



Greater
Hume
Council

Quarterly Management Report

Q3, 2017/2018

1: Leadership and Communication

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

Leadership and advocacy is demonstrated and encouraged in our communities

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Establish and implement a structured policy review process including subscription to legislative updates service	1.1.1.1	Design, document and implement a structured policy review process	75%	Structured review process in place with all policies due for review to be presented to Council by 31 December 2018.	Director Corporate & Community Services
Modify the structure of Council's budget to align with the themes and strategies established in Council's IP&R planning documents	1.1.1.2	Review budget process and commence development of a new budget structure to align with IP&R planning documents	0%	No action to date	Director Corporate & Community Services
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 lodged with the Office of Local Government by the due date.	Director Corporate & Community Services

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program across all council sections	100%	Procurement Policy reviewed, adopted by Council and implemented.	General Manager
		Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	95%	Long Term Financial Plan updated to correlate with 2018/2019 Operational Plan. Update Plan will be adopted at June Council Meeting along with final Operational Plan	Director Corporate & Community Services
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	100%	Forward loan borrowings determined as part of 2018/2019 Operational Plan	Director Corporate & Community Services
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	75%	Achieved and ongoing	General Manager
Implement effective governance strategies	1.1.1.5	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	0%	A report will be presented to the July Council meeting.	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Maintain effective and open complaints handling processes	1.1.1.6	Undertake effective investigation and resolution of complaints	75%	Customer action Request reports presented to Council monthly. Workshop held with key staff to map process and implement improvements to responsiveness and reporting.	Director Corporate & Community Services
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%	Implementation of Council's Risk Management Plan continuing. GPS tracking introduced on trial basis for Rangers prior to evaluation for wider application. Council's Risk Officer presented to Statewide's Canberra Region Joint Organisation Risk Group on Event Management Framework.	General Manager
Implement organisation wide service and efficiency reviews	1.1.1.8	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	25%	Planned to present a report to a Council workshop on Passenger Vehicles and Ute purchasing on 6 June 2018.	General Manager

Council is responsive to community needs and priorities

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Engagement by Council to demonstrate Council leadership	1.1.2.1	Develop and implement the GHSC Communication Plan	75%	Branding of Jindera Community Hub commissioned. Development of Stakeholder policy and procedure well advanced. Town and entrance signage planning undertaken with budget proposed for ye 30 June 2019.	Executive Assistant Governance and Economic Development
Improve community attendance at Council meetings and provide greater contact with local councillors	1.1.2.2	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	75%	All legislative requirements met.	General Manager
Improve community attendance at Council Meetings and provide greater contact with local councillors	1.1.2.3	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	100%	November 2017 meeting to be held at Wymah and March 2018 at Bungowannah.	General Manager
Provide Councillors with support and training to ensure their ongoing professional development	1.1.2.4	Continue to implement the councillor professional development program	75%	No unmet demand for training however a more formalised plan will need to be developed when the Office for Local Government has finalised and released the Councillor Induction and Professional Development Guidelines.	General Manager

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Provide opportunities and actively encourage younger people to join community groups	1.1.2.5	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	60%	The Greater Hume Youth Advisory Committee continue to meet each month to discuss programs and events. The committee is made up of an Executive Committee who run each meeting. Minutes are taken by the Secretary of the Committee. Formal training is in the process of being arranged in 2018.	Library and Youth Services Development Officer
Improve leadership in community groups to facilitate greater accountability from community groups that manage Council's assets	1.1.2.6	Review current Management Committee Manual and provide refresher training to management committees as required	50%	A review of the manual has commenced. It is expected that workshops with the Committees will be conducted October 2018.	Corporate Services Manager
Recognise community leaders and their efforts and encourage others in the community to take up leadership roles	1.1.2.7	Recognise community leaders through Australia Day awards	100%	Completed - Media Release sent out 23 January	Executive Assistant Tourism & Promotion

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Councillors and senior staff represent the interests of Greater Hume Shire to State and Federal members and government departments	1.1.3.1	Participate in funding opportunities to resource significant community projects and infrastructure	75%	Further funding applications (Growing Local Economies & Heavy Vehicle Safety and Productivity Program) submitted for the Henty Rail Crossing Relocation project.	General Manager

