



Greater Hume Shire

simply greater

Quarterly Management Report

Q1, 2016/2017

1: GREATER IDEAS BY OUR GREAT PEOPLE

A progressive community

Improve community participation in decision making

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Improve community attendance at Council meetings and provide greater contact with local councillors.	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.	Executive Assistant Governance and Economic Development	Compliance with statutory requirements.	25%	Newspaper public notices advertising undertaken as required including monthly meeting notice. Website and facebook posts updated where appropriate.
	1.1.1.2	Investigate and implement enhanced online communication tools using technologies such as social networking mechanisms.	Executive Assistant Tourism & Promotion	Improved communication methods developed & initiated.	50%	Ongoing, currently managing 3 facebook pages and investigating other social media alternatives.
	1.1.1.3	Hold a minimum of 2 Council meetings per annum at venues other than Culcairn or Holbrook.	Executive Assistant Governance and Economic Development	2 or more meetings held at alternate venues.	25%	Council has resolved to hold two meetings at venues other than Culcairn or Holbrook. In 2016/2017 the meetings will be conducted at Gerogery and Burrumbuttock.

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Instigate improved communication methods to facilitate discussion on the major issues covered within this plan.	1.1.2.1	Investigate contemporary community engagement practices.	Community Health and Wellbeing Coordinator	Expanded use of social media across all Council functions.	35%	Using tools and support provided by IAP2, a range of communications methods are being used in community engagement on council projects. Training for councillors and relevant staff is being investigated to improve engagement methods and effectiveness.
	1.1.3.1	Continue to implement councillor professional development program.	General Manager	Compliance with DLG requirements and attendance rate	25%	Induction Manual updated and Induction training held prior to first Council meeting.
Provide councillors with facilities and support (including training) to ensure their ongoing professional development.	1.1.3.2	Provide adequate equipment and support for the Mayor and councillors to undertake their role(s).	General Manager	Compliance with Councillors/Mayors Facilities and Expense Policy	25%	New Councillors provided with IPADS.
	1.1.4.1	Produce regular editions of the community newsletter.	Executive Assistant Tourism & Promotion	Four editions produced each year within budget.	30%	Spring Community Newsletter is out, currently working on Summer Community Newsletter.
Proactively use local media to ensure that challenges and opportunities that the Shire must contend with are fully disclosed to the community.	1.1.4.2	Coordinate and publish weekly classified advertisements	Executive Assistant Governance and Economic	Council advertisement published weekly. Council and town	25%	Ongoing

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		to promote Council activities, events and issues.	Development	websites updated regularly		
	1.1.4.3	Ensure that timely information is communicated through a range of tools and that messages are consistent and easy to understand.	Executive Assistant Governance and Economic Development	Regular press releases issued. Website updated. Quarterly newsletter published	25%	Newspapers, facebook, mail outs, website, media releases, community engagement guides (where appropriate) are utilised.

Ensure that we have a succession of volunteers to enable our 'can do' attitude and care of the community to continue

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Use the Shire's media to encourage newcomers and groups to become involved in volunteering in the Shire.	1.2.1.1	Maintain a volunteering page on Council's website to promote volunteering activities and link potential volunteers with appropriate services.	Executive Assistant Tourism & Promotion	Reviewed annually.	30%	Currently there is a volunteering page on website and ongoing social media posts.
	1.2.1.2	Update information on volunteering in Council's Residents' Handbook to	Executive Assistant Governance and Economic Development	Volunteering opportunities included in town promotional material and Resident's	25%	Residents Guide updated this quarter. This publication is printed in-house to ensure updated information is readily available for the community

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Provide a personal invitation to younger people to join community groups.		encourage new residents to join local management committees, etc.		Handbook		
	1.2.2.1	LYSDO and CHWC to assess existing community groups for feasibility of inclusion of young people on committees and/or special projects.	Community Health and Wellbeing Coordinator	Funding obtained for establishment of a Youth Council.	40%	Youth Advisory Committee (YAC) is proactive in forming partnerships with existing community groups. YAC was involved and participated in the organisation of the Carpe Diem Live Men's Health theatre performance in partnership with the Henty Local Health Advisory Committee and Men's Shed
	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.	Library and Youth Services Development Officer	Hold appropriate workshops annually. Support Lions Youth of the Year	35%	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. Youth Advisory Committee member Emily Jones has been invited to be part of the 2017 Youth Week Committee. The first committee meeting was held in Sydney on Wednesday 28 September 2016. L&YSDO, LY&CT, & Youth Advisory Committee members meet with Carl from Hothouse Theatre to discuss options for the Heywire FRRR – Operation Defrost project. L&YSDO and Youth Advisory

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						Committee members took part in a phone conference with Alexandria Neill from FRRR Heywire and other successful grant recipients. Youth Advisory Committee members attend the ACYP Speak for Yourself - Advocate for Children and Young People Conference in Sydney on Tuesday 25 July 2016.
Use Council's media to notify residents of current and future community projects run by volunteers, encouraging people of any skills level to become involved.	1.2.3.1	Include information on community projects in editions of the community newsletter.	Executive Assistant Tourism & Promotion	Volunteer recruitment information included in every Council newsletter.	40%	Achieved and Ongoing.
Schools to assist in the community, e.g. through helping in aged care facilities.	1.2.4.1	Continue to participate in the REROC Take Charge and other volunteer initiatives to promote intergenerational activities.	Library and Youth Services Development Officer	Visits by students to aged care facilities and other community projects and programs.	40%	Greater Hume Shire's Library, Youth and Information Trainee Hannah Daniell provided a presentation on "working for local Government" at the REROC Take Charge Forum in September. Letters were sent from Greater Hume Shire to high schools in the shire inviting them to the REROC Take Charge Forum.

Enhance the opportunities for volunteering groups to receive the maximum funding possible

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Community groups receive advanced notification of funding opportunities for all sectors.	1.3.1.1	CHWC to develop a database of community groups to facilitate the distribution of funding, training and capacity building opportunities	Community Health and Wellbeing Coordinator	Where appropriate, notification of grants included in weekly banner advertisement, website, direct correspondence, etc.	100%	Database created and being used to inform community groups of funding opportunities. Evidence of effectiveness has been demonstrated in the high number of applications received for Council's Community Development grant round. All grant opportunities whether they are Council, state or federal grant rounds are advertised on the Greater Hume Shire website.
Increase opportunities for community project funding ensuring potential projects are well planned and plans are well advanced and regularly updated.	1.3.2.1	Priority project list be developed following input from councillors.	General Manager	List reviewed and endorsed by Council annually.	0%	
Increase grant application writing capability through holding training for community groups.	1.3.3.1	Provide support to Murray Arts and other providers to host grant application seminars in the shire.	Community Health and Wellbeing Coordinator	Grant writing seminar held annually	100%	Murray Arts decided not to provide grant writing seminars in the shire this year so Council hosted their own - one in Henty and one in Holbrook. Both were well attended and improved the grant writing skills of community group members who attended.
Ensure Council staff available to support and advise on the preparation of grant applications.	1.3.4.1	CHWC available to support community organisations	Community Health and Wellbeing	Ongoing support provided.	25%	Assistance is offered to any organisation in Greater Hume Shire who expresses an interest in

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		seeking grant funding.	Coordinator			applying for a Council Community Development Grant. In addition, assistance is provided to community and sporting groups seeking external grant funding. So far this financial year, the following groups have been supported with assistance in applying for external grants: Holbrook Australian Rules Football Club, Little Billabong Hall Committee, Brock/Burrum Netball Club and the Brocklesby Cricket Club.

Improve leadership capability within the Shire

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Community Development Officer position to be responsible for facilitating capacity building within community groups and engaging and identifying training and funding opportunities.	1.4.1.1	CHWC to develop a database of community groups to facilitate the distribution of funding, training and capacity building opportunities	Community Health and Wellbeing Coordinator	Plan and implement appropriate training interventions.	100%	See 1.3.1.1
Provide training and mentoring opportunities to our younger leaders. Ensure that training and mentoring is relevant to an individual's business or	1.4.3.1	Develop a young leaders training and mentoring program. Refer Action 1.2.2.2	Library and Youth Services Development Officer	Young leaders training plan implemented.	30%	L&YSDO and LY&CT continue to promote the Youth Advisory Committee. Youth Advisory Committee members attended the ACYP Speak for Yourself -

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circumstance.						Advocate for Children and Young People Conference on Tuesday 25 July 2016 with Hannah Daniell Library Youth & Communication Trainee (LY&CT). L&YSDO and LY&CT are currently organising a teambuilding and leadership camp to be held at Great Aussie Holiday Resort Friday 9-10 December for members of the Youth Advisory Committee.
	1.4.3.2	Annually, conduct a Work Inspirations Day workshop with secondary school students in the shire.	Library and Youth Services Development Officer	Conduct Local Government Week activities.	50%	The Greater Hume Shire is currently working with Billabong High School to conduct a Work Inspirations Day on Friday 18 November 2016. This will be a very interactive with 16-20 Year 9 Students from Billabong.
Improve leadership in community groups to facilitate greater accountability from community groups that manage Council's assets.	1.4.4.1	Review current management committee manual and provide updates to all management committees as required.	Corporate Services Manager	Review on an annual basis.	100%	Completed in 2014
Recognise leaders and their efforts in the media; encourage others within the community to take up leadership roles.	1.4.5.1	Promote community leaders through Australia Day awards.	Executive Assistant Tourism & Promotion	Media coverage of award nominees and their achievements published.	40%	Nominations for Citizen, Young Citizen, Sports Award and Event of Year are open for Australia Day 2017

