

HUME CITY COUNCIL PLAN 2021-2025

Final Progress Report
2022/23 Actions

INCORPORATING THE:

- DISABILITY ACTION PLAN
- COMMUNITY SAFETY ACTION PLAN
- PATHWAYS TO SUSTAINABILITY



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PROGRESS DESCRIPTIONS

Year to date progress is indicated with the percentage completion for each action.

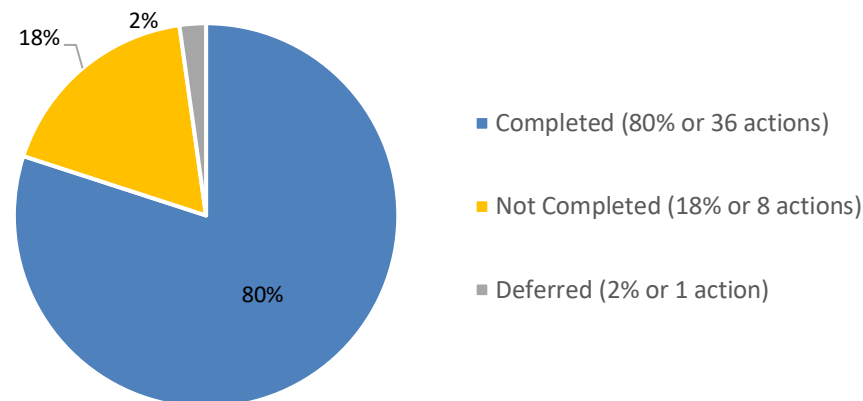
The progress indicators displayed are based on the status as follows:

- **Completed** – Expected work toward this action has been completed by 30 June 2023.
- **Not Completed** – Action has not been completed within 2022/23
- **Deferred** – Action is not being completed this financial year.

The Council Plan incorporates the Disability Action Plan, the Community Safety Action Plan and the Pathways to Sustainability. The following symbols are used to specify the corresponding plans:

- ♿ Disability Action Plan
- 🛡️ Community Safety Action Plan
- 🌱 Pathways to Sustainability

SUMMARY OF PROGRESS – 1 JULY 2022 – 30 JUNE 2023

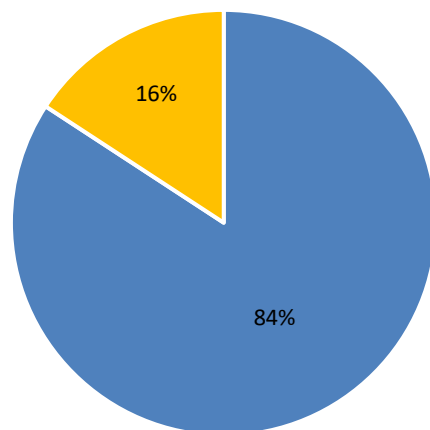


COUNCILS ROLE

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.

SUMMARY OF PROGRESS FOR THEME 1 1 JULY 2022 – 30 JUNE 2023



■ Completed (84% or 16 actions)

■ Not Completed (16% or 3 actions)

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

■ Completed ■ Not Completed □ Deferred

STRATEGIC INDICATORS TO 30 JUNE 2023

Strategic Objective 1.1: Create learning opportunities for everyone to reach their potential through all stages of their lives

Indicator	Target	2022/23 Result
Active library borrowers per head of municipal population	Target by 2025 = 10%	The percentage of active borrowers from July 2020 to June 23 is 6.7%^ . The result from July 2019 to June 22 is 7.10%. (Source: Local Government Performance Reporting Framework) ^This indicator was updated on the 9 October 2023 following finalisation and certification of Council's LGPRF submission for 2022/23)
Kindergarten participation rates (includes non-Council services).	Target by 2025=93%	94% is the most recent kindergarten participation rate (2021), the previous result in 2020 was 94%. (Source: Department of Education)

Strategic Objective 1.2: Provide opportunities, and support business growth and visitor economy to create accessible local jobs for our diverse community.

Indicator	Target	2022/23 Result
Number of student placements supported by Council	Target by 2025 = 100	There were 84 student work experience placements between 1 July 2022 and 30 June 2023. (Source: Hume City Council, CHRIS21)
Percentage gap between the Greater Melbourne and Hume LGA unemployment rates.	Target by 2025 = 3.5%	Latest data on the unemployment rates show a gap of 2.8% between Hume City (6.6%) and Greater Melbourne (3.8%). For the same period last year, the gap was 3.5% (Source: Department of Employment Small Area Labour Markets)

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

Indicator	Target	2022/23 Result
Participation rates in Maternal Child Health	Target by 2025 = 75%	The 2022/23 participation rate is 74.12%. The participation rate in the MCH service in 2021/22 was 73.36%. (Source: Local Government Performance Reporting Framework)
Percentage of community who are satisfied with their health	Target by 2025 = 85%	70.7% is the 2022/23 result which is a decrease from the previous result of 88.8% in 2020/21. This indicator is collected every two years and will next be published in 2024/25. (Source: Hume City Council, Community Indicators)
Percentage of community who believe it's a good thing for a society to be made up of people from different cultures	Target by 2025 = 85%	92% of people agreed it's a good thing for a society to be made up of people from different cultures in 2022/23 compared to 85% in 2020/21. This indicator is collected every two years and will next be published in 2024/25. (Source: Hume City Council, Community Indicators)



Strategic Objective 1.4: Strengthen community connections through local events, festivals and the arts.

Indicator	Target	2022/23 Result
Average overall community satisfaction rating for Council led events and festivals	Target by 2025 = 80%	The average overall community satisfaction score for Council led events and festivals in 2022/23 is 87.3%. The result for 2021/22 was 79%. (Source: Hume City Council, Event Evaluations)

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

☒ Completed
 ☐ Not Completed
 ☐ Deferred

Strategic Objective 1.1: Create learning opportunities for everyone to reach their potential through all stages of their lives.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.1.1 Strengthen volunteering to enhance vocational and social learning opportunities and community connections.</p> <p> </p> <p><i>Council's Role: Service Provider, Facilitator</i></p> <p>Progress Indicator</p> <div> <div></div> <div>100%</div> </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>Actions to strengthen volunteering to enhance vocational and social learning opportunities and community connection included:</p> <ul style="list-style-type: none"> Volunteering for All Expo held in November 2022, with 92 residents in attendance and 25 organisations were represented as stallholders. Two workshops were held in May and June 2023 to develop a Hume Volunteering Charter that will shape a vision for a sustainable volunteering future. The Charter will be presented to Council in December 2023. Council's Volunteer Charter (Volunteering for All) development is well progressed, which will shape a vision for a sustainable volunteering future. The Charter will be presented to Council in December 2023. Council hosted a Volunteer Civic Reception event in May as part of National Volunteers Week to celebrate and acknowledge Hume residents' contribution to the community. Approximately 300 volunteers were recognized on the night. Three Hume volunteers were invited to be present their projects highlighting the contribution to the broader community. Interest in volunteering is returning following COVID19 with an additional 697 people, and 20 community organisations having registered their interest. Nineteen community organisations and groups participated in Volunteering Victoria free webinars and workshops. Five community engagement activities delivered. 2024 Community Grant program includes a Specialist Partnership Grant category for volunteer engagement. The Annual Tax Help program supported 201 resident calls and 134 client appointments. Commenced partnership with Hume Whittlesea Local Learning and Employment Network (HWLLEN).

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

☒ Completed
 ☐ Not Completed
 ☐ Deferred

Strategic Objective 1.1: Create learning opportunities for everyone to reach their potential through all stages of their lives.


Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.1.2 Continue to review Council's early years services and explore future infrastructure requirements for the short, medium and long term needs to support continued service growth and changing government policy direction.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>The Kindergarten Infrastructure Building Blocks Pipeline partnerships agreement with the Victorian Government has been approved. The agreement has identified expansion work at five locations that will increase licensed Kindergarten places by 198 by 2026.</p> <p>The current Kindergarten infrastructure plan (KISP) is under review and will consider the impacts of 30 hours of Pre-Prep. Further investigating is being undertaken to consider infrastructure works that will support increased licensed capacity in high need areas.</p>

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

☒ Completed
 ☐ Not Completed
 ☐ Deferred

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING.

Strategic Objective 1.2: Provide opportunities, and support business growth and visitor economy to create accessible local jobs for our diverse community.



Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.2.1 Provide a range of Council-led initiatives and work experiences to strengthen employment pathways and vocational education opportunities, particularly for those of diverse or disadvantaged backgrounds.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> <div>100%</div> </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Chief People Officer	<p>Initiatives and work experience to consolidate, develop and strengthen employment pathways and vocational education opportunities included:</p> <ul style="list-style-type: none"> Over 100 work placements have been offered with 84 work experience placements being undertaken within the financial year. Work placements commenced as part of the Industry Practical Placement (IPP) program in partnership with Kangan Institute for Hume residents with a mild intellectual disability. Two hundred and thirty-eight new hires (56%) during the 2022/23 financial year were Hume residents. The 2023 Passport to Work program was delivered in collaboration with Juno Institute and DPV health. Fifteen Hume residents participated with 64% of the protégés (Hume residents) securing employment. The program supports community members to develop the skills necessary to gain employment. Council provided a letter of support to the Northern Councils Alliance (NCA) Inclusive Employment project to advocate for funding from the State Government. to deliver an Inclusive Employment Program for local residents who face barriers to employment. Council will continue to advocate and share support for this project. In December, Hume collaborated with other local governments to participate in a LGPro Inclusive Employment Job Summit. This summit provided the opportunity to connect with local job seekers and promote Hume City Council as an employer of choice.

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




■ Completed
 ■ Not Completed
 ■ Deferred

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING.

Strategic Objective 1.2: Provide opportunities, and support business growth and visitor economy to create accessible local jobs for our diverse community.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.2.2 In partnership with the Victorian Government and business, progress the revitalisation of Broadmeadows and Hume Central to facilitate a vibrant town centre, places for people to work, learn, live and enjoy and advocacy for renewal of the Broadmeadows Train Station.</p> <p> </p> <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>The Hume Central project continues to progress through key projects within the broader program of works including:</p> <ul style="list-style-type: none"> • Advocacy campaign to gathering local feedback on Broadmeadows Train Station and Banksia Gardens Renewal priorities. • Supported provided to Bendigo Kangan Institute (BKI) as they progress renewal works at their Broadmeadows campus. • Community information and consultation sessions occurred in February 2023. • The Broadmeadows multi-deck carpark design has reached completion of the design development phase. • An Expression of Interest (EOI) process was completed for a key development site within the Hume Central precinct. The project will now prepare documentation to undertake a Request for Proposal (RFP) process to start in Q1 2023/24. • As part of the Broadmeadows Hume Global Learning Centre Expansion project, an Architect has been engaged and finalised concepts for a ground floor refurbishment to accommodate new Council chambers, public gallery, and community meeting space. The design work will continue into Q1 of 2023/24.

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

 Completed  Not Completed  Deferred

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING.

Strategic Objective 1.2: Provide opportunities, and support business growth and visitor economy to create accessible local jobs for our diverse community.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.2.3 Strengthen tertiary education opportunities in Hume City through the Multiversity Program and advocacy for a university or TAFE to be established in Hume's growth areas.</p> <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Strengthening tertiary education opportunities in Hume City have included:</p> <ul style="list-style-type: none"> The 2022/23 Hume Multiversity Tertiary Education Scholarship Program was launched in December with a total of 99 scholarships awarded to Hume residents enrolling in study with La Trobe University, Victoria University and Deakin University, Kangan Institute and Melbourne Polytechnic. Victoria University delivered three training programs: Introduction to Emotional Intelligence, Effective Communication Skills and Communicating with Influence A total of 41 participants attended from local businesses. A successful Illuminate nextgen Challenge was delivered in August 2022. Eight Hume secondary schools participated (15 teams consisting of 87, Year 9 and 10 students from a diverse range of backgrounds.) The topic for the challenge was Social Enterprise and top honours were taken out by the Hume Anglican Grammar team 'Second Chance' with their business proposal for a hard waste and clothing upcycling and redistribution service. Advocacy for tertiary education to be established in the growth areas is well advanced with a Tertiary Education provider in discussions with a major developer delivering in the Northern Growth Corridor.

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 ☐ Deferred

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING.

Strategic Objective 1.2: Provide opportunities, and support business growth and visitor economy to create accessible local jobs for our diverse community.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.2.4 In partnership with stakeholders, advocate for, and strengthen Hume City's economy by building business capability, promoting the visitor economy and attracting innovative business, support and facilitate business growth and local employment outcomes.</p> <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Council continued to strengthen Hume City's economy through;</p> <p>Facilitating business growth, capabilities, innovation and investment attraction</p> <ul style="list-style-type: none"> As of June, StartNorth has 93 members; an increase of, 12% from June 2022, this is a record high of memberships. In collaboration with ygap, Council delivered the Sustainability in Business six weeks Program which worked with ten local entrepreneurs and helped them to consider business growth with a sustainability lens. Participation in the ongoing development of the Melbourne's North Regional Investment Attraction Strategy in collaboration with NORTH Link and Regional Northern LGA's. A redevelopment is underway of the Hume Investment Attraction Framework, Hume Investment Prospectus and Virtual room. Visitor economy and liveability has been integrated into the Strategy, Framework and Prospectus. Establishment of financial incentive has been granted to a new business investor by Hume City Council. <p>Facilitating local employment outcomes:</p> <ul style="list-style-type: none"> A total of 23 Hume Businesses joined the Employment and Economic Development SEED project. The Hume SEED Inclusive Employment Framework has been finalised and available to all Hume Businesses considering adapting their recruitment and employment practices to be more inclusive and diverse. A total of 107 unemployed Hume residents were directly supported by the Local Employment Partnerships Team into employment with Hume businesses. A total of 13 employer led information sessions were delivered with a total of 310 Hume residents participating.

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 ☐ Deferred

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING.

Strategic Objective 1.2: Provide opportunities, and support business growth and visitor economy to create accessible local jobs for our diverse community.


Major Strategy or Action	Division	Description of Progress (Year to date)
1.2.4 cont.	City Planning and Places	<ul style="list-style-type: none"> Delivered two Jobs Expo's in partnership with: Melbourne Airport Corporation, NORTH Link. A third, Women in Construction and STEM Careers and Jobs Expo, was delivered in March in partnership with the Australian Manufacturing Workers Union, SheForce, Kangan Institute and the Hume Whittlesea Local Learning and Employment Network (HWLLEN). 88 women attended the event including participants from four secondary schools. Facilitating the rezoning of land at 45 Donnybrook Road to facilitate the development of the new industrial estate within the State significant industrial precinct in line with the Hume Corridor. <p>Visitor Economy (VE)- promotion, investment, growth and advocacy</p> <ul style="list-style-type: none"> Delivered two promotional campaigns thorough: TimeOut and Winter 'Official Visitor's Guide' (OVG) promoting Hume as a destination. @discoverhume Instagram page has 5,000 followers. Since January 2023 over 100 cafes and restaurants have been promoted on this platform. A range of confidential investment enquiries and planning applications are being delivered in the VE investment attraction space, as well as planning pre-approvals, stakeholder meetings and internal referrals. Six and a half thousand people attended the 2023 Hume Winter Lights Festival - of those who attended, 32% lived outside of Hume City.

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




☒ Completed
 ☐ Not Completed
 ☐ Deferred

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.


Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.1 In partnership with Victoria Police, continue to identify and deliver initiatives to improve driver/road safety, including reducing hoon driving and illegal dirt bikes.</p> <p></p> <p><i>Council's Role: Facilitator, Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>Council Officers continue to actively engage in the Victorian Government's 'Hooning Community Reference Group'. A series of clauses relating to hoon driving and dirt bikes are currently being considered for inclusion in the General Local Laws. Temporary CCTV cameras have been installed across several community locations with high reported incidence of hoon driving. Since installation, five reports have been made to Victoria Police regarding hooning behaviour and property damage.</p> <p>Through the VicRoads annual grant program Council has applied for grants to support a number of road safety initiatives including safe walking routes to school, cycle education and pre-learning support for young people seeking to apply for the learning permit.</p> <p>Planning is underway for a Road Safety Forum on the 19 July in Mickleham. The forum will focus on collating shared experiences of unsafe driving behaviours observed at school pick up and drop up times, before promoting safer driving behaviours. This forum will be delivered in collaboration with the Victorian road policing division.</p>

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




 Completed
  Not Completed
  Deferred

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.


Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.2 Facilitate initiatives and partnerships to raise awareness around the impact of family violence, and support prevention of violence against women campaigns.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>During October 2022, Council delivered a range of activities as part of 16 Days of Activism. This included a launch of the 'Change Starts with You' youth resource in partnership with DPV Health, Good People Act Now and Man Cave, financial independence workshops for migrant and refugee women, a Walk Against Violence event and a community event featuring a panel discussion focused on addressing family violence within diverse communities. Planning for the 2023 16 Days of Activism has started in partnership with Libraries, Community Centres and external organisations such as Northern Community Legal Centre.</p> <p>Council has completed an organisational assessment of existing family violence prevention initiatives in order to identify gaps, areas of duplication and opportunities for improvement.</p> <p>Based on the findings of this assessment, the following initiatives have occurred;</p> <ul style="list-style-type: none"> • Consultation took place in April 2023 with key internal stakeholders on family violence prevention priorities. • A review of Council's Family Violence Support Policy is underway in partnership with Women's Health in the North (WHIN). • A recommendation for responding to family violence disclosures training for supervisory staff is being considered. • Establishment of an internal Family Violence Prevention Working Group.

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

 Completed
  Not Completed
  Deferred

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.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.4 Advance Social Justice outcomes through delivering targeted initiatives to address barriers to access and participation.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>Initiatives to address barriers to access and participation and support community members to feel included and safe included:</p> <ul style="list-style-type: none"> In July, the NAIDOC event was attended by over 200 people, this included the Reconciliation Action Plan Working Group (RAPWG) members contributed to and attended a Video Exhibition: Stories of Connection, Stories of Us by James Henry. In December, the Education Scholarships were completed with 55 students being awarded a total of \$60,500, and 235 people in attendance. In December and January, Council partnered with Arabic Welfare to deliver Human Rights Ambassador training sessions. As part of Harmony Week in late March, 16 Cultural Diversity Week and Harmony Week activities were delivered in partnership with community centres and local services/organisations. The Hume Interface Network Harmony Sports Day concluded Harmony Week in April 2023. Eighteen participants successfully completed the 2023 Change Makers program in June. This year's program also built skills and capacity of past Change Makers who took on roles in facilitation and developing program content. Four hundred people attended the Refugee Week event in June 2023. The event was organised by five local young people with lived refugee experience in partnership with Council. The event featured a cultural fashion parade, music, dance, service providers information stalls and children's activities with the aim of advancing fairness and equity in the community by celebrating cultural diversity and the richness people from refugee background have contributed to Hume City's cultural vibrancy. One hundred people attended events to mark Sorry Day at the Stolen Generations Marker and a Reconciliation Week film screening. The events were lead by the RAP Working Group.

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

☒ Completed
 ☐ Not Completed
 ☐ Deferred

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.



Major Strategy or Action	Division	Description of Progress (Year to date)
1.3.4 cont.		<ul style="list-style-type: none"> Approximately 100 people attended a rainbow flag raising event on IDAHOBIT Day in May 2023. Council, Sunbury Aboriginal Corporation and Sunbury Cobaw Community Health worked in partnership to deliver the event that celebrates our LGBTIQ+ community. The aim of celebrating IDAHOBIT was to raise awareness of the systemic challenges that prevent or limit members of the LGBTIQ+ community participation in broader community life. A range of disability accessibility works have been completed – for further information see item 1.3.12. <p>Initiatives that had provided an intersection that support sustainability:</p> <ul style="list-style-type: none"> Welcome to Hume Tour was developed to address social justice barriers to participation in Health and wellbeing services. Fifteen community leaders attended the May tour and learned about Council's recycling, waste, customer service, libraries and energy efficiency services. The pilot project has contributed to the development of an ongoing program that aims to address access and participation barriers, three more Welcome Tours are planned for next quarter. Members of the Hume Interfaith Network (HIN) provided a blessing of the plants at the Interfaith Planting Day and planted native seedlings at Jack Roper Reserve in June 2023. Monthly open days, working bees and gardening workshops at all Community Gardens continue. The garden workshop provides the opportunity for community members from varied backgrounds to meet new people and engaged in community life. Twenty five free food growing workshops were held at Hume community centres throughout the year, engaging 150 residents in education about low-cost food growing. Planning took place for linking emergency relief providers with local food growers.

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




☒ Completed
 ☐ Not Completed
 ☐ Deferred

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.


Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.5 Establish an ongoing compliance model across Council that ensures our operational, reporting and investigation obligations, required under the Child Safe Standards and the Commission for Children and Young People (CCYP) are met.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> <div>90%</div> </div>	City Services and Living	<p>A new Safeguarding Children and Young People Policy adopted in July 2022, replacing the previous Child Safe Policy 2020. This revised policy provides clear links to the Child Safe Toolkit, and processes and procedures in line with new 11 Child Safe Standards.</p> <p>The Child Safe eLearning module has also been updated and rolled out to all permanent, temporary and casual staff in March 2023.</p> <p>The Project Officer - Child Safe Standards has commenced and is developing a five-year action plan based on the findings from the FamSafe Report and a review of policies and procedures currently in place.</p>
<p>1.3.6 Finalise a review of General Local Law No. 1, including community and stakeholder engagement.</p> <p></p> <p><i>Council's Role: Statutory Authority</i></p> <p>Progress Indicator</p> <div> <div></div> <div>95%</div> </div>	Chief Financial Officer	<p>Following public exhibition of the draft local law in February and March 2023, the final Hume City General Purpose Local Law 2023 has been scheduled for adoption at Council's meeting in August 2023.</p>

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

 Completed
  Not Completed
  Deferred

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.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.7 Finalise and commence implementation of a new Domestic Animal Management Plan to support responsible animal management and safety.</p> <p></p> <p><i>Council's Role: Statutory Authority</i></p> <p>Progress Indicator</p> <div> <div></div> <div>100%</div> </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>Community consultation to inform Council's Domestic Animal Management Plan was undertaken. This has included consultation at local festivals and events, at local dog parks, online and via social media. An analysis of animal-related customer service request, complaint and service performance data has been delivered.</p> <p>A further round of consultation occurred with key stakeholders, internal staff and community members in April and May 2023 to assist in the identification of key action.</p> <p>The draft plan has been endorsed for public exhibition, with feedback open until the 24 July. The final plan is expected to be adopted at Council's meeting in August 2023.</p>

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

☒ Completed
 ☐ Not Completed
 ☐ Deferred



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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.9 Continue to undertake initiatives and advocacy to reduce gambling related harm and gambling reform.</p> <p></p> <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>A community gambling attitudinal survey was developed and implemented. The survey results will provide Council with greater insights into how gambling is impacting the Hume community and will be used to support a range of advocacy efforts relating to gambling reform and the prevention of gambling harm.</p> <p>Other notable efforts undertaken during this period include:</p> <ul style="list-style-type: none"> • In August 2022, Council officers attended and supported contributions to a research project hosted by Deakin University about the normalisation of gambling amongst various vulnerable demographic groups. In October 2022, Council partnered with Banyule Community Health Services to promote Gambling Harm Awareness Week. • In February 2023, the Annual Gambling Report was presented to Council. • Council's submission to the Public Accounts & Estimates Committee inquiry into the VAGO report no.99: Follow up of Regulating Gambling and Liquor (2019) and no. 213: Reducing the Harm Caused by Gambling (2021). • A letter sent to local MPs advocating for cashless gambling cards • Advocacy work around the community benefits statement. • Additionally, Council hosted a workshop late June for external gambling-harm service providers to support the Gambling Harm Minimisation Policy review process and begin to enhance the collective voice community organisations within the policy review. • Council Officers are continuing to attend and support gambling networks and working groups, as convened by the Municipal Association of Victoria (MAV) and the Victorian Local Governance Association (VLGA). • The Gambling Harm Minimisation Policy is currently being reviewed, and expected to be finalised in 2023/24. As part of this review, community and stakeholder consultation is currently being planned, including a community behavioural survey on gambling related activities.

