





HUME CITY COUNCIL COUNCIL PLAN 2017-2021 (2020/21 ACTIONS)

FINAL PROGRESS REPORT
1 JULY 2020 TO 30 JUNE 2021



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#### PROGRESS DESCRIPTIONS

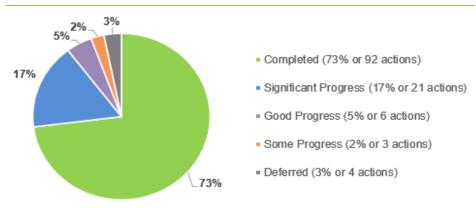
Progress is measured on the actions of the Council Plan as follows:

- 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.
   Deferred.

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

- On Track Action is proceeding to plan and has been completed by 30 June 2021.
- **Not Completed** Action has not been completed within 2020/21.
- Deferred Action has been delayed due to unforeseen circumstances

#### SUMMARY OF PROGRESS - 1 JULY 2020 - 30 JUNE 2021



#### **Councils Role**

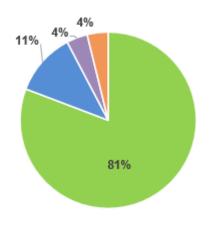
The role Council has in contributing to the community expectations (strategies) can be defined as one or more of the following:

- 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.



Summary of progress and Strategic Indicators

#### SUMMARY OF PROGRESS FOR THEME 1 1 JULY 2020 – 30 JUNE 2021



- Completed (81% or 21 actions)
- Significant Progress (11% or 3 actions)
- Good Progress (4% or 1 actions)
- Deferred (4% or 1 actions)

#### STRATEGIC INDICATORS TO 30 JUNE 2021

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

Indicator	Target	2020/21 Result
Number of library programs/events attendance per head of municipal population.	Target by 2020/21 = 0.7	A total of 1,039 library programs and events were delivered, with 234,907 online views of 3 seconds or more and 13,255 in person attendees. Due to COVID-19, there was a significant reduction in in-person attendees, reducing the attendance to 0.1 attendance per head of population. While the transition to online programs proved to be highly successful, we're unable to add these into the calculation for this indicator due to limitations on how the data is captured. It is likely that the participation rate would be significantly higher than what is reported.  In 2019/20, 3,452 Library programs attracted 109,435 people or 0.50 attendance. Due to COVID-19 restrictions a significant proportion of library programs were delivered online in 2020/21.
Preschool participation rates (includes non-Council services).	Target by 2020/21 = 95%	89.0% is the most recent preschool participation rate (2019), the previous result in 2018 was 94.6%. (Source: Department of Education and Training)
Number of student placements supported by Council.	Target by 2020/21 = 150	There were no student placements in 2020 due to COVID-19 restrictions. 68 students completed work experience in 2019/20. Student placements for the 2021 calendar year are currently being sought, subject to schools recommencing placements.

Strategic Objective 1.2: Create conditions that support business growth and create local jobs for Hume residents

Indicator	Target	2020/21 Result
Percentage gap between the Greater Melbourne and Hume LGA unemployment rates.	Target by 2020/21 = 3%	Latest unemployment rates show a gap of 6.8% between Hume City (13.4%) and Greater Melbourne (6.6%). In December 2019, this gap was 4.2%.  (Source: Department of Employment, Small Area Labour Markets, March Quarter 2021)





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
1.1.1 A diverse range of high quality education and learning facilities are provided including locally-accessible University and TAFE institutions				Advocate
Action	Division	Progress this Quarter	Description of Progres	s (Year to date)
Explore ongoing opportunities and advocate for tertiary education providers to establish a presence in Hume's growth areas.  Progress Indicator  100%  Completed	Planning and Development	Memorandums of understanding have been finalised and signed with GO TAFE to join and Deakin University to re-join Hume Multiversity.	<ul> <li>There are now 10 T providers delivering Multiversity in accor</li> </ul>	oviders to establish a with areas: e with Tertiary to establish in Hume. ertiary Education programs to the Hume dance with nderstanding (MOUs)





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

COMMUNITY EXPECTATION (from Hum	e Horizons 2040)			Council's Role
1.1.1 A diverse range of high quality each and TAFE institutions	education and lea	rning facilities are provided including	locally-accessible University	Advocate
Action	Division	Progress this Quarter	Description of Progress (Year to	o date)
Continue to support the implementation of the renewed Hume Multiversity initiative.  Progress Indicator  100%  Completed	Planning and Development	An additional two partners have joined the Hume Multiversity Program, these being GO TAFE and Deakin University.  The Hume Overseas Qualified Professional Program commenced 15 April with 15 Hume residents with overseas qualifications participating in the program.  The Hume Multiversity Tertiary Scholarship Program was launched 18 June 2021 with four participating partners:  La Trobe University  Melbourne Polytechnic  Victoria University  Kangan Insitiute.  Planning is well advanced of the Permanent Resident Employment Program in first quarter of 2021/22.	Actions to support the implementa Hume Multiversity initiative have i Ten partners are supporting the initiative, including:  La Trobe University Victoria University KANGAN Institute Melbourne Polytechn Holmesglen Institute Illuminate Education Caravan Industry Ass NORTH Linn GO TAFE Deakin University.  Agreements to free or low-cost platforms.  Projects and programs to sup including the Overseas Qualified Program, Permanent Resider and Hume Multiversity Schola Hume Overseas Qualified Procommenced 15 April, and the was launched on the 19 June	ncluded: he Hume Multiversity  ic  sociation of Victoria  st access to learning port Hume residents fied Professionals hts Employment program arship Program. Ofessional Program Multiversity Scholarship

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

■ On Track
Not Completed
□ Deferred





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

<b>COMMUNITY EXPECTATION (from Hum</b>	e Horizons 20	40)		Council's Role
1.1.2 Young children are developed in	to confident le	earners from birth and have access to h	nigh-quality education	Advocate, Facilitator, Service Provider
Action	Division	Progress this Quarter	Description of Progress (Year to o	late)
	Community Services	Collaborative work with Maternal Child Health has progressed to reduce barriers to engagement in Early Start Kinder for vulnerable children.	Supporting participation in playgroup included:  Continuation of high-quality service children and families.  Work continues to ensure effect early years services.  Principles of the 0-24 framework ensure barriers are reduced and A review of the current ESK enroaddress participation barriers and children.	vice provision delivery to vive transitions between are being adapted to services are accessible.
Progress preparation for the implementation of 3-Year-Old Kindergarten in 2022 including facility capacity reporting, funding submissions and exploration of partnership models.  Progress Indicator  100%  Completed	Community Services	A report with findings and recommendations is scheduled to go to Council on August 9. Officers have undertaken a detailed analysis of the required operational and planning considerations for Council and the benefits to the community.	<ul> <li>To progress preparation for the imple Kindergarten in 2022, the following head of the Kindergarten appoins to the Kindergarten Plan (KISP).</li> <li>Work continues to assist the 3-programs to deliver five hours of 2022. Including a review of facilia outlining implications and recompresented to Council on August</li> </ul>	nas been undertaken: Inted using Department of funds, to assist in the Infrastructure Services  Year-Old Kindergarten f preschool service in ty capacity and a report mendations. Inmendations will be

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

■ On Track
Not Completed
□ Deferred





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

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	orizons 2040)			Council's Role
1.1.2 Young children are developed into confident learners from birth and have access to high-quality education				
Action	Division	Progress this Quarter	Description of Prog	ress (Year to date)
Continue to deliver a range of early childhood literacy and learning programs.  Progress Indicator  100%  Completed	Community Services	<ul> <li>The delivery of these programs during the quarter has included:</li> <li>124 English language Storytime sessions for children aged 0-5, attracting 7,126 online views and 2,612 in person attendees.</li> <li>79 Bilingual Storytime sessions recorded with 27,173 online views and 1,436 physical attendees.</li> <li>28 STEAM sessions conducted with 4,065 views</li> <li>Nine school holiday program sessions with 5,625 online views and 234 physical attendees.</li> <li>29 new registrations for 1,000 Books Before School have been recorded and 13 children reached the 1,000-book milestone.</li> </ul>	included:  357 English lang for children aged online views and attendees.  204 Bilingual Storecorded with 11 2,006 physical at 92 STEAM sessi 28,039 views.  Fifteen school howith 5,625 views  234 new registra Before School has 30 children reach milestone. There 575,000 stories s	nd learning programs both online and in programs to date has uage Storytime session 0-5, attracting 68,601 4,778 in person systime sessions 5,104 online views and tendees. ons conducted with oliday program sessions tions for 1,000 Books are been recorded and ned the 1,000-book





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

COMMUNITY EXPECTATION (from Hume	Horizons 2040)			Council's Role
1.1.2 Young children are developed into	education	Advocate, Facilitator, Service Provider		
Action	Division	Progress this Quarter	Description of Progres	ss (Year to date)
Continue to support program delivery in the National Community Hubs program, including facilitation of partnerships between early childhood services and local primary schools.  Progress Indicator  100%  Completed	Community Services	<ul> <li>During Quarter Four, hubs have been:</li> <li>Supported in adjusting to the return to the place-based activities, density capacity, COVID prevention.</li> <li>Included and contributed to Council's celebration of International Women's Day, Refugee week, Harmony week.</li> <li>Re-linked with Melbourne Polytechnic for strengthening the pathways to Adult Migrant and English Program (AMEP) and Volunteer Tutor Scheme (VTS) programs.</li> <li>Supported to develop activities with a mental health focus for families as part of the Council Recover Plan.</li> <li>Hubs have been supported to improve their space to align with COVID Safe requirements and to accommodate more participants.</li> </ul>	including; DPV Hea DET Early Childhoo and Hume Transitio Collaboration with H develop culturally ap videos, including "H to use QR Codes" in Information provided transition and the tra of Health and Huma COVID-19 related in families. Support provided to COVID-19 Commur Connecting Hub pla Victoria for activity son returning to COVI Encouraged increas services by linking H	am has included: In programs and networks Ith transition programs, Ith transition of Networks. Ith transition of Department and Services (DHHS) In access Council's Ith transition of Department of Access Council's Ith transition of





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
1.1.3 Young people are supported to achieve their goals with improved educational and employment pathways and active participation in community life				Advocate, Facilitator
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Explore the feasibility to make the Youth Summit a bi-annual event.  Progress Indicator  75%	Community Services	The Hume Youth Mental Health Summit was held on 17 June, with over 130 young people and service providers in attendance. An evaluation of the summit is currently being conducted.	Due to COVID-19 restricti was postponed. The Hum Summit was held on 17 Jo Headspace Craigieburn, ( Youth (CMY), DPV Health Cobaw Community Health	ne Mental Health Youth une in partnership with Centre for Multicultural on and Sunbury and on.
Significant Progress			A final report with recomm ready for Council's endors 2021.	





