



Greater
Hume
Council

Council Review


Q1, 2024/2025


1: Healthy Communities

Objective: Our lifestyle and services nurture the health and wellbeing of the individual and community as a whole

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
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	Develop partnerships with schools and other community organisations to deliver and promote targeted health and wellbeing programs for youth	50%			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	Customer Relations Coordinator

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						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	Undertake a range of events and programs as part of Youth week	40%			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	Customer Relations Coordinator



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						<p>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</p>	



H1.2: Empower and support vulnerable and disadvantaged community members to participate in community life

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
H1.2.1	Implement the Greater Hume Disability Inclusion Action Plan (DIAP)	Implement the Greater Hume Disability Inclusion Action Plan (DIAP)	25%			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.	Director Corporate & Community Services
H1.2.2	In line with Council DIAP implement a program of accessibility improvements to community buildings across the shire	In line with Council DIAP implement a program of accessibility improvements to community buildings across the shire	50%			Greater Hume Council continue to update infrastructure to support vulanerable and disadvantaged community members.	Manager Waste & Facilities


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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
H2.1.1	Develop and facilitate a range of recreational spaces with relevant program partners including multi-purpose community centres at Burrumbuttock and Jindera	Develop and facilitate a range of recreational spaces with relevant program partners including multi-purpose community centres at Burrumbuttock and Jindera	25%			Recreational projects being undertaken as funds permit	Director Engineering
H2.1.4	Implement a structured footway and cycleway replacement and extension program across the shire	Implement a structured footway and cycleway replacement and extension program across the shire	25%			Footpath and Cycle path projects being undertaken as funds permit Awaiting suitable grant funding programs Development of future plans for each town/village to be developed by new	Director Engineering


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						Asset Man. Team once appointed	
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	Achieve increased attendances at Council managed swimming pools to promote being more active, more often through events across all pools for all ages	50%			Attendance has been increasing and a new pool inflatable has been purchased.	Director Environment & Planning
H2.1.7	Implement an integrated booking system for Council facilities	Implement integrated booking system for Council facilities	20%			A Service Review is currently being undertaken in Customer Relations, which includes Events. An outcome of the Service Review will be a recommendation on streamlining the Events Coordinator, which will impact a range of community spaces and facilities.	Director Corporate & Community Services

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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
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	Provide a range of free events to over 55's to improve health, safety and wellbeing, including an activity to celebrate NSW Seniors Festival	40%			Greater Hume continue to provide a range of activities to our older population. October 2024 included a Grandparents Day at Culcairn Library with a professional photographer and Knitting Clubs at Jindera and Culcairn Libraries.	Director Corporate & Community Services

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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
H3.1.2	Review library delivery service models in 2023 / 2024 to commence from 1 July 2024	Review library delivery service models in 2023 / 2024 to commence from 1 July 2024	0%				Customer Relations Coordinator

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
H3.2.1	Prepare plans, tender documentation and complete building upgrade works at Holbrook and Culcairn childcare centres	Prepare plans, tender documentation and complete building upgrade works at Holbrook and Culcairn childcare centres	0%			Currently reviewing the budget and Council priorities in relation to these facilities.	Manager Waste & Facilities

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
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	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	50%			Greater Hume is actively participating in the Museum Advisory Program, with members participating in various workshops both locally and in Albury and actively uploading items onto eHive. Four of the Community Museums participated in the final workshop for 2024 in November. Workshops will resume at the end of February 2025. Community Museums will still receive support from the Museum Advisor over the Christmas period.	Executive Assistant - Governance
H3.3.2	Preserve and maintain a permanent	Preserve and maintain a permanent	100%			A room has be allocated in old Holbrook Council	Executive Assistant - Governance



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
	collection of significant items from Greater Hume Council (including items from former Culcairn, Holbrook and Hume Council's)	collection of significant items from Greater Hume Council (including items from former Culcairn, Holbrook and Hume Council's)				chambers, the collection has been placed in this room. Recent editions have been made to the collection. 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	Create awareness of local culture and history of the Aboriginal and Torres Strait Islander people	20%			Working with Albury Local Land Council and Murray Tourism to identify current and emerging experiences, history and cultural experiences within Greater Hume. We are participating in the First Nations Tourism Project with a meeting to occur in December to begin planning.	Executive Assistant - Governance

