



Greater Hume Shire

simply greater



2016
End of Term Report

Executive Summary

The End of Term Report provides Council with an opportunity to report on our progress in implementing the Community Strategic Plan, Greater Hume 2030, during the period 2012 to 2016.

The Community Strategic Plan contains a number of strategic actions grouped under four main themes as follows:

- Community leadership focussing on “greater ideas by our great people” As we aspire to grow our population sustainably, we must also consider how a shortage of future leaders, water security and a lack of government funding could impact upon delivery of our vision.
- Social issues related to sustaining “a simply greater place to live” 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. Yet, our quality of life could be improved particularly as access to these services and facilities is limited and we are losing our younger people.
- Economic issues related to achieving “a simply greater place to work”. The location of our Shire presents significant potential to grow our economy. This is vital to retain our younger people, support our farmers and mitigate the impacts of the bypasses.
- Environmental issues related to becoming “simply greater natural surroundings” If we are to continue being blessed with beautiful natural surroundings, rich in native plants and animals, we must deal with the apathy towards the protection of the natural environment that is present within some members of the community.

Measuring the Community Strategic Plan

As part of the development of the Community Strategic Plan a number of measures were linked to each of the strategies. These measures have been included in Council’s 2012 – 2016 Delivery Program and progress against each strategy reported to Council and the community on a quarterly basis.

In addition, Council has commissioned Community Surveys in 2012 and 2016 to gauge the community’s perceptions and opinions on living as a resident of Greater Hume Shire. The broad aim of the surveys is to provide Council with an understanding of the perceptions and needs of the local community with respect to both Council’s services and facilities and to customer service.

The overall performance of Council as determined by the 2016 survey was as follows:

- Six in ten Greater Hume Shire residents (62.1%) are either satisfied or very satisfied with Council’s overall performance compared to 58.7% in 2012.
- 5.8% of residents were dissatisfied compared to 6.6% in 2012.
- the overall mean satisfaction score of 3.68 out of 5 is considered a median satisfaction rating but approaching the high level satisfaction threshold of 3.75
- the most important services, facilities or activities that the community believe Council should focus on are:
 - * maintaining sealed rural roads
 - * provision of services and facilities for youth
 - * council responsiveness to community needs
 - * consulting with the community
 - * maintaining town roads
 - * council leadership and advocacy.

Theme 1 - Greater Ideas by Our Great People

Report Card
2016

\$209,776 in grants given
to community groups

Community volunteers cooking at Australia Day 2016
event at Wymah Recreation Ground

As a community, we have identified that there are significant socio-economic benefits to growing our population. Yet, we would want to retain our values; it is important for us to continue to support one another and maintain our pride in Greater Hume.

600 people attend
Council's annual Australia
Day event

188 new dwellings
approved



Theme 1 - Greater Ideas by Our Great People

Report Card
2016



Result -
Greater Hume
FIT FOR THE FUTURE

The infographic features a blue header with the Greater Hume Shire logo and the slogan 'FIT FOR THE FUTURE'. Below the header, the title 'Community Engagement Snapshot' is displayed. The infographic is divided into several orange-bordered boxes, each containing an icon and a statistic. The statistics are: 4,403 community information fliers posted; 311 emails sent inviting residents to participate, complete the survey and/or attend a community workshop; 3 community workshops held; attendance at workshops: 15 at Mullengandra, 33 at Burrumbuttock, and 35 at Culcairn; 3 media releases; 9 posts to Council's facebook page; 8 letters received; 337 community surveys submitted; 426 web page hits; 59 staff surveys submitted; and 16 staff suggestions. A 'buy local' logo is visible in the background of the infographic.