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

■ Completed
 ■ Not Completed
 ■ Deferred

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



Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.10 Implement actions from the Hume Health and Wellbeing Plan 2021-2025.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>The Year One Action Plan has been delivered, a core part of Quarter 4 was establishing structures that enable health and wellbeing actions that are inclusive and beyond business as usual. A cross-organisational steering group has been established to provide ongoing oversight to the implementation and evaluation of the plan and supporting annual action plans. The Year Two Action Plan is expected to be submitted to adoption in August.</p> <p>The following priority areas are also reported on in separate sections of the Council Plan:</p> <ul style="list-style-type: none"> • Healthy and respectful relationships (see action 1.3.2) • Gambling harm minimisation (see action 1.3.9) • Housing (see actions 1.3.11; 2.1.2; and 2.1.3), and • A healthy environment, climate action and community resilience (see actions 2.2.1 and 2.2.3).
<p>1.3.11 In partnership with local agencies, provide assistance and support to people sleeping rough within Hume City, including adopting a rough sleeping response protocol.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>The following actions were completed during the financial year:</p> <ul style="list-style-type: none"> • In August 2022, Council worked in collaboration with multiple agencies to raise community awareness and provide information for Homelessness Week 2022. • Rough Sleeping Protocol and supporting procedures completed • Connect/Respect Training Program delivered • Council webpage indicating contacts for local homelessness services as part of community awareness building designed and implemented • Summer pilot of the Hume Shower Access Program delivered and evaluated <p>Discussions with agencies to improve service delivery for at risk groups; including women and young people experiencing domestic and family violence and people with disabilities have occurred.</p>

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




■ Completed
 ■ Not Completed
 ■ Deferred

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.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.12 Continue undertaking accessibility works at Council facilities, and other public-realm improvements to support people with disabilities.</p> <p> </p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>Access audits and planning continues to ensure responsiveness of accessibility works and the implementation of improvements to support people with a disability. Accessibility works have been carried at the following council facilities:</p> <ul style="list-style-type: none"> • Sunbury Aquatic Leisure Centre (SALC) – including access, pathways doorway and signage • Banks Street Kindergarten, Craigieburn – completed paving to outdoor play space • Craigieburn Men's Shed - completed paving between work sheds • Craigieburn Community Garden - completed access path from car park to gardens and upgraded parking bays • Homestead Community and Learning Centre, Roxburgh Park – completed paving and access ramps upgrade. <p>Concept designs are underway for work at Mitford Kindergarten, Craigieburn and Lynda Blundell Seniors Centre, Dallas. Scoping has commenced for work at Tarcoola Kindergarten, Meadow Heights and Bradford Kindergarten, Greenvale.</p>

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

 Completed  Not Completed  Deferred

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING.

Strategic Objective 1.4 Strengthen community connections through local events, festivals and the arts.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.4.1 Undertake initiatives to strengthen local arts, including the adoption and implementation of the Creative Places Arts Infrastructure Plan.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>In October, Council adopted the Creative Places and Spaces Plan following community and stakeholder consultation.</p> <p>In November, Council endorsed the 2023 Arts Grants Program Guidelines, applications were open between February and March and resulted in the distribution of \$47,150 to 15 recipients.</p> <p>Initiative to strengthen local arts included:</p> <ul style="list-style-type: none"> Sixteen exhibitions were presented across Council's three galleries. 300 people participated in public programs supporting exhibitions. Six murals were installed. Eighty people attended mural activation events. Arts officers provided support to five other public art projects across Hume. The Stolen Generations Marker was completed and launched with over 150 people attending the launch. Activation Fund projects including Hume Slow Pavilion (over 200 participants), Cubby Towns (120 participants), Here We Walk (over 30 participants). Seventy-three community members attended workshops as part of the Community of Practice professional development workshops for artists. Seventy-one community members participated in the George Evans Collection Spaces Review.

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

☒ Completed
 ☐ Not Completed
 ☐ Deferred

Strategic Objective 1.4 Strengthen community connections through local events, festivals and the arts.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.4.2 Develop an Events and Festivals Strategy/Service Plan to strengthen access to and support of local community events and festivals.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 90%;"></div> 90% </div>	City Services and Living	<p>Community engagement to inform the development of an Events and Festivals Strategy and review of the existing Events and Sponsorship Policy was undertaken in October 2022</p> <p>The draft Strategy (Vibrant and Inclusive) was endorsed by Council in May 2023, community and stakeholder engagement occurred from May to June 2023. A report recommending adoption of the Strategy is planned to go to Council for consideration in August 2023.</p>
<p>1.4.3 Subject to the land exchange agreement for the Jacksons Hill site, commence design and delivery of improvements to develop a Sunbury Community Arts and Cultural Precinct at Jacksons Hill.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Council signed a long-term lease agreement with State Government to facilitate improved community infrastructure outcomes for the Sunbury arts community and residents. A celebratory Christmas event was held on site for community in December.</p> <p>Progress is being made toward the redevelopment of Building 22 (previous Women's Refractory) for the future Sunbury Arts and Cultural Precinct on Jacksons Hill. Initial works include slate roof and chimney repairs, roof plumbing and drainage upgrades, weather, and pest proofing.</p> <p>A Community Advisory Group meeting was held in May 2023. Project planning continues with ongoing consultation and engagement activities to ensure the precinct brings great value to Sunbury and the surrounding community.</p>

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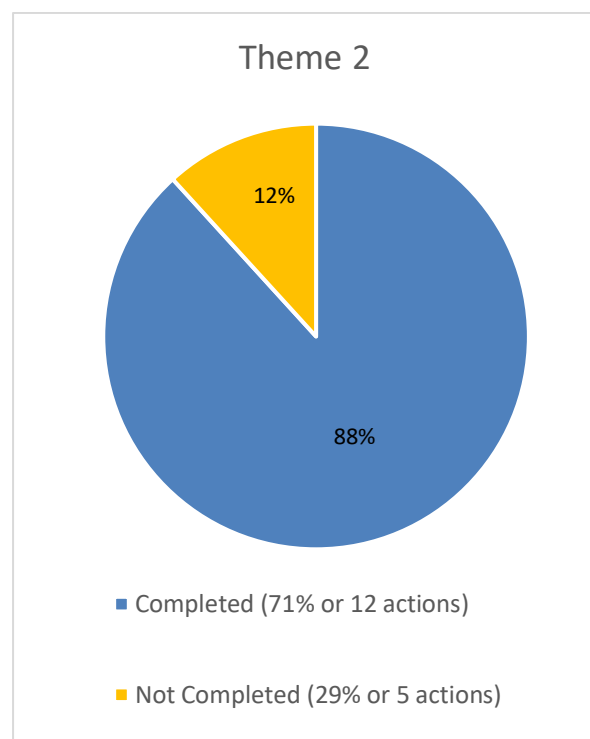
☒ Completed
 ☐ Not Completed
 ☐ Deferred

THEME 2

A CITY THAT CARES ABOUT OUR PLANET, IS APPEALING AND CONNECTED.

Summary of progress and Strategic Indicators

SUMMARY OF PROGRESS FOR THEME 2 1 JULY 2022 – 30 JUNE 2023



STRATEGIC INDICATORS TO 30 JUNE 2023

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

Indicator	Target	2022/23 Result
Percentage of Council planning decisions upheld at VCAT	Target by 2025 = 60%	14%^ of decisions were upheld at VCAT. In 2021/22 the result was 67%. (Source: Local Government Performance Reporting Framework) ^This indicator was updated on the 9 October 2023 following finalisation and certification of Council's LGPRF submission for 2022/23)
Percentage of planning applications decided within required timeframes	Target by 2025 = 60%	45% of planning applications were decided within required timeframes. The 2021/22 result was 42%. (Source: Local Government Performance Reporting Framework)

Strategic Objective 2.2: Demonstrate environmentally sustainable leadership and adapt to climate change.

Indicator	Target	2022/23 Result
Percentage of kerbside waste collection diverted from landfill	Target by 2025 = 45%	The 2022/23 waste diversion rate is 34.1%. The diversion rate for 2021/22 is 35.1%. (Source: Local Government Performance Reporting Framework)

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

Indicator	Target	2022/23 Result
Net increase in street and park trees per year	Target by 2025 = 5,000	During the 2022/23 financial year, there has been a net increase of 1,192 trees, with 2,019 trees having been removed and 3,211 trees planted. The previous result in 2021/22 was a net loss of 38 trees (this was impacted by the significant storm event in November 2021). (Source: Hume City Council)

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

Indicator	Target	2022/23 Result
Community satisfaction rating with sealed local roads	Target by 2025 = 62	2022/23 Result: 54/100. Previous result was 61/100 in 2021/22. (Source: Hume City Council, Community Survey 2021/22, Community Indicators Survey 2022/23)

THEME 2

A CITY THAT CARES ABOUT OUR PLANET, IS APPEALING AND CONNECTED.


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.1.1 Review and implement improvements to further enhance the delivery of services within the Planning and Development Department.</p> <p><i>Council's Role: Statutory Authority</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Customer Journey Mapping and the finalisation of the Procedurals Operations Manual, reviewing of the Internal Referrals and Town Planning Conditions and Post Permit Approvals processes has been completed with key recommendations and next steps identified.</p> <p>Building control processes including: pool registration process, report and consent and building complaints management have been reviewed with improvements to be implemented from 2023/24.</p>




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

■ Completed
 ■ Not Completed
 ■ Deferred


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.1.2 Undertake planning to improve housing diversity (including housing design guidelines), and advocate for improvements to social housing.</p> <p></p> <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Two key initiatives were progressed:</p> <ul style="list-style-type: none"> a Planning Scheme Amendment C263 which seeks to facilitate greater housing diversity and choice, and the draft Good Design Guide which seeks to improve the design and sustainability of new medium density housing in Hume. <p>Community consultation on these will occur in 2024.</p> <p>Advocacy for improvements to social housing have included:</p> <ul style="list-style-type: none"> Council's Build a Better Hume consultation and advocacy campaign run in a variety of locations including Broadmeadows Central Shopping Centre and Banksia Gardens Community Services in the lead up to the State Election Community feedback from the advocacy campaign on the need for renewal at Banksia Gardens Estate was gathered and relayed to Homes Victoria. Homes Victoria provided Council with a briefing in February 2023, including providing opportunity for Councillors to provide feedback for Homes Victoria's consideration. Council is working with Homes Victoria on communications plans for community and stakeholder engagement on Master Plan for Banksia Gardens Estate.




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

 Completed  Not Completed  Deferred


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.1.3 Deliver Stage Two of the youth crisis facility needs assessment, including determining and pursuing feasible options for facilitating its delivery.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div>	City Services and Living	<p>A feasibility process to determine the best service and infrastructure delivery option for a youth crisis facility in Hume City was completed, taking into consideration at risk groups, including those experiencing domestic and family violence, people with disabilities, people that have lived experience from Government care and criminal justice systems. The findings were presented to Council and will inform future work that explores potential advocacy and funding for a facility. The recommendations captured insights into evidence and data for a facility, a review of best practice models and consideration of potential locations for a facility.</p>
<p>2.1.4 In partnership with the Victorian Planning Authority (VPA) and adjoining councils, continue to advance planning for the City consistent with the vision and directions of Council's integrated growth area plans, including the planning for new town centres in Cloverton and Merrifield.</p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Council officers and the Victorian Planning Authority have continued to work on finalising the technical studies and the draft plan for Greenvale North R1 Investigation Area and the 800 Somerton Road Amendment.</p> <p>Further investigations into the strategic issues for Merrifield North PSP are underway by the VPA with Council officer input as appropriate but have been delayed due to VPA resourcing.</p> <p>Officers have continued to work with Stockland and neighbouring Councils to advance the planning of the Cloverton Metropolitan Activity Centre, including the preparation of a Regional Community Infrastructure Needs Assessment.</p>




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

 Completed  Not Completed  Deferred

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.1.5 Support rural landowners to manage land sustainably and protect environmental assets by implementing the new Rural Engagement Program, including the Conserving our Rural Environment (CoRE) Grant, Primary Producer Rate Rebate, Rural Land Management Grant, and capacity building activities.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>Grants, rebates and initiatives to support rural landowners to manage land sustainability and protect environmental assets included:</p> <ul style="list-style-type: none"> • CoRE projects for 2022-23 financial year are now completed. • CoRE Grants – Applications for 2023-24 grants was open from February to May 2023, 54 applications were received. Council endorsement with be sought for the recommended applicants in August 2023. • Seventy-nine applications for the Primary Producer Rate Rebate (PPRR) were received, with recommended applicants progressing for Council endorsement in August 2023. • Applications for Rural Land Management Grant (RLMG) are open (ongoing). One hundred and seventy-nine applications have been received, with officers progressively processing applications. • A range of community events were held including: weed control drop-in sessions an information stall at the Sunbury Agricultural Show, a rabbit management field day, and an equiculture workshop.


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

 Completed
  Not Completed
  Deferred

THEME 2

A CITY THAT CARES ABOUT OUR PLANET, IS APPEALING AND CONNECTED.


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.1.6 Implement the Conservation Management Plan (CMP) Framework by progressively developing individual plans for each of the conservation reserves.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> <div>35%</div> </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Infrastructure and Assets	<p>The management plan for Mt Ridley Reserve is being finalised and will be operational by August 2023.</p> <p>Four draft plans (Princes Nature Reserve, Kalkallo Public Reserve, Harper Creek Parklands and The Parkway Nature Reserve) will be finalised by October 2023. Two draft plans (Maygar Greybox Nature Reserve and Malcolm Creek Parklands), will be finalised by November 2023.</p> <p>Two plans, Albert Rd Nature Reserve and Mumilam Korobine Nature Reserve, have been deferred and added to the 2023-24 schedule.</p>

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

■ Completed
 ■ Not Completed
 ■ Deferred



Strategic Objective 2.2 Demonstrate environmentally sustainable leadership and adapt to climate change.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.2.1 Implement programs to support environmental sustainable leadership including Enviro Champions, Gardens for Wildlife, and Environmental Scholarship programs.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Services and Living	<p>Programs to support environmental sustainable leadership included:</p> <ul style="list-style-type: none"> Twenty application have been received for round three of Gardens for Wildlife, applications are currently open. Forty-five visits have taken place in rounds one and two. Five additional garden guides recruited and trained, bringing the total number of garden guides to 14. Evaluation surveys sent to gardeners in rounds one and two, with a 50 percent response rate and overall positive feedback received. In August, the 2022 cohort of Enviro Champions graduated. Ten community members trained in the 2023 Feb to May program, with five new community-led sustainability projects initiated. Great Green Get Together graduation scheduled for 17 August 2023 Six environmental scholarships were distributed between July 2022 and June 2023 Forty sustainability themed community workshops held between July 2022 and June 2023, including Let's Grow Hume food growing workshops at community centres, libraries, kindergartens and community gardens. In September, residents participated in a Citizen Science program for 2022/23 by undertaking a Latham's Snipe bird surveys across Craigieburn/Mickleham. This threatened wetland bird migrates between Japan and Australia each year and one population has made Hume its Spring/Summer home in recent years.




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

■ Completed
 ■ Not Completed
 ■ Deferred



Strategic Objective 2.2 Demonstrate environmentally sustainable leadership and adapt to climate change.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.2.2 Finalise the review of the Land and Biodiversity Plan and commence implementation.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 75% </div>	City Services and Living	<p>Consultation has taken place with stakeholders regarding draft actions aligning with Rural Engagement, Reconciliation Action Plan and Open Space Strategy. The Draft Land and Biodiversity Plan is in final stages of development.</p> <p>A draft plan will be presented to Council in August 2023, seeking endorsement to present the draft for public exhibition during August and September. The Plan is expected to be adopted by Council in late 2023.</p>
<p>2.2.3 Enhance Council's response to climate change including the development of a climate action plan to cover actions within Council operations and to support the Hume community and businesses adapt to climate change.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div>	Infrastructure and Assets	<p>Initial community and stakeholder consultation to inform the development of the Draft Climate Action Plan has now been completed, and internal consultation and consideration of community feedback was finalised. An additional workshop to capture guidance from Wurundjeri Elders occurred in April 2023.</p> <p>Hume's draft Climate Action Plan was endorsed by Council for public exhibition in June 2023. Public exhibition closes in July and Council will consider the Plan for endorsement in September 2023.</p>




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

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  Not Completed
  Deferred

Strategic Objective 2.2 Demonstrate environmentally sustainable leadership and adapt to climate change.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.2.4 Undertake investigations and progress initiatives to improve stormwater harvesting, including at Cloverton, and subject to funding, Jack Roper Reserve Broadmeadows and/or John Ilhan Memorial Reserve Broadmeadows. and/or O'Brien Street retarding basin Sunbury.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div>	Infrastructure and Assets	<p>Initiatives to improve stormwater harvesting have included:</p> <ul style="list-style-type: none"> • Functional design for the Cloverton Stormwater Harvesting tank site has been completed. • A draft stormwater supply agreement has been prepared and Sunbury Cemetery Trust are reviewing the final changes. This agreement is for the supply of stormwater to Sunbury Cemetery from the O'Brien Street retarding basin stormwater harvesting project. • Detailed design for Jack Roper stormwater harvesting scheme is complete. • A Cultural Heritage Management Plan has been drafted for the John Ilhan stormwater harvesting scheme. Complex testing at the proposed rain garden site has been completed and the consultant is preparing the final report. The flora and fauna assessment at John Ilhan Reserve has commenced. The consultant will complete a further site assessment before completing the report
<p>2.2.5 Support the transition of the Hume economy to a Circular Economy.</p> <p></p> <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Initiatives to support the transition to a Circular Economy have included:</p> <ul style="list-style-type: none"> • The Hard Waste Design Sprint was completed in November 2022. It was delivered by Circular Economy Victoria in collaboration with RMIT Activator. • A second Innovation Design Activity was completed in May 2023. This developed a business case for a Hume Hard Waste Smart Cycle Centre to support and encourage circularity and reduce waste to landfill. • The Circular Advantage Program 2022 was completed in February 2023. Planning has now commenced for the next program for delivery in the 2023/24 financial year. • An EOI for a new program to support local business transition to Circulatory (Circular Essentials) will be released in July 2023. • Planning is completed for a Council staff training program on Circular Design, Circular Construction and Circular Procurement to be delivered in July 2023.

