



**Greater Hume Shire**  

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*simply greater*

# End of Term Report

## Theme 1 GREATER IDEAS BY OUR GREAT PEOPLE

### Outcome 1 - A progressive community

Council is committed to improving quality of life in Greater Hume Shire through the involvement of the community in development of policies, programs and services. Council is also committed to ensuring that all views are considered through inclusive deliberation and active involvement of the community. Council adopted a Community Engagement Strategy in 2012 and further revised the strategy in 2014. Council's Community Engagement Strategy identifies the types of communication the community can expect to receive from Council as well as outlining how the community can be involved in decision making.

Feedback from the community and the results of community surveys show that the majority of residents receive their information about Council services, facilities and events through Community newsletters. This is also the most commonly preferred source of information (55.7%). Over half of residents (60.7%) were satisfied or very satisfied with the information they receive from Council about services and facilities.

Increasingly, residents are seeking information in electronic form such as email or e-newsletter. With that in mind, Council has upgraded its online services to include innovative applications such as development application tracking. In addition, a number of databases have been developed in order to disseminate information electronically such as the Business e-newsletter which is distributed quarterly to 337 subscribers.

The efforts of our volunteers underpin so much of what we achieve. They do it because of their passion to contribute and because we cannot expect layers of government to provide all that we want. Council is building the capacity of our young people to carry on the essential work that our aging volunteers are currently undertaking. The continued growth of the Greater Hume Shire Council Youth Advisory Committee is reaping rewards with a number of volunteering opportunities being undertaken by committee members. These include volunteering at our local libraries and community shows.

Council's Community Survey showed that our residents felt proud to reside in their local community with more than 82% of participants agreeing with this statement. To build on this sense of community pride and concern for one another, Council has developed the Greater Hume Shire Council Community Health & Wellbeing Plan and a range of wellbeing indicators to measure the long-term strength of our communities. Understanding the characteristics and needs of the community will help build on current strengths and provide recommendations to meet the current needs and challenges of the future.

Completed

2013/14

Code	Action	Status	Annual Comment
1.1.1.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's web site.	Completed	Achieved and ongoing
1.1.1.2	Investigate and implement enhanced online communication tools using technologies such as social networking mechanisms.	Completed	Achieved and ongoing
1.1.1.3	Hold a minimum of 2 Council meetings per annum at venues other than Culcairn or Holbrook.	Completed	Achieved and ongoing
1.1.2.1	Investigate contemporary community engagement practices.	Completed	Social media initiatives maintained and being expanded
1.1.3.1	Continue to implement councillor professional development program.	Completed	5 Councillors attended the Executive Certificate Course for Elected Members. On request all Councillors undertaking appropriate courses and/or attendance at relevant conferences.
1.1.3.2	Provide adequate equipment and support for the Mayor and councillors to undertake their role(s).	Completed	Achieved and ongoing. Payment of Expenses and Provision of Facilities Policy updated October 2013.
1.1.4.1	Produce regular editions of the community newsletter.	Completed	Achieved, Spring, Summer, Autumn and Winter editions completed.

1.1.4.2	Coordinate and publish weekly classified advertisements to promote Council activities, events and issues.	Completed	Achieved and ongoing
1.1.4.3	Ensure that timely information is communicated through a range of tools and that messages are consistent and easy to understand.	Completed	Achieved and ongoing, a total of 25 media releases issued for period 1 July 2013 to 30 June 2014.
1.2.1.1	Maintain a volunteering page on Council's website to promote volunteering activities and link potential volunteers with appropriate services.	Completed	Achieved and ongoing.
1.2.1.2	Update information on volunteering in Council's Residents' Handbook to encourage new residents to join local management committees, etc.	Completed	Achieved and ongoing, however, review of residents guide will be undertaken to ensure currency following the withdrawal of aged and community services.
1.2.2.1	CDO and YDO to assess existing community groups for feasibility of inclusion of young people on committees and/or special projects.	Completed	Engaging youth to participate in the establishment and then remain members of an arts and cultural council to provide experience in meeting procedure and management and project planning and implementation.
1.2.2.2	Build youth meeting skills capacity.	Completed	Youth Advisory Committee launched early April. Training for new committee members completed. Council participating in REROC youth volunteering program. GHSC libraries participating in NSW Premier's

			volunteering program. Wrap with Love organisation activities at GHSC libraries. The promotion and coordination of volunteering at Holbrook and Henty for activities such as community newsletters, library resources delivered to housebound residents and update of town websites
1.2.3.1	Include information on community projects in editions of the community newsletter.	Completed	Achieved and ongoing
1.2.4.1	Liaison with schools and aged care providers to ensure students are given opportunities to assist with elderly members of our communities and/or residents of aged care facilities.	Completed	Computers for Seniors program bringing together aged people and high school students in GHSC libraries. School initiatives such as St Pauls music students attending GHSC Dementia group. Local primary schools visit local hostels on a regular basis.
1.3.1.1	Advise community groups of available funding opportunities.	Completed	Use of Outlook email group to broadcast relevant funding information to Community Groups.  Information disseminated to individual groups with specific plans and needs of which Council is aware.  Community Development Grants advertised in banner adds in Border Mail and Eastern Riverina Chronicle.  Tourism and Promotion Officer

			<p>ensures that the website is up to date with latest grant information.</p> <p>Council successfully working towards a more integrated approach with community groups to access larger State Government Grants leading to more grant applications and a bigger funding success rate.</p> <p>Community groups are using Community Development grant funding to leverage funding external to the Shire.</p>
1.3.2.1	Priority project list be developed following input from councillors.	Not Progressing	Aim for report to be presented to September 2014 meeting of Council.
1.3.3.1	Investigate feasibility of hosting grant application seminars.	Completed	<p>Annual grant writing workshop held in August.</p> <p>Working with Murray Arts towards increasing depth and breadth of this workshop and making it full day with more hands on experiences.</p> <p>Investigating the possibility of conducting 2 per year.</p>
1.3.4.1	CDO available to support community organisations seeking grant funding.	Completed	<p>Greater numbers of community groups and individuals are coming to the council for help and support in preparing funding applications.</p> <p>Volunteers are supported and trained during this process.</p>

			<p>Greater numbers of grants of higher quality to various state bodies are being submitted.</p> <p>Volunteers skills and confidence in planning projects and completing applications are improving. This is enabling community capacity by passing on skills and knowlegde that stay in the community.</p>
1.4.1.1	<p>Community Development Officer to undertake assessment of the needs of community groups to determine training requirements by:</p> <ul style="list-style-type: none"> <li>• utililising Survey Monkey</li> <li>• reviewing Council planning documents and results of consultation</li> <li>• advisory committee minutes</li> <li>• general community feedback</li> </ul>	Completed	<p>Working with the Risk Officer and Manager of Corporate Services to develop a Community Committee training workshop regarding committee responisibilities for section 355 and reference committees, risk managment and meeting procedure.</p> <p>Training workshops conducted May/ June 2014 and as subsequently needed.</p>
1.4.3.1	Develop a young leaders training and monitoring program.	Completed	Youth Advisory Committee launched early April and training with participants completed
1.4.4.1	Review current management committee manual and provide refresher training to management committees of	Completed	Training with council committees conducted May 2014. Updated manual distributed

	all halls and recreation grounds.		
1.4.5.1	Promote community leaders through Australia Day awards.	Completed	Achieved and ongoing
1.5.1.1	Investigate alternative methods of service delivery to rural and remote communities.	Completed	RRL reports library usage statistics on a quarterly basis. End of year report to be presented to Council September 2014.
1.5.1.2	Create and promote on-line library services.	Completed	Continual promotion of e-library resources through schools and community organisations. RRL training and promotion ongoing. Promotion through RRL of HSC on-line resources and websites through Loud and Proud festival and other youth activities.
1.5.1.3	Review and develop new and existing programs.	Completed	Ongoing through RRL. Specific examples are Zinio magazine service, Freegal music service, Borrow Box app for audio and e-books. Technology space to be incorporated in proposed Jindera community service centre.
1.5.1.4	Explore funding opportunities to develop a static library in Jindera.	Not Progressing	Proposed Jindera community service centre under review and development of a static library unlikely due to funding constraints
1.5.2.1	Publish mobile library timetable in each quarterly community newsletter.	Completed	Achieved and Ongoing



1.5.3.1	Wireless internet access available at Jindera and Walla Walla customer service offices.	Not Progressing	No action to date. WiFi is available at all Council libraries
1.5.5.1	Investigate opportunities of providing vocational courses at the Holbrook Community Resource Centre.	Completed	Programs ongoing for example EDU1 training programs and other vocational courses as required by community or other organisations.
1.5.6.1	Conduct meetings with school career advisors in relation to existing programs and determine how and where Council can assist.	Completed	Work Inspiration Day project finalised and activity day scheduled for August 2014

2014/15

Code	Action	Status	Annual Comment
1.1.1.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's web site.	Completed	Ongoing. All advertising undertaken within timeframes indicated in Code of Meeting Practice and in accordance with the Local Government Act 1993.
1.1.1.2	Investigate and implement enhanced online communication tools using technologies such as social networking mechanisms.	Completed	Achieved and Ongoing
1.1.1.3	Hold a minimum of 2 Council meetings per annum at venues other than Culcairn or Holbrook.	Completed	At the September meeting, Council determined that meetings be held at Little Billabong (November meeting) and Henty (March 2015 meeting). Meetings were held at Little Billabong (November 2014) and Henty (March 2015). A total of 11 ordinary meetings held in the year (no meeting in January 2015).
1.1.2.1	Investigate contemporary community engagement practices.	Completed	Revised Community Engagement Strategy completed and referred to Council for adoption in November 2014
1.1.3.1	Continue to implement councillor professional development program.	Completed	Relevant conferences, seminars and training provided on request.
1.1.3.2	Provide adequate equipment and support for the Mayor and councillors to undertake their	Completed	Policy updated annually

	role(s).		
1.1.4.1	Produce regular editions of the community newsletter.	Completed	Achieved and Ongoing
1.1.4.2	Coordinate and publish weekly classified advertisements to promote Council activities, events and issues.	Completed	Council advertisements published in classified public notices advertisements in Border Mail (often weekly but on needs basis). Council News is a report that highlights the decisions taken by Council at the monthly meeting, and is distributed to Community Newsletters and Community Committees email listing. This document is often reproduced in the respective newsletters (in full or part). Council's website is a primary tool to disseminate information about Council's activities. Key programs such as SRV and Fit for the Future have been featured on Council's website with links to pages containing key and important information. Media releases issued regularly and featured on the News tab on Council's website.
1.1.4.3	Ensure that timely information is communicated through a range of tools and that messages are consistent and easy to understand.	Completed	Ongoing, weekly advertisements placed in Border Mail and Eastern Riverina Chronicle. Where appropriate, message posts are made to Council's Facebook page. Where appropriate, news stories are added to Council's website. Media releases issued to ensure community is informed about Council's programs

			and announcements.
1.2.1.1	Maintain a volunteering page on Council's website to promote volunteering activities and link potential volunteers with appropriate services.	Completed	Achieved and Ongoing - in 2015 we connected 3 volunteers with community organisations within Greater Hume Shire.
1.2.1.2	Update information on volunteering in Council's Residents' Handbook to encourage new residents to join local management committees, etc.	Completed	Residents guide update completed in September 2014, distributed through Council offices and available on website for downloading, this features volunteering opportunities in our shire. Shire Wide Shire Pride campaign features stories about local residents and stories about volunteering in various towns and localities within the shire, these stories posted on Facebook, in Council's quarterly newsletter and distributed to Community Newsletters and Committees, copies can be viewed at libraries in the shire.
1.2.2.1	CDO and YDO to assess existing community groups for feasibility of inclusion of young people on committees and/or special projects.	Completed	Youth Advisory Committee up and running and members are participating actively in various community projects such as the Henty Skate Park, Australia Day celebrations, Youth Week and other local initiatives both Council and community
1.2.2.2	Build youth meeting skills capacity.	Completed	Youth Advisory Committee (YAC) members attended a Henty & District Lifestyle meeting to provide an

			<p>overview of proposed young adults programs for the rest of the year and to find opportunities for partnerships with the Lifestyles Centre.</p> <p>L&amp;YSDO provided a Take Charge &amp; Volunteer presentation to Billabong High School students to promote the benefits of volunteering in their community on 19 May 2015.</p>
1.2.3.1	Include information on community projects in editions of the community newsletter.	Completed	Achieved and Ongoing - engaged services of museum advisor who is working with our museums to engage and reinvigorate museum volunteers, also including articles in community newsletter
1.2.4.1	Liaison with schools and aged care providers to ensure students are given opportunities to assist with elderly members of our communities and/or residents of aged care facilities.	Completed	L&YSDO has met with Billabong High School students to promote the REROC Take Charge and Volunteer project on 19 May 2015 and has held a REROC Take Charge and Volunteer program presentation on 24 June 2015 for Henty age care providers and other community organisations. A further REROC Take Charge and Volunteer presentation is scheduled for 4 August 2015 in Holbrook at Library/CTC. Council continues to run its intergenerational program in libraries where young people volunteer to assist older people to

			use technologies
1.3.1.1	Advise community groups of available funding opportunities.	Completed	CHWC regularly meeting with community and sporting groups in the shire to assist with grant applications. All grant opportunities that are forwarded to Council are put on the website for community groups to access. CHWC also advising as many groups as possible of GHSC Community Development Grants opening in September. Council now coordinating community applications through the 2015 Stronger Communities Program in partnership with Federal Government
1.3.2.1	Priority project list be developed following input from councillors.	Not Progressing	To date community projects have been presented to Council following requests from community organisations. List to be developed by the end of 2015 calendar year.
1.3.3.1	Investigate feasibility of hosting grant application seminars.	Completed	Partnered with Murray Arts who hosted their grant writing workshop in Henty on 1st June
1.3.4.1	CDO available to support community organisations seeking grant funding.	Completed	Assistance is provided to a number of organisations in relation to completion of Council Community Development Grant applications. In addition, assistance is provided to community and sporting groups seeking external grant funding. In this financial year, the following groups have been supported with

			assistance in applying for external grants: Morven Fishing Club, Holbrook Australian Rules Football Club, Walla Tennis Club, Jindera Multipurpose Stadium Committee and the Walbundrie Netball Club.
1.4.1.1	<p>Community Development Officer to undertake assessment of the needs of community groups to determine training requirements by:</p> <ul style="list-style-type: none"> <li>• utilising Survey Monkey</li> <li>• reviewing Council planning documents and results of consultation</li> <li>• advisory committee minutes</li> <li>• general community feedback</li> </ul>	Progressing	CHWC to work with Tourism officer to access databases already set up, this will also form part of the Community Engagement programs. To commence 2015-16 year.
1.4.3.1	Develop a young leaders training and monitoring program.	Completed	Youth Advisory Committee (YAC) continues to meet regularly and have continued to develop their leadership capacity by attending and assisting with the Henty Skate Park fund raising activities. The YAC are also demonstrating project management skills in organising a Don't Text & Drive film which is scheduled to be shown to students in the Greater Hume Shire on Thursday 3 September.

1.4.3.2	Annually, conduct 'get involved in council' leadership workshop with secondary school students in the shire.	Completed	Youth Inspirations Day held in Culcairn with year 9 Billabong High School students in August. Highly successful with very positive feedback from staff, students and teachers. Youth from the GHS were invited to attend a REROC Youth Workshop in December which encouraged leadership capability. The Youth Development Services Officer is promoting the Take Charge and Volunteer REROC initiative to young people in the shire.
1.4.4.1	Review current management committee manual and provide refresher training to management committees of all halls and recreation grounds.	Completed	Manual updated and training completed May 2014
1.4.5.1	Promote community leaders through Australia Day awards.	Completed	Achieved and ongoing - 2015 Australia Day at Gerogery very successful.
1.5.1.1	Investigate alternative methods of service delivery to rural and remote communities.	Completed	Mobile library operations continuing and e-library services expanding. Following the appointment of the new Library Information and Cultural Services Trainee, Council now has further capacity to deliver services to our rural and remote communities. Ongoing.
1.5.1.2	Create and promote on-line library services.	Completed	Every new library member is provided with information regarding on line library e resources. Also



			actively promoting e resources to primary schools in shire and community groups. Council's Library and Youth Services Development Officer has been working with Henty Public School to provide details on the RRL Online information in preparation for the students' transition to high school. This pilot will be used as a model for further service delivery into other towns in the shire. The HSC Lock Ins held this year are also actively promoting on line data bases and other resources for students. Ongoing.
1.5.1.3	Review and develop new and existing programs.	Completed	New programs continuing to be implements through the Riverina Regional Library network. New programs delivered this year include the HSC lock in, school e learning visits including library programs which target students entering high school, a variety of educational displays in Council's libraries and numerous visiting programs including authors, cooking demonstrations and school holiday events. Ongoing
1.5.2.1	Publish mobile library timetable in each quarterly community newsletter.	Completed	Achieved and Ongoing - published in all Community Newsletters
1.5.3.1	Wireless internet access available at Jindera and Walla Walla customer service offices.	Not Due To Start	No action planned. WiFi available at all council libraries

1.5.5.1	Investigate opportunities of providing vocational courses at the Holbrook Community Resource Centre.	Completed	Riverina TAFE have commenced delivering courses from both the Holbrook CTC and Henty Library, successful so far, ongoing monitoring and meetings happening with TAFE
1.5.6.1	Conduct meetings with school career advisors in relation to existing programs and determine how and where Council can assist.	Completed	Interview Skills workshop held at Billabong High School in conjunction with MICEEP . Planning for the 2015 Work Inspiration Day underway