Strong relationships and effective partnerships

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Lobby Australian and State governments for increased funding	1.1.4.1	Meet with local Australian and State government parliamentarians at least annually	50%	Ongoing discussions with State Member for Albury regarding the Henty Rail Crossing Relocation project. Aim to meet with the Federal Member for Farrer, Sussan Ley and the Deputy Prime Minister Michael McCormack regarding the same project in the near future.	General Manager
		Actively participate in Local Government NSW Annual Conference	100%	Four Councillors and the General Manager attended. Two motions were submitted to Conference with one carried and the other defeated.	General Manager
Cooperatively work with surrounding councils to identify where resources and costs can be shared	1.1.4.2	Continue as an active participant in REROC initiatives	50%	Council has resolved to be a member of a Joint Organisation based on the REROC Councils. Other staff resource sharing activities maintained.	General Manager
		Continue to host the Road Safety Officer and Youth programs on a shared basis with Lockhart Shire Council	75%	Refer 1.1.4.2.1	General Manager

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the planned community engagement processes using various communication strategies	1.2.1.1	Maintain membership of community engagement peak bodies and networks	75%	Attended December meeting of North East Engagement Network. Attended two days training "Methods" in Melbourne in March 2018.	Executive Assistant Governance and Economic Development
		All councillors and relevant staff to undertake IAP2 and/or other community engagement training	0%	Council has adopted a Stakeholder Engagement Policy and Procedure (in April) which includes training of relevant staff to understand the policy, and enhance understanding and best use of the new procedure. It is expected this will commence during the fourth quarter.	Executive Assistant Governance and Economic Development
		Redesign the format and content of Council's quarterly newsletter to ensure effective and targeted content	100%	New Autumn Newsletter sent out to all households week of 16 April 2018	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Develop a new Greater Hume Shire Council website including a dedicated Have Your Say portal which is compliant with accessibility standards	40%	Council has approved the platform known as Open Cities for the new website. This project is being managed by Kerrie Wise. Go live date target is July 2018.	Executive Assistant Governance and Economic Development
		Investigate contemporary community engagement techniques to establish a reference group for the testing of proposed projects and ideas	70%	Stakeholder Engagement Procedure has been adopted by Council. Being implemented. This will involve the use of contemporary methods to engage the community for many projects where community consultation and engagement is sought. e.g. best sites for new skate parks for Culcairn and Jindera will involve contemporary community engagement techniques.	Executive Assistant Governance and Economic Development

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Acknowledge all volunteers and those providing welfare, and genuinely engage them in council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged.	1.3.1.1	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid Keep welfare providers informed about local and regional services.	90%	Volunteer presentation planned for CH&W Alliance meeting in May Volunteer groups successful recipients of CD grants and SCC grants	Director Corporate & Community Services
Undertake work to ensure that young people, people who are disadvantaged, and people with a disability can exercise their rights as equal citizens in areas such as council elections, council meetings, council consultation processes, council policy, and membership of council’s committees involving community representatives and in making complaints.	1.3.1.2	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth Council and participate in decision making processes.	0%	No further action to date	Director Corporate & Community Services

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	1.3.1.3	Promote NSW Carers Charter and Carers rights to GHSC Staff	50%	Customer Service staff completed online training for the National Relay Service. Council website to be updated with National Relay Service advice. "Inclusive Training" online course from LGNSW has commenced.	Corporate Services Manager
		Annual all staff function to include accessibility and inclusiveness service provision training	0%	Programmed for May 2018. A session on the Disability Inclusion Access Plan has been included on the Programme.	General Manager
		Audit Shire functions, facilities, services and information sources against Access to Premises Standards and other relevant standards for inclusiveness	100%	Complete for 2017/2018 Shire wide DIAP reference groups established - feedback to be integrated into a DIAP implementation plan	Director Corporate & Community Services
		Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel (CAPT)	75%	Four Meetings Held with PwD in Greater Hume. Contact made on a number of issues with PwD, with appropriate recommendations implemented in associated Engineering works involving installation of disabled parking and pedestrian access.	Director Engineering
		All new signage is compliant with the provisions of the Disability Inclusion Act	50%	All new signage installed is checked to ensure it is compliant with Disability Inclusion Act prior to installation	Director Engineering

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Review GHSC employment HR policy and processes for inclusiveness	80%	Further reviews of some Human Resources Polices to be undertaken.	Corporate Services Manager
		Employ and maintain a diverse workforce by making diversity and inclusion key to workforce planning	75%	Employee position descriptions are reviewed on an ongoing basis when vacancies occur.	General Manager
		Advocate and encourage local business and industry to establish a diverse workforce	50%	Article will be included in next issue of the Business E News. Font size increased in community newsletter and newspaper classified advertisements.	Executive Assistant Governance and Economic Development
		Include inclusiveness in the Workplace Inspirations Day	0%	Deferred until later in the year.	General Manager
		Customer Service Staff are aware of the resources needed to respond to PwD/Carers	100%	Staff training complete - March 2018 CS Manual to be updated, staff to introduce themselves by name, staff to be made aware of local disability facilities	Director Corporate & Community Services
		GHSC Policies and procedures reflect the needs of PwD/Carers	50%	Needs of PwD/Carers are considered as part of Policy Review Framework.	Director Corporate & Community Services

