



HUME CITY COUNCIL

# COVID-19 RECOVERY AND REACTIVATION PLAN

[www.hume.vic.gov.au](http://www.hume.vic.gov.au)

PROGRESS REPORT  
AS AT 31 MARCH 2022



## CONTENTS

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**A community that is resilient, inclusive, and thriving.**

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

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

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

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

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

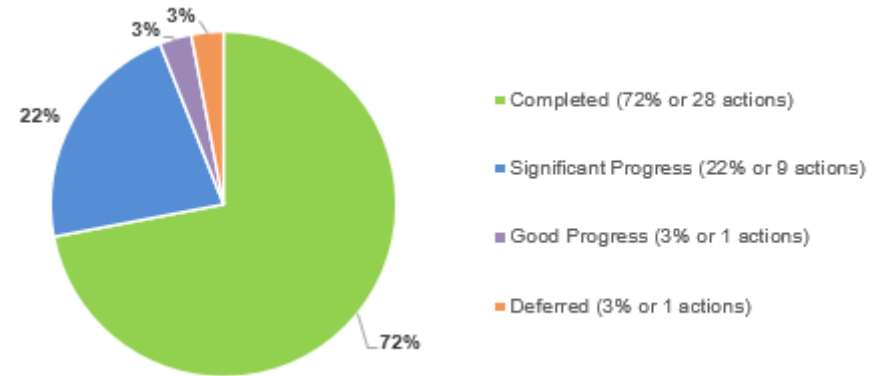
Progress is measured on the actions of the Council Plan as follows:

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

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

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

## Summary of Progress – 8 February to 31 March 2022



## Councils Role

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

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

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

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Council economic stimulus package Round 2 including:</p> <ul style="list-style-type: none"> <li>▪ Business Grants Program</li> <li>▪ Multiversity Resident Scholarships for tertiary study</li> <li>▪ Recognition of overseas qualified professionals</li> <li>▪ Business Employment Grants program.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; padding: 2px; display: inline-block;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Actions of the Council economic stimulus package Round 2 have included:</p> <ul style="list-style-type: none"> <li>▪ The course component of the Hume Overseas Qualified Professionals Program was completed.</li> <li>▪ The Permanent Residents Employment Program was successfully delivered, and the course content was completed.</li> <li>▪ Development of a Hume Multiversity Scholarship Program has been advanced.</li> <li>▪ Planning is well progressed for the Hume Business Employment Grants Program. The grants will encourage Hume businesses to employ residents. It is anticipated 100 sustainable employment outcomes will be achieved as a result of this program by June 2022.</li> <li>▪ Business Employment Grants was launched in the second quarter of 2021/22.</li> <li>▪ 2021 Hume City Small Business Grants Program was launched in June 2021.</li> </ul>

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■ On Track 
 ■ Monitor 
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  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Further enhance jobseeker support via:</p> <ul style="list-style-type: none"> <li>Virtual/actual job fair.</li> <li>Further support development of resident's skills and qualifications through growth in Multiversity Programs.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; font-weight: bold;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Jobseeker support has been enhanced through weekly online job search workshops and employer led information sessions. A total of 27 workshops were delivered by Council between February and September 2021 with an average attendance of 10 residents. Eight information sessions were also delivered to inform residents on Council and external employer recruitment needs.</p> <p>The State Government funded Hume Community Revitalisation Project was extended to 30 June 2023 and renamed as Strengthening Pathways to Economic Participation. This will involve co-design and the implementation of the project.</p> <p>There has also been a significant increase in Multiversity programs. Ten Multiversity partners, seven of which are tertiary education providers, have continued their commitment to the Hume Multiversity and are delivering programs in accordance with Memorandums of Understanding (MOUs) across Hume to improve Tertiary Education opportunities for residents.</p>

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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Attract new business investment in Hume through:</p> <ul style="list-style-type: none"> <li>Active stakeholder engagement and close management of new business enquiries.</li> <li>Investment Attraction prospectus.</li> <li>Delivery of cutting edge online "virtual" investment attraction room to aid new business investment enquiries.</li> <li>LinkedIn video promotions.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; padding: 2px; display: inline-block;"> <span style="font-weight: bold; color: white;">100%</span> </div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Actions undertaken to attract new investment in Hume have included:</p> <ul style="list-style-type: none"> <li>Regular engagement with key stakeholders.</li> <li>Facilitating and supporting pre-application meetings and business enquiries as well as attending financial incentive meetings.</li> <li>Established relationships with two new commercial real estate agents.</li> <li>The Investment Attraction Virtual Room has been enhanced by adding in a slide show function for the Investment Prospectus. The virtual room includes videos, information from Council's Investment Prospectus and a Map Room which allows the users to have a closer look at the investment opportunities in the municipality and surrounding areas. The users can click on travel circles, drag the mouse around to move around the room or click on a screen to read information. It's now available on Council's website <a href="https://www.hume.vic.gov.au/Businesses/Invest-in-Hume">https://www.hume.vic.gov.au/Businesses/Invest-in-Hume</a>.</li> <li>The Investment attraction LinkedIn media campaign continued.</li> </ul>

