

HUME CITY COUNCIL PLAN 2021-2025

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.

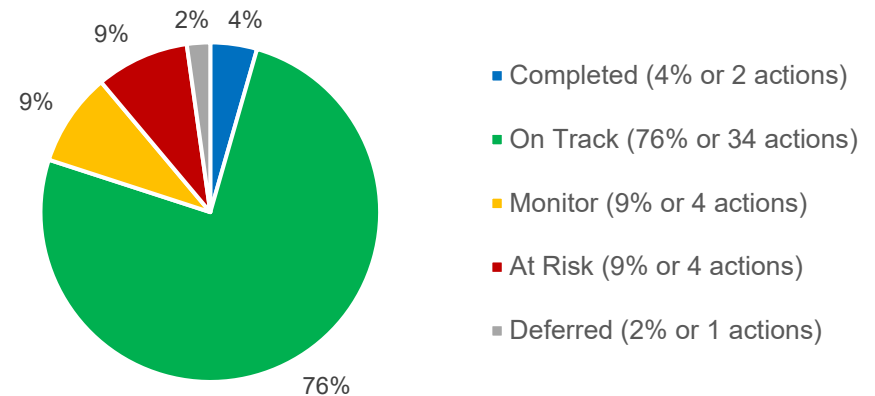
The progress indicators displayed are based on the status as follows:

- **On Track** – Action is proceeding to plan and will be completed by 30 June 2023.
- **Monitor** – Action requires attention to ensure it is completed by 30 June 2023.
- **At Risk** – Action is at risk of not being completed by 30 June 2023.
- **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 JANUARY 2023 – 31 MARCH 2023

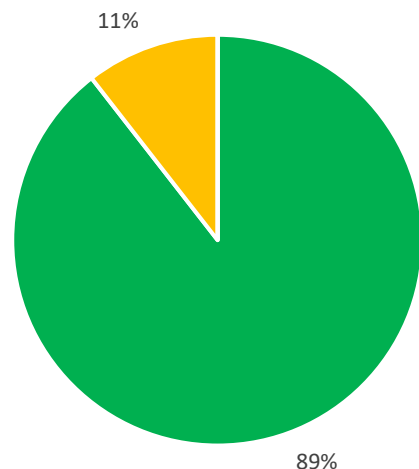


COUNCILS ROLE

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 JANUARY 2023 – 31 MARCH 2023**



- Completed (0% or 0 actions)
- On Track (89% or 17 actions)
- Monitor (11% or 2 actions)
- At Risk (0% or 0 actions)
- Deferred (0% or 0 actions)

STRATEGIC INDICATORS TO 31 MARCH 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%	Active borrowers for Quarter Three 2022/23 is 18,446 (Result = 7.3%). The result for 2021/22 was 7.1%. (Source: Local Government Performance Reporting Framework)
Preschool participation rates (includes non-Council services).	Target by 2025=93%	94% is the most recent preschool participation rate (2020), the previous result in 2019 was 89%. (Source: Department of Education and Training)

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 51 student work experience placements between 1 July 2022 and 31 March 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 3.4% between Hume City (8.6%) and Greater Melbourne (5.0%). A decrease on the 6.8% gap in June 2021. (Source: Department of Employment Small Area Labour Markets)

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

- On Track
- Monitor
- At Risk
- Deferred

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

2022/23 Result		
Indicator	Target	
Participation rates in Maternal Child Health	Target by 2025 = 75%	The 2022/23 participation rate for Quarter Two is 70.5%. This is a slight increase of 0.7% compared with the same period in Quarter Two 2021/22 which was 69.8%. (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. (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%	82.5% is the 2022/23 result which is a moderate increase on the previous result of 76.2% in 20. This indicator is collected every two years. (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 82.5%. 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:

■ On Track
 ■ Monitor
 ■ At Risk
 ■ 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 data-bbox="147 691 394 722">  75% </div>	<p>City Services and Living</p>	<p>Actions to strengthen volunteering to enhance vocational and social learning opportunities and community connections include:</p> <ul style="list-style-type: none"> • Twenty-eight people attended pop-up volunteer information sessions which provided information about volunteer opportunities. • The Annual Tax Help program supported 201 resident calls and 134 client appointments. • Vocational pathways through volunteering presentation was delivered to 34 Victorian Certificate of Applied Learning VCAL students • Commenced partnership with Hume Whittlesea Local Learning and Employment Network (HWLLEN). • Volunteering information session hosted online on 27 October. Twenty people registered for the session. • Volunteer for All Expo held on 17 November at the Mickleham North Community Centre, with 92 residents in attendance. Twenty-five organisations were represented as stallholders to facilitate discussions with community members about volunteering opportunities. • During Quarter Three, an additional 186 new individuals and two new organisation/groups connected for volunteering opportunities through the Hume Volunteer Gateway. • Work continues on the development of a Hume Volunteering Charter, including the planning of community engagement activities. • Continued promotion of volunteering at various community events including: <ul style="list-style-type: none"> ○ Mickleham North Community Centre open day ○ Active Ageing Expo ○ Community Hubs volunteering session at the Gee Lee-Wik Doleen Gallery Craigieburn ○ A further two community volunteering sessions were held in Quarter Three.