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
1.1.3 Young people are supported to achieve their goals with improved educational and employment pathways and active participation in community life				Advocate, Facilitator
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Subject to an evaluation, continue the Youth Action Committee past the external funding period of December 2020 with ongoing support and funding from Council.  Progress Indicator  100% Completed	Community Services	The Engage! funding has been extended to December 2021. Discussion took place in June 2021 with State Government regarding further Engage! funding for 2022 Recruitment for new Youth Action Committee (YAC) members was undertaken in this quarter to expand and broaden committee membership. The YAC report evaluation will be submitted to Council for endorsement in August 2021, before the State Government funding expires.	youth strategy and su 2020 Youth Week on Engage! funding was December 2021.	n age from 15-24. 20/21 have included: gnificant projects: into a new state-wide apporting the delivery of line events. extended to  YAC was delayed due ons, which impacted nethods. The on representation of ensure an all of has been undertaken be completed in the





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)  1.1.3 Young people are supported to achieve their goals with improved educational and employment pathways and active participation in community life				
Partner with local service providers to deliver a range of parenting programs to build the capacity of parents to support children from 0-24 years. Focus on delivering programs to support fathers' participation.  Progress Indicator  50%  Good Progress	Community Services	A Parenting Working Group has been meeting to coordinate parent education programs across the municipality each term and will provide a list of parent support programs on Council's website. The Working Group is exploring activities such as an annual Parenting Expo and online parenting support forums.  A survey of parents with children in the "middle years" (6-12 year olds) was completed in June 2021 and survey results will be used to inform better service delivery.  A Council officer from Maternal and Child Health is on the organising committee of the Working with Fathers Network and will share knowledge across other departments.	A range of parenting prograpacity of parents to supyears undertake during the Established a Parenti staff from Family You Services and MCH are education and support in the "middle years".  Held a forum for local professionals on the Masculinities in late 2 participants registered included Dads of Hum Relationships Austral Work has been delayed or restrictions.	pport children from 0-2 ne year included: ing Working Group wit th and Children's nd external parent int providers. of parents with childre I community topic of Healthy 1020 with 130 d. Keynote speakers ne Group and ia.





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

<b>COMMUNITY EXPECTATION (from Hume I</b>	Horizons 2040	)		Council's Role
1.1.3 Young people are supported to achieve their goals with improved educational and employment pathways and active participation in community life				Advocate, Facilitator
Action	Division	Progress this Quarter	Description of Progress (Ye	ar to date)
Undertake an assessment of each of Council's Youth specific facilities to ensure the delivery of best practice program models and a greater utilisation of these facilities.  Progress Indicator  75%  Significant Progress	Community Services	Capital Works upgrades completed in Roxburgh Park, Broadmeadows and Craigieburn Youth Centres to enhance accessibility and flexibility of utilisation. Construction works at Sunbury Youth Centre to be completed in the first quarter of 2021/22 financial year.  A review of the Youth Facilities is underway and the Youth Facilities Review Report will be submitted for Council's endorsement in September 2021. The Report is aligned with the development of the City's first Community Infrastructure Plan and Council Facilities Review Project.	Actions to ensure the delivery program models and a greater facilities has included:  The Youth Strategy has be a strategic framework for the practice program models of children and young people required to align the strate Framework. The draft Strate to Council in September 2.  As part of Capital Works, undertaken at Broadmead and Craigieburn Youth Cells Sunbury Youth Centre will in the first quarter of 2021.  Grant funds from the Office Development were secure Broadmeadows Revitalisa and this is currently under Internal preliminary review centres has been completed be conducted in July/Augus Facilities Review Report we Council's endorsement in	r utilisation of youth een drafted to provide the delivery of best for middle years e. Further work is egy with the 0-24 ategy will be presented 021.  works have been lows, Roxburgh Park entres. I undergo capital wor /22 financial year.  The for Suburban ed to deliver the etion Wayfinding Projection way.  To of the Youth specification of the Youth yill be submitted for





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

<b>COMMUNITY EXPECTATION (from Hume I</b>	Horizons 2040)			Council's Role
1.1.4 The learning, economic, social and recreational aspirations of all residents are supported, including the provision of high-quality libraries and learning centres				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Continue to deliver a range of library programs and activities which are responsive to local community needs, including exploring new and innovative outreach models for both existing urban and growth areas.  Progress Indicator  100%  Completed	Community Services	The final report of the progress on the Libraries and Learning service plan will be presented to Council in Quarter One 2021/22.  Hume Libraries Express continued to deliver library items to vulnerable community members' homes. In addition, during the circuit breaker lockdown the Click & Collect service was reinstated until libraries were reopened to the Hume community. During the quarter, 153 appointments were made, managing a total of 193 parcels, containing 1,969 items.  Some library programs were delivered face-to-face, adhering to Department of Health and Human Services (DHHS) requirements. During the circuit breaker lockdown programs migrated back online to stream on the Facebook platform.	library items to vulner member's homes, in I requirements. From 7 service was expanded residents. In total 2,82 28,921 items were de While Libraries were collect service was in September 2020, with made collecting 11,46 In November 2020 Huwas expanded and a	nsive to local cluded: process for Libraries essing to schedule. ess continued to delive able community ine with DHHS? September 2020 the d to include all Hume 24 packages with elivered. closed, a click and troduced from 14 in 2,714 appointments

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

On Track

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Not	Comp	leted	

☐ Deferred





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

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	orizons 2040)			Council's Role
1.1.5 Local employment pathways are developed through accessible training and learning opportunities				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
<ul> <li>Finalise and evaluate actions developed from the Employment Pathways Action Plan, including:         <ul> <li>Subject to Federal funding, host a local Jobs Fair.</li> </ul> </li> <li>Progress Indicator         <ul> <li>100%</li> </ul> </li> <li>Completed</li> </ul>	Planning and Development	This action was completed in Quarter two.	Actions of the Employment Plan have been fulfilled a result, there will be a continued a supporting the Hume Learning and Employ industry job interview.  The annual delivery of NextGen challenge in entrepreneurship skill students. Due to CON challenge did not take has been postponed.  Continued focus on the Program, with employ learning for employment undertake an evaluate explore the ongoing a learning platform.  Delivery of Federal an Fairs biannually.	and evaluated. As a inued commitment to Whittlesea Local ment Network with rest. If the Illuminate Hume to build so in secondary school /ID-19 restrictions the explace in 2020 and to 2021. The Hume Multiversity ment pathways and tent. It ion of Coursera to adoption of the online when the commitment is the explanation of the online in the commitment is the explanation of the online in the commitment is the explanation of the online in the commitment is the explanation of the online in the explanation is the explanation of the online in the explanation is the explanation of the online in the explanation is the explanation of the online in the explanation is the explanation of the explanation of the explanation is the explanation of the explanation of the explanation is the explanation of the explanatio





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

COMMUNITY EXPECTATION (from Hume H	Horizons 2040)			Council's Role
1.1.5 Local employment pathways are developed through accessible training and learning opportunities				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
<ul> <li>Expand vocational pathways for volunteers through the delivery of:         <ul> <li>The 'Connect Volunteering' program for new migrants</li> <li>Two Professional development workshops for volunteer managers.</li> </ul> </li> <li>Progress Indicator</li> <li>100%</li> <li>Completed</li> </ul>	Community Services	Volunteer project activities offered in this quarter included a community briefing session, project reference group meetings, a community forum and five workshops.  As a result, three key themes emerged; Connection, Confidence and Opportunity. Approximately 59 community members participated in activities.  On Tuesday 8 June, Hume Volunteer Gateway held a virtual webinar 'Volunteer Safety Risk and Insurance' sessions facilitated by Justice Connect, a social justice not-for-profit that assists organisational and community groups with legal information. Approximately 20 community groups participated.  Hume Volunteer Gateway delivered a Pop—Up Volunteering Information Stall on 18 May as part of National Volunteers Week 17-24 May 2021, with more than 14 residents joining to learn more about volunteering opportunities and benefits of volunteering held at the Broadmeadows Library.	for volunteering orgar community groups.	re included: reway (HVG) hosted Volunteering", a ression for service reations currently responsible to the professional respon





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
1.1.5 Local employment pathways are developed through accessible training and learning opportunities				Facilitator, Advocate,
Action	Division	Progress this Quarter	Description of Progres	ss (Year to date)
& Continue to deliver and enhance Council's range of student employment pathway programs (i.e. work experience, school-based apprenticeships and traineeships), including support for those with disabilities and from diverse backgrounds.  Progress Indicator  Deferred	Communications Engagement & Advocacy	Action has been deferred.	Due to COVID-19 restrict employment pathways products have been platerial includes the student work (secondary, tertiary and School placement) and Apprenticeships and Traprogram.	orograms that Council ced on hold. This rk experience program the Hume Valley the School Based

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

On Track

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No	ot C	omr	olet	ed

Deferred





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

<b>COMMUNITY EXPECTATION (from Hume H</b>	lorizons 2040)			Council's Role
1.2.1 Hume is an attractive place to do business with a diverse range of industries, providing local jobs for residents				
Action	Division	Progress this Quarter	Description of Progres	ss (Year to date)
Continue the implementation of the Infrastructure Development Plan (IDP) including but not limited to the development of the Harris Scarfe multideck parking in Sunbury in conjunction with the Department of Transport (DoT).  Progress Indicator  75%  Significant Progress	Corporate Services	Implementation of the Infrastructure Development Plan (IDP) has included: Harris Scarfe multi-deck carpark, Sunbury - finalised and executed the development agreement and started the planning application with development set to start in October this year.	<ul> <li>Finalised and exe between Council an Transport to progres Development scheded</li> <li>65 Kirkham Drive, Gare being supplied to for subdivision and</li> <li>Seabrook Reserve, Council is continuin regarding the reside land re-zoning.</li> <li>HGLC-Broadmeado</li> </ul>	has included: deck carpark, Sunbucuted the agreement of the Department of the Construction. duled for October 2026 reenvale - Services of the site in readinest land sale. Broadmeadows — g discussions ential development a





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume H	orizons 2040)			Council's Role
1.2.1 Hume is an attractive place to do bus	siness with a div	rerse range of industries, providing local jobs	s for residents	Facilitator
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Grow employment in the Broadmeadows Town Centre and progress implementation of 'Hume Central The Vision'. *  Progress Indicator:  100% Completed	Planning and Development	Following completion of the Broadmeadows Town Centre Economic Assessment and the State government announcement of \$60 million to fund stage 1 redevelopment at Kangan Institute, significant progress has been made on this Action including:  Homes Victoria agreeing to commence master plan investigations with the goal of identifying and testing to secure immediate Big Housing Build opportunities.  In addition to Kangan's renewal planning, it has been agreed that master planning will include engagement with Council on options to improve connections into and through their site and the Institute's interface with Town Park.  Next steps to grow economic activity in Hume Central is the feasibility testing of key sites. Provision of additional Suburban Revitalisation grant funding to improve the frontage of HGLC Broadmeadows and the activation of Civic Plaza, as well as streetscape works on Dimboola Road, will progress the goal of growing economic activity in the Town Centre.	To grow employment in the Town Centre and progress 'Hume Central', Council regrant funding from the Off Development (OSD). Following stakeholder corengagement the Broadme Economic Assessment amplan has been developed. Works in Hume Central, Eof the Infrastructure Deveincluded:  Civic Way – completic connections and elect precinct. Civic Way is more pedestrian friender. HGLC-Broadmeadow agreement with a probeen signed with worl 2021.  Loop Road acquisition July. Town Hall Commerciatenanted.	es implementation of ecceived revitalisation fice of Suburban esultation and eadows Town Centre end Investment Action.  Broadmeadows as paralopment Plan have end of new sewer tricity upgrades for the now complete with a edly environment. Extension - espective tenant has extension endited in exception of the endited endited environment.

