



HUME CITY COUNCIL

# COVID-19 RECOVERY AND REACTIVATION PLAN

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PROGRESS REPORT  
AS AT 30 JUNE 2021



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## PROGRESS DESCRIPTIONS

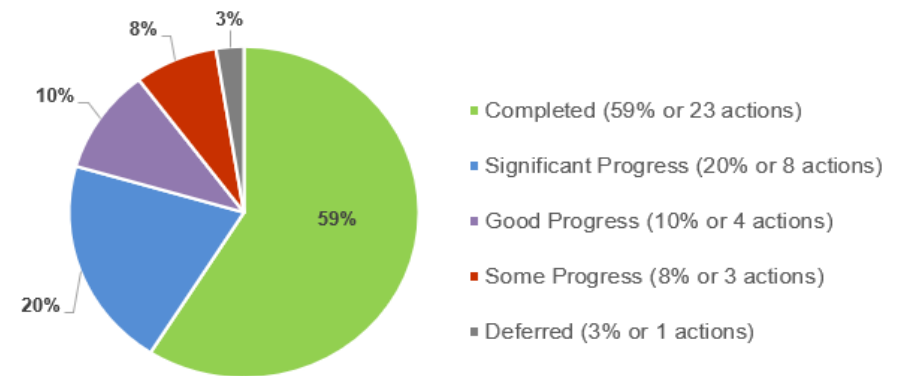
Progress is measured on the actions of the Council Plan as follows:

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

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

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

## Summary of Progress – 8 February to 30 June 2021



## Councils Role

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

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

# THEME 1



## A WELL EDUCATED AND EMPLOYED COMMUNITY

Strategic Objective 1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life

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

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 □ Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Council economic stimulus package Round 2 including:</p> <ul style="list-style-type: none"> <li>▪ Business Grants Program</li> <li>▪ Multiversity Resident Scholarships for tertiary study</li> <li>▪ Recognition of overseas qualified professionals</li> <li>▪ Business Employment Grants program.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; width: 100px; text-align: center;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>Actions of the Council economic stimulus package Round 2 have included:</p> <ul style="list-style-type: none"> <li>▪ The Hume Overseas Qualified Professionals Program commenced April 19 with 15 professionals involved. This program assists residents with their profession in the Australian context.</li> <li>▪ Planning for the delivery of the Permanent Residents Employment Program is well advanced, however the program start date has been delayed to mid-July 2021.</li> <li>▪ The Hume Multiversity Scholarship Program was launched 18 June 2021 with four participating partners; La Trobe University, Victoria University, Melbourne Polytechnic and Kangan Institute.</li> <li>▪ Planning is well progressed for the Hume Business Employment Grants Program. The grants will encourage Hume businesses to employ residents. Further consultation has taken place delaying the launch of these grants, this has now been completed, the draft project plan has been finalised. The Grants will be launched in the first quarter of 2021/22.</li> <li>▪ 2021 Hume City Small Business Grants Program was launched in June 2021. This is an annual program and in FY 2021/22 it is providing a funds pool of \$500k with a maximum of \$20k per business. Applications are now underway.</li> </ul>	<p>Actions of the Council economic stimulus package Round 2 have included:</p> <ul style="list-style-type: none"> <li>▪ The Overseas Qualified Professionals Program delivered by Melbourne Polytechnic commenced in April.</li> <li>▪ Planning the delivery of the Permanent Residents Employment program delivered by La Trobe University has been well advanced.</li> <li>▪ Development of a Hume Multiversity Scholarship Program with Kangan, Melbourne Polytechnic, La Trobe University and Victoria University has been advanced. It is anticipated that 70 - 80 scholarships will be provided for Hume residents entering Tertiary Education for the first time.</li> <li>▪ Planning is well progressed for the Hume Business Employment Grants Program. The grants will encourage Hume businesses to employ residents. It is anticipated 100 sustainable employment outcomes will be achieved as a result of this program by June 2022.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Strategic Objective 1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Further enhance jobseeker support via:</p> <ul style="list-style-type: none"> <li>Virtual/actual job fair.</li> <li>Further support development of resident's skills and qualifications through growth in Multiversity Programs.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; font-weight: bold;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>Jobseeker support has been enhanced through fortnightly online job search workshops and employer led information sessions. A total of eight workshops were delivered by Council in April to June 2021. Five Employer Led Information Sessions were delivered in April to June 2021 to inform residents on the external recruitment needs. The State Government funded Hume Community Revitalisation Project was extended to 30 December 2021. In addition, Council has entered into a three-year funding agreement with the State Government until 30 June 2023 for the next phase of Hume Community Revitalisation Plan (HCRP)renamed Strengthening Pathways to Economic Participation. There has also been a significant increase in Multiversity activity including:</p> <ul style="list-style-type: none"> <li>Planning and the delivering projects with Victoria University including the successful delivery of a pilot micro credential course in Search Engine Optimisation to eight Hume Businesses.</li> <li>Planning for the delivery of Career Clinics with Deakin CREATE which will benefit highly skilled Hume refugees.</li> </ul>	<p>Jobseeker support has been enhanced through weekly online job search workshops and employer led information sessions. A total of 18 workshops were delivered by Council between February and June 2021 with an average attendance of 10 residents. Eight information sessions were also delivered to inform residents on Council and external employer recruitment needs. The State Government funded Hume Community Revitalisation Project was extended to 30 December 2021. This extension will enable continued focus on Hume unemployed residents and enable the continuation of Council led projects, including Passport to Work, Stepping Stones to Social Inclusion, Employment Readiness Scale Assessments and Career Counselling. There has also been a significant increase in Multiversity activity including:</p> <ul style="list-style-type: none"> <li>Planning and delivering projects with Victoria University.</li> <li>Deakin University re-joined as a Multiversity partner.</li> <li>Discussions underway to explore opportunities with Go TAFE.</li> <li>Planning is well advanced for a Careers Pathways Expo at the HGLC-Sunbury involving Multiversity partners.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

# THEME 1



## A WELL EDUCATED AND EMPLOYED COMMUNITY

Strategic Objective 1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Attract new business investment in Hume through:</p> <ul style="list-style-type: none"> <li>Active stakeholder engagement and close management of new business enquiries.</li> <li>Investment Attraction prospectus.</li> <li>Delivery of cutting edge online "virtual" investment attraction room to aid new business investment enquiries.</li> <li>LinkedIn video promotions.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #4CAF50; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>This quarter an Investment Attraction Virtual Room was delivered as part of the Economic Development Department's COVID 19 Economic Recovery Action Plan 2021 to pivot our information delivery from traditional methods to an online platform to support the needs of investors. It was designed to provide key information to potential investors in a more accessible, interactive and innovative way and support their decision-making process</p> <p>Since 7 May 2021, the virtual room has been viewed 409 times. Investment Prospectus has been updated and is available in the Investment Attraction Virtual Room. The updated version includes upcoming opportunities, including the Pipeworks Business Park and the Cade Park – Business Park.</p>	<p>Actions undertaken to attract new investment in Hume have included:</p> <ul style="list-style-type: none"> <li>Regular engagement with key stakeholders.</li> <li>Pre-application meetings facilitated and prompt response to business enquiries.</li> <li>Development of an Investment Attraction Virtual Room. This online platform will aim to provide businesses/investors with key information about investing in Hume.</li> <li>The Blue Room foyer at Town Hall Broadmeadows was set up for a 360-degree photoshoot in March 2021. Via an online portal, viewers will be able to virtually walk through the room, play videos and read information.</li> <li>Update of the Hume City Council Investment Prospectus is being undertaken.</li> <li>Between January and March 2021 LinkedIn feature videos were promoted with testimonial from Hume businesses. Further business testimonial videos have been planned.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred



Strategic Objective 1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Continue to review and investigate opportunities to increase procurement via local businesses.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; height: 10px; display: flex; align-items: center; justify-content: space-between;"> <span style="width: 75%;"></span> <span>75%</span> </div> <p>Significant Progress</p>	<p>Corporate Services Sustainable Infrastructure and Services Planning and Development</p>	<p>Hume City Council Procurement team has been actively collaborating with the Northern Councils Alliance (NCA) procurement functions to develop a procurement policy aligned to the <i>Local Government Act 2020</i>, that includes fundamental themes, procurement best practices and NCA communalities and standards.</p> <p>The current policy draft has numerous references to Local Business and proposes a 10% weighting. It also proposes that suppliers with an address in the Hume municipality receive beneficial payment terms.</p>	<p>The following actions have been undertaken to investigate opportunities to increase procurement via local businesses:</p> <ul style="list-style-type: none"> <li>Councils Procurement Policy is being reviewed and rewritten with an aim to feature enhanced Local Procurement guidance.</li> <li>Details of local business content is being collected and considered in the tender and quotation selection process.</li> <li>Students living in Hume are given preference when applying for Council work experience.</li> </ul>
<p>Supporting business start-up, fostering entrepreneurship through:</p> <ul style="list-style-type: none"> <li>StartNorth, Hume Multiversity</li> <li>Accelerator Programs, entrepreneurship programs.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; height: 10px; display: flex; align-items: center; justify-content: space-between;"> <span style="width: 100%;"></span> <span>100%</span> </div> <p>Completed</p>	<p>Planning and Development</p>	<p>The Start Now Pre-accelerator program was completed on time. Of the 61 applicants, 30 were accepted into the program and six applicants fully completed the program. Lessons are learnt to allow more into the program next time due to the low final completion number. The next program will start in February 2022.</p> <p>In May, StartNorth successfully delivered 'The Innovation Festival' which was attended by 149 people.</p> <p>18 additional and sustained new jobs have been created by members with 14 of these also working at StartNorth and four working remotely.</p>	<p>To support business start-up and foster entrepreneurship, StartNorth will run two pre-Accelerator programs over 2021/22 in collaboration with Roshambo, a Victorian-based creative studio. The nine-week online program named "Start, Now" is designed to accelerate learners through the business process. The first pre-accelerator program was launched in February and completed in April 2021. Eight councils were selected for the program, with Hume delivering 25 per cent of the overall program applicants.</p> <p>Planning is well advanced for a three-month Accelerator program to be delivered for 15 Hume startups in 2021/22.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred





Strategic Objective 1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Promote local and regional visitation, activation to support hospitality and accommodation recovery/growth</p> <ul style="list-style-type: none"> <li>▪ <a href="#">@discoverhume</a> call to action online</li> <li>▪ Increased use of digital media partners</li> <li>▪ Participate in regional campaigns.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; padding: 2px; display: inline-block;"> <span style="font-weight: bold; color: white;">100%</span> </div> <p>Completed</p>	<p>Planning and Development</p>	<p>Economic Development continues to support the Visitor Economy including tourism and hospitality businesses through business engagement, advocacy, marketing and communications and investment attraction.</p> <ul style="list-style-type: none"> <li>▪ The <a href="#">@discoverhume</a> Instagram page continues to be the main call to action for all Visitor Economy related communications.</li> <li>▪ Continued to promote the city as a destination including it's key tourism strengths and encourage visitors and locals to visit and spend in Hume.</li> <li>▪ A series of multilingual radio advertisements will run on SBS radio targeting the CALD community across Victoria encouraging them to 'discover hume'.</li> <li>▪ A 'discover hume' print ad and editorial will also be featured in the State's official tourism publication.</li> <li>▪ Together with NORTHLink, Hume City Council have contributed to the regional submission of the Victorian Parliamentary Economy and Infrastructure Standing Committee Inquiry into the impact of the COVID-19 pandemic on the tourism and events sectors, as well as the Federal Government's Reimagining the Visitor Economy inquiry.</li> </ul>	<p>Actions to promote local and regional visitation, activation to support hospitality and accommodation recovery/growth have included:</p> <ul style="list-style-type: none"> <li>▪ The <a href="#">@discoverhume</a> Instagram page continues to be the main call to action for Visitor Economy related communications. The page has over 3,100 followers. The page delivered over 1.9 million impressions and achieved over 3,6000 engagements.</li> <li>▪ In partnership with Melbourne's North Group of Councils, NORTHLink and Adz Collective, a 'Northern' tourism digital marketing campaign has been launched to bridge the gap between state tourism marketing initiatives and local area tourism efforts. The campaign 'Visit Melbourne's True North' focuses on promoting the North as a destination to the intrastate market. The campaign includes a website <a href="http://www.visitmelbournenorth.com.au">www.visitmelbournenorth.com.au</a> and social media content.</li> <li>▪ A 'discover hume' print advertisement and editorial will be featured in the Official Visitor's Guide (OVG) Winter edition targeting the domestic market. The guide reaches more than 500,000 readers.</li> <li>▪ In partnership with NORTHLink, contributed to the submission to State and Federal governments enquiries regarding the impacts of COVID-19.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME**  
**1**



**A WELL EDUCATED AND EMPLOYED COMMUNITY**

Strategic Objective 1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Facilitate planning permits from businesses to help stimulate the construction sector.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px; height: 15px;">100%</div> <p>Completed</p>	<p>Planning and Development</p>	<p>Statutory Planning Officers, including the Major Projects and Investment Planner, continue to work closely with Council's Economic Development Department to facilitate planning outcomes for key businesses in Hume. Officers provide a high level of assistance to businesses to streamline their experience with gaining relevant planning advice and statutory approvals which allows these businesses to establish and/or adapt to rapidly changing conditions resulting from the COVID-19 pandemic and associated operating requirements.</p>	<p>Actions to facilitate planning permits from businesses to help stimulate the construction sector have included:</p> <ul style="list-style-type: none"> <li>▪ Utilisation of a dedicated resource within Statutory Planning to facilitate planning permits for major businesses in Hume. The position acts as a point of contact and has helped streamline the planning process, delivering efficiencies and ensuring permits are assessed in a timely manner.</li> <li>▪ Ongoing improvement projects within the Statutory Planning team to streamline the approvals process and reduce administrative delays in the issuing of planning permits and associated approvals. This has reduced processing times and improved communication with customers, simplifying the approvals process for businesses and general customers.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME**  
**1**



**A WELL EDUCATED AND EMPLOYED COMMUNITY**

Strategic Objective 1.1: Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life

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

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred

THEME  
**2**



**A HEALTHY AND SAFE COMMUNITY**

Strategic Objective 2.1: Foster a community which is active and healthy

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Deliver in person and online mental health, mindfulness and resilience workshops (delivered in community languages) to women and multicultural communities.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #4CAF50; color: white; text-align: center; width: 100px;">100%</div> <p>Completed</p>	Community Services	<p>Wellbeing topics have been incorporated in school-based Hubs.</p> <p>Recovery activities are also being planned to foster social connection, which is important for mental health.</p> <p>In May 60 women and 12 children enjoyed the Islamic Museum of Australia tour and lunch as part of Hume Council's COVID-19 Recovery and support program for residents.</p>	<p>Hubs have been offering a wide range of activities to break social isolation, support mental health and propose engaging and fun activities. The following proposed activities include:</p> <ul style="list-style-type: none"> <li>▪ Wellbeing topics have been incorporated in all the art and craft activities by Hume's school-based Hubs.</li> <li>▪ Recovery activities are also being planned to foster social connection, which is important for mental health.</li> <li>▪ The Harmony Week community event was held in March 2021 with 340 bookings. This was one of the first Council run in person events in 2021 and initial feedback found it made participants feel 'happy' and 'connected'.</li> <li>▪ In May, Islamic Museum of Australia tour was organised as part of COVID-19 Recovery and support program.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME**  
**2**



**A HEALTHY AND SAFE COMMUNITY**

Strategic Objective 2.1: Foster a community which is active and healthy

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Implement Round 2 of COVID-19 Community Support Fund; providing direct grants to agencies/organisations in Hume, supporting their ability to provide essential services (food relief), mental health programs and digital access to vulnerable community members.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #4CAF50; color: white; width: 60px; text-align: center;">75%</div> <p>Significant Progress</p>	Community Services	<p>Round 2 of the COVID-19 Community Support Fund closed on Friday 25 June. 37 Expressions of Interest (EOI) were received. Assessors met on 1 July - more EOIs have been received than previous rounds, with a high standard of applicants. Budgeted allocation is \$160,000. Total request of funding was \$673,870.</p>	<p>Round 2 of the COVID-19 Community Support Fund closed on Friday June 25. Assessment will take place on 1 July, with funding to be distributed before closure of EOFY (contracts will be sent 2 July).</p> <p>Multicultural Support Fund received 25 EOIs in December, while the Round 1 of the COVID-19 Community Support Fund back in received 16 EOIs in May/June 2020.</p>
<p>Deliver free community-based physical activity and social connection opportunities for cohorts disproportionately impacted by COVID-19, particularly women and young people.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #4CAF50; color: white; width: 60px; text-align: center;">75%</div> <p>Significant Progress</p>	Community Services, Corporate Services	<p>Further research has been undertaken to determine the impact of COVID-19 on physical activity participation and how these impacts have varied across different community cohorts and groups. This has been used to form the basis of the initiative.</p> <p>In partnership with Council's Leisure Centre and Sport Department, free physical activity classes will be offered, along with opportunities for community members who face barriers to access due to disability, confidence, gender or socio-economic status.</p>	<p>Council will deliver free physical activity/social connection opportunities for Hume residents. The program will place an emphasis on group activities, which provides opportunities for participants to build social connections while engaged in physical activity.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME**  
**2**



**A HEALTHY AND SAFE COMMUNITY**

Strategic Objective 2.1: Foster a community which is active and healthy

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Deliver in person and/or online multicultural community cooking classes which promote culturally appropriate healthy eating on a budget.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; width: 100px; height: 15px; background: linear-gradient(to right, green 75%, white 75%); display: flex; justify-content: space-between; align-items: center;"> <span style="width: 60%;"></span> <span><b>75%</b></span> </div> <p>Significant Progress</p>	Community Services	<p>Council has partnered with OzHarvest to deliver a healthy and affordable cooking program for residents. This program will include:</p> <ul style="list-style-type: none"> <li>▪ A six-week guided workshop series</li> <li>▪ Pop-up cooking demonstrations across the municipality</li> <li>▪ Online information, videos and resources to support healthy cooking at home.</li> </ul> <p>These activities will commence in July 2021.</p>	<p>The successful provider has been appointed and activities will include:</p> <ul style="list-style-type: none"> <li>▪ In-person, multi-week cooking program seeking to support individuals impacted by food insecurity.</li> <li>▪ One-off food demonstrations (aligned with the theme - healthy eating on a budget) offered online and in-person.</li> </ul> <p>A diversity lens will be applied to the work, to ensure it is accessible to Hume's culturally diverse community.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 □ Deferred

THEME  
**2**



**A HEALTHY AND SAFE COMMUNITY**


Strategic Objective 2.1: Foster a community which is active and healthy

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Plan and deliver a COVID-19 mass immunisation program for Hume City residents when a vaccine becomes available.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: green; width: 100%; height: 10px; margin-bottom: 2px;"></div> <span style="font-weight: bold;">100%</span> </div> <p>Completed</p>	Community Services	<p>Council continues to support the roll-out of COVID-19 vaccination at the local level. This has included:</p> <ul style="list-style-type: none"> <li>▪ The activations of a pop-up COVID-19 vaccination site at Town Hall Broadmeadows</li> <li>▪ Working with the Department of Health and DPV Health to establish a long-term-COVID vaccination site</li> <li>▪ Advocacy and information sharing with State government on local access challenges.</li> </ul>	<p>Council continues to support the roll-out of COVID-19 vaccination at the local level and working with Department of Health and DPV to roll out the vaccination program.</p> <p>Council successfully secured a grant to deliver a project focussed on communicating COVID-19 vaccination information to culturally and linguistically diverse groups.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Provide free:</p> <ul style="list-style-type: none"> <li>seedlings, compost to enable residents to grow food at home, important for both physical and mental health.</li> <li>native plants to residents, important for connection to nature in the home providing mental health support.</li> <li>in-home assistance to set up home gardens.</li> </ul> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">  <span style="margin-left: 10px;">25%</span> </div> <p>Some Progress</p>	Sustainable Infrastructure and Services	<p>The native plant component is being integrated through enhancement of the Gardens for Wildlife program.</p> <p>Delivery of food growing, composting and in-home assistance programs are in the planning stage, following commencement of the new Sustainable Engagement Officer who will coordinate these works.</p>	<p>Native plants have included in the 'Gardens for Wildlife' (GFW) Program. GFW was started in early 2021 through promotions to generate interest and recruit community volunteers to be Garden Guides. Gardens for Wildlife will launch in Sunbury on 17 July 2021. This was postponed from June 2020 due to COVID-19 lockdown.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

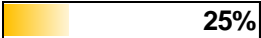


**THEME**  
**2**



**A HEALTHY AND SAFE COMMUNITY**

Strategic Objective 2.1: Foster a community which is active and healthy

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Energy Savvy program targeting financially vulnerable households to conduct energy efficiency home upgrades to improve thermal comfort, physical health and reduce bill stress.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">  <span style="margin-left: 10px;"><b>25%</b></span> </div> <p>Some Progress</p>	Sustainable Infrastructure and Services	<p>Promotion of the Energy Savvy Upgrades program has commenced via a variety of Council channels including Home Care and Community Strengthening. Communications materials have been developed, including a flyer and a letter signed by the Mayor that was sent to concession rates households with roofs not suitable for solar.</p> <p>While this has generated numerous enquiries, the take-up by Hume residents has been low to date (15 assessments and 3 upgrades) due to financial barriers to participation. The agreement with the Department of Environment, Land, Water and Planning has been re-negotiated to reduce the financial contribution required by residents and promotions will now recommence.</p>	<p>Council promotion of the Energy Savvy Upgrades program commenced. The Council and Victorian Government Department of Environment, Land, Water and Planning funded program will target 162 financially vulnerable households to conduct energy efficiency home upgrades to improve thermal comfort, physical health and reduce bill stress.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME**  
**2**



**A HEALTHY AND SAFE COMMUNITY**

Strategic Objective 2.1: Foster a community which is active and healthy

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Grants of up to \$20,000 to support clubs to meet their administrative and offset service utility service costs (and encouraging passing on savings to families).</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #4CAF50; width: 100%; height: 10px; margin-bottom: 2px;"></div> <span style="float: right; font-weight: bold;">100%</span> </div> <p>Completed</p>	Corporate Services	The second round of payment to support clubs to meet their administrative and offset service utility service costs was updated in Quarter four.	Payments made under this grant are based on Hume club size and/or number of teams. The first payment was made in 2020 and the second round of payment was updated in Quarter four.
<p>Grants of up to \$5,000 to support sporting clubs to remain viable and operating post-COVID.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #4CAF50; width: 75%; height: 10px; margin-bottom: 2px;"></div> <span style="float: right; font-weight: bold;">75%</span> </div> <p>Significant Progress</p>	Corporate Services	Report regarding allocation process will be presented to Council in August 2021.	The grant program commenced and report regarding allocation process will be presented to Council in August 2021.

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Establish a Health and Community Wellbeing mobile visiting service to deliver Maternal and Child Health, Aged Care and Immunisation outreach services for residents in areas with limited services access.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #4CAF50; color: white; text-align: center; width: 100px;">100%</div> <p>Completed</p>	Community Services	<p>Council expects to take receipt of the new Health and Community Wellbeing Vehicle in July 2021.</p> <p>The new service will be launched, in line with Council's developed strategy.</p>	<p>Fit-out works for the Health and Community Wellbeing mobile service are nearing completion, with the vehicle expected to be delivered to Council in July 2021. The mobile service will include a consulting space for staff and families, vaccine storage capabilities and comprehensive information and resources about local services. A launch strategy has been developed.</p>
<p>In partnership with organisations such as the Waterwell Foundation, enhance health literacy of Hume residents by delivering resources and information sessions in community languages.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #4CAF50; color: white; text-align: center; width: 100px;">75%</div> <p>Significant Progress</p>	Community Services	<p>Hume City Council has successfully secured a grant to deliver a project focussed on COVID-19 vaccination information/communication for culturally and linguistically diverse groups.</p> <p>This grant funding has enabled Council to establish a project team comprising:</p> <ul style="list-style-type: none"> <li>▪ A Project Manager</li> <li>▪ Clinical Lead (Nurse Immuniser)</li> <li>▪ 3 X Bicultural Workers</li> </ul> <p>This team will oversee the delivery of targeted community education and information sessions, and the development and dissemination of information products and resources in community languages.</p>	<p>Council has successfully secured a grant to deliver a project focussed on COVID-19 vaccination information for culturally and linguistically diverse groups.</p> <p>This will enhance health literacy of Hume residents by delivering resources and information sessions in community languages.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Empower communities to manage and lead their own recovery by facilitating place-based activities and events.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; font-weight: bold;">100%</div> Completed	Community Services	<p>During the quarter, Let's Connect Community Event held in partnership with a team of stakeholders including Meadows Primary School, Anglicare Victoria, DPV Health, Brotherhood of St. Laurence, Communities for Children Hume, and Hume's Safety Officer</p> <p>Other activities/events held at various Community Centres include:</p> <ul style="list-style-type: none"> <li>▪ Bring your bills day</li> <li>▪ Aitken Hill 2nd birthday held</li> <li>▪ Weekly 'Drop in for a cuppa' sessions</li> <li>▪ Mother's Day Morning Tea</li> <li>▪ Evening Open Dance Meditation</li> <li>▪ Stay Safe Online</li> <li>▪ Coffee with a Cop</li> <li>▪ Greenvale West Community Event Open Day.</li> </ul>	<p>Place-based activities and events undertaken have included:</p> <ul style="list-style-type: none"> <li>▪ Community members co-designed and participated in event planning for Harmony Week, which was held at Town Hall Broadmeadows on 19 March 2021.</li> <li>▪ Roxburgh Park Homestead Celebrated 21 years of Service to the Community in March 2021, with 178 community members in attendance.</li> <li>▪ Reactivation activities included Harmony Day celebrations at Newbury and Aitken Hill Community Centres.</li> <li>▪ Let's Connect Community Event held in partnership with various stakeholders.</li> <li>▪ Other place -based activities included Community Coffee with a Cop, Bring Your Bills Day, Road to Recovery Event, Easter Community Morning Tea Celebration, meet your local Northern Preschool Team and Meet Representatives of Victoria Police, Mother's Day Morning Tea, Evening Open Dance Meditation, Stay Safe Online and Coffee with a Cop.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Recognising the risks of family violence and violence against women during COVID-19, in partnership with Neighbourhood Houses and Community Centres develop and deliver targeted programs that support at-risk community members.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <div style="background-color: #28a745; width: 50%; height: 10px; display: inline-block;"></div> <span style="margin-left: 5px;">50%</span> </div> <p>Good Progress</p>	Community Services	<p>Small grant application form developed and distributed to Hume neighbourhood houses inviting them to submit proposals for events/activities that address family violence and violence against women.</p> <p>Delivery of place-based initiatives at the community centres have been deferred:</p> <ul style="list-style-type: none"> <li>▪ Broadmeadows Community Hub Respectful Relationships Training – Partnership with DPV Health – Scheduled for 30 April and deferred until second Quarter 2021/22 due to facilitator illness and insufficient numbers to undertake at the time.</li> <li>▪ Man Box Sessions Preventing Violence Against Women did not proceed. Originally scheduled for 18 June - to be reconsidered in later 2021 due to the lockdown and dependant on community interest.</li> <li>▪ Greenvale West Community Centre Respectful Relationships Training – (in partnership with DPV Health) Scheduled for 2 June and deferred until second quarter 2021/22.</li> </ul>	<p>Delivery of targeted programs that support at-risk community members has included:</p> <ul style="list-style-type: none"> <li>▪ The Homestead Community and Learning Centre's Women's Circle celebrated International Women's Day on 8 March 2021 with a 'Let's Talk Money Workshop' facilitated by Women's Health in the North (WHIN). The Financial Rights and Budgeting workshop was attended by fifteen women and received positive feedback.</li> <li>▪ Small grant application form developed and distributed to Hume neighbourhood houses.</li> </ul> <p>Planning is currently underway for the delivery of programs in 2021/22, including:</p> <ul style="list-style-type: none"> <li>▪ Man Box Sessions Preventing Violence Against Women</li> <li>▪ Respectful Relationships Training.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Facilitate capacity building workshops to up-skill community organisations to develop COVID-Safe plans, supporting their ability to safely re-establish.</p> <p><b>Progress Indicator:</b></p> <div style="display: flex; align-items: center;"> <div style="width: 75%; height: 10px; background-color: #28a745; margin-right: 5px;"></div> <span style="border: 1px solid black; padding: 2px;">75%</span> </div> <p>Significant Progress</p>	Community Services	<p>The Hume Volunteer Gateway program held a virtual webinar on 'Volunteer Safety Risk and Insurance' on the 8 June 2021. This session was facilitated by Justice Connect, a social justice not-for-profit that assists organisational and community groups with legal information.</p> <p>The interactive informative session covered topics such as health and safety, risk management, volunteer insurance and child safety requirements and provided resources to help community organisations further develop their COVID safe plans and safely re-engage with the community post lock down.</p>	<p>A virtual webinar 'Volunteer Safety Risk and Insurance' sessions facilitated by Justice Connect was held on 8 June.</p> <p>Approximately 20 organisation/community groups participated in the workshop. Participants represented a range of organisations such as homeless shelter, youth and children services, Neighbourhood Houses, Community Hubs, community groups and local sporting clubs.</p>
<p>Continue to expand opportunities for older residents to remain connected online and with the assistance of technology in the home.</p> <p><b>Progress Indicator:</b></p> <div style="display: flex; align-items: center;"> <div style="width: 100%; height: 10px; background-color: #28a745; margin-right: 5px;"></div> <span style="border: 1px solid black; padding: 2px;">100%</span> </div> <p>Completed</p>	Community Services	<p>Council is continuing to expand opportunities for older residents to remain connected online. Council officers continue to support and introduce residents to suitable technology, which includes how to navigate devices and participate in online programs.</p>	<p>Council has expanded opportunities for older residents to remain connected online through the provision of iPads.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Raise awareness of gambling harms, available supports within the community and alternative recreation activities.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	Community Services	A strategic advocacy plan has been launched in partnership with the Alliance for Gambling Reform to capitalise on gambling harm advocacy opportunities. Most recently, this campaign has illustrated recent local gambling losses.	A strategic advocacy plan has been launched in partnership with the Alliance for Gambling Reform to capitalise on gambling harm advocacy opportunities.
<p>Connect vulnerable families with material aid, working in partnership with St Kilda Mums and Big Group Hug.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	Community Services	<p>Council's Enhanced Maternal and Child Health (EMCH) Service continues to connect with vulnerable families to provide material aid, working in partnership with St Kilda Mums and Big Group Hug.</p> <p>The EMCH Service has developed 450 "Babies in Hume Play and Learn Bags" for distribution to vulnerable families receiving support through the EMCH program. The play and learn bags contain resources and toys that will assist caregivers to support infant and child development through play-based learning activities.</p>	Council's Enhanced Maternal and Child Health (EMCH) Service continues to connect vulnerable families to material aid, working in partnership with St Kilda Mums and Big Group Hug. The EMCH Service has developed 450 "Babies in Hume Play and Learn Bags" that contain resources and toys that will assist caregivers to support infant and child development through play-based learning activities.

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME**  
**3**



**A CULTURALLY VIBRANT AND CONNECTED COMMUNITY**

Strategic Objective 3.1 Foster socially connected and supported communities.



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Facilitate referrals to specialised mental health support agencies via Council's Maternal and Child Health Services.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 60px;">100%</div> <p>Completed</p>	Community Services	Internal capacity to support infant mental health continues to be developed through formalised training.	<p>Specialised Mental Health support is a key aspect of all Maternal and Child Health (MCH) consultations. Additional support is provided by way of referral to the Enhanced Maternal and Child Health (EMCH) team, which consists of experienced Maternal and Child Health nurses, social workers and parent support workers for Hume's most vulnerable families. Council's EMCH Service supports an average of 230 families per month.</p> <p>The MCH service also works collaboratively with Mum's Matter Psychology who provide affordable quality mental health care for pregnant and new parents.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred





Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Launch the "I love Hume" campaign with the heart of community and driving feelings of pride and belonging.</p> <p><b>Progress Indicator:</b></p>  <p>Good Progress</p>	Communications, Engagement and Advocacy	The launch of the I Love Hume Campaign has been deferred until September 2021 as a result of the coronavirus lockdown restrictions introduced in May and July.	'I Love Hume' Communications Strategy has been developed.
<p>Share engaging personal stories of individuals living in Hume City through social media to increase visibility of community members, their unique experiences, cultures, traditions and strengths.</p> <p><b>Progress Indicator:</b></p>  <p>Significant Progress</p>	Communications, Engagement and Advocacy, Community Services	A photo and video campaign is currently in development. This campaign will feature residents and local leaders and be promoted across social media, print and digital advertising.	To share engaging personal stories of individuals living in Hume, a photo and video campaign is currently in development. It is expected that promotional activities will commence from Quarter One 2021/22.

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Employ a liaison officer for 12 months to provide support to the growing number of people sleeping rough and at-risk of homelessness in Hume.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <span style="background-color: green; width: 100%; height: 10px; display: inline-block;"></span> 100%         </div> <p>Completed</p>	Community Services	This position has been recruited and has commenced.	<p>A new Homelessness Pathways Officer has been recruited by Council. This new position will oversee a range of functions and activities to better support homelessness in the local area, including:</p> <ul style="list-style-type: none"> <li>▪ Provide outreach to rough sleepers and connect with local homelessness supports and services.</li> <li>▪ Consultation and data compilation to equip Council and stakeholders with improved information to inform planning and decision making.</li> <li>▪ Implementation of a rough sleeping response protocol to ensure Council are equipped with the skills to support local rough sleepers.</li> <li>▪ Delivery of information to community members about rough sleeping, appropriate reporting pathways and available support.</li> <li>▪ Development and distribution of care packages to rough sleepers.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 □ Deferred

**THEME**  
**3**



**A CULTURALLY VIBRANT AND CONNECTED COMMUNITY**

Strategic Objective 3.2: Strengthen community connections through local community events and the arts

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Provide care packages for rough-sleepers that include bottled water, sunscreen, face masks, sanitiser, food/travel vouchers, resources and information about available local support services.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px; height: 15px; margin-bottom: 5px;">100%</div> <p>Completed</p>	<p>Community Services</p>	<p>Care packages have been prepared and a number of these packages have been delivered to local rough sleepers.</p> <p>In addition to care packages, planning is underway to launch a new Hume Showers program focussed on providing rough sleepers/homeless people with local access to showering and hygiene amenities.</p>	<p>Following the appointment of the new Homelessness Pathways Officer care packages have been prepared and a number of these packages have been delivered to local rough sleepers.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred



## A SUSTAINABLY BUILT AND WELL MAINTAINED CITY WITH AN ENVIRONMENTALLY ENGAGED COMMUNITY

Strategic Objective 4.2: Create community pride through a well-designed and maintained City

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Deliver additional infrastructure in upgrades to open spaces and play spaces including installing more seats, table settings, water fountains, signage and recreation equipment e.g. basketball/netball towers in local parks.</p> <p><b>Progress Indicator:</b></p> <div data-bbox="143 638 403 686"> </div> <p>Some Progress</p>	Planning and Development	<p>A Project Officer has been engaged to undertake the works.</p> <p>Rokewood Reserve drinking fountain was completed as a variation to the play space upgrade; DS Aitken drinking fountain will be built on the outside of the new public toilet in 2022.</p>	<p>A program of minor infrastructure improvements has been identified to enhance the use of the open space, walking and cycling network across Hume. This includes additional seating, drinking fountains and enhancements to sites undergoing improvement in the current program. Implementation commenced in Quarter four 2020/21.</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred



## A SUSTAINABLY BUILT AND WELL MAINTAINED CITY WITH AN ENVIRONMENTALLY ENGAGED COMMUNITY

Strategic Objective 4.2: Create community pride through a well-designed and maintained City

Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Continue to promote walking and cycling through connecting more walking and cycling links in urban areas e.g. residential areas to activity centres, schools, community centres, transport hubs and providing associated infrastructure e.g. seating, drinking fountains, signage, lighting.</p> <p><b><u>Progress Indicator:</u></b></p> <div style="border: 1px solid black; width: 100px; height: 20px; margin-bottom: 5px;"></div> <p>Deferred</p>	Planning and Development	Funding for this action was deferred to subsequent years as part of the 2021/22 budget process.	<p>Council continues to implement the walking and cycling program. Actions have included:</p> <ul style="list-style-type: none"> <li>▪ Investigations and assessments progressing for: <ul style="list-style-type: none"> <li>○ Merri Creek Trail - Merri Concourse to Premier Drive / Metrolink Circuit.</li> <li>○ Continuing the trail from Spavin Lake along Kismet Creek, Sunbury.</li> <li>○ Aitken Creek - railway line to Hothlyn Drive and railway corridor to Craigieburn train station.</li> <li>○ Greenvale to Attwood Pipe Track.</li> </ul> </li> <li>▪ Responding to resident requests and constructing short pathway connections in Greenvale, Gladstone Park and Sunbury.</li> <li>▪ Ongoing signage and line marking audit actions.</li> <li>▪ Local Area Traffic Management (LATM) upgrade works to five walkways in Craigieburn have been completed.</li> <li>▪ Meadowlink Stage 2 design documentation has been completed and construction contract awarded.</li> </ul>

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

■ On Track 
■ Monitor 
■ At Risk 
 Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>As recovery progresses, undertake further community and business engagement to identify changing and emerging needs.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px; height: 15px;">100%</div> <p>Completed</p>	<p>Communications, Engagement and Advocacy, Community Services, Planning and Development</p>	<p>During quarter four 2021/22:</p> <ul style="list-style-type: none"> <li>▪ Meeting of Hume Interfaith Network to continue during advice regarding current support needs.</li> <li>▪ The Multicultural Action Group met twice.</li> <li>▪ Reconciliation Action Plan Working Group met four times.</li> </ul>	<p>Community and business engagement to identify changing and emerging needs has included:</p> <ul style="list-style-type: none"> <li>▪ Preparing the COVID-19 Economic Recovery Action Plan – 2021. Through meetings, structured events and industry visits stakeholders continue to be consulted.</li> <li>▪ The Community Health Champions have been providing key COVID-safe messaging to the community and reporting to Council community needs and support requirements.</li> <li>▪ Hume Interfaith Network have been meeting regularly during COVID-19 and advising current support needs.</li> <li>▪ The Multicultural Action Group and Reconciliation Action Plan Working Group meetings were held to advise community support during COVID-19 recovery.</li> <li>▪ The Hume Jobs and Skills Task Force met each quarter.</li> </ul>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
 ■ Deferred



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Advocate to the State and Federal Government to address local issues and community feedback relating to COVID-19 needs for Hume's community and businesses.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; padding: 2px; display: inline-block; background-color: #28a745; color: white; text-align: center; width: 100px;">100%</div> <p>Completed</p>	<p>Communications, Engagement and Advocacy, Community Services, Corporate Services, Planning and Development, Sustainable Infrastructure Services</p>	<p>Multicultural Action Group and Hume Interfaith Network (HIN) met during this quarter. Guest speakers advised key stakeholders on supporting the ongoing community recovery needs. This included the planning of Refugee Week celebrations to advance the communications between support services and community members</p> <p>In addition to previous activities, Council officers have played a central role in:</p> <ul style="list-style-type: none"> <li>▪ Planning and activation of local COVID-19 testing sites.</li> <li>▪ Planning and activation of local COVID-19 vaccination sites.</li> <li>▪ Outbreak response – including onsite liaison and support to residents visiting Tier exposure sites.</li> </ul>	<p>Council officers continue to participate in a range of networks and forums convened by State/Federal government departments and use these platforms to escalate community concerns. Across these forums, officers have raised community concerns including:</p> <ul style="list-style-type: none"> <li>▪ Ongoing need for translated materials and resources for CALD communities.</li> <li>▪ Availability of COVID-19 vaccination information.</li> <li>▪ Local access to COVID-19 vaccines</li> <li>▪ The proposed introduction of a quarantine facility located in Mickleham</li> </ul> <p>The HIN met monthly during this time, with an average of nine participants at each meeting. The members provided insight into the concerns and experiences of faith communities regarding the pandemic which were included in Hume City Council reports to the State Government. .</p>

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred

**THEME 5**



**A WELL-GOVERNED AND ENGAGED COMMUNITY**

Strategic Objective 5.3: Provide responsible and transparent governance, services and infrastructure which respond to and support community needs



Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Extend waiver of interest on outstanding rates balances until 31 March 2021.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	Corporate Services	This action has been completed.	The waiver of interest on outstanding rates balances has been extended until 30 June 2021.
<p>Extend discounts to private event hirers (i.e. birthday parties) and not for profit clients running new programs in Council's community centres or facilities until 30 June 2021.</p> <p><b>Progress Indicator:</b></p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	Communications, Engagement and Advocacy, Community Services	All private event hirers and not for profit clients who were eligible for COVID-19 discounts had these applied to their bookings.	Discounts for private event hirers and not for profit clients running new programs in Council's community centres or facilities was on-going until end of June 2021.

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred





Action	Division	Progress this Quarter	Description of Progress (Year to date)
<p>Review our financial hardship policies to ensure they address the difficulties of increased financial stress brought about by COVID-19.</p> <p><b>Progress Indicator:</b></p>  <p>Good Progress</p>	Community Services, Corporate Services	No further update this quarter.	Council have implemented an updated hardship application form and developed an online contactless application process that provides ratepayers with the opportunity to set up payment arrangements or deferrals to meet their own unique circumstances. This process ensures there is a consistent and transparent approach applied to all applications.
<p>Review current COVID-19 fee reductions and waivers to determine if they should be extended to support ongoing community and economic recovery, especially for vulnerable cohorts.</p> <p><b>Progress Indicator:</b></p>  <p>Good Progress</p>	Community Services, Corporate Services, Communications, Engagement and Advocacy	No further update this quarter.	Current COVID-19 fee reductions for private events and not-for-profit clients and waivers of interest on outstanding rates balances have been extended until 30 June 2021. These will continue to be reviewed as required.

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

■ On Track 
 ■ Monitor 
 ■ At Risk 
  Deferred