



HUME CITY COUNCIL

COVID-19 RECOVERY AND REACTIVATION PLAN

www.hume.vic.gov.au

PROGRESS REPORT
AS AT 30 SEPTEMBER 2021



CONTENTS

A community that is resilient, inclusive, and thriving.

- 1.2 Provide opportunities, and support business growth to create accessible local jobs for our diverse community
- 1.3 Promote a healthy, inclusive and respectful community that fosters community pride and safety.

A city that cares about our planet, is appealing and connected.

- 2.1 Facilitate appropriate urban development and enhancing natural environment, heritage, landscapes and rural places.
- 2.3 Design and maintain our City with accessible spaces and a strong sense of place.
- 2.4 Connect our City through efficient and effective walking, cycling and public transport and road networks.

A Council that inspires leadership, is accountable and puts the community first.

- 3.2 Deliver responsible and transparent governance, services and assets that respond to community needs.
-

PROGRESS DESCRIPTIONS

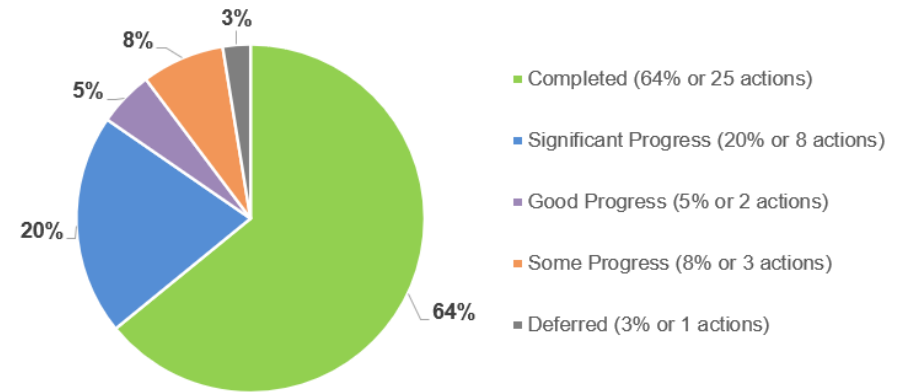
Progress is measured on the actions of the Council Plan as follows:

- 100% complete for the financial year and/or a report adopted by Council – **Completed**.
- 75% complete and/or a draft report has been presented to the Executive Management Team (EMT) for consideration - **Significant Progress**.
- 50% complete – **Good Progress**.
- 25% complete - **Some Progress**.
- 0% complete – **Not yet started**.
- The action has been delayed due to unforeseen circumstances. Reasons why the action has been delayed will be provided – **Deferred**.

The progress indicators displayed are based on the status as follows:

- **On Track** – Action is proceeding to plan.
- **Monitor** – Action requires attention to ensure it is completed.
- **At Risk** – Action is at risk of not being completed.
- **Deferred** – Action has been delayed due to unforeseen circumstances.

Summary of Progress – 8 February to 30 September 2021



Councils Role

The role Council has in contributing to the community expectations (strategies) can be defined as one or more of the following:

- **Statutory Authority** – Council has a legislated responsibility under Victorian law to ensure compliance and delivery of services related to these community expectations.
- **Service Provider** – Council is a leading provider of services which support these community expectations. Responsibility for providing these services is often shared between Council and other government agencies, non-for-profit organisations and commercial businesses.
- **Facilitator** – Council facilitates, partners and plans with other service providers to achieve these community expectations.
- **Advocate** – Council’s primary role is to advocate on behalf of (and represent) the community to other levels of government, service providers and business organisations around these community expectations.

