






Greater  
Hume  
Council

# Operational Plan Review




Q1, 2020/2021






## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.1.1.3	Implement best practice financial management processes	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	Financial statements compliant with all statutory requirements	100%		Completed. External audit completed with clear audit report achieved. Financial Statements completed, reported to Council and lodged in accordance with agreed audit plan and timeline.	Director Corporate & Community Services
		Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	LTFP revised annually in conjunction with adoption of annual operating budget	100%		Completed as part of budget adoption process	Director Corporate & Community Services
		Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure	Loan borrowings maintained at optimum levels as determined by Council	25%		Borrowing levels being examined as part of 2021/2022 budget planning	Director Corporate & Community Services




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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		spending maximised					
		Commence review of alternate corporate software package including pricing and implementation timeline for consideration in 2021/2022 Operational Plan		25%		Discussions commenced with alternate provider and initial proposal received. Further review to be undertaken over coming months	Director Corporate & Community Services
1.1.1.4	Actions and strategies detailed in Council's IP&R plans are implemented and status reviews presented to Council on a quarterly basis	IP&R status reports presented to Council on quarterly basis	Quarterly reports presented to Council	25%		Achieved and ongoing	General Manager
1.1.1.5	Implement effective governance strategies	Progressively implement strategies outlined in Council's Fit for the Future	Annual reviews conducted and report provided to Council no later than 30 June annually	25%		Achieved and ongoing through service reviews, organisational reviews etc.	General Manager


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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Improvement Action Plan					
1.1.1.6	Maintain effective and open complaints handling processes	Undertake effective investigation and resolution of complaints	Customer Action Request reports provided to Council monthly	25%		Monthly reports presented to Council	Director Corporate & Community Services
1.1.1.7	Implement effective risk management programs to minimise Council's exposure to risk and ensure continuity of critical business functions	Review Council's Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations	Integrated Risk Management Plan reviewed on an annual basis.	25%		Development and implementation continues. Risk Register currently under development.	General Manager
1.1.1.8	Implement organisation wide service and efficiency reviews	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	Two functional areas reviewed annually	0%		Service reviews for 2020/2021 financial year need to be determined.	General Manager

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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.1.2.4	Provide Councillors with support and training to ensure their ongoing professional development.	Develop and implement a Councillor professional development program in accordance with OLG guidelines		0%		Review of existing training plans required.	General Manager
1.1.2.5	Provide opportunities and actively encourage younger people to join community groups	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire		30%		Youth Advisory Committee meetings recommenced in August 2020 with both Billabong High and St Paul's College students. Student have also been provided with the opportunity to have a say in the Holbrook Skate Park Redevelopment project. This is a partnership with the Health Towns program.	Team Leader Library & Youth Services
1.1.2.6	Improve leadership in community groups to	Review current Management Committee manual and provide		25%		This matter was the subject of an Internal Audit review with key actions and timelines	Director Corporate & Community Services

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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	facilitate greater accountability from community groups that manage Council's assets	refresher training to management committees as required				provided in the final report. Ongoing implementation of recommendations to be reported through ARIC	
1.1.2.7	Recognise community leaders and their efforts and encourage others in the community to take up leadership roles	Recognise community leaders through Australia Day awards		25%		Australia Day planning underway at Walbundrie	Executive Assistant Tourism & Promotions

1.1.2: Council is responsive to community needs and priorities


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.1.2.1	Engagement by Council to demonstrate Council leadership	Continued implementation of the GHSC Communication Plan	Communications Plan implementation continued	30%		Progress on LGA entrance and town signage project. All locations identified. Report issued to Transport for NSW for consent by this authority. Revised graphic design completed, and approved by Promotions Working Group.  No action on content plan this quarter.	Executive Assistant
		Continued implementation of the GHSC Communication Plan		25%		achieved and ongoing, new visitgreaterhume website, developing online forms.	Executive Assistant Tourism & Promotions
1.1.2.2	Improve community attendance at Council meetings and	Facilitate the advertising of information regarding Council meetings and	Council meetings advertised in accordance with statutory requirements	25%		Achieved and ongoing	General Manager







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	provide greater contact with local councillors	events in accordance with legislation and time requirements and include on Council's website					
1.1.2.3	Improve community attendance at Council Meetings and provide greater contact with local councillors	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	Two or more meetings held at alternative venues annually	0%		Due to COVID restrictions remote Council meeting venues yet to be set.	General Manager

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

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.1.3.1	Councillors and senior staff represent the interests of Greater Hume Council to State and Federal members and government departments	Lobby State and Federal politicians on issues of importance to our community	All appropriate funding opportunities taken	25%		Council has retained open dialogue with local members particularly around the Border closure and funding programs	General Manager