2015/16

Code	Action	Status	Annual Comment
1.1.1.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's web site.	Completed	Statutory advertising of notice of meeting undertaken monthly for each Council meeting. November 2015 meeting was held at Jindera. March 2016 meeting held at Walbundrie. All other monthly meetings held at either Culcairn or Holbrook.
1.1.1.2	Investigate and implement enhanced online communication tools using technologies such as social networking mechanisms.	Completed	Council meeting dates and times are now advertised on facebook.
1.1.1.3	Hold a minimum of 2 Council meetings per annum at venues other than Culcairn or Holbrook.	Completed	A total of 11 meetings held during the reporting period, with November meeting held at Jindera and March 2016 meeting held at Walbundrie.
1.1.2.1	Investigate contemporary community engagement practices.	Completed	Revised Community Engagement Strategy adopted March 2015
1.1.3.1	Continue to implement councillor professional development program.	Completed	No requests for training or attendance at seminars not met.
1.1.3.2	Provide adequate equipment and support for the Mayor and councillors to undertake their role(s).	Completed	Payment of Exepnses and Provision of Facilities Policy presented to the August meeting and resolved to place on public exhibition. Satisfactory budgetary allocation maintained.
1.1.4.1	Produce regular editions of the	Completed	Achieved and ongoing - Shire

	community newsletter.		Newsletter sent out to all residents in June, Sept, Dec and Mar.
1.1.4.2	Coordinate and publish weekly classified advertisements to promote Council activities, events and issues.	Completed	Public notices advertising placed in Border Mail on needs basis, as well as monthly Council News distributed to community newsletters and community reference groups. Media releases issued to media and to community organisations database.
1.1.4.3	Ensure that timely information is communicated through a range of tools and that messages are consistent and easy to understand.	Completed	A variety of media platforms are used regularly to disseminate Council information and news. Public notices classified advertising, media releases, publishing of Council reports to website and use of email group listings to distribute information. Facebook posts are utilised where appropriate.
1.2.1.1	Maintain a volunteering page on Council's website to promote volunteering activities and link potential volunteers with appropriate services.	Completed	There have been 6 new volunteers who have approached Council for volunteering opportunities.
1.2.1.2	Update information on volunteering in Council's Residents' Handbook to encourage new residents to join local management committees, etc.	Completed	Council's Residents Guide updated at least annually. This publication is available in paper format to collect from any Council office, or can be downloaded from the website.
1.2.2.1	LYSDO and CHWC to assess existing community groups for	Completed	Youth Advisory Committee established and membership growing. The Youth Committee is

	feasibility of inclusion of young people on committees and/or special projects.		actively participating and contributing to other existing groups and organisations including Council.
1.2.2.2	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire.	Completed	The Youth Advisory Committee continues to meet on a monthly basis to discuss local youth issues, and to organise programs and events for other young people in the shire. On Wednesday 6 April Youth Advisory Committee member Emily Jones travelled to Sydney to take part in the Youth Week 2016 Forum. The committee have volunteered their time at numerous community event throughout the year. More recently a number of members attended the Culcairn Community Development Committee Community Information Day on Sunday 22 May 2016, promoting the Youth Advisory Committee.
1.2.3.1	Include information on community projects in editions of the community newsletter.	Completed	There have been at least 14 articles relating to community projects in the shire newsletter.
1.2.4.1	Continue to participate in the REROC Take Charge and other volunteer initiatives to promote intergenerational activities.	Completed	The GHS YAC continue to source volunteering opportunities in the shire. Billabong High School students are continuing to volunteer at the Henty and Holbrook Libraries as part of the Duke of Ed program. Members of the YAC volunteered their time by supporting the L&YSDO and Library & Cultural Services

			<p>Trainee at Senior Week Celebrations promoting, Library &amp; Information Week promoting the events as intergenerational activities. By members of the committee volunteering on the L&amp;YSDO promotes to young people in the Greater Hume Shire the REROC Take Charge &amp; Volunteer project and also submits programs and events to the Website for young people to view volunteering opportunities in the shire. Since the initial establishment of the Greater Hume Shire's Youth Advisory Committee in 2016 the members have grown in confidence and feelings of self worth in the community with the ability now to feel empowered and enabled to volunteer at a number of community events.</p>
1.3.1.1	CHWC to develop a database of community groups to facilitate the distribution of funding, training and capacity building opportunities	Completed	Database has been compiled, but always growing. It will be used for advertising the Community Development Grants in September and also for a grant workshop to be held in August.
1.3.2.1	Priority project list be developed following input from councillors.	Progressing	draft list template distributed to Councillors for comment.
1.3.3.1	Provide support to Murray Arts and other providers to host grant application seminars in the shire.	Completed	Partnered with Murray Arts who hosted their grant writing workshop in Henty on 1st June 2015. Greater

			Hume Shire will organise and host the 2016 workshop.
1.3.4.1	CHWC available to support community organisations seeking grant funding.	Completed	Assistance is offered to any organisation in Greater Hume Shire who expresses an interest in applying for a Council Community Development Grant. In addition, assistance is provided to community and sporting groups seeking external grant funding. In this financial year, the following groups have been supported with assistance in applying for external grants: Morven Fishing Club, Holbrook Australian Rules Football Club, Walla Tennis Club, 2GHR Local Radio Station, Little Billabong Hall Committee and the Walbundrie Netball Club.
1.4.1.1	CHWC to develop a database of community groups to facilitate the distribution of funding, training and capacity building opportunities	Completed	Repeated Action, see 1.3.1.1
1.4.3.1	Develop a young leaders training and mentoring program. Refer Action 1.2.2.2	Completed	L&YSDO and Library Information & Cultural Service Trainee continue to promote the Youth Advisory Committee and engage young people in the decision making process when organising programs and events in the shire or when raising issues that impact upon their fellow peers. This participatory process has empowered young people on the committee to be able

			to make decisions on what they want and make them feel empowered and a feeling of sense of worth and belonging in the community. Youth Advisory Committee member Emily Jones travelled to Sydney in April to attend leadership training at the Youth Week Forum. Arrangements have also commenced for Youth Motivational Speaker Nathan Hull to provide a mentoring, training day for the young people on the Youth Advisory Committee in the next financial year.
1.4.3.2	Annually, conduct a Work Inspirations Day workshop with secondary school students in the shire.	Completed	The Youth Advisory Committee and young people in the shire have improved their leadership capability significantly over the year. Members of the Youth Advisory Committee are now taken the opportunity to work as a team and design posters for programs and events such as Youth Week and also now have the ability and confidence to introduce program on live 2GHR Radio. The L&YSDO and the Youth Advisory Committee are currently developing a program to invite Motivational speaker Nathan Hull to the shire to provide leadership and project planning skills to members on the committee.
1.4.4.1	Review current management committee manual and provide updates to all management	Completed	Completed in 2014



	committees as required.		
1.4.5.1	Promote community leaders through Australia Day awards.	Completed	Achieved and ongoing - 2016 Australia Day at Wymah was very successful.
1.5.1.1	Investigate alternative methods of service delivery to rural and remote communities.	Completed	The Henty & Holbrook Libraries promoted TAFE NSW Connected Classroom free RSA, RCG, and Customer Service training to young people in the shire. The courses undertaken at the library enabled young people the opportunity for further learning. Tech Fridays, Computers for Seniors, Adults Computer classes continue to be provided at the three shire libraries to assist community members in improving access to information services. Library staff at Henty are also providing assistance to members of the community who are required to update their Food Supervisor Refresher certificates through TAFE NSW on the public access computers.
1.5.1.2	Create and promote on-line library services.	Completed	On-line library services are continually promoted to new and existing members, Shire newsletter, Facebook, , in community spaces and to the media. Greater Hume Shire library staff provide assistance to any members of the community who require assistance with their

			<p>technological devices as well as training on downloading Riverina Regional Library applications such as Borrowbox, Zinio, or Freegal Music. Library staff are provided with updates on a regular basis from Riverina Regional Library staff on improvements and changes to the on-line library.</p>
1.5.1.3	<p>Investigate and implement new and innovative programs in Council libraries.</p>	Completed	<p>The Greater Hume Shire libraries celebrated Library &amp; Information Week and National Simultaneous storytime with an array of innovative programs and events presented in the libraries and as outreach programs. Culcairn Library celebrated Library &amp; Information Week in partnership with the Culcairn Bowling Club with a movie and a powerpoint presentation featuring the GHS Youth Advisory Committee. National Simultaneous storytime was celebrated at all three libraries with children invited to listen to stories and take part in craft activities. Seniors Week was also celebrated in the shire with GHS Henty and Holbrook Libraries receiving NSW Seniors Week grant which enable paper flower making, colouring in, a choir and technology classes to be provided to members of the community. Holbrook Library has recently received a donation</p>

			from Holbrook Adult Riding Club which has enable the library to make Baby Book Bags.
1.5.1.4	Promote existing programs to increase library participation	Completed	GHS Library staff continue to promote existing programs in the library through social media, Facebook pages, community spaces, and at ongoing presentations at library events. The GHS libraries provide opportunity for members of the community to attend programs in the libraries such as technological classes and craft activities which promote lifelong learning. All three libraries have developed children's areas which are engaging and interactive encouraging families to bring their children to not only borrow resources but to enjoy the space. Chalk boards and tents are currently on loan from RRL establishing the library as an innovative makerspace. Future development will see chalkboards as permanent fixtures on the Culcairn and Henty Library walls in the children's area and the completion of Henty Library's cultural wall.
1.5.2.1	Publish mobile library timetable in each quarterly community newsletter.	Completed	Included in all Shire Newsletters.
1.5.3.1	Wireless internet access available at all static libraries within the shire.	Completed	Wireless internet access continues to be available at all three static

			libraries in the shire. Providing access allows members of the public to bring their own mobile devices to the libraries to continue to learn for general work or study or just to browse the internet. In Culcairn and Holbrook travellers including backpackers are also increasingly accessing the wireless internet service in the libraries. Wireless internet usage in the libraries is increasing with members of community recognising the benefits of being able to bring their own technology such as phones, Ipads and laptops to the library to work from. As the majority of children attending After School Homework Club at the libraries have their own technology devices it is become the norm for request for free WiFi tags particularly if all the public access computers are already in use.
1.5.5.1	Investigate opportunities of providing vocational courses at the Holbrook Community Resource Centre.	Completed	Riverina TAFE have commenced delivering courses from both the Holbrook CTC and Henty Library, successful so far, ongoing monitoring and meetings happening with TAFE. Further enquiry has been received from other training providers to deliver outreach courses within the shire.
1.5.6.1	Establish partnership with TAFE Riverina Institute for the delivery of	Completed	Work Inspiration day conducted September 2015. Promotion and use

	courses via video link. Host Work Inspiration Day in 2015.		of the TAFE NSW Connected Classroom service at Holbrook and Henty libraries continues to grow.
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## Outcome 2 - A sustainable community

Now that we know that Greater Hume Shire is “Fit for the Future”, Council has focused attention on ensuring that the community’s economic and social sustainability priorities are clearly understood and measured. The 2016 community survey showed that three in four residents (80.1%) believe that the Greater Hume Shire is a better place to live compared to other areas. In order to address this anomaly Council has commenced the development of an Economic Development and Social Plan which will build the economic sustainability of the shire through strategies aimed at attracting new residents and new business to our towns and villages whilst maintaining those things which we cherish such as our natural surroundings and our sense of community. To date, a total of 10 focus groups have been held with community representatives to guide the development of the Plan.

Completed

2013/14

Code	Action	Status	Annual Comment
2.1.1.1	review 'simply greater' branding strategy	Completed	Crowe Horwath report completed and submitted to Greater Hume Economic Development Committee and adopted by Council. The report contains the recommendation that a reviewing of the branding strategy be undertaken.
2.1.2.1	Develop a 'housing affordability/lifestyle' brochure for distribution.	Progressing	Further preparatory work undertaken with the view of brochures completed by 31 December 2014.
2.1.3.1	Develop and maintain close links with local and regional media outlets.	Completed	Achieved and ongoing. Media releases relating to Yellow Submarine and Whats On in Greater Hume Shire.
2.2.1.1	Council continue its role as a member of the Strengthening Basin Communities project.	Completed	SBC Committee has fulfilled its role and is no longer meeting
2.2.3.1	Develop a ground water issues and opportunities paper.	Completed	Completed as part of Strengthening Basin Communities project
2.4.2.1	Maintain membership of strategic bodies that utilise resource sharing capabilities to the benefit of Greater Hume Shire Council.	Completed	Membership of REROC and RAMROC maintained.
2.4.2.2	Continue to participate in the joint council internal audit initiative.	Completed	Participation in audit program ongoing and is progressing well

2.4.2.3	Continue Road Safety Officer program in conjunction with Lockhart and Urana Councils.	Completed	Achieved
2.4.2.4	Investigate the feasibility of cross shire border initiatives (e.g. utilisation of plant fleets, human resource sharing, etc.).	Completed	Ongoing discussion with other Councils, and sharing of some plant fleet items occurring
2.4.3.1	Be active participants in REROC and RAMROC to ensure funding opportunities are maximised.	Completed	Membership of REROC and RAMROC maintained and Senior Management actively participating in strategic initiatives.
2.4.4.1	Be active participants of REROC and RAMROC to provide a forum for raising revenue capacity issues.	Completed	Achieved and ongoing. Actively contributed to REROC and RAMROC submissions to the NSW Independent Local Government Review Panel.  Senior Staff continuing to participate in Infrastructure, Workforce Development and I P & R Working Groups.

#### 2014/15

Code	Action	Status	Annual Comment
2.1.1.1	Review 'simply greater' branding strategy	Not Progressing	Review of Simply Greater branding has not commenced. Included as a Delivery Plan target for 2015/2016.
2.1.2.1	Develop a 'housing affordability/lifestyle' brochure for	Progressing	No further action this quarter due to Council's Buy Local Initiative. Significant progress is expected



	distribution.		Quarter 1 2015.
2.1.3.1	Develop and maintain close links with local and regional media outlets.	Completed	Achieved and Ongoing - Assistance to promote many community based lifestyle events. Media Releases Monthly Whats On, ANZAC Day, Australia Day.
2.2.1.1	Council continue its role as a member of the Strengthening Basin Communities project.	Completed	SBC project complete
2.2.2.1	Lobby Office of Environment & Heritage to introduce realistic water quality standards for reuse schemes.	Not Progressing	No Progress
2.2.3.1	Develop a ground water issues and opportunities paper.	Completed	Completed as part of SBC project
2.2.6.1	Make representations to both State and Federal Governments to ensure that renewable energy initiatives are economically viable for individuals and businesses.	Not Progressing	No opportunities have arisen.
2.3.1.1	Implement the actions described in Goals 9 to 11	Completed	Duplicate Action
2.4.2.1	Maintain membership of strategic bodies that utilise resource sharing capabilities to the benefit of Greater Hume Shire Council.	Completed	Membership of REROC and RAMROC maintained with continuing Council participation in a resource sharing initiatives (eg: Road Safety, Youth, Ranger Services, Joint Procurement etc.)
2.4.2.2	Continue to participate in the joint council internal audit initiative.	Completed	Review of Internal Audit function to be conducted in 2105/16 . Report

			to be presented to July 2015 Council Meeting for consideration
2.4.2.3	Continue Road Safety Officer program in conjunction with Lockhart and Urana Councils.	Completed	RSO project plan undertaken
2.4.2.4	Investigate the feasibility of cross shire border initiatives (e.g. utilisation of plant fleets, human resource sharing, etc.).	Completed	Discussions held with surrounding Councils on a number of cooperative projects.  Projects undertaken this year, are:  Joint Bitumen Sealing Contract with Corowa and Lockhart  Road Safety Officer with Lockhart and Urana  Streetsweeping with Lockhart and Corowa
2.4.3.1	Be active participants in REROC and RAMROC to ensure funding opportunities are maximised.	Completed	Letter of support received from Tumbarumba Shire Council for Yarara Gap funding applications which were ultimately successful.
2.4.4.1	Be active participants of REROC and RAMROC to provide a forum for raising revenue capacity issues.	Completed	Membership maintained and issues such FAG indexation pause have been raised and acted upon.

2015/16

Code	Action	Status	Annual Comment
2.1.1.1	Review 'simply greater' branding strategy	Progressing	It has been determined to retain the 'simply greater' branding but revamp the functionality of the website during the course of 2016/2017.
2.1.2.1	Develop a 'housing affordability/lifestyle' brochure for distribution.	Progressing	Review of ED&S Plan underway. 10 Focus Group sessions and Business Survey completed. The ED&S Plan will provide the platform to develop meaningful messages for the attraction strategy. Staff consultation to be undertaken during July 2016.
2.1.3.1	Develop and maintain close links with local and regional media outlets.	Completed	Achieved and Ongoing - Assistance to promote many community based lifestyle events. Media Releases Monthly Whats On, ANZAC Day, Australia Day.
2.2.2.1	Lobby Office of Environment & Heritage to introduce realistic water quality standards for reuse schemes.	Progressing	Whilst issues haven't been raised directly with DECCW and through LGSA, some discussion with officers of Dept of Heath have been had in an informal process to consider what can be done to improve the process
2.2.6.1	Make representations to both State and Federal Governments to ensure that renewable energy initiatives	Progressing	Council has not made direct representations to the State and Federal Government but has assisted the NSW Office of

	are economically viable for individuals and businesses.		Environment and Heritage to promote energy efficiency programs for businesses.
2.3.1.1	Implement the actions described in Goals 9 to 11	Not Due To Start	
2.4.2.1	Maintain membership of strategic bodies that utilise resource sharing capabilities to the benefit of Greater Hume Shire Council.	Completed	Resource sharing initiatives continued with Lockhart and Urana Shire Councils which has resulted in a successful grant application for a youth cinema project along with joint Road Safety Officer and Youth positions as well as providing ranger services to Urana Shire Council (now part of Federation Council).
2.4.2.3	Continue Road Safety Officer program in conjunction with Lockhart and Urana Councils.	Completed	Although Councils RSO Shelagh retired at the end of June, Council has met all required criteria in our Joint agreement with RMS and Lockhart and Urana Shires
2.4.2.4	Investigate the feasibility of cross shire border initiatives (e.g. utilisation of plant fleets, human resource sharing, etc.).	Completed	Further gravel has been purchased from Lockhart shire in the last quarter. Now that the Fit for Future project by the State Government is now complete it is further proposed to have more in-depth discussions with our adjoining neighbours on future joint initiatives.
2.4.3.1	Be active participants in REROC and RAMROC to ensure funding opportunities are maximised.	Completed	Membership maintained for the 2015/2016 financial year. GHSC also an active participant in the

			pilot Riverina Joint Organisation. General Manager a member of the REROC Executive and Convenor of the REROC Workforce Development Group.
2.4.4.1	Be active participants of REROC and RAMROC to provide a forum for raising revenue capacity issues.	Completed	Achieved. Council also an active participant in the pilot Riverina Joint Organisation.

## Theme 2 - A SIMPLY GREATER PLACE TO LIVE

### Outcome 3 - For all of our towns and villages to benefit from this Plan.

<p>Greater Hume is already a great place to live because of our caring nature and the great services and facilities available in the nearby cities. A significant strength for us is that we have close knit communities and people who care. We support one another and are there for each other in difficult times.</p> <p>A key component of Council's Community Strategic Plan was the development of strategies to mitigate the impacts associated with the bypassing of Holbrook and Woomargama. Whilst the physical bypasses only directly affected two of our towns, the potential ramifications of poorly planned strategies to mitigate the impacts could have been detrimental to the whole shire. Council established Community Bypass Committees in Holbrook and Woomargama and significant funding was obtained from the NSW Government to implement a range of on-ground streetscape improvements to turn what was a busy highway choked with trucks into a thriving and welcoming main street.</p>	Completed
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**2013/14**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
3.2.1.1	Identify new business and service opportunities.	Not Progressing	Reporting has commenced in the 2014/2015 financial year.
3.4.1.1	Liaise with RMS to ensure appropriate signage installed.	Completed	Complete
3.4.2.1	Liaise with business owners to ascertain interest in establishing highway signage.	Completed	Complete
3.4.3.1	Establish billboards and other signage to promote Holbrook and Woomargama.	Completed	Achieved
3.4.5.1	Bypass Business Plan strategies implemented.	Progressing	Works substantially complete and plans to wind up bypass committees by 31 December 2014.
3.4.6.1	Bypass Business Plan strategies implemented.	Progressing	Refer 3.4.5.1

2014/15

Code	Action	Status	Annual Comment
3.2.1.1	Identify new business and service opportunities.	Completed	Quarterly report to Council. Opportunity identified for a differentiated bakery enterprise in Henty. Development application submitted for a new service station at Jindera in 4th Quarter 2014/2015.
3.4.2.1	Liaise with business owners to ascertain interest in establishing highway signage.	Completed	Completed
3.4.3.1	Establish billboards and other signage to promote Holbrook and Woomargama.	Completed	Achieved - opportunities will be investigated as they arise.
3.4.3.2	In partnership with Roads & Maritime Services seek funding for the construction of ANZAC Avenue of Honour.	Completed	No further action this quarter.
3.4.4.1	With support of local businesses conduct a visitors/ business survey within 12 months of the completion of the bypass.	Completed	Survey was conducted in relation to the Yellow Submarine Project, results were provided to Holbrook tourism operators, there has also been a lot of anecdotal comments as well as an increase in visitor statistics to AVIC. It is planned that a visitor survey will be held across Greater Hume Shire in 2016 as an ongoing best practice in tourism, the bypassing of the Hume Highway will be incorporated into



			this survey.
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2015/16

Code	Action	Status	Annual Comment
3.2.1.1	Identify new business and service opportunities.	Completed	Construction of a new Caltex \$10M service centre at Holbrook will result in new employment opportunities for the shire.
3.4.2.1	Liaise with business owners to ascertain interest in establishing highway signage.	Completed	Completed
3.4.3.1	Establish billboards and other signage to promote Holbrook and Woomargama.	Completed	Achieved - opportunities will be investigated as they arise.
3.4.3.2	In partnership with Roads & Maritime Services seek funding for the construction of ANZAC Avenue of Honour.	Completed	Completed
3.4.4.1	With support of local businesses conduct a visitors/ business survey within 12 months of the completion of the bypass.	Completed	Ongoing - Survey was conducted in relation to the Yellow Submarine Project, results were provided to Holbrook tourism operators, there has also been a lot of anecdotal comments as well as an increase in visitor statistics to AVIC. It is planned that a visitor survey will be held across Greater Hume Shire in late 2016 as an ongoing best practice in tourism, the bypassing of the Hume Highway will be incorporated into this survey.

**Outcome 4 - A welcomed, supported and involved community.**

What better way to demonstrate the pride and involvement of our communities than our Australia Day celebrations. Greater Hume Shire Council prides itself on the way in which our communities come together to celebrate our national day. Australia Day events held in Wymah (2016), Gerogery (2015), Burrumbuttock (2014) and Walbundrie (2013) have attracted hundreds of residents from across the shire and provided an opportunity for everyone to join together in celebration and recognition of our community leaders.

Council has also developed a number of programs aimed at developing and supporting our young people. Programs such as the annual “Loud and Proud” festival and the “Take Charge and Volunteer” program provide opportunities for young people to develop confidence and important life skills so to enable them to grow into future community leaders.

Completed

2013/14

Code	Action	Status	Annual Comment
4.1.1.1	Develop welcome pack information for community committees to distribute.	Completed	Achieved and ongoing
4.1.1.2	Participate in regional advertising campaigns promoting the Shire as an alternative place to live.	Completed	C Change meeting attended at Narrandera in May. Revised all Greater Hume website content. Local real estate agency information supplied. Three relocater testimonials provided to C Change. Booklet copy revised. Suitable photographic images also supplied.
4.1.2.1	Facilitate the development of a theme for each town and village within the Shire.	Completed	<p>In progress.</p> <p>Walla Walla Community Development Committee has been basing many of its infrastructure projects around the wagon wheel theme.</p> <p>Consultation with other towns is planned.</p>
4.2.3.1	In conjunction with community organisations improve the promotion of events throughout the	Completed	Achieved and ongoing, Whats On sent monthly, website and facebook updated regularly.

	shire. (Also refer 2.1.3)		
4.2.3.2	Promote increased use of GHSC and town websites to community groups.	Completed	Achieved and ongoing
4.2.3.3	Conduct website training.	Completed	Improvement in usage of websites by volunteers apparent.  Culcairn and Walla Walla making greater use of community calendar and news sections.  Planning underway to have each town and village have dynamic media material to "tell their story" and to have to use on and in various media.
4.2.4.1	Increase the number of positive stories about the shire and our communities.	Completed	Achieved and ongoing
4.3.1.1	Continue to auspice Culcairn CDAT programs.	Completed	Loud and Proud festival held at Billabong High. Anti-bullying program being developed. Development of community garden at Billabong High underway. Council provided assistance with development of St Patricks community garden in Holbrook. Youth Advisory Committee

			launched early April. Mental health and drug education resources available through GHSC libraries
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2014/15

Code	Action	Status	Annual Comment
4.1.1.1	Develop welcome pack information for community committees to distribute.	Completed	Residents Guide updated September 2014. Housing affordability/liveability promotional materials will also form part of this pack. Shire Wide Shire Pride storybook promotional strategy approved, 4 stories completed, 3 published, next participant identified and permission obtained.
4.1.1.2	Participate in regional advertising campaigns promoting the Shire as an alternative place to live.	Completed	Residents guide available for new residents and distributed to community committees, etc. Current participant in C Change (program sponsorship by RDA concludes 30 June 2016) promotion. Participated in 2014 and 2015 MurrayNow Regional Profile highlighting ideal access, lower cost, liveability and lifestyle options for business start ups or relocations.
4.1.2.1	Facilitate the development of a theme for each town and village within the Shire.	Not Progressing	No action to be taken
4.2.3.1	In conjunction with community organisations improve the promotion of events throughout the shire.  (Also refer 2.1.3)	Completed	Achieved and Ongoing - The number of events in Greater Hume is rising, one example is the October What's On covered two pages of 19 events for the first time since inception 4 years ago. Ongoing promotion of major and minor events continuously promoted through various media outlets, internet and other

			avenues.
4.2.3.2	Promote increased use of GHSC and town websites to community groups.	Completed	Achieved and Ongoing - Whats On produced monthly and emailed to over 600 addresses, website and facebook. GHS and town websites have been improved through a new Business, Community and Sporting Directory.
4.2.3.3	Conduct website training.	Completed	Town Website "How to Upload Information" booklet for volunteers is now in place and sent to all volunteers, one on one training is also occurring.
4.2.4.1	Increase the number of positive stories about the shire and our communities.	Completed	Achieved and Ongoing - Many positive community stories in local and regional media such as Proposed Culcairn to Corowa Rail Trail, NSW Rural Fire Service, new Submarine for Holbrook, Holbrook B&S, Environmental Award for Red Guide Posts, National Museum of Australian Pottery 20 yrs celebrations, Henty Show, Hentys Deb Ball, Culcairn Caravan Park, Henty Skate Park and Culcairn to Holbrook Rail Trail.
4.3.1.1	Continue to auspice Culcairn CDAT programs.	Completed	Discussion with CDAT and Billabong High School has commenced and a Responsible Serving of Alcohol training day will be held later this year for both Billabong High School and St Paul's College Walla Walla students. Creative skills development was provided with young people in the shire invited to attend an animation cartoon workshop on 17 April 2015. L&YSDO participated



			in providing mock job interviews and feedback to year 10 students participating in a MICEEP project to assist with practical skills development in obtaining employment.
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2015/16

Code	Action	Status	Annual Comment
4.1.1.1	Develop welcome pack information for community committees to distribute.	Completed	Residents Guide updated annual. New directory of businesses operating in the shire now available (both on website, and printed version).
4.1.1.2	Participate in regional advertising campaigns promoting the Shire as an alternative place to live.	Completed	<p>Welcome packs identified in focus group sessions of ED&amp;S plan as desired. Current publications include Residents Guide and Business Directory.</p> <p>RDA Riverina has recently announced it will no longer facilitate Country Change as a local government subscriber based project. Feedback from participating councils and RDA Riverina revised funding agreements and regional priorities have contributed to the decision. The website will remain active and domain name licensed until mid 2016. Involvement in Country Living Expo ceases.</p>
4.1.2.1	Facilitate the development of a theme for each town and village within the Shire.	Progressing	To be completed as part of the implementation of revised Economic Development & Social Plan
4.2.3.1	In conjunction with community organisations improve the promotion of events throughout the	Completed	Achieved and ongoing - creation of an event guide, supporting through event management, promotion and

	shire. (Also refer 2.1.3)		media liaison to over 160 events throughout the shire in 2015/2016. Many of these events were community and culturally based events.  Whats On has now been developed so that residents can also now subscribe to the monthly list of events.
4.2.3.2	Promote increased use of GHSC and town websites to community groups.	Completed	Achieved and Ongoing - Whats On produced monthly and emailed to over 600 addresses, website and facebook. GHS and town websites have been improved through a new Business and Community and Sporting Directory.
4.2.3.3	Conduct website training.	Completed	Town Website "How to Upload Information" booklet for volunteers is now in place and sent to all volunteers, one on one training is also occurring.
4.2.4.1	Increase the number of positive stories about the shire and our communities.	Completed	Achieved and Ongoing - Many positive community stories in local and regional media such as Life after the Bypass, Upgrade of Yarara Gap, Greater Hume Shire Tourism Award winners, Australian National Maritime Museum Grant for Submarine Museum, Buy Local Campaign, Wirraminna EEC NSW

			Landcare Award, Farm Art in the Bush, Henty Machinery Field Days, Hume League Football and Netball Grand Final, Walbundrie Show, Culcairn Show, Holbrook Hall 100 years, Upgrade of Henty and Holbrook Pools, Australia Day at Wymah, Museums and Galleries NSW Grant for Strategic Plans for Shire Museums, Henty Skate Park, Henty Show, ANZAC Day, AE2 Opeining, Henty 4WD Expo Announced.
4.3.1.1	Continue to investigate funding opportunities to address youth risk taking behaviours.	Completed	The GHS was notified in December 2015 regarding the success of two grants. The Youth Opportunity – Youth Whistle Stop Cinema and CASP – Springtide Scribblers. In April 2016 Bradley Chappell provided the Youth Advisory Committee with film and editing training which was part of the grant funding. The young people on the committee have also learnt how to set up both the inflatable screen and the technology associated with it showing films during Youth Week, Seniors Week, Library & Information Week. Eight young people from Billabong High School have also

			<p>taken part in two creative writing workshops with author David O'Sullivan on 23 &amp; 31 May. The completed pieces will now be framed and made part of a travelling exhibition in the shire. The young people on the Youth Advisory Committee have received mental health training with Heather Sheather from Rural Adversity Mental Health and are looking at further training on the impact of drugs on young people in families. L&amp;YSDO with input from the Youth Advisory Committee submitted a Heywire FRRR - Operation Defrost and Youth Opportunity Program - Youth Network 2GHR Radio grants in June 2016 which will both address youth risk taking behaviours and provide lifelong learning opportunities.</p>
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**Outcome 5 - Maintained and improved services, facilities and infrastructure throughout the Shire.**

As part of the 2016 Community Satisfaction Survey residents were asked to identify the two issues that they feel are the most important issues facing the Greater Hume Shire Council. Roads and road maintenance emerged as the key issue, mentioned by 21.5% of residents. That being the case, Council has focused on maintaining and improving its infrastructure, particularly our road network.

A number of major road projects have been completed over the past four years including the reconstruction of a 10.6km section of Alma Park Road, reconstruction of Young Street in Holbrook and most recently the completion of one of Council's largest road projects to date, the widening and realignment of Yarara Gap on the Jingellic Road at a cost of \$3.5m. The reconstruction of this notorious 2.7km section of Jingellic Road will enable motorists and the transport industry to benefit from a much safer road with a widened road pavement and improved road gradient.

Completed

**2013/14**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
5.01.1.1	Review Asset Management Plans on an annual basis.	Not Progressing	No action
5.01.1.2	Review Asset Management Strategy on an annual basis.	Not Progressing	No action
5.01.4.1	Maintain membership of ROC's to ensure appropriate avenues to lobby for additional funding are maintained.	Completed	Achieved and ongoing.
5.01.4.2	Lobby other levels of government to ensure timely implementation of NBN and improved telecommunications across the shire.	Completed	Meeting with the Parliamentary Secretary to the Federal Minister for Communication. held on 22 May 2014.
5.02.01.1	Develop an annual maintenance program and budget for inclusion in draft budget.	Completed	Annual budget and capital works program presented to Council
5.02.1.1	Develop Management Plans for all community land.	Completed	Management Plans completed and adopted
5.02.2.1	Implement an annual maintenance program and service standards for cemeteries.	Completed	A new mowing contract has now been let for a 3 year period with agreed servicing time frames to ensure cost curtailment and no over servicing takes place.
5.02.2.2	Maintain maintenance contract(s) for Culcairn, Henty, Holbrook Jindera and Walla Walla cemeteries.	Completed	5 customer requests were received for the 12 month period.

			<p>1 x request for additional areas to be mown at Jindera</p> <p>1 x request to mow Walbundrie out of normal schedule due to the local show</p> <p>1 x request due to a catch on a gate broken</p> <p>1 x complaint about longer than normal grass at Woomargama</p> <p>1 x complaint about weeds at henty</p>
5.02.03.1	Develop and maintain an annual maintenance program and service standard for public conveniences.	Completed	Program for public convenience upgrades adopted at June Council Meeting
5.02.03.2	Review and implement annual service standards for public toilets.	Completed	Ongoing
5.02.04.1	Review and update where necessary Council's Community Committee Operational Manual.	Completed	Training with council committees conducted May 2014. Updated manual distributed
5.02.04.2	Provide bi-annual training to appropriate Council community committees.	Completed	Training with council committees conducted May 2014 and revised manual distributed
5.02.05.1	Maintain a maintenance management system.	Completed	Ongoing
5.02.05.2	Develop an annual capital works program.	Completed	Capital works program developed
5.02.06.1	Develop an annual capital works	Completed	Annual Works Program developed



	program.		
5.02.07.1	Maintain an inspection and maintenance system.	Completed	Completed
5.02.07.2	Maintain an annual capital works program.	Completed	Completed
5.02.08.1	Implement the inspection and maintenance system.	Completed	Inspection program commenced as detailed in WHS procedures
5.02.08.2	Develop an Annual Capital Works Program.	Completed	Completed
5.02.09.1	In consultation with communities across the shire, implement a street light upgrade program.	Not Progressing	Not Commenced
5.02.10.1	Provide and maintain and operate water supplies that meet the needs of shire residents.	Completed	Nil complaints
5.02.10.2	Implement water wise initiatives to promote reduced water consumption.	Not Progressing	Not commenced
5.02.11.1	Provide and maintain sewerage disposal and effluent re-use systems that meet the needs of residents of the shire.	Completed	Nil complaints
5.02.11.2	Adopt appropriate pricing schemes for LTW discharges.	Completed	Completed
5.02.12.1	Maintain and operate Council's plant fleet to ensure the timely completion of Council's Works Program.	Progressing	Ongoing
5.03.01.1	Liaison with relevant Federal and	Completed	Ongoing

	State Government funding bodies to augment effluent disposal systems in Burrumbuttock, Gerogery and Woomargama.		
5.04.02.1	Review of existing facilities undertaken and consultation undertaken with individual communities on effectiveness.	Completed	Movie nights conducted at GHSC pools and libraries. Skatepark feasibility for Culcairn underway via Youth Advisory Committee. Quotations being received for completion of Holbrook skatepark.
5.04.05.1	Identify existing youth groups within the shire.	Completed	Limited to church based groups
5.04.07.1	Develop a list of youth cultural providers.	Completed	Workshops on aboriginal culture and creative arts scheduled for July 2014 at Culcairn library.
5.05.01.1	Maintain a presence at local interagency type meetings.	Progressing	GHACS staff attending continuum of care meetings. Development of Greater Hume Shire Wellbeing Alliance commenced.
5.05.02.1	Maintain strong relationships with relevant government and non-government funding bodies and service providers.	Completed	Transition of community care programs completed and all reporting and contractual obligations met
5.05.03.1	Develop a strong working relationship with Local Health Networks.	Completed	Achieved and ongoing. Strong relationships maintained with Murrumbidgee Local Health District and the Hume Medicare Local. Dialogue maintained with key staff of Murrumbidgee Local Health District both directly and through

			the Regional Leaders Network.
5.05.08.1	Liaise with local service providers and community reference groups to ensure continuity of service.	Completed	Dialogue maintained with general practitioners operating within the Shire to ensure the continuity of service. Hume Medical Centre commenced operations in Holbrook on Monday 30 June 2014.
5.05.14.1	Initiate discussions with service providers.	Not Progressing	No action to date
5.05.15.1	Liaise with Local Health District and Medical Local to address mental health issues in the shire.	Completed	Achieved and ongoing. Several meetings held. Assistance provide for the Helping Mates Day held in Henty on 17 January 2014.
5.05.16.1	Undertake strategic planning for social services, equity, access etc to meet the community's needs especially services required for the disadvantaged.	Completed	GHACS Strategic Plan completed and adopted by Council.
5.05.16.2	Promote uptake and participation in Council programs e.g. hold Meals on Wheels promotional events with key community services.	Completed	Transition of community care programs complete. Target to establish a strategic alliance with care providers and other relevant agencies operating withing Greater Hume included in 2014/2015 Operational Plan
5.06.01.1	Make representation to the relevant State Ministers and Member for Albury to ensure the retention of existing service levels and increase services levels where gaps	Not Progressing	No action

	exist.		
5.07.01.2	Undertake an annual review of existing child care services provided through engagement with preschools and other children's services.	Completed	Review undertaken in 2012 and partnership established with Henty Children Services
5.07.02.1	Encourage expansion of In Venue Family Day Care services across the shire	Completed	Ongoing. Services continue to be expanded through GH Children Services
5.07.03.1	Undertake an annual review of out of hours school hour needs through engagement with preschools and schools.	Completed	Refer comment 5.7.2 above
5.07.04.1	Develop and implement a marketing strategy to raise the profile of family day care as a career and a service.	Completed	New website developed. Active in social media. Marketing strategy developed and being implemented progressively
5.08.3.1	Meet with secondary school principals in the shire to investigate program opportunities.	Completed	Loud and Proud and other youth programs ongoing. Youth Officer supports local students in fundraising for community service activities. GHSC libraries provide technology literacy training for students and assisting in sourcing resources and providing study amenities for HSC students.
5.08.4.1	Refer above.	Completed	Refer comment 5.08.3.1
5.08.3.1	Refer above.	Completed	Duplicate action
5.09.1.1	Develop a cultural management strategy in consultation with Murray	Completed	Achieved and Ongoing. This has been completed in draft form

	Arts.		however due to other circumstances Murray Arts have put this on hold.
5.09.2.1	Raise the profile of cultural assets and activities in the Shire both locally and outside the Shire.	Completed	Achieved and ongoing. Engaged the services of a Museum Adviser from Museums and Galleries NSW grant funding.
5.09.2.2	Promote cultural events locally and regionally.	Completed	Greater Hume Shire has over 20 events per year which are supported by the Tourism and Promotions area.
5.09.2.3	'Against the Grain' Drama Camp held annually.	Completed	Against the Grain Drama camp held October 2013
5.09.2.4	Provide cultural activities in liaison with appropriate bodies (e.g. Murray Arts).	Completed	Funding confirmed for 2 arts activities for 2014.  One primary school, one family.  Funding pending for another youth project in Dec 2014.
5.10.1.1	Complete an audit of all community halls throughout the shire.	Completed	Ongoing maintenance of halls to be continued to value of Budget for the Financial Year
5.10.1.2	Progressively undertake structural assessments of all community halls.	Completed	Capital works for halls identified and is ongoing
5.11.5.1	Work with local sporting clubs to maximise funding opportunities.	Completed	This quarter have assisted Culcairn Memorial Swimming Pool Committee, Culcairn Show Society and Woomargama Recreation

			<p>Ground with applications for state funding.</p> <p>Endeavouring to support the Walla Walla Community with the sportsground project.</p> <p>Have begun planning with Culcairn Sportsground Committee and the Walbundrie Community.</p>
5.11.6.1	Ensure that all recreation reserve management committees are aware of Council's policy in relation to access to Council plant.	Completed	<p>Included as part of committee manual and training sessions.</p> <p>Training to commence May 2014</p>

**2014/15**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
5.01.1.1	Review Asset Management Plans on an annual basis.	Completed	Asset Management Plans reviewed as part of Fit For the Future Application
5.01.1.2	Review Asset Management Strategy on an annual basis.	Completed	Asset Management Strategy reviewed as part of Fit For The Future Application
5.01.4.1	Maintain membership of ROC's to ensure appropriate avenues to lobby for additional funding are maintained.	Completed	Membership of REROC and RAMROC maintained.
5.01.4.2	Lobby other levels of government to ensure timely implementation of NBN and improved telecommunications across the shire.	Completed	Fixed Wirless installed at Culcairn surrounds, Jindera, Walla Walla and Gerogery. Planning commenced for fibre to the node at Culcairn, Henty and Holbrook.
5.02.01.1	Develop an annual maintenance program and budget for inclusion in draft budget.	Completed	Achieved
5.02.2.1	Implement an annual maintenance program and service standards for cemeteries.	Completed	New mowing tender has been let and cemeteries are being maintained as per contract
5.02.2.2	Maintain maintenance contract(s) for Culcairn, Henty, Holbrook Jindera and Walla Walla cemeteries.	Completed	No complaints received in current year to date.
5.02.03.1	Develop and maintain an annual maintenance program and service standard for public conveniences.	Completed	Appropriate management undertaken, with very few complaints

5.02.03.2	Review and implement annual service standards for public toilets.	Completed	Appropriate management of facilities undertaken, with very few complaints
5.02.04.1	Review and update where necessary Council's Community Committee Operational Manual.	Completed	Manual completed and training undertaken May 2014
5.02.04.2	Provide bi-annual training to appropriate Council community committees.	Completed	Manual developed and training undertaken with relevant management committees.
5.02.05.1	Maintain a maintenance management system.	Completed	Appropriate levels of maintenance undertaken with few complaints
5.02.05.2	Develop an annual capital works program.	Completed	Capital works program completed and within budget
5.02.06.1	Develop an annual capital works program.	Completed	Capital Works program completed and within budget
5.02.07.1	Maintain an inspection and maintenance system.	Progressing	Only one project (Swift St Footpath in Holbrook) not completed
5.02.07.2	Maintain an annual capital works program.	Completed	Inspection and Maintenance completed as required
5.02.08.1	Implement the inspection and maintenance system.	Completed	Appropriate inspection and maintenance undertaken, with minimal complaints
5.02.08.2	Develop an Annual Capital Works Program.	Progressing	Only one project is not completed (Jindera St - K&C in Jindera)
5.02.09.1	In consultation with communities across the shire, implement a street light upgrade program.	Completed	Streetlights requested have been installed



5.02.10.1	Provide and maintain and operate water supplies that meet the needs of shire residents.	Completed	All water supplied by Council met Drinking Water Management standards
5.02.10.2	Implement water wise initiatives to promote reduced water consumption.	Not Progressing	Not undertaken
5.02.11.1	Provide and maintain sewerage disposal and effluent re-use systems that meet the needs of residents of the shire.	Completed	All wastewater managed to required standards
5.02.11.2	Adopt appropriate pricing schemes for LTW discharges.	Completed	LTW pricing appropriate as approved through budgetary process
5.02.12.1	Maintain and operate Council's plant fleet to ensure the timely completion of Council's Works Program.	Progressing	Maintenance of plant completed as required  Some plant yet to be purchased, Backlog to be completed in 15/16
5.03.01.1	Liaison with relevant Federal and State Government funding bodies to augment effluent disposal systems in Burrumbuttock, Gerogery and Woomargama.	Not Due To Start	No work undertaken, awaiting funding opportunities
5.04.02.1	Review of existing facilities undertaken and consultation undertaken with individual communities on effectiveness.	Completed	Involvement with the Henty Skate Park committee continues with the Youth Advisory Committee providing support with funding raising activities for the Skate Park. Youth Week activities for young people in the April school holidays included a movie night, an

			excursion to the Albury Rock Climbing Wall and a Cartoon Animation workshop.
5.04.05.1	Identify existing youth groups within the shire.	Progressing	Currently compiling a list of existing youth groups in the shire.
5.04.07.1	Develop a list of youth cultural providers.	Progressing	LYSDO working with CHWC to develop with Murray Arts an annual program of cultural events.
5.05.01.1	Maintain a presence at local interagency type meetings.	Progressing	The GHSC Health and Wellbeing Alliance has now been established and will work to provide closer relationships with and between Council and the service providers in the shire. The next Alliance meeting will be held in August and will confirm partners, meeting frequency and the Plan for adoption. The Library and Youth Service Development Officer also regularly attending REROC Youth Services meetings and Urana Interagency meetings
5.05.02.1	Maintain strong relationships with relevant government and non-government funding bodies and service providers.	Completed	Community Health and Wellbeing Plan being developed including the establishment of a formal alliance with service providers and other relevant agencies
5.05.03.1	Develop a strong working relationship with Local Health Networks.	Completed	Strong relationship exists with regular meeting of the Mayor and GM with Executive of the Murrumbidgee Local Health District.

5.05.08.1	Liase with local service providers and community reference groups to ensure continuity of service.	Completed	Communications maintained with service providers in the Shire.
5.05.14.1	Initiate discussions with service providers.	Progressing	Working with REROC and their Take Charge and Volunteering website which is aimed at increasing volunteering in community organisations. GHSC are encouraging the aged care providers in the shire to be involved. To date the Volunteering website has not been as successful as REROC had intended, however, they continue to work on ways to actively engage youth with volunteering
5.05.15.1	Liase with Local Health District and Medical Local to address mental health issues in the shire.	Progressing	Will be addressed as part of Council Community Health and Well Being Plan and Alliance
5.05.16.1	Undertake strategic planning for social services, equity, access etc to meet the community's needs especially services required for the disadvantaged.	Completed	Community Health and Wellbeing Plan being developed including the establishment of a formal alliance with service providers and other relevant agencies
5.05.16.2	Promote uptake and participation in Council programs  e.g. hold Meals on Wheels promotional events with key community services.	Completed	Council no longer a provider of HACC services. All services now provided by Intereach
5.06.01.1	Make representation to the relevant	Progressing	Well be explored further by the

	State Ministers and Member for Albury to ensure the retention of existing service levels and increase services levels where gaps exist.		Community Health and Wellbeing Alliance.
5.07.01.2	Undertake an annual review of existing child care services provided through engagement with preschools and other children's services.	Progressing	Provision of childcare services linked to Community Health and Wellbeing Strategy which is being developed
5.07.02.1	Encourage expansion of In Venue Family Day Care services across the shire	Completed	Provision of family day care options continues to expand and number of educators is increasing. Child care funding and regulations are going through significant change, Council continues to lobby for rural services and funding models which support families in the shire. Greater Hume Children Services have put in a submission to retain their CSP funding which has been successful and will ensure this valuable funding source is secure for the next 12 months.
5.07.03.1	Undertake an annual review of out of hours school hour needs through engagement with preschools and schools.	Progressing	Review to be undertaken as part of development of the Community Health and Wellbeing Strategy
5.07.04.1	Develop and implement a marketing strategy to raise the profile of family day care as a career and a service.	Completed	Marketing of family day care is ongoing and scheme is growing rapidly. Significant resources were invested in the the promotion of the service in 2014 and the resulting increase in families and educators

			along with the 20 year anniversary celebrations were a marked success.
5.08.3.1	Meet with secondary school principals in the shire to investigate program opportunities.	Completed	Completed in February / March
5.08.4.1	Refer above.	Completed	
5.08.3.1	Refer above.	Completed	Council provides free library and internet services for all children in the shire. Also in all of Council's youth and cultural programs allowances are made for families who can not afford programs. Other organisations and schools also provide many educational and other opportunities free of charge to families in need including school camps.
5.09.1.1	Develop a cultural management strategy in consultation with Murray Arts.	Completed	Cultural Management Strategy is yet to be developed although the Visitor Experience Plan adopted in March 2014 has a number of cultural strategies which are currently being implemented.
5.09.2.1	Raise the profile of cultural assets and activities in the Shire both locally and outside the Shire.	Completed	Formation in 2015 of Museums Australia Murray Network second meeting was held at Holbrook in March with good media coverage. Museum Adviser has assisted with GHS to secure two grants from Powerhouse museum for Farm

			Machinery and Dress Register workshops, these workshops were well attended and received good coverage in media.
5.09.2.2	Promote cultural events locally and regionally.	Completed	Achieved and ongoing - creation of an event guide, supporting through event management, promotion and media liaison to over 140 events throughout the shire in 2014/2015. Many of these events were community and culturally based events.
5.09.2.3	'Against the Grain' Drama Camp held annually.	Progressing	Council decision not to proceed with the Against the Grain Drama camp in 2014. The Off the Beaten Track Workshop was held over three days in early December which provided students with an opportunity to learn acting and filming skills from NIDA graduates. The workshop attracted 12 students of which four were from the Greater Hume Shire area. A report will be presented to Council in May regarding the ongoing viability of drama camps in their current format and the development of a youth cultural program.
5.09.2.4	Provide cultural activities in liaison with appropriate bodies (e.g. Murray Arts).	Progressing	The improvement of cultural facilities in the shire will form part of the Community Health and Wellbeing Plan currently being developed. Council maintains a

			relationship with Murray Arts and continues to partner with them for various events and programs.
5.09.2.5	Encourage the formation of an Arts Council/Group.	Completed	Not yet developed, a couple of residents are interested however at this stage there is not enough support within the community to form an Arts Council.
5.09.2.6	Seek opportunities through Museums and Galleries NSW to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	Completed	Achieved and Ongoing - Museum Adviser contracted for 2015, greater emphasis and awareness in media and across shire of our history and heritage through workshops assisting with museum development, exhibitions, seeking funding, volunteer management and promotions.
5.10.1.2	Undertake maintenance works as required	Progressing	Maintenance work and capital works progressing
5.11.3.1	Undertake a community survey on appropriateness of service mix and quality of delivery.	Not Progressing	No action to date
5.11.4.1	In conjunction with management committees, review the condition of sports and recreational facility assets	Not Progressing	No action to date
5.11.5.1	Work with local sporting clubs to maximise funding opportunities.	Completed	Assistance provided to a number of clubs in relation to Sport & Recreation Grants and Council Community Development Grants. Council's grant opportunities as well as external funding opportunities

			are advertised on the website and community and sporting groups are actively encouraged to contact Council for assistance with grant funding opportunities.
5.11.6.1	Ensure that all recreation reserve management committees are aware of Council's policy in relation to access to Council plant.	Completed	New operations manual for community committees completed and training undertaken May 2014



2015/16

Code	Action	Status	Annual Comment
5.01.1.1	Review Asset Management Plans on an annual basis.	Progressing	Asset management plans under constant review with the updated plans to be completed by end of 2016
5.01.1.2	Review Asset Management Strategy on an annual basis.	Progressing	Asset management Strategy under constant review with the updated Strategy to be completed by End of 2016
5.01.4.1	Maintain membership of ROC's to ensure appropriate avenues to lobby for additional funding are maintained.	Completed	Achieved and ongoing.
5.01.4.2	Lobby other levels of government to ensure timely implementation of NBN and improved telecommunications across the shire.	Completed	Regular meetings held with NBN representatives with several fixed wireless towers constructed and construction of fibre to the node expected to commence in Culcairn, Henty and Holbrook later in 2016. Local residents outside the fibre and fixed wireless networks are now able to register to subscribe to the satellite service.
5.02.01.1	Develop an annual maintenance program and budget for inclusion in draft budget.	Completed	achieved
5.02.2.1	Implement an annual maintenance program and service standards for cemeteries.	Completed	Cemeteries generally satisfactory for 15/16.

5.02.2.2	Maintain maintenance contract(s) for Culcairn, Henty, Holbrook Jindera and Walla Walla cemeteries.	Completed	Ongoing
5.02.03.1	Develop and maintain an annual maintenance program and service standard for public conveniences.	Completed	Public convenience maintenance has been completed to required standards with minimal complaints
5.02.03.2	Review and implement annual service standards for public toilets.	Completed	Public conveniences maintained to appropriate standards with minimal complaints received
5.02.04.1	Refer Action 1.4.4.1	Completed	Operations Manual for committees developed and ongoing support provided as required
5.02.05.1	Maintain a maintenance management system.	Completed	All urban roads have been maintained to required level with minimal complaints received
5.02.05.2	Develop an annual capital works program.	Completed	Most urban projects have been completed with remaining projects underway
5.02.06.1	Develop an annual capital works program.	Completed	A majority of the Councils rural road construction projects are completed, except for projects which are associated with next years program or have been affected by inclement weather
5.02.07.1	Maintain an inspection and maintenance system.	Completed	Maintenance has been completed as required on Council footpaths under Councils maintenance and inspection program with minimal complaints

5.02.07.2	Maintain an annual capital works program.	Completed	Council has completed its annual footpath capital works program
5.02.08.1	Implement the inspection and maintenance system.	Completed	Maintenance has been completed as required on Council kerb and channel and stormwater drainage under Councils maintenance and inspection program with minimal complaints
5.02.08.2	Develop an Annual Capital Works Program.	Completed	All of Councils kerb and stormwater drainage capital projects have been completed
5.02.09.1	In consultation with communities across the shire, implement a street light upgrade program.	Progressing	Some street lighting has been installed with all town committees requested to provide their priorities for the sites for additional lighting
5.02.10.1	Provide and maintain and operate water supplies that meet the needs of shire residents.	Completed	No complaints other than when breaks have occurred in the mains. 100% compliance with drinking water standards (testing)
5.02.10.2	Implement water wise initiatives to promote reduced water consumption.	Progressing	Some preliminary work undertaken for water wise initiative to be implemented in late 2016
5.02.11.1	Provide and maintain sewerage disposal and effluent re-use systems that meet the needs of residents of the shire.	Completed	No complaints other than when breaks have occurred in the mains. 100% compliance with EPA licences (testing)
5.02.11.2	Adopt appropriate pricing schemes for LTW discharges.	Completed	LTW Pricing for next year has been determined and adopted

5.02.12.1	Maintain and operate Council's plant fleet to ensure the timely completion of Council's Works Program.	Progressing	Some plant purchases have been delayed, but completion of remaining purchases are proposed to be completed next year
5.03.01.1	Liaison with relevant Federal and State Government funding bodies to augment effluent disposal systems in Burrumbuttock, Gerogery and Woomargama.	Progressing	No applications lodged, waiting for funding opportunities, with some base costing completed. Some works proposed at Burrumbuttock to extend Council's current effluent management system to alleviate some site specific issues
5.04.02.1	Liaise with Henty Skatepark Committee to formalize partnerships with the Youth Advisory Committee in relation to the development of the Henty Skate Park.	Completed	Youth Week 2016 activities were held in the GHS on Monday 11 April – Pop Up Movie at the Holbrook Submarine Park and 18 April – Totem Skateboarding School at Henty Memorial Park. L&YSDO, LICS Trainee, YAC, and the Henty Rangers worked together at the Henty Skate Park cooking a BBQ, taking registrations, and cleaning the area. Future opened air movies using the shire's inflatable screen are planned in 2016 in Henty, Culcairn, Jindera, and Walla Walla. L&YSDO and Colin Kane Director of Environment and Planning had a meeting with a small group of young people in Culcairn in May 2016 to discuss the feasibility and process required to constructing a skate park in Culcairn. The GHS YAC are currently undertaking investigation

			on the feasibility of organising a Battle of the Bands program at the Culcairn Recreational Ground in September.
5.04.02.2	Continue to provide a range of youth activities across the shire in Youth Week and school holiday periods.	Completed	Youth Week 2016 activities included an open air movie at Holbrook and Totem Skateboarding School at Henty. Future opened air movies using the shire's inflatable screen are planned in 2016 at Henty, Culcairn, Jindera, and Walla Walla. A recent Henty Skate Park Meeting which L&YSDO attended it was discussed that Totem Skateboarding School would be invited to attend Henty's Skate Park again in the future using funds remaining from the construction of the park. In July four members of the GHS YAC will travel with Library Youth and Communication Trainee to Sydney to attend Advocate for Children and Young People: ACYP Conference at the Opera House. The conference will provide members of YAC with information, knowledge and the skill to plan future youth activities across the GHS shire. The GHS YAC are currently undertaking investigation on the feasibility of organising a Battle of the Bands program at the Culcairn Recreational Ground in September.

5.04.05.1	Identify existing youth groups within the shire.	Progressing	The Library, Youth and Communications Trainee is continuing the process of identifying existing youth groups within the GHS.
5.04.07.1	Develop a list of youth cultural providers.	Completed	LYSDO working with CHWC to develop with Murray Arts an annual program of cultural events.
5.05.01.1	Support ongoing development of Community Health & Wellbeing Alliance.	Completed	The GHSC Health and Wellbeing Alliance has now been established and will work to provide closer relationships with and between Council and the service providers in the shire. The next Alliance meeting will be held in August and will confirm partners, meeting frequency and the Plan for adoption. The Library and Youth Service Development Officer also regularly attending REROC Youth Services meetings and Urana Interagency meetings
5.05.02.1	Maintain strong relationships with relevant government and non-government funding bodies and service providers.	Completed	Community Health and Wellbeing Plan adopted August 2015
5.05.03.1	Develop a strong working relationship with Local Health Networks.	Completed	Regular meetings held with Murrumbidgee Local Health District and Murrumbidgee Primary Health Network to develop solutions for local issues (e.g. GP shortage in

			Holbrook).
5.05.08.1	Liaise with local service providers and community reference groups to ensure continuity of service.	Completed	Regular meetings held. Presentation made to MLHD Board meeting 27 April 2016.
5.05.14.1	Liaise with TAFE Riverina to provide opportunities for aged care industry specific training via existing video conferencing technology at Holbrook and Henty	Completed	Working with REROC and their Take Charge and Volunteering website which is aimed at increasing volunteering in community organisations. GHSC are encouraging the aged care providers in the shire to be involved. To date the Volunteering website has not been as successful as REROC had intended, however, they continue to work on ways to actively engage youth with volunteering
5.05.15.1	Develop actions through the Community Health & Wellbeing Alliance to address mental health issues in the shire.	Completed	Meetings of the Alliance held 3 items per year. An initiative addressing men's mental health is planned for October 2016 in Henty and Holbrook.
5.05.16.1	Undertake strategic planning for social services, equity, access etc to meet the community's needs especially services required for the disadvantaged.	Completed	Community Health and Wellbeing Plan adopted August 2015
5.06.01.1	Make representation to the relevant State Ministers and Member for Albury to ensure the retention of existing	Not Progressing	No action to date but no gaps have been brought to the attention of Council.

	service levels and increase services levels where gaps exist.		
5.07.01.2	Undertake an annual review of existing child care services provided through engagement with preschools and other children's services.	Completed	Provision of childcare services linked to Community Health and Wellbeing Strategy which is completed
5.07.02.1	Encourage expansion of innovative child care services (including OOSH) across the shire	Completed	Provision of family day care options continues to expand and number of educators is increasing. Child care funding and regulations are going through significant change, Council continues to lobby for rural services and funding models which support families in the shire. Greater Hume Children Services have put in a submission to retain their CSP funding which has been successful and will ensure this valuable funding source is secure for the next 12 months.
5.07.04.1	Maintain an ongoing marketing strategy to continue to raise the profile of family day care as a career and a service.	Completed	Marketing of family day care is ongoing and scheme is growing rapidly. Significant resources were invested in the the promotion of the service in 2014 and the resulting increase in families and educators along with the 20 year anniversary celebrations were a marked success.
5.08.3.1	Develop partnerships with education and other providers such as MICEEP to deliver programs and services that	Completed	Working with COMPACT Mark Lister GHS Payroll Officer and L&YSDO provided information regarding job



	provide young people with skills in a range of life education areas.		roles, career pathways and mock job interviews to students participating in the CREW program at Billabong High School in June 2016. L&YSDO attended the COMPACT   Billabong High Students Graduate CREW Program also in June. L&YSDO worked with the Green Army Green Army   Department of the Environment to promote employment opportunities for young people in the GHS with the organisation. L&YSDO is currently working with Billabong High School to investigate the feasibility of organising a Responsible Serving Of Alcohol training course in December 2016. Working with Advocate for Children and Young People: ACYP four members of the GHS YAC will attend a one day workshop/meeting with other young people in NSW at the Sydney Opera House discussing youth issues, programs and events in July.
5.08.3.1	Continue to provide free Wifi at Council libraries and continue to develop Homework Clubs across the shire.	Completed	The Henty and Holbrook Libraries continue to hold the After School Study Club on a weekly basis. Free access to computers, Wifi, reference information, and online up to-date, authorised, and accurate resources continues to be available at all GHS libraries to provide assistance and support for families who do not have

			access to the internet.
5.09.1.1	Develop a cultural management strategy in consultation with Murray Arts.	Completed	Murray Arts are yet to initiate the development of a Cultural Management Strategy.
5.09.2.2	Promote cultural events locally and regionally.	Completed	Achieved and ongoing - creation of an event guide, supporting through event management, promotion and media liaison to over 160 events throughout the shire in 2015/2016. Many of these events were community and culturally based events.
5.09.2.3	Work with organisations such as Murray Arts to facilitate the hosting of cultural activities throughout the shire .	Completed	Partnership with Murray Arts continuing and programs assessed as opportunities arise
5.09.2.4	Seek opportunities through Museums and Galleries NSW to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	Completed	Museum Adviser contract has been renegotiated for a further twelve months with Museums and Galleries NSW. Has successfully obtained three grants, Strategic Planning (\$7000 - Museums and Galleries NSW), Sum of Us Object Stories (\$5497.80 - Regional Arts NSW) and Diversity (\$32,820 - Arts NSW).
5.10.1.2	Undertake maintenance works as required	Completed	Achieved
5.11.3.1	Undertake a community survey on appropriateness of	Completed	achieved

	service mix and quality of delivery.		
5.11.4.1	In conjunction with management committees, review the condition of sports and recreational facility assets	Not Due To Start	
5.11.5.1	CHWC to develop a database of sporting groups to facilitate the distribution of funding, training and capacity building opportunities	Completed	Assistance provided to a number of clubs in relation to Sport & Recreation Grants and Council Community Development Grants. Council's grant opportunities as well as external funding opportunities are advertised on the website and community and sporting groups are actively encouraged to contact Council for assistance with grant funding opportunities.
5.11.6.1	Investigate and develop a policy in relation to access to Council plant by management committees of Council.	Completed	355 Committees have been advised of access to Council Plant Policy

**Outcome 6 - Enhanced access to services and facilities throughout the shire.**

<p>Residents in the Greater Hume Shire have access to a broad range of health and community services. Services are either available locally or accessed in Albury or Wagga Wagga. Specialist community services are available either outreach or centre based in the main service centres. However, the challenge is to ensure the community and providers are aware of the services and how they are accessed. The Greater Hume Shire Council Community Health &amp; Wellbeing Plan has been developed to highlight the needs of our communities and to ensure that the delivery of services align with community need. Like all local government areas, Greater Hume Shire Council faces competing demands and complex community expectations requiring new ways to plan public health services to improve the health and wellbeing of the community. Strategic collaboration through Council's Community Health &amp; Wellbeing Plan is essential to responding to these challenges.</p> <p>One matter that has been given particular attention is transport. Council recognises that there is a distinct lack of public and private transport services within the Shire. This is largely due to the small size of the towns and villages, their proximity to each other, and the relatively small populations within them. Council understands that as the aging population becomes less mobile, there will be a need for improved transportation options so that residents can easily access the goods, services and facilities that they need. Through Council's Community Health and Wellbeing Alliance, Council is working closely with community transport providers and the NSW Government to lobby for improved transport services across Greater Hume Shire and regional areas in general.</p>	<p>Completed</p>
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2013/14

Code	Action	Status	Annual Comment
6.1.1.1	Survey undertaken to establish demand for public transport	Not Progressing	No action to date
6.1.3.1	Participate in REROC/RAMROC initiatives to promote the need for public transport in rural areas	Not Progressing	No opportunities has arisen this financial year.
6.2.1.1	Undertake an audit of key shops and facilities in towns within the shire.	Not Progressing	No action to date
6.2.1.2	Provide design advice for the provision of equitable building access.	Completed	Upgrading of premises is undertaken when development applications and certificates are received for Council consideration

**2014/15**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
6.2.1.2	Provide design advice for the provision of equitable building access.	Completed	ongoing

**2015/16**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
6.2.1.2	Provide design advice for the provision of equitable building access.	Completed	achieved

**Outcome 7 - Continue to advance our identity and reputation.**

Local government in NSW has undergone significant change over the past four years, culminating in the recent “Fit for the Future” reform process. Greater Hume Shire Council has risen to the challenges and has emerged as being declared “Fit” to continue as a stand-alone Council serving the interests of our local communities. This outcome vindicates Council’s steadfast position that residents and ratepayers are best served by remaining part of a rural based council and Greater Hume Shire should continue to stand alone. Council has developed a detailed Improvement Action Plan that will involve organisation wide service and efficiency reviews to ensure that Greater Hume Shire Council remains sustainable in the longer term.

Completed

2013/14

Code	Action	Status	Annual Comment
7.1.1.1	Prepare regular stories that highlight the achievements of Council.	Completed	Achieved and ongoing, quarterly community newsletter distributed, 25 media releases issued. Concepts for 7 shire wide shire pride stories identified.
7.1.2.1	Continue to promote collaborative events across the shire.	Completed	Achieved.
7.1.3.1	Conduct community events to reinforce community identity and cohesion.	Completed	Achieved and ongoing. Australia Day at Burrumbuttock and supporting many other community events throughout the shire.
7.1.4.1	Encourage and support communities to develop and deliver events.	Completed	Calendars on websites showing increased use. Working with various communities to help achieve their aims in smaller community activities, Walla Walla and Henty.  Assisting in the Yellow Submarine project.  Working with Murray Arts and  Tourism and Promotion Officer to examine how community events can be leveraged at a regional level.
7.3.1.1	Regularly review the appropriateness and currency of	Completed	Policies being reviewed and adopted on a regular basis



	Council's Policy Register.		
7.3.2.1	Undertake review of DLG Promoting Better Practice to continuously improve good governance practices.	Progressing	Review commenced. Continuation of review process to take place over the course of the 2014/2015 year
7.3.3.1	Undertake effective investigation and resolution of complaints.	Completed	Achieved and ongoing
7.3.3.3	Develop a Customer Service Charter that promotes customer satisfaction and service excellence.	Completed	Customer Service Charter developed and adopted
7.3.4.1	Meet statutory requirements of Government Information Public Access Act (GIPAA), Privacy & Personal Information Protection Act (PIPPA) and Public Interest Disclosures (PID).	Completed	Council's GIPA policy and procedure have been reviewed as part of the Internal Audit process and found to be comprehensive and compliant
7.3.5.1	Review all Integrated Planning and Reporting documents on an annual basis.	Completed	IP&R reporting software implemented February 2014.
7.4.1.1	Implement strategies from Workforce Management Plan.	Completed	Workforce Development Plan will be reviewed and updated during 2014/15 with revised plan to commence 1 July 2015
7.4.3.1	Integrated risk management system developed and implemented.	Completed	WH&S and Insured Risk Plan developed and implementation has substantially commenced.
7.4.3.2	Injury management and rehabilitation services provided.	Completed	Achieved. 2012/2013 Council premium 3.43% of wages, StateCover average 3.46%, DLG average 3.48%.

7.4.3.3	Staff wellbeing initiatives provided.	Completed	All Staff function held February 2014.
7.4.4.1	Implement an effective plant and fleet replacement program.	Progressing	Ongoing
7.4.4.2	Develop and implement a strategic replacement strategy for Council's information technology hardware.	Progressing	Further options to be explored and actions revised following final implementation of Authority software package in November 2014
7.5.1.1	Develop an Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations.	Completed	Plan completed and being progressively rolled out.
7.5.1.2	Coordinate the ongoing operation of Council's Internal Audit function.	Completed	Internal Audit program continuing and progressing well
7.5.1.3	Implement provisions of Document and Data Control policy and procedures.	Completed	Policy adopted by Council. Procedures implemented and under continual review
7.5.3.1	Manage the ongoing processing of claims and operation of claims management services provided by Echelon on behalf of Statewide Mutual.	Completed	Achieved and ongoing
7.5.4.1	Conduct an annual review of Council's Disaster Recovery and Business Continuity Plan (BCP).	Progressing	Recommendations in relation to disaster recovery and business continuity contained in external review of IT processes. All recommendations to be implemented during 2014/2015

7.5.4.2	Investigate opportunities to partner with neighbouring councils in the implementation of BCP e.g. joint procurement of essential computer hardware.	Not Progressing	No action to date
7.5.5.1	Lead the organisation through the transition from current manual planning and reporting arrangements to using specialised planning and performance management software.	Completed	Specialist IP&R reporting software installed and operating from February 2014
7.5.6.1	Manage and maintain software and data systems that allow corporate information to be accessible and reliable.	Completed	External review of IT processes conducted February 2014. Opportunities to improve IT services continually being investigated
7.5.6.2	Develop and implement a strategic replacement strategy for Council's information technology hardware.	Progressing	External review of IT procedures and hardware completed February 2014. IT Strategic Plan including a hardware replacement schedule to be updated in line with recommendation from external review
7.6.1.1	Maximise return on investments whilst ensuring protection of principle.	Completed	All investments managed in accordance with Council's policy and investment report presented to Council monthly
7.6.1.2	Review of funding and investment strategies to be undertaken annually in line with budget development and review of Long Term Financial Plan.	Completed	Investment policy reviewed and updated March 2014

7.6.2.1	Undertake a thorough review of further budget savings, efficiency gains and revenue raising opportunities to create capacity with Council's current budget to contribute to a greater allocation to asset maintenance and renewal.	Completed	Significant budget savings in corporate support and employment overheads area following downsizing of Corporate Services department. Draft 2014/2015 budget includes significant loan borrowings for major capital works. Vacant positions reviewed when opportunities arise and if appropriate positions removed from organisation structure.
7.6.2.2	Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program across all council sections.	Progressing	Procurement Policy adopted. No further action since 3rd quarter review
7.6.2.3	Update council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	LTFP updated as required
7.6.3.1	Facilitate opportunities for industrial and commercial land development and sale.	Progressing	Several enquireis received for Holbrook Industrial Estate. Development of JIndera Industrial Estate behind schedule but a priority for 2014/2015 Financial Year.
7.6.4.1	Adopt the user pays principle for the pricing of specific goods, services and facilities that require the user/ consumer to pay the actual cost of the service provided	Completed	Annual fees and Charges schedule including fee philosophy developed and adopted by Council

	e.g. water supply and private works.		
7.6.5.1	Review rating strategy on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	Rating strategy reviewed each year. Special rate variation application to be developed in 2014/2015 year
7.7.3.1	Undertake community satisfaction survey.	Not Progressing	No action to date
7.8.1.1	Process all Complying Development Certificate (CDC) applications as submitted.	Completed	Statutory requirements are being met.
7.8.1.2	Process all Development Applications (DA) as submitted.	Completed	Statutory requirements are being met.
7.8.1.3	Provide certification and inspection services for building construction.	Completed	Ongoing
7.8.1.4	Issue approvals and/or inspect work under Section 68 of the Local Government Act 1993	Completed	Statutory requirements are being met.
7.8.2.1	Operate efficient animal holding facilities.	Completed	Ongoing

7.8.2.2	Investigate complaints and enforce provisions of Companion Animals Act as required.	Completed	All complaints are actioned and investigated.
7.8.2.3	Implement strategies to reduce euthanasia rates and offer subsidised microchipping services.	Completed	Council participates in rehoming programs
7.8.3.1	Undertake inspections of regulated businesses to ensure appropriate public health standards are met.	Completed	Target No of inspection were met
7.8.3.2	Implement education and awareness activities on food handling and safety.	Completed	Ongoing
7.8.4.1	Implement the On-Site Sewerage Management (OSSM) Policy	Completed	Ongoing. Prepurchase inspection programme is being well utilised and will assist purchasers of property from acquiring properties with defective OSSM

2014/15

Code	Action	Status	Annual Comment
7.1.1.1	Prepare regular stories that highlight the achievements of Council.	Progressing	Shire Wide Shire Pride storybook promotional strategy approved, 4 stories completed, 3 published, next participant identified and permission obtained. Published in quarterly community newsletter, libraries, and to community newsletters and committees. Media releases issued that highlight the achievements of Council.
7.1.2.1	Continue to promote collaborative events across the shire.	Completed	
7.1.3.1	Conduct community events to reinforce community identity and cohesion.	Completed	Achieved and ongoing - creation of an event guide, supporting through event management, promotion and media liaison to over 140 events throughout the shire in 2014/2015. The majority of these events were community events.
7.1.4.1	Encourage and support communities to develop and deliver events.	Completed	Achieved and ongoing - creation of an event guide, supporting through event management, promotion and media liaison to over 140 events throughout the shire in 2014/2015.
7.3.1.1	Regularly review the appropriateness and currency of Council's Policy Register.	Completed	Review of policies continuing with new or revised policies presented to Council for consideration
7.3.2.1	Undertake review of DLG Promoting Better Practice to	Progressing	Review of PBP on hold due to completion of Council's Fit for the Future submission. No further action to

	continuously improve good governance practices.		be taken until outcome of Local Government reform is known.
7.3.3.1	Undertake effective investigation and resolution of complaints.	Completed	Customer Action reports presented to Council monthly and new module included in Authority software package
7.3.3.2	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Completed	All customer service centres operating effectively
7.3.4.1	Meet statutory requirements of Government Information Public Access Act (GIPAA), Privacy & Personal Information Protection Act (PIPPA) and Public Interest Disclosures (PID).	Completed	All reporting requirements continue to be met
7.3.5.1	Review all Integrated Planning and Reporting documents on an annual basis.	Completed	Revised Long Term Financial Plan and 2015/2019 Delivery Program adopted at June 2015 Council Meeting
7.4.1.1	Implement strategies from Workforce Management Plan.	Completed	Strategies progressively being implemented. Workforce Plan to be reviewed as part of review of Resourcing Strategy in 2015/2016
7.4.3.1	Integrated risk management system developed and implemented.	Completed	Complete and has been nominated for a Statecover Award to be determined later in 2015.
7.4.3.2	Injury management and rehabilitation services provided.	Completed	A raft of injury management policies and procedures have been implemented along with the appointment of a rehabilitation provider.



7.4.3.3	Staff wellbeing initiatives provided.	Completed	Health teams program initiated.
7.4.4.1	Implement an effective plant and fleet replacement program.	Progressing	Some backlog of plant purchases has occurred. Remaining purchases to be completed in 15/16
7.4.4.2	Develop and implement a strategic replacement strategy for Council's information technology hardware.	Not Due To Start	Scheduled to be completed during 2015/2016 year
7.5.1.1	Develop an Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations.	Completed	Refer 7.4.3.1
7.5.1.2	Coordinate the ongoing operation of Council's Internal Audit function.	Completed	Action to be deleted. Duplicate of Action 2.4.2.2 above
7.5.1.3	Implement provisions of Document and Data Control policy and procedures.	Completed	Document and data control project complete
7.5.3.1	Manage the ongoing processing of claims and operation of claims management services provided by Echelon on behalf of Statewide Mutual.	Completed	All claims process in accordance with required procedures
7.5.4.1	Conduct an annual review of Council's Disaster Recovery and Business Continuity Plan (BCP).	Not Due To Start	Scheduled to take place during 2015/2016 year
7.5.4.2	Investigate opportunities to partner with neighbouring	Not Due To Start	Scheduled to be completed during 2015/2016 year

	councils in the implementation of BCP e.g. joint procurement of essential computer hardware.		
7.5.6.1	Manage and maintain software and data systems that allow corporate information to be accessible and reliable.	Completed	Opportunities to improve software systems continually investigated. Authority software system implemented November 2014
7.5.6.2	Develop and implement a strategic replacement strategy for Council's information technology hardware.	Completed	Duplicate action - refer Action 4.4.4.2
7.6.1.1	Maximise return on investments whilst ensuring protection of principle.	Completed	All investments managed in accordance with Council's policy and investment report presented to Council monthly
7.6.1.2	Review of funding and investment strategies to be undertaken annually in line with budget development and review of Long Term Financial Plan.	Not Due To Start	Investment Policy to be reviewed in September 2015
7.6.2.1	Undertake a thorough review of further budget savings, efficiency gains and revenue raising opportunities to create capacity with Council's current budget to contribute to a greater allocation to asset maintenance and renewal.	Completed	All opportunities for budget saving are fully investigated and implemented
7.6.2.2	Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program	Completed	Use of LGP Vendor panel growing and opportunities for joint purchasing arrangements implemented e.g. sealing contract

	across all council sections.		
7.6.2.3	Update council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	Revised Long Term Financial Plan adopted at June 2015 Council Meeting
7.6.3.1	Facilitate opportunities for industrial and commercial land development and sale.	Completed	Industrial/commercial enquiries responded to in a timely manner to maximise results.
7.6.4.1	Adopt the user pays principle for the pricing of specific goods, services and facilities that require the user/ consumer to pay the actual cost of the service provided e.g. water supply and private works.	Completed	Annual Fees and Charges schedule including pricing philosophy adopted by Council
7.6.5.1	Review rating strategy on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	Rating strategy for 2014/15 adopted
7.7.1.1	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Completed	Customer Services Centres operating effectively
7.7.2.1	Undertake community satisfaction survey.	Completed	Abridged Customer Satisfaction Survey undertaken in November 2014 as part of the Special Rating Variation application.
7.7.3.1	Undertake community satisfaction survey.	Completed	See 7.7.2.1

7.8.1.1	Process all Complying Development Certificate (CDC) applications as submitted.	Completed	Processing times are satisfactory. The number of applications to be processed has significantly increased
7.8.1.2	Process all Development Applications (DA) as submitted.	Completed	Determination times have been satisfactory.
7.8.1.3	Provide certification and inspection services for building construction.	Completed	ongoing
7.8.1.4	Issue approvals and/or inspect work under Section 68 of the Local Government Act 1993	Completed	ongoing
7.8.2.1	Operate efficient animal holding facilities.	Completed	ongoing
7.8.2.2	Investigate complaints and enforce provisions of Companion Animals Act as required.	Completed	ongoing
7.8.2.3	Implement strategies to reduce euthanasia rates and offer subsidised microchipping services.	Completed	ongoing

7.8.3.1	Undertake inspections of regulated businesses to ensure appropriate public health standards are met.	Completed	Inspections have been undertaken and continuing
7.8.3.2	Implement education and awareness activities on food handling and safety.	Completed	food safety material to be distributed
7.8.4.1	Implement the On-Site Sewerage Management (OSSM) Policy	Completed	ongoing

2015/16

Code	Action	Status	Annual Comment
7.1.1.1	Prepare regular stories that highlight the achievements of Council.	Completed	Two Shire Wide Shire Pride stories published in the reporting period, Greg Finster Jindera and the Holt Family House Fire. Next two stories identified.
7.1.2.1	Continue to promote collaborative events across the shire.	Completed	
7.1.3.1	Conduct community events to reinforce community identity and cohesion.	Completed	Achieved and ongoing - creation of an event guide, supporting through event management, promotion and media liaison to over 160 events throughout the shire in 2015/2016. Many of these events were community and culturally based events.  Greater Hume Shire Council Meetings held at Holbrook, Culcairn, Jindera and Walbundrie.
7.1.4.1	Encourage and support communities to develop and deliver events.	Completed	Achieved and ongoing - creation of an event guide, supporting through event management, promotion and media liaison to over 160 events throughout the shire in 2015/2016. Many of these events were community and culturally based events.
7.3.1.1	Regularly review the appropriateness and currency of	Completed	Policies and reviewed and updated on

	Council's Policy Register.		a rolling cycle
7.3.2.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan.	Progressing	Service reviews commenced. Participation in Riverina JO continuing
7.3.2.2	In conjunction with the Audit Committee develop and implement a revised Internal Audit program	Completed	Audit Program for 2016/16, 2016/17 and 2017/18 confirmed with Internal Audit provider
7.3.3.1	Undertake effective investigation and resolution of complaints.	Completed	Customer Action Request reports submitted to Council monthly
7.3.3.2	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Completed	Customer Action Request system in Authority maintained and outstanding actions reported to Council monthly
7.3.4.1	Meet statutory requirements of Government Information Public Access Act (GIPAA), Privacy & Personal Information Protection Act (PIPPA) and Public Interest Disclosures (PID).	Completed	All reporting requirements being met
7.3.5.1	Review all Integrated Planning and Reporting documents on an annual basis.	Completed	Review of Economic Development & Social Plan commenced which will inform revised IP&R documents. Delivery Program and Operational Plan updated for 2016/2017. Community Strategic Plan to be updated during 2016/2017 following September 2016 council elections
7.4.1.1	Implement strategies from Workforce Management Plan.	Completed	Ongoing. Workforce Management Plan to be revised and updated as part of review of IP&R documents

7.4.3.1	Integrated risk management system developed and implemented.	Completed	Development of the framework and supporting policies continuing.
7.4.3.2	Injury management and rehabilitation services provided.	Progressing	Cost of workers compensation significantly above benchmark GHSC x.xx% Benchmark x.xx% however a number of policies and procedures (e.g. Employee General Health and Wellbeing Policy, Employee Health Monitoring Policy and Managing Non work related injuries or health conditions procedure, Pre Employment and Exit Medicals Procedure) that is having a positive impact on claims history.
7.4.3.3	Staff wellbeing initiatives provided.	Completed	Successful event held 12 April with focus on Workers Compensation claims history and further rollout of Health and Wellbeing Program.
7.4.4.1	Implement an effective plant and fleet replacement program.	Progressing	Some plant purchases have been delayed, but completion of remaining purchases are proposed to be completed next year
7.4.4.2	Develop and implement a strategic replacement strategy for Council's information technology hardware.	Completed	This matter was considered as part of the internal audit program on reviewing IT security. Development of a documented replacement will take place during 2016/2017
7.5.1.1	Develop an Integrated Risk Management Plan and develop and implement supporting processes to ensure	Progressing	Under ongoing development with review of Business Continuity Plan to be undertaken in 2016/2017.



	ongoing integration of risk management principles into Council's day to day operations.		
7.5.1.3	Implement provisions of Document and Data Control policy and procedures.	Completed	Project completed
7.5.3.1	Manage the ongoing processing of claims and operation of claims management services.	Completed	Claims processed and managed as required
7.5.4.1	Conduct an annual review of Council's Disaster Recovery and Business Continuity Plan (BCP).	Progressing	Workshop conducted November 2015. Report provided by Council's insurer including a recommended Action Plan which will be implemented during 2016/2017
7.5.4.2	Investigate opportunities to partner with neighbouring councils in the implementation of BCP e.g. joint procurement of essential computer hardware.	Not Progressing	All action to date has been restricted to GHSC
7.5.6.1	Manage and maintain software and data systems that allow corporate information to be accessible and reliable.	Completed	Authority package updated to latest version as required
7.6.1.1	Maximise return on investments whilst ensuring protection of principle.	Completed	All investments managed in accordance with Council's policy and investment report presented to Council monthly
7.6.1.2	Review of funding and investment strategies to be	Progressing	Investment Policy being reviewed and revised policy to be presented to

	undertaken annually in line with budget development and review of Long Term Financial Plan.		October 2016 Council Meeting
7.6.2.1	Undertake a thorough review of further budget savings, efficiency gains and revenue raising opportunities to create capacity with Council's current budget to contribute to a greater allocation to asset maintenance and renewal.	Completed	All opportunities for budget savings are fully investigated and implemented
7.6.2.2	Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program across all council sections.	Completed	Use of LGP Vendor Panel continuing
7.6.2.3	Update council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	Long term Financial Plan updated in line with 2013/2017 Delivery Program
7.6.3.1	Facilitate opportunities for industrial and commercial land development and sale.	Completed	Sewer trunk main and pumping station for Jindera Sewerage System extension completed. Tender for works expected to be let late 2016 with construction to commence in first half of 2017. (Awaiting outcome of National Stronger Regions Fund application)

7.6.4.1	Adopt the user pays principle for the pricing of specific goods, services and facilities that require the user/ consumer to pay the actual cost of the service provided e.g. water supply and private works.	Completed	Annual Fees and Charges schedule including pricing philosophy adopted by council
7.6.5.1	Review rating strategy on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Completed	Rating model updated accordingly
7.7.1.1	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Completed	Ongoing
7.7.2.1	Undertake community satisfaction survey.	Progressing	Customer Satisfaction Survey completed May 2016 with report expected to be received by Council July 2016.
7.7.3.1	Undertake community satisfaction survey.	Progressing	Refer 7.7.2.1
7.8.1.1	Process all Complying Development Certificate (CDC) applications as submitted.	Completed	achieved
7.8.1.2	Process all Development Applications (DA) as submitted.	Completed	achieved
7.8.1.3	Provide certification and inspection	Completed	achieved

	services for building construction.		
7.8.1.4	Issue approvals and/or inspect work under Section 68 of the Local Government Act 1993	Completed	achieved
7.8.2.1	Operate efficient animal holding facilities.	Completed	achieved
7.8.2.2	Investigate complaints and enforce provisions of Companion Animals Act as required.	Completed	achieved
7.8.2.3	Implement strategies to reduce euthanasia rates and offer subsidised microchipping services.	Progressing	Council undertakes strategies to rehome animals.
7.8.3.1	Undertake inspections of regulated businesses to ensure appropriate public health standards are met.	Completed	All premises inspected in accordance with the Food Authority requirements.
7.8.3.2	Implement education and awareness activities on food handling and safety.	Completed	achieved

7.8.4.1	Implement the On-Site Sewerage Management (OSSM) Policy	Completed	76 Inspections have been undertaken in the period.

### Outcome 8 - Retain our quality of life.

To retain our younger people as well as attract people from outside the Shire to make Greater Hume home, we must draw on our location and other strengths in order to develop the economy and create more jobs. The high level of volunteering in the Greater Hume Shire is a key indicator of a strong community. People in the shire have forged strong bonds through service and memberships of groups, clubs and informal networks. Council continues to support volunteers and those experiencing disadvantage. This will assist breaking down barriers between diverse groups within the community, which in turn can contribute to community cohesion in terms of belonging and mutual respect.

The low level of crime is another key indicator that Greater Hume Shire is a safe community. The levels of safety are associated with the ongoing effort by Council to involve community members in projects and committees and the creation of opportunities to participate in community events.

Completed

2013/14

Code	Action	Status	Annual Comment
8.1.1.1	Implement the actions within this Plan, particularly those for Outcomes: <ul style="list-style-type: none"> <li>• 4 (a welcomed, supported and involved community)</li> <li>• 5 (maintained and improved services and facilities)</li> <li>• 7 (continue to enhance our identity and reputation)</li> <li>• 9 (enhanced job opportunities for our people).</li> </ul>	Completed	Refer Actions quoted
8.2.1.1	Council involved in promotion activities complimentary to Evocities project.	Completed	Continued involvement in C Change Bureau.
8.2.2.1	Develop an amending LEP following completion of flood studies.	Not Progressing	No action to date
8.3.1.1	Ensure representation at RMS Regional Consultative	Completed	Achieved

	Committee meetings.		
8.3.1.2	Support the ALGA and LGSA initiatives to extend and expand Roads To Recovery funding.	Completed	Achieved and ongoing through representations by REROC, RAMROC and LGNSW.
8.3.3.1	Lobby Graincorp and ARTC to reopen Henty West Spur Line.	Completed	Henty West spur line opened August 2013.
8.3.4.1	Continue to lobby Federal and State Government departments for additional funding (e.g. Roads To Recovery).	Completed	Refer 8.3.4.1
8.3.5.1	Continue to lobby NBN Co for broadband rollout within the shire.	Completed	Refer 5.01.4.2

#### 2014/15

Code	Action	Status	Annual Comment
8.2.1.1	Council involved in promotion activities complimentary to Evocities project.	Completed	C Change participation, country change website.



8.3.1.1	Ensure representation at RMS Regional Consultative Committee meetings.	Completed	Attended all meetings held
8.3.1.2	Support the ALGA and LGSA initiatives to extend and expand Roads To Recovery funding.	Completed	Correspondence forwarded to Memembr for Farrer following a joint request from ALGA and LGNSW.
8.3.4.1	Continue to lobby Federal and State Government departments for additional funding (e.g. Roads To Recovery).	Completed	2 successful applications totalling funding of \$2.5 million for the upgrade of Yarara Gap, Jingellic Road along with black spot funding of \$360,000 for 2015/2016 (Culcairn-Holbrook Road)
8.3.5.1	Continue to lobby NBN Co for broadband rollout within the shire.	Completed	See 5.01.4.2

2015/16

Code	Action	Status	Annual Comment
8.2.1.1	Council involved in promotion activities complimentary to Evocities project.	Completed	No action due to Review of Economic Development and Social Plan for the shire being the focus during the reporting period. C Change website active until July 2016.
8.3.1.1	Ensure representation at RMS Regional Consultative Committee meetings.	Completed	All RMS Regional Strategic Meetings attended by staff and GM or mayor
8.3.1.2	Support the ALGA and LGSA initiatives to extend and expand Roads To Recovery funding.	Completed	Representations made to Member for Farrer in December 2015. Roads to Recovery funding maintained in 2016/2017 Federal budget.
8.3.4.1	Continue to lobby Federal and State Government departments for additional funding (e.g. Roads To Recovery).	Completed	Funding of \$1 million dollars received through Federal Government's National Stronger Regions Fund fro reconstruction of Henty and Holbrook Pools redevelopment, \$360,000 Black spot funding for Holbrook-Culcairn Road and \$500,000 for reconstruction of 1.5 km of Walla Walla - Jindera Road under the 2016/2017 Safer Roads Program, Application lodged for funding of \$600,000 under National Stronger Regions Fund for extension to

			Jindera Industrial Estate. A number of smaller grants were obtained for youth, sport and recreation, Health and Wellbeing, Shared walking and cycle paths etc.
8.3.5.1	Continue to lobby NBN Co for broadband rollout within the shire.	Completed	Refer 5.01.4.2

### Theme 3 - A GREATER PLACE TO WORK

#### Outcome 09 - Enhanced job opportunities for our people

<p>Being located near the regional centres of Albury/Wodonga and Wagga Wagga presents significant economic opportunities with the potential for us to increase employment and career pathways locally as well as within these cities. Council has also undertaken the development of the Holbrook Industrial Estate and is currently completing works associated with the expansion of the Jindera Industrial Estate.</p> <p>Council recognises the crucial role small businesses play in developing the character of our local communities by generating economic activity and strengthening community cohesion across our shire, creating jobs and employment opportunities. Council's "Buy Local" initiative aims is to raise awareness in the community about the importance of shopping locally and positively influence buying behaviour to increase shopping at our local shops and businesses, and to encourage an increase in local business to business activity as well.</p>	Completed
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2013/14

Code	Action	Status	Annual Comment
9.1.4.1	Produce business newsletter quarterly.	Completed	Printed business newsletter discontinued. Compiling electronic distribution database during the quarter. First electronic issue emailed July 2014. Positive feedback received from local businesses.
9.1.5.1	Develop a promotion strategy to showcase the business opportunities in the shire.	Progressing	Crowe Horwath Economic Research Project report to hand and adopted. Businesses showcased when opportunities arise, e.g. media release issued regarding Kotzur Engineering expansion.
9.1.9.1	Prepare a strategic plan for Council's community service programs including identifying gaps and potential business opportunities.	Completed	GHACS Strategic Plan completed and adopted by Council.
9.1.10.1	Investigate the expansion of services to assist in retaining our aged residents within the Shire.	Completed	Council to establish Community Wellbeing Alliance together with key service providers. Close working relationship already established with Intereach and UPA
9.1.11.1	Review options for Culcairn, Henty, Walla Walla industrial parks when flood studies completed.	Not Progressing	No action to date

9.1.12.1	Review existing Business/Industry Incentive Policy.	Not Progressing	Not commenced
9.1.13.1	Review existing business/industry promotional material to ensure it is current and relevant.	Progressing	Preliminary research undertaken, to be complied next quarter.
9.1.14.1	Provide business start up tools on website (e.g. Start Your Own Business Here).	Not Progressing	No further action this quarter.
9.1.17.1	Provide advice as to business management training available (e.g. BEC, MRTB).	Completed	Small Biz Bus visited Greater Hume Shire during May 2014. 5 respondents utilised this service (in Holbrook and Culcairn).
9.2.4.1	Prepare survey and concept design plans.	Not Progressing	Refer 7.6.3.1 for comment regarding Jindera Industrial Estate.
9.2.4.2	Construction of next stage of Jindera Industrial Estate.	Not Progressing	Refer 9.2.4.1
9.3.3.1	Provide networking opportunities for businesses within the shire.	Progressing	Exploring opportunities for business networking with NSW Business

			Chamber.
9.3.3.2	Liaise with existing participants in the transport industry to establish need	Not Progressing	Crowe Horwath report recommendation supports this action. Strategies will be developed for consideration by the Economic Development Committee over next 12 months.
9.3.4.1	Establish mechanisms to ensure that Greater Hume remains abreast of current trends in economic development.	Completed	Continued participation in the REROC Economic Development Working Group, C Change Bureau and relevant industry conferences and seminars.
9.3.5.1	Review Council activities to identify opportunities to achieve efficiencies through contracting.	Completed	Council practices continually under review. Tenders sought for the leasing of all pools.
9.4.2.1	Provide training and mentoring for staff at all levels within the organisation	Completed	Training Plan implemented and training needs identified through annual staff appraisal process
9.4.3.1	Develop a traineeship and apprenticeship employment strategy.	Progressing	Apprenticeship and traineeship program adopted by Council at the March 2014 meeting.
9.4.4.1	Engage with Murray-Hume Business Enterprise Centre	Not Progressing	No action to date. No funding opportunities identified.

	or other organisations to investigate funding sources for customer service training.		
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## 2014/15

Code	Action	Status	Annual Comment
9.1.4.1	Produce business newsletter quarterly.	Completed	E-newsletter is produced quarterly and in between email business updates are issued where warranted or time specific. Database for e newsletter is constantly being expanded.  Greater Hume Shire business prospectus has been revised twice during 2014/2015.
9.1.5.1	Develop a promotion strategy to showcase the business opportunities in the shire.	Completed	Researched, developed concept paper, presentation to ED Committee, following report adopted by Council for Buy Local In Greater Hume Shire initiative at April meeting.
9.1.6.1	Survey the needs of existing businesses to ascertain opportunities.	Completed	
9.1.10.1	Investigate the expansion of services to assist in retaining our aged residents within the Shire.	Completed	Community Health and Wellbeing Plan being developed including the establishment of a formal alliance with service providers and other relevant agencies



9.1.14.1	Provide business start up tools on website (e.g. Start Your Own Business Here).	Completed	<p>Start Your Own Business link via Council's website. Murray Business Enterprise Centre fills this role. Small Biz Bus visited Henty on 9 March 2015. Links to government websites for business start ups are regularly promoted through Council's business e-newsletter. Council also promotes business advice services provided by Murray BEC which has proven to be an effective tool to engage with businesses and prospective businesses in the shire</p>
9.1.17.1	Provide advice as to business management training available (e.g. BEC, MRTB).	Completed	<p>Task suited to Murray BEC. Small Biz Bus visited Henty with 2 informal visits to the bus on March 9. A strong networking opportunity also resulted from this visit which is resulting in a number of win/win outcomes for the business community.</p> <p>Regular advice through electronic business database via emails regarding business management training and sponsored training provided by Murray BEC, the State and Federal Governments, e.g.  <a href="http://www.business.gov.au/news-and-updates/News-and-features/Pages/free-marketing-short-course.aspx">http://www.business.gov.au/news-and-updates/News-and-features/Pages/free-marketing-short-course.aspx</a></p>
9.2.3.1	Subject to resources provided by Council plan for the construction of industrial parks in identified priority areas.	Progressing	<p>Planning for JIndera Industrial Estate progressing. No action in other parts of the Shire at this time.</p>

9.2.4.1	Prepare survey and concept design plans.	Progressing	Concept plans for JIndera Industrial Estate prepared and presented to Council for consideration. Detailed design underway.
9.2.4.2	Construction of next stage of JIndera Industrial Estate.	Progressing	Refer 9.2.4.1
9.3.3.2	Liaise with existing participants in the transport industry to establish need	Progressing	Attended Knowledge Forum - How Fast Is Regional Australia Moving? in March 2015. Received briefings about the future of transport industry.
9.3.3.1	Provide networking opportunities for businesses within the shire.	Completed	Liaison continuing with NSW Business Chamber. In September, held meeting with NSW Business Chamber and Northside Chamber to explore concept for business advice service/networking opportunities for businesses in shire. Concept presented to ED Committee September meeting and endorsed for further investigation and possibly presentation to coincide with Buy Local launch.  A total of 9 businesses (including Council) that are full members of NSW Business Chamber.
9.3.4.1	Establish mechanisms to ensure that Greater Hume remains abreast of current trends in economic development.	Completed	Attended NSW Business Chamber Albury Marketing Networking for Knowledge forum on 3 March 2015 at Oga Design in Albury. Attended Day 1 of How Fast Is Regional Australia Moving on 12 March in Albury  Attended Murray Hume BEC internet and social marketing workshop held in August 2014.