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Criteria for Council Community grants includes diversity, accessibility and inclusiveness	50%	Staff provided with accessibility and inclusiveness information for community grants	Director Corporate & Community Services
		Review volunteer policies and processes to include PwD	50%	A review of the policies and procedures has commenced. It is expected that workshops with the Committees will be conducted October 2018.	Corporate Services Manager

2: Healthy Lifestyle

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

Welcoming, resilient and involved communities

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Encourage more residents to be involved in the Greater Hume Shire and events	2.1.1.1	Continue to rotate the Australia Day function across towns in the shire	100%	Australia Day held in Jindera, Over 500 attendees, next Australia Day at Walla Walla.	Executive Assistant Tourism & Promotion
Provide and promote a range of cultural and personal development opportunities for youth	2.1.1.2	Using youth engagement to develop an annual youth plan of events	100%	The Greater Hume Youth Advisory Committee has worked with the Library & Youth Services Development Officer to develop an annual youth plan of events. The plan covers all school holiday and Youth Week events however, is subject to changes if warranted.	Library and Youth Services Development Officer
		Implement actions and projects detailed in the annual youth plan	80%	From the Youth Action Plan a number of programs and events were held. From January to March movies using the inflatable screen were held at Henty, Walla Walla. A number of young people climbed The Rock Hill. The Youth Advisory Committee undertook a team building exercise and attended the Escape Room in Albury.	Library and Youth Services Development Officer

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs to youth	2.1.1.3	Regular communication with local high schools to establish need and partnership opportunities	85%	In February 2018 L&YSDO had a meeting with teaching staff at Billabong High and St Paul's College Walla Walla to discuss upcoming programs and partnerships including REROCC Take Charge Forum and RSA for students. St Paul's College Walla Walla has agreed to host the REROCC Take Charge Forum in May inviting Billabong High School students. A RSA course was planned for early April including both schools to be held at Culcairn Library.	Library and Youth Services Development Officer
		In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	90%	Article for newsletter complete, NVW featured at the CHW Alliance meeting in May 2018	Director Corporate & Community Services
		Offer annual Work Health & Safety volunteer induction and training	0%	Planned for later in the year when further information is available with regard to Crown Lands legislative changes.	General Manager
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	75%	Advice provided on an ongoing basis.	Corporate Services Manager

Local education and local career opportunities

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
GHSC to lead and exercise responsibility as an equal opportunity employers and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability.	2.1.2.1	Review the application of EEO principles across all areas of council	5%	Aware of the need for review. Review of Corporate and community services in place, the EEO will be reviewed when positions are finalised EEO integrated into implementation of the DIAP	Director Corporate & Community Services
		Continue to support traineeships for local young people	100%	Trainee Development Services Officer has commenced with Council. All other Trainee positions continuing successfully.	Director Corporate & Community Services
		Continue Work Inspirations Program in Culcairn	25%	Some planning has commenced for the hosting of a Work Inspiration event in Culcairn in the second half of 2018	Director Corporate & Community Services
		Participate in regional youth focused mentoring programs	90%	Take Charge Leadership Forum to be held at St Pauls College 17 May 2018. The forum is a joint initiative between Council and REROC and will involve students from St Pauls and Billabong High. The day will involve sessions on leadership, public speaking and presentations from the Greater Hume and Lockhart Youth Advisory Committees.	Director Corporate & Community Services

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Work with TAFE and other Registered Training Organisations to provide entry level certificates and qualifications locally.	2.1.2.2	Continue to support VET providers in the local community. Advocate for the delivery of skills shortage qualifications; Aged Care/Agriculture/Customer service/Engineering	80%	RTC working with other RTOs to provide training programs in response to community need Core courses are continuing Riverina TAFE now NSW TAFE, have been contacted regarding their future plans for TAFE videoconferencing facilities	Director Corporate & Community Services
Maintain contemporary information and computing technology facilities for education purposes.	2.1.2.3	Undertake an annual review of GHSC community ICT facilities to monitor use, value and upgrade as required	75%	ICT facilities upgraded at Jindera Community Hub. WiFi upgraded at a number of sites to increase functionality.	Director Corporate & Community Services