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

 On Track  Monitor  At Risk  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 data-bbox="143 715 394 751">  85% </div>	<p>City Services and Living</p>	<p>A review of Council's early years services into the Kindergarten Expansion Program has now been completed by an independent consultant, with Council Officers now considering the findings of this report. It is anticipated that the outcomes of this report, and key recommendations will be presented to Council in June.</p> <p>Work has also continued on the development of an early years infrastructure plan, and a 'Kindergarten Infrastructure Building Blocks Pipeline' partnerships agreement with the Victorian Government. Council endorsement, and authorisation for this partnership is expected to be considered at the Council Meeting on the 11 April.</p>





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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred




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 data-bbox="143 751 394 786">  75% </div>	<p>Chief People Officer</p>	<p>Initiatives and work experiences to strengthen employment pathways and vocational education opportunities included:</p> <ul style="list-style-type: none"> • A further 32 work placements were offered, and 4 placements undertaken during Quarter 3. Year to date, 51 placements have been undertaken. • For the second year Council is supporting the Industry Practical Placement program in partnership with Kangan Institute for Hume residents with a mild intellectual disability. Interviews between Council hosts and Kangan Institute students were completed in Quarter 3, and 4 students will be commencing their first rotation in Quarter 4. • Letter of support provided by Hume City Council for the Northern Councils Alliance Inclusive Employment project. Councils in Melbourne's north are seeking to work in partnership with the Victorian Government to deliver an Inclusive Employment Program for local residents who face barriers to employment through 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 2023 Passport to Work 2023 has commenced. This program is a collaboration between Juno Institute, Hume City Council (Organisational Capability and Economic Development departments) and DPV Health. 15 Hume residents are participating in the program, with 10 staff from Council and 5 staff from the DPV Health mentoring the community members. • During Quarter Three, 67% of new hires were Hume residents, with most engagements occurring within the City Life and Family, Youth and Children's departments.





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

 On Track  Monitor  At Risk  Deferred


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 data-bbox="147 783 389 815">  50% </div>	<p>City Planning and Places</p>	<p>The Broadmeadows multi-deck carpark design has reached completion of the design development phase.</p> <p>Work continues on progressing Hume Central with community information and consultation sessions having recently been in February, and documentation for an Expression of Interest (EOI) for a key development site having now been completed. The EOI is scheduled for Council consideration and approval on the 11 April.</p> <p>The functional brief for the Hume Global Learning Centre – Broadmeadows has now been completed following a series of internal stakeholder workshops, and an options assessment for the ground floor has now commenced.</p>

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

 On Track  Monitor  At Risk  Deferred


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> 	<p>City Planning and Places</p>	<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 32 scholarships on offer for Hume residents enrolling in study with La Trobe University, Victoria University and Deakin University. Victoria University Small Business Program was delivered in November at the HGLC-Sunbury, with 26 people participating in programs including 'Introduction to Emotional Intelligence' and 'Effective Communication Skills'. The program was delivered in partnership with the Sunbury Business Association. Planning is well underway for the 2023 Hume Illuminate next gen Challenge to be held in the week beginning 7 August 2023.

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

■ On Track
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 Deferred

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> 	<p>City Planning and Places</p>	<p>Council continued to strengthen Hume City's economy, including:</p> <p>Facilitating business growth, capabilities and innovation</p> <ul style="list-style-type: none"> As of March, StartNorth has 83 members; an increase of 3.75% from the previous quarter. An additional 6 offices at StartNorth were anticipated to be built by April-May 2023, however have now been delayed until early 2023/24 as Council works through processes related to fire permits. Continued to facilitate business growth through new investment enquiries, planning applications and quarterly stakeholder meetings. The Melbourne's North Regional Investment Attraction Strategy is being developed in collaboration with Northlink and Regional Northern LGA's. Considering/facilitating a planning scheme amendment for Marnong Estate that will support growth and diversity of the business Updating of the Hume Investment Attraction Framework and Hume Investment Prospectus and Virtual Room has progressed to support future investment attraction. <p>Promoting the Visitor Economy</p> <ul style="list-style-type: none"> Delivered promotional campaign with TimeOut promoting Hume as a destination. Delivered 'Discover Hume' promotional double page advertorial in state government publication, Autumn 'Official Visitor's Guide' (OVG) with a total reach of 900,000+. @discoverhume Instagram page continues to grow with a total page reach of 150,000 - a 17% increase this quarter Coordinated the biannual Visitor Economy network meeting on the 31 March to encourage business-to-business partnerships. Delivered Visitor Economy jobs expo securing 13 tourism and hospitality businesses and achieving over 90 job outcomes for locals.

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■ On Track
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 ■ Deferred





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.		<p>Facilitating local employment outcomes</p> <ul style="list-style-type: none"> • An additional 5 Hume Businesses joined the SEED project bringing the total to 15 Hume businesses being engaged with the Employment and Economic Development (SEED) project. Discussions have progressed with a further 10 Hume businesses to join SEED. • A total of 25 unemployed Hume residents were directly supported by the Local Employment Partnerships Team into employment with Hume businesses during this quarter. Bringing the year-to-date total to 62. • Two employer led information sessions were delivered with a total of 63 Hume residents participating for roles in Automotive and various roles with CSL Behring. • A successful Women in Construction and STEM Careers and Jobs Expo was delivered in March at the Town Hall Broadmeadows 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 with 4 Secondary schools sending a group a young woman to participate. • Planning is underway for the delivery of two Melbourne’s North Manufacturing Jobs Expos in partnership with NORTH Link to be delivered 10 May and 2 August. • 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.





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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ 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>1.3.1 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> <p> 75%</p>	<p>City Services and Living</p>	<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.</p> <p>Monthly 'Coffee with a Cop' session have been established across a number of local community centres and shopping centres. These sessions provide an opportunity for community members to build relationships with member of Victoria Police, raise safety and other concerns in an informal and accessible environment.</p> <p>Council has applied for a range of grants made available through the VicRoads annual grants program. The grants applied for by Council aim 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>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> <p> 75%</p>	<p>City Services and Living</p>	<p>Council has completed an audit of existing family violence prevention initiatives occurring across the organisations in order to identify gaps, areas of duplication and opportunities for improvement.</p> <p>Based on the findings of this audit, a detailed action plan has been developed identifying a range of family violence prevention focused training, awareness and promotional activities. Delivery of these actions have commenced.</p> <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.</p>





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

 On Track  Monitor  At Risk  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>1.3.4 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> <p> 75%</p>	<p>City Services and Living</p>	<p>Initiatives to address barriers to access and participation 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 on 1 April 2023. • Planning is underway for rainbow flag raising event to mark IDAHOBIT Day in May. • Applications are now open for 2023 Community Change Makers program, following the successful evaluation of the 2022 Program. Applications close on the 1 May, and the program will run from 24 May to 28 June 2023.





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

 On Track  Monitor  At Risk  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>1.3.5 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> <p> 90%</p>	<p>City Services and Living</p>	<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>Recruitment is also underway for a new Child Safety Officer to help implement the 'Safeguarding Children and Young People Policy' and develop a five-year plan to embed the 11 Child Safe Standards across Council. This position is expected to commence in April to May.</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> <p> 75%</p>	<p>Chief Financial Officer</p>	<p>The Draft General Purpose Local Law was placed on public exhibition during the period 14 February - 31 March 2023. During this period, Council received a large number of comments and submissions from community members and safety stakeholders.</p> <p>The feedback captured during the public exhibition period is currently being analysed. The Final Local Law is to be presented for Councillor consideration and adoption on 8 May.</p>





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

 On Track  Monitor  At Risk  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>1.3.7 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 data-bbox="143 719 394 754">  50% </div>	<p>City Services and Living</p>	<p>Community consultation to inform Council's Domestic Animal Management Plan has commenced. 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. This data will be used by Council alongside the consultation findings to determine key priorities within the plan.</p> <p>A further round of consultation will occur with key stakeholders, internal staff and community members between the period 17 April - May 2023 to assist in the identification of key action.</p> <p>The Draft Plan is expected to be presented for Councillor consideration and endorsement for public exhibition on 26 June 2023.</p>

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

 On Track  Monitor  At Risk  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 data-bbox="143 687 394 722">  75% </div>	<p>City Services and Living</p>	<p>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).</p> <p>In late August, Council officers attended and supported contributions to a research project hosted by Deakin University about the normalisation of gambling amongst various vulnerable demographic groups.</p> <p>In October, Council partnered with Banyule Community Health Services to promote Gambling Harm Awareness Week.</p> <p>In February, the Annual Gambling Report was presented to Council.</p> <p>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.</p>

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

■ On Track
 ■ Monitor
 ■ At Risk
 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><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> 	<p>City Services and Living</p>	<p>The <i>Health and Wellbeing Action Plan</i> is currently being implemented. Progress updates for key actions related to the following health and wellbeing priorities are included in this report:</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>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 2 Action Plan is expected to be submitted to adoption in July.</p>
<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><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> 	<p>City Services and Living</p>	<p>Actions undertaken to assist and support people sleeping rough within Hume City included:</p> <ul style="list-style-type: none"> • In August, Council worked in collaboration with multiple agencies to raise community awareness and provide information for Homelessness Week 2022. • The Rough Sleeping Response Guidelines have adopted and are currently being rolled out across Council's service areas. Staff training on the guidelines commenced in March 2023. • The Hume Homelessness Pathway Officer (HPO) continues to collaborate with teams across Council to raise community awareness of support options for people sleeping rough. The HPO continues to provide advocacy and support through outreach and connection to persons rough sleeping in Hume and supporting agencies.





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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ 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>1.3.12 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 data-bbox="143 719 394 754">  75% </div>	<p>City Services and Living</p>	<p>Accessibility works continue to be planned and undertaken at Council facilities to support improvements for people with a disability, including:</p> <ul style="list-style-type: none"> • Banks Street Preschool, Craigieburn • Mitford Crescent Preschool, Craigieburn • Lynda Blundell Seniors Centre, Dallas • Craigieburn Community Garden • Homestead Community and Learning Centre, Roxburgh Park • Bradford Avenue Preschool, Greenvale • Tarcoola Avenue Preschool, Meadow Heights <p>Sunbury Aquatic Leisure Centre (SALC) Disability Discrimination Act 1992 (DDA) works have been completed. Including access, pathways doorway and signage.</p> <p>Access audits and planning continues to ensure responsiveness of accessibility works and the implementation of improvements to support people with a disability.</p>

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

 On Track  Monitor  At Risk  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>1.4.1 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> 	<p>City Services and Living</p>	<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, with applications being open between February and March. Applications are being assessed, and a report will be presented to Council in late May.</p>
<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><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> 	<p>City Services and Living</p>	<p>Community engagement to inform the development of an Events and Festivals Strategy and review of the existing Events and Sponsorship Policy was undertaken during Quarter One.</p> <p>The Draft Strategy (Vibrant and Inclusive) is being finalised, and is expected to be presented to Council in May. Pending community feedback, the final strategy is scheduled to be presented to Council in August 2023.</p>

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

■ On Track
 ■ Monitor
 ■ At Risk
 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>1.4.3 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> 	<p>City Planning and Places</p>	<p>Council signed a long-term lease agreement with State Government to facilitate improved community infrastructure outcomes for the Sunbury arts community and local residents. A celebratory Christmas event was held on site for Councillors and community in December.</p> <p>A Senior Project Manager has been appointed to manage the project, with due diligence investigations for Building 22. An implementation plan for rectification works is being prepared. Work to review and develop staged outcomes for the site is commencing and the Community Advisory Group meeting has been scheduled for 3 May 2023.</p>

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

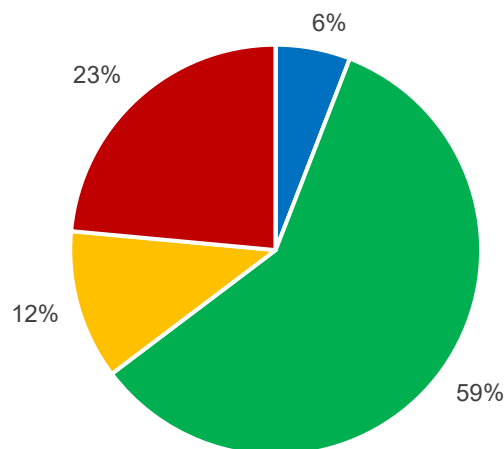
On Track
 Monitor
 At Risk
 Deferred

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 JANUARY 2023 – 31 MARCH 2023



- Completed (6% or 1 actions)
- On Track (59% or 10 actions)
- Monitor (12% or 2 actions)
- At Risk (24% or 4 actions)
- Deferred (0% or 0 actions)

STRATEGIC INDICATORS TO 31 MARCH 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%	17% of decisions have been upheld at VCAT to date in 2022/23. The 2021/22 result for the same period was 50%. (Source: Local Government Performance Reporting Framework)
Percentage of planning applications decided within required timeframes	Target by 2025 = 60%	52.5% of planning applications were decided within required timeframes. The result for the same period of 2021/22 was 46.5%. (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 second quarter 2022/23 waste diversion rate is 33.8%. The diversion rate for the same period of 2021/22 was 35.4%. (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 year, there has been a net increase of 573 trees, with 1,369 trees having been removed, and 1,942 trees planted. (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 data-bbox="143 683 394 719">  80% </div>	<p>City Planning and Places</p>	<p>Stages One and Two of the Building Services review have been completed by external consultants, and key recommendations and next steps identified through these stages is currently being undertaken. This has included 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.</p> <p>As part of Stage 3, work is continuing to identify process improvements and automation opportunities including the pool registration process, report and consent and building complaints management.</p>


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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ 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>2.1.2 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 style="border: 1px solid black; padding: 2px;"> <div style="background-color: #4CAF50; width: 75%;"></div> 75% </div>	<p>City Planning and Places</p>	<p>A proposed planning scheme amendment to facilitate more diverse housing and draft Housing Design Guidelines are being finalised for consultation in the first half of 2023. Amendment C253 has been approved by the Minister for Planning enabling new housing in Sunbury with a supporting legal agreement requiring a contribution of disability supported affordable housing.</p> <p>Council continues to advocate for housing mix as part of Homes Victoria's current Banksia Gardens masterplan and Big Housing Bid investigations. The Strategic Reference Group reconvened 13 December 2022, and Homes Victoria provided Council with a briefing in February 2023, including providing opportunity for Councillors to provide feedback for Homes Victoria's consideration.</p> <p>Council Officers understand that the current Masterplan Timelines are:</p> <ul style="list-style-type: none"> • Towards the end of April – community consultation on the draft vision and key directions • Mid-year – release of the draft masterplan (informed by engagement findings) • Towards the end of 2023 – Final masterplan to be released.

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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred




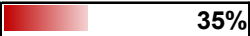
Strategic Objective 2.1 Facilitate appropriate urban development and enhancing natural environment, heritage, landscapes and rural places.

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 data-bbox="143 722 394 756">  80% </div>	<p>City Services and Living</p>	<p>Consultants have appointed and have commenced the feasibility process to determine the best service and infrastructure delivery option for a youth crisis facility in Hume City. The findings of the report are currently expected to be presented to Council in May.</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 data-bbox="143 1150 394 1184">  75% </div>	<p>City Planning and Places</p>	<p>Council officers have continued collaborative working relationships with the Victorian Planning Authority on Precinct Structure Plans in the city. Technical studies and a 'Place Plan' are well advanced for Greenvale North R1 Investigation Area Part 1 and 800 Somerton Road. Technical studies have progressed for Merrifield North PSP area with further technical assessments required. Officers have continued to work with Stockland and neighbouring Councils to advance the planning of the Cloverton Metropolitan Activity Centre, and an initial Regional Community Infrastructure Needs Assessment has been prepared.</p>





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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ 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 data-bbox="145 799 394 834">  75% </div>	<p>City Services and Living</p>	<ul style="list-style-type: none"> • CoRE Grants – 45 conservation projects on private rural land commenced in October 2022, with all being on track for completion by 30 June. The next round of CoRE Grants opened in February 2023. • Rural Land Management Grant (RLMG) – In Quarter 2, Officers had completed 96 visits to investigate eligibility for RLMG and assess progress of grant implementation. Four weed control drop-in sessions were held for land managers in Bulla, Emu Bottom, Diggers Rest and Mickleham. There was also an information stall at the Sunbury Agricultural Show. • Primary Producer Rate Rebate – applications opened in February 2023, with 30 applications received. • Rural capacity building – This quarter, and equiculture workshop was run on the 4 March in collaboration with neighbouring councils, Mitchell, Whittlesea and Macedon Ranges.
<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 data-bbox="145 1177 394 1212">  35% </div>	<p>Infrastructure and Assets</p>	<p>Progress continues to be made on the development of nine conservation reserve management plans for this financial year. Mt Ridley plan is anticipated for completion by 1 July 2023. Four other sites will have draft plans will be submitted for review by 30 June 2023 and to have final reports completed by September 2023. The delay has been caused by the level of complexity for the Mt Ridley site which required more time before moving on to the next sites.</p>





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

 On Track  Monitor  At Risk  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 data-bbox="145 751 394 786">  75% </div>	<p>City Services and Living</p>	<p>Programs to support environmental sustainable leadership included:</p> <ul style="list-style-type: none"> Let's Grow Hume program continued in 2022/23, with 15 Let's Grow Hume and Live Green workshops, events, education sessions and stalls took place, engaging 470 community members. In August, the 2022 cohort of Enviro Champions graduated. Two particularly active projects included the: <ul style="list-style-type: none"> 2022 See it, Bin it! Local Litter campaign and partnership with Aitken Hill Community Centre to provide waste education classes run by Kangan TAFE. 2022 Sirius College East Campus – School Enviro Club. Gardens for Wildlife program received 28 applications. As of March, there are now ten 'Garden Guides' in the program (expanding from two in Quarter 2) and an evaluation plan is scheduled for implementation from April onwards. In September, residents participated in the first 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. As of March, eleven community members are currently undertaking training as part of the 2023 Enviro Champions program. Twenty sustainability themed community workshops held between June 2022 – March 2023.





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

 On Track  Monitor  At Risk  Deferred

THEME 2

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





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> <p> 75%</p>	City Services and Living	Initial stakeholder consultation to inform the development of the Draft Plan has been completed, with the Draft Plan expected to be presented to Council in late May 2023, and made available for public comment in June. It is expected that the final Plan will be presented to Council for adoption in August/September 2023.
<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> <p> 80%</p>	Infrastructure and Assets	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 is being finalised. An additional workshop to capture guidance from Wurundjeri Elders is scheduled for mid-April, with the draft plan expected to be presented to Council in May/June for review.





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

■ On Track
 ■ Monitor
 ■ At Risk
 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> 	<p>Infrastructure and Assets</p>	<ul style="list-style-type: none"> • Detailed design work for Jack Roper is progressing and the draft civil design drawings have been received for review. • Sunbury Cemetery has provided feedback on the stormwater supply agreement and their response is currently under review. • Environmental and Cultural Heritage work has commenced for the John Ilhan stormwater harvesting scheme. The site has a population of Golden Sun Moth and will need a permit to remove native vegetation.
<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> 	<p>City Planning and Places</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 follow up innovation session is being planned for the design sprint, and the development of a business case for a Hume Hard Waste Smart Cycle Centre to support and encourage circularity and reduce waste to landfill. • The 2022 Circular Advantage Program was completed by end of February 2023. Planning has now commenced for the next program for delivery in the 2023/24 financial year. • Planning has commenced for a Council staff training program on Circular Design, Circular Construction and Circular Procurement expected to be delivered by end of July.

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

 On Track  Monitor  At Risk  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><u>Progress Indicator</u></p> <div style="border: 1px solid black; background-color: #4CAF50; width: 100%; height: 15px; display: flex; align-items: center; justify-content: center;"> 100% </div>	Chief Financial Officer	At its meeting held on 12 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:

■ On Track
 ■ Monitor
 ■ At Risk
 □ 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 data-bbox="143 719 394 754">  35% </div>	<p>City Planning and Places</p>	<p>Open Space Strategy:</p> <ul style="list-style-type: none"> Engagement with community for Draft Open Space Strategy - Principles and Vision was completed in March, with results being now being reviewed. Drafting of OSS document continuing through Working Group and external consultant. <p>Improvements to active and passive open spaces:</p> <ul style="list-style-type: none"> Progress Reserve, Coolaroo Stage 1 has now been completed, with the official opening scheduled for 13 April 2023. Hamilton Hume Reserve, Craigieburn - under construction. Greenfield Court Reserve, Craigieburn - under construction. Cimberwood Drive Reserve, Craigieburn - under construction. Andlon Court Reserve, Tullamarine - contractor appointed, construction to commence July 2023. Grove Road Reserve, Craigieburn, detailed design review underway; construction late 2023/24. Highgate Recreation Reserve, Craigieburn playspace – detailed design development underway. Balyang Park, Craigieburn - design to commence Quarter 4 2023. Grey Box Woodlands Park, Broadmeadows – a targeted flora & fauna survey is now required to be completed this 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 this spring.





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

 On Track  Monitor  At Risk  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> 	<p>City Planning and Places</p>	<p>Aitken Creek Master Plan:</p> <ul style="list-style-type: none"> • Feature survey field work completed. • Survey plan preparation to be undertaken April 2023 (has been delayed due to wet weather). <p>Merlynston Creek Master Plan:</p> <ul style="list-style-type: none"> • feature survey expected to be completed end of April. • detailed design for path layout and concept development for reserves to be commenced upon finalisation of feature survey. • community engagement on concepts to be undertaken May-June 2023.
<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> 	<p>Infrastructure and Assets</p>	<p>The Waste and Resource Recovery Strategy was adopted by Council on 19 December 2022 following an engagement process which involved speaking to over 21,000 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>Work to develop the Litter Action Plan has now commenced. As part of this, we are currently developing new processes and procedures for the management of, and response to, litter and dumped waste enquiries. This includes the establishment of the new Waste Response - Keep Hume Clean Team.</p> <p>On Sunday 5 March, the Mayor Cr Haweil launched our new Keep Hume Clean campaign at a Clean Up Australia Day community event.</p>

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

 On Track  Monitor  At Risk  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>2.4.1 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  30%</p>	<p>Infrastructure and Assets</p>	<p>Following Council's decision in June 2022 to proceed with the project, an update was provided to the community including a mail-out to all Jacksons Hill residents in July 2022.</p> <p>A meeting was held with the Wurundjeri Tribe Land Cultural Heritage Council on 15 November 2022, regarding the Cultural Heritage Management Plan (CHMP) application. Awaiting on further advice from the Wurundjeri, the Registered Aboriginal Party before the CHMP submission can proceed.</p> <p>No further progress has been made this quarter.</p>
<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  55%</p>	<p>City Planning and Places</p>	<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 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. These will both inform future directions for the new Transport Strategy.</p> <p>Initiatives to enhance walking and cycling included:</p> <ul style="list-style-type: none"> Aitken Creek trail - initial feature surveys, ecological and Cultural Heritage assessments complete, with further consultation planned with the Wurundjeri Woiwurrung Cultural Heritage Aboriginal Corporation in May, and further advice from Yarra Valley Water.

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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred

THEME 2

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

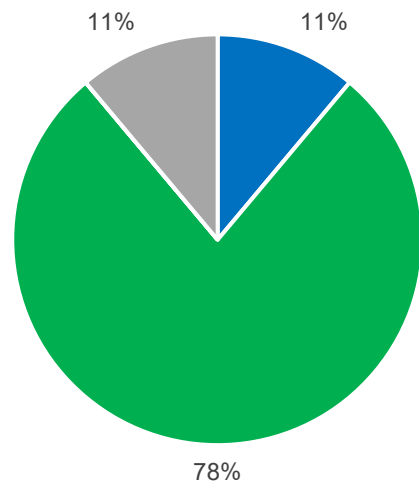
Strategic Objective 2.4 Connect our City through efficient and effective walking, cycling and public transport and road networks.

Major Strategy or Action	Division	Description of Progress (Year to date)
2.4.2 cont.		<ul style="list-style-type: none"> Roxburgh Park to Craigieburn railway corridor - initial feature surveys, ecological and Cultural Heritage assessments complete. Spavin Drive Reserve/Kismet Creek Corridor - initial feature surveys, ecological and Cultural Heritage assessments complete, with further consultation planned with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation in May. The timing of upgrades for Spavin Drive is currently being assessed by the Traffic team.

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

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

**SUMMARY OF PROGRESS FOR THEME 3
1 JANUARY 2023 – 31 MARCH 2023**



- Completed (11% or 1 actions)
- On Track (78% or 7 actions)
- Monitor (0% or 0 actions)
- At Risk (0% or 0 actions)
- Deferred (11% or 1 actions)

STRATEGIC INDICATORS TO 31 MARCH 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 54/100. 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%	14.4% is the result to date in 2022/23. The result for the same period in 2021/22 was 12.8%. (Source: Local Government Performance Reporting Framework)
Satisfaction with community consultation and engagement	Target by 2025 = 55%	2022/23 result is 51/100. Previous year result was 57/100 in 2020/21. (Source: Hume City Council, Community Survey 2021/22, Community Indicators Survey 2022/23)


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%	The underlying surplus as a percentage of underlying revenue between 1 July and 31 March was – 4.6%. For the same period in 2021/22, the result was 2.4%. (Source: Local Government Performance Reporting Framework)
Asset renewal and upgrade compared to depreciation	Target by 2025 =82.94%	Asset renewal and upgrade compared to depreciation between 1 July and 31 March was 67%. For the same period in 2021/22, the result was 54% (Source: Local Government Performance Reporting Framework)
Percentage of Council Plan Actions completed	Target by 2025 = 80%	There was two (4%) Council Plan actions completed in the first six months of 2022/23. At the same time in 2020/21 there were 14 actions (22%) completed. (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%	The Year-to-date employee retention rate to March was 91.0%. The result for the same period in 2021/22 was 90.0%. (Source: Local Government Performance Reporting Framework)
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) • Hume Community Safety Advisory Committee • Hume Jobs and Skills Taskforce • Hume Sustainability Taskforce (HST) • Youth Advisory Group • Hume Clean Taskforce Advisory Committee <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #28a745; width: 75%;"></div> 75% </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 – members contributed to and attended a Video Exhibition: Stories of Connection, Stories of Us by James Henry as part of NAIDOC 2022. The RAPWG continues to focus on development of a new Reconciliation Action Plan (RAP) 2023-2025, with an interim set of actions being developed, alongside a new draft Terms of Reference. An additional five members were inducted in February. • HIN – in December a combined Merri-bek and Hume HIN meeting was held to explore opportunities for joint activities, and the HIN 2023 Events Plan has now been completed. This has included planning for a Harmony Week family sports day on the 1 April. • Multicultural Advisory Group (MAG) - workshop was held in October 2022 with 30 service providers and council staff coming together to identify the purpose of the group and areas of focus for collaboration in 2023. 20 new members have been inducted into the group following an EOI process in February. The MAG is now completing a review of Council's Multicultural Action Plan to identify future priority areas. • Sustainability Taskforce - four meetings have been held July 2022-March 2023, and five new members inducted – bring the total number of members to 13. The taskforce has provided input into a number of Council strategies and documents, including the Waste Strategy and Community Design Guidelines. • Hume Jobs and Skills Task Force – three meetings have been held between July 2022 and March 2023

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

■ On Track ■ Monitor ■ At Risk ■ Deferred

THEME
3

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




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 Clean Taskforce – three meetings during the first six months of the financial year. Cr Overend has now been appointed as the Chair, and the next meeting is currently being planned. • Safety Advisory Committee – 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.





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

■ On Track
 ■ Monitor
 ■ At Risk
 □ 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 data-bbox="143 715 394 746">  75% </div>	<p>Customer and Strategy</p>	<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 at www.hume.vic.gov.au/statistics. 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>Council's internal Community Engagement Practitioners Network continue to meet on a regular basis with a focus on providing support, staff development and guidance to officers who regularly undertaken community engagement and consultation activities.</p> <p>From the 1 July to 31 March, 38 consultation and engagement projects have been promoted via participate.hume, with more than 16,000 visitors accessing these pages.</p>

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

 On Track  Monitor  At Risk  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 style="border: 1px solid black; background-color: #28a745; padding: 2px; display: inline-block;">100%</div>	<p>Customer and Strategy</p>	<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 advocator, 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> <p>This action has now been completed.</p>

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

■ On Track ■ Monitor ■ At Risk ■ 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> 	<p>Customer and Strategy</p>	<p>Work continues to progress on the upgrade/replacement of Council's Enterprise Resource Planning Solution, including negotiating an extension of Council's on-premises technical support for a further 12 months while decision is made on future options. Council will be considering implementation costs and potential benefits as part of the 2023/24 budget process.</p> <p>A review of data held across the whole of council will commence in late April which will form the foundation of the works required to improve access to, and confidence in data held within council. This work will also inform how to improve cyber security risks.</p>

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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ 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 style="border: 1px solid black; padding: 2px;"> <div style="background-color: #28a745; width: 60%;"></div> 60% </div>	<ul style="list-style-type: none"> City Planning and Places, City Services and Living 	<p>Community Facilities Strategic Review (75% completed):</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. Request for Tender (RFT) for a new booking system for Hume City Council facilities closed in November, and applications have now been evaluated. A tender report on the outcomes of this evaluation is being finalised. <p>Community Infrastructure Plan (90% completed):</p> <ul style="list-style-type: none"> The Draft Community Infrastructure Plan (CIP) was endorsed by Council on 14 November, and community and stakeholder engagement on the draft was completed in March. Results from the engagement are now being considered by Council Officers, prior to the finalisation of the plan for Council Adoption. <p>Initiatives to improve utilisation of Youth Facilities (50% completed):</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 and a youth advisory group will be established in April to lead this activation.





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■ On Track
 ■ Monitor
 ■ At Risk
 □ 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 data-bbox="143 783 394 818">  </div>	<p>Customer and Strategy</p>	<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. To date 14 GIAs have been completed or are in progress – with reporting on GIAs expected to be provided to the Commission in February 2024.</p> <p>A GIA process and templates was be endorsed by ELT in February 2023. Organisational Performance and Strategy have worked with the Governance team to consider opportunities for improvement to Council’s report templates to support compliance with our GIA requirements. It is expected that an updated report template will be finalised shortly.</p>
<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 data-bbox="143 1254 405 1289"> <input type="text" value="Deferred"/> </div>	<p>Customer and Strategy</p>	<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:

 On Track  Monitor  At Risk  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 data-bbox="143 810 394 847">  75% </div>	<p>Chief People Officer</p>	<ul style="list-style-type: none"> Continued with implementation of the Diversity and Inclusion Framework providing executive level leadership sponsorship, for the coordinated delivery of outcomes and actions associated with Council's diversity and inclusion strategies and plans with: <ul style="list-style-type: none"> Commencement of scheduled of working group meetings including the Diversity and Inclusion Governance Group. Expressions of interest opened for new memberships on the existing working groups. Participation in Gender Equality Commission consultation workshops to inform the progress reporting requirements. 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. Launched new organisational values with the Executive Leadership Team Roadshow and All Staff Forum. Developed corporate behaviours to underpin the organisational values, with feedback sought from the Executive and Senior Leadership Teams. Created a Hume Values Hub online for all staff to access values updates, resources, and templates. Continued with desktop research for Council's Leadership Capability Framework, reviewing the Council Plan 2021-2025 and One Hume Strategic Roadmap.





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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ 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 data-bbox="143 746 394 778">  </div>	<p>Customer and Strategy</p>	<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 (See 1.1.2). • Community engagement to inform the development of an Events and Festivals Strategy and review of the existing Events and Sponsorship Policy has been completed. The draft strategy is scheduled to be presented to Council in May (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 is being finalised, with recommendations expected to be made to Management and Council's Audit Committee later in 2023. • Improvements to Customer Experience have included the completion of a 'Customer Experience Maturity' report (October), development of a new structure and additional resourcing, and development of a new Council Request Management Process which is expected to commence from Quarter Four. Work continues on the roll-out of a new customer self-service portal and enhancements/upgrades to Council's telephony system to improve performance reporting and management of service level agreements.

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 On Track  Monitor  At Risk  Deferred