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■ On Track 
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  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Continue to review and investigate opportunities to increase procurement via local businesses.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <span style="background-color: green; color: white; padding: 2px 5px;">100%</span> </div> <p>Completed</p>	<p>Corporate Services Sustainable Infrastructure and Services Planning and Development</p>	<p>This action was completed in Quarter Two 2021/22.</p>	<p>The following actions have been undertaken to investigate opportunities to increase procurement via local businesses:</p> <ul style="list-style-type: none"> <li>▪ Councils new Procurement Policy was adopted on the 15 November 2021 and came into effect from the 31 December 2021.</li> <li>▪ The new policy provides a commitment for locally sourced procurement, as outlined in the Sustainable Procurement Guidelines (Attachment 2 of the Policy).</li> <li>▪ Details of local business content is being collected and considered in the tender and quotation selection process.</li> <li>▪ Students living in Hume are given preference when applying for Council work experience.</li> </ul>

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  Deferred



Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Supporting business start-up, fostering entrepreneurship through:</p> <ul style="list-style-type: none"> <li>StartNorth, Hume Multiversity</li> <li>Accelerator Programs, entrepreneurship programs.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; font-weight: bold;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<ul style="list-style-type: none"> <li>In May 2021, StartNorth successfully delivered The Innovation Festival, with 149 people in attendance on the day. This festival was initiated to prompt registrations to the Accelerator Program.</li> <li>In 2021, the Start Now Pre-accelerator program completed on time with 61 applicants from Hume. Thirty applicants were accepted and six fully completed the program. The next program will be finalised in April 2022.</li> <li>Eighteen additional and sustained new jobs have been created by members with 14 of these also working at StartNorth and four working remotely.</li> <li>Planning is well advanced for a three-month Accelerator program to be delivered for 15 Hume Start-ups in 2021/22.</li> <li>StartNorth Accelerator program supported ventures masterclasses and focused mentoring.</li> <li>StartNorth has conducted webinars for both members and local residents to attend. The subject is Driving Customer Loyalty and covers business operations, strategy, vision, customer experience, and Marketing for up to an hour each session.</li> </ul>

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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Promote local and regional visitation, activation to support hospitality and accommodation recovery/growth</p> <ul style="list-style-type: none"> <li>▪ @discoverhume call to action online</li> <li>▪ Increased use of digital media partners</li> <li>▪ Participate in regional campaigns.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; padding: 2px; display: inline-block;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Actions to promote local and regional visitation, activation to support hospitality and accommodation recovery/growth have included:</p> <ul style="list-style-type: none"> <li>▪ The @discoverhume Instagram page continued as the main call to action for Visitor Economy related communications.</li> <li>▪ In partnership with Melbourne's North Group of Councils, NORTHLink and Adz Collective, a 'Northern' tourism digital marketing campaign has been launched to bridge the gap between state tourism marketing initiatives and local area tourism efforts.</li> <li>▪ A 'discover hume' print advertisement and editorial is featured in the Official Visitor's Guide (OVG) Summer edition. The guide reaches more than 500,000 readers through residential deliveries across Melbourne, regional Victoria and Sydney, and digital platforms.</li> <li>▪ In partnership with NORTHLink, Council contributed to the regional submission of the Victorian Parliamentary Economy and Infrastructure Standing Committee Inquiry into the impact of the COVID-19 pandemic on the tourism and events sectors, as well as the Federal Government's Reimagining the Visitor Economy inquiry.</li> </ul>

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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Support volunteer organisations to adapt to COVID-normal practices and re-engage volunteers.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <span style="background-color: green; color: white; padding: 2px;">100%</span> </div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	To support volunteer organisations, adapt to COVID-normal practices and re-engage volunteers, Hume Volunteer Gateway has developed a training and support package 'Re-energise, Re-activate, Re-Connect' for community organisations who engage volunteers. The training and support package combines toolkits with a suite of practical units that aim to empower volunteering organisations to manage recovery, strengthen volunteering management skills and program adaption.