\*Rollover from Council Plan 2017-2021 (2019/20 Actions)

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

■ On Track ■ Not Completed □ Deferred





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume	Horizons 2040)			Council's Role
1.2.1 Hume is an attractive place to do bu	usiness with a div	verse range of industries, providing local jo	bs for residents	Facilitator
Action	Division	Progress this Quarter	Description of Progr	ess (Year to date)
Investigate the forward supply of employment land in Hume, aligned to population growth, including regional considerations and State Government Advocacy. *  Progress Indicator:  100%  Completed  *Rollover from Council Plan 2017-2021 (2019/20 Actions)	Planning and Development	This action was completed in Quarter one.	A detailed review of the employment land in concity of Whittlesea and undertaken and a report of the council in September Findings from the Council in September 1 and in the Council in the Norther exceed available In There is potential with an accelerate release strategy a infrastructure program infrastructure.  Index a proactive Corridor has the production has the production with the Melbourne on 22 of the report has fur th	be forward supply of collaboration with the NORTHLink was cort presented to 2020.  Incil commissioned policy settings, in the set demand for industrial ran Corridor is set to and.  It to address the above defined industrial land and a coordinated for the delivery of a sign scale State approach the Northern otential to attract more mand.  Inched online in the Committee for





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role
1.2.1 Hume is an attractive place to do bus	iness with a dive	erse range of industries, providing local jobs	s for residents	Facilitator
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Continue facilitation of the business plan for Council's StartNorth Coworking Space.  Progress Indicator:  100%  Completed	Planning and Development	<ul> <li>During Quarter four 2020/21:</li> <li>Continued regular monthly newsletters social media posts.</li> <li>Pre-Accelerator program was run with 61 applicants, 30 accepted into the program and 6 fully completing.</li> <li>Accelerator program applications are open with over 50 applications. Program to start late July 2021.</li> <li>Innovation festival was completed with 1,556 page views via our Eventbrite listing, 46% attendance rate from the registrations and 139 attendees at the event (including staff and event hosts).</li> <li>Progress is being made on six additional offices being constructed within StartNorth in conjunction with Council's Manager Capital Works and Building Maintenance. Currently this is in the costing phase.</li> <li>StartNorth will be considered the future Craigieburn Community Centre offering. This would be a smaller footprint expansion of around 160m2 offering a combination of offices, desks and a meeting room.</li> </ul>	<ul> <li>all members.</li> <li>Virtual monthly works events.</li> <li>A partnership with Hu deliver the 'Start your August 2020.</li> <li>Supporting the runnin accelerator program r</li> <li>Completed planning f Accelerator Program, in July 2021. StartNot for the future Craigiet Centre offering.</li> </ul>	on 9 November 2020. In splan for Council's splan for Council-led program, named ek program is





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume H	Horizons 2040			Council's Role
1.2.1 Hume is an attractive place to do business with a diverse range of industries, providing local jobs for residents				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
S Continue delivery of the Local Jobs for Local People program, to encourage workforce participation and employment for Hume residents.  Progress Indicator  100%  Completed	Planning and Development	<ul> <li>During the quarter, the delivery of the Local Jobs for Local People program (LJLP) during the April to June 2021 has included:         <ul> <li>2,083 vacancies listed on Hume Joblink</li> </ul> </li> <li>Over 75 job advertisements being exclusively sourced.</li> <li>The Hume Employment and Learning Committee Disability Working Group has continued to meet fortnightly. The group is developing collaborative approaches and projects to support people with disabilities into employment.</li> <li>Promotion of support provided from the LJLP team for new businesses locating in Hume.</li> </ul>	Delivery of the Local Jobs program (LJLP) has included a Completion of person residents registered for 6,743 vacancies listed 2020/21.  Over 226 job advertist exclusively sourced.  Over 72 Hume reside continuing to be supper employment.  Based on demand, the working to identify more time jobs (less than 1).  Establishment of the land Learning Commit Developed to support disabilities into emplose Promotion of support LJLP team for new but Hume.	ded: al care calls to all or support. d on Hume Joblink in ements being nts with a disability orted, with six securing e LJLP team is ore casual and part- 5 hours a week). Hume Employment tee working group. people with yment in 2021. provided from the





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
1.2.1 Hume is an attractive place to do business with a diverse range of industries, providing local jobs for residents				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Advocate (where appropriate) for the forward supply of employment land in Hume, aligned to population growth.	Planning and Development	Mayors Leaders Lunch with key business and government stakeholders in attendance was held in May 2021.	Advocacy for the forward land in Hume, aligned to included:	
Progress Indicator 100%		Additional opportunities are being investigated for an increased presence of office/professional services developments in Hume, including at the Cade Park Development and the Assembly Development sites both in Campbellfield.	<ul> <li>Dissemination of 'Fine supply of employmen The report was launch 2020.</li> <li>Delivery of the Mayor</li> </ul>	it land in Hume' report. hed on 22 October
Completed		Ongoing discussions have been held with a range of developers seeking the activation of the commercial and industrial development of the Craigieburn North Precinct Structure Plan.	<ul> <li>Additional opportuniti investigated for an inc</li> </ul>	es are being





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
1.2.1 Hume is an attractive place to do bus	1.2.1 Hume is an attractive place to do business with a diverse range of industries, providing local jobs for residents				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Continue to promote the Melbourne's North Joblink to encourage local and regional employment.  Progress Indicator  100%  Completed	Planning and Development	<ul> <li>The LJLP continues to seek a concerted effort with other Local Government Authorities across the region to promote Melbourne's North Joblink and encourage greater usage.</li> <li>Melbourne's North Joblink has experienced an increase in jobs advertised in Quarter four: <ul> <li>4,903 jobs have been advertised in Melbourne's North.</li> <li>There have been 246 new users on the site. Nine new employers have registered and posted vacancies.</li> <li>There are currently 2,890 registered users and 101 employers on the site.</li> <li>There have been 23,913 job views with 216 applications made.</li> </ul> </li> </ul>	<ul> <li>There are currently 2 and 101 employers o</li> </ul>	nent Authorities across Ibourne's North Joblink sage. k has experienced an ed since the easing of en advertised in new users on the site. ,890 registered users	





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role	
1.2.1 Hume is an attractive place to do business with a diverse range of industries, providing local jobs for residents					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Continue the implementation and monitoring of the Investment Attraction Framework.  Progress Indicator  100%  Completed  The progress indicator displayed above is based on the state of the Investment Attraction Framework.	Planning and Development	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  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.  Investment attraction LinkedIn media campaign continued. Four videos have been featured.  Concept Caravans and We are Open for Business videos did well and received 30,217 and 23,431 views and impressions respectively.	Implementation and moni Investment Attraction Fra including:  The Investment Attraction Example and promote stakeholders.  Pre-application meeting and occurred online wexpanding or moving.  An Investment Attraction Communications Plandeveloped.  Continued work on attinvestment in Hume to availability of appropring employment land, colestakeholders to identify with potential investment in the planning process.  While COVID-19 has negative impact on so job losses, it has also investment opportunity including in the Person Equipment (PPE) and	mework continues, ction Prospectus was delectronically to electronically to mass were facilitated with businesses in Hume. Ition Marketing and for 2020/21 has been tracting new business by promoting the iately zoned laborating with fy interest, engaging lents to support decilitating the Statutory had a significant tome sectors with many created new ties within Hume, and Protective	

■ On Track
Not Completed
□ Deferred





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
1.2.2 Hume businesses are supported to be prosperous and resilient to changes in the local economy				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Continue to support Melbourne's North Food Group (MNFG) and its activities via NORTH Link to support the export growth of existing businesses.  Progress Indicator  100% Completed	Planning and Development	Council continues to support MNFG, which has been self-sustaining since the State Government's co-funding expired in February 2020. The group currently has over 120 food and beverage manufacturers and service providers.  MNFG has undertaken a variety of activities including:  Production of a weekly e-newsletter.  Delivering five webinars on business capability building, government grants, marketing and business strategy.  Establishing and promoting Melbourne's North Buying Group, to allow businesses to obtain substantial savings on micro-testing, transport and packaging.  Supported business participation in the Food Service Melbourne trade show, which was held 27-29 June 2021.	Council continues to supple been self-sustaining since Government's co-funding 2020. The group currently and beverage manufactur providers.  MNFG has undertaken a including:  Deploying COVID-19 businesses adapt dur  Production of a week  Delivering 50 webinar capability building, go marketing and busine  Establishing and pron North Buying Group.  Supported business puthe Food Service Mel which was held 27-29	e the State expired in February has over 120 food rers and service  variety of activities responses to assist ring restrictions. ly e-newsletter. rs on business overnment grants, ess strategy. moting Melbourne's  participation in bourne trade show,





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
1.2.2 Hume businesses are supported to be prosperous and resilient to changes in the local economy					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Establish a new Small to Medium Business Support Grants program to support sustainable growth in local businesses.  Progress Indicator  100% Completed	Planning and Development	The 2021 Hume City Small Business Grants Program was launched in June 2021. A report on the Hume Small Business Grants Program, including the governance process was adopted by Council in quarter four 2020/21. This is an annual program and in 2021/22 and it is providing a funds pool of \$500k with a maximum of \$20k per business. Applications are now being received.	Council adopted the Hum Grants Program as part of This program will provide businesses that demonstrate employment and a stronger local economy. A report on the Hume Smark Program, including the good presented to Council in quality This is an annual program providing a funds pool of \$20k per business.	f the 2020/21 budget. a financial boost to rate the potential to ontribute to building a all Business Grants overnance process was uarter four 2020/21.	



Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume	Horizons 2040)			Council's Role
1.2.3 Hume City fulfils its regional responsibilities in supporting Melbourne Airport to remain curfew-free and leverages off the economic benefits the airport brings to the local community				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Continue to support and promote the Visitor Economy in and around Melbourne Airport.	Planning and Development	Council continued to actively support and promote the Visitor Economy in and around Melbourne Airport, by:	Council continued to support Visitor Economy in and a Airport, by:	round Melbourne
100% Completed		<ul> <li>Working with an internal cross organisational working group to digitise and simplify the process for which external events are delivered.</li> <li>Delivery of phase 2 of Melbourne's North regionalisation marketing campaign.</li> <li>Advocating to state government, VTIC and Committee for Melbourne for support of the Visitor Economy.</li> </ul>	<ul> <li>Providing Hume's Vis operators and stakeh business developmer development and bus opportunities.</li> <li>Delivering Phase 1 and North regionalisation</li> <li>Advocating to state good Committee for Melboom</li> </ul>	olders with networking of the professional siness engagement and 2 of Melbourne's marketing campaign. overnment, VTIC and
		<ul> <li>Supporting NorthLink's representation on the newly formed VTIC 'Greater Melbourne Visitor Economy Reference Group'</li> <li>Working with Visit Victoria to integrate Hume and Melbourne's North into the state's Tourism strategy and marketing.</li> <li>Delivery of a range of promotions to support the Visitor Economy and encourage spending in Hume.</li> <li>Provision of Visitor Information Services through the Hume Visitor Information Centre in Sunbury.</li> </ul>	<ul> <li>Delivering and adapti promotions including:         <ul> <li>A media partners</li> <li>A Hume Council media campaign.</li> <li>Continued use of the key call to act Economy.</li> </ul> </li> <li>Coordination of a Victoria Official V</li> </ul>	ng a range of hip with GRAM. 'Support local' social <u>@discoverhume</u> as tion for the Visitor  ds and editorial in Visit





Strategic Objective 1.2: Create conditions which support business growth and create local jobs for Hume residents

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
1.2.4 Local shopping and entertainment pr	ecincts support	a sense of local identity, social cohesion ar	nd employment	Facilitator
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Evaluate opportunities and continue to support and promote local markets and food truck parks.  Progress Indicator  100% Completed	Planning and Development	As Covid-19 restrictions eased during the quarter, local markets such as Marnong Estate market and Bulla Bohemian market have been able to recommence operation.  Council continues to respond to enquiries regarding local markets/food and facilitate planning applications.	Council continues to pron Council communications @discoverhume. Council enquiries regarding local and continues to provide for markets in Hume.	including has responded to markets/food trucks

Summary of progress and Strategic Indicators

#### SUMMARY OF PROGRESS FOR THEME 2 1 JULY 2020 – 30 JUNE 2021

# 17%

- Completed (75% or 17 actions)
- · Significant Progress (17% or 4 actions)
- Good Progress (4% or 1 actions)
- Some Progress (4% or 1 actions)

#### STRATEGIC INDICATORS TO 30 JUNE 2021

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

Indicator	Target	2020/21 Result
Percentage of children who are 'fully immunised' by 5 years of age	Target by 2020/21 = 95% ✓ Target met	96.1% is the latest immunisation coverage for the period 1 January 2020 – 31 December 2020, this is the same result as coverage at the same time in 2019/20. (Source: Australian Immunisation Register - Coverage Report)
Participation rates in Maternal Child Health	Target by 2020/21 = 75%	The 2020/21 participation rate is 73.7%. The participation rate in the MCH service in 2019/20 was 74.7%.
Number of visits to aquatic facilities per head of municipal population	Target by 2020/21 = 4.4 visits	2020/21 attendance is 588,612* (2.4 visits per head of population) a substantial decrease on the 1,019,543 visits (4.4 visits per head of population). *Due to COVID-19 restrictions aquatic facilities were closed from July, with limited reopening from October 2020. All centres reopened (with capacity restrictions) in December 2020. All Leisure Centres were closed for the five-day lockdown in February 2021.