2: Growth & Prosperity



Objective: Our community growth maximises our location and strengths to enable prosperity for all


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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G1.1.1	Support the promotion and actions contained in the Murray Region Newcomer Attraction and Retention Strategy	Support the promotion and actions contained in the Murray Region Newcomer Attraction and Retention Strategy	25%			Continuing to participate in the Murray Regional Tourism Board and promote Greater Hume	General Manager
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	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	45%			Continuing to participate until the pilot ends in November 2024	General Manager

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



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G1.2.1	Prepare new Section 7.11 contributions plan for West Jindera precinct	Prepare new Section 7.11 contributions plan for West Jindera precinct	50%			<p>Considered in conjunction with the structure plan</p> <p>This task is in the scope of works for planning consultants to undertake this activity.</p>	Director Environment & Planning
G1.2.2	Undertake West Jindera Masterplan	Prepare Planning Proposal for the rezoning of land in West Jindera and prepare West Jindera Masterplan	80%			<p>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. A planning consultant and ecological consultant has been engaged.</p>	Director Environment & Planning

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G1.2.4	Prepare Land Use Strategies for Holbrook and Morven	Prepare Greater Hume Structure Plan	70%			<p>Some work has occurred on the planning strategy for Holbrook. No further action for Morven (Council resolution). A grant application has been lodged to undertake a planning strategy for the entire Council area. The successful grant application for West Jindera Masterplan area has enabled funds to be directed to a shire wide settlement strategy.</p> <p>A scope of works is being prepared for consultants to consider</p>	Director Environment & Planning




DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						preparation of the Greater Hume Structure Plan.	
G1.2.5	Subject to final Council approval, undertake Culcairn Residential Estate	Subject to final Council approval, undertake Culcairn Residential Estate	60%			Essential Energy have provided approval and we now progressing to certificates of title and valuations.	General Manager
G1.2.6	Undertake promotion of Jacob Wenke Drive Residential Subdivision Stage 2 and Stage 3 developments	Undertake promotion of Jacob Wenke Drive Residential Subdivision Stage 2 and Stage 3 developments	40%			The promotion and sale of stage 2 Jacob Wenke Drive is nearing completion. Once Kinvara Estate (Culcairn) is sold the funds will be available to commence stage 3 .	General Manager

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



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G2.1.1	Undertake study to report on business investment opportunities	Undertake study to report on business investment opportunities	0%			This will start in the later part of the year	General Manager
G2.1.2	Actively promote and support vocational education programs through local high schools	Actively promote and support vocational education programs through local high schools	50%			Regular contact with local schools has been undertaken to promote careers with Greater Hume Council in particular with Children Services.	Customer Relations Coordinator

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G2.2.1	Prepare a strategy to investigate the expansion of industrial estates or development of new industrial estates for Holbrook, Culcairn	Prepare a strategy to investigate the expansion of industrial estates or development of new industrial estates for Holbrook, Culcairn	0%				Director Environment & Planning
G2.2.2	. Subject to final Council approval, proceed with 26 lot subdivision at Jindera Industrial Estate	Investigate grant funding opportunities to progress 46 lot subdivision at Jindera Industrial Estate including Hawthorn Road reconstruction works	10%			Currently preparing a discussion presentation for Council about the options to progress this project.	General Manager
G2.2.3	Partner with TAFE to promote awareness of VET programs, provide traineeship and apprentice opportunities and link with local business	Partner with TAFE to promote awareness of VET programs, provide traineeship and apprentice opportunities and link with local business	80%			Council currently has a Student Based Trainee working at Henty Library.	Customer Relations Coordinator


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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
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	Encourage development, promotion, funding and management skills of events and cultural programs to grow the visitor experience and provide a point of difference	30%			On-going promotion and further development of marketing materials and social media. A Summer campaign is in development, highlighting Greater Hume as a family friendly holiday location for the upcoming school holidays. We will continue to partner with Murray, Wagga and Albury to develop campaigns over the year	Executive Assistant - Governance
G3.1.2	Maintain and promote the Greater Hume Events Calendar and provide advice	Maintain and promote the Greater Hume Events Calendar and provide advice	80%			Ongoing, supporting all Greater Hume events in the 2024-2025 period,	Executive Assistant - Governance

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
	on Hosting an Event in Greater Hume	on Hosting an Event in Greater Hume				events calendar is already filling for events season.	




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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G3.2.1	Review and implement contemporary Visitor Centre Services to extend tourism assistance across Council's heritage, culture and tourism facilities and locations	Review and implement contemporary Visitor Centre Services to extend tourism assistance across Council's heritage, culture and tourism facilities and locations	80%			Ongoing assistance has been provided to our Visitor Information Points as well as tourism operators. Free training and wrokshops have been facilities through our partnership with Murray tourism for all Tourism Operators. A review of most VIP points have been undertaken and operations have been changed to suit various communities across Greater Hume. Plans to update and refresh the VIC have been made and grant	Executive Assistant - Governance

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						applications to support this upgrade have been submitted.	
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	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	50%			On-going promotion and further development of marketing materials and social media. A Summer campaign is in development, highlighting Greater Hume as a family friendly holiday location for the upcoming school holidays. We will continue to partner with Murray, Wagga and Albury to develop campaigns over the year. Historical trail maps are in development as well as updated and refreshed	Executive Assistant - Governance

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						brochures for our towns and villages.	
G3.2.4	Review the Greater Hume Visitor Experience Plan	Review the Greater Hume Visitor Experience Plan	10%	●		Will begin in 2025	Executive Assistant - Governance
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	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	50%	●		Information has been provided via seperate newsletters and emails to tourism operators, community members and Council staff. Famils have begun with VIC Staff to ensure that they are aware and have experince with our offerings. Workshops and training have been offered to TOs through Murray Tourism	Executive Assistant - Governance

G3.3: Promote the diversity and quality of retail offerings and local products

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G3.3.1	Encourage individuals and agricultural businesses to develop farm gate and niche produce	Encourage individuals and agricultural businesses to develop farm gate and niche produce	20%			Meetings with individual operators have been undertaken and business ideas have been developed and promoted where possible. Progressing	Executive Assistant - Governance
G3.3.2	Promote and support local producers and giftware through the Greater Hume Visitor Information Centre	Promote and support local producers and giftware through the Greater Hume Visitor Information Centre	90%			Communication with local producers started. Engaged a local marketing consultant to further develop this area.	Executive Assistant - Governance
G3.3.3	Ensure all tourism operators and experiences have a digital presence through the Australian Tourism Data Warehouse	Ensure all tourism operators and experiences have a digital presence through the Australian Tourism Data Warehouse	100%			Ongoing development of tourism database for inclusion onto Australian Tourism Data Warehouse, Buy Local and Visit Greater Hume website	Executive Assistant - Governance




DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
G3.3.4	Ensure all retailers and tourism operators are listed in Buy Local in Greater Hume Business Directory	Ensure all retailers and tourism operators are listed in Buy Local in Greater Hume Business Directory	10%			Complete update of the Buy Local Directory to be undertaken in 2025	Executive Assistant - Governance



3: Natural & Built Environment

Objective: Our natural and built environment is preserved and maintained in harmony with sustainable practices.

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
N1.1.1	Plan and undertake activities to build resilience in the asset base in response to environmental challenges	Plan and undertake activities to build resilience in the asset base in response to environmental challenges	100%			All Council infrastructure is constructed to current flood and bushfire regulations	Director Engineering
N1.1.2	Implement the program for asset revaluations	. Implement the program for asset revaluations	100%			Draft Asset Management Plans and Revaluations completed	Director Engineering
N1.1.3	Plan for activities required to introduce strategic asset management programs	Plan for activities required to introduce strategic asset management programs	25%			Consultants developing Asset Management Plans for all assets Council has received draft plans and are	Director Engineering



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						currently reviewing the plans.	
N1.1.4	Refine distribution of asset renewal funding to align with asset categories and asset life cycle modelling	Refine distribution of asset renewal funding to align with asset categories and asset life cycle modelling	25%			<p>Consultants preparing Asset Management Plans</p> <p>Draft Asset Plans received and being reviewed</p> <p>Life cycle modelling to be undertaken once resources permit</p>	Director Engineering
N1.1.5	Develop a strategy for organisation-wide asset management literacy	Develop a strategy for organisation-wide asset management literacy	25%			<p>Consultants supporting Council in developing an Asset Management Strategy</p> <p>Draft Asset Management Strategy developed by Consultants</p>	Director Engineering