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Facilitate mental and physical health awareness information	2.2.1.1	Partner with community organisations and health services to deliver a mental health program in October each year	100%	Mental health was the focus of the Community Health and Wellbeing Alliance meeting in October 2017.	Director Corporate & Community Services
		List health and wellbeing events and links to community health services on the GHSC website	50%	Survey of providers delivering services in GHC currently in progress Information will be available for new website	Director Corporate & Community Services
Greater Hume Shire Council becomes a health promoting shire	2.2.1.2	The GHSC develops and approves a community health and wellbeing policy, adopting the Community Health and Wellbeing Delivery Plan strengthening the mandate for community health and wellbeing action.	95%	GHC has a Health Promoting Council Policy due for review Dec 2017	Director Corporate & Community Services

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	100%	Refer 2.2.1.1.1	Director Corporate & Community Services
GHSC values and actions advocate the importance of inclusion for all, addressing discriminatory attitudes, promoting good models of inclusive practice.	2.2.1.3	Review the Council values annually Identify how the values are applied in decision making, market the values across the organisation, determine how directors and managers will role model the values and options for measuring effectiveness Include Council values in annual staff training program, describing what it means to work within the values and the importance of inclusiveness.	5%	To be progressed later in 2018 Values integrated into the implementation of the DIAP	Director Corporate & Community Services
Work towards becoming a dementia-friendly community and use the Dementia Friendly Community Toolkit as a resource.	2.2.1.4	Integrate the Dementia Friendly Community Toolkit into planning processes relating to community structures and it is considered in grant applications and community activities and services	50%	Dementia Friendly Toolkit forwarded to Planning and Engineering services for implementation	Director Corporate & Community Services

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Monitor the implementation of legislation controlling the sale, supply & consumption of alcohol in the community.	2.2.1.5	Work with the police, and hoteliers to support safe drinking and community safety campaigns. Work with police to support crime prevention initiatives	0%	Police have declined continuing to participate on the GHW Alliance, consequently this action is not able to be implemented	Director Corporate & Community Services
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	100%	Completed for 2017/2019 MLHD health promotion programs are presented at the H&W Alliance meetings	Director Corporate & Community Services
Support neighbourhood/rural watch initiatives.	2.2.1.7	Engage the Community Health and Wellbeing Alliance in updates about community safety initiatives	50%	Alliance informed of community safety activities through presentation from providers	Director Corporate & Community Services
Continue to advocate, support and mentor the community based gymnasiums and gardens for health and wellbeing and community connectedness.	2.2.1.8	Monitor the accessibility of community based activities through support from the Alliance to provide feedback	35%	DIAP actions in progress Reference groups established in Jindera, Holbrook, Culcairn and Henty Participants provided feedback about access and inclusiveness - Council facilities and events List of actions collated	Director Corporate & Community Services

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Provide training and mentoring opportunities for young leaders	2.2.2.1	Develop a young leaders trying and mentoring action program	50%	The Greater Hume Youth Advisory Committee members continue to have the opportunity to assist, organise, and run youth holiday programs whilst being mentored by the L&YSDO. A mentoring action program still to be developed.	Library and Youth Services Development Officer

Continue to support the enhancement of children services across the Shire

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families	2.2.3.1	Undertake an annual review of existing childcare services provided through engagement with preschools and other children's services	100%	Survey of early childhood providers undertaken March 2018 and followed up with individual visits to each facility. Refere report to May 2018 Council Meeting	Director Corporate & Community Services
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	80%	Report on Childrens Services recommended options for supporting services GHC Childrens services updated Strategic Plan contains a growth and sustainability strategy	Director Corporate & Community Services

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Establish effective local community transport options	2.2.4.1	Establish a MOU Work with Kaliana Community Transport for point to point community transport in Greater Hume Shire	60%	No response from Letter to Kaliana requesting meeting to discuss services Brochure on local CT services distributed throughout the shire Plan to meet with CT stakeholders end of May MOU NA - replaced by Terms of Reference	Director Corporate & Community Services

Advocate for safe work practices and employment standards

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity	2.2.5.1	Implement the strategies from the Workforce Management Plan	0%	No action to date.	Director Corporate & Community Services
Provide a safe work environment	2.2.5.2	Integrated risk management system developed and implemented	75%	Meetings held 8 August 2017, 28 November 2017 and 20 March 2018.	General Manager