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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Facilitate capacity building workshops to up-skill community organisations to develop COVID-Safe plans, supporting their ability to safely re-establish.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #4CAF50; width: 75%; height: 10px; margin-bottom: 2px;"></div> <span style="font-weight: bold;">75%</span> </div> <p>Significant Progress</p>	Community Services	<p>Covid Capacity Building and Recovery workshops are being developed and will take place in May 2022 across the municipality. Topics include safe reactivation, self-care / mental health for members, group activities to reflect on new approaches for operating under current Covid conditions, as well as information on how groups can access Community Grants to support new and re-establishing groups.</p>	<p>A virtual webinar 'Volunteer Safety Risk and Insurance' session facilitated by Justice Connect was held on 8 June 2021. Approximately 20 organisation/community groups participated in the workshop. Participants represented a range of organisations such as homeless shelter, youth and children services, Neighbourhood Houses, Community Hubs, community groups and local sporting clubs.</p> <p>Covid Capacity Building and Recovery workshops are being developed and will take place in May 2022 across the municipality.</p>

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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>As recovery progresses, undertake further community and business engagement to identify changing and emerging needs.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <span style="background-color: green; color: white; padding: 2px 5px;">100%</span> </div> <p>Completed</p>	<p>Communications, Engagement and Advocacy, Community Services, Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Community and business engagement to identify changing and emerging needs has included:</p> <ul style="list-style-type: none"> <li>▪ Preparing the COVID-19 Economic Recovery Action Plan – 2021. Through meetings, structured events and industry visits stakeholders continue to be consulted.</li> <li>▪ The Community Health Champions have been providing key COVID-safe messaging to the community and reporting to Council community needs and support requirements.</li> <li>▪ Hume Interfaith Network have been meeting regularly during COVID-19 and advising current support needs.</li> <li>▪ The Multicultural Action Group and Reconciliation Action Plan Working Group meetings were held to advise community support during COVID-19 recovery.</li> <li>▪ The Hume Jobs and Skills Task Force meet each quarter.</li> </ul>

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  Deferred

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

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■ On Track 
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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Implement Round 2 of COVID-19 Community Support Fund; providing direct grants to agencies/organisations in Hume, supporting their ability to provide essential services (food relief), mental health programs and digital access to vulnerable community members.</p> <p><b><u>Progress Indicator:</u></b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px; height: 15px; margin: 5px 0;">100%</div> <p>Completed</p>	<p>Community Services</p>	<p>This action was completed in first quarter of 2021/22.</p>	<p>Multicultural Support Fund received 25 EOIs in December 2020, while the Round 1 of the COVID-19 Community Support Fund received 16 EOIs in May/June 2020.</p> <p>Round 2 of the COVID-19 Community Support Fund closed on Friday 25 June 2021 and 37 expressions of interests received.</p>

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

■ On Track 
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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Deliver free community-based physical activity and social connection opportunities for cohorts disproportionately impacted by COVID-19, particularly women and young people.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #4CAF50; width: 75%; text-align: center; color: white;">75%</div> <p>Significant Progress</p>	<p>Community Services, Corporate Services</p>	<p>Social Support Programs have recommenced both face to face at Council’s Seniors Centres and online.</p> <p>The online programs continued to offer Seniors the opportunity to participate during the COVID-19 lockdowns. The online activities also provided the opportunity for those clients reluctant to attend face-to-face sessions to remain connected. A suite of new programs are being designed and will include introducing seniors how to access activities online and encourage more participants to remain connected using available technology.</p> <p>Hume’s first ever ‘Get Active Expo’ was delivered in March 2022. Over 150 individual physical activity events were held in locations across Hume City. More than 1,200 residents registered to participate in these events.</p> <p>Work is currently being undertaken to evaluate the success of the Expo – surveying Expo participants, partners and capturing the reflections of Council staff involved in its delivery. Community consultation is also planned for April-May 2022 to identify barriers and opportunities in connecting vulnerable groups with physical activity opportunities in Hume.</p>	<p>Research has been undertaken to determine the impact of COVID-19 on physical activity participation and how these impacts have varied across different community cohorts and groups.</p> <p>Social Support Programs have recommenced emphasising on group activities, providing opportunities for participants to build new social connections while engaged in physical activity. Social Support Programs have provided online activities for seniors during lockdown.</p> <p>Hume’s first ever ‘Get Active Expo’ was delivered throughout March 2022 and over 150 sports clubs, leisure centres and community groups participated delivering programs.</p> <p>Work is currently being undertaken to evaluate the success of the Expo. Community consultation is also planned for April-May 2022 to identify barriers and opportunities in connecting vulnerable groups with physical activity opportunities in Hume.</p>