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Develop a Hume COVID-19 Economic Recovery Plan for 2021, in consultation with local business, industry groups, education providers and residents.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>The COVID-19 Economic Recovery Action Plan was developed in consultation with key stakeholders, including government, local businesses, industry groups, education providers and residents. It was presented to Council on 1 February 2021. The plan aims to support the Hume business community and unemployed residents navigate the initial recovery period.</p> <p>The plan is based on three areas, which include:</p> <ol style="list-style-type: none"> 1. Targeted Investment Attraction - The focus will be on manufacturing, the circular economy and professional services/white collar. 2. Targeted Support to existing business - With an initial focus on online services and the Visitor Economy (hospitality). 3. Targeted labour market support for unemployed residents and local businesses - Enhanced jobseeker support and an expanded role for the Hume Multiversity to improve residents' level of job skills and qualifications.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Council economic stimulus package Round 2 including:</p> <ul style="list-style-type: none"> Business Grants Program Multiversity Resident Scholarships for tertiary study Recognition of overseas qualified professionals Business Employment Grants program. <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; padding: 2px; display: inline-block;"> 100% </div> <p>Completed</p>	<p>Planning and Development</p>	<ul style="list-style-type: none"> The course component of the Hume Overseas Qualified Professionals Program delivered by Melbourne Polytechnic was finalised at the end of July 2021. Seven students have secured placement to date, one of which is at Hume City Council. There are four students yet to secure a placement and continue to be supported. The Permanent Residents Employment Program was successfully delivered by La Trobe University and the course content was completed in September. A total of 21 Hume residents with overseas engineering experience are participating in the program. Development of a Hume Multiversity Scholarship Program has been advanced. It is anticipated that 70 - 80 scholarships will be provided for Hume residents entering Tertiary Education at a Certificate III and above for the first time. A total of 30 scholarships were allocated in Quarter One with Victoria University and La Trobe University disbursing their allocation to Hume residents. Planning is well progressed for the Hume Business Employment Grants Program. The grants will encourage Hume businesses to employ residents. The Grants will be launched in Quarter Two 2021/22. It is anticipated 100 sustainable employment outcomes will be achieved as a result of this program by June 2022. 2021 Hume City Small Business Grants Program was launched in June 2021 and will provide a funds pool of \$500,000 with a maximum of \$20,000 per business. Applications are now underway. 	<p>Actions of the Council economic stimulus package Round 2 have included:</p> <ul style="list-style-type: none"> The course component of the Hume Overseas Qualified Professionals Program was completed. The Permanent Residents Employment Program was successfully delivered and the course content was completed. Development of a Hume Multiversity Scholarship Program has been advanced. Planning is well progressed for the Hume Business Employment Grants Program. The grants will encourage Hume businesses to employ residents. It is anticipated 100 sustainable employment outcomes will be achieved as a result of this program by June 2022. Business Employment Grants will be launched in the second quarter of 2021/22. 2021 Hume City Small Business Grants Program was launched in June 2021. This is an annual program and applications are now underway.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Further enhance jobseeker support via:</p> <ul style="list-style-type: none"> Virtual/actual job fair. Further support development of resident's skills and qualifications through growth in Multiversity Programs. <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; font-weight: bold;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<ul style="list-style-type: none"> A total of nine online Jobseeker support workshops were delivered by Council in July to September 2021. The Passport to Work Program commenced in August 2021. In addition, Council has entered into a three-year funding agreement with the State Government until 30 June 2023 for the next phase of Hume Community Revitalisation Project renamed as Strengthening Pathways to Economic Participation. Multiversity activity during the quarter included: <ul style="list-style-type: none"> Planning for the delivery of a Career Clinics delivered by Deakin CREATE which will benefit highly skilled Hume refugees and asylum seekers with support to secure professional employment in Australia. This program will commence in October. The Hume Pathways Festival was delivered online in the week between August 30 and September 1 which comprised of 11 online workshops presented to 107 participants. Council worked with Victoria University to develop a program that was accessible for Diploma qualified residents and existing Hume Early Childhood Centre employees. 	<p>Jobseeker support has been enhanced through weekly online job search workshops and employer led information sessions. A total of 27 workshops were delivered by Council between February and September 2021 with an average attendance of 10 residents. Eight information sessions were also delivered to inform residents on Council and external employer recruitment needs.</p> <p>The State Government funded Hume Community Revitalisation Project was extended to 30 June 2023 and renamed as Strengthening Pathways to Economic Participation. This will involve co-design and the implementation of the project.</p> <p>There has also been a significant increase in Multiversity activity including:</p> <ul style="list-style-type: none"> Planning and delivering projects with Victoria University. Planning for the delivery of programs with Deakin CREATE. Planning is well advanced for a Careers Pathways Expo at the Hume Global Learning Centre (HGLC) Sunbury involving Multiversity partners.


The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Attract new business investment in Hume through:</p> <ul style="list-style-type: none"> Active stakeholder engagement and close management of new business enquiries. Investment Attraction prospectus. Delivery of cutting edge online "virtual" investment attraction room to aid new business investment enquiries. LinkedIn video promotions. <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>Actions undertaken during the quarter included:</p> <ul style="list-style-type: none"> Established relationships with two new commercial real estate agents, Savills Australia and Fitzroys, in addition to CBRE, Colliers International, Knight Frank and Rutherfords Real Estate Agents. Since 7 May 2021, the Investment Attraction Virtual Room has been viewed 409 times. The Investment Prospectus has been updated and available in the Investment Attraction Virtual Room. The updated version includes new upcoming opportunities, including Pipeworks Business Park and Cade Park Business Park. The Investment attraction LinkedIn media campaign continued. Four videos have been featured including We are Open for Business, Picnic Dairy Foods, Concept Caravans and Highlights video. Concept Caravans and We are Open for Business videos both were successful and received 30,217 and 23,431 views and impressions respectively 	<p>Actions undertaken to attract new investment in Hume have included:</p> <ul style="list-style-type: none"> Regular engagement with key stakeholders. Facilitating and supporting pre-application meetings and business enquiries as well as attending financial incentive meetings. Established relationships with two new commercial real estate agents. The Investment Attraction Virtual Room has been enhanced by adding in a slide show function for the Investment Prospectus. The virtual room includes videos, information from Council's Investment Prospectus and a Map Room which allows the users to have a closer look at the investment opportunities in the municipality and surrounding areas. The users can click on travel circles, drag the mouse around to move around the room or click on a screen to read information. It's now available on Council's website https://www.hume.vic.gov.au/Businesses/Invest-in-Hume. The Investment attraction LinkedIn media campaign continued

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Continue to review and investigate opportunities to increase procurement via local businesses.</p> <p>Progress Indicator:</p> <div data-bbox="143 552 405 587">  75% </div> <p>Significant Progress</p>	<p>Corporate Services Sustainable Infrastructure and Services Planning and Development</p>	<p>The Hume City Council procurement function has been actively collaborating with the Northern Councils Alliance (NCA) procurement functions to develop a procurement policy aligned to the Local Government Act 2020, that includes fundamental themes, procurement best practices and NCA communalities and standards.</p> <p>The draft procurement policy has various references to Local Business and proposes a 10% weighting. It also proposes that suppliers with an address in Hume municipality receive beneficial payment terms.</p>	<p>The following actions have been undertaken to investigate opportunities to increase procurement via local businesses:</p> <ul style="list-style-type: none"> ▪ Councils Procurement Policy is being reviewed and rewritten with an aim to feature enhanced Local Procurement guidance. ▪ Details of local business content is being collected and considered in the tender and quotation selection process. ▪ Students living in Hume are given preference when applying for Council work experience.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Supporting business start-up, fostering entrepreneurship through:</p> <ul style="list-style-type: none"> StartNorth, Hume Multiversity Accelerator Programs, entrepreneurship programs. <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<ul style="list-style-type: none"> StartNorth Accelerator program started in July with 15 accepted ventures supported by yGap who are delivering the program. Thirteen ventures made it through acceleration and are now going through a series of six masterclasses and focused mentoring. The program is going to be finished by the end of October and reporting delivered by the end of November. StartNorth has conducted the second in a series of three webinars for both members and local residents to attend. The subject is Driving Customer Loyalty and covers business operations, strategy, vision, customer experience, and Marketing for up to an hour each session. 	<ul style="list-style-type: none"> In May, StartNorth successfully delivered The Innovation Festival, with 149 people in attendance on the day. This festival was initiated to prompt registrations to the Accelerator Program. The Start Now Pre-accelerator program completed on time with 61 applicants from Hume. Thirty accepted into the program and six fully completed the program. Lessons are being learnt to allow more into the program next time due to the low final completion number. The next program will start in February 2022. StartNorth now has 53 members. Eighteen additional and sustained new jobs have been created by members with 14 of these also working at StartNorth and four working remotely. Planning is well advanced for a three-month Accelerator program to be delivered for 15 Hume Startups in 2021/22.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Promote local and regional visitation, activation to support hospitality and accommodation recovery/growth</p> <ul style="list-style-type: none"> ▪ @discoverhume call to action online ▪ Increased use of digital media partners ▪ Participate in regional campaigns. <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px; height: 15px;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<ul style="list-style-type: none"> ▪ The @discoverhume Instagram page has over 3,100 followers, who are predominantly women (76%). ▪ Continued to promote the city as a destination including its key tourism strengths including dining, outdoor activities, attractions, wineries, nature etc and encourage visitors and locals to visit and spend in Hume. ▪ A 'discover hume' print ad and editorial will be featured in the State's official tourism publication - Official Visitor's Guide (OVG). ▪ In partnership with the Melbourne's North Group of Councils, NORTHLink and ad agency Adz Collective, phase 2 of a 'Northern' tourism digital marketing campaign has been launched to bridge the gap between state tourism marketing initiatives and local LGA tourism marketing efforts. The campaign is branded 'Visit Melbourne's True North' focuses on promoting the North as a destination to the intrastate market. Phase 2 of the campaign includes a website www.visitmelbournesnorth.com.au and various social media content. Results of the campaign indicate a reach of over 200,000 people. 	<p>Actions to promote local and regional visitation, activation to support hospitality and accommodation recovery/growth have included:</p> <ul style="list-style-type: none"> ▪ The @discoverhume Instagram page continued as the main call to action for Visitor Economy related communications. The page delivered over 2 million impressions with a 121% increase and achieved over 4,500 engagements. ▪ In partnership with Melbourne's North Group of Councils, NORTHLink and Adz Collective, a 'Northern' tourism digital marketing campaign has been launched to bridge the gap between state tourism marketing initiatives and local area tourism efforts. ▪ A 'discover hume' print advertisement and editorial will be featured in the Official Visitor's Guide (OVG) Winter edition. ▪ In partnership with NORTHLink, contributed to the regional submission of the Victorian Parliamentary Economy and Infrastructure Standing Committee Inquiry into the impact of the COVID-19 pandemic on the tourism and events sectors, as well as the Federal Government's Reimagining the Visitor Economy inquiry.


