.00	150,627.46	
Morebringer Lane	Floodway (CH3440 - Ch3515)	5,000.00	5,000.00	1,015.84	
Morven Cookardina Road	From Culcairn Holbrook Road for 4km (CH0 - CH4000)	110,000.00	110,000.00	133,369.88	
Mountain Creek Road	CH3500 - CH7800	95,000.00	95,000.00	80,162.43	
Ralvona Lane	CH6500 - CH11188	70,000.00	70,000.00	78,541.03	
Rankins Lane	Entire length (CH0 - CH4670)	75,000.00	75,000.00	106,969.35	
Walla Walbundrie Road	From Lookout Road for 7km (CH0 - CH7300)	170,000.00	170,000.00	149,830.43	
Sawyers Road Jindera	Bitumen Resealing - Sawyers Road	0.00	0.00	0.00	
Final Seals to be Determined			81,672.09	0.00	195,394.00
Jennings Road		35,000.00	35,000.00	23,627.13	
Cummings Road		45,000.00	45,000.00	35,844.50	
Alama Park Road		35,000.00	35,000.00	29,929.06	
Coach Road		60,000.00	60,000.00	46,170.21	
TOTAL		1,170,000.00	1,257,224.00	1,061,830.08	195,394.00

Special Rate Variation to Rates Report 2018/2019

Title: Bitumen Resealing Program - Urban

Location	Job Description	"Original Budget 2019/20"	Revised Budget as at 31 March 2020	Actual as at 30 June 2020	Amounts Carried Forward to 2020/21
Adams Street, Jindera			0.00	150.14	
Sladen Street, Henty	Allan St to Comer St		6,353.00	404.67	
Railway Parade, Holbrook	Young St to Wallace St		0.00	57.30	
Balfour Street, Culcairn	Railway Pde to McBean Street		18,104.00	28.65	18,075.00
Balfour Street, Culcairn	Railway Pde to McBean Street		0.00	758.49	
Henty Street (West), Culcairn	Railway Pde to McBean Street	4,200.00	4,200.00	6,207.46	
Edward Street, Walla Walla	Commercial St to dead end	5,100.00	5,100.00	3,702.26	
Charles Street, Gerogery West	Gerogery Rd to Sarah St	5,500.00	5,500.00	10,685.72	
Sunnyside Crescent, Walla Walla	Entire length	5,600.00	5,600.00	3,994.41	
Murdoch Place, Holbrook	Railway Pde to Stirbeck St	5,700.00	5,700.00	347.53	
Townview Avenue, Walla Walla	Scholz St to dead end	5,700.00	5,700.00	651.01	5,050.00
Kotzer Circuit, Walla Walla	Jacob Wenke Drive to End	5,848.00	5,848.00	143.50	5,704.00
Queen Street, Culcairn	Melville St to Gordon St	6,900.00	6,900.00	10,723.83	
Victoria Street, Walla Walla	Stitt St to Commercial St	7,200.00	7,200.00	8,403.83	
Jacob Wenke Drive, Walla Walla	Commercial St to dead end	7,300.00	7,300.00	13,766.31	
Railway Street, Walla Walla	Queen St to Commercial St	7,300.00	7,300.00	5,081.07	
Gamble Street, Culcairn	Melville St to Railway Pde	7,700.00	7,700.00	57.30	7,643.00
Watson Street, Jindera	Dight St to Creek St	10,200.00	10,200.00	8,344.57	
Ellis Street, Brocklesby	Kywong Howlong Rd to Back Brocklesby Rd	13,500.00	13,500.00	13,629.57	
South Street, Henty	Entire length	16,966.00	16,966.00	12,976.52	
West Street, Brocklesby	Kywong Howlong Rd to Lee Rd	20,700.00	20,700.00	26,767.92	
Huon Street, Gerogery West	Gerogery Rd to Greenwood Rd	29,500.00	29,500.00	37,235.10	
Final Seals to be determined		0.00	0.00	15,316.80	
Wilson Street Holbrook	Wilson Street 2019/2020 (Young to Bowler St)	0.00	0.00	2,521.45	
			0.00	0.00	

Special Rate Variation to Rates Report 2019/2020

Title: Bitumen Resealing Program - Urban

Location	Job Description	"Original Budget 2019/20"	Revised Budget as at 31 March 2020	Actual as at 30 June 2020	Amounts Carried Forward to 2020/21
Final Seals			0.00	0.00	
Final Seals to be Determined		20,086.00	20,086.00	0.00	
		185,000.00	209,457.00	181,955.41	36,472.00

Title: Gravel Resheeting Program

Location	Job Description	"Original Budget 2019/20"	Revised Budget as at 31 March 2020	Actual as at 30 June 2020	Amounts Carried Forward to 2020/21
Coach Road	Ongoing Program		11,621.00	22,495.06	
River Road	Ongoing Program	200,000.00	310,010.00	225,449.01	
Groch Road	Full Length (CH0 - 2160)		80,000.00	14,843.06	
Beatrice Road	Full Length (CH0 - 735)		30,000.00	23,153.16	
Beelawong Road	CH0 - CH2222		69,366.00	15,887.51	
Burges Lane	Full Length (CH0 - 1625)		2,405.00	572.86	
Corrys Lane	Full Length (CH0 - 300)		1,863.00	0.00	
Elizabeth Street - Geogery West	Huon to Thomas St (CH0 - 828)		31,552.00	18,038.90	
Iron Post lane	Full Length (CH0 - 5215)		235,000.00	136,607.20	
Howlong Goombargana Road	Kenya Road to Shire Boundary (CH0 - CH2600)		83,599.65	83,599.65	
Brocklesby Balldale Road	Gravel Full Length (CH3480 - CH10800)		310,000.00	255,312.71	
Caringa Road	Brock Balldale Road to Cunnighnam Road (0.5km)		20,000.00	14,408.29	
Sawyer Road			21,678.00	0.00	
Singe Road			9,248.00	0.00	
Lindner Road			27,264.00	0.00	
Bona Vista Road	Full Length (CH0 - CH2270)	65,000.00	65,000.00	58,956.21	
Echerina Road	Full Length (CH0 - CH1775)	60,000.00	60,000.00	31,162.26	

Special Rate Variation to Rates Report 2019/2020

Title: Gravel Resheeting Program					
Location	Job Description	"Original Budget 2019/20"	Revised Budget as at 31 March 2020	Actual as at 30 June 2020	Amounts Carried Forward to 2020/21
Newton Road	Full Length (CH0 - CH2400)	80,000.00	80,000.00	14,025.52	
Hoffmanns Road	Full length (CH0 - CH2840)	100,000.00	100,000.00	69,745.13	
Narrabilla Road	Full length (CH0 - CH2540)	120,000.00	120,000.00	23,776.19	
Quartz Hill Road	End of seal to end of road (CH1100 - CH5190)	150,000.00	150,000.00	156,423.40	
Morebringer Lane	Full length (CH0 - CH3621)	160,000.00	160,000.00	94,535.88	
Knox Road	Full length (CH0 - CH3700)	140,000.00	140,000.00	135,907.12	
Kendalls Road	CH0 - CH3600 Shippards Road	150,000.00	150,000.00	112,239.73	
Brocklesby Goombargana Road	Brocklesby Goombargana Road - 2 sections - total 2.9kms	0.00	0.00	67,523.47	
Fielder Moll Rd	From Gerogery Rd to Glenellen Rd - full length 4.54km	0.00	0.00	90,917.97	
Howlong Goombargana Road	From Brocklesby Rd for 1.62 km	0.00	0.00	48,186.84	
McGormans Lane	From Flaxvale Rd to Balldale Walbundrie Rd - Total 3km	0.00	0.00	72,008.76	
Taylor's Road	End of Seal to Coach Road - Total 4.27 km	0.00	0.00	108,932.86	
			(25,072.65)	0.00	
To be Determined			75,385.00	0.00	50,312.00
		1,225,000.00	2,318,919.00	1,894,708.75	50,312.00

Special Rate Variation

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

Rural and urban resealing

All revenue raised as part of the Special Rate Variation allocated to bitumen resealing projects has been expended or carried forward for expenditure in 2020/2021.

Gravel resheeting

All revenue raised as part of the Special Rate Variation allocated to gravel resheeting projects has been expended or carried forward for expenditure in 2020/2021.

Annual reporting in financial statements

Annual reporting in the financial statements has been achieved for financial years 2015-2016, 2016-2017, 2017/2018, 2018/2019 2019/2020 or carried forward for expenditure in 2020/2021.

Government Information (Public Access) Act 2009 Annual Report 2019/2020

The main purpose of the Government Information (Public Access) Act 2009 is to provide the public with access to as much relevant information held by local government agencies as possible, in the circumstances of each request.

The benefit of this legislation is to provide a more open, accountable and transparent government.

Under section 7 of the GIPA Act, Council is required to review its program for the release of government information to identify the kinds of government information held by Council that should, in the public interest, be made publicly available and that can be made publicly available without imposing unreasonable additional costs on Council.

Council continued to review this program by undertaking regular checking of Council's website for content and currency of information, paying particular attention to ensuring the timely release of information relating to new proposals, developments, programs, services and initiatives of Council.

Greater Hume continues to proactively release information, in addition to the statutory release of open access information by reporting to the community through prominent display on its website, Facebook and local print media, and consultation with the public of proposed activities, policies and strategies which invites community feedback during the decision making process.

Notes:

During the 2019/2020 financial year no formal applications were received by Greater Hume Council under the Government Information (Public Access) Act 2009 (GIPA Act).

The Access to Information page on Council's website provides electronic access to all information available in line with proactive release guidelines, visit **greaterhume.nsw.gov.au**



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