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

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Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Deliver in person and/or online multicultural community cooking classes which promote culturally appropriate healthy eating on a budget.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; width: 100px; height: 15px; background: linear-gradient(to right, green 75%, white 75%); display: flex; align-items: center; justify-content: flex-end; padding-right: 5px;"> <span style="font-weight: bold;">75%</span> </div> <p>Significant Progress</p>	Community Services	<p>Oz Harvest, Council’s Health and Community Wellbeing and Libraries staff facilitated a Healthy Eating Zone at Craigieburn Festival on 5 March 2022. The Zone featured activities for kids including healthy food tasting, education, play and story time. Oz Harvest program is also hosting a series of healthy, affordable cooking programs at the Lynda Blundell Senior Centre.</p> <p>Council continued programs in partnership with Hume Emergency Relief Provider Network to promote Nutrition Education &amp; Skills Training (NEST) to Hume residents and groups.</p> <ul style="list-style-type: none"> <li>• One NEST one-off session delivered for Sunbury Seniors group in March 2022.</li> <li>• Four rounds of the NEST 6-week program have been scheduled for Hume Blokes, Elders on the Move &amp; Wandarra group, Tullamarine Neighbourhood House and Men’s Shed Inc, and U3A Hume to be scheduled.</li> </ul> <p>Videos ‘A Guide to Healthy Eating’ and ‘Quick Tips for Affordable Healthy Eating’ are being developed. Videos require translated subtitles to be added before they can be promoted to Hume community.</p>	<p>Council has partnered with Oz harvest to bring their nutrition education and cooking programs to seniors living within Hume. These free programs are facilitated by qualified dietitians and nutritionists on how to eat healthy and cook easy, affordable, and delicious meals. Council staff facilitated a Healthy Eating Zone at Craigieburn Festival in March 2022 and Oz Harvest program is also hosting a series of healthy, affordable cooking programs at the Lynda Blundell Senior Centre.</p> <p>Five one-off NEST sessions were delivered in Hume community centres. Further three one-off sessions and four rounds of the 6-week programs have been scheduled at various community centres.</p> <p>Videos ‘A Guide to Healthy Eating’ and ‘Quick Tips for Affordable Healthy Eating’ are being developed.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Plan and deliver a COVID-19 mass immunisation program for Hume City residents when a vaccine becomes available.</p> <p><b><u>Progress Indicator:</u></b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; font-weight: bold;">100%</div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	<p>Council continues to support the roll-out of COVID-19 vaccination at the local level in partnership with the Department of Health, local Public Health Units, and vaccination service providers.</p> <ul style="list-style-type: none"> <li>• Two mass vaccination hubs were established in Hume including Town Hall Broadmeadows, and the old Ford factory site in Campbellfield.</li> <li>• In addition to mass vaccination sites, Council continues to support the establishment of pop-up vaccination sites across the municipality.</li> </ul> <p>Council successfully secured a grant to deliver a project focussed on communicating COVID-19 vaccination information to culturally and linguistically diverse groups.</p>


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 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Provide free:</p> <ul style="list-style-type: none"> <li>▪ seedlings, compost to enable residents to grow food at home, important for both physical and mental health.</li> <li>▪ native plants to residents, important for connection to nature in the home providing mental health support.</li> <li>▪ in-home assistance to set up home gardens.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; width: 100px; height: 15px; background: linear-gradient(to right, green 75%, white 75%); position: relative;"> <span style="position: absolute; right: 5px; top: -5px; font-size: 8px;">75%</span> </div> <p>Significant Progress</p>	<p>Sustainable Infrastructure and Services</p>	<p>Food growing gardening workshops have been delivered online and in person with strong attendance numbers during the quarter.</p> <ul style="list-style-type: none"> <li>• Let's Grow Hume gardening kits are being allocated to eligible workshop participants with more than 40 allocated to date.</li> <li>• An online community of residents is being established and the program evaluation is in progress.</li> </ul>	<p>Native plants have included in the 'Gardens for G4W Program. G4W was started in early 2021 through promotions to generate interest and recruit community volunteers to be Garden Guides.</p> <p>Food growing gardening workshops have been delivered online and in person with strong attendance numbers. A total of 217 attendees at six online events with a further 61 views of the recordings. There were also 27 in person attendances at five events targeting children and their parents or guardians. More than 500 seedlings have been distributed to Hume residents.</p> <p>Let's Grow Hume gardening kits are being allocated to eligible workshop participants with more than 40 allocated to date. An online community of residents is being established. Program evaluation is in progress.</p>




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

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 ■ Monitor 
 ■ At Risk 
  Deferred





Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Energy Savvy program targeting financially vulnerable households to conduct energy efficiency home upgrades to improve thermal comfort, physical health and reduce bill stress.</p> <p><b>Progress Indicator:</b></p>  <p>Significant Progress</p>	Sustainable Infrastructure and Services	<p>During the quarter, Council promotion of the Energy Savvy Upgrades program continued:</p> <ul style="list-style-type: none"> <li>Seventy-nine subsidised scorecard assessments have been undertaken by Hume residents.</li> <li>Thirty-four subsidised energy efficiency upgrades have been completed with 16 currently underway and three more approved.</li> <li>Thirty-two households that received assessments have decided not to proceed with upgrades.</li> </ul> <p>The program is finishing this financial year and the Department of Environment, Water, Land and Planning and their delivery partners Draught Busters have asked Council to stop promoting the program. Hume residents that have expressed interest will still have the opportunity to participate.</p>	<p>The Energy Savvy program has been widely promoted to Hume residents that receive a concession rate. Renegotiation of the subsidy level with Department of Environment, Land, Water and Planning (DELWP) did increase participation from Hume residents but DELWP have indicated that the conversion from assessment to upgrade is still much lower in Hume City than other municipalities. Most likely this is a reflection of demographics.</p> <p>More than 50 Hume households vulnerable to bill stress have received significant financial support for upgrades to their Homes such as insulation, split systems, hot water services etc. to improve thermal comfort and reduce energy costs. Unspent funding will be carried forward for use on new programs to achieve energy efficiency and thermal upgrade support for vulnerable Hume residents.</p>



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On Track 
  Monitor 
  At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Grants of up to \$20,000 to support clubs to meet their administrative and offset service utility service costs (and encouraging passing on savings to families).</p> <p><b>Progress Indicator:</b></p> <p> 100%</p> <p>Completed</p>	Corporate Services	This action was completed in 2020/21.	Payments made under this grant are based on Hume club size and/or number of teams. The first payment was made in 2020 and the second round of payment was updated in Quarter four 2020/21.
<p>Grants of up to \$5,000 to support sporting clubs to remain viable and operating post-COVID.</p> <p><b>Progress Indicator:</b></p> <p> 100%</p> <p>Completed</p>	Corporate Services	This action was completed in 2020/21.	The grant program completed and grants allocated to clubs. A report regarding allocation process was presented to Council in August 2021.
<p>Establish a Health and Community Wellbeing mobile visiting service to deliver Maternal and Child Health, Aged Care, and Immunisation outreach services for residents in areas with limited services access.</p> <p><b>Progress Indicator:</b></p> <p> 100%</p> <p>Completed</p>	Community Services	This action was completed in 2020/21.	<p>The Health and Community Wellbeing mobile service vehicle is completed with fit out and graphics which were completed in September 2021.</p> <p>The mobile service includes a consulting space for staff and families, vaccine storage capabilities and comprehensive information and resources about local services.</p>




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

 On Track  Monitor  At Risk  Deferred





Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>In partnership with organisations such as the Waterwell Foundation, enhance health literacy of Hume residents by delivering resources and information sessions in community languages.</p> <p><b>Progress Indicator:</b></p>  <p>Significant Progress</p>	Community Services	In recognition of an increase in childhood injuries across the State due to the impact of COVID-19 restrictions on families, Council's MCH service will receive funding to support First Aid and CPR sessions to be delivered to culturally and linguistically diverse communities.	<p>Council has successfully secured a grant to deliver a project focussed on COVID-19 vaccination information for culturally and linguistically diverse groups. Information sessions could not be conducted due to COVID-19 restrictions. Instead, information and resources have been provided where possible, in appropriate languages as available through National Disability Insurance Scheme (NDIS) and My Age Care (MAC).</p> <p>In recognition of an increase in childhood injuries across the State due to the impact of COVID-19 restrictions on families, Council's MCH service will receive funding to support First Aid and CPR sessions to be delivered to culturally and linguistically Diverse communities.</p>
<p>Launch the "I love Hume" campaign with the heart of community and driving feelings of pride and belonging.</p> <p><b>Progress Indicator:</b></p>  <p>Significant Progress</p>	Communications, Engagement and Advocacy	Further development has been undertaken to finalise the "I Love Hume" campaign following the high number of COVID-19 cases experienced over Summer. The campaign will be launched in May 2022 and focus on Council's recovery efforts and reconnecting community with one another.	'I Love Hume' Communications Strategy has been developed and the campaign will be launched in May 2022.