1.1.4: Strong relationships and effective partnerships




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.1.4.1	Lobby Australian and State governments for increased funding	Meet with local Australian and State government parliamentarians at least annually	Meetings held annually	0%		Meetings yet to be scheduled.	General Manager
		Actively participate in Local Government NSW Annual Conference	Nominated councillors and General Manager attend NSWLG Conference	50%		Six Councillors and three senior staff registered to attend virtual conference on Monday 23 November.	General Manager
1.1.4.2	Cooperatively work with surrounding councils to identify where resources and costs can be shared	Continue as an active participant in REROC/RivJO initiatives	Membership maintained	25%		General manager remains the convenor of the RIVJO/REROC Workforce Development Group	General Manager
		Continue current programs.	Existing agreements maintained and new opportunities investigated	25%		Achieved and ongoing.	General Manager
		Joint spray sealing contract procured with Lockhart Shire Council					
		AlburyCity - waste -					

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		museums Lockhart Shire Council - Joint Road Safety, Youth Services					

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

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


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.2.1.1	Implement the planned community engagement processes using various communication strategies	Maintain membership of community engagement peak bodies and networks	Council is an active member of IAP2 and staff attend the North East Engagement Network meetings at least three times per year.	25%		Membership of IAP2 confirmed. NE Engagement Network has not been meeting due to Covid-19.	Executive Assistant
		Relevant staff and Councillors to undertake IAP2 and/or other community engagement training	Community engagement training is completed for all councillors and relevant staff	0%		No action this quarter.	Executive Assistant
		Develop two Council newsletters (Autumn and Spring) and rates notice insert whilst ensuring effective and targeted content	Two Council newsletters and rate notice inserts developed and sent to residents	25%		Greater Hume Second Newsletter planning underway for Nov publishing.	Executive Assistant Tourism & Promotions

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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Investigate contemporary community engagement techniques to enhance communications with the community in readiness for the review of the community strategic plan	Relevant and accessible reference group/s established	10%		Have received copy of early engagement techniques being used by neighbouring LGA. To be discussed at forums with other LGA organisations.	Executive Assistant

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

### 1.3.1: Councils values, actions and decisions are inclusive. Access and Inclusion Reference group established Community Health and Wellbeing Alliance continues

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
1.3.1.1	Acknowledge all volunteers and those providing welfare, and genuinely engage them in Council decisions, policy and meaningful dialogue to improve outcomes for those that are disadvantaged.	<p>Invite volunteers to present information about their work to council</p> <p>Seek out opportunities to support welfare work through funding, special grants &amp; material aid</p>	<p>One meeting of the Community Health &amp; Wellbeing Alliance dedicated to consulting with the welfare volunteers in the shire</p> <p>Number of successful grant application</p>	20%		<p>Through Healthy Towns provided opportunities for involvement of clubs and groups to assist commitment to healthier programs through Zoom.</p> <p>To date Health and Wellbeing Alliance hasn't met.</p> <p>Provided assistance through zoom to clubs and groups for writing grants, particularly for Riverina Water Grants.</p>	Manager Community Services






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1.3.1.2	Undertake work to ensure that young people, people who are disadvantaged, and people with a disability can exercise their rights as equal citizens in areas such as Council elections, Council meetings, Council consultation processes, Council policy, and membership of Councils committees involving community representatives and in making complaints.	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth Council and participate in decision making processes.	Youth Council rules and charter reviewed annually for inclusiveness	0%		No specific action to date	Director Corporate & Community Services
1.3.1.3	Implement Greater Hume Shire Disability Inclusion Action Plan (DIAP)	Progressively audit Council functions, facilities, services, events and information sources against Access to Premises Standards	Audit and improvements progressively implemented  DIAP updated	70%		Main Council offices have been assessed and stickers providing information about access are included with front	Manager Community Services







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		All new signage is compliant with the provisions of the Disability Inclusion Act	Signage is accessible and inclusive	25%		All new signage is being made compliant with the disability act	Director Engineering
		Review GHSC employment HR policies and processes for inclusiveness	Policy review completed	25%		Policies progressively being updated in line with Council's policy review schedule	Manager Corporate Services
		Include inclusiveness in the Workplace Inspirations Day	Inclusiveness included in the WID	0%		Deferred until the end of Term 1 due to COVID restrictions.	General Manager
		Customer Service Staff are aware of the resources needed to respond to PwD/Carers	% staff satisfied they are aware of the resources needed to support PwD/Carers	0%		No opportunity to date to update customer service	Manager Community Services
		GHSC Policies and procedures reflect the needs of PwD/Carers	Relevant policies compliant with Disability Inclusion Act	10%		Review of DIAP process begun.  Inclusion processes	Manager Community Services

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						established at childcare centres.	
		Criteria for Council Community grants includes diversity, accessibility and inclusiveness	Successful applications include the needs for PwD and Carers. (Where applicable)	0%			Manager Community Services
		Support and resource DIAP reference group	Hold reference group meetings 2 to 3 times per year	10%		providing support for review and development of new plan	Manager Community Services





## 2: Healthy Lifestyle


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

### 2.1: Welcoming, resilient and involved communities

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




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.1.1.1	Encourage more residents to be involved in the Greater Hume Shire and events	Continue to rotate the Australia Day function across towns in Greater Hume local government area	Official GHSC Australia Day function held in a Walla Walla in 2019	25%		Australia Day planning at Walbundrie underway.	Executive Assistant Tourism & Promotions
2.1.1.2	Provide and promote a range of cultural and personal development opportunities for youth	Implement actions and projects detailed in the annual youth plan	Actions implemented from youth plan	30%		The Greater Hume Council Youth Services have amended the 2020-21 annual Youth Action Plan to program presented online and meetings held via Zoom adhering to COVID-19 restrictions  The following programs were held for young people from July - September 20	Team Leader Library & Youth Services

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						<p>July School Holidays - Youth Services partnered with the Mindful Warrior to create three videos on mental health strategies. Information was uploaded to social media platforms Facebook and Instragram. The program had 1000+ views</p> <p>Youth Advisory Committee meetings were held using Zoom technology with Billabong High School twice in August and once in September with St Paul's College students.</p>	
2.1.1.3	Develop partnerships with schools and other community	Regular communication with local high schools to establish need	Participation in annual mental health forum, Youth Inspirations Day	30%		From July to September 20 the partnership with Billabong High School	Team Leader Library & Youth Services


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	organisations to deliver and promote targeted health and wellbeing programs to youth	and partnership opportunities	<p>and other joint projects</p> <p>Planning meeting held with Billabong High school and St Paul's College to discuss youth health and wellbeing projects</p>			<p>and St Paul's School has continued despite restriction placed on Youth Services due to COVID-19.</p> <p>From the GHC annual Work Inspiration Day 3 students from St Paul's School undertook work experience at Council in September 20. Two students from St Paul's College have indicated interested in returning in 2021 as SBAT students in Children and Library Services. Youth Services have assisted Billabong High School teaching staff with the Riverina Water grant which will benefit students health and wellbeing. Youth Services staff continue to communicate on a regular basis with both schools to discuss Youth Advisory Committee meetings,</p>	

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						grant funding opportunities and future programing which has been postponed due to COVID-19 restrictions.	
2.1.1.4	Recognise the contribution of volunteers in communities and assist with recruitment and retention	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	Celebration morning(s) held during Volunteers Week	0%			Manager Community Services
		Work Health & Safety volunteer induction and training provided	Annual training conducted	0%		Road show of section 355 Committees will be half in the second half of the financial year.	General Manager
		Provide advice and support to volunteer community organisations in governance and financial management	Refresher training held annually	50%		Procedures relating to the functions of volunteer committees was subject to an Internal Audit review. A number of recommendations have been made and implementation of the recommendations will be overseen by the	Manager Corporate Services




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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						Audit, Risk & Improvement Committee	
2.1.1.5	Review opportunities to create greater diversity in our communities and workforce	Investigate the benefits of membership of Welcoming Cities and report presented to Council		20%		Council has received a proposal to work on a specific project with Welcoming Cities being the delivery agent. Due to COVID-19, this work has been postponed until third quarter (early 2021), as it was felt that in the first quarter this year, business has been overwhelmed dealing with covid impacts and border closures. Due to pick up early 2021.	Executive Assistant


2.1.2: Local education and local career opportunities

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.1.2.1	GHC to lead and exercise responsibility as an equal opportunity employer and community leaders to work with others to enhance local employment and mentoring opportunities for young people, people who are disadvantaged, and people with a disability.	Review the application of EEO principles across all areas of Council	Annual audit against EEO principles	0%		No action to date	Director Corporate & Community Services
		Continue to support traineeships for local young people	At least maintain current level of 3 trainees and 1 apprentice	25%		Engagement of trainees remains at target levels and new opportunities will continue to be explored where appropriate	Director Corporate & Community Services
		Participate in regional youth focused mentoring programs	Participate in REROC Take Charge youth event	0%		postponed to first term 2021	Manager Community Services
2.1.2.2	Work with TAFE and other Registered Training Organisations to provide entry level certificates and qualifications locally.	Continue to support VET providers in the local community.	VET providers continue to deliver entry level qualifications locally via supported video link at Holbrook and Henty libraries	40%		Relationship with TAFE changed due to their structural change. Currently providing cert III children services opportunity	Manager Community Services

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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						through Holbrook.  Support provided through strong traineeship program within Council as well as opportunities for SBAT work experience for students.	
		Establish school based traineeships		30%		Two students from St Paul's College Walla Walla who undertook work experience at the GHC in September 20 have indicated interest in returning to GHC in the Children and Library Services as SBAT students in 2021. Currently, information regarding the SBAT positions	Team Leader Library & Youth Services

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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						availability at Council have been forwarded to St Paul's College Walla Walla for further discussion. The two students were part of the 2019 GHC Work Inspiration Day.	
2.1.2.3	Maintain contemporary information and computing technology facilities for education purposes.	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	Audit completed	0%		Annual planning review of library technology facilities completed.	Manager Community Services




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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Undertake a review of the Community Health & Wellbeing Plan	Review completed and updated plan presented to Council by 30 June 2019	20%		Initial review of existing plan completed...	Manager Community Services
2.2.1.6	Develop partnerships with local health services to plan and implement key health promotion initiatives: injury prevention, farm/work safety promotion, cancer prevention (particularly skin cancer prevention) and active community (physical activity promotion and nutrition)	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	2-3 Health promotion activities per year	10%		Some information has been shared with groups, however, due to Covid 19 many organisations have been disrupted.  Holbrook Healthy Towns program began in February, however, we stopped during first part of the year with extension until December 2020. Will be completed.	Manager Community Services
		Implement the Holbrook Healthy Town Project		80%		Progressing well with limitations of Covid 19	Manager Community Services

2.2.2: Develop a Greater Hume Youth Plan and continue Youth Advisory Committee




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.2.2.1	Provide training and mentoring opportunities for young leaders	Implement a young leaders training and mentoring action program	Revised youth leadership training plan developed by 30 June 2019	20%		The 20-21 mentoring action program has been updated to allow programs to adhere to COVID-19 restrictions. Youth Advisory Committee meetings have continued from August using Zoom technology to mentor the young people in planning programs and services for other young people.	Team Leader Library & Youth Services

2.2.3: Continue to support the enhancement of children services across the Shire

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.2.3.1	Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families	Undertake a biannual review of existing childcare services provided through engagement with preschools and other children's services	Biannual survey completed	0%			Manager Community Services
2.2.3.2	Ensure that Greater Hume Children Services remains a relevant and reliable service	Implement the Greater Hume Children Services Strategic Plan including the implementation of a targeted marketing strategy	Increase number of educators and increased number of FTE children in care	70%		Review of 12 month trial with inclusion of Holbrook centre this year has been completed. Plans have been established for increased numbers of children and educators, however, to date a major focus has been on attracting	Manager Community Services




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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						and retaining qualified educators as required.	
		Monitor operations of centre based Henty, Holbrook and Walla Walla Children Services		25%		Ongoing. Monthly financial reports prepared and reviewed.	Director Corporate & Community Services
		Undertake financial review of centres and family day care services to determine long term impact of COVID-19 crisis		100%		Completed. Review undertaken and impact quantified. Enrollment numbers have returned to pre-COVID levels and CCS funding reinstated. No further impacts are anticipated at this time however the situation will continue to be monitored closely.	Director Corporate & Community Services
		Finalise Memorandum of Understanding		0%		No further advice received from Preschool on this	Director Corporate & Community Services



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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		(MOU) with Henty Preschool and commence planning for service transition				matter. Will be followed up prior to the end of the school year.	

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


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.2.4.1	Establish effective local community transport options	Support the ongoing provision of point to point transport service and advocate for retention of program at conclusion of the current trial period	Conduct two meetings annually	25%		Transport service continuing effectively. Council support provided when required	Director Corporate & Community Services

2.2.5: Advocate for safe work practices and employment standards

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.2.5.1	Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity	Implement the strategies from the Workforce Management Plan	Annual report on implementation of Workforce Management Plan presented to Council	25%		Ongoing. Workforce Management Plan to be reviewed and updated during the course of the 2020/2021 year	Director Corporate & Community Services
2.2.5.2	Provide a safe work environment	Integrated risk management system developed and implemented	WHS Committee meets a minimum of 4 times per year	25%		Continually under review and updated where necessary. Random alcohol and other drug testing commenced.	General Manager



2.3: Volunteering is inclusive, well acknowledged and supported

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


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.3.1.1	Support self-help/support and interest groups such as mens shed, friendly visiting, craft groups and service clubs to be sustainable, accessible and inclusive.	Continue to acknowledge and work with local groups assisting with funding and resources to ensure there are accessible, affordable and inclusive.	Recruitment process undertaken to target self help / support and special interest groups to attend Alliance meetings	10%		Minimal due to Covid 19	Manager Community Services

2.4: Our residents feel safe



2.4.1: Street lighting is effective and energy efficient

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.4.1.1	Implement the street light installation priority program	Continue the installation of new streetlights in accordance with the agreed priority program	Installation of new street lighting within budgetary requirements	25%		All existing streetlights in Greater Hume to be replaced with new LED streetlights in first half of 2021. An additional 10 lights will be installed as detailed in Council priority list following the bulk LED program.	Director Engineering
2.4.1.2	Expand the utilisation of solar powered and LED technology in streetlighting	Work with electricity authorities to implement LED technology for new and existing streetlights	Agreement reached with essential Energy for the installation of LED technology	25%		All Council streetlights to be changed to LED in first half of 2021	Director Engineering

2.4.2: Implement Council's Road Safety Strategy

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.4.2.1	Work with RMS, Lockhart Shire and the community to implement the Roads Safety Strategy	Implement the Road Safety Strategy annual priorities	Ongoing reduction in road fatalities and injuries in Greater Hume LGA	25%		All priorities are being implemented	Director Engineering


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

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.4.3.1	Council to investigate opportunities and invest in liveability infrastructure such as recreation facilities, cycleways, footpaths, recreational walking tracks	Lodge grant applications for identified shared path projects under Action Transport funding program		100%		Applications lodged, but were not successful.  Will lodge new applications for 2021/22	Director Engineering
		Implement actions from existing capital works program	90% of works completed as detailed in the capital works program	25%		Although applications were not successful for funding for shared paths, Council will consider undertaking revised projects to complete installation of some priority paths.	Director Engineering




2.5: Council provides learning and development opportunities for all

2.5.1: Community spaces allow our residents to learn and engage

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
2.5.1.1	Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services	Investigate alternative methods of service delivery to rural and remote communities	Report on mobile library usage and alternatives presented by 30 June 2019	30%		<p>COVID-19 restrictions have changed the methods of delivery to rural and remote communities as well as programming and services to static libraries to lonely and isolated members.</p> <p>Home delivery services, online storytime sessions using social media platforms Facebook and Instagram, Zooming into schools for storytime meeting the literacy needs of school children unable to attend the library, book reviews on social media and one on one storytime. Further changes in delivery include the loaning of iPad to age</p>	Team Leader Library & Youth Services


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						<p>care facilities and individuals in the community. The iPad have library applications including Borrowbox, as well as games, connection technology Zoom, Facetime and Skype. All holiday programs have been made available as a pick up and watch 'how to' social media for presentations.</p> <p>Outreach program presentations for Book Week 2020 are planned for the majority of schools in towns and villages in October 2020.</p>	
		Create and promote traditional and	Develop and implement an outreach program to promote online	30%		From 1 July 2020, branch libraries of the Riverina Regional	Team Leader Library & Youth Services



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		online library services	resources and traditional library resources at two communities annually			<p>Library commenced no longer charging for overdue fines on library collection items. The change will further increase usage by borrowers in the GHC. The promotion of online and traditional library services have increased since the impact of COVID-19 in March 2020. In July the GHC Facebook pages combined have a total of 781 constant followers, a reach of 11,059 and an engagement level of 5,687. Instagram ages have 168 constant followers, a reach of 4,735 and an engagement of 1,525. Promotion of library services have also continued in town newsletters, notice</p>	

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						boards and on the local radio.	
		Investigate and implement new and innovative programs in Council's libraries	Children's programs delivered in conjunction with RRL. Youth programs delivered. Author talks conducted.	30%		Children and youth programs have been delivered using a blended service model from July - September 20. In July libraries all participated in a pick up craft item program and view presentation online. This was a successful program with all items allocated to each library picked up by families. Youth programs were available at the GHC Customers Service/Libraries and included free health and fitness packs for all young people aged 12-24 years.  Author talks have	Team Leader Library & Youth Services

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						been delivered online from July - September in partnership with Riverina Regional Library and South West Zone.	
		Promote existing programs to increase library participation	Report on library membership and participation in library programs presented to Council annually	30%		Static library and mobile service membership and participation are presented monthly to Council. July to September 20 statistics have decreased due to the impact of COVID-19 however, online participation by members using RRL services have increased.	Team Leader Library & Youth Services
2.5.1.2	Create an environment that attracts and enables caring and qualified staff	Library staff to attend a minimum of two training information days with RRL	% of staff attending two training/information days	30%		On Friday 9 October Emily Jones Youth Officer was announced the 2020 NSW Trainee of the Year. Emily is currently in Sydney	Team Leader Library & Youth Services

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						<p>undertaking professional development activities, and interviews for the National Trainee of the Year award.</p> <p>Susan Kane Library &amp; Youth Services Team Leader has been elected as Country Library Manager Representative for NSWPLA Executive Committee</p> <p>Funding from ALIA will allow all Customer Services/Library Officers to undertake Digital Health Training with the aim to be able to assist customers with My Health Records and to develop partnerships with the</p>	

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DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						local health committees.	










## 3: Growth and Sustainability

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



### 3.1: We have prosperous and diverse local businesses and a growing economy

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



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
3.1.2.1	Promote industrial development to enhance employment opportunities	Promote the existing industrial land development at Holbrook and Jindera	Promotion plans developed and implemented	25%		Over the past three months there has been unprecedented enquiry for industrial land.	General Manager
		Assess development opportunities for industrial land development elsewhere in the shire	Feasibility report completed for industrial land development in Henty, Culcairn and Walla Walla.	50%		Sales of industrial land and enquiries for land have been strong in the first quarter. New signage at Jindera Industrial Estate is supporting the level of enquiry. Work has commenced on new subdivision of land at both Holbrook and	Executive Assistant

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						Jindera Industrial Estates.	
3.1.2.2	Encourage and support local businesses to enhance employment opportunities	Continuance of Buy Local in Greater Hume campaign		25%		Buy Local campaign is actively promoted on Buy Local in Greater Hume facebook page. Article included in spring edition of Community Newsletter. Promoted in Business Newsletter issued early September 2020.	Executive Assistant
		Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	Compliance with procurement procedures monitored and reported to Directors	25%		Compliance with purchasing procedures continues to improve through the continued introduction of Vendor Panel.	General Manager
		Business newsletter compiled and	Two forums held annually with Riverina Murray	25%		Business newsletter issued September	Executive Assistant


## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		released quarterly	Business Enterprise Centre			2020 to 450 emails on database.	
			Membership of NSW Business Chamber maintained				
		Participation on RivJo Drought Sub Committee		30%		Have participated in four meetings during the Quarter. Council agreed to trial the use of stickers on overdue rate notice correspondence. Preparation and input meeting for the creation of Adverse Events Plan.	Executive Assistant
		Promote and support business mentoring and training services		50%		Sourced funding of \$2,000 from NSW Small Business Month (October) promotion. Marketing and promotions including emails to database to drive registrations for the workshops held in October. Two	Executive Assistant

## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						workshops planned - 13 and 27 October 2020. Run in conjunction with NSW Government Business Connect.	
3.1.2.3	Advocate for employment opportunities with new and existing business/industry and local training	Continue to promote the buy local policies and invest in attracting new business to improve employment	Annual investment in the Buy Local program	25%		Buy Local in Greater Hume promoted in Business Newsletter and Community Newsletter. Buy Local in Greater Hume Facebook page has 392 followers. Businesses based in Greater Hume, have their posts shared to the BLinGH Facebook page. Average posts shared per day is five.	Executive Assistant
3.1.2.4	Review the provision of Council's services and take action to address services that impede the smooth	Investigate and adopt an option that allows remote access to Council's Culcairn Waste	Remote access technology installed at Culcairn Landfill	50%		Tender process concluded. Council to investigate further options.	Director Environment & Planning

## Operational Plan Review Q1 | 2020/2021


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
	operation of local businesses	Management Facility					
3.1.2.5	Council look for opportunities to address organic material in the waste stream	Investigate funding opportunities to process organic materials		25%		EPA website reviewed but there isn't suitable grants currently available.	Director Environment & Planning

3.2: Our towns and villages are revitalised




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

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
3.2.1.1	Undertake community consultation and undertake data collection and research to inform amendments to GHLEP 2012	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development		50%		Planning Proposal nearly ready for exhibition for Culcairn. Jindera Strategic Study is nearly complete. Planning proposal for the expansion of the Jindera industrial area to be exhibited	Director Environment & Planning
3.2.1.2	Continue to support and develop sporting facilities and other community infrastructure	Provide assistance to community groups in the development of funding applications	Promote and provide grant writing assistance to community and sporting groups when required (and where resources allow)	0%		Grant writing workshop provided via zoom to clubs and groups, particularly for Riverina Water Grants. One on one assistance provided to Walla Walla primary school and development	Manager Community Services
			Host two grant writing workshops in he shire each year				

## Operational Plan Review Q1 | 2020/2021



DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						committee, Holbrook schools through support for youth projects and Henty community groups	
		Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	Promote council policy through shire newsletter on a quarterly basis and through community email database	0%		No budget provision made for 2020/2021	Manager Community Services

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

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
3.2.2.1	Promote residential development	Investigate the cost of construction for residential land developments and initiate where approved by Council	Complete construction of the Walla Walla residential subdivision  Report on residential development opportunities in Culcairn and Henty presented to Council by 30 June 2019	25%		Preliminary investigative studies for the Culcairn Residential Subdivision continuing.	General Manager
		Investigate the cost of residential land developments		25%		Discussions have commenced with a developer with an interest in undertaking projects at Henty	General Manager
3.2.2.2	Attract new residents to the shire	Continue partnership with Country Change program auspiced by RDA Riverina	Discussion held with AlburyCity regarding possible partnership	25%		Council has renewed membership to Country Change digital campaign, auspiced by RDA Riverina, to encourage city dwellers to move	Executive Assistant



## Operational Plan Review Q1 | 2020/2021





DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						to the Riverina region. Identified five new case study movers to be explored. Planning for video shoot in next quarter.	
		Develop a promotional plan to generate enquiry for allotments in the Jacob Wenke Drive Residential Subdivision at Walla Walla		15%		Promotional plan developed and presented to Promotional Working Group. Signage drafted for estate, and directional signage confirmed. 3 allotments sold/under offer as at 1 October. Planning for feature in Domain early December underway.	Executive Assistant
		Develop new resident attraction strategy and collatorals		20%		Work on Resident and Business Attraction Strategy has	Executive Assistant

## Operational Plan Review Q1 | 2020/2021




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						<p>included identification of 5 more case study movers to be explored. Investigated merits of joining Regional Activators Alliance, this will proceed if Federal Government funding is confirmed.</p>	






## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	Continue our relationships with DNSW, MRT and Museums and Galleries NSW, NSW National Parks and Wildlife, Tourism Vic, NSW Rail Heritage, Destination Riverina Murray.	25%		Achieved and Ongoing	Executive Assistant Tourism & Promotions
		Create an ambassador/famil program and develop workshops to promote the visitor experience.	Visitor Experience Ambassador Program developed and a yearly workshop conducted.	25%		Held over until 2021.	Executive Assistant Tourism & Promotions
		Ongoing development of Visitor Information Point network, with a greater emphasis on communication, training and famils		25%		Achieved and ongoing	Executive Assistant Tourism & Promotions
		Redevelopment of visitgreaterhume.com.au through OpenCities	VIP knowledge is expanded through the ambassador program	25%		New visitgreaterhume website developed	Executive Assistant Tourism & Promotions



## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		including ATDW	Increased bookings through visitgreaterhume.com.au via Bookeasy platform				
		Liaise with media by offering to arrange interviews, testimonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.	Number of positive visitor and tourism media articles.	25%		Held over until 2021.	Executive Assistant Tourism & Promotions
		Continue to promote Greater Hume social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as Google maps and YouTube.	Gradual increase in social media presence, measured through likes, friends and followers.	25%		Achieved and ongoing.	Executive Assistant Tourism & Promotions
		Develop self drive and walk/bike/ride tour itineraries incorporating	Itineraries developed and maps/leaflets produced.	25%		New GH Visitor Guide has 14 tours.	Executive Assistant Tourism & Promotions

## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		historical and environmental attractions in towns/villages and shire.					
		Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either tourism staff or operators.	Attend one event each year depending on cost.	25%		Attended the Victorian Caravan and Camping Virtual Show	Executive Assistant Tourism & Promotions
		Greater Hume Tourism Public Forums held quarterly in different community locations where tourism operators, event organisers and interested members of the public are invited to discuss current tourism trends, initiatives and opportunities	Four Greater Hume Tourism Public Forums held each year	25%		Held over to 2021.	Executive Assistant Tourism & Promotions
		History and Heritage - Museums Program to provide guidance, training	Museum Program continued with an annual report on outcomes from	25%		Museum Adviser engaged for 2021.	Executive Assistant Tourism & Promotions

## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	the Museum Advisor provided to Council. satisfaction with heritage values and building greater than 4 as measured by the Community Satisfaction survey				
		Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodle Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	Signage, Facilities and Promotional Collateral developed or upgraded. Satisfaction with protection of natural environment and wildlife greater than 4 as measured by the Community Satisfaction survey	25%		Achieved and Ongoing	Executive Assistant Tourism & Promotions
		Agri Tourism - Encourage individuals and agricultural businesses to development farm gate and niche produce	Culinary and agri tourism businesses within the Shire participating in Murray Regional Tourism Food and Agri Tourism Program.	25%		Held over to 2021	Executive Assistant Tourism & Promotions









## 4: Good infrastructure and facilities



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



### 4.1: Infrastructure and facilities meet the needs of our communities

#### 4.1.1: Develop and implement five yearly Asset Management Strategy and Plans

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.1.1	Identify opportunities for external grant funding	Seek grant opportunities and advertise on Council's website	All relevant grants are advertised on GHSC website	25%		New grant funding streams are identified and promoted via business database emails, placed on website, and relevant grants information included in business newsletter.	Executive Assistant
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Priority projects list developed and reviewed annually by Councillors  Number of projects identified and grants applied for	25%		Funding has been announced to strengthen and widen 5 bridges on Jingellic Road (\$926,282) and 1.9km of the Culcairn-Holbrook Road (\$677,526).	General Manager

## Operational Plan Review Q1 | 2020/2021

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		Council actively seeks and applies for grant funding for non-budgeted identified priority projects		25%		Implementation of a new Asset Management System to commence in the second quarter of financial year.	General Manager
4.1.1.2	Ensure investment in the upgrade of roads infrastructure is targeted and prioritised	Review and implement Council's Roads Strategy	kms of road reconstruction annually as measured against current council benchmark	25%		Road Strategy is being revised. Revised strategy to be adopted in first half of 2021	Director Engineering
			Community satisfaction with town roads greater than 3.5, sealed rural roads greater than 3.5, unsealed rural roads greater than 3.0				
			kms of unsealed roads resheeted annually as measured against current council benchmark				




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
			kms of sealed roads resealed annually as measured against current council benchmark				
			% of unsealed roads graded as measured against current council benchmark				
		Continue to collect and record asset data in order to inform current and future asset management strategies and plans	Appropriate asset management plans reviewed annually	25%		Ongoing data collection is continuing as required	Director Engineering
4.1.1.4	Develop an Integrated Asset Management Plan for all of Council's assets	Review the Asset Management Policies as required (by review date)	Integrated Asset Management Plan reviewed	25%		Asset Management Policy updated (adopted at October 2020 Council Meeting)  Other Plans and	Director Engineering

## Operational Plan Review Q1 | 2020/2021


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
						Strategies will be reviewed in 2021	

**4.1.2: Engage the community to develop Recreation Plan describing accessible and age friendly public facilities in our spaces and places**


Parks
Playgrounds and Reserves
Public Toilets
Sporting Fields
Swimming Pools
Public Halls

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.2.1	Support with long term planning and maintenance at recreation grounds	Develop oval upgrade plans for Culcairn, Henty, Holbrook and Jindera incorporating drainage, irrigation and turfing options	Satisfaction with the provision and maintenance of sporting fields greater than 4 as reported in the Community satisfaction survey	50%		<p>Oval plans for Holbrook, Henty, Culcairn and Jindera are completed.</p> <p>Tenders have been let and accepted with works progressing well on all 4 oval upgrades</p>	Director Engineering
4.1.2.2	Implement the program for the upgrade of public toilets and playgrounds	Update Henty Man Public Toilets		0%		The Henty Man toilet upgrade was not adopted as part of the delivery program for the 2020/21 year	Director Engineering
4.1.2.3	Review current Public Toilet Upgrade Program and develop an upgrade program for playgrounds	Implement a process to review public toilet upgrade program and develop an	Review of Public Toilet Upgrade Program and playground upgrade program completed	0%		Will be actioned in early 2021	Director Engineering

## Operational Plan Review Q1 | 2020/2021


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
		upgrade program for playgrounds					
4.1.2.4	Investigate option to replace the ageing Jindera Hall with a new facility	Determine whether grant funding is available to partialy fund the Jindera Hall		0%			Director Environment & Planning

4.1.3: Affordable, accessible housing supports the needs of the community


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.3.1	Continue to provide social housing and consider supporting housing for disadvantaged younger people and families linking them to local services for support	Review social housing facilities and develop a 5 year Improvement Works Program	Provision of social housing retained	25%		Regular inspections ongoing. Maintenance reporting processes being streamlined and long term maintenance plan being developed	Director Corporate & Community Services




4.1.5: Improve streetscapes of our towns and villages

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.5.1	Develop and implement a street tree plan for each town and village	Map all street trees in towns and villages on Council's GIS mapping system	<p>Mapping completed</p> <p>Community satisfaction with the appearance of towns and villages greater than 4.0</p>	0%		Will be actioned in 2021.	Director Engineering

4.1.6: Expand waste water strategies into villages




DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.6.1	Investigate and develop concept designs for waste water collection and treatment in Gerogery, Woomargama and Burrumbuttock	Scope and cost schemes in each of the identified villages and document	Scoping studies completed	10%		Being progressed as part of IWCM strategy	Director Engineering

4.1.8: Mitigate against natural disasters (Flood and Bushfire Management)


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.1.8.1	Implement strategies identified in the adopted Flood Plain Risk Management Plans and Bushfire Risk Management Plans with successful funding applications	<p>Submit funding applications for flood and bushfire mitigation works and implement works if funding is successful</p> <p>Submit funding applications for Culcairn, Henty and Holbrook</p>	Funding applications submitted	25%		<p>Scoping and Design work is nearing finalization for flood management works identified in Holbrook, Henty, Culcairn, Jindera, and Walla Walla.</p> <p>Grants will be lodged once this work is completed</p>	Director Engineering

4.3: We minimise the impact on the environment


4.3.1: Waste Management Strategy incorporates recycling and carbon reduction actions

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.3.1.1	Develop a Waste Management Strategy that includes a transition to a waste facility with a Environmental Protection Licence	Undertake the adopted recommendations arising from the first year of Greater Hume Waste Strategy 2019-2023	Completion of the adopted recommendations of the first year of the Greater Hume Waste Strategy 2018-2023	0%			Director Environment & Planning
4.3.1.2	Investigate feasibility of introduction of kerbside collection of organics	Indicatively cost the provision of a third organics bin for kerbside collection		40%		Conducting a survey of potential users to gauge there willingness to receive an organic collection	Director Environment & Planning
4.3.1.3	Encourage purchase of material containing recycled content	Develop a sustainable purchasing policy to ensure procurement of material containing recycles content		0%			Director Environment & Planning



4.3.2: On-site Sewerage Management systems are environmentally sustainable

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.3.2.1	Continue to improve and monitor the management of onsite effluent disposal within the shire	Implement the On Site Sewerage Management (OSSM) Policy	Inspect a minimum of 50 onsite sewerage management systems annually	25%		An ongoing programme with a number of properties having upgraded onsite sewerage management systems. 33 Inspections performed	Director Environment & Planning



4.3.3: Best practice waste water management

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.3.3.1	Manage waste water and effluent in a sustainable manner	Provide and maintain sewerage disposal and effluent re-use systems that meet the needs of residents of the shire		25%		All sewerage systems are operating to required standards	Director Engineering

4.3.4: Best practice weed management


DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.3.4.1	Continue to support effective weeds management (private and public lands)	Actively participate in the Murray Weed Action Plan	Attend at least two meetings of the Murray Weed Management Committee per annum.	25%		Ongoing commitment	Director Environment & Planning
		Undertake inspections on private and public land to detect and assess weed infestations	Undertake 400 property inspections annually. Satisfaction with noxious weeds management and control on public land greater than 3.25 as measured by the Community Satisfaction survey	25%		38 Inspections	Director Environment & Planning

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

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.3.5.1	Investigate opportunities to reduce the energy and water costs at Council's sporting facilities	Installation of energy saving infrastructure at recreation grounds across the shire as recommended by the energy audit	Installation of energy saving infrastructure completed at one recreation ground per year	0%		Investigation in energy use to be undertaken when resources permit	Director Engineering
4.3.5.2	Expansion of energy efficiency plan for Council public swimming pools	Investigate additional cost savings for swimming pools	Installation of energy saving infrastructure completed at Culcairn office	80%		All pools have been fitted with a P/V solar system	Director Environment & Planning



4.3.6: Manage water resources and water quality responsibly

DP Action Code	DP Action	Action	Performance Measure	Progress	Traffic Lights	Comments	Responsibility
4.3.6.1	Implement the program of works identified in the Drinking Water Quality Management Plan	Implement the program of works identified in the Drinking Water Quality Management Plan for 2018/2019	Compliance with the water quality standards	25%		Works identified in Drinking Water Management Plan are being implemented as detailed in the plan	Director Engineering