Volunteering is inclusive, well acknowledged and supported

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Support self-help/support and interest groups such as men's shed, friendly visiting, craft groups and service clubs to be sustainable, accessible and inclusive.	2.3.1.1	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	100%	Complete 2017/2018 Advertising undertaken in Jan/Feb for attendance at Alliance meetings. A number attended the March meeting in Culcairn Invitations to be sent out for May meeting at the end of April	Director Corporate & Community Services

Our residents feel safe

Street lighting is effective and energy efficient

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the street light installation priority program	2.4.1.1	Commence the installation of new streetlights in accordance with the agreed priority program	10%	Quotes being obtained for lights	Director Engineering
Expand the utilisation of solar powered and LED technology in streetlighting	2.4.1.2	Work with REROC to seek agreement with electricity authorities to implement LED technology for new and existing streetlights	75%	REROC progressing with grant submissions on behalf of REROC Councils on Southern Lights Project to install LED Smart Street Lights across the region	Director Engineering

Implement Council's Road Safety Strategy

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Work with RMS, Lockhart Shire and the community to implement the Roads Safety Strategy	2.4.2.1	Implement the Road Safety Strategy annual priorities	75%	Road Safety initiatives being undertaken as per approved strategy with Roads and Maritime Services (RMS)	Director Engineering

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Council to investigate opportunities and invest in liveability infrastructure such as recreation facilities, cycleways, footpaths, recreational walking tracks	2.4.3.1	Implement actions from existing four year cycle ways plan	20%	Funding applications lodged for 18/19 year. No projects to be completed in current year with funds allocated carried forward for co - contribution.	Director Engineering
		Implement actions from existing capital works program	20%	Funding applications lodged for 18/19 year. Current funding to be carried forward for additional co - contribution projects to be constructed next year.	Director Engineering

Council provides learning and development opportunities for all

Community spaces allow our residents to learn and engage

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	2.5.1.1	Investigate alternative methods of service delivery to rural and remote communities	80%	L&YSDO has recently travelled to the Philadelphia PLA Conference and has a number of alternate methods of service deliver to rural and remote communities including Free Small Libraries, book bike mobiles, 24 Hours library systems. Alternatives requiring further investigation. Connected Classroom funding has provided funding for two 3D printers which will be rotated for use and training around the Greater Hume. Tech Savvy Seniors will commence at Culcairn, Henty, Holbrook and Jindera in early May.	Library and Youth Services Development Officer
		Create and promote traditional and online library services	80%	Library staff continue to create and promote traditional and online services. In May a Holbrook Library/CTC staff member will travel to all static libraries and the Jindera community hub to present Tech Savvy Seniors.	Library and Youth Services Development Officer

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Create an environment that attracts and enables caring and qualified staff		Investigate and implement new and innovative programs in Council's libraries	70%	Libraries of the Greater Hume Shire have implemented a number of innovative programs including music fun at the Holbrook Hospital, Music with Emily, Bush Fun and Gingerbread man decorating. L&YSDO has investigated and will implemented further programs presented at the PLA Conference Philadelphia.	Library and Youth Services Development Officer
		Promote existing programs to increase library participation	80%	L&YSDO reported to council February on library participation and membership. All staff are actively promoting membership in the library and working towards increasing statistics by holding programs such as storytime, Seniors Week and holiday programs on a regular basis. Promotion is undertaken through social media, face to face, and community notice boards. The Greater Hume Youth Advisory Committee has made a number of short videos promoting GHS libraries which will be shown on Facebook in early May.	Library and Youth Services Development Officer
	2.5.1.2	Library staff to attend a minimum of two training information days with RRL annually	55%	No training with RRL was undertaken. Further training and branch meetings to be attended in April.	Library and Youth Services Development Officer

3: Growth and Sustainability

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

We have prosperous and diverse local businesses and a growing economy

Transport Industry Development Strategy

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Promote industrial development to enhance employment opportunities	3.1.2.1	Promote the existing industrial land development at Holbrook and Jindera	75%	Three lots sold in the Jindera Industrial Estate with reasonable level of enquiry continuing. Several enquiries have also been received in relation to the Holbrook Industrial Estate.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	60%	Developer enquiries being received for Jindera Industrial Estate, and Holbrook Industrial Estate.	Executive Assistant Governance and Economic Development
		Identify potential business growth opportunities within the transport industry	45%	Council has participated in the Charles Sturt University Murray Region Economic Analysis Project, report released January 2018. Analysis of report findings to be undertaken third quarter and may provide opportunities for investigation to support expansion of the transport industry sector in the shire. Presentation of findings will take place on 15 May 2018 at Jindera.	Executive Assistant Governance and Economic Development

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Encourage and support local businesses to enhance employment opportunities	3.1.2.2	Implement Stage 2 Buy Local in Greater Hume" campaign	75%	Buy Local Directory refreshed with new branding. Latest issue includes Vendor Panel and Local Preference Purchasing Policy. Distributed through all council offices and libraries and at business events or training being held in the shire. Online directory updated. Article included in latest Community Newsletter and advert included in Henty Business/Resident Guide released in the quarter.	Executive Assistant Governance and Economic Development
		Review Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	100%	Procurement Policy reviewed and adopted along with revised Procurement Procedures. A Local Preference Purchase Policy has also been adopted and implemented.	General Manager
		Council to offer a new business start-up grant	60%	No further progress this quarter. A draft policy has been prepared but requires further consideration and future report to Council.	Executive Assistant Governance and Economic Development
		Promote and support business mentoring and training services	75%	Selling Skills and Marketing workshops held on 20 March and 9 April. Marketing workshop being held May (at Jindera).	Executive Assistant Governance and Economic Development

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
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	50%	Local Preference Purchasing Policy article included in Summer edition of Business Newsletter. Advert placed in Henty Community Guide	Executive Assistant Governance and Economic Development

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

Develop a new Strategic Land Use Plan for the shire

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Undertake community consultation and undertake data collection and research to inform the development of the 10 year Strategic Land Use Plan	3.2.1.1	Develop a budget, collect required data and engage with Department of Planning to inform the specifications for the development of the Strategic Land Use Plan	25%		Director Environment & Planning

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to support and develop sporting facilities and other community infrastructure	3.2.2.1	Provide assistance to community groups in the development of funding applications	90%	Support provided for SCC program and Regional Sporting Infrastructure funding 2 grant writing workshops TBC	Director Corporate & Community Services
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	0%	Planned to produce a Fact Sheet on loans to community groups and use of plant and equipment in forth quarter.	Director Corporate & Community Services
		Formalise and promote Council's practice to provide Council plant and equipment out of hours at no charge	0%	Planned to produce a Fact Sheet on loans to community groups and use of plant and equipment in forth quarter.	Director Corporate & Community Services
For Council to lead the strategic direction for each town and village	3.2.2.2	Develop or update masterplans for all towns and villages	50%	During the quarter, the officer provided administrative and writing skills support to the Culcairn Show Society in making application for two sources of grant funding for an equine riding arena at Culcairn Sportsground. No further community engagement action on masterplans for two towns/villages	Executive Assistant Governance and Economic Development

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

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Promote residential development	3.2.3.1	Investigate the cost of construction for residential land developments	75%	Seven Lot residential Estate approved for Walla Walla. On site works expected to commence late April/May.	General Manager
Attract new residents to the shire	3.2.3.2	Investigate opportunities to benefit from the Evocities strategy	75%	<p>Council participated in the Country Change refreshed website and video project during 2nd quarter. Campaign went live late November/December 2017. The Lehman Family move to Walla Walla video can be viewed at https://www.countrychange.com.au/towns/greater-hume. Country Change website can be viewed at www.countrychange.com.au. In 2017 Country Change connected with over 300,00 people, 146,238 facebook views, 172,611 website visits, videos in the campaign were viewed 117,700 times (source: Rachel Whiting RDA Riverina CEO).</p> <p>Council has approved a 7 lot subdivision in Jacob Wenke Dr, Walla Walla.</p> <p>Council has formally provided in principle support to establish a secondary refugee resettlement program in Walla Walla.</p>	Executive Assistant Governance and Economic Development