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

 Completed  Not Completed  Deferred

THEME 2

A CITY THAT CARES ABOUT OUR PLANET, IS APPEALING AND CONNECTED.

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.3.1 Finalise the suburb boundary review and implement approved changes.</p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div>	Chief Financial Officer	At its meeting held in December 2022, Council resolved to finalise its review of locality boundaries located within the Hume City municipality, to take no further action to review locality boundaries located within the Hume City municipality. Council also noted that no changes to any existing locality boundaries within the Hume municipality, or the creation of any new suburbs, are proposed.

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

■ Completed
 ■ Not Completed
 ■ Deferred




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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.3.2 Finalise a new Open Space Strategy and continue to implement improvements to active and passive open spaces and playspaces.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 45%;"></div> 45% </div>	City Planning and Places	<p>Engagement with community for Draft Open Space Strategy was completed in March, and is expected to be completed in the 2023/24 financial year.</p> <p>Seabrook Reserve, Broadmeadows Masterplan state of the art Play and picnic area has been completed with the official opening in March 2023. A car park and three Rugby league pitches are also completed with use of the pitches by local team Northern Thunder and Melbourne Storm. The construction of the State Rugby league centre and community centre is substantially progressed and scheduled for completion by mid 2024.</p> <p>Improvements to active and passive open spaces include:</p> <ul style="list-style-type: none"> • Progress Reserve, Coolaroo Stage One has been completed, with the official opening in April 2023. • Hamilton Hume Reserve, Greenfield Reserve, and Cimperwood Drive Reserve open space upgrades are nearing completion of construction, and will be completed in July 2023. • Andlon Court Reserve, Tullamarine – contractor appointed, construction to commence in July 2023. • Grove Road Reserve, Craigieburn, procurement under way; construction in late 2023/24. • Highgate Recreation Reserve, Craigieburn playspace – detailed design development underway. • Balyang Park, Craigieburn - design commenced. • Grey Box Woodlands Park, Broadmeadows – a targeted flora & fauna survey is required to be completed in spring; pending findings design documentation to commence in early 2024. Construction scheduled for 2024/25. • Hatty Court Reserve, Campbellfield – a Cultural Heritage Permit is required to be undertaken in spring. <p>Crime Prevention Through Environmental Design (CPTED) principles are adopted to promote positive interaction and a sense of safety</p>




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

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  Not Completed
  Deferred


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.3.4 Develop open space masterplans for Merlynston Creek and Aitken Creek</p> <p>  </p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> <div>35%</div> </div>	City Planning and Places	<p>In developing the master plans, community and stakeholder engagement will be undertaken to understand how the site is currently used and what improvements are needed to facilitate positive interaction and activity. The master plans will consider enhancements to Council's walking and cycling networks, access to open space, activation at key locations, and Crime Prevention Through Environmental Design (CPTED) principles. To support the sustainability of the area operational and maintenance practices will be considered, while enhancing and protecting the local environment.</p> <p>Progress to date on Merlynston Creek Master Plan</p> <ul style="list-style-type: none"> • Feature survey is completed. • Initial plans for site improvements have been prepared for community consultation. • A community and stakeholder engagement plan is currently being developed. with engagement expected to commence in August 2023, it is expected that the master plan will be completed in mid-2024. <p>Progress to date on Aitken Creek Master Plan</p> <ul style="list-style-type: none"> • Feature survey field work is completed. • Currently seeking a quote for an Aboriginal and Historic Cultural Heritage Assessment to inform the master plan. • Currently procuring consultancy services to undertake the master planning process, aiming for completion in early 2024.




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

 Completed  Not Completed  Deferred

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.3.5 Finalise a 10-year waste strategy and implement initiatives to reduce the incident of illegal dumped waste in Hume City.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Infrastructure and Assets	<p>The Waste and Resource Recovery Strategy was adopted by Council in December 2022 following an engagement process which involved speaking to over 21 thousand households, and incorporating feedback from more than 3,700 people. The Strategy focuses on increasing the diversion of material from landfill. It also focuses on reducing litter and dumped rubbish to decrease pollution and impacts on human health and wildlife.</p> <p>In March 2023, the Mayor Cr Haweil launched Hume's new Keep Hume Clean campaign at a Clean Up Australia Day community event.</p> <p>A Waste Response team has been formed and will focus on education, enforcement and infrastructure to support the residents to dispose of waste correctly. with some roles to focus on proactive patrolling for illegally dumped waste, recruitment will commence shortly. Council have begun to deliver illegally dumped waste postcards to households within some of our illegally dumped waste hot spots, promoting legal waste disposal options for residents.</p>

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

 Completed
  Not Completed
  Deferred

THEME 2

A CITY THAT CARES ABOUT OUR PLANET, IS APPEALING AND CONNECTED.


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.4.1 Progress preliminary works for the construction of Yirragan Road connection to Buckland Way, Sunbury.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 50% </div>	Infrastructure and Assets	<p>In June 2022 Council voted to proceed with the project, and an update was provided in July to Jacksons Hill residents.</p> <p>In November 2022, a meeting was held with the Wurundjeri Tribe Land Cultural Heritage Council to discuss the Cultural Heritage Management Plan (CHMP) application.</p> <p>This project has not been able to progress while external approvals are being considered. Council Officers are continuing to work with partner organisations to resolve issues with the external approvals.</p>

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

■ Completed
 ■ Not Completed
 ■ Deferred

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.4.2 Develop and commence implementation of a Transport Strategy to improve transport networks, and continue to undertake initiatives to enhance walking and cycling.</p> <p></p> <p><i>Council's Role: Service Provider, Facilitator</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="width: 100%; height: 10px; background-color: #0070C0;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	City Planning and Places	<p>Hume's existing transport strategy, the Hume Integrated Transport and Land Use (HILATS) Strategy, has been reviewed to provide guidance on developing a new Transport Strategy. A Transport Seminar was held in November 2022 with internal teams where potential transport priorities and futures for the city were presented by transport planning experts. Work on a technical background paper is well advanced along with a project plan. Work has commenced on a community and stakeholder engagement plan.</p> <p>A Project Management Plan, including Terms of Reference for a Project Control Group and Project Working Group with reference to the Disability Action Plan, Community Safety Action Plan and Pathways to Sustainability has been finalised. A schedule of workshops has been established to inform the development of the Strategy. These will inform the project management and future directions for the new Transport Strategy.</p> <p>Initiatives to enhance walking and cycling included:</p> <ul style="list-style-type: none"> • Greenvale to Attwood shared path construction 95% completed by end June 2023. • Aitken Creek Shared Path/Rail Trail: awaiting further advice from Yarra Valley Water, a draft Cultural Heritage Management Plan (CHMP) was completed in June 2023. • Kismet Creek Shared Path: waiting traffic advice regarding timing for Spavin Drive upgrade works, a draft CHMP was completed in June 2023. • Northern Trails - Plans for a path connection on Cooper Street, Campbellfield (a VicRoads managed road) have been completed and is awaiting approval from the Department Transport and Planning. Following approval construction will be scheduled. • Moonee Ponds Creek Trail line marking completed.

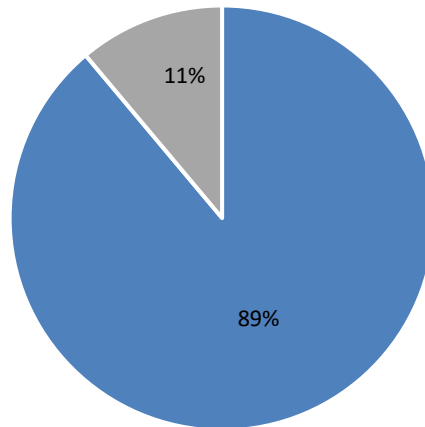
The progress indicator displayed above is based on the status as follows:

■ Completed
 ■ Not Completed
 ■ Deferred

THEME 3 A COUNCIL THAT INSPIRES LEADERSHIP, IS ACCOUNTABLE AND PUTS THE COMMUNITY FIRST

Summary of progress and Strategic Indicators

SUMMARY OF PROGRESS FOR THEME 3 1 JULY 2022 – 30 JUNE 2023



■ Completed (89% or 9 actions)

■ Deferred (11% or 1 action)

STRATEGIC INDICATORS TO 30 JUNE 2023

Strategic Objective 3.1: Engage and empower our community through advocacy and community engagement.

Indicator	Target	2022/23 Result
Community satisfaction with Council decisions	Target by 2025 = 60%	2022/23 result is 55/100. Previous year result was 57/100 in 2021/22. (Source: Hume City Council, Community Survey 2021/22, Community Indicators Survey 2022/23)
Percentage of Council decisions made at meetings closed to the public	Target by 2025 = 15%	14.1% is the result to date in 2022/23. This result in 2021/22 was 13.7%. (Source: Local Government Performance Reporting Framework)
Satisfaction with community consultation and engagement	Target by 2025 = 55%	2022/23 result is 53/100. Previous year result was 57/100 in 2020/21. (Source: Hume City Council, Community Survey 2021/22, Community Indicators Survey 2022/23)

A COUNCIL THAT INSPIRES LEADERSHIP, IS ACCOUNTABLE AND PUTS THE COMMUNITY FIRST

Summary of progress and Strategic Indicators


Strategic Objective 3.2: Deliver responsible and transparent governance, services and assets that respond to community needs.

Indicator	Target	2022/23 Result
Adjusted underlying surplus as a percentage of underlying revenue	Target by 2025 = 5.33%	Result for 2022/23 is -2.34%^ . In 2021/22, the result was 2.19%. (Source: Local Government Performance Reporting Framework) ^This indicator was updated on the 9 October 2023 following finalisation and certification of Council's LGPRF submission for 2022/23)
Asset renewal and upgrade compared to depreciation	Target by 2025 =82.94%	Result for 2022/23 is 84.15%. In 2021/22, the result was 66.89%. (Source: Local Government Performance Reporting Framework)
Percentage of Council Plan Actions completed	Target by 2025 = 80%	Thirty-six actions (80%) have been completed in 2022/23. Forty-three actions (68%) were completed in 2021/22. (Source: Hume City Council, Council Plan Quarterly Reports)




Strategic Objective 3.3: Advance organisational high-performance through innovation and partnerships.

Indicator	Target	2022/23 Result
Employee Retention Rate	Target by 2025 = 92%	Employee retention rate was 88.2%^ for 2022/23. The result for 2021/22 financial year was 87.2%. (Source: Local Government Performance Reporting Framework) ^This indicator was updated on the 9 October 2023 following finalisation and certification of Council's LGPRF submission for 2022/23)
Satisfaction with Council's overall performance	Target by 2025 = 65	2022/23 result is 60/100. Previous year result was 68/100 in 2021/22. (Source: Hume City Council, Community Survey 2021/22, Community Indicators Survey 2022/23)

Strategic Objective 3.1 Engage and empower our community through advocacy and community engagement.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.1.1 Implement and support programs and advisory committees/reference groups to foster community leadership and increase community participation into Council decision making processes including:</p> <ul style="list-style-type: none"> Reconciliation Action Plan Working Group (RAPWG) Hume Interfaith Network (HIN) Multicultural Advisory Group (MAG) Hume Community Safety Advisory Committee Hume Jobs and Skills Taskforce Hume Sustainability Taskforce (HST) Youth Advisory Committee Hume Clean Taskforce Advisory Committee <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div>	<p>City Services and Living,</p> <p>City Planning and Places,</p> <p>Infrastructure and Assets</p>	<p>Support for programs and advisory committees/reference groups during the year included:</p> <ul style="list-style-type: none"> RAPWG – a planning day was held in April to review Terms of Reference and set key priorities for the coming year, including development of a new RAP 2023 - 2025 and events to mark significant dates. The RAPWG planned and supported the delivery of: <ul style="list-style-type: none"> The Video Exhibition: Stories of Connection, Stories of Us by James Henry as part of NAIDOC 2022. Supporting the organisation of the Sorry Day event (see 1.3.4). A Reconciliation Week film screening and panel discussion was held in June. The film explored topics of colonisation and panel discussion included members of the RAPWG and film, theatre and media expert Bryan Andy. HIN – in December a combined Merri-bek and Hume HIN meeting was held to explore opportunities for joint activities, The HIN hosted a Harmony Sports Day in April 2023 and supported faith leaders to provide a blessing of the seedlings at the Interfaith Planting Day in June 2023. MAG - in October 2022 a workshop was held with 30 service providers and council officers to identify the purpose of the group and areas of focus for 2023. In February 20 new members were inducted into the group. The MAG is completing a review of Council's Multicultural Action Plan to identify future priority areas and has provided input into the draft Multicultural Communications Framework and continues to work to identify ways to strengthen service delivery to multicultural communities across the municipality. Safety Advisory Committee – three meetings were held between July 2022 to June 2023. Council, in partnership with the committee delivered a range of events and activities as part of 16 Days of Activism in late 2022. A Hume Road Safety Forum has been delivered with participants from Council, Victoria Police and VicRoads. This forum focused on reviewing and exploring serious road incidents that occurred through the Christmas Holiday period and to identify opportunities for road safety prevention activities. At the June meeting Victoria Police presented an area wide update on crime.

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

 Completed  Not Completed  Deferred



Strategic Objective 3.1 Engage and empower our community through advocacy and community engagement.

Major Strategy or Action	Division	Description of Progress (Year to date)
3.1.1 cont.		<ul style="list-style-type: none"> Hume Jobs and Skills Task Force – four meetings have been held between July 2022 and June 2023. Sustainability Taskforce - six meetings have been held July 2022-June 2023. The taskforce has provided input to the community Design Guidelines, made recommendations for inclusion in the Land and Biodiversity Plan. and for implementation of the Hume's Waste Strategy. Youth Advisory Committee (YAC) – regular fortnightly meetings held between July 2022 to June 2023. Rolling recruitment to the YAC has been delivered this year, with twelve members regularly attending and inputting into the direction of YAC projects. Hume Clean Taskforce Advisory Committee – three meetings have been held July 2022-June2023 the Terms of Reference of the Hume Clean Taskforce have been reviewed. Due to the decline of membership numbers, a recruitment drive for new members will be undertaken in the second half of 2023.




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

■ Completed
 ■ Not Completed
 ■ Deferred


Strategic Objective 3.1 Engage and empower our community through advocacy and community engagement.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.1.3 Undertake initiatives to enhance Council consultation and engagement practices, in line with Council's Community Engagement Policy.</p> <p> </p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Customer and Strategy	<p>Council's Annual Community Survey (Community Indicators Survey) was completed and presented to Council in November 2022, with an interactive dashboard of results published on Council's website. Results from this survey highlight a slight decline (not statistically significant) in community satisfaction with Council's level of consultation and engagement with the community. Key factors contributing to poorer satisfaction include a desire for more information about key projects and greater opportunities to provide meaningful engagement which influence the outcomes of Council decisions.</p> <p>Work progressed for the development of a new online engagement platform, providing new features and tools to enhance Council's engagement practice and improve user experience. The new platform is expected to be launched in August 2023.</p> <p>From the 1 July to 30 June, more than 84 consultation, engagement and evaluation projects were completed. Almost 25,000 unique visitors accessed Council's community engagement platform in the last 12 months, visiting a total of approximately 38,500 times. The number of visitors to Council's participate.hume site increased by 53% compared to 2021/22.</p>