The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Support volunteer organisations to adapt to COVID-normal practices and re-engage volunteers.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px;">100%</div> <p>Completed</p>	Community Services	<p>The Re- energise, Re-activate, Re-connect COVID training and support package was delivered over a five-week period with online and face to face workshops offered during April - May 2021. The program was facilitated by industry experts in their perspective fields. Topics included:</p> <ul style="list-style-type: none"> ▪ Volunteer program management - two sessions. ▪ Digital adaption. ▪ Accidental Counsellor Human design thinking framework. ▪ The training program was well received by participants from various organisations in the areas of health, refugee settlement, community development and children's charity. An evaluation survey prepared by Council was distributed to participants. The summary report highlighted that the training program received a net promoter score of 28.6 which indicates that participants had a good experience during the training program. The feedback reiterated the positive experience participants had during the training and stated that communications, managing and engaging volunteers were key skills learned during the program. 	<p>To support volunteer organisations, adapt to COVID-normal practices and re-engage volunteers, Hume Volunteer Gateway has developed a training and support package 'Re-energise, Re-activate, Re-Connect' for community organisations who engage volunteers. The training and support package combines toolkits with a suite of practical units that aim to empower volunteering organisations to manage recovery, strengthen volunteering management skills and program adaption.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Facilitate capacity building workshops to up-skill community organisations to develop COVID-Safe plans, supporting their ability to safely re-establish.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">  75% </div> <p>Significant Progress</p>	Community Services	<p>Hume Volunteer Gateway on Tuesday 8 June 2021 held a virtual webinar 'Volunteer Safety Risk and Insurance' sessions facilitated by Justice Connect, which included discussions on health and safety, risk management, volunteer insurance and child safety requirements and provided resources to help further develop in their organisation COVID safe plans and safely re-engage with the community post lock down.</p> <p>Planning is underway to deliver workshops in November / December 2021 to support groups to develop COVID-Safe Plans and facilitate their capacity to safely re-open.</p>	<p>A virtual webinar 'Volunteer Safety Risk and Insurance' sessions facilitated by Justice Connect was held on 8 June.</p> <p>Approximately 20 organisation/community groups participated in the workshop. Participants represented a range of organisations such as homeless shelter, youth and children services, Neighbourhood Houses, Community Hubs, community groups and local sporting clubs.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>As recovery progresses, undertake further community and business engagement to identify changing and emerging needs.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	<p>Communications, Engagement and Advocacy, Community Services, Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Community and business engagement to identify changing and emerging needs has included:</p> <ul style="list-style-type: none"> ▪ Preparing the COVID-19 Economic Recovery Action Plan – 2021. Through meetings, structured events and industry visits stakeholders continue to be consulted. ▪ The Community Health Champions have been providing key COVID-safe messaging to the community and reporting to Council community needs and support requirements. ▪ Hume Interfaith Network have been meeting regularly during COVID-19 and advising current support needs. ▪ The Multicultural Action Group and Reconciliation Action Plan Working Group meetings were held to advise community support during COVID-19 recovery. ▪ The Hume Jobs and Skills Task Force met each quarter.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Deliver in person and online mental health, mindfulness and resilience workshops (delivered in community languages) to women and multicultural communities.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px;">100%</div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	<p>Hubs have been offering a wide range of activities to break social isolation, support mental health and propose engaging and fun activities. The following proposed activities include:</p> <ul style="list-style-type: none"> ▪ Wellbeing topics have been incorporated in all the art and craft activities by Hume's school-based Hubs. ▪ Recovery activities are also being planned to foster social connection, which is important for mental health. ▪ The Harmony Week community event was held in March 2021 with 340 bookings. This was one of the first Council run in person events in 2021 and initial feedback found it made participants feel 'happy' and 'connected'. ▪ In May, Islamic Museum of Australia tour was organised as part of COVID-19 Recovery and support program.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Implement Round 2 of COVID-19 Community Support Fund; providing direct grants to agencies/organisations in Hume, supporting their ability to provide essential services (food relief), mental health programs and digital access to vulnerable community members.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #28a745; width: 100%; height: 10px; margin-bottom: 2px;"></div> 100% </div> <p>Completed</p>	Community Services	<p>Round 2 of the COVID-19 Community Support Fund closed on Friday June 25.</p> <p>37 Expressions of Interests (EOI) were received with a high standard of applicants. Budgeted allocation is \$160,000 and total request of funding equals \$673,870.</p> <p>Payments total of \$160,000 were distributed to 14 organisations in July 2021. This is expected to provide contact points with over 16,000 residents in need.</p>	<p>Round 2 of the COVID-19 Community Support Fund closed on Friday June 25 and 37 expressions of interests received.</p> <p>Multicultural Support Fund received 25 EOIs in December, while the Round 1 of the COVID-19 Community Support Fund received 16 EOIs in May/June 2020.</p>
<p>Deliver free community-based physical activity and social connection opportunities for cohorts disproportionately impacted by COVID-19, particularly women and young people.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #28a745; width: 50%; height: 10px; margin-bottom: 2px;"></div> 50% </div> <p>Good Progress</p>	Community Services, Corporate Services	<p>Work has commenced in preparation for This Girl Can Week in March 2022. This program is designed to inspire women to get active regardless of their background, ability, age, or body shape.</p> <p>Council is currently planning to host a Get Active Expo in early 2022. This program seeks to better understand the barriers Hume residents experience in participating in physical activity and identify new ways Council might adapt active recreation opportunities to better meet our communities' needs.</p> <p>Social Support Programs have provided online activities for Seniors during lockdown.</p>	<p>Research has been undertaken to determine the impact of COVID-19 on physical activity participation and how these impacts have varied across different community cohorts and groups. Plans are underway to host two programs in early 2022. The programs will place an emphasis on group activities, providing opportunities for participants to build new social connections while engaged in physical activity.</p> <p>Social Support Programs have provided online activities for Seniors during lockdown.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

THEME
1

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING

Strategic Objective 1.3: Promote a healthy, inclusive and respectful community that fosters community pride and safety.

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Deliver in person and/or online multicultural community cooking classes which promote culturally appropriate healthy eating on a budget.</p> <p>Progress Indicator:</p> <div style="display: flex; align-items: center;"> <div style="width: 50%; height: 10px; background: linear-gradient(to right, green, white); border: 1px solid black; margin-right: 5px;"></div> 50% </div> <p>Good Progress</p>	Community Services	Population Health and Social Policy has partnered with the Youth Services team, Community Centres team and Hume Emergency Relief Provider Network to promote Nutrition Education and Skills Training (NEST) to Hume residents and groups.	<p>Council has partnered with OzHarvest to deliver a healthy and affordable cooking program for residents.</p> <p>This program will include a six-week guided workshop series pop-up cooking demonstrations across the municipality Online information, videos and resources to support healthy cooking at home. A diversity lens will be applied to the work, to ensure it is accessible to Hume's culturally diverse community.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Plan and deliver a COVID-19 mass immunisation program for Hume City residents when a vaccine becomes available.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px; height: 15px; margin-bottom: 5px;">100%</div> <p>Completed</p>	<p>Community Services</p>	<p>Council continues to support the roll-out of COVID-19 vaccination at the local level in partnership with the Department of Health, local Public Health Units and vaccination service providers.</p> <ul style="list-style-type: none"> ▪ Two mass vaccination hubs have been established in Hume including Town Hall Broadmeadows, and the old Ford factory site in Campbellfield. ▪ In addition to mass vaccination sites, Council continues to support the establishment of pop-up vaccination sites across the municipality. 	<p>Council continues to support the roll-out of COVID-19 vaccination at the local level in partnership with the Department of Health, local Public Health Units and vaccination service providers.</p> <p>Council successfully secured a grant to deliver a project focussed on communicating COVID-19 vaccination information to culturally and linguistically diverse groups.</p>