Provide opportunities for the community to continually learn

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Investigate feasibility of developing additional libraries within the shire or improving access to library facilities and information services.	1.5.1.1	Investigate alternative methods of service delivery to rural and remote communities.	Library and Youth Services Development Officer	Report on mobile library usage and alternatives presented annually.	30%	Libraries in the Greater Hume Shire are continually providing services to members of the community. The shire has 8 Mobile Library services which delivers to towns and villages in the shire ensuring that all members of the community have access to books, DVD, magazines and other information resources. The Riverina Regional Library also has an extensive eLibrary collection and information online accessible through the internet.
	1.5.1.2	Create and promote on-line library services.	Library and Youth Services Development Officer	Develop and implement an outreach program in schools to promote online resources in our libraries.	30%	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 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

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						the on-line library and recently attended training in September 2016.
	1.5.1.3	Investigate and implement new and innovative programs in Council libraries.	Library and Youth Services Development Officer	Children's programs delivered in conjunction with RRL. Youth programs delivered. Author talks conducted	30%	The Henty Library's cultural wall has been completed with picture rails installed as well as a new display cabinet purchased for exhibitions. The GHS was successful in obtaining a Grandparents Day grant which will allow a partnership between Culcairn Library, Culcairn Early Childhood Preschool and the Red Cross to be formed. The partnership will be a Grandparents Day celebration to be held at the Culcairn Library on Tuesday 18 October 2016 with a special storytime session, and a photobooth, . Gillangoong Exhibition was on display at the Culcairn and Holbrook Libraries in September. Holbrook held a range of innovated craft project including creating board games during the September school holidays.
	1.5.1.4	Promote existing programs to increase library participation	Library and Youth Services Development Officer		30%	Tech Fridays, Computers for Seniors, Adults Computer classes are all provided at the three shire libraries to assist community members in improving access to

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						information services. All programs in the Greater Hume Shire Libraries are continually promoted on Library Facebook pages, Websites, community notice boards and newsletters in the libraries. Both Culcairn and Henty Libraries have installed chalkboards on the walls in the libraries to promote the library as a creative space and to increase participation by young people.
Provide enhanced information on current mobile library services and when services are available in each town.	1.5.2.1	Publish mobile library timetable in each quarterly community newsletter.	Executive Assistant Tourism & Promotion	Timetable published in each newsletter and on website.	30%	Achieved and Ongoing
Provide free wireless internet access at public locations (such as libraries) in each village and town.	1.5.3.1	Wireless internet access available at all static libraries within the shire.	Library and Youth Services Development Officer	WiFi available at Jindera and Walla Walla.	50%	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.
Liaise with education and training providers on the possibility of running vocational courses within the shire.	1.5.5.1	Investigate opportunities of providing vocational courses at the Holbrook Community	Community Health and Wellbeing Coordinator		25%	Riverina TAFE continue to deliver courses from both the Holbrook CTC and Henty Library, successful so far, ongoing monitoring and meetings happening with TAFE

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		Resource Centre.				
Liase with regional School Based Trainee Coordinator to ensure linkages and pathways exist with further education and training providers (e.g. TAFE, university).	1.5.6.1	Establish partnership with TAFE Riverina Institute for the delivery of courses via video link. Host Work Inspiration Day in 2015.	Director Corporate & Community Services	Meetings conducted annually.	50%	Planning for 2016 Work Inspiration day underway. Event scheduled for Friday 18 November 2016

A sustainable community

Attract new residents to the Shire

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Continue with the Shire's Image Strategy, ensuring that a promotion plan is created that guides any advertising.	2.1.1.1	Review 'simply greater' branding strategy	General Manager	Branding strategy proposal submitted to Economic Development Committee, Tourism Advisory Committee and Council.	0%	
Design and distribute a brochure in Albury highlighting the housing affordability, availability of services & facilities, easy commute and 'tree change' characteristics of the Shire.	2.1.2.1	Develop a 'housing affordability/lifestyle' brochure for distribution.	Executive Assistant Governance and Economic Development	Brochure completed & distributed through local & regional outlets (e.g. real estate agents, etc.) and participation in regional promotion campaigns.	20%	Valuable insights have been gained via the Business Survey, and focus group sessions held with community groups and business which will flow into the housing affordability brochure. Efforts this quarter have centred on creation of draft Economic Development and Social Plan which is nearing completion. Strategic actions emanating will include the creation of a housing affordability brochure.
Develop a program of regular media interest stories on destinations and events that highlight the community based lifestyle in the Shire.	2.1.3.1	Develop and maintain close links with local and regional media outlets.	Executive Assistant Tourism & Promotion	Monthly distribution of 'what's on in GHSC' email mailout. Number of media releases issued (target 26 per annum). Regular articles in community	30%	Achieved and ongoing, Whats On July, Aug and Sept sent to media outlets, Australia Day media release and also daily posts on events throughout shire on facebook.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
				newsletters		

Improve leadership capability within the Shire

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Reduce the red tape involved with introducing water reuse schemes into local communities.	2.2.2.1	Lobby Office of Environment & Heritage to introduce realistic water quality standards for reuse schemes.	Director Engineering	Issue raised directly with DECCW and through LGSA.	10%	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
Lobby Government to make it economically viable for individuals and businesses to move to renewable energy.	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.	General Manager	Representations made and a response received from relevant State & Federal Government Departments and other relevant agencies.	0%	Trial energy audit undertaken on the Culcairn Office with funding provided by Office of Environment and Heritage.

Proactively seek to attract industry and business

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Implement the actions described in Goals 9 to 11	2.3.1.1	Implement the actions described in Goals 9 to 11	General Manager		15%	Tender documentation for expansion to Jindera Industrial Estate completed.

To be as effective as possible with our funding constraints

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Cooperatively work with surrounding councils to identify where resources and costs can be shared.	2.4.2.1	Maintain membership of strategic bodies that utilise resource sharing capabilities to the benefit of Greater Hume Shire Council.	General Manager	Internal audit program completed on schedule and recommendations implemented. Report presented to Council on an annual basis	25%	Membership of REROC and RAMROC maintained. Initial submission made to Office of Local Government on Joint Organisation boundaries.
	2.4.2.3	Continue Road Safety Officer program in conjunction with Lockhart and Urana Councils.	Director Engineering	Road Safety Officer project plan developed and implemented on an annual basis.	100%	Council has met all required criteria in our Joint agreement with RMS and Lockhart and Federation councils
	2.4.2.4	Investigate the feasibility of cross shire border initiatives (e.g. utilisation of plant fleets, human resource sharing,	Director Engineering	Discussions held with neighbouring councils.	25%	Further gravel has been purchased from Lockhart shire in the last quarter of 2016. It is proposed to have more in-depth discussions with our adjoining neighbours on future joint initiatives.

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		etc.).				
Cooperatively work with neighbouring councils to obtain larger grants for works that benefit each council.	2.4.3.1	Be active participants in REROC and RAMROC to ensure funding opportunities are maximised.	General Manager	Membership of RAMROC and REROC maintained.	0%	Refer 2.4.2.1
Lobby State & Federal Governments for a greater proportion of tax revenue.	2.4.4.1	Be active participants of REROC and RAMROC to provide a forum for raising revenue capacity issues.	General Manager	Issue raised in other forums (LGSA, etc.) when opportunities arise.	25%	Significant contributor to REROC's submission to the IPART review of Local Government Rating.
				Membership of RAMROC and REROC maintained.		

2: A SIMPLY GREATER PLACE TO LIVE

For all of our towns and villages to benefit from this Plan.

To offer reasonable services close to home

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Seek to attract interested businesses to supply core needs of towns and villages such as post offices, chemists, general stores, fuel outlets, etc.	3.2.1.1	Identify new business and service opportunities.	Executive Assistant Governance and Economic Development	Report no. of new businesses and services to Council quarterly.	30%	Caltex Service Centre (\$6M development) opened in October 2016, creating an estimated 25 new jobs in the shire. Jindera Service Station nearing completion will meet a much needed demand for fuel services in Jindera. New storage facility will open shortly in Holbrook.

To proactively manage the impacts associated with the opening of the bypasses of Woomargama and Holbrook

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Maintain generic business signage for key impulse stop-over reasons.	3.4.2.1	Liaise with business owners to ascertain interest in establishing highway signage.	Executive Assistant Governance and Economic Development	Completed.	100%	Completed
Investigate the possibility of niche tourism marketing strategies around the characteristics of the bypassed towns (e.g. 'home of the	3.4.3.1	Establish billboards and other signage to promote Holbrook and	Executive Assistant Tourism &	Completed - other opportunities will be investigated as they	100%	Achieved and ongoing, refreshed billboard for Mullengandra has been forwarded to Ooh Media.

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sub', 'gateway to upper murray'). Conduct a visitors' survey to be distributed by local businesses (e.g. hotels, motels and eateries) and the visitor centre in Holbrook to understand the needs of tourists and 'passing by' visitors.		Woomargama.	Promotion	arise.		
	3.4.3.2	In partnership with Roads & Maritime Services seek funding for the construction of ANZAC Avenue of Honour.	Executive Assistant Governance and Economic Development	Project approval obtained and project completed by 2015.	100%	Completed
	3.4.4.1	With support of local businesses conduct a visitors/ business survey within 12 months of the completion of the bypass.	Executive Assistant Tourism & Promotion	Survey conducted.	100%	Achieved and ongoing

A welcomed, supported and involved community.

To maintain a sense of community (and involve people)

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Reintroduce welcome packs to new residents, including a local directory of community groups.	4.1.1.1	Develop welcome pack information for community committees to distribute.	Executive Assistant Governance and Economic Development	Residents Guide updated annually. promotional tools developed	25%	Residents Guide updated in the quarter and available at council offices and online. Electronic local directory of community groups is available on Council's website. Reintroduction of welcome packs to new residents is an action for the draft Economic Development and

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						Social Plan, currently being reviewed.
Each town and village to develop a common goal, based on the strategic actions within the Greater Hume 2030 Community Strategic Plan, to develop a sense of belonging.	4.1.1.2	Participate in regional advertising campaigns promoting the Shire as an alternative place to live.	Executive Assistant Governance and Economic Development	Maintain membership of promotional agencies (e.g. C Change Bureau).	0%	No action this quarter. RDA Riverina has withdrawn funding to support the Country Change website. The draft Economic Development and Social Plan will address the need to maintain a sense of community (and involve people).
	4.1.2.1	Facilitate the development of a theme for each town and village within the Shire.	Director Corporate & Community Services	At least one town or village consulted each year to develop an appropriate theme and branding.	50%	To be completed as part of the implementation of revised Economic Development & Social Plan

To provide support to all in a large shire and improve communication and connection

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Improve the frequency of communicating events to the community through the use of radio, newspapers, Council website and tourist information centres.	4.2.3.1	In conjunction with community organisations improve the promotion of events throughout the shire. (Also refer 2.1.3)	Executive Assistant Tourism & Promotion	No. of events promoted on Council town websites, council community newsletter, etc. Number of media releases issued in relation to community events.	35%	Achieved and ongoing, 35 events in 1st quarter promoted through facebook, Whats On, town and shire websites, Destination NSW, Tourism Australia.

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Encourage the community to provide more input to newspapers and newsletters.				Number of articles appearing in print and electronic media.		
	4.2.3.2	Promote increased use of GHSC and town websites to community groups.	Executive Assistant Tourism & Promotion	Increasing number of hits on website events page.	50%	Improved the events and news pages on town websites so it is easier to include more shire wide events and news items listed. Total Visits for Sept 2015 and 2016, Culcairn (239,302), Henty (875,1009), Holbrook (1196, 1410), Jindera (185,216) and Walla Walla (247, 373).
	4.2.3.3	Conduct website training.	Executive Assistant Tourism & Promotion	Number of volunteers trained.	35%	Achieved and ongoing. one Holbrook and Walla Walla training session.
	4.2.4.1	Increase the number of positive stories about the shire and our communities.	Executive Assistant Tourism & Promotion	Number of positive stories in local and regional media and websites about community issues and achievements.	25%	Achieved and ongoing, 12 articles in print media, numerous posts in social media.

To increase the life education that our younger people receive

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Provide our younger people with training in the areas of: • mental health • drugs, smoking and alcohol • racism and discrimination • antisocial behaviour • creative and practical skills development • driver education • protection of the environment, the need for recycling and climate change.	4.3.1.1	Continue to investigate funding opportunities to address youth risk taking behaviours.	Library and Youth Services Development Officer	No. of programs undertaken.	35%	LY&SDO is working with Billabong High School's Careers Advisory in organising RSA training to be held at the school on Friday 4 November. The Greater Hume Shire was successful in receiving \$4693 in funding from FRRR ABC Heywire Youth Innovation Grant Operation Defrost Project. The project will be a 10 minute play on the impact of drugs on young people in families and will be held at the Billabong High School's Mental Health Forum on Thursday 16 March 2016.

Maintained and improved services, facilities and infrastructure throughout the Shire.

To agree as a community on the strategic upkeep of our services and facilities

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Determine the resources needed for maintaining and improving services and facilities through time	5.01.1.1	Review Asset Management Plans on an annual basis.	Director Engineering	Asset Management Plans reviewed by 31 December annually.	75%	Transport Asset Management Plans has been reviewed and review of Roads Strategy is underway
	5.01.1.2	Review Asset Management	Director Engineering	Asset Management Strategy reviewed by	0%	Refer Action 5.01.1.1

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Council to lobby for funding to maintain services and facilities.		Strategy on an annual basis.		28 February annually.		
	5.01.4.1	Maintain membership of ROC's to ensure appropriate avenues to lobby for additional funding are maintained.	General Manager	Membership of ROC's retained.	25%	Participant in REROC's Fixing Country Roads successful funding application for bridge assessments.
	5.01.4.2	Lobby other levels of government to ensure timely implementation of NBN and improved telecommunications across the shire.	General Manager	No. of representations to Federal and State Governments in relation to funding and implementation issues.	0%	Council is provided with regular updates from Community Liaison Manager. Fibre build at Culcairn scheduled to commence October and Henty and Holbrook November 2016.

To provide and maintain safe and serviceable public facilities and infrastructure including roads, drainage and footpaths

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Ensure that all land and buildings owned and controlled by Council are maintained in an appropriate manner and utilised for the designated and appropriate community purpose.	5.02.01.1	Develop an annual maintenance program and budget for inclusion in draft budget.	Director Environment & Planning	Annual Maintenance program prepared and presented to Council for consideration.	100%	Annual Budget was prepared to align with the annual maintenance budget
Ensure that all aspects of Council's cemetery operations are carried out	5.02.2.1	Implement an annual maintenance	Manager Waste & Facilities	Annual maintenance program and service	100%	All cemeteries are being maintained to a high standard with

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in an appropriate manner with due respect and accuracy.		program and service standards for cemeteries.		standards developed and implemented.		regular inspections and contact with the contractor. Wet weather had impacted on the mowing regime late winter but there have been no complaints from ratepayers.
	5.02.2.2	Maintain maintenance contract(s) for Culcairn, Henty, Holbrook Jindera and Walla Walla cemeteries.	Manager Waste & Facilities	Annual maintenance contract for cemeteries in place. Minimal complaints received	100%	The cemeteries have been maintained to a high standard and the contractor is managing the maintenance as per the contract.
Establish and maintain a rolling works program to ensure public conveniences are maintained to an appropriate standard.	5.02.03.1	Develop and maintain an annual maintenance program and service standard for public conveniences.	Director Engineering	Annual maintenance program and service standard developed and implemented.	100%	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.	Director Engineering	Minimal complaints received.	100%	Public conveniences maintained to appropriate standards with minimal complaints received
Provide an overall system of management that allows community committees to control the facility under their care in accordance with the needs and	5.02.04.1	Refer Action 1.4.4.1	Corporate Services Manager		100%	Management Committee manual completed in 2014

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requirements of the community.						
Ensure all urban roads within all communities are sealed or where unsealed are maintained in accordance with a system of programmed maintenance.	5.02.05.1	Maintain a maintenance management system.	Director Engineering	Appropriate levels of maintenance carried out and within budget.	25%	Extremely wet weather over the first quarter of the 2016 2017 year has resulted in increased maintenance requirements on all urban and rural roads. Ongoing maintenance will be undertaken to the maximum standard possible given budget restraints
	5.02.05.2	Develop an annual capital works program.	Director Engineering	Capital works program complete and within budget.	100%	Capital Works program for 2016/17 developed and adopted as part of budget process
Ensure that a quality rural road network is provided and maintained throughout the Shire.	5.02.06.1	Develop an annual capital works program.	Director Engineering	Capital works program completed and within budget.	100%	Duplicate Action. Refer Action 5.02.05.2
Provide and maintain a suitable footpath network in our urban centres.	5.02.07.1	Maintain an inspection and maintenance system.	Director Engineering	Capital works program completed and within budget.	100%	Duplicate action. Refer Action 5.02.05.1
	5.02.07.2	Maintain an annual capital works program.	Director Engineering	Inspection and maintenance system approved by Council.	100%	Council has adopted an annual footpath capital works program
Provide and maintain a suitable stormwater drainage network including an adequate kerb and gutter network.	5.02.08.1	Implement the inspection and maintenance system.	Director Engineering	Inspections carried out in accordance with service standards. maintenance carried	25%	Extremely wet weather over the first quarter of the 2016 2017 year has resulted in increased maintenance requirements on all urban and rural roads and

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
				out within the budget of Council		drainage. Ongoing maintenance will be undertaken to the maximum standard possible given budget restraints
	5.02.08.2	Develop an Annual Capital Works Program.	Director Engineering	Capital works program completed and within budget.	100%	Council has adopted an annual kerb and stormwater drainage capital works program
Provide an adequate system of street lighting to all developed commercial and residential areas of towns and villages.	5.02.09.1	In consultation with communities across the shire, implement a street light upgrade program.	Director Engineering	Annual street light upgrade program completed and within budget.	50%	Some street lighting has been installed with all town committees requested to provide their priorities for the sites for additional lighting
Provide a secure and reliable water supply to the community.	5.02.10.1	Provide and maintain and operate water supplies that meet the needs of shire residents.	Director Engineering	% compliance with public health drinking water standards.No. of water quality complaints received.No. of unplanned supply interruptions.	25%	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.	Director Engineering	Annually distribute brochure on wise water use.	25%	Some preliminary work undertaken for water wise initiative to be implemented in late 2016
Manage wastewater and effluent in a sustainable manner.	5.02.11.1	Provide and maintain sewerage disposal and effluent	Director Engineering	% compliance of licensing requirements.	25%	No complaints other than when breaks have occurred in the mains. 100% compliance with EPA