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Grants of up to \$20,000 to support clubs to meet their administrative and offset service utility service costs (and encouraging passing on savings to families).</p> <p><b>Progress Indicator:</b></p> <p> <b>100%</b></p> <p>Completed</p>	Corporate Services	This action was completed in 2020/21.	Payments made under this grant are based on Hume club size and/or number of teams. The first payment was made in 2020 and the second round of payment was updated in Quarter four 2020/21.
<p>Grants of up to \$5,000 to support sporting clubs to remain viable and operating post-COVID.</p> <p><b>Progress Indicator:</b></p> <p> <b>100%</b></p> <p>Completed</p>	Corporate Services	This action was completed in 2020/21.	The grant program completed and grants allocated to clubs. A report regarding allocation process was presented to Council in August 2021.
<p>Establish a Health and Community Wellbeing mobile visiting service to deliver Maternal and Child Health, Aged Care, and Immunisation outreach services for residents in areas with limited services access.</p> <p><b>Progress Indicator:</b></p> <p> <b>100%</b></p> <p>Completed</p>	Community Services	This action was completed in 2020/21.	The Health and Community Wellbeing mobile service vehicle is completed with fit out and graphics which were completed in September 2021. The mobile service includes a consulting space for staff and families, vaccine storage capabilities and comprehensive information and resources about local services.

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

 On Track  Monitor  At Risk  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Share engaging personal stories of individuals living in Hume City through social media to increase visibility of community members, their unique experiences, cultures, traditions, and strengths.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center;">100%</div> Completed	Communications, Engagement and Advocacy, Community Services	This action was completed in quarter two of 2021/22.	<p>To share engaging personal stories of individuals living in Hume, a photo and video campaign through social media has been developed.</p> <p>The campaign has been rolled-out across Council social media channels, website, print promotion and digital advertising boards in local shopping centres.</p> <p>Council's COVID-19 vaccination campaign was launched in September 2021. This campaign was successful with Hume becoming one of the most double vaccinated municipalities in Australia.</p>
<p>Provide care packages for rough-sleepers that include bottled water, sunscreen, face masks, sanitiser, food/travel vouchers, resources, and information about available local support services.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center;">100%</div> Completed	Community Services	This action was completed in 2020/21.	<p>Following the appointment of the Homelessness Pathways Officer (HPO), care packages were prepared and delivered to VincentCare for distribution during 2021. Council officers will continue to prepare and distribute additional summer care packages to the sector in early 2022 when the State's Hotel Accommodation program ceases for rough sleepers.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Employ a liaison officer for 12 months to provide support to the growing number of people sleeping rough and at-risk of homelessness in Hume.</p> <p><u>Progress Indicator:</u></p> <div style="border: 1px solid black; background-color: #28a745; padding: 2px; display: inline-block;">100%</div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	<p>A new Homelessness Pathways Officer has been recruited by Council. This new position oversees a range of functions and activities to better support homelessness in the local area, including:</p> <ul style="list-style-type: none"> <li>▪ Provide outreach to rough sleepers and connect with local homelessness supports and services.</li> <li>▪ Consultation and data compilation to equip Council and stakeholders with improved information to inform planning and decision making.</li> <li>▪ Implementation of a rough sleeping response protocol to ensure Council is equipped with the skills to support local rough sleepers.</li> <li>▪ Delivery of information to community members about rough sleeping, appropriate reporting pathways and available support.</li> <li>▪ Development and distribution of care packages to rough sleepers.</li> <li>▪ Establish bi-monthly meeting with City Laws to identify and address matters of interest pertaining to rough sleeping in Hume City.</li> <li>▪ Serve as a Census Field Officer with the 2021 ABS to complete the Rough Sleeper Enumeration.</li> <li>▪ Attend network meetings with the Northern Homelessness Network.</li> <li>▪ Establish Rough Sleeper Inbox to streamline notifications of persons sleeping rough internally and externally.</li> <li>▪ Review the interim protocol and benchmarking with other local councils.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Empower communities to manage and lead their own recovery by facilitating place-based activities and events.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	<p>Place-based activities and events undertaken have included:</p> <ul style="list-style-type: none"> <li>▪ Community members co-designed and participated in event planning for Harmony Week, which was held at Town Hall Broadmeadows on 19 March 2021.</li> <li>▪ Roxburgh Park Homestead Celebrated 21 years of Service to the Community in March 2021, with 178 community members in attendance.</li> <li>▪ Reactivation activities included Harmony Day celebrations at Newbury and Aitken Hill Community Centres.</li> <li>▪ Let's Connect Community Event held in partnership with various stakeholders.</li> <li>▪ Other place-based activities included Community Coffee with a Cop, Bring Your Bills Day, Road to Recovery Event, Easter Community Morning Tea Celebration, meet your local Northern Preschool Team and Meet Representatives of Victoria Police, Mother's Day Morning Tea, Evening Open Dance Meditation, Stay Safe Online, Coffee with a Cop, online morning tea sessions, and community lunch.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Recognising the risks of family violence and violence against women during COVID-19, in partnership with Neighbourhood Houses and Community Centres develop and deliver targeted programs that support at-risk community members.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; width: 100px; height: 15px; background: linear-gradient(to right, green 75%, white 75%); position: relative;"> <span style="position: absolute; right: 5px; top: -5px;">75%</span> </div> <p>Significant Progress</p>	Community Services	<p>Activities undertaken during the quarter have included:</p> <ul style="list-style-type: none"> <li>▪ Dallas Neighbourhood House and Northern Community Legal Centre launched an education video about family violence called 'Take the First Steps'.</li> <li>▪ Conducted a Women's Circle Program and dinner at Homestead on 23 March 2022 with a guest speaker from Northern Community Legal Centre discussing family violence. Sixteen participants attended the program.</li> </ul>	<p>Delivery of targeted programs that support at-risk community members has included:</p> <ul style="list-style-type: none"> <li>▪ The Homestead Community and Learning Centre's Women's Circle celebrated International Women's Day on 8 March 2021 with a 'Let's Talk Money Workshop' facilitated by Women's Health in the North (WHIN). The Financial Rights and Budgeting workshop was attended by fifteen women and received positive feedback.</li> <li>▪ Small grants provided to six neighbourhood houses.</li> <li>▪ Homestead Women's Circle Program. Victims Assistance Program delivered an online information session on 28 October 2021 to 13 participants.</li> <li>▪ As part of the 16 Days of Activism, Community Centres participated in the Walk Against Violence in November 2021.</li> <li>▪ Provided grant to support Dallas Neighbourhood House and Northern Community Legal Centre to create/launch an education video about family violence.</li> <li>▪ Conducted a Women's Circle Program and dinner at Homestead on 23 March 2022 discussing family violence with 16 participants.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Continue to expand opportunities for older residents to remain connected online and with the assistance of technology in the home.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	<p>Council has expanded opportunities for older residents to remain connected online through the provision of iPads. Council officers offer support to clients, including how to navigate the device and participate in online programs.</p> <p>Council continues to facilitate a range of structured and informal online events and activities to keep older residents connected.</p>
<p>Raise awareness of gambling harms, available supports within the community and alternative recreation activities.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	<p>A strategic advocacy plan has been developed in partnership with the Alliance for Gambling Reform to capitalise on gambling harm advocacy opportunities.</p> <p>On 18th October 2021, Hume City Council hosted the launch of Gambling Harm Awareness Week in the municipality. The online event featured a number of guest speakers from the Alliance for Gambling Reform, Banyule Community Health, Deakin University and ReSpin. Matters relating to gambling harms were discussed and lived experiences harm and of need for alternative activities to gambling were shared amongst participants. Other service provider partners hosted their own events to raise awareness of gambling harms, such as (but not limited to) Arabic Welfare which hosted an online event to highlight the signs, risks and impacts of gambling addictions for families and community.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Connect vulnerable families with material aid, working in partnership with St Kilda Mums and Big Group Hug.</p> <p><b><u>Progress Indicator:</u></b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	Community Services	This action was completed in 2020/21.	Council's Enhanced Maternal and Child Health (EMCH) Service continues to connect vulnerable families to material aid, working in partnership with St Kilda Mums and Big Group Hug. The EMCH Service has created 450 "Babies in Hume Play and Learn Bags" and these have been distributed to vulnerable families receiving support through the EMCH program. The bags contain resources and toys that will assist caregivers to support infant and child development through play-based learning activities.

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Facilitate referrals to specialised mental health support agencies via Council's Maternal and Child Health Services.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; font-weight: bold;">100%</div> <p>Completed</p>	<p>Community Services</p>	<p>This action was completed in 2020/21.</p>	<p>Specialised Mental Health support is a key aspect of all Maternal and Child Health (MCH) consultations. Additional support is provided by way of referral to the Enhanced Maternal and Child Health (EMCH) team, which consists of experienced Maternal and Child Health nurses, social workers, and parent support workers for Hume's most vulnerable families. Council's EMCH Service supports an average of 230 families per month.</p> <p>The MCH service also works collaboratively with Mum's Matter Psychology who provide affordable quality mental health care for pregnant and new parents.</p> <p>Internal capacity has been expanded to support infant mental health. EMCH nurse has successfully completed the Infant Mental Health Advanced Training course in collaboration with RCH, which has enhanced mental health support for the Hume community.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Advocate to the State and Federal Government to address local issues and community feedback relating to COVID-19 needs for Hume's community and businesses.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	<p>Communications, Engagement and Advocacy, Community Services, Corporate Services, Planning and Development, Sustainable Infrastructure Services</p>	<p>This action was completed in 2020/21.</p>	<p>Council officers continue to participate in a range of networks and forums convened by State/Federal government departments and use these platforms to escalate community concerns. Across these forums, officers have raised community concerns including:</p> <ul style="list-style-type: none"> <li>▪ Ongoing need for translated materials and resources for CALD communities.</li> <li>▪ Availability of COVID-19 vaccination information.</li> <li>▪ Local access to COVID-19 vaccines</li> <li>▪ The proposed introduction of a quarantine facility located in Mickleham.</li> <li>▪ Difficulties experienced by residents navigating COVID-19 vaccination booking systems.</li> </ul> <p>The Hume Interfaith Network met monthly and provided insight into the concerns and experiences of faith communities regarding the pandemic which were included in Hume City Council reports to the State Government.</p> <p>Council officers continue to participate in a range of networks and forums convened by State/Federal government departments and to escalate community concerns.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME**  
**2**

**A HEALTHY AND SAFE COMMUNITY**

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

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Facilitate planning permits from businesses to help stimulate the construction sector.</p> <p><b>Progress Indicator:</b></p> <div data-bbox="143 520 423 555" style="border: 1px solid black; padding: 2px;"> <span style="display: inline-block; width: 100%; height: 10px; background-color: #4CAF50;"></span> 100%         </div> <p>Completed</p>	<p>Planning and Development</p>	<p>This action was completed in 2020/21.</p>	<p>Actions to facilitate planning permits from businesses to help stimulate the construction sector have included:</p> <ul style="list-style-type: none"> <li>▪ Utilisation of a dedicated resource within Statutory Planning to facilitate planning permits for major businesses in Hume. The position acts as a point of contact and has helped streamline the planning process, delivering efficiencies and ensuring permits are assessed in a timely manner.</li> <li>▪ Ongoing improvement projects within the Statutory Planning team to streamline the approvals process and reduce administrative delays in the issuing of planning permits and associated approvals. This has reduced processing times and improved communication with customers, simplifying the approvals process for businesses and general customers.</li> </ul>

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


■ On Track 
 ■ Monitor 
 ■ At Risk 
 □ Deferred



**THEME**  
**2**

**A HEALTHY AND SAFE COMMUNITY**

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

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Deliver additional infrastructure in upgrades to open spaces and play spaces including installing more seats, table settings, water fountains, signage, and recreation equipment e.g., basketball/netball towers in local parks.</p> <p><b>Progress Indicator:</b></p> <div data-bbox="143 612 414 651">  <span style="float: right;">50%</span> </div> <p>Good Progress</p>	<p>Planning and Development</p>	<p>Planting and seating has been constructed at the Barry Road Reserve adjoining Merri Creek.</p> <p>Schematics for a new rotunda at DS Aitken Reserve have been drawn up and site investigations are underway to determine potential placement.</p>	<p>A program of minor infrastructure improvements has been identified to enhance the use of the open space, walking, and cycling network across Hume. This includes additional seating, drinking fountains and enhancements to sites undergoing improvement in the current program. Implementation commenced in Quarter Four 2020/21 and work progressed in 2021/22. These include:</p> <ul style="list-style-type: none"> <li>▪ Planting and seating have been constructed at the Barry Road Reserve adjoining Merri Creek.</li> <li>▪ Schematics for a new rotunda at DS Aitken Reserve have been drawn up and site investigations are underway to determine potential placement.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

# THEME 2



## A HEALTHY AND SAFE COMMUNITY

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

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



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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

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

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

Action	Division	Progress this Quarter	Description of Progress since February 2021
<p>Review our financial hardship policies to ensure they address the difficulties of increased financial stress brought about by COVID-19.</p> <p><b>Progress Indicator:</b></p>  <p>Significant Progress</p>	<p>Community Services, Corporate Services</p>	<p>A community engagement process for the draft hardship policy is being developed.</p>	<p>Council have implemented an updated hardship application form and developed an online contactless application process that provides ratepayers with the opportunity to set up payment arrangements or deferrals to meet their own unique circumstances. This process ensures there is a consistent and transparent approach applied to all applications.</p> <p>A community engagement process for the draft hardship policy is being developed.</p>
<p>Review current COVID-19 fee reductions and waivers to determine if they should be extended to support ongoing community and economic recovery, especially for vulnerable cohorts.</p> <p><b>Progress Indicator:</b></p>  <p>Completed</p>	<p>Community Services, Corporate Services, Communications, Engagement and Advocacy</p>	<p>This action was completed in first quarter of 2021/22.</p>	<p>Current COVID-19 fee reductions for private events and not-for-profit clients and waivers of interest on outstanding rates balances was extended until 30 June 2021.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred