

HUME CITY COUNCIL PLAN 2021-2025

Progress Report
2023/24 Actions

INCORPORATING THE:

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



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PROGRESS DESCRIPTIONS

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

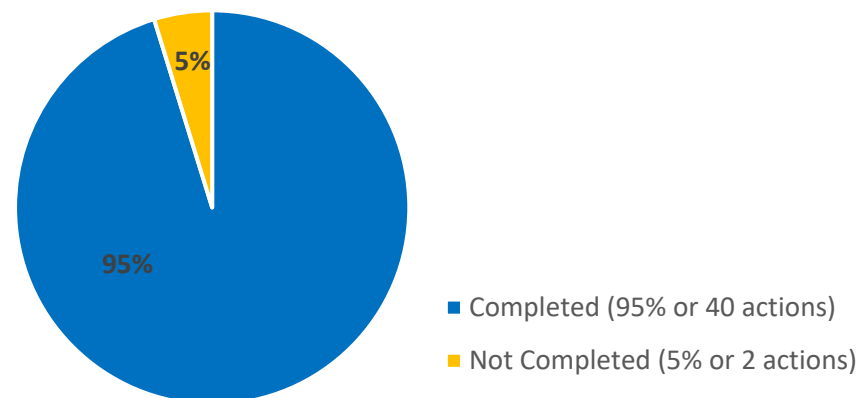
The progress indicators displayed are based on the status as follows:

- **Completed** – Expected work toward this action has been completed by 30 June 2023.
- **Not Completed** – Action has not been completed within 2023/24.

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

-  Disability Action Plan
-  Community Safety Action Plan
-  Pathways to Sustainability

SUMMARY OF PROGRESS – 1 JULY 2023 – 30 JUNE 2024

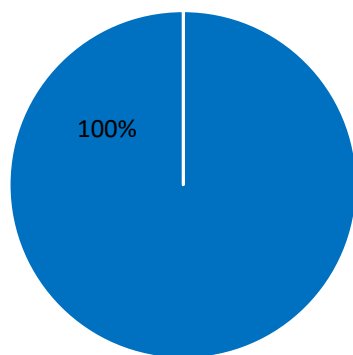


COUNCILS ROLE

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

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

SUMMARY OF PROGRESS FOR THEME 1 1 JULY 2022 – 30 JUNE 2024



■ Completed (100% or 18 actions)

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

■ Complete ■ Not Complete

STRATEGIC INDICATORS TO 30 JUNE 2024

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

Indicator	Target	2023/24 Result
Library members per head of population	Target by 2025 = 10%	Since July 2021, 53,599 users have access library resources (Result = 20.4%). This is the first year this indicator has been collected. (Source: Local Government Performance Reporting Framework)
Kindergarten participation rates (includes non-Council services)	Target by 2025=93%	92% is the most recent kindergarten participation rate (2022), the previous result in 2021 was 94%. (Source: Department of Education)

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

Indicator	Target	2023/24 Result
Number of student placements supported by Council	Target by 2025 = 100	There were 114 student work experience placements from July 2023 to June 2024. In 2022/23 there were 84 placements. (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 3.1% between Hume City (6.9%) and Greater Melbourne (3.8%). For the same period last year, the gap was 3.4% (Source: Department of Employment Small Area Labour Markets)

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

Indicator	Target	2023/24 Result
Participation rates in Maternal Child Health	Target by 2025 = 75%	The participation rate for July 2023 to June 2024 is 73.4% The participation rate in the MCH service in 2022/23 was 74.12% (Source: Local Government Performance Reporting Framework)
Percentage of community who are satisfied with their health	Target by 2025 = 85%	70.7% is the 2022/23 result which is a decrease from the previous result of 88.8% in 2020/21. This indicator is collected every two years and will next be published in 2024/25. (Source: Hume City Council, Community Indicators)
Percentage of community who believe it's a good thing for a society to be made up of people from different cultures	Target by 2025 = 85%	92% of people agreed it's a good thing for a society to be made up of people from different cultures in 2022/23 compared to 85% in 2020/21. This indicator is collected every two years and will next be published in 2024/25. (Source: Hume City Council, Community Indicators)




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

Indicator	Target	2023/24 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 2023/24 is 94.7%. The result for 2022/23 was 87.3% (Source: Hume City Council, Event Evaluations)



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

■ Complete ■ Not Complete


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

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="147 676 443 715">  </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Since July 2023, actions have included:</p> <ul style="list-style-type: none"> • Hume Volunteer Gateway registered over 771 new volunteers and 18 new organisations. • In partnership with the Australian Tax Office, Council delivered Tax Help which provides supports with simple tax affairs. Tax Help received over 320 calls and emails and provided in person assistance to almost 150 community members. This year's program was supported by 4 volunteers. • In total seven information community outreach sessions to promote volunteering have been completed. • The final draft of Council's Volunteering for All Framework 2023-2033 has been present the senior management for review. The Framework aims to strengthen Council's capacity to attract, support and retain volunteers. • As part of National Volunteers Week, Hume hosted a Volunteer Expo to promote volunteering opportunities in the community, and a Civic Reception acknowledging the vital role volunteers play in supporting the community.

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

-  Complete
-  Not Complete



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

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="143 715 443 751">  </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Council has successfully secured almost \$7.5 million in funding for five kindergarten expansion projects. Planning has been completed and construction is underway across all five sites.</p> <p>Council continues planning for future service delivery, however Best Start Best Life Reform timeline changes have resulted in revised timeframes of 2025 for the formulation of a new Kindergarten Infrastructure and Services Plan. Demand for sessional kindergarten programs will require ongoing monitoring due to the increases of Kindergartens on School sites provided by the Victorian School Building Authority and family preferences that have seen an increase in accessing Kindergarten in Long Day Care settings.</p>

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

- Complete
- Not Complete



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="147 730 443 767">  </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>People and Culture</p>	<p>Since July 2023, employment pathways and vocational education opportunities included:</p> <ul style="list-style-type: none"> • Over 110 placements comprising high school work experience and tertiary education placements. Seven engineering students originally engaged on a short-term basis secured longer term placements through casual employment. • Council continues its partnership with Kangan Institute to provide their students with an Industry Practical Placement. Two Industry Practical Placement students completed their first work rotation in June 2024. • Fifty-two percent of new hires were Hume residents. • Council's participation in the Passport to Work program, a collaboration between Juno Institute and DPV Health, concluded with 10 mentors from Council engaged providing mentorship opportunities for 13 community protégés. As of June 2024, 11 of the 13 community protégés participating in the program secured an employment or education pathway.

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

- Complete
- Not Complete

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 style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	City Planning and Places	<p>Since 1 July 2023, work towards the revitalisation of Broadmeadows and Hume Central has included:</p> <ul style="list-style-type: none"> • Council endorsed key approach and activities for the Hume Central program of work in November 2023 • Construction of Council Chambers and community spaces in ground floor of Hume Global Learning Centre Broadmeadows was completed in June 2024. • A draft functional brief for the town square was completed in late 2023, and work is being undertaken to finalise an advocacy documents to support funding bids. • Town Planning drawings have been prepared for the Broadmeadows Town Centre Car Park. • Support for investment attraction proposals for a hotel operator as part of the mixed-use development on Lot E is ongoing. • Advocacy continuing with Broadmeadows Revitalisation Board for investment opportunities and upgrades in Broadmeadows including short term improvements to the train station.
<p>1.2.3 Strengthen tertiary education opportunities in Hume City through the Multiversity Program and advocacy for a university or TAFE to be established in Hume's growth areas.</p> <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	City Planning and Places	<p>Strengthening tertiary education opportunities in Hume City have included:</p> <ul style="list-style-type: none"> • A successful illuminate nextgen Challenge was delivered in August 2023. Seven Hume secondary schools, and 54 students participated. Planning is underway for the 2024 Illuminate next Challenge to be held in August. • The 2023/24 Hume Multiversity Tertiary Education Scholarship Program was launched with 32 scholarships available to Hume residents at Victoria University, Deakin University and La Trobe University. A total of 26 scholarships have been awarded to date. • Discussions continue with a tertiary education provider regarding establishing a facility in the Cloverton Metropolitan Activity Centre • Planning is underway for the delivery of Victoria University's Bachelor of Early Childhood in Mickleham North which will commence in August 2024

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

- Complete
- Not Complete

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.2.4 In partnership with stakeholders, advocate for, and strengthen Hume City’s economy by building business capability, promoting the visitor economy and attracting innovative business, support and facilitate business growth and local employment outcomes.</p> <p><i>Council’s Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>Council continued to strengthen Hume City’s economy through;</p> <p>Facilitating business growth, capabilities and attracting innovation business:</p> <ul style="list-style-type: none"> • A series of Small Business Mentoring Clinics were delivered, and an Export Forum were held. • Victoria University delivered a ‘Leading a Team’ small business workshop to Hume SEED businesses. • Hume Small Business Grants 23/24 and applicant workshop was delivered. • Supported and received two Business Establishment Financial Incentive applications to attract new business investments into Hume. • As of June 2024, StartNorth has 102 members. All new office spaces have been activated and three Master classes have been delivered. • A total of 80 local businesses were supported to NORTHLink Business Breakfast Events. Five local business women were supported to attend a Women In Business Luncheon • The development and implementation of the <i>Invest for Success</i> campaign designed to highlight Hume City’s advantages as a prime location for business investment and growth, and the execution of various marketing and promotional activities under this banner. These activities include: a range of videos, branding and an updated Investment Prospectus, and the Investment Attraction Virtual Room. • Council has approved a Business Establishment Financial Incentive application for Sunny Queen as part of the Investment Attraction Framework. An Memorandum of Understanding has been developed and signed with the company. • In May, the Hume Women in Business Networking lunch was held.

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

- Complete
- Not Complete


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

Major Strategy or Action	Division	Description of Progress (Year to date)
1.2.4 cont.	City Planning and Places	<p>Visitor Economy (VE) promotion through:</p> <ul style="list-style-type: none"> • State government tourism publication 'Official Visitor's Guide', @discoverhume Instagram page and two Social media campaigns. • In June 2024, Council participated as an exhibitor at the inaugural Choose Tourism state Careers Expo. The event brought together key employers and training providers to promote the dynamic and diverse career pathways that exist in the Visitor Economy and real time jobs. <p>Facilitating local employment outcomes:</p> <ul style="list-style-type: none"> • Engagement with 25 Hume businesses as part of Employment and Economic Development (SEED) project has continued with 17 formal signatories. Three SEED events were held, in addition, SEED businesses also participated in Gender Equity training. • Since July 2023, 109 unemployed Hume residents were directly supported by the Local Employment Partnerships into employment with Hume businesses. • Eight employer led information sessions were delivered with a total of 140 Hume residents participating for school crossing supervisor roles, construction, warehousing and catering roles. • Delivered four Jobs Expo's with themes of: health and community services, transport and logistics, manufacturing in partnership NORTHLink, and Women in Manufacturing led by Australian Manufacturing Workers Union. • Holmesglen partnered with Hume City Council to deliver a Small Business Festival as part of the Self Employment Assistance program. • Delivered Ready Set Hired in partnership with the Hume Community Investment Committee which provided young people to practice their interview skills with real employers.

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

- Complete
- Not Complete


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> <i>Council's Role: Facilitator, Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="136 683 443 722" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Victoria Police, Vic Roads and HCC Traffic Management continue to meet on a quarterly basis to review serious and fatal road injuries and identify prevention measures.</p> <p>In December 2023, Hume City Council partnered with Victoria Police to deliver a Hume City Neighbourhood Policing Forum to senior members of Victoria Police, local businesses, education providers and community members. The forum presented local crime data, trends and police responses, providing an opportunity to raise and discuss concerns directly with members of Victoria Police.</p> <p>Other initiatives to support driver and road safety have included:</p> <ul style="list-style-type: none"> • In partnership with Victoria Police, delivery of targeted responses across several locations to address and mitigate reported anti-social behaviour. • Pursued grant funding from the Victorian Transport Accident Commission (TAC) to support the continuation of the L2P program for the period 2024 – 2026. The program supports learner drivers who do not have access to a fully licensed supervising driver to gain 120 hours of supervised driving experience necessary to obtain a probationary driver's license. • Following concerns from the community members regarding increased crimes and hooning behaviours an Anti-Theft Information session was delivered partnership with the Proactive Policing Unit at Kalkallo. • Coffee with Cop engagement with Victoria Police's Transit division at Sunbury Train Station.

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

- Complete
- Not Complete


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.2 Facilitate initiatives and partnerships to raise awareness around the impact of family violence, and support prevention of violence against women campaigns.</p> <p> <i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div data-bbox="143 687 443 724" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Since July 2023 initiatives and partnerships have included:</p> <ul style="list-style-type: none"> • A Family Violence Practitioners Forum was delivered for practitioners and staff operating across the Hume and Merri-bek municipalities. This session was supported by the Northern Legal Community Centre. • Council delivered a series of activities as part of 16 Days of Activism campaign, including: a social media awareness campaign, Walks Against Violence, the provision of resources at libraries and community centres, staff awareness workshops and a gender equity in sport event delivered in partnership with Sunbury Cobaw Community Health. • Responding to Family Violence Disclosures Training delivered to over 100 staff. • Establishment and regular meeting of the Gender Equity in Sport Network, with participation of local sports clubs and organisations. • A presentation on family violence, training opportunities and supports available from Council was delivered to the Hume Interfaith Network. With initial planning with Kulturbrille and members of the Hume Interfaith Network to deliver training sessions for faith leaders in Hume • In response to research that identifies women are more likely to disclose experiences of violence or abuse to people they trust, such as their hairdresser or beauty therapists, a training and development package has been established. Participating hairdressers will receive training and access to digital resources to assist them in recognising, responding to and referring victims of family violence to specialist services. • A ManCave session was hosted in partnership with Sunbury Cobaw Health <p>The internal Family Violence Prevention Working Group continues to meet to oversee initiatives and training opportunities.</p>

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

- Complete
- Not Complete



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><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #0070C0; color: white; width: 100px; text-align: center;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Since July 2023 the following initiatives to address barriers to access and participation and support community members to feel included and safe included:</p> <ul style="list-style-type: none"> • Eight Welcome to Hume tours delivered - supporting people settling in Hume to access service and programs in the municipality. • Delivered Human Rights Ambassador training to a total of 49 participants. • Changemakers Masterclass delivered to 12 participants to progress their community initiatives. • Hume LGBTIQ+ residents featured as speakers at Pride in the North Summit addended by 200 representatives from northern Councils and community organisations. • Council endorsed the establishment of an LGBTIQ+ working group June 2024. • Partnered with Victoria University to deliver the statewide Understanding reporting barriers and support needs of people experiencing racism project, this included: five focus groups, 150 online community surveys and two community forums. • In June 2024, a Refugee Week event was held, with almost 400 people attending. • In collaboration with Attwood House Community Centre Westmeadows, the Community Garden Table Project was delivered, enabling accessible outdoor learning for seniors and First Nations residents. This project was delivered • A Mental Heath First Aid workshop for community members was delivered. • Four Warm Safe Houses Project community workshops delivered to promote conversations about staying safe at home for World Elder Abuse Day. • Four Community Grants information sessions held to support community groups to access Community Grants and how to write an application. • Four initial consultations were delivered across Dallas, Broadmeadows, Sunbury and Gladstone Park with older adults as well as key service providers to inform the redevelopment of Hume City Council's Positive Ageing Strategy

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

- Complete
- Not Complete





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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.5 Establish an ongoing compliance model across Council that ensures our operational, reporting and investigation obligations, required under the Child Safe Standards and the Commission for Children and Young People (CCYP) are met.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="145 738 443 778">  </div>	<p>Finance & Governance</p>	<p>A five-year plan has been developed aimed at embedding the Child Safe Standards across the organisation. Since July 2023, work has included:</p> <ul style="list-style-type: none"> • The cross-organisational Child Safe Reference Group has been established and continue to meet to identify what is already in place and what can be implemented as a Child Safe organisation. • A specialised training provider has been engaged to deliver training to key employee cohorts and to support the reference group. • The update Child Safe Policy, Code of Conduct, Reporting Procedure and Information Sharing Scheme Policy are now in place and have been endorsed by the executive leadership team and are being presented to Council for endorsement. • An internal audit of Council's overall compliance with the Child Safe Standards is currently underway.


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

-  Complete
-  Not Complete


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>1.3.6 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> 100%</p> <p>Carry over action from 2022/23.</p>	City Services and Living	The Hume General Purpose Local Law 2023 was adopted by Council in August and came into effect on 4 September 2023.
<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> <p> 100%</p> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	City Services and Living	<p>The Hume Domestic Animal Management Plan was adopted by Council in August 2023. Work has commenced on the implementation of actions identified in the plan, including:</p> <ul style="list-style-type: none"> • An Animal Shelter Feasibility Study that will explore the feasibility and viability of Council establishing and operating its own animal shelter within the municipality in the future. The detailed study will consider services that would be needed to be offered by such a facility to meet current and future community needs, determine functional facility requirements, before producing budget, operation, and management considerations to assist in further decision making. • A grant application through the Animal Welfare Grants Program to support residents experiencing financial hardship has been submitted.

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

-  Complete
-  Not Complete



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, including reviewing Council’s Gambling Harm Minimisation Policy.</p> <p></p> <p><i>Council’s Role: Facilitator, Advocate</i></p> <p>Progress Indicator:</p> <div data-bbox="145 707 443 746" style="border: 1px solid black; padding: 2px;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Following the reforms announced by state government a submission was presented to the State Department of Justice and Community Safety outlining actions that should occur for gambling reforms. The recommended actions were informed by community consultation and evidence into gambling harm.</p> <p>Council delivered a Gambling Harm Symposium in October 2023 which brought together keynote speakers and those with lived experience of gambling harm. The Symposium was attended by officers and Councillors from various local governments, community service providers, state government departments, statutory authorities, sporting clubs, and community members.</p> <p>In March 2024, Council wrote to the Minister for Casino, Gaming and Liquor Regulation requesting the urgent adoption of all 61 recommendations of the Public Accounts and Estimates Committee (PAEC) to combat gambling harm.</p> <p>The review of Council's Gambling Harm Minimisation Policy commenced with a series of benchmarking consultations, and a SWOT analysis of the existing policy. Council has engaged the Victorian Local Government Association (VLGA) and the Alliance for Gambling Reform (AGR) to inform the policy review process.</p> <p>In May 2024, Council made a submission to the Gaming Machine Monitoring Arrangement Consultation to advocate for gambling harm minimisation measures and alignment with current and future reforms and best practices.</p>

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

- Complete
- Not Complete



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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.3.10 Implement actions from the Hume Health and Wellbeing Plan 2021-2025.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="143 678 443 715">  </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Since July 2023, action completed have included:</p> <ul style="list-style-type: none"> • Implementation of an Allied Health student placement program across various Hume Community Hubs, focusing on improving developmental delay diagnosis. • Delivered the Hume Food Forum, which brought together community and stakeholders to explore current issues and identify opportunities to improve food security in Hume. • Supported the planning for the Hume Interfaith Network Sports Day was held in April. • In partnership with Foundation House, two workshops were presented to 45 clinicians and 11 community leaders on trauma informed practice. • In partnership with the Centre for Muslim Wellbeing four workshops were delivered to community leaders on Mental Health First Aid. • Establish a Women and Girls in Sport Network with local partners to determine actions that will lead to an increase in sport and recreation participation.


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

- Complete
- Not Complete



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>1.3.11 In partnership with local agencies, provide assistance and support to people sleeping rough within Hume City, including adopting a rough sleeping response protocol.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div data-bbox="143 708 443 746">  </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>In October 2023, Council provided a submission to the national housing and homelessness plan. The submission was developed by drawing on existing policies and strategies and engaging with external service providers who support the Hume community. This was done to ensure Council could capture the barriers and advocate for the needs of community service providers serving Hume.</p> <p>Since July 2023, assistance and support to people sleeping rough within Hume City has included:</p> <ul style="list-style-type: none"> • Strengthening referral pathways with local agencies and neighbouring Councils to ensure a high level of service coordination and responsiveness. • Cross-organisational correspondence, with relevant teams working in partnership to respond to people experiencing homelessness in a timely manner. • Delivered two <i>Connect Respect</i> training sessions in partnership with the Council to Homeless Persons to Council staff. The training included briefing on the Council's protocols for engagement with people experiencing rough sleeping and insights from people with lived experiences of homelessness. • Meetings were held with local service providers to discuss current trends and issues for people at risk or experiencing homelessness.

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

-  Complete
-  Not Complete

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="143 708 443 746">  </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<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 active projects at:</p> <ul style="list-style-type: none"> • Mitford Crescent Preschool, Craigieburn - The detail design is underdevelopment & is awaiting an available time in the kindergarten schedule to undertake the work. • Lynda Blundell Seniors Centre, Dallas - Works begin in May, with an expected completion in August 2024. <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:

- Complete
- Not Complete

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>1.4.1 Undertake initiatives to strengthen local arts, including the adoption and implementation of the Creative Places Arts Infrastructure Plan.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="143 683 443 722" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Since 1 July 2023, initiative to strengthen local arts included:</p> <ul style="list-style-type: none"> • The Arts Grants program 2024 has been completed and funds have been dispersed. • Construction on the upgrades to the Sunbury Hume Global Learning Centre to store the George Evens Museum collection is complete. Installation of storage and display infrastructure will be completed by the end of 2024. • As part of the Annual Gallery Program, 12 exhibitions have been shared with the Hume community across Hume's three gallery sites. • Three mural sites have been completed, the location of Hume's newest murals are Campbellfield, Gladstone Park and Craigieburn. • Council have been awarded a Creative Victoria Creative Neighbourhoods Grant, funds received will be allocated to dance infrastructure at the Highlander Court Community Centre.
<p>1.4.3 Commence design and delivery of improvements to develop a Sunbury Community Arts and Cultural Precinct at Jacksons Hill.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="143 1101 443 1141" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>Current scope of work (Stage 1) includes two buildings (Building 22 & Building 24) and open space (Lot C).</p> <p>Concept design for Stage 1 was endorsed by Council in June 2024. Participatory design principles were used to develop the concept design, through community workshops held in February and March. Planning for future stages is progressing with the State Government.</p>

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

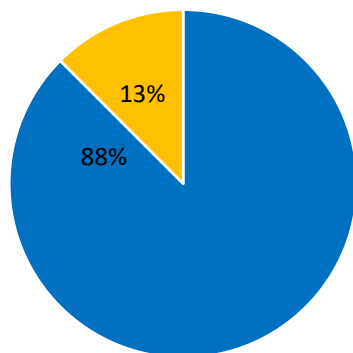
- Complete
- Not Complete

THEME 2

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

Summary of progress and Strategic Indicators

SUMMARY OF PROGRESS FOR THEME 2 1 JULY 2022 – 30 JUNE 2024



- Completed (88% or 14 actions)
- Not Completed (13% or 2 actions)

STRATEGIC INDICATORS TO 30 JUNE 2024

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

Indicator	Target	2023/24 Result
Percentage of Council planning decisions upheld at VCAT	Target by 2025 = 60%	20% of decisions were upheld at VCAT. In 2022/23 the result was 14%. (Source: Local Government Performance Reporting Framework)
Percentage of planning applications decided within required timeframes	Target by 2025 = 60%	50.2% of planning applications were decided within required timeframes. The 2022/23 result was 45%. (Source: Local Government Performance Reporting Framework)

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

Indicator	Target	2023/24 Result
Percentage of kerbside waste collection diverted from landfill	Target by 2025 = 45%	The waste diversion rate is 30.7%. The diversion rate for 2022/23 is 34.1%. (Source: Local Government Performance Reporting Framework)


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

Indicator	Target	2023/24 Result
Net increase in street and park trees per year	Target by 2025 = 5,000	There was a net increase of 4257 trees from July 2023 to June 2024 (7072 trees planted, and 2772 removed). The previous result in 2022/23 was a net increase of 1,192 trees. (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	2023/24 Result
Community satisfaction rating with sealed local roads	Target by 2025 = 62	2023/24 Result: 53/100. Previous result was 54/100 in 2022/23. (Source: Hume City Council, Community Survey 2021/22, Community Indicators Survey 2022/23)


Strategic Objective 2.1 Facilitate appropriate urban development and enhance 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 style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>Improved digital planning processes for some Statutory Planning, Engineering, Subdivisions & Landscaping; and Environmental Planning processes went live in March 2024 this included workflow processes between teams being improved, by merging to the same software system. This included the ability for customers to lodge planning permit applications and some environmental planning applications online via eHume. First online submissions arrived in April allowing for faster submission to Council to start the Planning process.</p> <p>Work to improve internal electronic processes for Building Services commenced in late March and will continue during 2024.</p>
<p>2.1.2 Undertake planning to improve housing diversity (including housing design guidelines), and advocate for improvements to social housing.</p>  <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>Extensive advocacy from Hume City Council has secured government commitment to initial stage of renewal at Banksia Gardens jointly funded by State's Big Housing Build and Federal Social Housing Accelerator. The renewal will comprise of 120 homes and is projected for commencement in 2024.</p> <p>Council received authorisation from the Minister for Planning to exhibit Amendment C263 that proposes to implement a municipal wide strategic housing framework into the Hume Planning Scheme. Six weeks of community consultation on the amendment commenced at the end of March,</p> <p>Council has prepared a draft Good Design Guide to assist in getting better design outcomes for housing in Hume that has been exhibited with Amendment C263.</p> <p>Council has undertaken industry engagement with community housing providers to better understand housing needs for the community.</p>

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

- Complete
- Not Complete

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.1.3 Progress Stage Three of the youth crisis accommodation with the support of an external partner, and identify potential site locations for a facility which can accommodate crisis accommodation, with wrap-around services and 24/7 onsite support.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div data-bbox="147 762 443 802" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Four shortlisted sites have undergone further due diligence investigations. Industry preferences regarding tenure, land condition, development and operational models have been explored.</p> <p>Project has now identified timelines and actions to proceed to next phase which includes a process for identifying partners to deliver the project.</p>
<p>2.1.4 In partnership with Mitchell and Whittlesea councils and State Government, continue to advance planning for the City consistent with the vision and direction of Council's integrated growth area plans, including the planning for new town centres in Cloverton and Merrifield (Mickleham).</p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div data-bbox="147 1168 443 1208" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>A joint council meeting was held in October 2023. The purpose of the joint meeting was for the partnership councils to endorse the Regional Partnership and its continued work on the planning of the Cloverton Metropolitan Activity Centre (MAC), and joint advocacy for State Government assistance in the coordination and delivery of the MAC.</p> <p>The future urban structure for the MAC is currently being reviewed through the master planning process due to significant cultural heritage being identified across the site.</p> <p>Council has been awarded the state winner for Parks and Leisure Australia Strategic Planning Awards of Excellence for the Regional Community and Recreation Needs Assessment for the Cloverton MAC, and is a finalist for national awards in October 2024. The regional partnership was awarded Northern Growth Area Alliance 2024 National winner for Leadership in Growth Areas.</p>



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

- Complete
- Not Complete

THEME 2

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


Strategic Objective 2.1 Facilitate appropriate urban development and enhance 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><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Since 1 July 2023, grants, rebates, and initiatives to support rural landowners to manage land sustainability and protect environmental assets included:</p> <ul style="list-style-type: none"> • Endorsement of 43 projects for 2023/24 Conserving Our Rural Environment (CoRE) grants. Grant recipients are implementing projects and a program review is underway. • Applications for the 2024/25 CoRE grants were open from February to May over 40 applications were received. • Over one hundred Primary Producer Rate Rebate applications have been assessed and approved. • Rural Land Management Grant (RLMG) were promoted to rural residents via a green wedge newsletter and at rural community event. Almost 200 grant applications have been assessed and approved. • In addition, nine community capacity building events have been held to assist rural landholders develop skills for managing the land sustainably, including a Rural Hume Rural Home bus tour with 40 participants and a information session on Bushbank a program to increase biodiversity.
<p>2.1.6 Implement the Conservation Management Plan (CMP) Framework by progressively developing individual plans for each of the conservation reserves.</p>  <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Infrastructure and Assets</p>	<p>Conservation Management Plans for Princes Nature Reserve and Harpers Creek Parklands are completed and are being implemented. Maygar Greybox Management Plan is underway.</p>

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

- Complete
- Not Complete



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><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #0070C0; color: white; text-align: center; width: 100px;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>Programs to support environmentally sustainable leadership included:</p> <ul style="list-style-type: none"> • Enviro Champions Great Green Get Together 2023 projects promoted to the community in Live Green Spring Summer newsletter. Ten applicants are participating in the 2024 program. A refreshed, contemporary program will be offered in 2025. The Enviro Champions program was selected as a finalist for the Premier's Sustainability Awards. • The Gardens for Wildlife program supports residents to create home gardens that attract native wildlife, providing habitat and food sources and increasing biodiversity. Since 1 July 2023, 38 garden visits were completed and 1,750 indigenous seedlings were donated. Through the evaluation process, community members expressed feeling more engaged with their community, and more connected to nature as a result of participation. • Five Environmental Scholarships have been distributed, increasing residents' knowledge of sustainability practices and supporting career development. • The 'Flick the Switch' schools energy saving program was delivered to five Hume schools, and focused on empowering students to lead energy saving initiatives.

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

- Complete
- Not Complete


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.2.2 Finalise the review of the Land and Biodiversity Plan and commence implementation.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="145 691 427 727" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>In November the Land and Biodiversity Plan 2023-2030 was adopted by Council, this included a 2024-2025 Action Plan.</p>
<p>2.2.3 Enhance Council's response to climate change including the development of a climate action plan to cover actions within Council operations and to support the Hume community and businesses adapt to climate change.</p> <p></p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div data-bbox="145 1153 427 1190" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Infrastructure and Assets</p>	<p>Hume's Climate Action Plan was adopted by Council in September 2023. Since July 2023 actions have included:</p> <ul style="list-style-type: none"> • Ongoing roll out of solar and energy efficiently on Council building and audits for efficient electrification of four community centres. • Engagement of consultants to provide Passive House input into the Jackson's Creek Community Centre and developed specifications for the design team. • Engagement of consultants to update the major road streetlighting business case, assist with a grant application and undertake design phase for upgrade of standard High Pressure Sodium street lights to energy efficient LEDs • Scoping for Electric Vehicle recharging on leased Council land has commenced but progressing slowly • Appointment of a project manager for the expanded Household Energy Program.

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

- Complete
- Not Complete

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><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #0070C0; color: white; width: 100px; text-align: center;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Infrastructure and Assets</p>	<p>In March 2024 Council endorsed the Stormwater Offsets Scheme.</p> <p>Initiatives to improve stormwater harvesting have included:</p> <ul style="list-style-type: none"> • Jack Roper Reserve - Tender documents were prepared which will seek to improve the area. The tender will be released in 2024. • John Ilhan Reserve - The Cultural Heritage Management Plan for John Ilhan Memorial Stormwater Harvesting project has been approved. The ecological assessment and Golden Sun Moth survey results have been received. The survey found Golden Sun Moth's in the area. An approval from the Australian Government may be required, depending on the disturbance from construction works. • Sunbury Cemetery Trust - The draft agreement has been agreed. Detailed design discussions have commenced. Investigations are underway to consider the scope to include the Kathleen Aitken reserve, which is an oasis reserve in the draft Open Space Strategy. • Cloverton Stormwater Harvesting Scheme - Council has been awarded \$150,000 from the Department of Environment, Energy and Climate Action for the project, however will be on hold until the Cloverton Boulevard Bridge is completed in early 2025.


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

- Complete
- Not Complete

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>2.2.5 Support the transition of the Hume economy to a Circular Economy.</p>  <p><i>Council's Role: Facilitator, Advocate</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>Since July 2023, initiative to support the transition to a circular economy have included:</p> <ul style="list-style-type: none"> • A training program for key Council engineering and project staff was delivered focusing on Circular Design and Circular Construction. • A circular economy training program is underway to increase understanding across local businesses and will include a full day event in October. This event will include alumni businesses from past programs interacting with the new businesses undertaking the current program.

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

- Complete
- Not Complete

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="143 756 443 794" style="border: 1px solid black; padding: 2px; display: inline-block;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>In April, the draft Open Space Strategy was endorsed for public exhibition, this is now closed and officers are reviewing feedback. The intent of the strategy is to protect, optimise and grow Hume's open space assets and address the need for greater investment in playspace renewal, tree canopy, waterways, and the inequity in open space for the established suburbs.</p> <p>Since July 2023, improvements to active and passive open spaces and playspaces include:</p> <p>Completed - Cimberwood Drive Reserve, Craigieburn, Churchill Avenue Reserve, Tullamarine, Andlon Court Reserve, Tullamarine, Clovelly Drive Reserve, Craigieburn, Grove Road Reserve, Craigieburn</p> <p>Underway - Hatty Court Reserve, Campbellfield, Turnberry Drive Reserve, Sunbury, Strathconnon Square Reserve, Tullamarine,</p> <p>Planning complete – Highgate Recreation Reserve, Craigieburn, McKeown Outlook Reserve, Roxburgh Park, Balyang Park, Craigieburn</p> <p>Planning underway - Lawson Street Reserve, Sunbury, Grey Box Woodlands Park, Broadmeadows, Bradford Avenue Reserve, Greenvale, Haddon Hall Drove Reserve, Attwood, Kirkham Drive Reserve, Greenvale, Vacluse Avenue Reserve, Gladstone Park, Redwood Close Reserve, Meadows Heights, Canadian Court Reserve, Meadows Heights, Bellfield Common Craigieburn.</p> <p>Improvements are made after engagement with the community and design considers accessibility and inclusivity to promote participation and connection. CPTED (Crime Prevention Through Environmental Design) principles are adopted to promote positive interaction and a sense of safety. Sustainability is supported via the selection of equipment, materials and soft landscaping which consider supplier location, maintenance, conservation, and suitability of location.</p>



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

- Complete
- Not Complete

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>2.3.4 Develop open space masterplans for Merlynston Creek and Aitken Creek.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="136 727 443 764">  70% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>Aitken Creek Master Plan A draft masterplan has been endorsed by council and is currently being shared with the community for comment. Finalisation of the masterplan is anticipated for late 2024 or early 2025.</p> <p>Merlynston Creek Master Plan Engagement with external stakeholders has commenced to understand the extent and impact of their projects within the master plan area and we are working through the next steps.</p>

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

- Complete
- Not Complete

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.3.5 Continue the implementation of the Waste and Resource Recovery strategy, and implement initiatives to reduce the incidence of illegal dumped waste in Hume City.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="145 708 443 746" style="border: 1px solid black; padding: 2px;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Infrastructure and Assets</p>	<p>The Waste Response Team commenced in mid-October 2023. The new education process which focuses on behaviour change supports residents taking responsibility for their waste, including moving it back inside their property and arranging a hard waste collection or disposal at a Resource Recovery Centre, Since October, officers have attended over 4,600 incidents of illegal dumping in residential areas.</p> <p>In accordance with the Waste Strategy, a review of our bulk waste services was undertaken, with service changes to commence 1 July 2024. These changes include the ability for residents to choose tip vouchers, hard waste bookings or a combination of these that meets their needs. Further, bundled branches were added to the acceptable hard waste items, and the Hume Clean Days were expanded to Saturdays and Sundays, with green waste being added to the accepted items.</p> <p>In June 2024, all Hume households received an information package on these changes and how to use Council's waste services and dispose of waste responsibly.</p>


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

- Complete
- Not Complete

THEME 2

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


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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.4.1 Subject to the completion of external approvals, progress construction of Yirragan Road connection to Buckland Way, Sunbury.</p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> 	<p>Infrastructure and Assets</p>	<p>A Cultural Heritage Management Plan (CHMP) has not been approved for the proposed road alignment. Therefore, the intended preliminary works have not been able to proceed. In May 2024, Council resolved to continue with the current plan for design and construction of the road and to submit the CHMP assessment report to the Registered Aboriginal Party to seek their approval. A further report will be provided to Council on the outcome of this process and the required next steps.</p>

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

- Complete
- Not Complete

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>2.4.2 Develop and commence implementation of a Transport Strategy to improve transport networks, and continue to undertake initiatives to enhance walking and cycling.</p> <p></p> <p><i>Council's Role: Service Provider, Facilitator</i></p> <p>Progress Indicator</p> <div data-bbox="145 730 443 770" style="border: 1px solid black; padding: 2px;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p>	<p>Following community engagement in March, the Transport Strategy was prepared and present Council in late June and adopted at the Council Meeting on 8 July 2024.</p> <p>The annual Walking & Cycling Program consider accessibility and inclusivity to promote health and wellbeing. They are intended to provide community members with safe connections using CPTED (Crime Prevention Through Environmental Design) principles, appropriate signage and line marking. The current status of the Walking & Cycling Program projects are:</p> <ul style="list-style-type: none"> • Work completed – Path, signage and line marking for the Greenvale to Attwood Shared Path • Work underway - Cooper Street path connection • Planning completed - Hatty Court drinking fountain & bike repair station. • Planning underway - Malcolm Creek Trail, Aitken Creek Shared Path (Roxburgh Park to Craigieburn Station Connection, Kismet Creek Shared Path

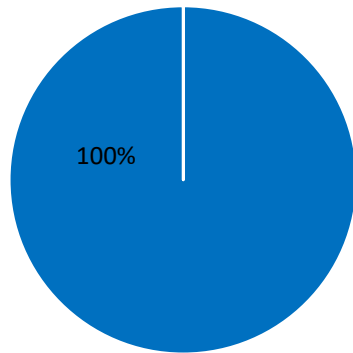
The progress indicator displayed above is based on the status as follows:

- Complete
- Not Complete

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

Summary of progress and Strategic Indicators

SUMMARY OF PROGRESS FOR THEME 3 1 JULY 2023 – 30 JUNE 2024



■ Completed (93% or 39 actions)

STRATEGIC INDICATORS TO 30 JUNE 2024

Strategic Objective 3.1: Empower and engage our community through advocacy and community engagement.

Indicator	Target	2023/24 Result
Community satisfaction with Council decisions	Target by 2025 = 60%	2023/24 result is 56/100. Previous year result was 55/100 in 2022/23. (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%	22.5% is the result to date in 2023/24. This result in 2022/23 was 14.1%. (Source: Local Government Performance Reporting Framework)
Satisfaction with community consultation and engagement	Target by 2025 = 55%	2023/24 result is 56/100. Previous year result was 52/100 in 2022/23. (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	2023/24 Result
Adjusted underlying surplus as a percentage of underlying revenue	Target by 2025 = 5.33%	Result for 1 July 2023 to 30 June 2024 is -10.58%. In 2022/23, the result was -2.34%. (Source: Local Government Performance Reporting Framework)
Asset renewal and upgrade compared to depreciation	Target by 2025 = 82.94%	Result for 1 July 2023 to 30 June 2024 is 107.04%. In 2022/23, the result was 84.15%. (Source: Local Government Performance Reporting Framework)
Percentage of Council Plan Actions completed	Target by 2025 = 80%	Thirty nine actions (93%) have been completed in 2023/24. Thirty six actions (80%) were completed in 2022/23. (Source: Hume City Council, Council Plan Quarterly Reports)
Percentage of Capital Works completed	Target by 2025 = 90%	125% of planned Capital Works have been completed. Due to projects progressing quicker than anticipated, funding was brought forward from 2024/25 to enable projects to be completed in 2023/24. This is a new indicator for the 2023/24 year. (Source: Hume City Council, Project Management Office)



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

Indicator	Target	2023/24 Result
Employee Retention Rate	Target by 2025 = 92%	Employee retention rate was 91.0% for 2023/24. The result for 2022/23 financial year was 88.2%. (Source: Local Government Performance Reporting Framework)
Satisfaction with Council's overall performance	Target by 2025 = 65	2023/24 result is 64/100. Previous year result was 60/100 in 2022/23. (Source: Hume City Council, Community Survey 2021/22, Community Indicators Survey 2022/23)


Strategic Objective 3.1 Empower and engage our community through advocacy and community engagement.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.1.1 Implement and support programs and advisory committees/reference groups to foster community leadership and increase community participation into Council decision making processes including:</p> <ul style="list-style-type: none"> • Reconciliation Action Plan Working Group (RAPWG) • Hume Interfaith Network (HIN) • Multicultural Advisory Group (MAG) • Hume Community Safety Advisory Committee • Hume Jobs and Skills Taskforce • Hume Sustainability Taskforce (HST) • Youth Action Committee (YAC) • Hume Clean Taskforce Advisory Committee <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="145 1086 432 1126">  </div>	<p>City Services and Living,</p> <p>City Planning and Places,</p> <p>Infrastructure and Assets</p>	<p>Since July 2023 support for programs and advisory committees/reference groups has included:</p> <ul style="list-style-type: none"> • Reconciliation Action Plan Working Group (RAPWG) will continue to implement the current RAP actions throughout the review and development of the new RAP. The RAPWG delivered the "Deadly December Christmas Party" and a Sorry Day event at the Stolen Generations Marker with a keynote provided by Aboriginal Olympian Klye Van der Kuyp. • Hume Interfaith Network (HIN) has held three events: an Interfaith Dinner, a joint meeting with Merri-bek and Whittlesea Interfaith Networks and a Harmony Day Community Sports Day showcasing the new sporting facilities in Kallkallo. • Multicultural Advisory Group (MAG) provided input into the planned Housing Amendment C263 and gambling Harm Minimisation Policy. The MAG partnered with the Victoria University to support the delivery of the "Understanding reporting barriers and support needs of people experiencing racism" project, and hosted a focus group to confirm priority actions and her what issues are affecting the multicultural community. • The Community Safety Advisory Committee continue to provide a forum for committee members to discuss and address topical safety issues, and for multiple agencies to share updates and information. • The Hume Jobs and Skills Task Force support the governance of the Hume Multiversity and initiatives delivered to support economic participation of Hume residents. • Sustainability Taskforce has provided input to Land & Biodiversity Plan, Transport Strategy, Open Space Strategy and land development in Westmeadows near former waste disposal site. • Youth Action Committee (YAC) planned the Mind Matters Summit held in October and are planning two events for the 2024/25 year. • Hume Clean Taskforce Advisory Committee have identified projects and initiatives to implement and received an update on Council's current actions for littering and illegal dumping.

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

-  Complete
-  Not Complete

Strategic Objective 3.1 Empower and engage 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, including strengthening engagement and communication with our multicultural communities.</p> <p></p> <p><i>Council's Role: Service Provider</i></p> <p>Progress Indicator</p> <div data-bbox="145 746 443 783" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Customer and Strategy</p>	<p>A new community engagement platform was launched in August 2023, providing an improved user experience and interactive engagement tools. Since July 2023, 154 consultation projects have been undertaken including the Sunbury Aquatic & Leisure Centre - outdoor area & water play area consultation and the Council Plan and Budget Ideas 2024/25. From the 1 July 2023 to 30 June 2024, over 33,500 unique visitors accessed Council's community engagement platform, visiting approximately 34,500 times.</p> <p>In October, Council's annual community survey was completed by 1,151 respondents (502 telephone interviews, 553 email surveys, 48 online surveys) with results presented to Councillors in November. To support multilingual engagement, the survey was made available in English, Arabic, Turkish and Vietnamese.</p> <p>The Multicultural Communications Framework was launched, developed in partnership with Hume's multicultural community and the Multicultural Communications Advisory Group (MCAG) was established. The MCAG have contributed to:</p> <ul style="list-style-type: none"> • Shaping the Food Organics Garden Organics (FOGO) implementation campaign. • Developing accessible content on Council's webpage to ensure community members have information on accessing services and programs, such as 'know your bin day'. • The development of the 'Information in your language' page that provides information on a range of Council services in 12 community languages. • Providing feedback on the content and style of Hume Highlights magazine. <p>Additionally, initiatives to upskill staff working with the community include:</p> <ul style="list-style-type: none"> • Guides to support writing styles, translating materials, photography and How to reach guides that provide insight into how different language communities prefer to receive information and key demographics. • Delivered training on tools and information to support staff to communicate with our diverse community.

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

- Complete
- Not Complete


Strategic Objective 3.1 Empower and engage our community through advocacy and community engagement.

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.1.5 Work with the Victorian Electoral Commission (VEC) for the preparation of the 2024 Council Elections, including supporting VEC in their electoral boundary review for Hume City.</p> <p><i>Council's Role: Statutory Authority</i></p> <p>Progress Indicator</p> <div data-bbox="143 783 430 823" style="border: 1px solid black; padding: 2px;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Finance & Governance</p>	<p>The Minister has approved the new electoral boundaries which will come into effect later this year once the election process commences.</p> <p>Council has sent more than 16,500 letter to update electoral roll details. This includes property owners, occupiers or individuals representing a corporation who can apply to vote at the 2024 local election.</p> <p>A lease has been provided to the VEC to use Council-owned facilities in Sunbury as the Election office.</p> <p>In June, timelines for the election were altered after the Victorian Government passed the Local Government Amendment (Governance and Integrity) Bill 2024. Officers will continue to work with the VEC to prepare both the VEC and Council for the elections.</p>

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

- Complete
- Not Complete


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 Commence implementation of the organisation’s transformation reform program to enhance service efficiencies and improve transparency and performance accountability.</p> <p><i>Council’s Role: Service Provider</i></p> <p>Progress Indicator</p> <div style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Customer and Strategy</p>	<p>The Digital Transformation Program was launched in June 2024 with the engagement of KPMG as the implementation partner and TechnologyOne as the software provider. The program will provide an upgraded software solution that will streamline operations and productivity to deliver scalable solutions that will better meet the needs of our growing community.</p> <p>Data governance framework have been developed and will be implemented over the next 3-6 months.</p> <p>Work is being progressively implemented to improve data reporting and insights for service areas: Lifelong Learning, Waste Management and People and Culture.</p>
<p>3.2.3 Plan for, deliver, and undertake initiatives to improve utilisation of community infrastructure and facilities: including finalising and implementing 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; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Planning and Places</p> <p>City Services and Living</p>	<p>Since July 2023, community infrastructure projects have included:</p> <ul style="list-style-type: none"> • Business cases for the implementation of: the Regional Kalkallo Library, Tullamarine Library and Greenvale Library. • Feasibility study and business care for the Roxburgh Park Youth & Recreation Centre redevelopment. • Cloverton Metropolitan Activity Centre Urban Plaza. • Youth Innovation Committee established in January 2024 with 8 young people attending regular meetings to inform the development and activation of the Craigieburn Youth Centre. • Bookable, the new online integrated booking system for Community Centres has been launched and is now live. A series of information and training sessions have been provided to hirers and staff. <p>The Youth Central Broadmeadows project has been moved to be included in Hume Central program, with the business case to be completed in 24/25 financial year</p>

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

- Complete
- Not Complete


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 and uplift the skills, capabilities and workplace safety of Council’s workforce, including developing and implementing a ‘People & Culture Strategy’, ‘Workforce Plan’ and the ‘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="143 810 430 849" style="border: 1px solid black; background-color: #0070C0; color: white; padding: 2px; display: inline-block;">100%</div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>People and Culture</p>	<p>Workforce Plan 2021-25 and People and Culture Strategy. Since July 2023, key highlights have included:</p> <ul style="list-style-type: none"> • Mental health and wellbeing support developed for Council employees in the form of online learning and resources. • Support for leaders including: Analysis of training needs and development, delivery of a Leadership Toolkit and Leadership Forums. • Launch of new employee performance process to support staff development and wellbeing. • Project kick off to develop an Occupational Health and Safety Strategy and an Early Childhood Education (ECE) Workforce Plan 2024-2029. <p>Gender Equality Action Plan 2021-25 (GEAP). Since July 2023, three actions are in progress, and two have been completed. Key highlights include:</p> <ul style="list-style-type: none"> • Diversity and Inclusion Governance Framework implemented and operational. • Delivered seven internal events and activities. • Training provide to staff with topics including: pronouns, inclusion and online learning courses. • In accordance with the requirements of the Gender Equality Act 2020, Council submitted its first progress report by the 20 February 2024 deadline. This report encompassed a workplace gender audit, an overview of policies, programs, and services that were subject to gender impact assessments, actions taken based on each assessment, updates on GEAP strategies and measures, and an analysis of the workplace gender audit data, highlighting Council's advancements in workplace gender equality indicators. The Commissioner of Gender Equality is reviewing Council’s progress report for compliance. • An internal review of the remaining GEAP strategies to ensure alignment with Council Plan priorities, and development of Diversity and Inclusion Governance Framework Working Groups Workplans for 2024/25 has been completed.

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

- Complete
- Not Complete

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="145 750 430 790" style="border: 1px solid black; padding: 2px;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>Customer and Strategy</p>	<p>Since July 2023, a range of service planning activities have occurred, including:</p> <ul style="list-style-type: none"> • Consideration of increased Kindergarten hours as part of state government reform and required updates to the Kindergarten Infrastructure Service Plan (KISP). • Continued implementation of the Building Service Review project (See 2.1.1) including merging processes to the same software solution and online lodgement for planning permit applications and some environmental planning applications. • The Economic Development service review has been finalised. • The final report for the review of the Youth Outreach Program was received from the consultant in March. <p>Since July 2023 Initiatives to improve the Customer Experience have included:</p> <ul style="list-style-type: none"> • Introduction of multilingual service 'Speak to us in your language', allowing community members to book time with a Council Officer who speaks their preferred language. Since July 2023 the service has received more than 70 booking via the online booking system, and each week receives more than 30 requests in person or over the phone. • Seven common requests have been reviewed through customer journey mapping. <p>The Customer Experience Action Plan was endorsed in December, key initiatives have included:</p> <ul style="list-style-type: none"> • Completed the redesign of online forms and customised Snap Send Solve questions and installation of QR codes on public bins to provide easy reporting of issues. • A new telephone system has been implemented to reduce call wait times. Acknowledgement and closure emails have been introduced to ensure community members are informed of the status and outcome of their requests with the opportunity to also provide feedback.

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

- Complete
- Not Complete

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

Major Strategy or Action	Division	Description of Progress (Year to date)
<p>3.3.3 Facilitate regional outcomes for the benefit of Hume City's community through innovate partnerships shared procurement and actively contributing to strategic networks and alliances.</p> <p><i>Council's Role: Facilitator</i></p> <p>Progress Indicator</p> <div data-bbox="143 746 430 788" style="border: 1px solid black; padding: 2px;"> 100% </div> <p>This is a multi-year action. The status reflects the percentage of the initiatives expected to be completed within the 2023/24 financial year.</p>	<p>City Services and Living</p>	<p>In April, Council endorsed the Partnership Framework and Guidelines as a tool to secure long term social and economic benefit for its residents.</p> <p>Development of the Framework was informed by interviews with nine external stakeholders who shared insights around the benefits and challenges associated with working in Partnership. The project working group provided comprehensive feedback on the final draft, and Councillors drew on their own experience of working in Partnership arrangements to contribute to the Framework's vision and purpose.</p>

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

- Complete
- Not Complete