The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Provide free:</p> <ul style="list-style-type: none"> seedlings, compost to enable residents to grow food at home, important for both physical and mental health. native plants to residents, important for connection to nature in the home providing mental health support. in-home assistance to set up home gardens. <p>Progress Indicator:</p> <div style="display: flex; align-items: center;"> <div style="width: 25%; height: 10px; background: linear-gradient(to right, green, white); margin-right: 5px;"></div> <div style="border: 1px solid black; padding: 2px;">25%</div> </div> <p>Some Progress</p>	Sustainable Infrastructure and Services	<p>The native plant component is being integrated through enhancement of the Gardens for Wildlife (G4W) program. The food growing and composting and in-home assistance components are being implemented through the new Let's Grow Hume program with online workshops occurring from October 2021 – February 2022. Seedling and other gardening giveaways will have also planned to occur.</p> <p>The G4W indigenous seedling giveaway offer in September had 435 seedling orders submitted, with budget to provide 200 boxes to randomly selected residents in June 2022. Order for 10,765 seedlings has been placed. Twenty people have applied to have garden visits.</p>	Native plants have included in the 'Gardens for G4W Program. G4W was started in early 2021 through promotions to generate interest and recruit community volunteers to be Garden Guides. Due to COVID-19 restrictions, the G4W launch event has been postponed to 21 November 2021.



The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred





Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Energy Savvy program targeting financially vulnerable households to conduct energy efficiency home upgrades to improve thermal comfort, physical health and reduce bill stress.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">  25% </div> <p>Some Progress</p>	Sustainable Infrastructure and Services	<p>During the quarter:</p> <ul style="list-style-type: none"> The agreement with the Department of Environmental Land, Water and Planning has been renegotiated with lower financial commitment required from eligible Hume residents. This has increased interest in the program and promotions are continuing via a variety of Council channels including a flyer and a letter signed by the Mayor that has been sent to concession rates households. Twenty-five assessments have been completed and 36 are booked for when restrictions allow. Five upgrades have been completed and four are booked. The revised target is to reach 100 Hume households with upgrades. 	<p>Council promotion of the Energy Savvy Upgrades program commenced, with a small number of responses from the community to date (the financial contribution has been a barrier for Hume households).</p> <ul style="list-style-type: none"> The agreement with the Department of Environmental Land, Water and Planning has been renegotiated. The program will target 100 financially vulnerable households to conduct energy efficiency home upgrades to improve thermal comfort, physical health and reduce bill stress. Flyers and a letter from the Mayor have been sent to concession rates households with rooves not suitable for solar.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Grants of up to \$20,000 to support clubs to meet their administrative and offset service utility service costs (and encouraging passing on savings to families).</p> <p>Progress Indicator:</p> <p> 100%</p> <p>Completed</p>	Corporate Services	This action was completed in 2020/21.	Payments made under this grant are based on Hume club size and/or number of teams. The first payment was made in 2020 and the second round of payment was updated in Quarter four 2020/21.
<p>Grants of up to \$5,000 to support sporting clubs to remain viable and operating post-COVID.</p> <p>Progress Indicator:</p> <p> 75%</p> <p>Significant Progress</p>	Corporate Services	<p>A report regarding allocation of funds for Sporting Uniforms and Equipment Grants Program was presented to Council in August 2021.</p> <p>The Sporting Uniforms and Equipment Grants Program was developed to provide opportunities for Hume City based sporting clubs and associations to apply for funds for uniforms and equipment to ease the financial burden on local families.</p>	The grant program commenced and report regarding allocation process was presented to Council in August 2021.



The progress indicator displayed above is based on the status as follows:

 On Track  Monitor  At Risk  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Establish a Health and Community Wellbeing mobile visiting service to deliver Maternal and Child Health, Aged Care and Immunisation outreach services for residents in areas with limited services access.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	Community Services	<p>Council has taken delivery of its new mobile health clinic. The new vehicle provides the same functionality and equipment as a typical Maternal and Child Health consulting suite. The vehicle also includes a state-of-the-art solar, battery and autonomous stop-start system, enabling the mobile clinic to operate with no mains power connection.</p> <p>The vehicle will support a range of service applications including pop-up services, home visiting services and promotional activity at community functions and events. While the vehicle will primarily be used by Council’s Maternal and Child Health team, it is also expected to be used by Council immunisation, aged care, and early years services.</p> <p>The vehicle will be made available for use by local GP practices and to support COVID-19 vaccination delivery in the Hume community. Officers are also seeking to work with local GP practices to use the vehicle to provide COVID-19 vaccination to housebound and geographically isolated residents. Officers are currently working with the North Western Melbourne Primary Health Network to identify and pursue these opportunities.</p>	<p>The Health and Community Wellbeing mobile service vehicle is completed with fit out and graphics completed September 2021.</p> <p>The mobile service includes a consulting space for staff and families, vaccine storage capabilities and comprehensive information and resources about local services.</p> <p>In the immediate term, the vehicle will be made available for use by local GP practices and to support COVID-19 vaccination delivery in the Hume community.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>In partnership with organisations such as the Waterwell Foundation, enhance health literacy of Hume residents by delivering resources and information sessions in community languages.</p> <p>Progress Indicator:</p>  <p>Significant Progress</p>	Community Services	<p>Council has partnered with the Waterwell Foundation to deliver a series of sessions focussed on mental health and wellbeing throughout October and November 2021. These sessions will complement ongoing COVID-19 related community education and information sessions being led by Council's internal workforce.</p>	<p>Council has successfully secured a grant to deliver a project focussed on COVID-19 vaccination information for culturally and linguistically diverse groups.</p> <p>This will enhance health literacy of Hume residents by delivering resources and information sessions in community languages.</p> <p>Council has partnered with the Waterwell Foundation to deliver a series of sessions focussed on mental health and wellbeing.</p>
<p>Launch the "I love Hume" campaign with the heart of community and driving feelings of pride and belonging.</p> <p>Progress Indicator:</p>  <p>Significant Progress</p>	Communications, Engagement and Advocacy	<p>Due to the ongoing COVID-19 lockdown restrictions, launch of the "I Love Hume Campaign" has been delayed and will now form part of Hume's reactivation in a post-COVID-19 environment. The launch is expected in mid-November 2021.</p>	<p>'I Love Hume' Communications Strategy has been developed.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Share engaging personal stories of individuals living in Hume City through social media to increase visibility of community members, their unique experiences, cultures, traditions and strengths.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #28a745; width: 75%; height: 10px; margin-bottom: 2px;"></div> 75% </div> <p>Significant Progress</p>	<p>Communications, Engagement and Advocacy, Community Services</p>	<p>This initiative has evolved to deliver a local COVID-19 vaccination campaign featuring and celebrating diverse community members, and their motivation to get vaccinated.</p> <p>This far-reaching campaign has been rolled-out across Council social media channels, website, print promotion and digital advertising boards in local shopping centres.</p>	<p>To share engaging personal stories of individuals living in Hume, a photo and video campaign through social media has been developed.</p> <p>The campaign has been rolled-out across Council social media channels, website, print promotion and digital advertising boards in local shopping centres.</p>
<p>Provide care packages for rough-sleepers that include bottled water, sunscreen, face masks, sanitiser, food/travel vouchers, resources and information about available local support services.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #28a745; width: 100%; height: 10px; margin-bottom: 2px;"></div> 100% </div> <p>Completed</p>	<p>Community Services</p>	<p>Further research has been undertaken regarding care package content for rough sleepers. Additional support items have been recommended and will be packaged and distributed after lockdown eases.</p> <p>In addition to care packages, planning is underway to launch a new Hume Showers program focussed on providing rough sleepers/homeless people with local access to showering and hygiene amenities.</p>	<p>Following the appointment of the new Homelessness Pathways Officer, care packages have been prepared and will be delivered to local rough sleepers when lock down restrictions ease.</p> <p>In addition to care packages, planning is underway to launch a new Hume Showers program.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Employ a liaison officer for 12 months to provide support to the growing number of people sleeping rough and at-risk of homelessness in Hume.</p> <p><u>Progress Indicator:</u></p> <div style="border: 1px solid black; background-color: #28a745; color: white; padding: 2px; display: inline-block;">100%</div> <p>Completed</p>	Community Services	<p>Homelessness Pathway Officer (HPO) position has been recruited and has been commenced.</p> <p>The HPO has undertaken a number of actions within this position during this quarter, including, but not limited to:</p> <ul style="list-style-type: none"> • Established bi-monthly meeting with City Laws to identify and address matters of interest pertaining to rough sleeping in Hume City. • The collection and collation of data in regard to rough sleeping in the municipality. • Served as a Census Field Officer with the 2021 ABS to complete the Rough Sleeper Enumeration. • Attended network meetings with the Northern Homelessness Network. • Established Rough Sleeper Inbox to streamline notifications of persons sleeping rough internally and externally. • Reviewing the interim protocol and benchmarking with other local councils. • Rendered support to a number of persons sleeping rough and at risk of homelessness and provided referrals to other supporting agencies. 	<p>A new Homelessness Pathways Officer has been recruited by Council. This new position oversees a range of functions and activities to better support homelessness in the local area, including:</p> <ul style="list-style-type: none"> ▪ Provide outreach to rough sleepers and connect with local homelessness supports and services. ▪ Consultation and data compilation to equip Council and stakeholders with improved information to inform planning and decision making. ▪ Implementation of a rough sleeping response protocol to ensure Council are equipped with the skills to support local rough sleepers. ▪ Delivery of information to community members about rough sleeping, appropriate reporting pathways and available support. ▪ Development and distribution of care packages to rough sleepers.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 □ Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Empower communities to manage and lead their own recovery by facilitating place-based activities and events.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; width: 100px; text-align: center;">100%</div> <p>Completed</p>	Community Services	<p>Place-based activities and events undertaken during the quarter have included:</p> <ul style="list-style-type: none"> ▪ Online Morning Tea sessions held at Aitken Hill and Newbury Community Centres. The morning tea sessions were well attended with 11 groups represented across both sessions. ▪ Homestead Virtual Morning Tea - held on 28 September. ▪ Homestead Community Lunch - held on July 14 and July 28. 	<p>Place-based activities and events undertaken have included:</p> <ul style="list-style-type: none"> ▪ Community members co-designed and participated in event planning for Harmony Week, which was held at Town Hall Broadmeadows on 19 March 2021. ▪ Roxburgh Park Homestead Celebrated 21 years of Service to the Community in March 2021, with 178 community members in attendance. ▪ Reactivation activities included Harmony Day celebrations at Newbury and Aitken Hill Community Centres. ▪ Let's Connect Community Event held in partnership with various stakeholders. ▪ Other place -based activities included Community Coffee with a Cop, Bring Your Bills Day, Road to Recovery Event, Easter Community Morning Tea Celebration, meet your local Northern Preschool Team and Meet Representatives of Victoria Police, Mother's Day Morning Tea, Evening Open Dance Meditation, Stay Safe Online, Coffee with a Cop, online morning tea sessions, and community lunch .

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Recognising the risks of family violence and violence against women during COVID-19, in partnership with Neighbourhood Houses and Community Centres develop and deliver targeted programs that support at-risk community members.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #28a745; width: 75%; height: 10px; margin-bottom: 2px;"></div> 75% </div> <p>Significant Progress</p>	Community Services	<p>Planning underway for a variety of targeted programs to be delivered in Quarter Two. A number of scheduled activities have been postponed to later quarters due to COVID lockdown.</p> <p>Small grants (\$1,000) provided to two neighbourhood houses:</p> <ul style="list-style-type: none"> • Dallas Neighbourhood House - to cover costs of a film maker who will produce a film with key messages in English and other community languages (with English subtitles) on family violence prevention and disclosure. • Sunbury Neighbourhood House - to promote the prevention of violence against women through a social marketing campaign of postcards that will highlight the increase of family violence during the pandemic. 	<p>Delivery of targeted programs that support at-risk community members has included:</p> <ul style="list-style-type: none"> ▪ The Homestead Community and Learning Centre's Women's Circle celebrated International Women's Day on 8 March 2021 with a 'Let's Talk Money Workshop' facilitated by Women's Health in the North (WHIN). The Financial Rights and Budgeting workshop was attended by fifteen women and received positive feedback. ▪ Small grants provided to two neighbourhood houses. <p>Planning is currently underway for the delivery of programs in 2021/22, including:</p> <ul style="list-style-type: none"> ▪ Week without Violence ▪ 16 Days of Activism.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Continue to expand opportunities for older residents to remain connected online and with the assistance of technology in the home.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	Community Services	<p>Council has secured an additional 13 iPad loan devices for older residents who do not have access to their own device. A train-the-trainer model program has been established to build the skill and confidence of older residents to use digital technology to remain connected.</p> <p>Council continues to facilitate a range of structured and informal online events and activities to keep older residents connected.</p>	<p>Council has expanded opportunities for older residents to remain connected online through the provision of iPads. Council officers offer support to clients, including how to navigate the device and participate in online programs.</p>
<p>Raise awareness of gambling harms, available supports within the community and alternative recreation activities.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	Community Services	<p>Plans are well advanced to launch Gambling Harm Awareness Week in Hume City on 18 October 2021. Council has partnered with Banyule Community Health and the Alliance for Gambling Reform to host the event. Three guest speakers will be at the event, sharing information and experiences about the normalisation of gambling to young people.</p> <p>Although gaming venues are closed during lock down, ongoing liaison continues with the Libraries After Dark program to promote alternatives to gambling.</p>	<p>A strategic advocacy plan has been launched in partnership with the Alliance for Gambling Reform to capitalise on gambling harm advocacy opportunities. Plans are well advanced to launch Gambling Harm Awareness Week on 18 October 2021. This event forms part of Council's ongoing collaboration efforts to raise community awareness of gambling harms and share information on alternative activities to gambling.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Connect vulnerable families with material aid, working in partnership with St Kilda Mums and Big Group Hug.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> 100% </div> <p>Completed</p>	Community Services	Approximately 250 play and learn bags have been distributed to families currently engaged in the Council's Enhanced Maternal and Child Health (EMCH) Service and will continue to be distributed to new families enrolled in the Service until the quota is exhausted.	Council's Enhanced Maternal and Child Health (EMCH) Service continues to connect vulnerable families to material aid, working in partnership with St Kilda Mums and Big Group Hug. The EMCH Service has created 450 "Babies in Hume Play and Learn Bags" for distribution to vulnerable families receiving support through the EMCH program. The bags contain resources and toys that will assist caregivers to support infant and child development through play-based learning activities.

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 □ Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Facilitate referrals to specialised mental health support agencies via Council's Maternal and Child Health Services.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px; height: 15px; margin-bottom: 5px;">100%</div> <p>Completed</p>	Community Services	<p>The MCH service works collaboratively with Mum's Matter Psychology who provide Medicare rebated quality mental health care for pregnant women and new parents with the municipality and has continued to provide this support via telehealth during the COVID-19 pandemic.</p> <p>Internal capacity is also being expanded to support infant mental health. Currently an EMCH nurse is being supported to undertake the Infant Mental Health Advanced Training course in collaboration with RCH, which will enhance specialised mental health support for the Hume community.</p>	<p>Specialised Mental Health support is a key aspect of all Maternal and Child Health (MCH) consultations. Additional support is provided by way of referral to the Enhanced Maternal and Child Health (EMCH) team, which consists of experienced Maternal and Child Health nurses, social workers and parent support workers for Hume's most vulnerable families. Council's EMCH Service supports an average of 230 families per month.</p> <p>The MCH service also works collaboratively with Mum's Matter Psychology who provide affordable quality mental health care for pregnant and new parents.</p> <p>Internal capacity is also being developed to support infant mental health.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Advocate to the State and Federal Government to address local issues and community feedback relating to COVID-19 needs for Hume's community and businesses.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; padding: 2px; display: inline-block;"> 100% </div> <p>Completed</p>	<p>Communications, Engagement and Advocacy, Community Services, Corporate Services, Planning and Development, Sustainable Infrastructure Services</p>	<p>Council continues to raise community concerns with State and Federal government across a range of topics including:</p> <ul style="list-style-type: none"> • Local access to COVID-19 vaccination. • The proposed introduction of a quarantine facility located in Mickleham. • Difficulties experienced by residents navigating COVID-19 vaccination booking systems. 	<p>Council officers continue to participate in a range of networks and forums convened by State/Federal government departments and use these platforms to escalate community concerns. Across these forums, officers have raised community concerns including:</p> <ul style="list-style-type: none"> ▪ Ongoing need for translated materials and resources for CALD communities. ▪ Availability of COVID-19 vaccination information. ▪ Local access to COVID-19 vaccines ▪ The proposed introduction of a quarantine facility located in Mickleham <p>The Hume Interfaith Network met monthly during this time, with an average of nine participants at each meeting. The members provided insight into the concerns and experiences of faith communities regarding the pandemic which were included in Hume City Council reports to the State Government.</p> <p>Council officers continue to participate in a range of networks and forums convened by State/Federal government departments and to escalate community concerns.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

THEME
2

A HEALTHY AND SAFE COMMUNITY

Strategic Objective 2.1: Facilitate appropriate urban development and enhancing natural environment, heritage, landscapes and rural places.

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Facilitate planning permits from businesses to help stimulate the construction sector.</p> <p>Progress Indicator:</p> <div data-bbox="143 520 405 560" style="border: 1px solid black; padding: 2px;"> 100% </div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Actions to facilitate planning permits from businesses to help stimulate the construction sector have included:</p> <ul style="list-style-type: none"> ▪ Utilisation of a dedicated resource within Statutory Planning to facilitate planning permits for major businesses in Hume. The position acts as a point of contact and has helped streamline the planning process, delivering efficiencies and ensuring permits are assessed in a timely manner. ▪ Ongoing improvement projects within the Statutory Planning team to streamline the approvals process and reduce administrative delays in the issuing of planning permits and associated approvals. This has reduced processing times and improved communication with customers, simplifying the approvals process for businesses and general customers.

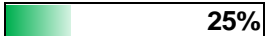
The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 □ Deferred

THEME
2

A HEALTHY AND SAFE COMMUNITY

Strategic Objective 2.3: Design and maintain our City with accessible spaces and a strong sense of place.

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Deliver additional infrastructure in upgrades to open spaces and play spaces including installing more seats, table settings, water fountains, signage and recreation equipment e.g. basketball/netball towers in local parks.</p> <p>Progress Indicator:</p> <div data-bbox="141 612 405 647">  25% </div> <p>Some Progress</p>	<p>Planning and Development</p>	<p>Site and desktop inspections to enable determination where new infrastructure is to be installed on each site are mostly complete. Site inspections to confirm locations will continue post Covid-19 lockdowns.</p>	<p>A program of minor infrastructure improvements has been identified to enhance the use of the open space, walking and cycling network across Hume. This includes additional seating, drinking fountains and enhancements to sites undergoing improvement in the current program. Implementation commenced in Quarter four 2020/21.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred

THEME
2



A HEALTHY AND SAFE COMMUNITY

Strategic Objective 2.4 Connect our City through efficient and effective walking, cycling and public transport and road networks.





Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Continue to promote walking and cycling through connecting more walking and cycling links in urban areas e.g. residential areas to activity centres, schools, community centres, transport hubs and providing associated infrastructure e.g. seating, drinking fountains, signage, lighting.</p> <p><u>Progress Indicator:</u></p> <div style="border: 1px solid black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <p>Deferred</p>	<p>Planning and Development</p>	<p>Funding for this action was deferred to subsequent years as part of the 2021/22 budget process. No further actions will be undertaken in 2021/22.</p>	<p>Council continues to implement the walking and cycling program. Actions have included:</p> <ul style="list-style-type: none"> ▪ Investigations and assessments progressing for: <ul style="list-style-type: none"> ○ Merri Creek Trail - Merri Concourse to Premier Drive / Metrolink Circuit. ○ Continuing the trail from Spavin Lake along Kismet Creek, Sunbury. ○ Aitken Creek - railway line to Hothlyn Drive and railway corridor to Craigieburn train station. ○ Greenvale to Attwood Pipe Track. ▪ Responding to resident requests and constructing short pathway connections in Greenvale, Gladstone Park and Sunbury. ▪ Ongoing signage and line marking audit actions. ▪ Local Area Traffic Management (LATM) upgrade works to five walkways in Craigieburn have been completed. ▪ Meadowlink Stage 2 design documentation has been completed and construction contract awarded.



The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Extend waiver of interest on outstanding rates balances until 31 March 2021.</p> <p>Progress Indicator:</p> <p> 100%</p> <p>Completed</p>	Corporate Services	This action was completed in 2020/21.	The waiver of interest on outstanding rates balances has been extended until 30 June 2021.
<p>Extend discounts to private event hirers (i.e. birthday parties) and not for profit clients running new programs in Council's community centres or facilities until 30 June 2021.</p> <p>Progress Indicator:</p> <p> 100%</p> <p>Completed</p>	Communications, Engagement and Advocacy, Community Services	This action was completed in 2020/21.	Discounts for private event hirers and not for profit clients running new programs in Council's community centres or facilities was on-going until end of June 2021.

The progress indicator displayed above is based on the status as follows:

 On Track  Monitor  At Risk  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Review our financial hardship policies to ensure they address the difficulties of increased financial stress brought about by COVID-19.</p> <p>Progress Indicator:</p>  <p>Significant Progress</p>	<p>Community Services, Corporate Services</p>	<p>The draft hardship policy to address the difficulties of increased financial stress brought about by COVID-19 is being developed.</p>	<p>Council have implemented an updated hardship application form and developed an online contactless application process that provides ratepayers with the opportunity to set up payment arrangements or deferrals to meet their own unique circumstances. This process ensures there is a consistent and transparent approach applied to all applications.</p> <p>The draft hardship policy is being developed.</p>
<p>Review current COVID-19 fee reductions and waivers to determine if they should be extended to support ongoing community and economic recovery, especially for vulnerable cohorts.</p> <p>Progress Indicator:</p>  <p>Completed</p>	<p>Community Services, Corporate Services, Communications, Engagement and Advocacy</p>	<p>COVID-19 fee reductions for private events and not-for-profit clients and waivers of interest on outstanding rates balances concluded on 30 June 2021.</p>	<p>Current COVID-19 fee reductions for private events and not-for-profit clients and waivers of interest on outstanding rates balances have been extended until 30 June 2021.</p>

The progress indicator displayed above is based on the status as follows:

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred