



Greater
Hume
Council



End of Term Report 2021 - 2024

1 Healthy Communities

H1 Our communities are welcoming and inclusive to support diversity and social connectedness

H1.1 Foster inclusive communities where everyone can participate in community life

2021/22

Code	Action	Status	Annual Comment
1.1.1.1.1	Continue structured policy review process	Completed	A total of 30 policies were developed and/or reviewed during the 2021/2022 year
1.1.1.3.1	Complete Council's annual financial statements in accordance with accounting standards and audit requirements	Completed	Completed. Financial Statements completed and lodged. Greater Hume Council was the 10th council in NSW to lodge
1.1.1.3.3	Update Council's Long Term Financial Plan on an annual basis taking into consideration other Resourcing Strategy documents and Delivery Program requirements	Completed	Long Term Financial Plan updated to align with adopted budget
1.1.1.3.4	Review Council's loan portfolio to ensure appropriate borrowing levels are maintained and infrastructure spending maximised	Completed	Borrowing levels were examined when developing the 2021/2022 budget. Council's operating position has limited capacity to fund additional loan servicing costs and as such further borrowing has not been factored into future budgets with the exception of a loan to fund the development of the residential subdivision in Culcairn where loan costs will be funded from the proceeds of land land sales.
1.1.1.4.1	IP&R status reports presented to Council on quarterly basis	Completed	Reports presented to Council each quarter
1.1.1.5.1	Progressively implement strategies outlined in Council's Fit for the Future Improvement Action Plan	Completed	Revised Long Term Financial Plan and Resourcing Strategy developed as part of new Community Strategic Planning documents commencing 2022

1.1.1.6.1	Undertake effective investigation and resolution of complaints	Completed	Customer Action Request reports presented to Council monthly. Revised Complaints Handling Policy submitted to November council meeting
1.1.1.7.1	Review Council's Integrated Risk Management Plan and develop and implement supporting processes to ensure ongoing integration of risk management principles into Council's day to day operations	Completed	Council's Integrated Risk Management continually reviewed and updated. Council Workers Compensation costs continually below industry standards.
1.1.1.8.1	Implement service and efficiency reviews in accordance with Council's Fit for the Future Improvement Action Plan	Not Progressing	No service reviews undertaken in 2021/2022 to date due to lack of resources due to staff shortages, COVID etc. Budget allocation confirmed and service reviews will recommence from 1 July 2022
1.1.2.4.2	Develop and implement a Councillor professional development program in accordance with OLG guidelines	Completed	Professional development opportunities provided to Councillors where a need is identified and cost effective delivery is available.
1.1.2.5.2	Deliver formal training in meeting procedures to Youth Advisory Committee members and develop projects to offer similar training through partnerships with schools in the shire	Completed	COVID-19 caused Greater Hume Council Youth Advisory Committees to go into hiatus, Youth Services have been working with teaching staff and students from February 22 to July 22 to establish new committees. A success Children and Youth People Wellbeing Recovery Initiative grant funded by the NSW Government will enable Nathan Hull - Teen Motivational speaker to assist Council Youth Services and school staff to ensure the Youth Advisory Committees are established prior to the end of 2022.
1.1.2.6.2	Review current Management Committee manual and provide refresher training to management committees as required	Progressing	Manual and associated documentation has been reviewed and updated. Workshops with volunteer committee postponed due to COVID. Task has been included in revised 2022/2023 Operational Plan for action

1.1.2.7.2	Recognise community leaders through Australia Day awards	Completed	Preliminary planning for 2023 has commenced.
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2022/23

Code	Action	Status	Annual Comment
H1.1.1	Review and update the Greater Hume Health and Wellbeing Profile and Plan including plans for: <ul style="list-style-type: none"> • Healthy ageing • Children and Youth - including a commitment to Child Safe Standards across Council and community • Multicultural 	Not Progressing	No action taken to date. To be actioned during 2023/2024 year
H1.1.2	Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs for youth and engage young people in volunteering	Completed	
H1.1.3	Undertake a range of events and programs as part of Youth week	Completed	
H1.1.4	Provide at least two training workshops for members of the Youth Committee in areas of relevant interest, and promote the opportunity for any resident aged 12-24 years to attend	Progressing	In 2022 July and September - Nathan Hulls, Youth Motivations and Teen Speaker was engaged by Council's Youth Services to facilitate four Youth Engagement Training Workshops for students at both Billabong High School Culcairn and St Paul's College Walla Walla. The workshops were designed to firstly involve young people in the planning of future programs, to increase their confidents and self worth in making decisions and secondly to establish a Youth Advisory Committee. However, the engagement of young people to be on the committee was difficult. Therefore going forward it has been found more beneficial to promote opportunities for young

			residents using social media platforms - Facebook and Instagram.
H1.1.5	Support the Youth Committee to hold a minimum of 4 regular meetings per annum, deliver annual planning reports and provide information to young people about the Youth Committee	Not Progressing	The Greater Hume Council Youth Committee is not operating at this time.
H1.1.6	Develop and enhance cooperative relationships through the Welcoming Cities program	Completed	Staff hours have been focused on NSW GROW initiative, not Welcoming Cities membership.
H1.1.7	Introduce a disability awareness training program for local business operators and new Council staff	Not Progressing	No action taken. Action not included in 2023/2024 Operational Plan

2023/24

Code	Action	Status	Annual Comment
H1.1.1	Review and update the Greater Hume Health and Wellbeing Profile and Plan including plans for: <ul style="list-style-type: none"> • Healthy ageing • Children and Youth - including a commitment to Child Safe Standards across Council and community • Multicultural 	Progressing	We have reviewed and adopted Child Safe Standard Policy and we will review the Greater Hume Health and Wellbeing Profile and Plan.
H1.1.2	Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs for youth and engage young people in volunteering	Progressing	Youth Week was celebrated at Greater Hume Council in March 24 at both Billabong High School and St Paul's College. The events included a presentation from SQUAD on *Being Job Ready*. The target audience were Year 12 students. 80 students participated. Each student received a Rocket Book to assist with organising and planning. The program was part funded by Greater Hume Council and NSW Government - Youth Week. Greater Hume Council is also working with Billabong High School to loan the movie equipment to the schools SRC in early May 24

H1.1.3	Undertake a range of events and programs as part of Youth week	Progressing	Youth Week was celebrated at Greater Hume Council in March 24 at both Billabong High School and St Paul's College. The events included a presentation from SQUAD on *Being Job Ready*. The target audience were Year 12 students. 80 students participated. Each student received a Rocket Book to assist with organising and planning. The program was part funded by Greater Hume Council and NSW Government - Youth Week. Youth Week was also celebrated in the libraries with clay making. 40 participants. This project was funded by NSW Government - Regional Youth
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H1.2 Empower and support vulnerable and disadvantaged community members to participate in community life

2021/22

Code	Action	Status	Annual Comment
1.1.2.1.1	Continued implementation of the GHSC Communication Plan	Completed	Achieved and ongoing. Community Engagement Strategy developed for Community Strategic Plan review undertaken Oct-Dec.
1.1.2.1.3	Continued implementation of the GHSC Communication Plan	Completed	Achieved and ongoing - maintain and manage the Greater Hume Council suite of websites and social media.
1.1.2.2.1	Facilitate the advertising of information regarding Council meetings and events in accordance with legislation and time requirements and include on Council's website	Completed	Achieved and ongoing.
1.1.2.4.1	Hold a minimum of two Council Meetings per annum at venues other than Culcairn or Holbrook	Not Progressing	Recommend that the matter be further considered at the September 2022 Council meeting.

2022/23

Code	Action	Status	Annual Comment
H1.2.1	Implement the Greater Hume Disability Inclusion Action Plan (DIAP)	Completed	DIAP updated and adopted
H1.2.2	In line with Council DIAP implement a program of accessibility improvements to community buildings across the shire	Progressing	

2023/24

Code	Action	Status	Annual Comment
H1.2.1	Implement the Greater Hume Disability Inclusion Action Plan (DIAP)	Progressing	Greater Hume Council continue to update infrastructure to support vulnerable and disadvantaged community members by refurbishing our Customer Relations and Library spaces to be Accessible. Greater Hume Council continue to invest and manage a port folio of community and aged care housing. We will continue to revise the the Greater Hume Disability Inclusion Action Plan (DIAP) in the coming years.
H1.2.2	In line with Council DIAP implement a program of accessibility improvements to community buildings across the shire	Progressing	Greater Hume Council continue to update infrastructure to support vulanerable and disadvantaged community members.

H2 Our infrastructure and services are aligned to the health, wellbeing and safety needs of the community

H2.1 Provide the facilities, spaces and activities that support wellbeing, active and healthy communities

2021/22

Code	Action	Status	Annual Comment
1.3.1.1.1	Invite volunteers to present information about their work to council Seek out opportunities to support welfare work through funding, special grants & material aid	Progressing	No Alliance meetings held so acknowledgement by Council and media release
1.3.1.2.1	Establish a process/system for young people, people who are disadvantaged and people with a disability to participate on the Youth Council and participate in decision making processes.	Completed	Recruitment of young people to the Youth Council is a continual process and all young people from the community are welcomed
1.3.1.3.04	Progressively audit Council functions, facilities, services, events and information sources against Access to Premises Standards and other relevant standards for inclusiveness and implement recommended improvements	Completed	DIAP completed with broad based feedback and consultation. Approved by Council.
1.3.1.3.05	Council engage with owners of commercial businesses to encourage voluntary upgrading of disabled access provisions	Completed	Council staff have provided advice on disabled access requirements to property owners who are undertaking changes to their properties.
1.3.1.3.06	Engineering and Environment staff apply the provisions of the Disability Inclusion Act and Continuous Accessible Path and Travel	Completed	Provisions of the Disability Inclusion Act are applied to all designs that are undertaken as evidenced by the following projects: All abilities changing places facility

			and swing at Holbrook, new toilets at Walbundrie and Morgan's Lookout and Holbrook and Henty Recreational Buildings.
1.3.1.3.07	All new signage is compliant with the provisions of the Disability Inclusion Act	Completed	All new signage erected is compliant with the Disability Inclusion Act. Achieved in relation to projects included at 1.3.1.3.06
1.3.1.3.10	Review GHSC employment HR policies and processes for inclusiveness	Completed	Policies to be reviewed as part of the Workforce Plan development and included in 2022/2023 Resourcing Strategy.
1.3.1.3.13	Include inclusiveness in the Workplace Inspirations Day	Not Progressing	Planned to conduct a Work Inspiration Day later in the 2023 year.
1.3.1.3.17	GHSC Policies and procedures reflect the needs of PwD/Carers	Completed	DIAP approved. Learning spaces being improved to enable better access and inclusion. Holbrook library renovation and successful funding for Henty to progress renovations to meet broader needs of PwD
1.3.1.3.20	Support and resource DIAP reference group	Completed	New DIAP completed

2022/23

Code	Action	Status	Annual Comment
H2.1.1	Develop and facilitate a range of recreational spaces with relevant program partners including multi-purpose community centres at Burrumbuttock and Jindera	Progressing	Investigation only on multi - purpose facilities at Jindera and Burrumbuttock occurring with no financial commitment
H2.1.2	Replace / upgrade playground equipment at one park or sportsground annually	Progressing	Burrumbuttock playground delayed by need to complete new toilet due to location of septic system. to be completed by late 2023

H2.1.3	Commence a review of existing tracks and trails to inform ongoing management and improvement program	Not Progressing	Will be undertaken once resources are allocated
H2.1.4	Implement a structured footway and cycleway replacement and extension program across the shire	Completed	All projects completed
H2.1.5	Achieve increased attendances at Council managed swimming pools to promote being more active, more often through events across all pools for all ages	Completed	
H2.1.6	Investigate the viability of an integrated bookings system for Council facilities	Progressing	Initial online investigation commenced. Discussions with adjoining councils has also commenced and a demonstration of the software will be scheduled as soon as possible in the 2023/2024 year

2023/24

Code	Action	Status	Annual Comment
H2.1.1	Develop and facilitate a range of recreational spaces with relevant program partners including multi-purpose community centres at Burrumbuttock and Jindera	Progressing	Recreational projects involving both upgrading of recreational spaces and buildings being undertaken as funds permit
H2.1.4	Implement a structured footway and cycleway replacement and extension program across the shire	Progressing	Footpath and Cycle path projects being undertaken as funds permit Limited funding opportunities are available for footpath and cycleway upgrades at present
H2.1.6	Investigate the viability of an integrated bookings system for Council facilities	Progressing	Recommendation to defer this initiative until a service review of customer relations has been complete. Review scheduled for 2024/2025 year.

H2.2 Plan and provide services and infrastructure for a changing and ageing population

2022/23

Code	Action	Status	Annual Comment
H2.2.1	Support Holbrook Meals on Wheels in developing local service delivery models for aged services	Progressing	Discussions have commenced in relation to dementia awareness programs. To be continued during 2023/2024 year
H2.2.2	Provide a range of free events to over 55's to improve health, safety and wellbeing, including an activity to celebrate NSW Seniors Festival	Completed	A range of events were held during Seniors Week, Activities such as Tech Savy Seniors continue to be provided

2023/24

Code	Action	Status	Annual Comment
H2.2.1	Support Holbrook Meals on Wheels in developing local service delivery models for aged services	Completed	A bus has been donated to Holbrook Meals on Wheels to assist them in better service the community.

H3 Our connection to the local culture and environment fosters positive relationships and learning for sustained health benefits

H3.1 Ensure the community has access to a wide range of learning spaces, resources and activities

2022/23

Code	Action	Status	Annual Comment
H3.1.1	Provide support and guidance to enable local community gardens to establish and grow	Completed	Holbrook Community Garden established and is thriving
H3.1.3	Complete building improvement works at Henty Library	Completed	
H3.1.4	Deliver an education campaign to residents to reduce their risk of becoming victims of fraud, including the delivery of	Completed	During Seniors week Feb 23 Hume bank were invited to do a presentation to seniors on online fraud and

	three education sessions to seniors groups about identity theft and scams		scams. It was well received by participants. Facebook tiles linked to department of fair trading and distribution of little black book of scams across libraries. Fraud and scams included in tech savvy seniors sessions.
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2023/24

Code	Action	Status	Annual Comment
H3.1.1	Provide support and guidance to enable local community gardens to establish and grow	Completed	Community Gardens have been established and are largely self sufficient.
H3.1.2	Review library delivery service models in 2023 / 2024 to commence from 1 July 2024	Completed	Mobile Library Review is currently being undertaken. From July 23 - December 23 the review has looked at Mobile Library statistic include membership, active members and items borrowed. From 1 January the second stage will commence with communicating information to the communities impacted.
H3.1.3	Complete building improvement works at Henty Library	Completed	Upgrade of Henty Library completed.

H3.2 Support children's education and care services to ensure a strong foundation for lifelong learning

2022/23

Code	Action	Status	Annual Comment
H3.2.1	Prepare plans, tender documentation and complete building upgrade works at Holbrook and Culcairn childcare centres	Completed	Funding options being investigated and building upgrade options being evaluated

2023/24

Code	Action	Status	Annual Comment
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H3.2.1	Prepare plans, tender documentation and complete building upgrade works at Holbrook and Culcairn childcare centres	Not Progressing	Currently reviewing the budget and Council priorities in relation to these facilities.
H3.2.2	Develop a child and family services guide	Completed	Greater Hume Council has developed a separate section on our website that outlines and details all of the local child and family services that can be accessed in our community.

H3.3 Increase, preserve and promote awareness of the community's history and heritage

2022/23

Code	Action	Status	Annual Comment
H3.3.1	Deliver the Greater Hume Museum Adviser Program (or similar programs) to provide partnership, guidance, training and expertise to our public and private museums and historical society's	Completed	
H3.3.2	Preserve and maintain a permanent collection of significant items from Greater Hume Council (including items from former Culcairn, Holbrook and Hume Council's	Completed	
H3.3.3	Create awareness of local culture and history of the Aboriginal and Torres Strait Islander people	Completed	

2023/24

Code	Action	Status	Annual Comment
H3.3.1	Deliver the Greater Hume Museum Adviser Program (or similar programs) to provide partnership, guidance, training and expertise to our public and private museums and historical society's	Completed	Greater Hume has actively participated in the Museum Advisory Program, with members participating in various workshops and actively uploading items onto eHive. Commencement of new Museum Advisor has

			encouraged greater participation from all community Museums.
H3.3.2	Preserve and maintain a permanent collection of significant items from Greater Hume Council (including items from former Culcairn, Holbrook and Hume Council's	Completed	A room has be allocated in old Holbrook Council chambers, the collection has been placed in this room. The ongoing cataloguing of items has commenced.
H3.3.3	Create awareness of local culture and history of the Aboriginal and Torres Strait Islander people	Completed	Worked with Albury Local Land Council and participated in the Murray First Nations Tourism Project to identify current and emerging experiences, history and cultural experinces within Greater Hume. This is an on-going action that will be further developed each year.

2 Growth & Prosperity

G1 Our towns and villages are championed to stimulate economic growth, investment and employment opportunities

G1.1 Strengthen economic viability and connections beyond Greater Hume

2021/22

Code	Action	Status	Annual Comment
2.1.1.1.1	Continue to rotate the Australia Day function across towns in Greater Hume local government area	Completed	EOI to host Australia Day in 2023 currently working with communities to seek a host.
2.1.1.2.2	Implement actions and projects detailed in the annual youth plan	Completed	From Youth Action Plan holiday programs have been held with additional funding from NSW Government Winter Break funding - Pamper workshops, a trip to the movies, Lego workshops and the purchasing of games for young people in the library. Funding from NSW Government Stronger Country Community has enable 3 RSA courses to be held. Youth Week and FRRR Heywire funding enabled a successful day to be held at Billabong High School. In September 21 the annual Sportsability Day was held at Culcairn Recreational

			Ground promoting all sports for everyone regardless of ability
2.1.1.3.1	Regular communication with local high schools to establish need and partnership opportunities	Completed	Throughout 2022/23 there has been ongoing communication with teaching staff at both Billabong High and St Paul's College to discuss upcoming programs and opportunities for young people provided by Greater Hume Council. Both parties have discussed and worked together to plan and facilitate Work experience and volunteering students at Greater Hume Council Libraries Youth Week 2022 SportsAbility Day 2022 Establishment of a Youth Advisory Committee Adulting 101 courses Student Based Trainees
2.1.1.5.1	In National Volunteer Week each year, acknowledge and celebrate the shire's volunteers	Completed	Due to covid, morning tea not held, however, media release and acknowledgement by Council was completed during Volunteer week - May 2022
2.1.1.5.2	Work Health & Safety volunteer induction and training provided	Not Progressing	No action taken
2.1.1.5.3	Provide advice and support to volunteer community organisations in governance and financial management	Progressing	Ongoing. Portal under development for Management Committees and Volunteers of Greater Hume. Delay in Roadshow due to Covid-19 restrictions however training expected to commence from July 2022 .
2.1.1.5.2	Investigate the benefits of membership of Welcoming Cities and report presented to Council	Completed	As part of NSW GROW, Welcoming Australia has coordinated research that will support our communities to better understand how ready they are to welcome people from migrant and refugee backgrounds. Research project complete. Report presented to Council's April meeting highlighting the findings of the

			research. Officer sits on Murray Region NSW Grow Taskforce group.
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2022/23

Code	Action	Status	Annual Comment
G1.1.1	Support the promotion and actions contained in the Murray Region Newcomer Attraction and Retention Strategy	Completed	Provided input to NSW GROW Communications Plan. Promoted the initiative via articles in Greater Business News (newsletter), organised professional photo shoot, written case study. Provided written copy for inclusion in a Murray regional information booklet about Greater Hume.
G1.1.2	Promote Greater Hume LGA to the Regional Employment Hub in Western Sydney (NSW GROW Murray Pilot) and in conjunction with Multicultural NSW to support placed-based resettlement partnerships	Completed	

2023/24

Code	Action	Status	Annual Comment
G1.1.1	Support the promotion and actions contained in the Murray Region Newcomer Attraction and Retention Strategy	Completed	The NSW Grow pilot project is due to come to an end in November. At that time a review will be conducted to determine where best to invest Council resources.
G1.1.2	Promote Greater Hume LGA to the Regional Employment Hub in Western Sydney (NSW GROW Murray Pilot) and in conjunction with Multicultural NSW to support placed-based resettlement partnerships	Completed	Material for promotional booklet promoting Greater Hume services, which has been distributed to potential newcomers. Video of newcomer resident who moved to Holbrook telling their story https://multicultural.nsw.gov.au/grow can be viewed via this link, facilitated by Council officer. Testimonial of newcomer has been included in Country Change marketing and promotional materials. This pilot program will conclude in November.

G1.2 Pursue a high standard of planning, urban design and development that supports urban centres and rural localities

2021/22

Code	Action	Status	Annual Comment
2.1.2.1.1	Review the application of EEO principles across all areas of Council	Completed	EEO principles updated as part of the development of Council's revised Workforce Management Plan adopted July 2022
2.1.2.1.2	Continue to support traineeships for local young people	Completed	A number of trainees are engaged across the organisation and engagement of trainees remains at target levels. Recruitment of Trainees in the areas of Civil Construction and Water & Waste Water completed
2.1.2.1.4	Participate in regional youth focused mentoring programs	Completed	Although Covid restrictions greatly impacted youth programs a number of actions were completed including the ongoing support and training to library trainee, work based experience opportunities for youth with disability through libraries and other youth programs.
2.1.2.2.1	Continue to support VET providers in the local community.	Completed	Supported VET providers through liaising with them around children services training and admin/ library training delivery of traineeships and educator training for cert III and diploma. VET providers no longer providing video support from Holbrook and Henty Library. Working closely with TAFE in the delivery of the youth program Adulting 101 across Greater Hume and Lockhart and Bring Your Own Device program across all libraries.
2.1.2.2.3	Establish school based traineeships	Completed	School Based Traineeships are being undertaken at Children Services Walla Walla. Due to COVID 19

			restriction the SBT did not continue with the traineeship at Henty Library however, there has been interest from St Paul's College Walla Walla for a student who completed work experience at Henty to commence a SBT in 2023 from the library.
2.1.2.3.1	Undertake an annual review of GHC community ICT facilities to monitor use, value and upgrade as required	Completed	Audit completed with all computers at the Holbrook Library replaced. All public access computers now managed under Council's IT Replacement Strategy.

2022/23

Code	Action	Status	Annual Comment
G1.2.1	Prepare new Section 7.11 contributions plan for West Jindera precinct	Not Progressing	Due to the staging of tasks this task will commence in 2023-2024.
G1.2.2	Undertake West Jindera Masterplan	Not Progressing	
G1.2.3	Prepare Planning Proposal for the rezoning of land in West Jindera Masterplan area	Progressing	
G1.2.4	Prepare Land Use Strategies for Holbrook and Morven	Completed	The Holbrook Structure Plan is under preparation. The Morven component has been deferred.
G1.2.5	Subject to final Council approval, undertake Culcairn Residential Estate	Progressing	Officers have sought revised subdivision layout to provide for a lower biodiversity offset impact for the project. Subdivision layout plan has been revised.
G1.2.6	Undertake promotion of Jacob Wenke Drive Residential Subdivision Stage 2 and Stage 3 developments	Completed	Officer manages the interested parties enquiries list. Valuation report for Stage 2 allotments has been actioned. Detailed feasibility report compiled, and reported to Council at August meeting. Tenderer to construct Stage 2 for next 10 allotments appointed and all infrastructure works ie services, roadway, lighting,

			<p>and footpath are complete. Persons on the interested parties list notified of Council's decision to appoint the tenderer to construct Stage 2 and Council's decision (once titles available) to auction two allotments and take EOIs for the remaining 8 allotments. As at end of June 2023, Council awaits final plan of subdivision and registration of titles prior to appointment of agent and promotion of Stage 2 public auction of two lots and EOI process to call for offers to purchase the remaining 8 lots.</p> <p>In relation to Stage 3, Engineering staff have requested final subdivision plans and electrical plans for Stage 3 (the final stage) of the development.</p>
G1.2.7	In conjunction with RivJO investigate options for an Affordable Housing Strategy for Greater Hume LGA	Not Due To Start	<p>Not Due to Start.</p> <p>In 2021 the Riverina JO and REROC prepared the Eastern Riverina Regional Housing Strategy and the officer participated in 3 workshops contributing to the project.</p> <p>Council officers have provided input to the NSW Department of Regional NSW Regional Housing Delivery Plan being developed for the Albury Wodonga Functional Economic Region (FER), which will inform any future Affordable Housing Strategy for Greater Hume LGA.</p>

2023/24

Code	Action	Status	Annual Comment
G1.2.1	Prepare new Section 7.11 contributions plan for West Jindera precinct	Progressing	Considered in conjunction with the structure plan
G1.2.2	Undertake West Jindera Masterplan	Progressing	Flood Studies completed. Grant funding has been obtained to complete this project.

			Currently finalising scope of works and for project to go out for tender.
G1.2.4	Prepare Land Use Strategies for Holbrook and Morven	Progressing	The successful grant application for West Jindera Masterplan area has enabled funds to be directed to a shire wide settlement strategy.
G1.2.5	Subject to final Council approval, undertake Culcairn Residential Estate	Completed	The development is progressing well with the lots expected to be ready for sale by the end of 2024.
G1.2.6	Undertake promotion of Jacob Wenke Drive Residential Subdivision Stage 2 and Stage 3 developments	Completed	Jacob Wenke Drive sales are progressing well with at least 4 lots under offer. It is expected the rest of the lots will then be re-advertised in September.

G1.3 Support business and industry to be economically, socially and environmentally responsible

2022/23

Code	Action	Status	Annual Comment
G1.3.1	Conduct two business training workshops annually	Completed	Two business events were held in February 2023.
G1.3.2	Conduct two business after hours events for business and industry	Completed	Two events originally planned for November 2022 but due to flooding were postponed to February 2023. Business After Hours event at Culcairn Hotel on 23 February, 22 people attended. Business Breakfast held on 16 February at The Ten Mile, 10 people attended.

2023/24

Code	Action	Status	Annual Comment
G1.3.1	Conduct two business training workshops annually	Completed	Two sessions have been completed
G1.3.2	Conduct two business after hours events for business and industry	Completed	Two events held

G2 Our liveability boosts quality of life for today's and future generations

G2.1 Support local job creation by creating industrial areas and employment opportunities

2021/22

Code	Action	Status	Annual Comment
2.2.1.1.1	Partner with community organisations and health services to deliver a mental health program in October each year	Not Progressing	No action due to Covid
2.2.1.1.2	List health and wellbeing events and links to community health services on the GHSC website	Completed	Social media and website used to communicate events where appropriate
2.2.1.2.1	GHSC supports and approves the actions of the Community Health and Wellbeing Alliance	Not Progressing	No Alliance meetings were held due to COVID. Plans underway to recommence meetings from July 2022
2.2.1.2.2	Undertake a review of the Community Health & Wellbeing Plan	Not Progressing	Action to review and update the Health & Wellbeing Plan included in the 2022/2023 Operational Plan
2.2.1.6.1	Engage the Community Health and Wellbeing Alliance in health promotion initiatives and support local, regional and national programs	Progressing	Ongoing individual contact and consultations occurred with Alliance members, however due to covid restrictions and changes formal meetings not held.

2022/23

Code	Action	Status	Annual Comment
G2.1.2	Actively promote and support vocational education programs through local high schools	Progressing	The Stronger Country Community grant - Adulting 101 is still progressing with three RSA and one First Aid Course held at local high schools between February - June 30. Further programs will be held to spend all funds by December 31. All programs have been actively promoted though the local high schools. Programs still to be completed include:

			Cooking on a budget, Self Defence Classes, and Stress Management.
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2023/24

Code	Action	Status	Annual Comment
G2.1.2	Actively promote and support vocational education programs through local high schools	Completed	Mobile Library Review is currently being undertaken. From July 23 - December 23 the review has looked at Mobile Library statistic include membership, active members and items borrowed. From 1 January the second stage will commence with communicating information to the communities impacted.

G2.2 Encourage social enterprises and businesses to grow local employment

2021/22

Code	Action	Status	Annual Comment
2.2.5.1.1	Implement the strategies from the Workforce Management Plan	Completed	Current strategies ongoing. Revised Workforce Management Plan developed and adopted July 2022
2.2.5.2.1	Integrated risk management system developed and implemented	Progressing	Risk register under development. This project is a key objective of the Audit Risk and Improvement Committee.

2022/23

Code	Action	Status	Annual Comment
G2.2.2	Subject to final Council approval, proceed with 26 lot subdivision at Jindera Industrial Estate	Progressing	Building Better Regions grant program was shelved by the Australian Government. In May 2023 Council submitted an EOI for grant funding under the NSW Government Growing Regional Economies Fund to fund 75% of a \$9.6M project for a 46 lot industrial

			subdivision, intersection upgrade, Hawthorn Road upgrade and trunk haul of NBN fibre to the estate. Council will be notified in July 2023 if it will be eligible to submit a detailed application for funding.
G2.2.3	Partner with TAFE to promote awareness of VET programs, provide traineeship and apprentice opportunities and link with local business	Completed	Have partnered with TAFE to promote VET programs through social media platforms. Council is currently providing traineeship for Hayden Honeywill who has to date complete a Cert 3 in Business and is due to complete a Cert 3 in Library Studies in December 2023. A student from St Paul's College is currently undertaking a Cert 3 in Business through TAFE NSW while working at the Henty Library as a Student Bases Trainee. For all of 2022 a student from Billabong High School also volunteered each Tuesday at Culcairn Library. In September 22 Greater Hume Council partnered with Intereach Albury to hold at Billabong the annual Sportsability Day. Sporting code representative from AFL, Wheelchair Basketball, Netball, and Rugby League attended the day.

2023/24

Code	Action	Status	Annual Comment
G2.2.2	Subject to final Council approval, proceed with 26 lot subdivision at Jindera Industrial Estate	Completed	Currently no budgeted funds to complete this project. The target set in 2024/25 is to continue to investigate funding opportunities
G2.2.3	Partner with TAFE to promote awareness of VET programs, provide traineeship and apprentice opportunities and link with local business	Progressing	Council currently has a Student Based Trainee working at Henty Library.

G2.3 Improve streetscapes of our towns and villages

2021/22

Code	Action	Status	Annual Comment
2.2.4.1.1	Support the ongoing provision of point to point transport service and advocate for retention of program at conclusion of the current trial period	Completed	Support and advocacy is ongoing and provided when requested

2022/23

Code	Action	Status	Annual Comment
G2.3.1	Construct new Holbrook CBD toilet	Not Progressing	Project has been delisted by Council and will not be undertaken
G2.3.3	Undertake Liveability Action Plan for Holbrook	Not Due To Start	No action to date. Alternatively, Council has undertaken Holbrook Structure Plan project, currently underway. Working with the Director Environment and Planning, the Officer prepared the Stakeholder Engagement Plan for the project including collatorals as follows: flyer, website copy and media release, as well as preparing reports to Council.

2023/24

G3 Our region's highlights are celebrated, maintained and promoted to enhance our visitor experience

G3.1 Enliven community life by delivering and supporting events, public art, cultural celebrations and entertainment

2022/23

Code	Action	Status	Annual Comment
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G3.1.1	Encourage development, promotion, funding and management skills of events and cultural programs to grow the visitor experience and provide a point of difference	Completed	
G3.1.2	Maintain and promote the Greater Hume Events Calendar and provide advice on Hosting an Event in Greater Hume	Completed	

2023/24

Code	Action	Status	Annual Comment
G3.1.1	Encourage development, promotion, funding and management skills of events and cultural programs to grow the visitor experience and provide a point of difference	Completed	Developed and implemented a 2024 Campaign with Murray Regional Tourism. Developed and implemented a micro-campaign in partnership with Wagga Wagga City Council. On-going promotion and further development of marketing materials and social media.
G3.1.2	Maintain and promote the Greater Hume Events Calendar and provide advice on Hosting an Event in Greater Hume	Completed	Achieved and Ongoing, supporting over 105 Greater Hume events in the 2023-2024 period.
G3.1.3	Explore the feasibility and funding opportunities of developing public and cultural art or sculpture trails in Greater Hume	Not Progressing	No funding available as yet to further explore this project.

G3.2 Promote Greater Hume as a great place to live, work, visit and invest

2022/23

Code	Action	Status	Annual Comment
G3.2.1	Review and implement contemporary Visitor Centre Services to extend tourism assistance across Council's heritage, culture and tourism facilities and locations	Completed	
G3.2.2	Hold an event to welcome new residents to Greater Hume including newcomer residents	Completed	The early discussions had with Henty Street party event planned for first quarter 2023, to work in with this

			event. Collaboration with Connecting Womens program and NSW GROW Murray Taskforce did not eventuate.
G3.2.3	Develop promotional / marketing campaigns and collateral to hero Greater Hume's natural environment, history and heritage, walk / bike / ride / drive itineraries, agritourism, tourism operators and experiences	Completed	
G3.2.4	Review the Greater Hume Visitor Experience Plan	Not Progressing	
G3.2.5	Conduct visitor information workshops / meetings for tourism operators, community members and Greater Hume Council staff to provide them with knowledge when assisting with enquiries from visitors	Completed	

2023/24

Code	Action	Status	Annual Comment
G3.2.1	Review and implement contemporary Visitor Centre Services to extend tourism assistance across Council's heritage, culture and tourism facilities and locations	Completed	Ongoing assistance has been provided to our Visitor Information Points. A review of most VIP points have been undertaken and operations have been changed to suit various communities across Greater Hume. Further review to be undertaken in 2025
G3.2.2	Hold an event to welcome new residents to Greater Hume including newcomer residents	Completed	New residents events are now being delivered by local community groups
G3.2.3	Develop promotional / marketing campaigns and collateral to hero Greater Hume's natural environment, history and heritage, walk / bike / ride / drive itineraries, agritourism, tourism operators and experiences	Completed	Developed and implemented a 2024 Campaign with Murray Regional Tourism. Developed and implemented a micro-campaign in partnership with Wagga Wagga City Council. On-going promotion and further development of marketing materials and social media.

G3.2.5	Conduct visitor information workshops / meetings for tourism operators, community members and Greater Hume Council staff to provide them with knowledge when assisting with enquiries from visitors	Completed	Information has been provided via separate newsletters and emails to tourism operators, community members and Council staff. Planning to organise a tourism operator workshop in 2025
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G3.3 Promote the diversity and quality of retail offerings and local products

2022/23

Code	Action	Status	Annual Comment
G3.3.1	Encourage individuals and agricultural businesses to develop farm gate and niche produce	Completed	
G3.3.2	Promote and support local producers and giftware through the Greater Hume Visitor Information Centre	Completed	
G3.3.3	Ensure all tourism operators and experiences have a digital presence through the Australian Tourism Data Warehouse	Completed	
G3.3.4	Ensure all retailers and tourism operators are listed in Buy Local in Greater Hume Business Directory	Completed	Audit and update of business database has been completed. Buy Local Directory template updated. Revised directory uploaded to website.
G3.3.4	Ensure all retailers and tourism operators are listed in Buy Local in Greater Hume Business Directory	Completed	

2023/24

Code	Action	Status	Annual Comment
G3.3.1	Encourage individuals and agricultural businesses to develop farm gate and niche produce	Completed	Farm tours and tourism operator meetings have been conducted and business ideas have been developed and promoted where possible. Connections with other

			operators and tourism networks/professionals have been made.
G3.3.2	Promote and support local producers and giftware through the Greater Hume Visitor Information Centre	Progressing	Communication with local producers started. Engaged a local marketing consultant to further develop this area.
G3.3.3	Ensure all tourism operators and experiences have a digital presence through the Australian Tourism Data Warehouse	Completed	Ongoing development of tourism database for inclusion onto Australian Tourism Data Warehouse, Buy Local and Visit Greater Hume website
G3.3.4	Ensure all retailers and tourism operators are listed in Buy Local in Greater Hume Business Directory	Completed	Buy Local Directory updated June 2024.
G3.3.4	Ensure all retailers and tourism operators are listed in Buy Local in Greater Hume Business Directory	Completed	Complete update of the Buy Local Directory to be undertaken in 2025. Ongoing development of tourism database for inclusion onto Australian Tourism Data Warehouse, Buy Local and Visit Greater Hume website

3 Natural & Built Environment

N1 Our infrastructure and facilities are maintained and built in harmony with the natural environment

N1.1 Develop and implement long term Asset Management Plans for all infrastructure categories

2021/22

Code	Action	Status	Annual Comment
3.1.2.1.1	Develop plans for future staged releases	Progressing	Small subdivisions at Holbrook and Jindera nearing completion.
3.1.2.1.2	Assess development opportunities for industrial land development elsewhere in the shire	Completed	Council has committed to industrial land development in Holbrook and Jindera. Officer maintains enquiries list, which is maintained. Holbrook Industrial Estate latest 3 lot subdivision - all lots under offer awaiting

			certificates of title to progress to contract. Jindera Industrial Estate latest 7 lot subdivision - all lots under offer awaiting certificates of title to progress to contract. Jindera Industrial Estate - Stage 4 project. Council has made application for grant funding of \$1.8M under Building Better Regions funding (awaiting) to progress the next 26 lot subdivision. Detailed design completed. A high level of interest from businesses which to secure industrial land in the next stage.
3.1.2.2.01	Continuance of Buy Local in Greater Hume campaign	Progressing	Buy Local Business Database updated during the quarter. Refreshed Buy Local Directory will be published in next quarter.
3.1.2.2.3	Council's procurement practices to promote local purchasing where a fit for purpose and cost effective option is available	Completed	Local Preference Purchase policy reviewed and adopted June 2022.
3.1.2.2.4	Business newsletter compiled and released quarterly	Completed	10 Business alerts emails issued during the quarter. Small Business Month activity held in March (two events) which Council partnered with BEC Business Connect.
3.1.2.2.5	Participation on RivJo Drought Sub Committee	Completed	Critical Events Coordination Committee has not met during third quarter. Zoom meeting held 4 May 2022.
3.1.2.2.6	Promote and support business mentoring and training services	Completed	Small Business Month 2022 held March 2022. \$2,500 successful grant utilised to hold event and attract high quality guest speaker, digital expert Emily Doig. Collaborated with Business Connect (BEC) team to deliver. Business After Hours held on 30 and 31 March 2022 at Jindera Museum and The Ten Mile, Holbrook. Attendance Jindera - 18 registrations,

			attendance Holbrook - 30 registrations (fully booked).
3.1.2.4.1	Continue to promote the buy local policies and invest in attracting new business to improve employment	Completed	Buy local directory updated and continued promotion through social media and business newsletters. Council updated its Local Preference Purchasing Policy which highlights features of the policy in relation to a Local Supplier and the policy surrounding Council's position for procurement from local suppliers. This policy supports the Buy Local initiative.
3.1.2.5.1	Investigate funding opportunities to process organic materials	Completed	No opportunities were identified. It will be necessary to determine a suitable site for the composting before this could be progressed.

2022/23

Code	Action	Status	Annual Comment
N1.1.1	Plan and undertake activities to build resilience in the asset base in response to environmental challenges	Not Progressing	Awaiting appropriate staff resources to implement
N1.1.2	. Implement the program for asset revaluations	Progressing	Consultants appointed to help Staff update Asset Management Plans On target for completion at end of 2023
N1.1.3	Plan for activities required to introduce strategic asset management programs	Progressing	Consultants appointed to help staff develop programs
N1.1.4	Refine distribution of asset renewal funding to align with asset categories and asset life cycle modelling	Not Progressing	Awaiting appropriate staff resources to commence
N1.1.5	Develop a strategy for organisation-wide asset management literacy	Completed	Consultants appointed to help deliver plans

N1.1.6	Complete upgrade works to water reservoir at Black Street Culcairn	Completed	Business case completed, Grant application to be submitted in second half of 2023
N1.1.8	Complete Plan of Management for Crown lands under the control and management of Council	Completed	Plans of Management completed and being reviewed by Crown Lands

2023/24

Code	Action	Status	Annual Comment
N1.1.1	Plan and undertake activities to build resilience in the asset base in response to environmental challenges	Completed	Upgrading of assets being undertaken as part of normal works to manage environmental challenges Such as bridges deigned to manage 1:100 year floods whilst still being accessible to traffic etc
N1.1.2	. Implement the program for asset revaluations	Completed	Full revaluation of roads completed this year, with significantly detailed desktop valuations undertaking for all other assets
N1.1.3	Plan for activities required to introduce strategic asset management programs	Progressing	Council has received draft plans and are currently reviewing the plans. Additional resources planned will allow reviews to be completed
N1.1.4	Refine distribution of asset renewal funding to align with asset categories and asset life cycle modelling	Progressing	Draft Asset Management Plans have been developed by consultants with them currently under review. Additional resources are proposed in Asset Management team and further development including life cycle modelling will done once they are in place.

N1.1.5	Develop a strategy for organisation-wide asset management literacy	Progressing	Draft Asset Management Strategy developed and is currently being reviewed. Further refinement will be undertaken once additional resources are employed
N1.1.8	Complete Plan of Management for Crown lands under the control and management of Council	Completed	Plans of Management completed and lodged with Crown Lands

N1.2 Expand waste water treatment systems into villages

2022/23

Code	Action	Status	Annual Comment
N1.2.1	Continue to investigate options to sewer Gerogery, Woomargama and Burrumbuttock	Progressing	IWCM Project nearing finalization. Assessment of sewerage in Gerogery, Woomargama, and Burrumbuttock are included in IWCM

2023/24

Code	Action	Status	Annual Comment
N1.2.1	Continue to investigate options to sewer Gerogery, Woomargama and Burrumbuttock	Progressing	Options to sewer villages are being investigated as part of Councils IWCM project

N1.3 Support local adoption of clean energy solutions

2022/23

Code	Action	Status	Annual Comment
N1.3.1	Promote programs to enable citizens to adopt energy efficiency and renewable energy technologies	Completed	Wymah solar and battery project completed. Council continues to participate in the REROC Energy group
N1.3.2	Continue to implement the Greater Hume Energy Savings Action Plan and investigate the feasibility of further	Completed	Wymah solar and battery project completed. Council continues to participate in the REROC Energy group

	expansion of solar photovoltaic systems and batteries at various community facilities		
N1.3.3	Review opportunities to support electric vehicle charging points at Council offices and depots to facilitate integration of electric vehicles into Council's fleet	Progressing	Joint funding application lodged through REROC to facilitate installation of free community charging stations at a number of locations across Greater Hume LGA

2023/24

Code	Action	Status	Annual Comment
N1.3.1	Promote programs to enable citizens to adopt energy efficiency and renewable energy technologies	Completed	Solar and battery project completed at Wymah Recreation Reserve and promotional material on the project is being finalised. As part of our affiliation with REROC we are also promoting energy efficiency and renewable energy initiatives available to the community.
N1.3.2	Continue to implement the Greater Hume Energy Savings Action Plan and investigate the feasibility of further expansion of solar photovoltaic systems and batteries at various community facilities	Completed	A number of initiatives have been introduced at Greater Hume Council to reduce energy costs including LED lighting, solar panels and battery projects.
N1.3.3	Review opportunities to support electric vehicle charging points at Council offices and depots to facilitate integration of electric vehicles into Council's fleet	Completed	There has been nine additional charging stations installed within the Holbrook area. On this basis market has met the community demand for this service.

N1.4 Encourage and provide local reuse and recycling infrastructure

2022/23

Code	Action	Status	Annual Comment
N1.4.1	Investigate funding opportunities to process organic material	Completed	Council has received a grant of \$227,163 from NSW EPA to assist with the education of the organics bin rollout.

2023/24

Code	Action	Status	Annual Comment
N1.4.3	Develop a sustainable purchasing policy to ensure procurement of material containing recycled content	Progressing	

N2 Our road and transport network is maintained and accessible**N2.1 Develop 5-year Strategic Road Strategy****2021/22**

Code	Action	Status	Annual Comment
3.2.1.1.1	Investigate options for amendments to GHLEP 2012 to support more opportunities for residential development	Completed	Council was successful in rezoning land adjacent to Culcairn. It has a conditional gateway determination to exhibit land for rezoning in South Jindera. A new planning proposal has been submitted for assessment for a third area to be rezoned to the east of Jindera.
3.2.2.1.1	Provide assistance to community groups in the development of funding applications	Completed	Support ongoing. Specific support provided when required e.g. Riverina Water Grants.
3.2.2.1.2	Promote Council's loans to community groups policy to encourage maximum uptake of available low interest loans	Completed	Loans allocated when applicable requests received

2022/23

Code	Action	Status	Annual Comment
N2.1.1	Implement asset maintenance and renewal programs in accordance with adopted budgets and capital works programs	Completed	Road construction / maintenance being undertaken as per works program, Updated Road Strategy completed
N2.1.2	Seek external funding for identified priority road projects including:	Completed	External Funding has been applied for under Fixing Local and Fixing Countries Road Programs for road

	<ul style="list-style-type: none"> • Jingellic Road (various sections) • Brocklesby - Balldale Road (construction of final 4km) • Coppabella Road (rehabilitation of first 4km) • Henty - Cookardinia Road (Henty - HMF D) • Culcairn - Holbrook Road (Willow Creek Bridge widening) • Benambra Road (Weeamera Road to Cummings Road) 		<p>upgrades Council successful under both programs for some projects</p>
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2023/24

Code	Action	Status	Annual Comment
N2.1.1	Implement asset maintenance and renewal programs in accordance with adopted budgets and capital works programs	Completed	All maintenance and capital work being undertaken as part of current works program
N2.1.2	Seek external funding for identified priority road projects including: <ul style="list-style-type: none"> • Jingellic Road (various sections) • Brocklesby - Balldale Road (construction of final 4km) • Coppabella Road (rehabilitation of first 4km) • Henty - Cookardinia Road (Henty - HMF D) • Culcairn - Holbrook Road (Willow Creek Bridge widening) • Benambra Road (Weeamera Road to Cummings Road) 	Completed	Grant applications are being lodged when programs become available. Current grant opportunities for large projects are limited due to State and Federal budget restraints.

N3 Our communities share responsibility to increase sustainability and minimising our environmental impacts

N3.1 Develop planning and operational controls to protect and support a sustainable environment

2021/22

Code	Action	Status	Annual Comment
3.3.1.1.01	Encourage development, promotion, funding and management skills of events which are family orientated, locally led and unique.	Completed	Greater Hume Event Guide has been updated. 17 events will receive additional funding, for next 9 months through the Reconnecting Regional NSW - Community Events Program.
3.3.1.1.02	Support Greater Hume Shire's tourism operators and event organisers to participate in Awards at local, regional, state and national level.	Completed	Currently working on an application for 2022 NSW Tourism Awards.
3.3.1.1.03	Identify and develop interpretational signage for towns/villages, attractions and historical areas.	Completed	Organised signage for Holbrook Sporting Complex, Henty Sportsground and Showground, Oakdene School and Munyapla Historical signage.
3.3.1.1.04	Work collaboratively with local, state and federal governments and organisations to enhance our visitor experience.	Completed	Results of City of Wagga Wagga Drive Autumn Campaign - Greater Hume's statistics from the social media component of the campaign are shown below: Facebook Hero video • 8769 impressions • 411 engagement Motion graphic • 964 impressions • 56 engagement Highlight video • 4865 impressions • 199 engagement Image gallery • 2197 impressions • 50 engagement Instagram Hero video • 4202 impressions • 97 engagement Motion graphic • 2883 plays Image gallery • 4562 impressions • 192

			<p>engagement Highlight video • 2598 plays Stories • 3569 impressions • Austrade's RTBR Grant - Stream One - \$30,000 - Greater Hume and Henty Machinery Field Days Promotional Production - Additional filming is being planned in the Winter months by Angry Ant Marketing, Wagga Wagga. • COVID Recovery Funding - Developing a Greater Hume promotional campaign in partnership with Murray Regional Tourism and Destination NSW. Campaign will be developed Winter 2022 and rolled out Spring 2022.</p>
3.3.1.1.05	Create an ambassador/famil program and develop workshops to promote the visiter experience.	Completed	Achieved and ongoing - Visitor Information Centre is working with Visitor Information Points, websites and social media to promote Greater Hume to visitors.
3.3.1.1.06	Ongoing management of visitgreaterhume.com.au and ATDW) Get Connected)	Completed	<p>Currently managing over 160 Greater Hume Australian Tourism Data Warehouse (ATDW) listings. This is Australia's national platform for digital tourism marketing which distributes this information to over 60 partners' websites to support local tourism businesses in expanding their on line exposure, bookings and marketing.</p> <p>Visit Greater Hume visitor numbers are gradually increasing with 2646 views, top 5 popular being: Natural Wonders - Wymah Ferry Culcairn - Explore Eat Stay/ Culcairn Caravan Park Featured Content - Revealing Histories Natural Wonders - Morgan's Lookout Natural Wonders - Table Top Reserve</p>

3.3.1.1.08	Liaise with media by offering to arrange interviews, testimonials, new developments, special events, awards, articles, photography or regular spots on radio and TV or articles in print and social media.	Completed	Working with influencers @zacfreuden (Instagram 45.5k followers) and @albertos.travels (Instagram 24.8k followers) who will be travelling across the eastern end of The Murray, posting stories, reels and photos to their Instagram and TikTok channels as well as capturing content for promotion of Murray River Road including a guest blog and video content.
3.3.1.1.09	Continue to promote Greater Hume social media presence on Facebook and develop resources (eg photography and film) to expand into other sites such as Google maps and YouTube.	Completed	Achieved and Ongoing - Welcome to Greater Hume social media campaign, providing reels, tours and ideas of what people can do in Greater Hume during 2022 with a particular emphasis on producing reels with our themes of history and heritage and natural environment. The average reach on our posts is currently 1500. Greater Hume Council fb page has over 3000 (July 2021, 2590) followers, Visit Greater Hume fb page has 600 (July 2021, 560) followers and instagram nearly 1000 (July 2021, 800) followers.
3.3.1.1.10	Develop self drive and walk/bike/ride tour itineraries incorporating historical and environmental attractions in towns/villages and shire.	Completed	Achieved and Ongoing - Promotion of drives and tours through individual campaigns (Visit Wagga Wagga, Visit Albury Wodonga and Visit the Murray campaigns), social media and bloggers.
3.3.1.1.11	Incorporate into budget attendance/presence at specialist events such as caravan and camping shows, travel shows and other specialist events by either tourism staff or operators.	Completed	Commenced organising for Henty Machinery Field Days. Ongoing support for many other community events currently occurring.
3.3.1.1.12	Briefing held with GHC reference groups and community and sporting organisations	Completed	Ongoing - Meetings held when requested by reference groups and community and sporting organisations.

3.3.1.1.14	History and Heritage - Museums Program to provide guidance, training and expertise to our public and private museums and historical society's such as museum advisors, grants and volunteer and skill development workshops.	Completed	Achieved and Ongoing - Successful grants for Archival Survival materials for community museums and marketing of Revealing Histories videos were developed by Museum Advisor. Currently wrapping up digitisation grant, with the Digitisation Hub (in Albury) now in full use by community museum volunteers
3.3.1.1.15	Natural Environment - Liaise with NSW Government agencies to further develop the natural areas of Lake Hume, Doodle Cooma Swamp, Gum Swamp, Woomargama National Park, Murray River, Benambra National Park, Billabong Creek.	Completed	Funding has been achieved to develop a lookout on Hanel's Road in the Woomargama National Park. Greater Hume Council and National Parks and Wildlife Service have engaged Australia Ramp and Access Solutions Albury appointed for the walkway, viewing platform and toilets and Longford Civil appointed to construct the road, carpark and sealed footpath. Construction is now underway of the walkway and viewing platform structure.
3.3.1.1.16	Agri Tourism - Encourage individuals and agricultural businesses to develop farm gate and niche produce	Not Progressing	Murray Regional Tourism has not received funding for this program.

2022/23

Code	Action	Status	Annual Comment
N3.1.1	Implement the Riverina & Murray Weeds Action Program	Completed	Due to extended staff leave site inspections have been limited. Field days have been undertaken to address an alligator weed. Weed staff have new equipment for mapping weed infestations which is a requirement of implementing the Riverina and Murray Weeds Action Program. Recently an ATV has been purchased which will allow for improved performance in implementing the Riverina and Murray Weeds Action Program.

N3.1.2	Provide resources and support to landcare groups engaged in on-ground activities across the shire	Completed	
N3.1.3	Complete rehabilitation works at Funks Pit quarry	Completed	Works are nearing completion.
N3.1.4	Review the Greater Hume Integrated Water Cycle Management Plan and associated planning controls to provide best practice water cycle management for new development	Progressing	IWCM is nearing completion
N3.1.5	Investigate and consult with our community on a stormwater management services charge to support flood mitigation works and improvements to the drainage system	Not Progressing	Awaiting appropriate staff resources to implement

2023/24

Code	Action	Status	Annual Comment
N3.1.1	Implement the Riverina & Murray Weeds Action Program	Completed	Staff utilising new equipment for mapping weed infestations. Staff will undertake training in ATV operations to allow for improved performance while undertaking the Riverina Muarry Weeds Action Program.

4 Leadership & Communication

L1 Our decision-making is inclusive, collaborative and encourages ownership of our future

L1.1 Support local decision making through transparent communication and inclusive community engagement

2021/22

Code	Action	Status	Annual Comment
4.1.1.1.1	Seek grant opportunities and promote throughout Greater Hume	Progressing	Greater Hume Council has subscribed to Grant Guru to provide a one stop grant portal for all public and private grants and funding on offer. Grant Guru

			Greater Hume live since December 21. https://greaterhume.grantguru.com.au Promoted through community newsletter and socials.
4.1.1.1.2	Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Completed	Two Building Better Regions applications lodged for Culcairn Streetscape and Jindera Industrial Estate along with a number of smaller applications.
4.1.1.1.3	Council actively seeks and applies for grant funding for non-budgeted identified priority projects	Completed	Refer 4.1.1.1.2
4.1.1.2.1	Review and implement Council's Roads Strategy	Not Due To Start	Road Strategy Review to be undertaken in late 2022
4.1.1.2.3	Continue to collect and record asset data in order to inform current and future asset management strategies and plans	Progressing	Will continue in 2022/23, with all Asser Management Plans to be updated
4.1.1.4.1	Review the Asset Management Policies as required (by review date)	Not Due To Start	Asset Management Policies to be reviewed in 2022/23
4.1.1.4.2	Install new Asset Management System	Progressing	Key staff availability has slowed introduction of Asset Finda (Asset Management System) and GIS (Map Info) Implementation. Now expected to be fully implemented late 2022

2022/23

Code	Action	Status	Annual Comment
L1.1.1	Establish relevant Communications Engagement and Events policies, protocols and processes	Completed	
L1.1.2	Develop strategies to identify new technologies to open up digital communications and engagement channels	Progressing	Migration to Office 365 has been commissioned which will include integration of Microsoft Teams into day to day business operations. Development

			of an ICT Roadmap and Strategy has also commenced
L1.1.3	Source and develop innovative methodologies to involve the community in two way decision-making processes	Completed	

2023/24

Code	Action	Status	Annual Comment
L1.1.2	Develop strategies to identify new technologies to open up digital communications and engagement channels	Completed	A Digital strategy has been developed which includes the implementation of upgraded and new software. The Communications Coordinator has been improving the flow of digital communication regarding Council activities to promote transparent communication and inclusive community engagement.
L1.1.3	Source and develop innovative methodologies to involve the community in two way decision-making processes	Completed	Continue to build relationships and provide avenues for engagement. Year concluded with a community meeting in Henty to allow member of GHC community to present and discuss projects with Councillor
L1.1.4	Develop a Digital Strategy	Completed	A Digital Strategy has been developed and now a Road map is being developed to achieve the strategy.

L2 Our communication is open, effective and purposeful to connect and educate our community

L2.1 Support leadership and mentoring initiatives that build and strengthen the capacity of individuals, businesses and communities

2022/23

Code	Action	Status	Annual Comment
L2.1.1	Develop a Volunteer Management and Support Strategy	Not Progressing	No action to date. Listed for development during 2023/2024 year

2023/24

Code	Action	Status	Annual Comment
L2.1.1	Develop a Volunteer Management and Support Strategy	Not Progressing	Re-assess the suitability of this task.
L2.1.2	Assist with coordination of Local Government elections	Completed	Appointed the Electoral Office to run the 2024 election and lodged the Constitutional Referendum Question. Election planning is progressing as planned.

L2.2 Collaborate with partners to deliver positive outcomes for the community, economy and environment

2022/23

Code	Action	Status	Annual Comment
L2.2.1	Actively lobby State and Federal members of parliament on issues of importance to our community	Completed	We have been fortunate to secure a significant amount of funding to start key works on Jingellic Road as well as repairing pot holes and completing heavy patching. We also successful in securing additional funding to make up the short fall on the North Henty Crossing project.

L2.2.2	Actively participate in regional strategic planning and collaborative initiatives through REROC / RivJO, Riverina Regional Library and government agencies	Completed	
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2023/24

Code	Action	Status	Annual Comment
L2.2.1	Actively lobby State and Federal members of parliament on issues of importance to our community	Completed	Over the last 18 months the Mayor and General Manager have continued to promote Greater Hume and advocate on key topics such as planning, funding and the administration to the Rural Fire Service.
L2.2.2	Actively participate in regional strategic planning and collaborative initiatives through REROC / RivJO, Riverina Regional Library and government agencies	Completed	Greater Hume's membership in REROC has been extremely beneficial greatly improving our advocacy by participating in regional submissions for the many reviews conducted this year.

L3 Our leadership and advocacy

L3.1 Undertake integrated, long term planning and decision making, reflective of community needs, resources and aspirations

2022/23

Code	Action	Status	Annual Comment
L3.1.1	Develop and implement a performance monitoring system for four year Delivery Program reporting	Completed	Pulse system implemented
L3.1.2	Develop and implement the Greater Hume Council Workforce Management Plan	Completed	Workforce Management Plan updated and adopted as at 1 July 2022. Actions to be implemented over the course of the 2022 - 2026 period
L3.1.3	Develop and implement an Asset Management Improvement Program	Progressing	Consultants appointed with improvement program being developed
L3.1.5	Undertake asset class revaluation for Buildings	Completed	Revaluation completed

2023/24

Code	Action	Status	Annual Comment
L3.1.2	Develop and implement the Greater Hume Council Workforce Management Plan	Progressing	A Workforce Development Plan is due to be developed within 12 months of Local Government Elections in 2024. Various initiatives have been undertaken to gather data and trial initiatives which will be included in the Plan.
L3.1.3	Develop and implement an Asset Management Improvement Program	Progressing	Asset Management Improvement plan developed, with key items requiring additional resources. Once additional resources are in place, plan will be undertaken
L3.1.6	Undertake asset class revaluation for Roads	Completed	Full road revaluation completed this year

L3.2 Ensure responsible, sustainable, ethical and open local government

2022/23

Code	Action	Status	Annual Comment
L3.2.2	Implement the Department of Planning, Industry and Environment ePlanning Portal integration to support access to information	Completed	Further integration has occurred. The process of integration is one that will be ongoing for a while as the Department continues to bring more aspects of development assessment onto the portal.

2023/24

Code	Action	Status	Annual Comment
L3.2.1	Undertake a community-wide Customer Satisfaction Survey	Completed	Survey was completed by the end of June. The results will be presented to the new Council in October.

L3.3 Deliver efficiency, effectiveness and probity in Council processes and services

2022/23

Code	Action	Status	Annual Comment
L3.3.1	Identify and complete at least one service and efficiency review within each Department annually with particular emphasis on removing manual workloads within Council processes	Completed	Major asset management review commissioned during 2022/2023 with final reports due to be submitted September 2023
L3.3.2	Undertake a program on Internal Audit projects and provide advice on risk and control, economy, efficiency and effectiveness across all service elements of Council	Completed	A number of Internal Audit projects have been completed with reports submitted to meetings of Audit, Risk & Improvement Committee during the course of the year
L3.3.4	Implement reporting and dashboard tools to support administrative processes and decision making	Completed	Financial snapshot reporting included with all quarterly budget review reports
L3.3.8	Investigate an integrated Cemetery Register that allows all cemetery records to be captured in one location and available online	Not Progressing	This action has not commenced. The action has been deferred to allow for consideration of the Interment Industry Scheme Licensing. The Licensing Scheme will need to be addressed during the period 1 October - 31 December 2023.

2023/24

Code	Action	Status	Annual Comment
L3.3.1	Identify and complete at least one service and efficiency review within each Department annually with particular emphasis on removing manual workloads within Council processes	Progressing	A workplace Health & Safety Review of our RWHS Framework was undertaken along with Site Safety Inspections at numerous sites. We have also scheduled a Service Review of Customer Relations for 2024/2025.

L3.3.2	Undertake a program on Internal Audit projects and provide advice on risk and control, economy, efficiency and effectiveness across all service elements of Council	Completed	A four year Internal Audit Programme has been developed and is being reviewed by our ARIC.
L3.3.3	Replace furniture and install new audio visual equipment in Culcairn Council Chambers	Completed	A new teleconferencing system and furniture has been installed in the Culcairn Council Chambers.
L3.3.5	Develop and implement an information technology infrastructure replacement program	Progressing	Replacement program is being aligned to the budget allocation and requires on-going investment.
L3.3.6	Continue to support our staff to use technology by improving digital capability	Completed	Established an IT working group and have surveyed staff to ensure technology solutions meet user needs.
L3.3.7	Implement and manage technology that allows staff to access information from any location to improve delivery of services	Completed	Established an IT working group and have surveyed staff to ensure technology solutions meet user needs.
L3.3.9	Investigate an integrated Cemetery Register which captures all cemetery records and documentation in one location	Progressing	This measure is still under investigation.