Increased number of visitors enjoy our shire

Develop a local tourism operator forum and strategy

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the Greater Hume Shire Visitor Experience Plan	3.3.2.1	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	75%	Event Management Workshop to be held on 3 May in conjunction with Destination Riverina Murray. Currently refreshing Greater Hume Events Guide.	Executive Assistant Tourism & Promotion
		Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	75%	Murray Riverina Regional Awards applications are now open, encouraging operators to apply and submitting an application for Greater Hume Visitor Information Centre.	Executive Assistant Tourism & Promotion
		Identify and develop interpretational signage for towns/villages, attractions and historical areas.	75%	On hold until other major projects completed.	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	75%	Achieved and Ongoing, received NSW Govn funding for Morgans Lookout Stairs, holding workshops for tourism operators and event organisers through Riverina Murray Destination and Murray Regional Tourism, assisting community and sporting organisations through the Stronger Country Communities Fund, Round 2 to develop better visitor facilities.	Executive Assistant Tourism & Promotion
		Create an ambassador/famil program and develop workshops to promote the visitor experience.	75%	Currently developing a "How to relate our information to visitors guide" for our Visitor Information Points and interested volunteers across the shire.	Executive Assistant Tourism & Promotion
		Establishing links with educational institutions (primary/secondary/tertiary) to encourage students to develop skills in the tourism, event management and hospitality industries (including work experience).	75%	Ongoing, have contacted high schools through email, will be following up.	Executive Assistant Tourism & Promotion
		Ongoing development of visitgreaterhume.com.au and the Murray Regional Tourism Board digital platform including ATDW and corporate pages.	75%	Achieved and ongoing	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Liaise with media by offering to arrange interviews, testimonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.	75%	Ongoing, four media releases sent re Holbrook Races, Orange Grove Gardens eco lodges, Safer Driving Easter Weekend and Stronger Country Communities Fund.	Executive Assistant Tourism & Promotion
		Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as twitter, Google maps, YouTube, Instagram and Pinterest.	75%	Ongoing, currently 818 likes and instagram page being developed and linked to visitgreaterhume.com.au	Executive Assistant Tourism & Promotion
		Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	75%	Ongoing, more to be developed later in 2018.	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either tourism staff or operators.	75%	Ongoing, have been invited to attend Culcairn Open Day (inc Pop Up Museum).	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		<p>Establishment of a Greater Hume Shire Tourism Operators Committee to create links and provide a platform for cooperative marketing and promotion and tourism development, skills development and new operators.</p>	75%	<p>Tourism Public Forum, 20 February 2018 at Henty, 19 people attending. Items discussed were statistics; new product such as Diversity (Community Museums project), Orange Grove Eco Lodges and visitgreaterhume.com.au; Whats On monthly events calendar; promotions, Out and About, Pieces of Victoria, grant applications submitted for Morgan's Lookout and Community Museums projects. Richie Robinson Destination Riverina Murray provided an introduction to the new DRM and specifically information on new programs and webinars scheduled during 2018. Henty Art, Photograph and Quilting Exhibition, new bakery, Caravan Parking Signs and further development of Caravan and Camping sites, progress of Headlie Taylor sculpture, cleaning up of Henty Government Dam, road in Bicentennial Park could be widened, semi trailers overnight stop, maps for historic walks in Henty, Henty Skate Park is a big success, Henty Man needs some repair, new Henty telephone book, more signage, promotion of Doodle Cooma Swamp.</p>	<p>Executive Assistant Tourism & Promotion</p>

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	75%	Ongoing, Disaster Management Plans nearly finalised, engaged the services of Museum Adviser for 2018. Museums workshop was held in March 2018 to discuss further grant applications, Disaster Management and 2018 goals.	Executive Assistant Tourism & Promotion
		Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodie Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	75%	Ongoing, preliminary discussions to work with Landcare to develop a bird trail in Shire.	Executive Assistant Tourism & Promotion

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
		Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce and participation in Murray Regional Tourism's Food and Agri Tourism Program.	75%	Achieved and Ongoing. First workshop to be conducted, see below for information. Murray Farm to Plate Program (Monday 30 April – Albury) – We are wanting to develop the Murray region into a more nationally recognised Food Producing and Foodie Destination. For this workshop we are encouraging the following to attend: <ul style="list-style-type: none"> • Primary producers (including cereal crops, meat, wine, olives, vegetables etc) • Food and Agri-tourism providers • Retail • Food Service Providers (restaurants, cafes, hospitals, schools, caterers etc) • Transport and Logistics • Value Adders (including farm gate, wine makers, olive oil producers etc) So if you want to come on board then click on the attached form to register. Cost is FREE.	Executive Assistant Tourism & Promotion
		Create a standardised Signage Policy throughout the Shire. This policy would include road, tourism, heritage and interpretational signage etc.	75%	Developing in 2018	Executive Assistant Tourism & Promotion

4: Good infrastructure and facilities

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

Infrastructure and facilities meet the needs of our communities

Develop and implement five yearly Asset Management Strategy and Plans

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Identify opportunities for external grant funding	4.1.1.1	Seek grant opportunities and advertise on Council's website	75%	All relevant grants are advertised.	Executive Assistant Governance and Economic Development
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	75%	Initial information on community projects sought in November 2017 and then significant engagement was undertaken with the community as part of the second round of the Stronger Country Community Fund. This will provide excellent base line data for future funding applications.	General Manager
Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	4.1.1.2	Review and implement Council's Roads Strategy	75%	Roads Program as detailed in 2017/18 Delivery program is currently on schedule for completion	Director Engineering