Greater Hume Shire simply greater | FIT FOR THE FUTURE

Community Engagement Snapshot

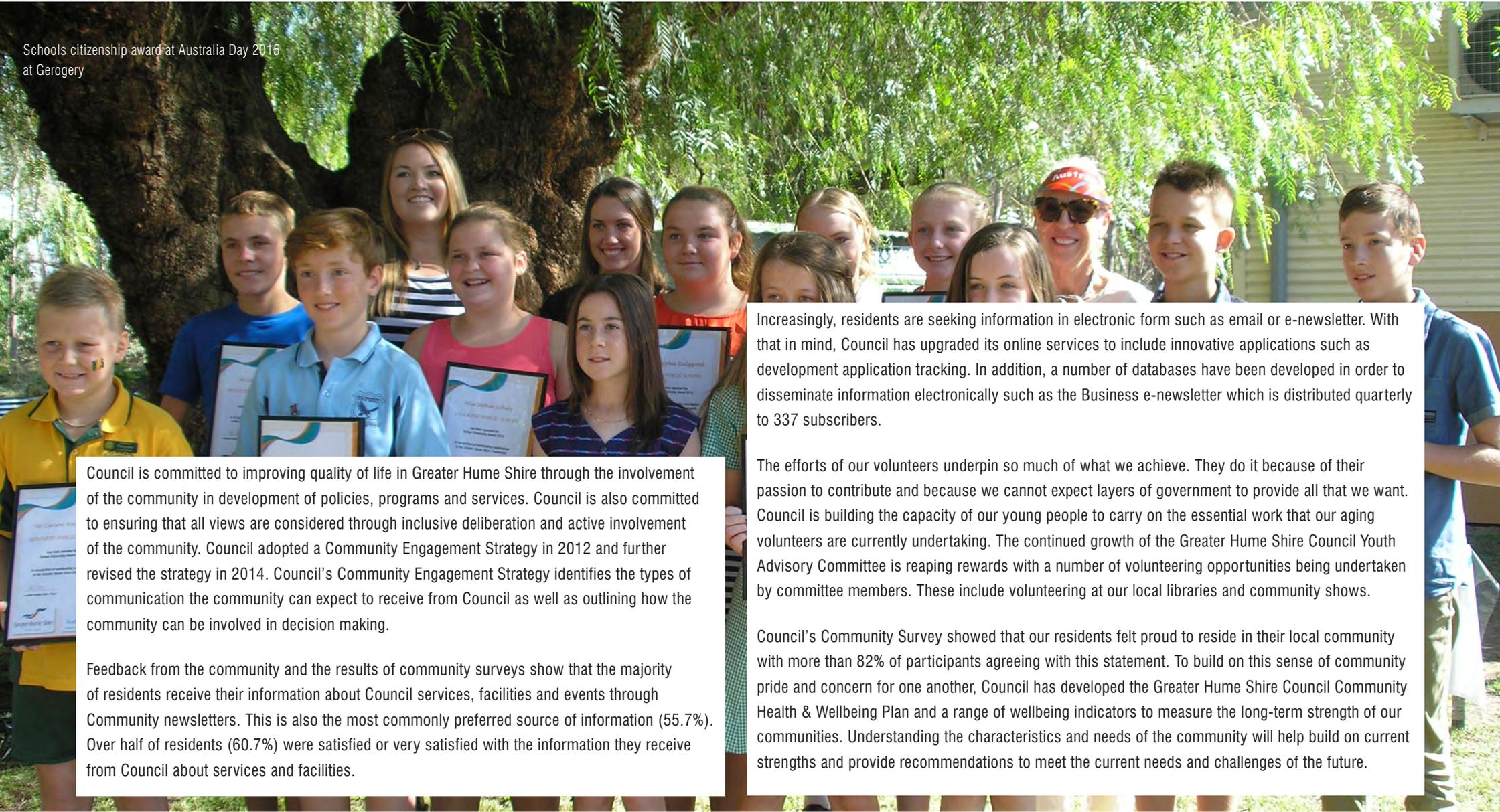
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Breakfast launch, Buy Local in Greater Hume Shire, September 2015

Outcome 1 - A progressive community

Schools citizenship award at Australia Day 2015 at Gerogery



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.

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 enhance our liveability, 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.

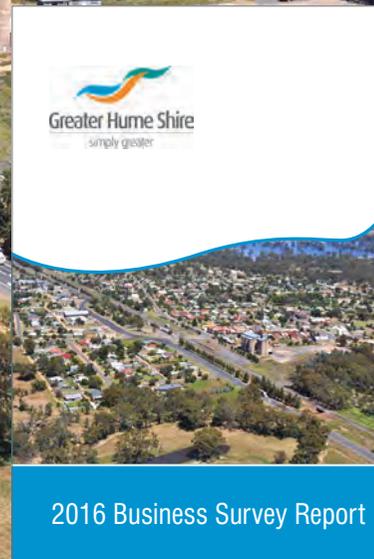
Aerial view of Henty and Doodle Cooma Swamp



80% believe that Greater Hume Shire is a better place to live compared to other areas

review of Economic Development & Social Plan Consultation:

- 10 focus groups
- 86 residents
- 28 staff
- 8 councillors



2016 Business Survey Report

Top 5 assets as a place to live

1. Community
2. Schools
3. Health and other services
3. Sports, sportgrounds
5. Proximity to regional centres

Top 5 suggestions to make the economy stronger

1. Attract new industry
2. Council has a role to play (varied)
3. Buy local supporting local employment
4. Encourage more business operations
5. Reseal/replace subdivisions/promotion & tourism

Top 5 advantages of running a business in Greater Hume Shire

1. Proximity to Albury and Wagga Wagga
2. Quality of life the community has to offer
3. Local customer loyalty
4. Access to national highways
5. Reliable rainfall/climate

Top 5 disadvantages of running a business in Greater Hume Shire

1. Transport costs
2. Small size of local market
3. Quality of infrastructure
4. Slow growth of local market
5. Road networks

Theme 2 - A Simply Greater Place to Live

Report Card
2016



Kala Court Retirement Complex, Holbrook

Theme 2 - A Simply Greater Place to Live

Report Card
2016

115 new residential/
rural residential
allotments created
in 2012-2016

shared pedestrian and bicycle
path at Henty and Jindera



Story time at Henty Library



Retirement units at Kala Court Complex, Holbrook are managed by Greater Hume Shire Council



Lion display at Holbrook Library

Outcome 3 - For all our towns and villages to benefit from this plan



Streetscape upgrade and long vehicle parking signage at Holbrook, October 2015

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.

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.

**5 new playgrounds
across our shire**

new skate park at Henty

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.

Burrumbuttock's BIGGEST
CUPPA Morning Tea
Burrumbuttock Hall Supporting
Redstart Albury-Wodonga,
Providing Help For Victims Of
Violence, 15 June 2016



Holbrook Community Garden helps keep residents engaged and connected

Outcome 5 - Maintained and improved services, facilities and infrastructure throughout the shire

2012 to 2016 Roads Expenditure Summary

Road Length	Description	Expenditure
4.4 km	Urban Roads Construction	\$2.545M
7.0 km	Urban Roads Construction – Roads 2 Recovery	\$1.475M
19 km	Rural Roads Construction	\$5.530M
24.45 km	Rural Roads Construction – Roads 2 Recovery	\$3.072M
10.8 km	Urban Roads Resealing	\$210,526
75 km	Rural Roads Resealing	\$1.721M
134 km	Unsealed Roads Gravel Resheeting	\$2.897M
69.3 km	Regional Roads Resealing	\$1.714M
22 km	Regional Roads Upgrades, Rehabilitation & Widening	\$10.239M

2012 to 2016 Footpaths, Kerb & Gutter, Bridges Expenditure

Description	Expenditure
Foothpaths Construction	\$130,805*
Kerb and Gutter Construction	\$620,172*
Bridges and Major Culverts Construction	\$475,968

* excludes streetscape works

Jingellic Road (Yarara Gap) Reconstruction Project, \$3.7M completed May 2016

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.

Outcome 5 - Maintained and improved services, facilities and infrastructure throughout the shire

Playgrounds Upgrades

Woomargama Park – Woomargama – new play equipment and shade sails - 2014

Blacksmith Park – Brocklesby – new play equipment - 2015

Memorial Park – Henty – Shade Sails installed over existing play equipment – 2015

Ten mile Creek Park – Holbrook - new equipment and shade sails - 2014

Recreation Reserve – Walbundrie – new play equipment – 2015

Public Toilets Upgrades

Walbundrie Recreational Ground – full refurbishment - 2013

Woomargama –new facility -2014

Brocklesby Hall/Park – full refurbishment – 2014

Culcairn Bus stop – partial refurbishment – 2015

Culcairn Recreation Ground (Pony Club) – new facility - 2014

Walla Walla Recreation Ground – full refurbishment – 2016

Gerogery Village – new facility - 2016



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



HSC Lock in Day at Culcairn
2015

**over 900 infants enrolled
with Greater Hume Children
Services in 4 years**

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 & 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 & Wellbeing Plan is essential to responding to these challenges.

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.

Outcome 7 - Continue to advance our identity and reputation

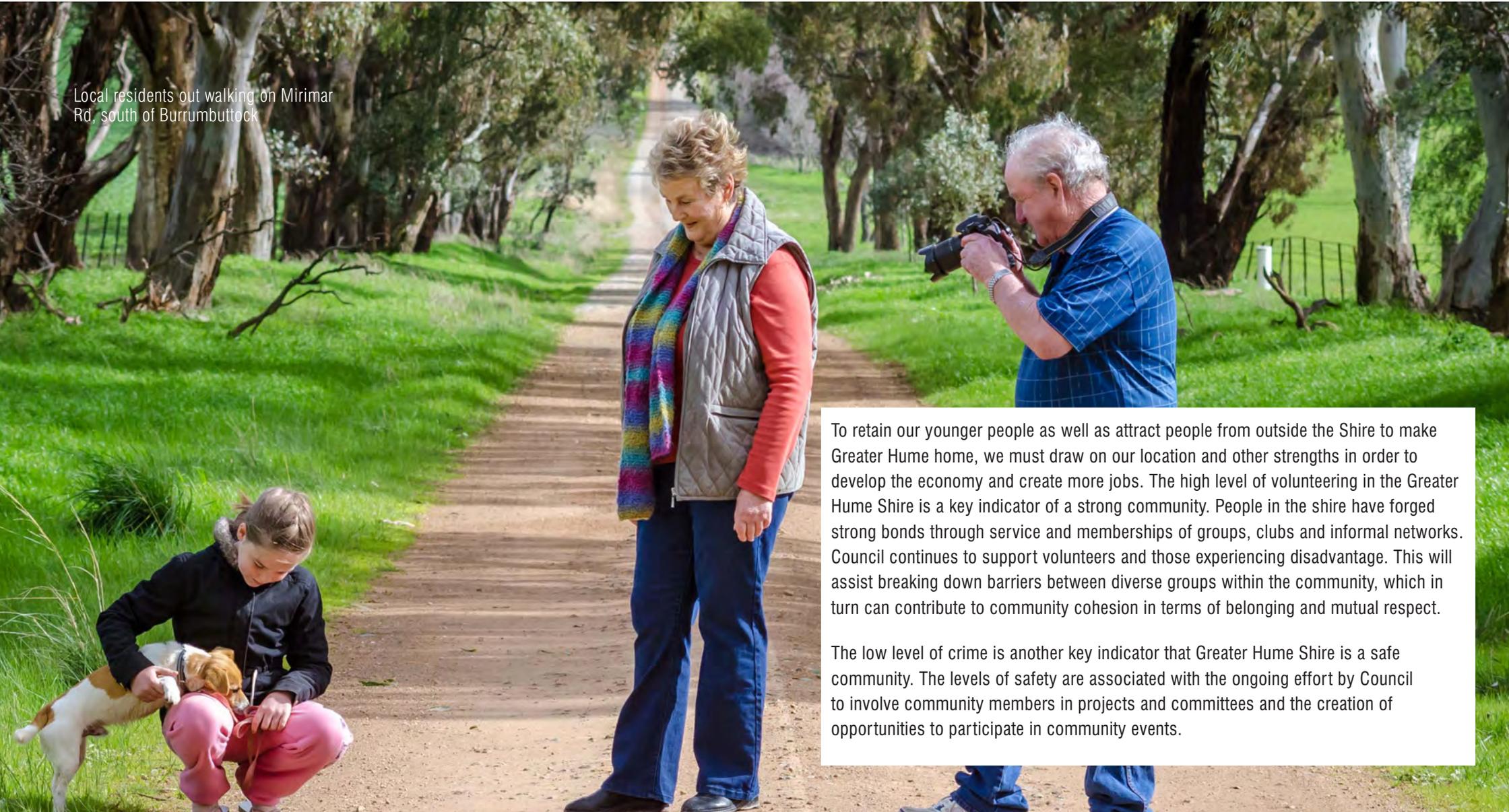


Greater Hume Shire Council
monthly meeting at Brocklesby
November 2013

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.

Outcome 8 - Retain our quality of life

Local residents out walking on Mirimar Rd, south of Burrumbuttock



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.

Theme 3 - A Simply Greater Place to Work

Report Card
2016

Staff at work at Kotzur, Walla Walla,
largest private employer in Greater Hume
Shire


KOTZUR
Sustainable Water Solutions

The location of our Shire presents significant potential to grow our economy. This is vital to retain our younger people, support our farmers and mitigate the impacts of the bypasses.

Outcome 9 - Enhanced job opportunities for our people



\$2.07M invested in urban streetscape upgrades

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.

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.

Jindera Medical Centre

Outcome 10 - A sustained and vibrant farming sector



Largest event in the shire, Henty Machinery Field Days held each year in September

60,000 visitors to Henty Machinery Field Days each year

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 over 60,000 people to our shire each year.

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 four 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.

Yellow Submarine Project June 2014 - galvanising not just a local community, but an international knitting army, receiving National and International media coverage, generating a huge response from visitors and locals alike.

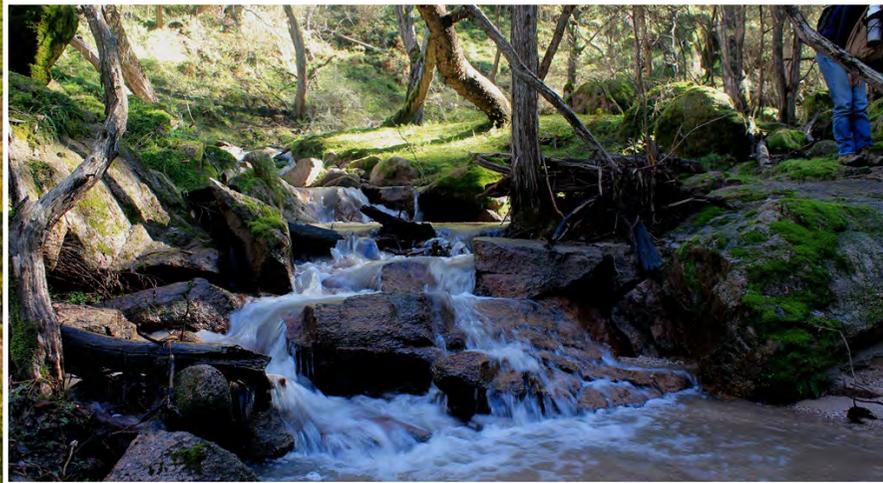
over 2,300 visitors to
Yellow Submarine in 2014

Theme 4 - Simply Greater Natural Surroundings



Morgan's Lookout, Walla Walla

We live in a beautiful part of the world. There are scenic hills and pastures and large remnants of quality natural bushland. Biodiversity within the Shire is considered to still be high and we have national parks and wetlands close by.



Woomargama National Park



Gum Swamp Walla Walla

Theme 4 - Simply Greater Natural Surroundings

Report Card
2016



Enjoying simply greater natural surroundings in Greater Hume Shire near Talmalmo.

2,000km weed spraying annually on roadsides

Outcome 12 - Maintain biodiversity and a high quality natural environment

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.

Wirraminna Environmental Educational Centre, Burrumbuttock

3,500 visitors annually
120 school groups
36 workshops/events
at Wirraminna
Environmental
Educational Centre



Squirrel Glider Local Area Management Plan is to secure the squirrel glider population on participating Burrumbuttock properties.

Outcome 13 - Maximise our resources to maintain our natural environment

29,683 drums
returned in
DRUMmuster program

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.



Culcairn Recycling Centre, Culcairn Landfill, opened June 2016



The youth team that created Don't Text and Drive film, starring youth from Greater Hume Shire and Cr John McInerney as the magistrate!

To view the film

<https://vimeo.com/139877884>



Greater Hume Shire Youth Advisory Committee Youth Initiative Bubble Soccer at Jindera, September school holidays, 123 participants

Further Information

Council's Community Strategic Plan and associated Delivery Program contains over 240 individual strategies. Detailed information on each strategy is provided in the full End of term Report which can be accessed on Council's website at www.greaterhume.nsw.gov.au