			Attended RDA Network Forum on 3 September 2014 at Junee. Attended NSW Business Chamber Albury Marketing Networking for Knowledge forum on 19 August at Lavington
9.3.5.1	Review Council activities to identify opportunities to achieve efficiencies through contracting.	Completed	Ongoing. Survey & Design for Expansion of Jindera Industrial Estate will be outsourced. Swimming pools leased.
9.4.2.1	Provide training and mentoring for staff at all levels within the organisation	Completed	Training programs implemented as required
9.4.3.1	Develop a traineeship and apprenticeship employment strategy.	Completed	Advertising for 3 traineeship positions and 1 apprenticeship position commenced in September with applications closing on 17 November 2014.  3 trainees and 1 apprentice commenced in January 2015.
9.4.4.1	Engage with Murray-Hume Business Enterprise Centre	Not Progressing	No action to date

	or other organisations to investigate funding sources for customer service training.		
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2015/16

Code	Action	Status	Annual Comment
9.1.4.1	Produce business newsletter quarterly.	Completed	E - newsletter issued quarterly to business database email listing. During the year, the e - newsletter has moved to Mailchimp platform for enhanced reporting. Business database expanded during the year.
9.1.5.1	Develop a promotion strategy to showcase the business opportunities in the shire.	Completed	Buy Local Business Directory completed in fourth quarter and ongoing maintenance required. Electronic business database established as a separate directory on Council's website in part enabled by financial support provided by the former Holbrook Chamber of Commerce. Paper version of business directory will be distributed to all businesses in first quarter 2016.
9.1.6.1	Survey the needs of existing businesses to ascertain opportunities.	Completed	
9.1.10.1	Investigate the expansion of services to assist in retaining our aged residents within the Shire.	Completed	Community Health and Wellbeing Plan adopted
9.1.14.1	Provide business start up tools on website (e.g. Start Your Own Business Here).	Completed	There are many platforms and resources available on line for start ups, especially <a href="http://www.business.gov.au">www.business.gov.au</a> and

			NSW Small Business initiatives including Biz Bus visits to shire. Small Biz Bus session held at Henty on 11 April 2016, this visit was promoted via Council's email business database. Regarded as very good response 6 interview sessions held on the day.
9.1.17.1	Provide advice as to business management training available (e.g. BEC, MRTB).	Completed	
9.2.3.1	Subject to resources provided by Council plan for the construction of industrial parks in identified priority areas.	Not Progressing	No action to date.
9.2.4.1	Prepare survey and concept design plans.	Completed	Refer 7.6.3.1
9.2.4.2	Construction of next stage of Jindera Industrial Estate.	Completed	Refer 7.6.3.1
9.3.3.2	Liaise with existing participants in the transport industry to establish need	Progressing	Preliminary research undertaken which has identified stakeholders to be interviewed to gain knowledge of situation for the shire and the truck industry in general. Time constraints

			this quarter have limited progress.
9.3.3.1	Provide networking opportunities for businesses within the shire.	Completed	A number of businesses participated in focus group sessions for review of ED&S Plan undertaken February/March 2016. E-newsletter distributed quarterly and features at least one business in the shire. Business survey has indicated a preference for business referral mechanisms and networking together with business support services ideally 2 to 3 hour workshops, e-newsletter communication and breakfasts. This will be addressed in the revised Economic Development and Social Plan currently being compiled.
9.3.4.1	Establish mechanisms to ensure that Greater Hume remains abreast of current trends in economic development.	Completed	Ongoing, attendance at industry forums and events.
9.3.5.1	Review Council activities to identify opportunities to achieve efficiencies through contracting.	Completed	Service reviews across the organisation will identify potential efficiencies
9.4.2.1	Provide training and mentoring for staff at all levels within the organisation	Completed	Training programs implemented as required

9.4.3.1	Develop a traineeship and apprenticeship employment strategy.	Progressing	No further initiatives undertaken other than Work Inspiration Day in September 2015.
9.4.4.1	Engage with Business Enterprise Centre or other organisations to investigate funding sources for customer service training in local business operations.	Completed	Council continues to foster a strong relationship with Murray Hume Business Enterprise Centre to service the training needs of businesses in the shire. Council supports BEC programs by actively promoting and supporting such events/training opportunities. Murray Hume Business Enterprise Centre is seeking grant funding to provide training opportunities. Council's view is that this function is best suited to training organisations and not Council.



### Outcome10 - A sustained and vibrant farming sector

Council has been identified as having an advocate role for this strategy, having no direct influence on improving agricultural technology or improving agricultural productivity. However, Council continues to support the annual Henty Machinery Field Days which attracts thousands of people to our shire each year.

Completed

**2013/14**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
10.1.1.1	Investigate funding opportunities to fund a Farming Project Coordinator.	Completed	Discussions completed. No progress to date.
10.1.5.1	Strong relationship with Austrade established and maintained.	Completed	Informal meeting with Gilli Williams Austrade held in May 2014.

**2014/15**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
10.1.5.1	Strong relationship with Austrade established and maintained.	Progressing	Meeting held in October 2014 with AusIndustry representative Gilli Williams.

**2015/16**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
10.1.5.1	Strong relationship with Austrade established and maintained.	Completed	Executive Assistant Gov/ED attended RA Riverina Economic Development Officers Forum on 16 June 2016. Austrade representatives in attendance.

## Outcome 11- Improved tourism and visitation

Greater Hume Shire provides a 'simply greater' visitor experience. Released in 2014, the Greater Hume Shire Visitor Experience Plan has been developed by Council in conjunction with the Greater Hume Tourism Advisory Committee and describes the background to the current position of the shire and outlines strategic opportunities to develop a unique and welcoming visitor experience for the future.

The appearance of our towns is critical to the overall experience of visitors to our shire which is why during the past two years Greater Hume Shire Council has undertaken a plan to upgrade the streetscapes of the towns of Henty, Holbrook, Walla Walla, Jindera and Culcairn. The upgrade has included planting or refurbishment of street trees, installation of streetlights, street furniture and spraypaving footpaths.

The Holbrook "Yellow Submarine" event held in 2014 achieved national exposure and placed Holbrook and Greater Hume Shire firmly in the national spotlight.

Completed

2013/14

Code	Action	Status	Annual Comment
11.1.2.1	Establish and maintain Visitor Information Points (VIP) in all towns and selected villages to provide materials and knowledge on local attractions and events.	Completed	Achieved and Ongoing, nine VIP's established throughout shire.
11.1.3.1	Ensure information included on Council and town websites is current and relevant.	Completed	Achieved and Ongoing
11.1.3.2	Provide annual training to town volunteers	Completed	Training ongoing for current  2 new recruits for website training this quarter  1 formal workshop held.  Current training to be evaluated but more information is going onto websites, particularly in the news and calendar sections of the town sites.
11.1.4.1	Prepare a marketing and promotion plan for key attractions within the Shire.	Completed	Achieved, the GHS Visitor Experience Plan was approved by Council at the February 2014 meeting.

11.1.5.1	Maintain strong links with Albury/Wodonga and Wagga Wagga tourism organisations.	Completed	Achieved and Ongoing, an active member of Murray Regional Tourism Board.
11.1.7.1	Review existing signage in and outside the Shire to ensure appropriate recognition of towns and the Shire generally.	Progressing	A signage audit is one of the strategies outlined in the Visitor Experience Plan. It is not envisaged this will occur until end of 2015. Five town signs have been installed and two tourism signs on Hume Highway.
11.3.2.1	Upgrade streetscapes in all major towns within the shire.	Progressing	Holbrook stage 2 works adopted by Council to be implemented Aug/Oct 2014  Jindera Streetscape advertised, to be considered at Aug 2014 Council Meeting (If approved will commence Sep 2014)
11.3.3.1	Establish and maintain heritage programs for residential and business buildings.	Completed	Ongoing process
11.3.6.1	Town/tourist information boards developed and installed	Completed	Achieved and ongoing

11.3.7.1	Develop a survey collection tool for use by VIC and VIP staff to collect relevant visitor data.	Completed	Achieved and ongoing. Visitor data is regularly collected from various sources including Visitor Information Centre.
11.3.9.1	Determine appropriate mechanisms to promote events held within Greater Hume Shire.	Completed	Achieved and ongoing, Whats On Events Calendar published and distributed via email each month.
11.3.11.1	Undertake regular reviews of patronage and value of Holbrook VIC.	Progressing	The Visitor Information Centre will continue to provide excellent service to traveller/visitors and local residents. A review by Murray Regional Tourism of Visitor Information Services throughout the region is expected in 2015.
11.3.12.1	Improve the internal knowledge of the shire's tourism product.	Completed	Achieved and ongoing. Planning to implement a famil program as part of strategies from Visitor Experience Plan.
11.3.16.1	Maintain links with key tourism bodies.	Progressing	Achieved and Ongoing
11.4.3.1	Survey businesses to ascertain recruitment issues (e.g. difficulty in recruiting quality staff, cost of advertising etc.).	Completed	No further initiatives undertaken during the final quarter.

2014/15

Code	Action	Status	Annual Comment
11.1.2.1	Establish and maintain Visitor Information Points (VIP) in all towns and selected villages to provide materials and knowledge on local attractions and events.	Completed	Achieved and Ongoing - GHS has 10 VIP's following the opening in Walbundrie in December 2014. This is nearly the limit, now need to maintain VIPs' within Shire
11.1.2.2	Review, refresh and renew Accredited Visitor Information Centre at Holbrook.	Completed	Achieved and Ongoing - GHS has 10 VIP's following the opening in Walbundrie in December 2014. This is nearly the limit, now need to maintain VIPs' within Shire. AVIC has reviewed its staffing and renew the product whilst still maintaining an service to residences and visitors. The GHS AVIC has been recognised through the 2015 Inland Tourism Awards by receiving an Encouragement Award. There were 12 AVICs nominated throughout regional NSW.
11.1.2.3	Review, refresh and renew the Visitor Information Point network throughout the shire, with a greater emphasis on communication, training and famils.	Completed	There are now 10 Visitor Information Points across the shire, communication lines have improved and famils have occurred with a couple of the VIP's more are planned for other VIP's in 2015/2016.

11.1.3.1	Ensure information included on Council and town websites is current and relevant.	Completed	Ongoing - Just included a new look Directory on all websites, now working on generic information on websites.
11.1.3.2	Provide annual training to town volunteers	Completed	Refer Action 4.2.3
11.1.3.3	Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources to possibly expand into other sites such as twitter, Google maps, YouTube, Instagram and Pinterest.	Completed	Ongoing - A number of Council related facebook pages with posting,s on a regular basis. All pages are showing gradual increase in likes and reach. Have place a number of You Tube Videos on Shire's museums, with more to come in 2016. Will also shortly commence experimenting with instagram.
11.1.4.1	Prepare a marketing and promotion plan for key attractions within the Shire.	Completed	Visitor Experience Plan released in March 2014
11.1.5.1	Maintain strong links with Albury/Wodonga and Wagga Wagga tourism organisations.	Completed	A member of Albury Wodonga tourism partners, benefits are information in tourism booklet, our Visitors Guide on Albury and Wodonga AVIC shelves, able to attend at reduced price tourism workshops, access to their marketing and promotion initiatives.



			Part of Wagga Wagga's AVIC network where we are included in their tourism booklet and our Visitors Guide is placed on their AVIC.
11.1.5.2	Continue to nurture joint partnerships and relationships with neighbouring Local Government Areas and organisations such as Murray ARTS and Murray Regional Tourism Board.	Completed	Achieved and Ongoing - Currently arranging information for the Murray Regional Tourism Digital Platform.
11.1.8.1	Develop a closer relationship with local media by offering to arrange interviews, articles, photography or regular spots on radio and TV or articles in print and social media.	Completed	Achieved and Ongoing - Monthly Whats On generates media interest and stories, also regular interviews on various tourism related subjects of Greater Hume Shire tourism operators and staff on radio, tv, print and social media.
11.1.8.2	Utilise opportunities for direct marketing and value adding (eg free bus to events, discount vouchers, letterbox drops, hot deals, coupons etc) to encourage visitors to Greater Hume Shire.	Completed	Achieved and ongoing - tourism operators are encouraged and supported to develop packages and hot deals.
11.1.8.3	Continue to market and promote towns and villages on Hume and Olympic Highways as welcoming and a 'open day is every day' with a focus on services	Completed	Achieved and ongoing - encouraging tourism operators to trial opening on Sundays and provide different experiences to

	and tourism product to the travelling and touring markets.		promote our unique tourism product.
11.1.9.1	Create, conduct and analyse regular surveys in relation to the visitors attending our Visitor Information Centre and Visitor Information Points.	Completed	Regular surveys are conducted at AVIC. VIP's will be surveyed in late 2015.
11.1.9.2	Create, conduct and analyse regular surveys to identify new trends in visitor behaviour, emerging markets and visitor requirements to support council and tourism operators.	Completed	Regular surveys are conducted at AVIC. VIP's will be surveyed in late 2015. Have developed a closer relationship with Destination NSW in order to obtain research data relating to Greater Hume Shire.
11.3.2.1	Upgrade streetscapes in all major towns within the shire.	Progressing	Holbrook and Culcairn Streetscapes have been completed.  Jindera Streetscape has been delayed by poor weather. Expected completion is September 2015
11.3.3.1	Establish and maintain heritage programs for residential and business buildings.	Completed	Funds are still be allocated for Heritage Projects and this will continue until all of the funds have been allocated
11.3.6.1	Town/tourist information boards	Completed	Town visitor information boards

	developed and installed		completed.
11.3.7.1	Develop a survey collection tool for use by VIC and VIP staff to collect relevant visitor data.	Completed	Regular surveys are conducted at AVIC. VIP's will be surveyed in late 2015. Have developed a closer relationship with Destination NSW in order to obtain research data relating to Greater Hume Shire.
11.3.8.1	Events Guide and Prospectus - to develop and produce an events guide for community groups and organisations. The guide will provide information and advice on all aspects of event management including how, who, when, why, risk management, procedures and organisation, resource register, promotion and marketing, etc.	Completed	Events Guide completed and now on website etc. Article in Community Newsletter Autumn 2015
11.3.9.1	Determine appropriate mechanisms to promote events held within Greater Hume Shire.	Completed	Achieved and Ongoing - Whats On produced monthly and emailed to over 600 addresses, website and facebook.
11.3.11.1	Undertake regular reviews of patronage and value of Holbrook VIC.	Completed	Achieved and Ongoing - Moved to volunteers on weekends from August 2014.
11.3.12.1	Improve the internal knowledge of the	Completed	Tourism workshop postponed until

	shire's tourism product.		later in 2015 due to potential presenter not available. However the Tourism Advisory Committee held public forums in Woomargama, Gerogery, Wymah and Brocklesby and a number of development workshops have been held for our History and Heritage tourism operators.
11.3.16.1	Maintain links with key tourism bodies.	Completed	Achieved and Ongoing - Membership of Murray Regional Tourism, quarterly meetings of Greater Hume Shire's Tourism Advisory Committee, links with Murray Arts, Museums and Galleries NSW, Destination NSW, Environment and Heritage NSW and Arts NSW.
11.3.17.1	Conduct visitor information workshops/meetings for tourism operators, community members and council staff of Greater Hume Shire to provide them with knowledge when assisting with enquiries from visitors.	Completed	Tourism workshop postponed until later in 2015 due to potential presenter not available. However the Tourism Advisory Committee held public forums in Woomargama, Gerogery, Wymah and Brocklesby and a number of development workshops have been held for our History and Heritage tourism operators.
11.3.17.2	Creating the opportunity for operators and their staff to develop better business skills in areas such as internet/social media, marketing, finance, human resource management, industrial	Completed	A number of webinars have been offered to tourism operators and staff in Greater Hume Shire through our membership of Murray Regional Tourism. The

	regulations, working with the media , quality assurance, customer service (including closing the deal) and barista.		webinar subjects have been decoding social media and creating a world class customer experience. More are planned for 2015/2016.
11.3.17.3	Establishment of a Greater Hume Shire Tourism Operators Committee to create links and provide a platform for promotion and development of tourism in Greater Hume Shire.	Completed	Due to time constraints have not established this committee as yet, however it is planned in 2015/2016. Murray Regional Tourism have recently engaged an Industry Officer who will be able to assist with development of this committee.
11.3.18.1	Develop and produce street maps for towns and villages of Greater Hume Shire.	Completed	Town maps have been developed for new Visitor's Guide, when VG is finalized the maps will be made available as well.
11.3.18.2	Participate and assist with development of the Murray Regional Tourism Board digital platform.	Completed	The Digital Platform has been a long involved process due the complexity of the region. The Murray region platform is now live, it is planned that Greater Hume's will be live by end of August 2016.
11.3.18.3	Review, refine and refresh our self drive tour itineraries and develop marketing collateral to assist promotion including value adding such as themes, interactive elements, picnic or refreshment packs, children's puzzles, quizzes or loyalty stamps.	Completed	Achieved and Ongoing - currently arranging reprint of Visitors Guide and developing a Digital Platform with Murray Regional Tourism

11.3.18.4	Ensure that all tourism operators and events are listed on Get Connected (path to Destination NSW, Tourism Victoria and Tourism Australia).	Completed	Achieved - As tourism businesses open they are placed by VIC staff on Get Connected.
11.3.18.5	Enhance and broaden Greater Hume Shire's What's On newsletter and distribute to bus, coach and tourism operators/organisations, visitor services within southern NSW and Victoria and within Greater Hume Shire.	Completed	Greater Hume Shire's What's On newsletter has been refreshed and email network expanded, currently over 600 emails on list. Providing information on over 140 events annually across the shire.
11.3.18.6	Review and refresh Greater Hume Shire's marketing and promotional collateral (such as photographic library, banners, posters, bumper stickers or placemats).	Completed	New Visitor's Guide available in August, Digital Platform live end of August, new photographic material developed and photographic library created.
11.4.3.1	Survey businesses to ascertain recruitment issues (e.g. difficulty in recruiting quality staff, cost of advertising etc.).	Completed	Council has not participated in expos and trade shows during the 2014/2015 year due to budgetary and time constraints.  Council does promote Work Inspirations (a program to engage school leavers) and Greater Hume Children Services educator opportunities on website.

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**2015/16**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
11.1.2.1	Establish and maintain Visitor Information Points (VIP) in all towns and selected villages to provide materials and knowledge on local attractions and events.	Completed	Achieved and Ongoing - GHS has 10 VIP's following the opening in Walbundrie in December 2014. This is nearly the limit, now need to maintain VIPs' within Shire
11.1.2.2	Review, refresh and renew Accredited Visitor Information Centre at Holbrook.	Completed	Achieved and Ongoing - The AVIC has reviewed its souvenir presentation and collection this has seen a 45% increase in sales. The GHS AVIC has been recognised through the 2015 Inland Tourism Awards by receiving an Encouragement Award. There were 12 AVICs nominated throughout regional NSW.
11.1.2.3	Review, refresh and renew the Visitor Information Point network throughout the shire, with a greater emphasis on communication, training and famils.	Completed	There are now 10 Visitor Information Points across the shire, communication lines have improved and famils have occurred with a couple of the VIP's more are planned for other VIP's in 2015/2016.
11.1.3.1	Ensure information included on Council and town websites is current and relevant.	Completed	Ongoing - Now included a Business and Community and Sporting Directories. Websites are updated (almost daily) with information from grants to events to

			latest news.
11.1.3.3	Continue to promote Greater Hume Shire's social media presence on Facebook and develop resources to possibly expand into other sites such as twitter, Google maps, YouTube, Instagram and Pinterest.	Completed	Ongoing - A number of Council related facebook pages with posting,s on a regular basis. All pages are showing gradual increase in likes and reach. Have place a number of You Tube Videos on Shire's museums, with more to come in 2016. Greater Hume Shire now has an instagram page, #visitgreaterhume.
11.1.4.1	Prepare a marketing and promotion plan for key attractions within the Shire.	Completed	Achieved and Ongoing - Visitor Experience Plan released in March 2014, VIC Business Plan developed in 2015.
11.1.5.1	Maintain strong links with Albury/Wodonga and Wagga Wagga tourism organisations.	Completed	Achieved and Ongoing - A member of Albury Wodonga tourism partners, benefits are information in tourism booklet, our Visitors Guide on Albury and Wodonga AVIC shelves, able to attend at reduced price tourism workshops, access to their marketing and promotion initiatives.  Part of Wagga Wagga's AVIC network where we are included in their tourism booklet and our Visitors Guide is placed on their AVIC.
11.1.5.2	Continue to nurture join partnerships and relationships with neighbouring Local Government Areas and organisations such as Murray ARTS and Murray Regional Tourism Board.	Completed	Achieved and Ongoing - Active member of Murray Regional Tourism and Murray Arts.



11.1.8.1	Develop a closer relationship with local media by offering to arrange interviews, articles, photography or regular spots on radio and TV or articles in print and social media.	Completed	Achieved and Ongoing - Monthly Whats On generates media interest and stories, also regular interviews on various tourism related subjects of Greater Hume Shire tourism operators and staff on radio, tv, print and social media. Showcasing Greater Hume Shire by advertising in Out and About (Border Morning Mail) each publication (which is seasonal).
11.1.8.2	Utilise opportunities for direct marketing and value adding (eg free bus to events, discount vouchers, letterbox drops, hot deals, coupons etc) to encourage visitors to Greater Hume Shire.	Completed	Achieved and ongoing - tourism operators are encouraged and supported to develop packages and hot deals.
11.1.8.3	Continue to market and promote towns and villages on Hume and Olympic Highways as welcoming and a 'open day is every day' with a focus on services and tourism product to the travelling and touring markets.	Completed	Achieved and ongoing - encouraging tourism operators to trial opening on Sundays (two operators in Holbrook and Culcairn are currently experimenting with Sunday trade) and provide different experiences to promote our unique tourism product.
11.1.9.1	Create, conduct and analyse regular surveys in relation to the visitors attending our Visitor Information Centre and Visitor Information Points.	Completed	Ongoing - Regular surveys are conducted at AVIC. VIP's were surveyed verbally in late 2015, a more formal process will be conducted in late

			2016.
11.1.9.2	Create, conduct and analyse regular surveys to identify new trends in visitor behaviour, emerging markets and visitor requirements to support council and tourism operators.	Completed	Regular surveys are conducted at AVIC.. A verbal survey has been conducted with VIP's, it is hoped to organise a more formal survey in 2016/2017. Have developed a closer relationship with Destination NSW in order to obtain research data relating to Greater Hume Shire.
11.3.2.1	Upgrade streetscapes in all major towns within the shire.	Completed	All streetscape works have been completed
11.3.3.1	Establish and maintain heritage programs for residential and business buildings.	Completed	achieved
11.3.6.1	Town/tourist nformation boards developed and installed	Completed	Achieved - Town visitor information boards completed.
11.3.7.1	Develop a survey collection tool for use by VIC and VIP staff to collect relevant visitor data.	Completed	Regular surveys are conducted at AVIC. VIP's were surveyed via one to one interview with Tourism and Promotions Staff in late 2015. Have developed a closer relationship with Destination NSW in order to obtain research data relating to Greater Hume Shire.

11.3.8.1	Events Guide and Prospectus - to develop and produce an events guide for community groups and organisations. The guide will provide information and advice on all aspects of event management including how, who, when, why, risk management, procedures and organisation, resource register, promotion and marketing, etc.	Completed	Events Guide completed and now on website etc. Article in Community Newsletter Autumn 2015. Events Guide is now 12 months old and is regularly updated.
11.3.9.1	Determine appropriate mechanisms to promote events held within Greater Hume Shire.	Completed	Achieved and ongoing - over 160 events throughout the shire in 2015/2016 were promoted through Whats On which has now been developed so that residents can also now subscribe to the monthly list of events.
11.3.11.1	Undertake regular reviews of patronage and value of Holbrook VIC.	Completed	Achieved and Ongoing - The AVIC has reviewed its souvenir presentation and collection this has seen a 45% increase in sales. The GHS AVIC has been recognised through the 2015 Inland Tourism Awards by receiving an Encouragement Award. There were 12 AVICs nominated throughout regional NSW.
11.3.12.1	Improve the internal knowledge of the shire's tourism product.	Completed	Tourism Advisory Committee held public forums in Henty, Jindera, Walla Walla and Burrumbuttock and a number of development workshops have been held for our History and Heritage tourism operators.

11.3.16.1	Maintain links with key tourism bodies.	Completed	Achieved and Ongoing - Membership of Murray Regional Tourism, quarterly meetings of Greater Hume Shire's Tourism Advisory Committee, links with Murray Arts, Museums and Galleries NSW, Destination NSW, Environment and Heritage NSW and Arts NSW.
11.3.17.1	Conduct visitor information workshops/meetings for tourism operators, community members and council staff of Greater Hume Shire to provide them with knowledge when assisting with enquiries from visitors.	Completed	Ongoing - A Visitor Ambassador program is current been developed with a workshop planned in September 2016.  Tourism Advisory Committee held public forums in Henty, Jindera and Burrumbuttock and a number of development workshops have been held for our History and Heritage tourism operators.
11.3.17.2	Creating the opportunity for operators and their staff to develop better business skills in areas such as internet/social media, marketing, finance, human resource management, industrial regulations, working with the media , quality assurance, customer service (including closing the deal) and barista.	Completed	Achieved and ongoing - A number of webinars have been offered to tourism operators and staff in Greater Hume Shire through our membership of Murray Regional Tourism. The webinar subjects have been decoding social media, creating a world class customer experience, packaging for your business and Tourism Awards application development.
11.3.17.3	Establishment of a Greater Hume Shire Tourism Operators Committee to create	Not Due To Start	Ongoing - Expressions of Interest for the Tourism Operators Committee will be

	links and provide a platform for promotion and development of tourism in Greater Hume Shire.		sought during Sept/Oct 2016.
11.3.18.1	Develop and produce street maps for towns and villages of Greater Hume Shire.	Completed	Ongoing - town maps to be finalised in 2016/2017.
11.3.18.2	Participate and assist with development of the Murray Regional Tourism Board digital platform.	Completed	Visitgreaterhume.com.au is now live through the Murray Regional Tourism Digital Platform
11.3.18.3	Review, refine and refresh our self drive tour itineraries and develop marketing collateral to assist promotion including value adding such as themes, interactive elements, picnic or refreshment packs, children's puzzles, quizzes or loyalty stamps.	Completed	Achieved and Ongoing - Reprint of Visitors Guide in December 2016, visitgreaterhume.com.au site is live on Murray Regional Tourism's Digital Platform.
11.3.18.4	Ensure that all tourism operators and events are listed on Get Connected (path to Destination NSW, Tourism Victoria and Tourism Australia).	Completed	Achieved - As tourism businesses open they are placed by VIC staff on Get Connected.
11.3.18.5	Enhance and broaden Greater Hume	Completed	Achieved and ongoing - over 160 events

	Shire's What's On newsletter and distribute to bus, coach and tourism operators/organisations, visitor services within southern NSW and Victoria and within Greater Hume Shire.		throughout the shire in 2015/2016 were promoted through Whats On which has now been developed so that residents can also now subscribe to the monthly list of events.
11.3.18.6	Review and refresh Greater Hume Shire's marketing and promotional collateral (such as photographic library, banners, posters, bumper stickers or placemats).	Completed	New Visitor's Guide available in August, Digital Platform live end of August, new photographic material developed and photographic library created.
11.4.3.1	Survey businesses to ascertain recruitment issues (e.g. difficulty in recruiting quality staff, cost of advertising etc.).	Completed	Business survey completed March 2016. 36% of respondents indicated some difficulty in finding suitable employees, especially semi-skilled and skilled positions.

## Theme 4 - SIMPLY GREATER NATURAL SURROUNDINGS

### Outcome 12 - Maintain biodiversity and a high quality natural environment

<p>Feedback from the community confirms a strong recognition of the importance of protecting and maintaining biodiversity within our natural surroundings. Council has partnered with the community to develop and implement projects such as the Burrumbuttock Squirrel Glider Local Area Management Plan (LAMP) project. Squirrel Gliders are an iconic species in the Burrumbuttock area and the local community has undertaken revegetation work to provide habitat for the Gliders for over 20 years. The Squirrel Glider LAMP project enables Burrumbuttock landowners to work toward doubling the local Glider population by managing, expanding and improving Glider habitat. The project is a joint initiative of the Wirraminna Environment Education Centre, West Hume Landcare, Murray Local Land Services, The Office of Environment and Heritage and Greater Hume Shire Council.</p>	<p>Completed</p>
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2013/14

Code	Action	Status	Annual Comment
12.1.1.1	Effective development control undertaken to ensure ecologically sustainable development.	Completed	Ongoing process that is a requirement of the Environmental Planning and Assessment Act 1979
12.1.4.1	In conjunction with CMA's, landcare groups develop on farm environmental projects.	Completed	Discussions held with Holbrook Landcare. This is not a council function and is to be handled by LLS and landcare groups in the future
12.1.5.1	Implement policies and programs to maximise the diversion of waste from landfills to recycling options.	Completed	contamination rates in the recycled bins has decreased and there has been an increase in the uptake of Rural Bin services. Recycling programs are being run in the shire as per the education component of the waste contract with Cleanaway
12.1.5.2	Monitor take up of rural skip bin collection service	Completed	<p>Comment from JJ Richards: 34 customers have been introduced since April 2013</p> <p>Comment from Cleanaway: We have increased 75% customer base since cheaper tipping rate.</p> <p>Customer base seems to be growing but difficult to determine if the cheaper rate is the sole driver</p>



			for the uptake.
12.1.5.3	Encourage urban residents to undertake onsite composting of household organics.	Progressing	Preliminary evaluation of different types of composting systems and costing is underway
12.1.6.1	Implementation of Regional Weeds Action Plan.	Completed	Ongoing process. The regional weeds action plan has been in existence for several years
12.1.7.1	In conjunction ROC's install anti littering signage throughout the shire.	Not Progressing	No action to date
12.1.9.1	Implement improved signage for high conservation areas.	Completed	High Conservation areas are signposted. There is a need to consolidate and update the Roadside Vegetation Management Plan Map.
12.1.9.2	Develop a consolidated Roadside Vegetation Management Plan for the shire.	Progressing	There is a need to consolidate the existing roadside vegetation management plans.
12.1.11.1	Develop strong links with CMA's and other appropriate agencies to reduce habitat loss.	Completed	Primarily a role for the Local Lands Service. Council provides details of the existence of property vegetation plans through the issuing of 149 Planning Certificates

2014/15

Code	Action	Status	Annual Comment
12.1.1.1	Effective development control undertaken to ensure ecologically sustainable development.	Completed	Compl;aince activities are ongoing
12.1.4.1	In conjunction with LLS's, landcare groups develop on farm environmental projects.	Not Progressing	No action to be taken
12.1.5.1	Implement policies and programs to maximise the diversion of waste from landfills to recycling options.	Completed	Recycling education via the waste contract is progressing, drum muster has been conduced Household hazardous waste collection in late November organised, Halve waste advertising through media and web site information
12.1.5.2	Monitor take up of rural skip bin collection service	Completed	Rural skip collection is growing and the waste providers actively advertising at council offices 64 cleanaway services 34 JJRichards
12.1.5.3	Encourage urban residents to undertake onsite composting of household organics.	Completed	Council's involvement in the Halve Waste project continuing
12.1.6.1	Implementation of Regional Weeds Action Plan.	Completed	ongoing
12.1.7.1	In conjunction ROC's install anti littering signage throughout the shire.	Completed	Signs installed

12.1.9.1	Implement improved signage for high conservation areas.	Completed	Signs Installed
12.1.9.2	Develop a consolidated Roadside Vegetation Management Plan for the shire.	Not Progressing	Not Commenced
12.1.11.1	Develop strong links with LLS's and other appropriate agencies to reduce habitat loss.	Progressing	The noxious weed officer continues to work collaboratively with the LLS and is involved in various projects.

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Code	Action	Status	Annual Comment
12.1.1.1	Effective development control undertaken to ensure ecologically sustainable development.	Completed	achieved
12.1.4.1	In conjunction with LLS's, landcare groups develop on farm environmental projects.	Not Progressing	No action to date
12.1.5.1	Implement policies and programs to maximise the diversion of waste from landfills to recycling options.	Completed	Ongoing strategies of education through the waste contract and home composting programme.
12.1.5.2	Monitor take up of rural skip bin collection service	Progressing	A reasonable uptake has occurred although the numbers have stabilised.
12.1.5.3	Encourage urban residents to undertake onsite composting of household organics.	Completed	Composting Dr programme concluded.
12.1.6.1	Implementation of Regional Weeds Action Plan.	Completed	Funding obtained from DPI.
12.1.7.1	In conjunction ROC's install anti littering signage throughout the shire.	Completed	achieved
12.1.9.1	Implement improved signage for high conservation areas.	Progressing	Although no signs have been installed this year progress is underway in discussion with interest groups on signage for next year

12.1.9.2	Develop a consolidated Roadside Vegetation Management Plan for the shire.	Progressing	Although no work undertaken this year progress is underway in discussions with interest groups on developing a new consolidated Roadside Vegetation Management Plan next year
12.1.11.1	Develop strong links with LLS's and other appropriate agencies to reduce habitat loss.	Completed	Council maintains links with the LLS

### Outcome 13 - Maximise our resources to maintain our natural environment

Council continues to participate in regional initiatives aimed at reducing our environmental footprint. Projects such as the annual Drum Muster collection service and the Halve Waste initiative are essential in Council's efforts to reduce the amount of harmful substances reaching our local landfills. Council is also nearing completion of the Culcairn Recycling Centre which will maximise the diversion of waste from landfills to recycling options. The management of council controlled land has also been a high priority for Council over the past four years. Greater Hume Shire Council is the Lead Agency for the Riverina and Murray Regional Weeds Action Plans and advocates for improved management practices and increased funding for the control of invasive plants and animals.

Completed

**2013/14**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
13.1.2.1	Make representations to establish a single body for the management of crown land.	Progressing	Council made a submission to the 'Review of Crown Land Legislation'
13.1.3.1	Council to continue to build partnerships with CMA's and Holbrook Landcare to ensure appropriate recognition of environmental issues with catchment management plans.	Progressing	Council continues to provide ongoing support to the Holbrook Land Care and will cooperate with the Murray Local Land Service.
13.2.3.1	Implement strategies to implement and deliver programs to improve land management practices on private land.	Completed	An ongoing process through the inspection of private property by Council Noxious Weeds Staff
13.2.3.2	Inspect private and public land to detect and assess weed infestations.	Completed	An ongoing process

**2014/15**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
13.1.2.1	Make representations to establish a single body for the management of crown land.	Progressing	Representations made to NSW Crown Lands to keep abreast of current review.
13.1.3.1	Council to continue to build partnerships with LLS's and Holbrook Landcare to ensure appropriate recognition of environmental issues with catchment management plans.	Progressing	
13.2.3.1	Implement strategies to implement and deliver programs to improve land management practices on private land.	Progressing	Noxious weed inspections of private land continuing and on site sewerage management systems being inspected
13.2.3.2	Inspect private and public land to detect and assess weed infestations.	Progressing	in this quarter 95 inspections were undertaken.



**2015/16**

<b>Code</b>	<b>Action</b>	<b>Status</b>	<b>Annual Comment</b>
13.1.2.1	Make representations to establish a single body for the management of crown land.	Progressing	Review of Crown Land continuing. Update report to the June Council meeting.
13.1.3.1	Council to continue to build partnerships with LLS's and Holbrook Landcare to ensure appropriate recognition of environmental issues with catchment management plans.	Progressing	Council will continue to liaise with Murray LLS regarding joint training opportunities has Roadside Vegetation
13.2.3.1	Implement strategies to implement and deliver programs to improve land management practices on private land.	Progressing	No progress
13.2.3.2	Inspect private and public land to detect and assess weed infestations.	Completed	43 property inspections undertaken in the final quarter.