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop an Integrated Asset Management Plan for all of Council's assets		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	75%	Asset Management Plans under review as scheduled (Water, Wastewater, and Transport Plans)	Director Engineering
	4.1.1.4	Review the Asset Management Plan for water and sewer assets	75%	Water and Wastewater Asset Management Plans are currently under review	Director Engineering

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Support with long term planning and maintenance at recreation grounds	4.1.2.1	Develop a master plan for sporting grounds in each of the five major towns incorporating drainage, irrigation and turfing options	10%	Development of brief of works for master plans has commenced	Director Engineering
Develop and implement the program for the upgrade of public toilets and playgrounds	4.1.2.2	Implement the upgrade and replacement program in accordance with budget allocations	50%	Playground at Sunnyside Park Walla Walla completed, Design being finalised for new Public toilets at Jindera Recreation Reserve (Deferred to 18/19 Year)	Director Engineering

Affordable, accessible housing supports the needs of the community

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to provide social housing and consider supporting housing for disadvantaged younger people and families linking them to local services for support	4.1.3.1	Review social housing processes providing opportunities for disadvantaged younger people and families	75%	All annual maintenance inspections completed. Occupancy rate as at 31 March 2018- 92%	Director Corporate & Community Services

Engage the community in a 10 Year Roads Strategy Plan

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Review Council's Roads Strategy on a two-yearly cycle	4.1.4.1	Implement the Roads Strategy and engage the community on specific local road issues	75%	Road Strategy implemented under works program. Discussions with community members occurring as required	Director Engineering

Improve streetscapes of our towns and villages

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop and implement a street tree plan for each town and village	4.1.5.1	Map all street trees in towns and villages on Council's GIS mapping system	0%	Mapping of trees not yet commenced - Deferred to 18/19	Director Engineering

Expand waste water strategies into villages

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Investigate and develop concept designs for waste water collection and treatment in Gerogery and Woomargama and Burrumbuttock	4.1.6.1	Scope and cost schemes in each of the identified villages	50%	Quotes being obtained from consultants on proposed facilities at Gerogery, Woomargama and Burrumbuttock	Director Engineering

Develop a Storm Water Capital Works Program

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop an Asset Management Plan for stormwater assets	4.1.7.1	Complete mapping of stormwater assets	75%	Mapping of stormwater assets nearing completion	Director Engineering

Mitigate against natural disasters (Flood and Bushfire Management)

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	4.1.8.1	Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful	100%	Flood grant funding applications have been lodged.	Director Engineering

We minimise the impact on the environment

Waste Management Strategy incorporates recycling and carbon reduction actions

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	4.3.1.1	Prepare a draft Waste Management Strategy and engage the community	60%		Director Environment & Planning

On-site Sewerage Management systems are environmentally sustainable

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

Best practice waste water management

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Manage waste water and effluent in a sustainable manner	4.3.3.1	Provide and maintain sewerage disposal and effluent reuse systems that meet the needs of residents of the shire	75%	Effluent reuse systems operating as required	Director Engineering

Best practice weed management

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Continue to support effective weeds management (private and public lands)	4.3.4.1	Actively participate in the Murray Weed Action Plan	75%		Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	50%	Staff on sick leave has prevented inspections being undertaken.	Director Environment & Planning

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

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Investigate opportunities to reduce the energy and water costs at Council's sporting facilities	4.3.5.1	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	10%	Grant application submitted as part of Stronger Communities Funding application - This was not subsequently successful	Director Engineering
Develop an energy efficiency plan for all Council assets and facilities including Council's small plant fleet	4.3.5.2	Undertake an energy efficiency upgrade at Council's Culcairn office and analyse the efficiencies gained against base line data	90%	System operational monitoring is now being done.	Director Environment & Planning

Manage water resources and water quality responsibly

DP Action	DP Action Code	Action	Progress	Comment	Responsibility
Implement the program of works identified in the Drinking Water Quality Management Plan	4.3.6.1	Implement the program of works identified in the Drinking Water Quality Management Plan for 2017/2018	75%	Works continuing as detailed in plan	Director Engineering
In conjunction with Riverina Water County Council investigate the future management of water supply assets in Greater Hume Shire	4.3.6.2	Completion of a feasibility study into the management of water assets within Greater Hume Shire by Riverina Water County Council	100%	Council has decided to not divest water assets to Riverina Water or Albury City	Director Engineering

Manage and protect significant environmental assets across the shire

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