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						Awaiting new staff in Asset Team to move the development of AM further for Council	

N1.2: Expand waste water treatment systems into villages



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
N1.2.1	Continue to investigate options to sewer Gerogery, Woomargama and Burrumbuttock	Continue to investigate options to sewer Gerogery, Woomargama and Burrumbuttock	90%			Options to sewer villages are being investigated as part of Councils IWCM project	Director Engineering

N1.3: Support local adoption of clean energy solutions

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
N1.3.1	Promote programs to enable citizens to adopt energy efficiency and renewable energy technologies	Promote programs to enable citizens to adopt energy efficiency and renewable energy technologies	20%			Continued involved with REROC and attend briefings William Adlong of REROC to identify available energy efficiency initiatives.	Director Corporate & Community Services
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	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	30%			DCCS met with Shell Energy to discuss upcoming energy renewal contract. Commenced review of energy efficient LED lighting at the Culcairn office. Participation with the REROC and Net Zero Project Officer to identify and implement initiatives. Currently looking at the feasibility of introducing solar	Director Corporate & Community Services



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
						efficiencies to the Jindera Waste water facility.	

N1.4: Encourage and provide local reuse and recycling infrastructure

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
N1.4.2	Implement a third organic bin for kerbside collection in urban areas	Provide education to achieve contamination targets for 3 Bin collection system	100%			The education programme will be ongoing. Considerable education material was provided at the commencement of the 3rd bin service.	Director Environment & Planning
N1.4.3	Develop a sustainable purchasing policy to ensure procurement of material containing recycled content	Develop a sustainable purchasing policy to ensure procurement of material containing recycled content	50%			Investigation of existing policies developed by others to occur	Director Environment & Planning

N2: Our road and transport network is maintained and accessible



N2.1: Develop 5-year Strategic Road Strategy


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
N2.1.1	Implement asset maintenance and renewal programs in accordance with adopted budgets and capital works programs	Implement asset maintenance and renewal programs in accordance with adopted budgets and capital works programs	25%			Maintenance and Renewal Programs for road projects being undertaken as adopted	Director Engineering
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 - HMFD) Culcairn - Holbrook Road (Willow Creek Bridge widening) Benambra Road (Weeamera 	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 - HMFD) Culcairn - Holbrook Road (Willow Creek Bridge widening) Benambra 	25%			Funding received for some parts of Jingellic Road and Brocklesby Balldale Road Awaiting release of road funding programs in 2025	Director Engineering

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
	Road to Cummings Road)	Road (Weeamera Road to Cummings Road)					

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
N3.1.1	Implement the Riverina & Murray Weeds Action Program	Implement the Riverina & Murray Weeds Action Program	50%			Council is continuing with it weeds action programme. There has been no funding available under the WAP.	Director Environment & Planning
N3.1.3	Complete rehabilitation works at Funks Pit quarry	Complete rehabilitation works at Funks Pit quarry	80%			Work has been delayed due to EPA involvement in the classification of material being used to rehabilitate the pit Removal of material and replacement and finalisation of rehabilitation planned to be completed first quarter of 2025	Director Engineering



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
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	Review the Greater Hume Integrated Water Cycle Management Plan and associated planning controls to provide best practice water cycle management for new development	90%			Work nearing completion on IWCM project	Director Engineering


4: Leadership & Communication

Objective: Our leadership and communication cultivates confidence in our future direction

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
L1.1.2	Develop strategies to identify new technologies to open up digital communications and engagement channels	Develop strategies to identify new technologies to open up digital communications and engagement channels	30%			5G Network have been engaged to implement O365 across the organisation which will improve technology within the organisation, including ways we can communicate with the community. Our Grants Officer has also been emailing all local community groups and s.355's with upcoming Grant Opportunities.	Director Corporate & Community Services
L1.1.3	Source and develop innovative methodologies to involve the	Source and develop innovative methodologies to involve the	20%			We are currently undertaking a review of our Community	General Manager



DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
	community in two way decision-making processes	community in two way decision-making processes				engagement strategy	
L1.1.5	Implement Digital Strategy	Implement Digital Strategy	20%			Work has commenced on reviewing Customer Relation activities and how we interact with our community, this will enable Council to better target our communication strategies.	Director Corporate & Community Services

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


DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
L2.1.1	Develop a Volunteer Management and Support Strategy	Develop a Volunteer Management and Support Strategy	0%			Re-assess the suitability of this task.	Director Corporate & Community Services
L2.1.2	Assist with coordination of Local Government elections	Assist with coordination of Local Government elections	100%			The local government elections have been concluded.	General Manager




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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
L2.2.1	Actively lobby State and Federal members of parliament on issues of importance to our community	Actively lobby State and Federal members of parliament on issues of importance to our community	20%			Continue to participate in advocacy opportunities at a state and federal level.	General Manager
L2.2.2	Actively participate in regional strategic planning and collaborative initiatives through REROC / RivJO, Riverina Regional Library and government agencies	Actively participate in regional strategic planning and collaborative initiatives through REROC / RivJO, Riverina Regional Library and government agencies	25%			Actively participating including membership of the Executive of REROC.	General Manager


L3: Our leadership and advocacy

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




DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
L3.1.2	Develop and implement the Greater Hume Council Workforce Management Plan	Develop and implement the Greater Hume Council Workforce Management Plan	60%			Employee Satisfaction Survey has been undertaken in June/July 2024 to identify workforce areas for development. Employee Satisfaction Survey has been completed. A range of work is currently being undertaken to collect relevant data that will be utilised to prepare the Workforce Development Plan, this includes the results of the Employee Satisfaction Survey, Turnover data and various other reports.	Director Corporate & Community Services




DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
L3.1.3	Develop and implement an Asset Management Improvement Program	Develop and implement an Asset Management Improvement Program	25%			Consultants has developed Asset Management Improvement Plan Awaiting new team members to action plan requirements	Director Engineering
L3.1.6	Undertake asset class revaluation for Roads	Undertake asset class revaluation for Roads	100%			Asset Revaluation has been Completed	Director Engineering
L3.1.7	Prepare the End of Term Report and review Greater Hume Community Strategic Plan	Prepare the End of Term Report and review the Greater Hume Community Strategic Plan	70%			End of Term report has been completed and endorsed by Council. CSP is due to commence review in the next 6 months	General Manager

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
L3.2.1	Undertake a community-wide Customer Satisfaction Survey	Undertake a community-wide Customer Satisfaction Survey	80%			The survey has been completed and the outcomes will be presented to Council so that we can confirm the areas of improvement we wish to focus on. The results will be presented to Council on the 26th November	General Manager

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

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
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	Identify and complete at least one service and efficiency review within each Department annually with particular emphasis on removing manual workloads within Council processes	60%			WHS Audit is currently being undertaken in the organisation for May/June 2024. Customer Relations due for Service Review late 2024.	Director Corporate & Community Services
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	Undertake a program on Internal Audit projects and provide advice on risk and control, economy, efficiency and effectiveness across all service elements of Council	60%			An Internal Audit Program has been presented and endorsed by ARIC for the next 4 years. Improved reporting has also been implemented to improve information with ARIC.	Director Corporate & Community Services
L3.3.5	Develop and implement an information technology infrastructure	Develop and implement an information technology infrastructure	50%			Replacement program is being aligned to the budget allocation	IT Coordinator

DP Action Code	DP Action	Action	Progress	Traffic Lights	Annual Comment	Comments	Responsibility
	replacement program	replacement program				and requires on-going investment.	
L3.3.6	Continue to support our staff to use technology by improving digital capability	Continue to support our staff to use technology by improving digital capability	0%				IT Coordinator
L3.3.7	Implement and manage technology that allows staff to access information from any location to improve delivery of services	Implement and manage technology that allows staff to access information from any location to improve delivery of services	0%				IT Coordinator
L3.3.9	Investigate an integrated Cemetery Register which captures all cemetery records and documentation in one location	Investigate an integrated Cemetery Register which captures all cemetery records and documentation in one location	50%			This measure is still under investigation.	Director Environment & Planning