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

 Completed  Not Completed  Deferred

Strategic Objective 3.1 Engage and empower our community through advocacy and community engagement.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.1.4 Develop and implement Council's State Election Advocacy Strategy to inform and engage the community, business and key stakeholders on Council's position on issues of local importance in the lead up to the Election.</p> <p></p> <p><i>Council's Role: Advocate</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div>	Customer and Strategy	<p>Council's State Election advocacy campaign 'Build a better Hume' was conducted between August and November. This included an online Virtual Hub, which provides engaging information about our advocacy priorities and encourage people to support our campaign.</p> <ul style="list-style-type: none"> • Billboards were erected in early September 2022 highlighting our two advocacy projects within the area – the Banksia Gardens and Broadmeadows Train Station redevelopments. • A range of social and digital promotions were rolled out, including video interviews with community members and drone footage of all priority sites. • Campaign through organic and paid content saw high engagement rates with many people commenting and sharing our content to Hume community groups. <p>Community activations and free coffee sessions were held weekly from September to November at targeted shopping centres and Council facilities. This has allowed Council to provide information about each of the priorities and why the State Government needs to provide funding, create greater community awareness of Council's role as an advocate, provide details of how community members can get involved in the campaign and increase Councillor and community engagement. At the activations, community were encouraged to vote on the advocacy priorities that matter to them.</p> <p>An evaluation of the State Election campaign was presented to Council in February 2023 and is being used as part of the development of Council's new Advocacy Strategy.</p>

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

 Completed  Not Completed  Deferred


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.2.2 Enhance service efficiencies and improve transparency and performance accountability by undertaking initiatives to enhance Council's enabling information technology and corporate performance reporting.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Customer and Strategy	<p>Through the adoption of the 2023/4 Council Budget, Council allocated a net total of \$29.2 million over five years to implement the Technology One 'One Council' CI Anywhere solution to digitally modernise our core enabling technology to support improved customer service experience to meet the needs of our growing city.</p> <p>Work is underway to prepare for the execution of the transformation program which will commence in 2024.</p>




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

■ Completed
 ■ Not Completed
 ■ Deferred



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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.2.3 Plan for, deliver, and undertake initiatives to improve utilisation of community infrastructure and facilities: including finalising the Community Infrastructure Plan, Community Facilities Strategic Review and Youth Facilities Review.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="141 774 405 815"> <div></div> <div>100%</div> </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	<ul style="list-style-type: none"> City Planning and Places, City Services and Living 	<p>Community Infrastructure Plan:</p> <p>A draft Community Infrastructure Plan (CIP) was endorsed by Council in November 2022, community engagement occurred from January to March 2023. The final Community Infrastructure Plan was adopted by Council in May 2023. The principles within the CIP and forward planning for the identified actions within the CIP have taken into consideration the actions and strategic direction of the Disability Action Plan, Community Safety Action Plan and Pathways to Sustainability action plan.</p> <p>Community Facilities Strategic Review:</p> <ul style="list-style-type: none"> The Fees and Charges working group has developed a new fees and charges model, which is being referred to the 2024/25 budget process for inclusion. A separate working group has been convened to identify customer experience improvements. The Booking System has been formally awarded to the preferred supplier. Final contract negotiations are underway, implementation is expected in late 2023. <p>Initiatives to improve utilisation of Youth Facilities:</p> <ul style="list-style-type: none"> Activation of both Sunbury Youth Centre and Youth Central are underway, this has included consultation with young people, schools, and service providers. Proposal developed for the activation of Craigieburn Youth Centre. Expression of Interest distributed to youth sector in Hume for hireage of spaces at the Sunbury Youth Centre.




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

 Completed  Not Completed  Deferred




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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.2.4 Establish processes and procedures for Gender Impact Assessments that consider the effects that new (or changes to existing) Council policies, programs or services may have on different genders of Hume City's community.</p> <p> </p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div>	Customer and Strategy	<p>Gender Impact Assessments (GIA) for the Waste and Resource Recovery Strategy, and Craigieburn and Valley Park Community Centres have been completed. GIAs for the General Local Law, Craigieburn Community Garden Upgrade, and Community Grants Program have been undertaken.</p> <p>A GIA process and templates was be endorsed by ELT in February 2023. Council is continuing to work with the Commissioner for Gender Equality to support the implementation of Gender Equality Reporting, including Council's compliance with the completion of GIAs, which is due in February 2024.</p>




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

 Completed
  Not Completed
  Deferred



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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.2.5 Develop 'Living Local'/'Neighbourhood' community plans to improve alignment of Council services, programs and activities to the needs of local communities and to better maintain and realise the qualities of local areas.</p> <p>  </p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div>Deferred</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Customer and Strategy	<p>The development of 'Living Local/Neighbourhood' community plans has been deferred, however ongoing work continues to progress with regards to developing localised responses to community need. This has included the development of an Arts Infrastructure Plan, community engagement on the Community Infrastructure Plan and Open Space Strategy and progression of Hume Central.</p> <p>The concept of 'Living Local/Neighbourhood' Community Plans will be re-examined as part of the deliberative engagement process for the update of the Community Vision, following the 2024 Council elections and as part of Council's Integrated Corporate Planning and Reporting Framework.</p>




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

 Completed  Not Completed  Deferred


Strategic Objective: 3.3 Advance organisational high-performance through innovation and partnerships.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.3.1 Undertake a range of initiatives and programs to enhance the skills and capabilities of Council's workforce, including developing and implementing a Future Workforce Strategy, Workforce Plan, Gender Equality Action Plan and a Workplace Diversity and Inclusion Strategy.</p> <p> </p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Chief People Officer	<p>Initiatives to support the Diversity and Inclusion Governance Framework, Gender Equality Action Plan (GEAP) and Gender Equality progress reporting have included:</p> <ul style="list-style-type: none"> • Progression of Council's commitment to gender equality for staff and community, through communications and participation in International Women's Day, Melbourne Pride and Midsumma. • Aligning activities of the Gender Equality and LGBTIQA+ working groups. • Foundational gender equality and intersectionality training provided to 42 staff, with 75% of participants recommending training to others and an enhancement of their knowledge pre and post training. • Launching an 'Inclusive Workplace' intranet page, providing practical tips for inclusion of all people in the workplace. • Preparation for the Commission of Gender Equality progress reporting, due February 2024, including participation in the Victorian Public Sector Commission's People Matter Survey. <p>Additionally, in March, the organisation launched a new set of Corporate Values and guiding behaviours to enhance organisational performance in the way we deliver services to our community.</p>




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

 Completed  Not Completed  Deferred

Strategic Objective: 3.3 Advance organisational high-performance through innovation and partnerships.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.3.2 Undertake service reviews, business process improvements and initiatives to improve the Customer Experience provided across Council services, programs and activities.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div> <div style="width: 100%;"></div> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2022/23 financial year.</p>	Customer and Strategy	<p>A range of service planning activities continue to progress, including:</p> <ul style="list-style-type: none"> A review of Council's early years services (Kindergarten Expansion Program) has now been completed, and Council has entered into an infrastructure building partnership agreement with the Victorian Government. Work has commenced to update the Kindergarten Infrastructure Service Plan (KISP) with the Department of Education to consider the impacts of 30 ours of pre-prep (See 1.1.2) The Draft Vibrant and Inclusive Strategy (to strengthen access and support to local community events and festivals) was endorsed by Council for community feedback in between May and June. The final strategy is expected to be adopted in August (See 1.4.2). Phase Two of the Building Services Review project has been completed, and the next phase focusing on business process improvements is underway (See 2.1.1). An independent Internal Audit on Council's Service Planning Framework was completed, with recommendations for improvements made to Management and Council's Audit and Risk Committee on the 26 May 2023. Work has now commenced on the implementation of these recommendations. <p>Initiatives to improve the Customer Experience have included:</p> <ul style="list-style-type: none"> Implementation of a new structure and allocation of additional resources. In March 2023 the Customer Experience Maturity report was complete. An action plan to improve Customer Experience across council will be completed by late 2023 Implementation of Council Request Management Process, designed to streamline the handling of Councillor enquiries and ensuring timely resolution.

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

 Completed  Not Completed  Deferred

Strategic Objective: 3.3 Advance organisational high-performance through innovation and partnerships.

Major Strategy or Action	Division	Description of Progress (Year to date)
3.3.2 cont.		<ul style="list-style-type: none"> Progress continues on a new customer self-service portal, enhancing accessibility and empowering customers to access information and services. <p>Work commenced to establish a new multilingual service 'Speak to us in your language', allowing customers to book time with a Council Officer who speaks their preferred language. This service is being introduced in July 2023.</p>

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

■ Completed
 ■ Not Completed
 ■ Deferred