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Coordinate and manage the ongoing maintenance and renewal of Council's plant and fleet.		re-use systems that meet the needs of residents of the shire.		Number of unplanned service interruptions. Annual capital works program developed		licences (testing)
	5.02.11.2	Adopt appropriate pricing schemes for LTW discharges.	Director Engineering	LTW pricing reviewed annually.	100%	LTW Pricing for 2016 2017 year has been determined and adopted by Council
	5.02.12.1	Maintain and operate Council's plant fleet to ensure the timely completion of Council's Works Program.	Director Engineering	Plant replacement program implemented. Plant reserve maintained	25%	Some plant purchases have been delayed, however completion of remaining purchases are proposed to be completed during the course of the 2016 2017 year

Investigate the implementation of new cost effective sewerage systems where required by environmental pressure and/or community desire

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Consult with relevant State agencies in respect of design and funding of sewerage schemes in small villages e.g. Burrumbuttock, Gerogery and Woomargama.	5.03.01.1	Liaison with relevant Federal and State Government funding bodies to augment effluent disposal systems in Burrumbuttock, Gerogery and Woomargama.	Director Engineering	Funding applications lodged where appropriate.	10%	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

To improve youth services, activities and facilities

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Provide more activities and facilities for our younger people including: investigating the feasibility of skatepark(s) concerts and movies.	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.	Library and Youth Services Development Officer	Movies at the pool nights.	50%	L&YSDO and Youth Committee continue to work together to promote the Henty Skate Park. The latest project is organising Totem Skateboarding School to attend the Henty Skatepark for the Australia Day celebrations in Henty on Thursday 26 January 2017. The Greater Hume Shire Youth Committee will assist with registration and the BBQ on the day.
	5.04.02.2	Continue to provide a range of youth activities across the shire in Youth Week and school holiday periods.	Library and Youth Services Development Officer		30%	L&YSDO, LY&CT, & Youth Advisory Committee members worked together to provide July school holiday activities which included a movie night and BBQ at the Henty Lifestyle Centre. Also a trip to Albury Indoor Rock Climbing Wall. L&YSDO, LY&CT, Youth Advisory Committee members worked together to provide September school holiday activity Bubble Soccer, and Giant Jumping Castle. Over 100 young people attended this event on Wednesday 28 September 2106. CASP grant Springtide Scribblers short stories are on display at Holbrook art Show then Billabong High School

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
						and Henty, Culcairn and Holbrook Libraries. L&YSDO is currently working with Brocklesby Public School to hold a movie night for the community on 24 November 2106.
Provide opportunities for youth to interact by holding an annual forum for existing youth groups to meet.	5.04.05.1	Identify existing youth groups within the shire.	Library and Youth Services Development Officer	Database of youth groups completed and maintained.	70%	The Library, Youth and Communications Trainee is continuing the process of identifying existing youth groups within the GHS.
Approach tuition providers (in music, dance, arts, sports and cultural activities) to canvass the possibility of providing outreach activities in the shire.	5.04.07.1	Develop a list of youth cultural providers.	Community Health and Wellbeing Coordinator	Development and publication of database.	0%	

To maintain our health and aged care services

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Support a forum involving Council, service providers and the community on local health and aged care and its management.	5.05.01.1	Support ongoing development of Community Health & Wellbeing Alliance.	Community Health and Wellbeing Coordinator	Attendance at interagency continuum care meeting, etc.	40%	The GHSC Health and Wellbeing Alliance is established and works to provide closer relationships with and between Council and service providers in the shire. The next Alliance meeting will be held in October in Henty and will focus on Council's Disability Inclusion Action Plan. The CHWBC continues to be a member of the Local Health

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
						Advisory Committee and the Library and YSDO also regularly attends REROC Youth Services meetings and Urana Interagency meetings
Lobby government to retain and maintain our Shire's health and aged care services.	5.05.02.1	Maintain strong relationships with relevant government and non government funding bodies and service providers.	Director Corporate & Community Services	Services expanded where community need identified and funding secured. Existing services maintained	100%	Actions and projects detailed in the adopted Community Health & Wellbeing Plan
Proactively participate in the Murrumbidgee Local Health District and Hume Medicare Local to ensure health services and facilities that adequately address current and emerging health and lifestyle needs.	5.05.03.1	Develop a strong working relationship with Local Health Networks.	General Manager	Meeting with Local Health District held at least annually.	25%	Currently Council has been participating in monthly teleconferences with Murrumbidgee Local Health District and the Murrumbidgee Primary Health Network.
Continue developing succession plans for our general practitioners, visiting specialists and other medical practitioners. Then implement.	5.05.08.1	Liaise with local service providers and community reference groups to ensure continuity of service.	General Manager	Meetings held with service providers and community groups annually. Succession planning strategy for GP's and VMO's developed and reviewed annually	25%	Murrumbidgee Primary Health Network undertook survey of GP's to identify gaps in allied health services. No significant gaps identified. Availability and cost of community transport continues to be an issue across the Shire

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Consider ways to encourage local youth to consider careers in aged care industry (e.g. possible traineeships, school excursions, etc.).	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	Community Health and Wellbeing Coordinator	No. of aged care traineeships offered in the shire.	10%	One meeting has been held with Riverina TAFE about providing more specific aged care industry training using the videoconferencing technology at Holbrook. Riverina TAFE were keen to pursue and will follow up with planned courses to be made available.
Address mental health needs in the shire, particularly targetting the farming sector.	5.05.15.1	Develop actions through the Community Health & Wellbeing Alliance to address mental health issues in the shire.	General Manager	Discussions held with relevant agencies on an annual basis.	25%	Partnered with Rural Adversity Mental Health Program to host two performances of Carpe Diem in October 2016. Youth Action Council successful in obtaining a FRRR Heywire grant to develop and produce a play to be showcased as part of Billabong High Schools Mental Health Forum to be held in March 2017.
				Discussions held with relevant agencies on an annual basis.		
Provide accessible and inclusive high quality, integrated community services that meet current and emerging needs of the community.	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.	Director Corporate & Community Services	Members of hard to reach communities engaged in the review/update of the strategic plan.	100%	Community Health and Wellbeing Plan being developed including the establishment of a formal alliance with service providers and other relevant agencies

To improve the availability of policing, emergency and ambulance services in the Shire

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Lobby the Government for increased policing, emergency and ambulance presence.	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 exist.	General Manager	No. of representations made.	0%	No representations made to date.

To improve the availability of childcare services and facilities within the Shire

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Continue to review adequacy of existing childcare services and identify gaps in the provision of services according to the needs of local families.	5.07.01.2	Undertake an annual review of existing child care services provided through engagement with preschools and other children's services.	Community Health and Wellbeing Coordinator	Annual report to Council on outcomes of review.	5%	Regular reviews of Family Day Care providers and their services have been undertaken. Preschools and other children's services review have yet to be undertaken this year.
Investigate options for maximising opportunities through the use of existing buildings and early childhood providers to improved childcare services.	5.07.02.1	Encourage expansion of innovative child care services (including OOSH)	Community Health and Wellbeing Coordinator	Increased no. of in venue family day care services.	10%	Currently under investigation is a Family Day Care OOSH model that could potentially be run from the new Jindera MSO building currently under construction.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		across the shire				
Ensure that Greater Hume Children Services remains a relevant and reliable service.	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.	Community Health and Wellbeing Coordinator	No. of family day care carers. Number of children in care (EFT)	30%	Marketing strategy is underway as part of the new Greater Hume Children Services Strategic Plan.

To continue to provide the community with schooling services they require

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Improve schools through: ••• greater involvement from parents in P & C associations. providing children with life skills (refer Strategy 4.3). offering programs for talented students.	5.08.3.1	Develop partnerships with education and other providers such as MICEEP to deliver programs and services that provide young people with skills in a range of life education areas.	Library and Youth Services Development Officer	Meeting held annually with school principals each September.	30%	2C4S educators meet at the Culcairn and Henty Libraries in August to provide information sessions on this initiative. Two young people members of the Culcairn community signed up. Projects Compact from Wagga has again invited members of the Greater Hume Shire staff to provide mock interviews for students undertaking the CREW program at Billabong High School. L&YSDO is working with Billabong High School Careers Adviser Naomi Toogood in organising RSA training to be held at the school on Friday 4 November.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Provide assistance and support to families who cannot afford or support education for their children.	5.08.3.1	Continue to provide free Wifi at Council libraries and continue to develop Homework Clubs across the shire.	Library and Youth Services Development Officer		30%	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.

To improve our cultural facilities

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Implement initiatives that consider how cultural and arts activities can contribute to the community to be documented in a Cultural Management Plan.	5.09.1.1	Develop a cultural management strategy in consultation with Murray Arts.	Executive Assistant Tourism & Promotion	Strategy presented to Council for adoption subject to funding opportunities.	100%	Murray Arts have placed this on hold.
Increase the number of people participating in the arts and cultural activities through promotion of diverse activities in the media	5.09.2.2	Promote cultural events locally and regionally.	Executive Assistant Tourism & Promotion	Number of cultural events promoted in media (community newsletter, website, media releases, 'What's On in GHSC', etc.).	25%	Achieved and ongoing, 8 cultural events promoted
	5.09.2.3	Work with organisations such	Community Health and	No. of activities per	0%	

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		as Murray Arts to facilitate the hosting of cultural activities throughout the shire .	Wellbeing Coordinator	annum.		
	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.	Executive Assistant Tourism & Promotion	Continued engagement of Museum Advisor assisting our public museums on a individual basis from volunteer management, significance, displays, cataloging etc and holding a one day museum/heritage workshop in Greater Hume Shire on common themes as assessed by Museum Advisor.	30%	Tabled at October GHSC meeting was Community Museums Strategic Plans, Sum of Us project nearly completed, Diversity project at planning stage.

To maintain our community halls

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Utilising the completed audit of community halls, undertake the required maintenance as required	5.10.1.2	Undertake maintenance works as required	Manager Waste & Facilities	Annual maintenance and capital works in accordance with	80%	Maintenance is being performed on halls when notified by hall committees and users.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
				annual capital works plan.		The Holbrook Hall refurbishment is near completed and the Gerogery Hall flooring has recently been re-stumped and replaced.

To maintain and improve our sports and recreation facilities

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Undertake a survey of the community every 2 to 4 years to obtain feedback on condition of facilities.	5.11.3.1	Undertake a community survey on appropriateness of service mix and quality of delivery.	Manager Waste & Facilities	Survey completed and report submitted to Council.	0%	Need to find out how this can be accomplished...
Develop a maintenance schedule, taking into consideration the results of the community survey described in Strategy 5.11.3.	5.11.4.1	In conjunction with management committees, review the condition of sports and recreational facility assets	Manager Assets	Capital works upgrade program presented to Council in February annually.	0%	
Explore grant options available through the AFL, Cricket Australia and other peak bodies.	5.11.5.1	CHWC to develop a database of sporting groups to facilitate the distribution of funding, training and capacity building opportunities	Community Health and Wellbeing Coordinator	No. and % of successful grant applications lodged. Identify funding opportunities	60%	Database developed and as grants are released from state and federal sporting organisations, they are advertised on the GHSC website and emailed to relevant groups.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Continue to provide access to Council plant for use by volunteers upgrading recreation reserves.	5.11.6.1	Investigate and develop a policy in relation to access to Council plant by management committees of Council.	Director Engineering	Annually advise recreation reserve management committees main points of section 355 operations manual. Publicise Council's policy in relation to access to Council plant at least annually.	50%	355 Committees have been advised of access to Council Plant Policy

Enhanced access to services and facilities throughout the shire.

To provide physical access to services and facilities for those less mobile within the community

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Undertake a forum with the elderly, people living with a disability and parents with prams to develop an Access Action Plan. Consideration should be given to prioritising shops and other services that require, for example: • • automatic doors, hand rails, ramps; and enhanced parking for the less mobile.	6.2.1.2	Provide design advice for the provision of equitable building access.	Director Environment & Planning	Advice provided when requested.	100%	Ongoing requirement. Advice was recently provided to a business owner in Henty and another in Holbrook.

Continue to advance our identity and reputation.

Continue to enhance our identity and cohesion

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Conduct a 'Shire wide' pride campaign to improve internal image perceptions.	7.1.1.1	Prepare regular stories that highlight the achievements of Council.	Executive Assistant Governance and Economic Development	No. of positive media releases issued. Distribution of quarterly community newsletter	25%	Shire wide pride campaign continues. Jills Cuisine featured in Spring newsletter.
Develop a public campaign which highlights that Council is 'working' for the Shire as a whole.	7.1.2.1	Continue to promote collaborative events across the shire.	Executive Assistant Governance and Economic Development	No. of collaborative events held (e.g. Australia Day).	25%	Annual Australia Day event is sponsored by GHSC. Buy Local in GHS continues. Council's Councillor Attraction Strategy rolled out in the quarter. Articles included in the Spring issue of newsletter included: 2016 Customer Satisfaction Survey results, Community Development grants available for community organisations across the shire, Shire Wide Shire Pride.
Hold community events to continually create greater community identity (ie who we are) and cohesion.	7.1.3.1	Conduct community events to reinforce community identity and cohesion.	Executive Assistant Tourism & Promotion	Hold at least two Council meetings annually at venues other than Holbrook and Culcairn. Continue to ratate Australia day throughout the shire	25%	Currently planning Australia Day in 2017 at Henty. Promoted over 30 community events in 1st quarter, November GHSC meeting will be held at Gerogery.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Continue to maintain calendar of community events that take place throughout the shire.	7.1.4.1	Encourage and support communities to develop and deliver events.	Executive Assistant Tourism & Promotion	No. of community events supported.	25%	over 30 community events supported in 1st quarter

To implement best practice effective governance

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Maintain the currency, legislative compliance and clarity of Council's Policy Manual.	7.3.1.1	Regularly review the appropriateness and currency of Council's Policy Register.	Director Corporate & Community Services	Policies reviewed within adopted timeline.	25%	Review of Council's Policy Register continuing and ongoing
Implement best practice governance strategies.	7.3.2.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan.	Director Corporate & Community Services	Annual review conducted and report provided to Council no later than 30 June.	25%	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	Director Corporate & Community Services		100%	Audit Program for 2016/16, 2016/17 and 2017/18 confirmed with Internal Audit provider and updated at November 2016 Audit Committee meeting
Maintain effective and open complaints handling processes.	7.3.3.1	Undertake effective investigation and resolution of	Corporate Services	Provision of monthly Customer Action Requests report to	25%	Customer Action Request reports submitted to Council monthly

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		complaints.	Manager	Council.		
	7.3.3.2	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Corporate Services Manager	Assessment of customer satisfaction with standard of service provided through community satisfaction survey.	25%	All customer service centres operating effectively
Monitor and manage personal and private information	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).	Director Corporate & Community Services	Annual report on GIPA, PIPPA and PID inquiries presented to Council.	100%	All reporting requirements being met
Develop and implement reporting mechanisms to meet Integrated Planning & Reporting requirements.	7.3.5.1	Review all Integrated Planning and Reporting documents on an annual basis.	Director Corporate & Community Services	Asset Management Plans and Resourcing Strategy reviewed annually by 28 February.	25%	Review of Economic Development & Social Plan commenced which will inform revised IP&R documents. The full suite of IP&R documents will be updated and adopted for new four-year reporting period commencing 1 July 2017

Be a responsible employer of choice

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Implement best practice human resource policies and strategies to attract, engage, develop and retain the best and highly skilled staff to strengthen workforce capacity.	7.4.1.1	Implement strategies from Workforce Management Plan.	Director Corporate & Community Services	Annual report on implementation of Workforce Management Plan presented to Council.	25%	Ongoing. Workforce Management Plan to be revised and updated as part of review of IP&R documents
Provide a safe work environment.	7.4.3.1	Integrated risk management system developed and implemented.	General Manager	WHS Committee meets a minimum of 6 times per year.	25%	Work continuing on development and implementation of Integrated risk management system. Third StateCover grant obtained to build leadership capacity.
	7.4.3.2	Injury management and rehabilitation services provided.	General Manager	Cost of workers compensation insurance as a percentage of total wages is at or better than Statecover average.85% of injuries/incidents reports to insurer within 24 hours.	25%	Rehabilitation outcomes retained and policies adopted to ensure pre employment and post employment medical undertaken along with return to work medicals for work and non work related injuries.
	7.4.3.3	Staff wellbeing initiatives provided.	General Manager	Staff wellbeing event held annually.	25%	Third StateCover grant obtained to undertake an Active and Confident WHS Leadership program.
Provide modern, safer and well maintained systems, processes,	7.4.4.1	Implement an effective plant and fleet replacement	Director Engineering	Plant replacement program implemented within	25%	Some plant purchases have been delayed, however completion of remaining purchases are proposed

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
facilities, plant and equipment.		program.		designated timeframes and budget.		to be completed during the course of the 2016 2017 year
	7.4.4.2	Develop and implement a strategic replacement strategy for Council's information technology hardware.	Director Corporate & Community Services	IT infrastructure replacement program developed and implemented within designated timeframes and budget.	25%	Project commenced in conjunction with Council's external IT support provider

Minimise risk and ensure continuity of critical business functions

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Facilitate training and education awareness programs regarding risk management to implement best practice records and risk management strategies.	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.	General Manager	Integrated Risk Management Plan developed and implemented. Associated supporting processes developed and integrated into day to day operations.	25%	Development and implementation continuing as identified in 7.4.3.1/2/3

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Maintain an appropriate insurance program	7.5.1.3	Implement provisions of Document and Data Control policy and procedures.	Corporate Services Manager	Provisions of Document and Data Control policy and procedures implemented.	100%	Project completed
	7.5.3.1	Manage the ongoing processing of claims and operation of claims management services.	Corporate Services Manager	All claims processed within agreed timeframes.	100%	Claims processed and managed as required
Implement and regularly test Council's business continuity strategy.	7.5.4.1	Conduct an annual review of Council's Disaster Recovery and Business Continuity Plan (BCP).	Director Corporate & Community Services	Plan tested and results reported to MANEX annually.	75%	Workshop conducted November 2015. Report provided by Council's insurer including a recommended Action Plan. Action Plan is now being implemented and finalisation of the BCP scheduled for February 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.	Director Corporate & Community Services	Oppor tunities reviewed through REROC Shared Services group.	0%	All action to date has been restricted to GHSC

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Provide suitable reliable information technology hardware and software across the organisation.	7.5.6.1	Manage and maintain software and data systems that allow corporate information to be accessible and reliable.	Director Corporate & Community Services	All systems available to staff with minimal downtime.	25%	Ongoing matter. Integration of Authority package and Infoexpert progressing and scheduled for completion by 30 November 2016

Ensure Greater Hume Shire Council is financially sustainable

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Maintain an investment strategy and policy	7.6.1.1	Maximise return on investments whilst ensuring protection of principle.	Director Corporate & Community Services	Return on investments equal to or greater than BBSW 30 day average rate.	25%	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.	Director Corporate & Community Services	Ensure investments are low risk and investment decisions are in accordance with DLG Investment Guidelines and council policy.	25%	Investment Policy being reviewed and revised policy to be presented to December 2016 Council Meeting
Implement best practice financial planning.	7.6.2.1	Undertake a thorough review of further budget savings, efficiency gains and	Director Corporate & Community Services	Savings, gains and revenue opportunities identified and reported to Council.	100%	All opportunities for budget savings are fully investigated and implemented

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		revenue raising opportunities to create capacity with Council's current budget to contribute to a greater allocation to asset maintenance and renewal.				
	7.6.2.2	Adopt a sustainable procurement policy and commence implementation of a sustainable procurement program across all council sections.	Director Corporate & Community Services	Adoption of policy. Annual analysis of purchasing practices.	100%	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.	Director Corporate & Community Services	LTFP revised annually in conjunction with setting of annual operating budget.	25%	Long term Financial Plan updated in line with 2015/2019 Delivery Program . LTFP will be reviewed and updated together with all other IP&R documents for new four-year reporting period commencing 1 July 2017
Investigate opportunities to expand revenue from commercial operations, property portfolio and	7.6.3.1	Facilitate opportunities for industrial and	General Manager	Ongoing sale of land.	25%	Tender documentation finalised for expansion to Jindera Industrial Estate

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
other income generating assets.		commercial land development and sale.				
Apply the 'user pays principle' as the basis for full cost recovery.	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.	Director Corporate & Community Services	Appropriate fee structure adopted through Statement of Revenue Policy.	100%	Annual Fees and Charges schedule including pricing philosophy adopted by council
Monitor and review the rating strategy to ensure an equitable distribution of cost and benefits.	7.6.5.1	Review rating strategy on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Plan requirements.	Director Corporate & Community Services	Rating strategy revised annually in conjunction with setting of annual operating budget.	0%	Rating model adopted for 2016/2017. Workshop on rating models scheduled for 23 November 2016

Provide efficient, effective and customer focused services to the community

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Implement strategies to ensure excellence in customer service.	7.7.1.1	Provide frontline customer service centres at Holbrook, Culcairn, Jindera, Henty and Walla Walla.	Director Corporate & Community Services	Assessment of customer satisfaction with standard of service provided through community satisfaction survey.	100%	Customer Services Centres operating effectively
Monitor service levels in key service areas.	7.7.2.1	Undertake community satisfaction survey.	General Manager	Survey completed and results analysed.	100%	Community satisfaction survey completed in May 2016 with the Final Management Report submitted to the July meeting of Council.
Conduct a comprehensive biennial customer survey regarding satisfaction with Council's performance and service provision.	7.7.3.1	Undertake community satisfaction survey.	General Manager	Refer 7.7.2	0%	Refer 7.7.2.1

Provide efficient and effective environmental health and building services to the community

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Exercise the Council's statutory functions under the Environmental Planning & Assessment Act 1979 properly and equitably to determine applications efficiently and in accordance with statutory	7.8.1.1	Process all Complying Development Certificate (CDC) applications as submitted.	Director Environment & Planning	All CDC's processed within statutory timeframes subject to receipt of all necessary information.	100%	Ongoing

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
requirements.	7.8.1.2	Process all Development Applications (DA) as submitted.	Director Environment & Planning	All DA's processed within statutory timeframes subject to receipt of all necessary information.	0%	Ongoing
	7.8.1.3	Provide certification and inspection services for building construction.	Director Environment & Planning	All inspections completed within agreed timeframes.	0%	Ongoing
	7.8.1.4	Issue approvals and/or inspect work under Section 68 of the Local Government Act 1993	Director Environment & Planning	Approvals issued within statutory timeframes subject to receipt of all necessary information.	100%	On going
	Implement requirements of the Companion Animals Act.	7.8.2.1	Operate efficient animal holding facilities.	Director Environment & Planning	Comply with recognised guidelines and rehome animals where practical.	100%
7.8.2.2		Investigate complaints and enforce provisions of Companion Animals Act as required.	Director Environment & Planning	All complaints investigated and resolved.	100%	Complaints have been actioned and monitored through CARS
7.8.2.3		Implement strategies to reduce euthanasia	Director Environment &	Annual microchipping	100%	Council has strategies to rehome animals whenever possible.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Maintain and improve food safety standards in accordance with the NSW Food Partnership Program.		rates and offer subsidised microchipping services.	Planning	service maintained.		
	7.8.3.1	Undertake inspections of regulated businesses to ensure appropriate public health standards are met.	Director Environment & Planning	Inspect all regulated premises at least once annually.	100%	Inspections are being undertaken as required
	7.8.3.2	Implement education and awareness activities on food handling and safety.	Director Environment & Planning	Annual newsletter on food safety handling distributed to businesses in the region.	100%	Council provides educational assistance to food premises operators
Improve the monitoring and management of onsite effluent disposal within the shire.	7.8.4.1	Implement the On-Site Sewerage Management (OSSM) Policy	Director Environment & Planning	Inspect a minimum of 50 onsite sewerage management systems annually.	0%	On going work requirement. Council continues to achieve a number of system upgrades through the pre purchase.

Retain our quality of life.

To ensure life in the shire remains affordable

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Investigate how the Shire can leverage off the Evocities campaign (which aims to attract families to locate to Wagga Wagga and Albury from the major Sydney metropolitan area).	8.2.1.1	Council involved in promotion activities complimentary to Evocities project.	Executive Assistant Governance and Economic Development	Report on complimentary promotions presented to Council annually.	0%	No action this quarter.

To provide appropriate infrastructure to cater for our population

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Maintain regular contact and networks with State and Federal Government departments responsible for road and rail infrastructure policy and funding.	8.3.1.1	Ensure representation at RMS Regional Consultative Committee meetings.	Director Engineering	Number of meetings attended.	100%	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.	General Manager	Support provided when opportunity arises.	0%	No requests for support received to date.
Continue to identify State and Federal Government funding opportunities for road	8.3.4.1	Continue to lobby Federal and State Government	General Manager	Representations made to appropriate Government depar	0%	No lobbying activities undertaken to date this financial year.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
improvements.		departments for additional funding (e.g. Roads To Recovery).		tments. No. of successful funding applications.		
Review implementation of NBN to ensure improved broadband access in the shire.	8.3.5.1	Continue to lobby NBN Co for broadband rollout within the shire.	General Manager	Rollout program provided to Council annually. Number of homes connected to high speed fixed wireless broadband (NBN).	25%	Fibre rollout scheduled to commence in October 2016 and November for Henty and Holbrook.

3: A GREATER PLACE TO WORK

Enhanced job opportunities for our people

To be proactive in attracting business

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Build on our identity actions, promoting to the Boards and wide business community the positive aspects of our location and space available with the use of successful examples.	9.1.4.1	Produce business newsletter quarterly.	Executive Assistant Governance and Economic Development	Expand distribution of business newsletter	25%	Business e-newsletter spring issue sent to 372 subscribers, 41.8% opens.
Use local media to champion our shire and improve pride.	9.1.5.1	Develop a promotion strategy to showcase the business opportunities in the shire.	Executive Assistant Governance and Economic Development	No. of media releases issued or promotions undertaken featuring local businesses or opportunities. Update testimonials on an annual basis	20%	Draft Buy Local Business Directory compiled in the quarter.
Work with relevant State agencies to attract business, particularly in the area of cluster industries that we already have a strength in.	9.1.6.1	Survey the needs of existing businesses to ascertain opportunities.	Executive Assistant Governance and Economic Development	Industries with cluster potential identified and interviewed.	100%	2016 Business Survey conducted in February 2016. Findings and insights from survey has informed the Draft ED&S Plan.
Support the expansion of key services to assist an ageing community in: transport - health	9.1.10.1	Investigate the expansion of services to assist in	Director Corporate & Community	Retention and expansion of Home Maintenance and	100%	Community Health and Wellbeing Plan adopted and strategies being implemented including the

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
care - support services - aged care - specialised accommodation (e.g. dementia).		retaining our aged residents within the Shire.	Services	Modification Program and other HACC services. Conduct a Community Services Information Day annually. Promotion of all community transport to all towns and villages within the shire.		establishment of a formal alliance with service providers and other relevant agencies. Council participated in the Aging with Grace project conducted in August 2016
Develop a home-based business information pack that targets home-based business investors and answers key start-up questions about planning, regulation, business infrastructure, business development, etc.	9.1.14.1	Provide business start up tools on website (e.g. Start Your Own Business Here).	Executive Assistant Governance and Economic Development	Start Your Own Business Here and other business tools maintained on website.	25%	Start your own business links on Council's website. Continue liaison with Murray Business Enterprise Centre.
Consult with existing home-based and small businesses to identify specific business management training & development needs and facilitate development of a program of training courses, seminars and workshops.	9.1.17.1	Provide advice as to business management training available (e.g. BEC, MRTB).	Executive Assistant Governance and Economic Development	Promotion through various media streams (e.g. business newsletter, etc.).	100%	Role of Murray BEC.

To provide the supporting infrastructure, facilities and services to attract businesses and new employees

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Continue to plan for future industrial releases.	9.2.3.1	Subject to resources provided by Council plan for the construction of industrial parks in identified priority areas.	General Manager	Future industrial sites identified in Culcairn, Henty and Walla Walla.	0%	Industrial Parks established at Holbrook and Jindera. A priority has not been determined for other locations.
Project manage the development of industrial estates so that electricity, water, waste management and gas requirements are supplied.	9.2.4.1	Prepare survey and concept design plans.	General Manager	Design and project cost for Jindera Industrial Estate approved by council.	100%	Tender documentation completed.
	9.2.4.2	Construction of next stage of Jindera Industrial Estate.	General Manager	Construction commenced prior to 30 June 2014.	0%	Tender documentation completed and tenders expected to be called October 2016.

To grow our existing businesses

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Research the feasibility of establishing truck parking areas in townships across the shire	9.3.3.2	Liaise with existing participants in the transport industry to establish need	Executive Assistant Governance and Economic Development	Preparation of report to the Economic Development Committee	0%	No action this quarter. Council awaits suitable grant to apply for funding for the project.
Establish a regular networking forum between Council and local	9.3.3.1	Provide networking opportunities for	Executive Assistant	No. of shire businesses that are	25%	Liaison with Murray BEC, NSW Business Chamber continuing.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
businesses.		businesses within the shire.	Governance and Economic Development	members of the NSW Business Chamber. Networking events held at least annually.		Council promotes training workshops being conducted through Murray BEC via the business email database tree.
Ensure that Greater Hume is well represented in relevant regional and broader economic development forums.	9.3.4.1	Establish mechanisms to ensure that Greater Hume remains abreast of current trends in economic development.	Executive Assistant Governance and Economic Development	Maintain participation with the C Change Bureau	25%	RDA Development Officers forum scheduled for October was postponed. Last DO Officers forum held June 2016 at Narrandera (EA attended). RAMROC EDO Networking Group held a meeting in July 2016 resulting in a working group set to develop charter of purpose, objectives and functions for a new ED group discuss the advantages and/or disadvantages of establishment a permanent EDO Networking Group within the RAMROC region.
				Participation in selected promotional events and trade shows.		
				Attendance of EDO at relevant industry conferences.		
Identify Council functions that could be outsourced to local businesses (e.g.roadside slashing and grading of roads, etc.).	9.3.5.1	Review Council activities to identify opportunities to achieve efficiencies through contracting.	Executive Assistant Governance and Economic Development	Number of service functions reviewed	25%	Ongoing
				Number of contracts in place.		

To provide appropriate training and mentoring for our Shire's workforce

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Identify funding and programs available to ensure our workforce receives appropriate training and mentoring relevant to their circumstances.	9.4.2.1	Provide training and mentoring for staff at all levels within the organisation	Director Corporate & Community Services	Performance appraisal of all staff completed by 30 June annually. Workforce Plan reviewed annually	25%	Training programs implemented as required
Investigate opportunities for traineeships and apprenticeships.	9.4.3.1	Develop a traineeship and apprenticeship employment strategy.	General Manager	Traineeship and apprenticeship employment strategy developed and reviewed on an annual basis. Number of traineeships and apprentices employed by Council.	0%	No further action on a Traineeship/Apprenticeship strategy undertaken.
Implement Aussie Host (or similar) customer service training throughout the shire after determining sources of funding.	9.4.4.1	Engage with Business Enterprise Centre or other organisations to investigate funding sources for customer service training in local business operations.	Executive Assistant Governance and Economic Development	Funding obtained for customer service training. Number of places offered	25%	Council continues to support BEC courses with a sales training workshop being held in October. This is marketed through Council's electronic email database.

A sustained and vibrant farming sector

To ensure the Shire has an informed, committed and enthused agricultural community

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Develop networks with Austrade to provide opportunities for Greater Hume agricultural businesses to expand into more national and global markets, and attract more companies to the region.	10.1.5.1	Strong relationship with Austrade established and maintained.	Executive Assistant Governance and Economic Development	Meetings with Austrade representatives held six monthly.	0%	No action this quarter.

Improved tourism and visitation

To promote our strengths

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Work with local operators in towns and villages to provide visible information resources for visitors, i.e. frontline business operators to act as tourism ambassadors providing materials and knowledge on local attractions and events.	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.	Executive Assistant Tourism & Promotion	Existings VIP's maintained. Investigate opportunities to expand the VIP network in the shire. Prepare and distribute a monthly attractions and events alert to VIP network.	25%	Achieved and currently servicing 10 VIPs.
	11.1.2.2	Review, refresh and renew Accredited Visitor Information	Executive Assistant Tourism &	A review of procedures and practices is undertaken.	25%	Achieved and ongoing review of practices.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		Centre at Holbrook.	Promotion			
	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.	Executive Assistant Tourism & Promotion	A review of procedures and practices is undertaken.	25%	Achieved and ongoing, training of two new volunteers working in our Visitor Information Points.
Support existing Council and town websites to best practice standards.	11.1.3.1	Ensure information included on Council and town websites is current and relevant.	Executive Assistant Tourism & Promotion	Websites updated regularly.	25%	Achieved and ongoing.
	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.	Executive Assistant Tourism & Promotion	A 20% increase in followers to Greater Hume Shire's Facebook pages. 2 Youtube videos are produced on our history/heritage and environment.	25%	a you tube video created and posted on website and social media. Facebook likes for Greater Hume Shire have risen from 442 (30 June 2016) to 560 (30 Sept 2016).
Create a marketing and promotion plan that communicates the range and quality of existing key attractions (including submarine,	11.1.4.1	Prepare a marketing and promotion plan for key attractions within the	Executive Assistant Tourism & Promotion	Marketing and promotional plan prepared and reviewed on annual basis.	25%	To be finalised in 2017.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Morgan's Lookout, Henty Header, etc.).		Shire.				
Work with adjacent councils to proactively promote our offerings to Albury/Wodonga, Wagga Wagga and other target markets considered appropriate and attractive.	11.1.5.1	Maintain strong links with Albury/Wodonga and Wagga Wagga tourism organisations.	Executive Assistant Tourism & Promotion	Six monthly meetings held with representatives of Albury/Wodonga and Wagga Wagga tourism organisations. Investigate the cost effectiveness of maintaining a presence in Albury/Wodonga and Wagga Wagga tourist information centres.	25%	Working collaboratively with Albury and Wodonga on a Agri and Culinary Tourism strategy for region.
	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.	Executive Assistant Tourism & Promotion	Continue membership to MRTB and Murray Arts and provide support to initiatives undertaken by these organisations.	25%	Achieved and ongoing, Tourism and Promotions Officer attended the August meeting of Murray Regional Tourism.
Enhance the opportunities to promote Greater Hume Shire	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	Executive Assistant Tourism & Promotion	Media release (include on social media) sent out 4 times per year (commence of season) showcasing what Greater Hume has to offer the visitor.	25%	Achieved and ongoing. Whats On has now developed into a media release sent to all media outlets monthly and social media.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		articles in 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.	Executive Assistant Tourism & Promotion	Develop a hot deals/discount voucher/coupon flyer for visitors.	25%	Achieved and ongoing, two tourism operators offered hot deals during 1st quarter
	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.	Executive Assistant Tourism & Promotion	Encourage operators to open longer or at different hours, develop a weekend/afterhours directory/flyer in each town for visitors.	25%	Achieved and ongoing, two operators are now experimenting with Sunday opening during spring.
Statistical data to be used to target visitor's requirements and patterns	11.1.9.1	Create, conduct and analyse regular surveys in relation to the visitors attending our Visitor Information Centre	Executive Assistant Tourism & Promotion	Development of database of information contained in surveys and reporting to Council of outcomes through monthly Tourism and	25%	Achieved and ongoing,

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		and Visitor Information Points.		Promotions Report.		
	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.	Executive Assistant Tourism & Promotion	Development of database of information contained in surveys and reporting to Council of outcomes through monthly Tourism and Promotions Report.	25%	Achieved and ongoing.

To leave visitors delighted with their visit

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Continue efforts to improve the appearance of main streets throughout the Shire with plants and paving e.g. streetscape upgrade program.	11.3.2.1	Upgrade streetscapes in all major towns within the shire.	Director Engineering	Holbrook Streetscape Stage 2 completed.	25%	Stage 2 of Sladen Street Henty project to commence following close of readvertised tenders
				Culcairn and Jindera Streetscapes completed.		
Improve the appearance of buildings and the facades of our buildings, particularly those that are of heritage value such as the museums.	11.3.3.1	Establish and maintain heritage programs for residential and business buildings.	Director Environment & Planning	Local Heritage Advisor service maintained. Local Heritage Grants program maintained and administered.	100%	On going

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Create highly visible promotional boards sponsored by local operators around key rest areas.	11.3.6.1	Town/tourist nformation boards developed and installed	Executive Assistant Tourism & Promotion	Comment: completed.	25%	Achieved, currently working on Walbundrie's.
Provide the visitor information centre and operators with a survey collection tool (e.g. Tourism Australia VIC Kit) and encourage its use to monitor the origin of visitors, length of stay and purpose for future use in target marketing.	11.3.7.1	Develop a survey collection tool for use by VIC and VIP staff to collect relevant visitor data.	Executive Assistant Tourism & Promotion	Survey developed and distributed to VICs and VIP's for implementation.	25%	Achieved and ongoing
Develop a Greater Hume events strategy to coordinate the delivery of existing events.	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.	Executive Assistant Tourism & Promotion	An Events Guide and Prospectus is developed and utilised by community groups and organisations providing enhanced visitor experiences.	100%	Achieved and ongoing maintenance to guide
Publish an events calendar and widely distributed to all tourism operators.	11.3.9.1	Determine appropriate mechanisms to promote events	Executive Assistant Tourism &	In conjunction with community committees, ensure	25%	Achieved and ongoing, over 30 events promoted in 1st quarter.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		held within Greater Hume Shire.	Promotion	appropriate media releases are distributed. Events calendar maintained on Council website, quarterly newsletter.		
Maintain sufficient funding for Council's VIC in Holbrook.	11.3.11.1	Undertake regular reviews of patronage and value of Holbrook VIC.	Executive Assistant Tourism & Promotion	Comprehensive review of VIC undertaken after completion of bypass.	25%	Achieved and ongoing
Conduct at least one tourism industry workshop per annum targeted at improving industry knowledge and collaboration.	11.3.12.1	Improve the internal knowledge of the shire's tourism product.	Executive Assistant Tourism & Promotion	Conduct an annual tourism workshop on attracting and maintaining events in the shire.	25%	trained two volunteers who work in VIPS this quarter and EOI to go out for GHSC ambassador program.
Support existing tourism networking forums and encourage greater operator participation to increase communication and collaboration (e.g. business breakfast series).	11.3.16.1	Maintain links with key tourism bodies.	Executive Assistant Tourism & Promotion	EA T&P attendance at LGSA Tourism Conference. Membership of Murray Regional Tourism maintained. Tourism Advisory Committee meet at least quarterly.	25%	Achieved and ongoing.
Supporting tourism operators and communities to enhance the visitor experience.	11.3.17.1	Conduct visitor information workshops/meetings for tourism operators,	Executive Assistant Tourism & Promotion	Two visitor information workshops/meetings are held to provide	25%	GHSC ambassador workshops expressions of interest to go out during November.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		community members and council staff of Greater Hume Shire to provide them with knowledge when assisting with enquiries from visitors.		information on visitor services in Greater Hume Shire		
	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.	Executive Assistant Tourism & Promotion	Encourage operators and their staff to attend above workshops, Murray Regional Tourism Board conference (where may tourism related topics will be presented) and seek to hold a workshop relating to the running of a tourism business.	0%	Operators were encouraged to attend Murray Regional Tourism's Agric and Culinary Tourism workshop in September.
	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.	Executive Assistant Tourism & Promotion	Greater Hume Shire Tourism Operators committee is formed and supported initially by Greater Hume Shire Tourism Advisory Committee.	25%	Waiting on GHSC elections to be finalised, calling EOI in November.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Marketing of Greater Hume Shire's Visitor Experience	11.3.18.1	Develop and produce street maps for towns and villages of Greater Hume Shire.	Executive Assistant Tourism & Promotion	Street maps for towns and villages are produced.	25%	Ongoing, currently working on Holbrook, Walbundrie and Burrumbuttock.
	11.3.18.2	Participate and assist with development of the Murray Regional Tourism Board digital platform.	Executive Assistant Tourism & Promotion	Murray Regional Tourism Board digital platform developed and implemented.	25%	Achieved and now ongoing maintenance and development
	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.	Executive Assistant Tourism & Promotion	Revitalised and value added self drive tour itineraries and marketing collateral to assist promotion is developed.	25%	Working with Holbrook Landcare to refresh their self drive tours.
	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).	Executive Assistant Tourism & Promotion	All tourism operators and events are listed on Get Connected.	25%	Achieved and ongoing, all operators and events on Get Connected, regular maintenance is ongoing.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
	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.	Executive Assistant Tourism & Promotion	Greater Hume Shire's What's On newsletter has been refreshed and email network expanded to include other tourism operators in neighbouring LGA's.	25%	Ongoing, now have a subscription button on websites for Whats On for all to subscribe via email.
	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).	Executive Assistant Tourism & Promotion	Reprint of Greater Hume Shire's Visitor Guide. Continue development of photo library and development of two Youtube videos.	25%	Achieved and ongoing.

To ensure our existing businesses remain viable

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Investigate the feasibility of creating a Council organised job network where local businesses can lodge vacancies and share recruitment costs (e.g. advertising) in surrounding areas.	11.4.3.1	Survey businesses to ascertain recruitment issues (e.g. difficulty in recruiting quality staff, cost of advertising)	Executive Assistant Governance and Economic Development	Local job opportunities included in 'jobs board' at expos and trade shows. Assess the value of promoting job opportunities on	100%	2016 Business Survey conducted in February 2016.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		etc.).		Council's website.		

4: SIMPLY GREATER NATURAL SURROUNDINGS

Maintain biodiversity and a high quality natural environment

To continue the introduction of good environmental practices

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Ensure that development within the shire integrates ecologically sustainable development principles.	12.1.1.1	Effective development control undertaken to ensure ecologically sustainable development.	Director Environment & Planning	Compliance with development consent conditions.	100%	Compliance with the LEP and the EPA Act ensures that this requirement is met.
Identify opportunities, programs and funding available to enhance the natural environment on farms.	12.1.4.1	In conjunction with LLS's, landcare groups develop on farm environmental projects.	Director Corporate & Community Services	Discussions held with LLS's and landcare groups to develop on farm projects.	0%	No action to date
Reduce our waste to landfill through effective waste management practices and recycling working to minimise waste being sent to landfill.	12.1.5.1	Implement policies and programs to maximise the diversion of waste from landfills to recycling options.	Manager Waste & Facilities	Participate in regional recycling initiatives (e.g. drummuster, chemical collections, etc.). Maintain kerbside recycling in urban areas and investigate expansion into rural areas.	80%	A compost bin program has been conducted throughout the shire to actively encourage ratepayers to compost green waste and scraps. A new CRC shed is now up and running at the Culcairn waste facility to divert problem wastes from landfill. The Henty transfer station is now operational and all waste is being diverted from the Henty Landfill.

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
	12.1.5.2	Monitor take up of rural skip bin collection service	Manager Waste & Facilities	No. of services provided.	80%	The Rural bin service has had a good uptake with the service with 214t being picked up in the 2015/16 Fin yr. There have been no complaints about this service and is operating well.
	12.1.5.3	Encourage urban residents to undertake onsite composting of household organics.	Manager Waste & Facilities	Education program rolled out	100%	The composting program has been rolled out across the shires villages and free bins were available for those participating.
Continue to support the implementation of regional weed management strategies and associated management plans	12.1.6.1	Implementation of Regional Weeds Action Plan.	Director Environment & Planning	Funding received. Reporting requirements to DPI met	100%	On going. Council has engaged a 2nd spray operator and continues to undertake property inspections.
Introduce awareness signs on major roads discouraging drivers from littering.	12.1.7.1	In conjunction ROC's install anti littering signage throughout the shire.	Director Environment & Planning	Number of signs installed.	100%	
Maintain a Roadside Vegetation Management Plan for the shire.	12.1.9.1	Implement improved signage for high conservation areas.	Director Engineering	Signage installed.	20%	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	Director Engineering	Consolidated Roadside Vegetation Management Plan	10%	Discussions have commenced with interest groups on developing a new consolidated Roadside

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Reduce habitat loss through the negotiations of property vegetation plans and conservation agreements.		Management Plan for the shire.		completed and presented to Council.		Vegetation Management Plan during 2016 2017
	12.1.11.1	Develop strong links with LLS's and other appropriate agencies to reduce habitat loss.	Director Environment & Planning	Meet with LLS's and OEH at least annually to identify opportunities for mutual cooperation.	100%	Council Noxious Weeds Coordinator meet with the LLS.

Maximise our resources to maintain our natural environment

Lobby Federal and State Governments to introduce uniform legislation covering all public land management issues

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Establish a single body responsible for the management of crown land and remove overlap of responsibility of various State agencies such as RMS, StateRail, etc.	13.1.2.1	Make representations to establish a single body for the management of crown land.	General Manager	Representations made to appropriate State Government ministers Prepare and submit a motion to the LGNSW Annual Conference..	0%	No representations made at this point.
Establish an annual forum with all natural resource management groups to coordinate future programs and activities within the region. Document in a Shire Natural Resources Management Plan.	13.1.3.1	Council to continue to build partnerships with LLS's and Holbrook Landcare to ensure appropriate recognition of environmental	Director Environment & Planning	Meetings held with LLS representatives.	100%	

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
		issues with catchment management plans.				

To engage with and assist private landowners in positively managing natural resources

DP Action	Action Code	Action	Responsibility	Performance Measure	Progress	Comment
Engage with private landholders to deliver programs that: • reduce weeds and feral pests • promote works in or near waterways, improving water quality • reduce unnatural stream bank and gully erosion • improve aquatic biodiversity • reduce pollution • improvement management of soils according to industry best management practices • increase ground cover and property plans.	13.2.3.1	Implement strategies to implement and deliver programs to improve land management practices on private land.	Director Environment & Planning	In conjunction with Holbrook Landcare and LLS's, develop a land management action plan.	100%	
	13.2.3.2	Inspect private and public land to detect and assess weed infestations.	Director Environment & Planning	Council to undertake 400 property inspections annually.		No Comments