#### Strategic Objective 2.2: Strengthen community safety and respectful behaviour

Indicator	Target	2020/21 Result
Percentage of the community who are satisfied with their health	Target by 2020/21 = 75% ✓ Target met	88.8% is the 2020/21 result which is an increase from the previous result of 78.2% in 2018/19.  (Source: Hume Community Indicators Survey 2019/20 - only reported every two years)
Percentage of persons feeling safe walking alone during the night	Target by 2020/21 = 40% ✓ Target met	46.3% is the 2020/21 result which is a moderate increase from the previous result of 40.8% in 2018/19. (Source: Hume Community Indicators Survey 2020/21- only reported every two years)

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
2.1.1 The health and wellbeing of residents is supported through an accessible and affordable range of formal and informal leisure options which address local needs				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Promote the local social marketing campaign to change behaviours and improve physical activity.  Progress Indicator  75%  Significant Progress	Corporate Services	Recent COVID-19 outbreaks impacted the rollout of the program. New communications plan will be developed to continue to promote the use of the Hume Fit app.	To promote the local social to change behaviours and activity, Council develope app currently over 11,000 provides a range of health opportunities to the comm	d improve physical d a <u>Hume Fit app</u> . The registered users and by lifestyle
	Corporate Services	Works completed as per the program. There were minor delays in some projects and changes in one project.	Facility upgrades continued Pavilion Plan including:  Gladstone Park Rese  Leo Dineen Reserve State Tullamarine.  Craigieburn and West Clubs.  Boardman Pavilions 2  Greenvale Equestrian  Langama Pavilion 2, 3  Cloverton District Rese  Mt Aitken District Res	rve pavilion. Social Room, tmeadows Tennis 2 and 3, Sunbury. a pavilion, Greenvale. Sunbury. serve Pavilion

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)						
2.1.1 The health and wellbeing of residents is supported through an accessible and affordable range of formal and informal leisure options which address local needs						
Action	Division	Progress this Quarter	Description of Progress	(Year to date)		
Continue implementation of both the <i>Indoor Sports Plan</i> and <i>Outdoor Sports Plan</i> .  Progress Indicator  100%  Completed	Corporate Services	Works continuing on the projects listed.	endorsed by Council. Outcomes of the Outdoor implemented through the including the following wo	capital works program, rks: Reserve Development. eserve Development. Reserve		

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)  2.1.1 The health and wellbeing of residents is supported through an accessible and affordable range of formal and informal leisure options which address local needs				
Progress Indicator  100% Completed	Corporate Services	Works completed.	<ul> <li>internal and external and centre, equipmer solar panel install con</li> <li>Sunbury Aquatic and</li> </ul>	atic and Leisure Centre al painting of stadium at upgrade (cardio) and appleted.  Leisure Centre - new oring in the concourse l.  tudio was completed ipment installed.  lities there has also

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

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	rizons 2040)			Council's Role
2.1.1 The health and wellbeing of residents is supported through an accessible and affordable range of formal and informal leisure options which address local needs				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Develop Sports Ground Fencing Guidelines and a program of works to identify all sporting sites which may require upgrades to existing fencing, or new works.  Progress Indicator  100% Completed	Corporate Services	New works included in the 2021/22 Budget.	The Sports Ground Fencil endorsed by Council. New works have been ide 2021/22 for delivery.	
Continue implementation of the Outdoor Sports Lighting Policy and Plan.  Progress Indicator  75%  Significant Progress	Corporate Services	No further update this quarter. Minor delays due to delivery of poles to sites.	As part of implementation Lighting Policy and Plan, I been designed and tende prepared at the following s  McMahon Softball nut Gibb Reserve North fi Hothlyn Drive Reserve Laura Douglas pitch 2 Planning has now comme 2021/22.	lighting projects have rs for construction sites: mber 2 diamond. eld.

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

■ On Track ■ Not Completed □ Deferred

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

COMMUNITY EXPECTATION (from Hume Horizons 2040) 2.1.1 The health and wellbeing of residents is supported through an accessible and affordable range of formal and informal leisure options which address local needs					
Continue development and implementation of open space and recreation master plans.  Progress Indicator  100%  Completed	Corporate Services, Planning and Development	Work continues to progress. See 'Description of Progress' for a list of the various master plans.	Works to implement open master plans have occurred willowbrook Reserve, Westmeadows.  DS Aitken Reserve. John McMahon Reserve. Greenvale Recreation Hume Tennis and Concraigieburn. Broadmeadows Town	ed at: Tennis club, rve, Sunbury. Reserve, Greenvale. mmunity Centre,	

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
2.1.2 Well-connected commuter and recreational cycling and pedestrian networks and amenities that encourage active lifestyles and lower costs of living					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
♣ Continue implementation of walking and cycling program. Progress Indicator 100% Completed	Planning and Development	Implementation of the walking and cycling program is ongoing with substantial progress being made against a number of key projects, including the preparation of a draft concept design report for Kismet Creek Shared Path. Concept plans for Aitken Creek have been developed and ongoing liaison is occurring with Melbourne Water regarding the development specifications for the Greenvale-Attwood Pipe Track.	for:  Merri Creek Trail Premier Drive / M Continuing the tra along Kismet Cre Aitken Creek - ra Drive and railway Craigieburn train Greenvale to Attv Responding to reque short pathway conner Signage and line mar Local Area Traffic Ma upgrade works. Meadowlink Stage 2 completed, constructi following tender proces	sessments progressing - Merri Concourse to letro link Circuit. ail from Spavin Lake lek, Sunbury. ilway line to Hothlyn corridor to station. vood Pipe Track. sts and constructing ctions. king audit actions. linagement (LATM) design documentation on contract awarded less, civil construction contract engaged and	



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

COMMUNITY EXPECTATION (from Hume Horizons 2040  2.1.3 The health and wellbeing of residents are supported through accessible and affordable health and social support services, including the provision of a hospital which responds to regional growth				
Increase Maternal and Child Health participation rates through expansion of service delivery, with a focus on exploring responsive service models such as outreach programs and flexible service hours.  Progress Indicator  100%  Completed	Community Services	Maternal and Child Health (MCH) participation rates are a key priority for the service and remain comparable to previous years, despite the impacts of the COVID-19 pandemic.  Overall participation rates for 2020/21 is 73.7%, a decrease of 1% when compared with 2019/20. The target participation rate is 75%.  COVID-19 restrictions and associated Department of Health (DH) service delivery models have impacted service availability and decreased participation. A flexible service model was adapted via telehealth to keep families engaged in the MCH service.  Hume has also received an increase in birth notice numbers of 232 (7%) births compared with the previous year.	Workforce capacity, COV Department of Health and (DHHS) service delivery r service availability and departicipation. A flexible seadapted via telehealth to in the MCH service. In response to COVID-19 service model prioritised vinfants. This contributed t in the available appointmente of the 18 month – 3.5 Stages (KAS) visits. DHH reprioritised the 3.5-year continues to increase engroup as restrictions ease model was adapted to keet the MCH service.	d Human Services models have impacted ecreased service ervice model was keep families engaged restrictions, the DHHS visits for younger o a notable decrease ents and participation 5-year-old Key Age and S have now KAS visits and work gagement of this age e. A flexible service

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
2.1.3 The health and wellbeing of residents are supported through accessible and affordable health and social support services, including the provision of a hospital which responds to regional growth				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Increase Maternal and Child Health participation rates for vulnerable clients, including newly arrived and refugee families and Aboriginal and Torres Strait Islander peoples, with a focus on expanding outreach services and group programs.  Progress Indicator  100%  Completed	Community Services	Maternal and Child Health (MCH) participation rates of vulnerable clients, including newly arrived and refugee families and Aboriginal and Torres Strait Islander peoples, are a key priority for the service and remain comparable to previous years, despite the impacts of the COVID-19 pandemic.  Overall participation rates for 2020/21 is 67.3% a decrease of 3% when compared with 2019/20. The target participation rate is 75%. 115 of 171 Aboriginal children enrolled in the MCH service participated in 2020/21, compared with 123 of 178 in 2019/20.  COVID-19 restrictions and associated Department of Health (DH) service delivery models have impacted service availability and decreased participation. A flexible service model was adapted via telehealth to keep families engaged in the MCH service.  Hume has also received an increase in birth notice numbers of Aboriginal and Torres Strait Islander peoples with an increase of 5 (26%) births compared with the previous year.	Participation rates and en KAS visits for vulnerable of key focus.  Department of Health and (DHHS) service delivery in service availability and su offer outreach services. Finave been adapted via tel families engaged in the M Targeted work has been in improve participation for A Strait Islander peoples and changes continue to be exparticipation and service a vulnerable children. A flex was adapted via telehealth engaged in the MCH service Current participation rates is 67.3% which is a decrewith 2019/20.	I Community Services nodels have impacted spended the ability to lexible service models lehealth to keep ICH service. Implemented to Aboriginal and Torres d innovative service explored to increase the availability for tible service model h to keep families ice.

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
2.1.3 The health and wellbeing of residents are supported through accessible and affordable health and social support services, including the provision of a hospital which responds to regional growth					
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)	
Implement Council's Gambling Harm Minimisation Policy including:  Raise awareness of gambling harms and available supports within the community  Continue advocacy efforts for gambling reform  Deliver a range of promotions and events during Gambling Harm Awareness Week (October 2020).  Progress Indicator  100%  Completed	Community Services	<ul> <li>During the quarter, Council has delivered:</li> <li>An online community forum focussed on the theme of 'Partnerships in addressing gambling harm'. This forum featured case studies where community and multi-agency partnership activities had resulted in favourable gambling harm prevention in communities. This online forum also included presentations from residents with lived experience of gambling addiction.</li> <li>A face-to-face community forum – focussed on building partnerships and determining future, shared harm minimisation activities.</li> <li>Planned gambling harm minimisation activities for 2020/2021 have been completed. Ongoing activities will be perused in the period 2021/22.</li> </ul>	raising, and harm min	cluded: iling 2020 gaming nmunity benefit advocacy, awareness imisation activities uncil in December 2020 the public. delivered during eness week (19-25 e awareness of available supports. the national the Federal ster raising its ibling advertising attegic advocacy plan.	

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

COMMUNITY EXPECTATION (from Hume Horizon	s 2040)			Council's Role	
2.1.3 The health and wellbeing of residents are supported through accessible and affordable health and social support services, including the provision of a hospital which responds to regional growth					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Commence development of the Hume Health and Wellbeing Plan 2021-2025 and implement actions of the Hume Health and Wellbeing Plan 2017-2021, including:  Enhance the range of quality active recreation opportunities in Hume City with a focus on addressing imbalances in participation rates amongst defined community groups  Deliver a range of park and open space activations  Deliver a range of initiatives that support families and children to consume a healthier diet.  Progress Indicator  100% Completed	Community Services	<ul> <li>Actions included in Council's current Hume Health and Wellbeing Plan 2017-2021 are progressing/underway:</li> <li>Partnered with OzHarvest to deliver a healthy and affordable meal preparation workshop series for residents experiencing food vulnerability.</li> <li>Appointed a new Health Promotion Officer – Children and Young People. This officer will lead the delivery of a series of engagement activities with youth, exploring mental health.</li> <li>Planning is underway to expand women and girls' physical activity opportunities throughout Council's leisure centres.</li> <li>A promotional photography/video social and print media campaign is soon to be launched profiling and celebrating diverse residents.</li> </ul>	on activating parks ar supporting families ar a healthier diet.  Planning to deliver fre social participation op underrepresented grows.	Ith and Wellbeing Plan buncil. Community and for the plan is now me Health and 1 actions has included: ity initiatives focussed and open spaces and and children to consume the physical activity and open spaces for bups, in particular of funding secured). In affordable meal of the plan of the plan of the physical activity and open spaces are physical activity and open spaces for bups, in particular of the plan of the plan of the plan of the plan is now the plan open spaces and open spaces are plan of the plan is now the p	

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

COMMUNITY EXPECTATION (from Hume H	orizons 2040)			Council's Role
2.1.4 Residents are supported to age in place through affordable and appropriate housing and locally accessible health and social support services				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Continue to implement, monitor and review the Positive Ageing Strategy 2014-2024. Deliver key actions arising from the strategy including:  Deliver infrastructure and facility improvements to enhance physical and social participation of older residents in the community  Improve community awareness of end-of-life care options and build death literacy  Establish 'navigator' style support to enhance service and care outcomes for older residents.  Progress Indicator  100%  Completed	Community Services	<ul> <li>In-depth consultation with users of the Sunbury Senior Citizens Centre to identify current and future user needs and aspirations for this space has been completed.</li> <li>A detailed review of social opportunities for older residents in the local area has been progressed. This will encompass:</li> <li>A review of Council's existing programs offered through aged care, leisure, and libraries areas</li> <li>A review and gap analysis of opportunities offered by other service providers in the area.</li> <li>Business and implementation plans for new social opportunities needed to respond to identified community needs.</li> <li>Planned Positive Ageing Strategy activities for 2020/21 have been completed. Ongoing activities will be pursued in the period 2021/22.</li> <li>Planning is underway to deliver awareness sessions focussed on end-of-life care options and death literacy. These sessions will be delivered in partnership with the Melbourne City Mission,</li> </ul>	and Gladstone Pa  New signage and Blundell.  Upgrades to Cou  Completed the review Seniors Centre.  Planning is underway initiatives focussed or death literacy.  Council established a provide guidance to otheir families through assessment, care pladelivery process. This reviewed with an aim support offered and s  Council established a	ntinuing, including: poss Hume Senior uding: les to Lynda Blundell ark Seniors Centres. I painting at Lynda ncil's Café Meal venue. I of the Sunbury I to deliver awareness In end-of-life care and I Navigator position to older residents and out the registration, nning and service is service is being to expand the range of taffing resources. In Intake and Triage pport and guidance to

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

COMMUNITY EXPECTATION (from Hume	Horizons 2040)			Council's Role	
2.1.4 Residents are supported to age in social support services	The state of the s				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)	
Explore partnership opportunities to expand social supports for older residents to reduce social isolation.  Progress Indicator  100% Completed	Community Services	Council is carrying out a detailed review of social participation programs for local older residents. The purpose of the review is to better understand whether the existing social opportunities meet residents' needs and interests, whilst also identifying opportunities to expand, redevelop or create new programs to appeal to the broader cross-section of community now and into the future. A consultant has been appointed to lead the delivery of this project.  Aged and Disability Officers have established partnerships with Council's Leisure and Library Services to provide program participation in classes such as swimming and exercise groups, as well as online activities.  Council has also established a partnership with Mature Aged Persons (MAPS) group to deliver Social Support activities and programs at Senior Citizens Centres within Hume.	<ul> <li>Ageing Network.</li> <li>A partnership with Methe "Stepped Care for initiative.</li> <li>A detailed review and social support opported development and deliprograms to Hume's cunderway.</li> <li>Established partnership</li> </ul>	ouncil has ort opportunities, ng groups. containing activities nline or over the nship with other ugh the MAV Positive erri Health to deliver Older Adults" gap analysis of local unities, to guide the very of future older residents is nips to deliver se groups classes and es and programs at	

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)  2.1.5 Healthy lifestyles are encouraged, and the cost of living minimised through local food production, community gardens and kitchens and other sustainable living practices				
Continue to support community gardens, including providing training and support to facilitate their self-governance and activation.  Progress Indicator  100%  Completed	Community Services	<ul> <li>Support provided to community garden groups during the quarter included:</li> <li>Audit of current community garden membership undertaken with garden leaders.</li> <li>One on one support provided to community garden leaders to help re-engage garden members and tidy up garden area post COVID-19 restrictions.</li> <li>Completion of Community Garden Upgrade Project including, ground clean-up, installation of new timber garden beds &amp; domestic worm farm, new garden tap and seat, design and installation of garden maps.</li> </ul>	<ul> <li>Support provided to comm 2020/21 has included:</li> <li>Two online group sess on 18 November 2020 covered community groommunication and use preparation for online</li> <li>Online Governance traby Cultivating Communication November 2020.</li> <li>One on one support to and Committees was Community Garden Community Garden Community Gardens.</li> <li>Various upgrade projections</li> </ul>	sions were conducted D. The sessions ardens, se of Zoom in governance training. aining was delivered unities on 26 D individual gardeners provided regarding COVID Safe Plans and

Strategic Objective 2.2: Strengthen community safety and respectful behaviour

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
2.2.1 The safety and wellbeing of people and property is enhanced through well designed buildings and public spaces and safe, respectful behaviour within Hume's community				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Update the Municipal Emergency Management Plan to ensure compliance with legislative changes from 2020, and three yearly audit.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	The Municipal Emergency Management Plan (MEMP) has been updated as per current changes to the State Emergency Management Plan (SEMP). The draft plan will be presented to the MEMP Committee on 25 August 2021 for endorsement.	The Municipal Emergency continues to be updated to Improvement Plan, which reviewed annually. Subplicated have sub-committees where ensure plans are maintain legislation.  The Emergency Manager was replaced by the State Management Plan (SEMF is undergoing further reviewed hanges are not expected October 2021. Once thes MEMP will be updated as	through the Continuous allocates areas to be ans of the MEMP now of meet biannually to need and compliant with ment Manual Victoria be Emergency  P). However, the SEMP ew/update and duntil September or e are received, the

Strategic Objective 2.2: Strengthen community safety and respectful behaviour

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	rizons 2040)			Council's Role
2.2.1 The safety and wellbeing of people and property is enhanced through well designed buildings and public spaces and safe, respectful behaviour within Hume's community				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Review the Municipal Recovery Plan in accordance with Emergency Management Victoria guidelines and implement Phase 2 of the English and Emergencies – Learn and Prepare Project.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	Updates have been made to the English and Emergencies Program. The program and manual will need to be redesigned and put onto the web page as a resource for agencies and English as an Additional Language (EAL) programs to utilise.  The Municipal Relief and Recovery Plan has been updated with current legislative changes - further changes are expected in September 2021 and these will be included in the plan once available.	exercises are planned.  The COVID Relief pla updated as required. Plan for Emergency Fibeen completed and ensure they are award. Implementing Phase 2 of Emergencies – Learn and included:  Review and updates the Melbourne Polytechnic the program in their Emergencies.	o the Relief and been updated. eets biannually to e plan and ensure gagement activities and d. In and has been A COVID Operational Relief Centres has disseminated to staff to e of relevant changes. The English and I Prepare Project has to the program.

Strategic Objective 2.2: Strengthen community safety and respectful behaviour

<b>COMMUNITY EXPECTATION (from Hume H</b>	Horizons 2040)			Council's Role
2.2.1 The safety and wellbeing of people and property is enhanced through well designed buildings and public spaces and safe, respectful behaviour within Hume's community				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Implement initiatives for community preparedness in partnership with emergency services and agencies to build community resilience for Hume City's known risks, including fire, heatwaves, storms and floods.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	The Communications and Community Engagement Plan has been completed for 2020– 2021.	agencies and State G Significant work under Fire Prevention proce Utilising Crisiswork track inspections. A mail-out to own preparation for th Inspection of over	nications Plan. cordance with the nent Plan for nent. Relief Exercise in Emergency Services, sovernment. ertaken to improve the ess, including: rks to undertake and ers of vacant land in e fire season. r 9,000 properties by officers. nternal systems for nessaging. and Community

Strategic Objective 2.2: Strengthen community safety and respectful behaviour

2.2.1 The safety and wellbeing of people and property is enhanced through well designed buildings and public spaces and safe, respectful behaviour within Hume's community				
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.  Progress Indicator  75% Significant Progress	Community Services	Child safe processes and procedures have been complied in a comprehensive Managers Toolkit which will be launched to staff in early July. This document includes reporting and governance practices to ensure Council is compliant with the Victorian Child Safe Standards and obligations under the Commission for Children and Young People.  Monitoring platforms are in progress to enhance child safety and assist Hume manage corporate risk by verifying Working With Children Checks (WWCC).	<ul> <li>Group (CSWG). Actic supporting the launch Policy, development or creating terms of refe</li> <li>Mandatory online Chibeen rolled out to state and development of champions.</li> </ul>	Safe Standards and ren and Young People Safe Policy and on 27 July 2020. The Child Safe Working ons have included of the Child Safe of action plan and rence for the group Id Safe training has ff. Identified training divisional child Safe Officer. safe processes and



Strategic Objective 2.2: Strengthen community safety and respectful behaviour

COMMUNITY EXPECTATION (from Hume I	Horizons 2040)			Council's Role
2.2.2 Road and pedestrian safety is enhanced, and initiatives are undertaken to reduce dangerous hoon driving and speeding in local streets				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Implement and evaluate road safety and driver education programs/ partnerships.  Progress Indicator  100%  Completed	Community Services	The VicRoads TAC L2P program currently has 55 learner drivers and 35 mentor drivers engaged in the program. The program will enter its 12th year of delivery during 2021/22 financial year.  The Fit to Drive program was only able to deliver to two local secondary colleges during the fourth quarter, however has approximately 75% of schools booked for 2021/22.  The following VicRoads Road safety education programs and courses were delivered:  Three Wiser Driver Courses for senior aged resident participants in April and in May  Safe Driver presentation to 17 mentors from the TAC L2P Hume program on the 20 April  Safe Driver presentation to 18 Hume volunteer and staff drivers on the 25 May	program was suspend Currently there are 35 learner drivers engag  The delivery of the Virenard Safety Grant fur 2020/21.  A variety of VicRoads Safety Programs have and in person includir Program, RACV Year Road Safety for New  The Fit to Drive programs Several VicRoads safety	prams/ partnerships  2P program rofessional driving ivers and driving with cember 2020 (after the ded for most of 2020).  5 mentors and 55 ed in the program. cRoads Community nd continued in  5 Community Road e been delivered online ng the Safe Driver rs Ahead Program and Arrivals. am has recommenced.



Strategic Objective 2.2: Strengthen community safety and respectful behaviour

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
2.2.2 Road and pedestrian safety is enhanced, and initiatives are undertaken to reduce dangerous hoon driving and speeding in local streets					
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)	
Implement, monitor and consider further trials or road surface treatments.  Progress Indicator  100%  Completed	Further use of spray seal treatment is not recommended. While initially successful in deterring hoon behaviour, spray seal treatment has not been sufficiently long lasting to warrant further use. A suitable asphalt treatment has been identified but would only be cost-effective for sites that are due for resurfacing.  A road condition audit, to recommended. While initially successful in deterring hoon behaviour, spray seal treatment is not further trials or road surfaction.  A road condition audit, to recommended. While initially successful in deterring hoon behaviour, spray seal treatment has not been sufficiently long lasting to warrant further use. A suitable asphalt treatment has been identified but would only be cost-effective for sites that are due for resurfacing.				

Strategic Objective 2.2: Strengthen community safety and respectful behaviour

COMMUNITY EXPECTATION (from Hume Ho	rizons 2040)			Council's Role
2.2.3 The safety and wellbeing of all residents are protected through initiatives which promote respectful relationships and address issues of violence within the family and broader community				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Continue to facilitate initiatives to raise awareness around the impact of family violence, and support prevention of violence against women campaigns, including:  The delivery of place-based initiatives in partnership with community organisations Involvement in the 16 Days of Activism Campaign and Victoria Against Violence.  Progress Indicator  100% Completed	Community Services	Northern Community Legal Centre (NCLC) was a guest presenter at the Multicultural Advisory Group meeting of community organisation representatives in June. The meeting was held to share the findings of their project on gender-based violence within the Indian community in the North which included Hume.	Council delivered eve the 16 Days of Activis	ly violence, and ence against women to address Family the revised Plan (RAP). Dishing of family and available services uncil Website. the Roxy Resilient hops and Let's Talk pporting organisations nts in recognition of

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

On Track

			,
Not	Com	p	leted

Deferred



Strategic Objective 2.2: Strengthen community safety and respectful behaviour

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
2.2.3 The safety and wellbeing of all residents are protected through initiatives which promote respectful relationships and address issues of violence within the family and broader community				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Conduct a review of Council's General Amenity Local Law and associated Codes. *  Progress Indicator  25% Some Progress	Corporate Services	The internal review of Council's General Local Law No.1 is currently underway. Following internal consultation on the proposed changes to the Local Law. It is anticipated the proposed changes and a community engagement timetable will be presented to Council in the Quarter one 2021/22.	Input into the review of the No.1 has been received for officers. Council feedback February 2020.  The proposed changes are engagement timetable will Council in Quarter one 20	rom relevant Council x was provided in and a community I be presented to

<sup>\*</sup>Rollover from Council Plan 2017-2021 (2019/20 Actions)

# 14EME 6

#### A HEALTHY AND SAFE COMMUNITY

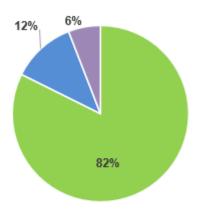
Strategic Objective 2.2: Strengthen community safety and respectful behaviour

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role
2.2.4 The health and safety of Hume residents, pets and fauna are protected through responsible and considerate animal management				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Review the Domestic Animal Management Plan 2017-2021 and continue to implement and monitor initiatives to improve animal registration, desexing and microchipping.  Progress Indicator  50%  Good Progress	Corporate Services	Benchmarking is currently being undertaken with similar councils regarding animal management and other requirements under the Domestic Animal Management Plan (DAMP). The new DAMP will continue to have a focus on animal registration – and ensuring the percentage of registered animals increases, particularly the registration of cats.  Other areas of focus will be:  Cat desexing program, which will be supported by Council receiving a grant of \$30,000 from the State Government for this program.  Staff training in relation to auditing, animal management and supporting animal businesses within Hume City Council.  Procedure and process regarding investigation and resolution in relation to dog attacks.  Dangerous and menacing dogs, ensuring the safety of our municipality, consistent application and regular inspections of these dogs.  Nuisance, especially barking dogs.	<ul> <li>service provider (LDF)</li> <li>Ongoing pro-active at follow-up.</li> <li>Delivery of training princluding aggressive awareness training.</li> </ul>	P) were impacted by nese have been use, reactivated, are to recommence in the being delayed due to all resourcing issues. Inimal registration are ograms for officers dog and situational are continued to operate the purchased. The court system.



Summary of progress and Strategic Indicators

#### SUMMARY OF PROGRESS FOR THEME 3 1 JULY 2020 – 30 JUNE 2021



- Completed (82% or 14 actions)
- Good Progress (12% or 2 actions)
- Deferred (6% or 1 actions)

#### STRATEGIC INDICATORS TO 30 JUNE 2021

Strategic Objective 3.1: Foster socially connected and supported communities

Indicator	Target	2020/21 Result
Percentage of community who believe it's a good thing for a society to be made up of people from different cultures	Target by 2020/21 = 85%  ✓ Target met	85.0% is the 2020/21 result which is a moderate increase on the previous result of 79.1% in 2018/19.  (Source: Hume Community Indicators Survey 2020/21 – survey only reported every two years)
Percentage of community who are involved in sporting and/or community groups	Target by 2020/21 = 50%	46.2% is the 2020/21 result which is a moderate increase from the previous result of 41.5% in 2018/19.  (Source: Hume Community Indicators Survey 2020/21 – survey only reported every two years)
Satisfaction with community facilities	Target by 2020/21 = 58%	44.0% is the most recent result (2019/20) The previous satisfaction result was 45.4% (2017/18).  (Source: Hume City Council, Community Satisfaction Survey 2019/20 - only reported every two years)

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

Indicator	Target	2020/21 Result
Average overall community satisfaction rating for Council led events and festivals	Target by 2020/21 = 90% ✓ Target met	Overall community satisfaction for the 2020/210 events season was 92%. The result for 2019/20 was 81.9%.



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
3.1.1 Social cohesion and community connectedness is strengthened by supporting and building the capacity of local community groups				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
<ul> <li>Continue to provide activities for community groups to build capacity including:         <ul> <li>Two grant writing workshops</li> <li>The delivery of the Community Champions Program.</li> </ul> </li> <li>Progress Indicator</li> <li>100%</li> <li>Completed</li> </ul>	Community Services	Five grant writing workshops were offered in May with over 70 attendees across online and face-to-face sessions.  Community Change Makers program was delivered for six weeks across May and June, with 22 participants recruited. The "graduation" event was delayed due to lockdown, it has been rescheduled for 21 July and includes 2020 participants as they were unable to celebrate in person last year.  State Government Funding has been extended for Covid-19 engagement.	to deliver the Comm Champions progran provides community safe messaging and services. Twenty for Champions from va participating in the p The Community Champions of the Champions of	nave included: Inding from the India from t



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Ho	rizons 2040)			Council's Role
3.1.1 Social cohesion and community connectedness is strengthened by supporting and building the capacity of local community groups			Facilitator	
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Provide additional funding for community grants to support local community groups and Hume residents respond to the financial impacts of COVID-19.  Progress Indicator  100%  Completed	Community Services	This action was completed in Quarter three.	offered financial suppromunity groups for transition to online contract activation. 571 and assessed in Septemble the delivery of support and 19 community grand 19 community grand 19 community grand Septemble Septemble Septemble Septemble Supporting Diversible project. \$220,985 was community organisation.	to the financial impact led: nunity Grants Program out for individuals and rechnology access, immunity programs an oplications were per 2020, resulting in the to 180 individuals oups. Lity Support Fund to support 14 for-profit organisations ecovery to Hume des from the Department (DPC) to produce se Communities a distributed to 22 fons for COVID-19 intial services, biculturated.

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

■ On Track ■ Not Completed □ Deferred



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role
3.1.2 Local community groups are suppoinfrastructure, places and spaces	orted through the	provision of accessible, inclusive and	affordable community	Service Provider, Facilitator
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
<ul> <li>Implement actions from the findings of the community facilities review including continuing monitoring and undertaking initiatives which improve utilisation rates of community facilities and halls, including:         <ul> <li>Improve Wi-Fi access for Council facilities</li> <li>Implement actions from the findings of Council's Senior Citizen's facilities review</li> <li>Continue implementation of the Facilities Management System across Council facilities.</li> </ul> </li> <li>Progress Indicator</li> <li>50%</li> <li>Good Progress</li> </ul>	Communications Engagement and Advocacy, Corporate Services, Community Services	Council officers have completed the development of a Service Plan to inform the redevelopment opportunities for the Sunbury Senior Citizens Centre. This work included extensive consultation with both centre users, local service providers and peak agencies, and will be used to guide the preparation of both schematic plans and a project cost estimate. This work is expected to be completed by December 2021.  A broader organisational review of Community Facilities was initiated in Quarter three - this review is currently in progress and expected to be completed by the end of 2021.	utilised by users. Othe utilisation and engage continue to be explored.  All new facilities open the capacity to provide.  For existing facilities it is expected Wi-Fi wongoing network enhancements, a cost analyse and presented to Coule.  Exploring Senior Citizand facility developments work will help to determine the provided in the control of the c	e implementation of system) including ayment options. ion with regular users imulus package being er strategies for ement of venues will ed. led by Council have e Wi-Fi connectivity. Where staff are based, ill be added as part of ancements. In non-staffed community is will be conducted, uncil. Item service planning ent opportunities. This



Strategic Objective 3.1: Foster socially connected and supported communities

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	orizons 2040)			Council's Role
3.1.2 Local community groups are supported through the provision of accessible, inclusive and affordable community infrastructure, places and spaces				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Continue targeted support to Hume's Neighbourhood Houses and Men's Sheds by ensuring regular consultation and representation with the groups on key facility, policy and program developments.  Progress Indicator  100% Completed	Community Services	Hume Neighbourhood House Partnership and Funding Agreements 2021-2024 signed, Annual Report and Financials for 2020 received.  Two grant streams drafted for Hume Neighbourhood Houses to partner with Council in line with its COVID-19 Recovery and Reactivation Plan to foster socially connected and supported communities through the ongoing impacts of the COVID-19 pandemic.  Staff organised Mayoral launch of Men's Shed Craigieburn which was postponed due to COVID restrictions.  Upgrade works on Selwyn Neighbourhood House have commenced.	and Funding Agreer Council in Decembe signed. Construction of new park area completed Staff facilitated two l Governance worksh and Sunbury with 23 Upgrade works to G Neighbourhood Hou	s has included: od House Partnership ment endorsed by er 2020 and was  of men's shed, and car d in Craigieburn. Men's Shed hops in Craigieburn 3 participants. Goonawarra use was completed. Selwyn use have been finalised nmenced in Quarter  drafted for Hume



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
3.1.2 Local community groups are supported through the provision of accessible, inclusive and affordable community infrastructure, places and spaces				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Develop a concept plan and cost estimate to inform the future planning and development of a community facility as part of the Valley Park development. *  Progress Indicator  50%  Good Progress	Planning and Development	Land transfer for 44 Village Crescent, Westmeadows was finalised and executed in June 2021, paving the way for Council to separately pursue the preparation of concept plans and cost estimates to inform the planning and development of this initiative. Works on this stage of the project to commence in July 2021.	Land transfer for 44 Villag Westmeadows was finalis June 2021 It is proposed that the futuin Valley Park Precinct will needed access to a wide programs and services in child health, visiting support children's services and coactivity space.	red and executed in ure community centre ill provide much range of community cluding maternal and ort services, playgroup,

<sup>\*</sup>Rollover from Council Plan 2017-2021 (2019/20 Actions)



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role
				Service Provider, Facilitator
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Continue to implement and monitor the Hume Multicultural Framework.  Progress Indicator  100%  Completed	Community Services	Refugee Week activities were transferred to online activities due to COVID-19 restrictions.  Purchased the Grants Guru software to facilitate groups access to grant opportunities. This includes a language translation software package.	Implementation of the Hur Framework continues with Internal workshops.  Upload of resources thub to facilitate deliver.  Multicultural Workers review of services to lead to community in December Purchase of the Granfacilitate groups access grant opportunities.  The Framework informed delivery of services and proporture of Services and proportunities of Premier and funding application to aid inclusive COVID-19 mess underpin planning for Harmanning services with the services and proportunities.	o the Collaboration ery of the Framework. Group (MAG) yearly Hume's Multicultural ber 2020. ts Guru software to ss to the transition and rograms online during ported the ad Cabinet (DPC) in the production of eaging and was used to



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
· · · · · · · · · · · · · · · · · · ·			Service Provider, Facilitator	
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Support the Hume Interfaith Network (HIN) to advance a welcoming and inclusive community by:  Facilitating HIN presence at Council events and festivals Review and evaluation of the HIN Strategic Plan.  Progress Indicator  100% Completed	Community Services	<ul> <li>During the quarter:</li> <li>HIN participated in planning for Refugee Week activities.</li> <li>Drafted the Expression of Interest to commence recruitment for HIN members.</li> </ul>	Support for the Hume Internal has included:  A review of the HIN Semembers.  Connections continue to share information as responses, including messaging via social  Two HIN members er Community Health Claracteristics as messaging.  A campaign to increa	Strategic Plan with ed between members about COVID-19 the delivery of video media. nrolled in the nampions Program and access to COVID -19



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
3.1.4 A strong sense of social justice is maintained, ensuring a respectful and non-discriminatory community which values the contribution of all			Facilitator	
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
<ul> <li>Continue undertaking accessibility works at Council facilities.</li> <li>Progress Indicator</li> <li>100%</li> <li>Completed</li> </ul>	Community Services	Accessibility works at Council facilities during the quarter has included:  Roxburgh Park Youth and Recreation Centre works completed.  Craigieburn Youth Centre works completed.  Sunbury Aquatic Centre - Architect is finalising preliminary design. It is planned to tender construction works in July 2021.	Accessibility works at Cot 2020/21 has included:  Goonawarra Neighbor accessibility works compared in the control of the contr	urhood House - impleted. and Recreation works completed. entre – internal and works completed. tre - Preliminary





Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role
3.1.5 Undertake initiatives which acknowledge Aboriginal and Torres Strait Islander's living culture and unique role in the region and continue the journey towards reconciliation			d unique role in the	Facilitator
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Support community led events and projects that promote awareness and understanding of Aboriginal and Torres Strait Islander culture including celebrations for:  NAIDOC Week National Reconciliation Week Annual Welcome Baby to Country event.  Progress Indicator  100%  Completed	Community Services	Hume City Council, the Reconciliation Action Plan Working Group (RAPWG) and the Sunbury Aboriginal Corporation (SAC) together hosted a Reconciliation Week celebration on Thursday 27 May at the Hume Global Learning Centre in Sunbury. 63 people were in attendance to participate in musical performance from Madi Colville Clark, Indigenous Outreach Projects (IOP) closed the event with an interactive dance performance. Dean Duncan from SAC was the MC for the event. Supporting Hume's Social Procurement priorities the event was catered by Pawa Catering, an Indigenous business based in West Footscray.  In early June, the Victorian NAIDOC committee announced due to recent COVID-19 outbreaks, NAIDOC Week events would be postponed until October 2021 in order to keep Elders, communities and children safe. In consultation with the Reconciliation Working Group, Council agreed to support this approach and will offer events to celebrate NAIDOC in October.	Actions to support communication projects that promote aware understanding of Aborigin Islander culture have included and a project of two online NAIDOC Week via Far 2020).  Delivery of the Nation online program from the 2020.  "Welcome Baby to Compare of November 2020 families, community in attended the event.  Council collaborated of Aboriginal Network (Laboriginal Network (Laborigi	areness and hal and Torres Strait hal and Torres Strait haded: e events for Victorian acebook (5-12 July hal NAIDOC Week the 8 to 15 November buntry" was held online 0. More than 60 members and staff with the Hume Local LAN) to celebrate a 2020. The strain and the Sun film



Strategic Objective 3.1: Foster socially connected and supported communities

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	orizons 2040)			Council's Role
3.1.5 Undertake initiatives which acknowledge Aboriginal and Torres Strait Islander's living culture and unique role in the region and continue the journey towards reconciliation			Facilitator	
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Subject to a partnership being established, work with the traditional owners to undertake conservation and heritage land management on Council owned and managed land.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	Since July 2020 the Wurundjeri Woi Wurrung Narrap Ranger Team have been managing several Council reserves that hold cultural and natural heritage significance.  As part of working with traditional owners to undertake conservation and heritage land management on Council owned and managed land, a funding agreement for the Ranger Trainee Program 2020/21 was developed and signed. Discussions are ongoing with the Wurundjeri regarding the three-year partnership.  A new funding agreement for the Ranger Trainee Program 2021/22 has been drafted to assist the program financially while Council's Procurement Policy is finalised in accordance with the pending changes to the Local Government Act.  Hume conservation staff met with the Narrap manager to explore opportunities for knowledge sharing between the two organisations to be implemented in 2021/22.	As part of working with tra undertake conservation a management on Council land, a funding agreemen Trainee Program 2020/21 signed. A new funding ag Ranger Trainee Program drafted Since July 2020 the Wuru Narrap Ranger Team hav several Council reserves natural heritage significan	nd heritage land owned and managed at for the Ranger was developed and reement for the 2021/22 has been undjeri Woi Wurrung we been managing that hold cultural and

# **3**8

## A CULTURALLY VIBRANT AND CONNECTED COMMUNITY

Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role
3.1.5 Undertake initiatives which acknowledge Aboriginal and Torres Strait Islander's living culture and unique role in the region and continue the journey towards reconciliation			d unique role in the	Facilitator
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Implement the Reconciliation Action Plan including installation of a Stolen Generation marker. *  Progress Indicator  100% Completed	Community Services	Reconciliation Action Plan Working Group (RAPWG) - Three RAPWG meetings were held during Quarter four. Council ran an Expression of Interest (EOI) process to identify additional members to join the group and received four applications.  Gathering Place Engagement - Met with ten stakeholders including Elders from the Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation. The Stakeholder Workshop was cancelled twice due to COVID implications and is now scheduled for July 2021.	Implementation of the Re (RAP) has included:  The RAPWG provide delivery of RAP actio Telling program and i towards a future Gath Aboriginal and Torres community members  The Stolen Generatic Group (SGMWG) was consider locations for Community consultat the Wurundjeri Woi W	conciliation Action Pland advice on the ns including a Truth nitial consultation nering Place for strait Islander on Marker Worker steveloped to the Marker. John and guidance from Vurrung Cultural
*Rollover from Council Plan 2017-2021 (2019/20 Actions)		Truth-Telling Session – On 20 May, Councillors and Directors of Hume City Council attended a Truth-Telling Session at Broadmeadows Town Hall.  Sharing the Stories of the Stolen Generations Exhibition launch -Gee Lee-Wik Doleen Gallery - Hume Global Learning Centre, Craigieburn.  In conjunction with National Sorry Day (26 May) exhibition of art works by Victorian Stolen Generations artists was launched. The launch was well attended with the gallery at capacity at 28 attendees under the Covid-19 restrictions.		ation feedback tes; the Red Gum Site oth Park in Craigieburn at Malcolm Creek rn. ational Sorry Day, s by Victorian Stolen



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
3.2.1 Social cohesion is supported and str community events	, , , , , , , , , , , , , , , , , , , ,			Service Provider, Facilitator
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Deliver "neighbourhood-style" events/activities including the program of Summer Sessions: Movies & Music.  Progress Indicator  100% Completed	Communications, Engagement and Advocacy	This action was completed in Quarter three.		ations including pop-up or istmas displays, and ered as part of ons Movies & Music oss the municipality in 2021.
S Continue to develop, deliver and evaluate Council's major festivals and events.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	A report was presented to Council in May 2021 to provide recommendations on options for events and festivals during the 2021/22 Financial Year. This revised timetable of events is currently being worked on with the first event scheduled for September 2021 in collaboration with the Arts and Culture team. All events will consider accessibility issues and opportunities to engage the community of Hume.	Actions that continue to develop, deliver and evaluate Council's major festivals and events have included:  A review of Council events and festivals season was undertaken.  A report was presented to Council to revamp major events and festivals for the next financial year.	



Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
			Service Provider, Facilitator	
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Continue to participate in and provide sponsorship and support to community-led events, and identify initiatives which can help facilitate the sustainability of community-led events.  Progress Indicator  100% Completed	Communications, Engagement and Advocacy	Round 1 of sponsorship applications were accessed in June 2021 and endorsed by Council. All applicants have been advised of the outcome and the Events team is working with community groups where extra support is required. Round 2 applications were closed in mid-July and are currently being assessed.	Council continues to provand assistance for international organisers including navig Government event approximately Event Sponsor	al and external event gating the State val process and the

Strategic Objective 3.1: Foster socially connected and supported communities

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
3.2.1 Social cohesion is supported and strengthened through participation and interaction in the arts, cultural activity, and community events			Service Provider, Facilitator	
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Strategy (subject to Council adoption) and provide arts and culture activities for the Hume Community including the delivery of the Hume Arts Awards program.  Progress Indicator  100%  Completed	Community Services	<ul> <li>In support of public art outcomes and commitments under the RAP, the artist and location were finalised for the Stolen Generations Marker.</li> <li>A new Community Projections project was initiated and developed.</li> <li>A Youth Arts Program was initiated in partnership with the Youth Services team to deliver creative workshops for local young people.</li> <li>The School of Plastic Fish exhibition was delivered at three Hume leisure centres (Sunbury, Craigieburn and Broadmeadows) making the link between plastic waste and environment protection.</li> <li>The pilot mural program was completed resulting in four murals located across the municipality.</li> <li>Delivered a series of Community History Conversations to support the Creative Community Strategy strategic priority on heritage interpretation.</li> </ul>	Community Strategy September 2020.  The gallery program of transferred online transferred online transphysical displays, in a posting of exhibitions  Delivery of the Hume 2020 - awarding \$20, across three categori  The Hume Galleries I process ran in Noven applications received exhibitions in 2021 with Stolen Generations Management of the articles of the series of	ncluded: adoption of the Creative (2020-2025) in which had been nsitioned back to addition to online . Arts Awards Program 000 to 17 recipients es. Expression of Interest nber 2020 with 29 . A schedule of 11 as determined. ist and location for the Marker. Community Projections mural program.



Strategic Objective 3.1: Foster socially connected and supported communities

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	orizons 2040)			Council's Role
spaces including the development of local arts precincts			Service Provider, Facilitator, Advocate	
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Subject to the land agreement for the former Victoria University site, commence Stage 1 works to support the delivery of an Arts and Cultural Precinct at Jacksons Hill Sunbury.  Progress Indicator  Deferred	Planning and Development	Action has been deferred.	Delays continue for the S preparation of backgroun of land for the Sunbury C Precinct (SCACP). These before the land is transfer advisory group has been and guide in the first stag the precinct.	d reports on the future ommunity Arts Cultural reports are required rred. A community established, to assist
Following the opening of the HGLC-Sunbury, deliver Stage 2 of the Cultural Commissions Project to develop art work that celebrates the building, sense of place and local history. *  Progress Indicator  100%  Completed	Community Services	This action was completed in Quarter two.	Stage 2 of the Sunbury C project has been complet installation at HGLC-Sunl The 'Sunbury Cultural Co received a high commend Community Partnerships the LGPro Awards for Ex	ed with a Public Art bury. mmissions Project' dation in the Initiative category of

<sup>\*</sup>Rollover from Council Plan 2017-2021 (2019/20 Action)

The progress indicator displayed above is based on the status a	as follows:
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■ On Track ■ Not Completed □ Deferred

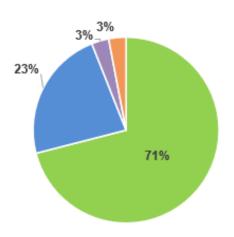




## A SUSTAINABLY BUILT AND WELL MAINTAINED CITY WITH AN ENVIRONMENTALLY ENGAGED COMMUNITY

Summary of progress and Strategic Indicators

#### SUMMARY OF PROGRESS FOR THEME 4 1 JULY 2020 – 30 JUNE 2021



- Completed (71% or 21 actions)
- · Significant Progress (23% or 7 actions)
- Good Progress (3% or 1 actions)
- Some Progress (3% or 1 actions)

#### STRATEGIC INDICATORS TO 30 JUNE 2021

Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

Indicator	Target	2020/21 Result
Percentage of planning applications decided within required timeframes	Target by 2020/21 = 55%	51% of planning applications were decided within required timeframes. The 2019/20 result was 44.3%.
Percentage of Council planning decisions upheld at VCAT	Target by 2020/21 = 60%	0.0% of decisions were upheld at VCAT. In 2019/20 the result was 60.0%.
Percentage of kerbside waste collection diverted from landfill	Target by 2020/21 = 39%	The 2020/21 waste diversion rate is 34.9%. The diversion rate for 2019/20 is 35.1%.

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

Indicator	Target	2020/21 Result
Net increase in street and park trees	Target = 3,000 per annum  ✓ Target met	Over 8,690 trees were planted this year across the municipality with a significant number planted in the urban forest project adjacent to Lake McIver Reserve, Roxburgh Park. The number of trees removed is 1,995.

Strategic Objective 4.3: Create a connected community through efficient and effective walking, cycling, public transport and car networks

Indicator	Target	2020/21 Result
Community satisfaction rating with sealed local roads	Target by 2020/21 = 60 ✓ Target met	2020/21 Result: 64/100. Previous result was 57/100 in 2019/20. (Source: Hume Community Indicators Survey and Hume Community Survey)





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

Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
4.1.1 Housing needs for all ages and stages of life are supported through the provision of a diverse range of appropriate housing options and residential development				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Commence preparation of an amendment to the Planning Scheme to introduce controls to support diversification in housing stock.  Progress Indicator  100%  Completed	Planning and Development	A draft Neighbourhood Character Assessment incorporating built form testing has been completed. This will inform a future planning scheme amendment.	In preparation for an ame Planning Scheme to intro support diversification in h consultants have complet Neighbourhood Characte undertaking built form tes schedules to the Residen	duce controls to nousing stock, sed the Preferred r Assessments and are ting to inform new
Finalise an Affordable Housing Policy to guide and facilitate the provision of affordable housing through public and private development. Progress Indicator 75% Significant Progress	Planning and Development	Final policy is being drafted incorporating feedback from stakeholders. Final policy will be presented for Council consideration in the first quarter of 2021/22.	A draft Affordable Housin prepared. Stakeholder co policy has commenced. Subudget announcements such the draft policy.  Final policy to be presented consideration in the first consideration.	nsultation on the draft State Government upport the direction of ed for Council

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

On Track	Not Completed	□ Deferred
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#### A SUSTAINABLY BUILT AND WELL MAINTAINED CITY WITH AN **ENVIRONMENTALLY ENGAGED COMMUNITY**

Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
4.1.1 Housing needs for all ages and stages of life are supported through the provision of a diverse range of appropriate housing options and residential development				Facilitator, Advocate
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Investigate the need for a youth crisis facility in Hume. Based on findings, determine feasible options for facilitating its delivery, including the potential for the facility to be built on Council owned land.  Progress Indicator  75% Significant Progress	Community Services	Council delivered a detailed research project investigating the local need and feasibility of a Youth Crisis facility. This research project included an analysis of the Commonwealth and State policy and service context, a detailed analysis of the local service system and service system gaps and an exploration of innovative models that have been established in other local government areas to respond to youth homelessness.  A final report and recommendations will be presented to Council in August 2021.	To investigate the need for in Hume, a project and encompleted and endorsed. Engagement tools including undertaken by 12 schools providers operating in the sector. A report including results has been prepared presented to Council in Advanced in the sector.	ng a survey was and 20 service youth homelessness analysis of survey d. The report will be

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

■ On Track ■ Not Completed □ Deferred





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

Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
4.1.1 Housing needs for all ages and stages of life are supported through the provision of a diverse range of appropriate housing options and residential development				
Action	Division	Progress this Quarter	Description of Progress	s (Year to date)
Implement and review actions to improve the delivery of Statutory Planning services.  Progress Indicator  100% Completed	Planning and Development	<ul> <li>Actions to improve the delivery of Statutory Planning services have included:</li> <li>Achieving an almost 100% paper free environment and adapting processes and procedures to maximise the use of technology including the rollout of new software (Trapeze). The change to electronic processing is estimated to have saved over 5,000 hours of processing time per annum across the Unit.</li> <li>The commencement of improvement projects including a Customer Journey Mapping project and Internal Referrals project which provide a focus on customer experience within the Statutory Planning Unit. These will reduce process complexities and timeframes and will increase the skills and capacity of Planning Officers and Support staff to work flexibly, collaboratively and efficiently.</li> </ul>	<ul> <li>Inclusion of processe remote working arran</li> <li>Achieving an almost environment and ada procedures to maxim technology. The char processing is estimat</li> </ul>	ncluded: way from previous , due to COVID-19 ging priorities. processes to processing timeframes. es to accommodate agements. 100% paper free apting processes and ise the use of age to electronic and to have saved over assing time per annum are (Trapeze) has beessing times. estomer Journey Internal Referrals to

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

■ On Track ■ Not Completed □ Deferred





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
4.1.2 Accessible and affordable housing options are available across the City and are located in close proximity to shopping and public transport hubs					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Continue to implement the Hume Corridor and Sunbury Hume Integrated Growth Areas Plan (HIGAP) including progressing the Craigieburn West and the Merrifield City North Precinct Structure Plans (PSP).  Progress Indicator  100%  Completed	Planning and Development	The report of the Standing Advisory Committee for Craigieburn West PSP was released and is being considered by the Victorian Planning Authority (VPA). Preliminary discussions have commenced with the VPA regarding the Merrifield North PSP.	The Minister for Planning Craigieburn West PSP we through an Advisory Com Craigieburn West PSP we being considered by the Voollaborated with the VPA alignment with the Hume Preliminary discussions he the VPA regarding the Me	ould be fast tracked imittee process. The as released and is /PA. Officers a to prepare this draft in Corridor HIGAP. where commenced with	

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





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume Horizons 2040)						
4.1.3 The City's natural heritage,	4.1.3 The City's natural heritage, environment and rural spaces are protected, enhanced, maintained and valued					
Action	Division	Progress this Quarter	<b>Description of Progress (Y</b>	ear to date)		
Complete review of Live Green Plan and implement 2020-2021 actions from Live Green Plan.  Progress Indicator  75%  Significant Progress	Sustainable Infrastructure and Services	<ul> <li>Implementation of 2020-2021 actions from the Live Green Plan have included:</li> <li>The 10-week training phase of the 2021 Hume Enviro Champions (HEC) program was completed.</li> <li>The Hume Gardens for Wildlife program official launch was delayed to Saturday 17 July 2021 due to COVID-19 restrictions.</li> <li>On 10 April, Hume partnered with the Kids In Nature Network and Parks Victoria to host the national launch of Nature Play Week.</li> <li>810 seedlings were donated to five community groups for their own plantings.</li> <li>In June, Hume led the first North West Communities for Climate Action event, collaborating with six Councils in Melbourne's north and west.</li> <li>Part 1 and 2 of the Transition Towns program was completed.</li> <li>The Live Green Plan 2021-2026 has been drafted in response to consultation and will present to Council in August 2021 for endorsement of a public exhibition period.</li> </ul>	<ul> <li>Implementation of the 2020-2</li> <li>Green Plan have included:         <ul> <li>The 2020 Great Green Graduation was held onling The 2021 program has be COVID-19 restrictions.</li> <li>Seedlings for Schools program Smarty Grants. Twenty shand ordered 4,800 seedled.</li> <li>Part 2 of the Transition completed.</li> <li>The new Live Green Plancouncil in August 2021 public exhibition period.</li> <li>Planning and delivery consustainable Gardening Awildlife Garden webinar attended by more than 3 community Greening planincursions; Hume Whittle Environment Network we ground citizen science are</li> </ul> </li> </ul>	Set Together ne on 20 August 2020. een delayed due to ogram was added to schools applied in 2021 ings.  Towns program was an will be presented to for endorsement of a ontinued for: Australia's eight-week series which was 00 households; esea Teachers' ebinars; and five on-		

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





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

<b>COMMUNITY EXPECTATION (from Hume Ho</b>	orizons 2040)			Council's Role	
4.1.3 The City's natural heritage, environment and rural spaces are protected, enhanced, maintained and valued					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Support rural landowners and protect conservation areas through management and monitoring programs, grants and rate rebates and implementation of the Land and Biodiversity Plan.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	<ul> <li>During Quarter four 2021/22:</li> <li>Following the adoption of changes to the Rural Engagement Program in 2020, the new programs were launched in January 2021. These include the Primary Producer Rate Rebate (PPRR), the Rural Land Management Grant (RLMG) and Conserving our Rural Environment Grant (CoRE).</li> <li>The Land &amp; Biodiversity Plan is under redevelopment and the first round of consultation with stakeholders is now complete. Work on the draft plan will commence from July 2021.</li> <li>A successful prescribed burn program ran through April 2021.</li> </ul>	Rural landowner support conservation areas has in Approval of 48 application application application areas has in Approval of 48 application application areas has in Approval of 48 application areas has in Approval en Approvation areas has in Approval en Application process.  Rural landowner support areas has in Application process.  Rural landowner support and application process.  Rural landowner support application areas has in Approval en Application process.  Rural landowner support application areas has in Application areas has a properties have been application areas has a properties are an Application areas has a properties areas has a proper	actioned: ations for Conserving at (CoRE) Grant  g program commence lising the Agricultural LUR). een added to the Land ace Program as part of The program aber 2020. Rural Engagement evember 2020 with two asultations held. cons were held in Marc evenes with the new engram was ann 2021 on Council	

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

- On Track
  Not Completed
  □ Deferred

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

Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

4.1.3 The City's natural heritage, environment and rural spaces are protected, enhanced, maintained and valued					
Finalise and adopt the updated Pathways to Sustainability and action plan/s.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	The Pathways to Sustainability Framework has been reviewed and will be presented to Councillors for consideration in July 2021.			
Finalise Rural HIGAP and commence preparation of an amendment to the Planning Scheme to update the Hume Planning Scheme in accordance with Rural HIGAP.  Progress Indicator  75%  Significant Progress	Planning and Development	Submissions to the Draft Rural Strategy are being considered and will inform the final version to the presented to Council in the first half of 2021/22.	Community consultation of Strategy has concluded, a will be presented to the C of 2021/22.	and the final version	

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





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume H	orizons 2040)			Council's Role	
4.1.3 The City's natural heritage, environment and rural spaces are protected, enhanced, maintained and valued					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Complete the landscape connectivity plan. *  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	This action was completed in Quarter three.	The Landscape Connecti and presented to Council February 2021.		
Finalise the review of the Agricultural Land Use Rebate *  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	This action was completed in Quarter one.	The Agricultural Land Usicompleted and presented September 2020.		

<sup>\*</sup>Rollover from Council Plan 2017-2021 (2019/20 Actions)

The progress in	ndicator displayed	dabove is based on the	e status as follows
On Track	Not Completed	□ Deferred	





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from H	Hume Horizons 20	40)		Council's Role	
4.1.4 Improve environmental sustainability and resilience to climate change by pursuing high environmental standards and supporting sustainability as a focus of the planning and development process					
Action	Division	Progress this Quarter	<b>Description of Progress (Y</b>	ear to date)	
Undertake planning compliance activities under the Hume Planning Scheme.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services, Planning and Development	<ul> <li>Planning compliance activities under the Hume Planning Scheme have included:</li> <li>Work has been undertaken with project based working groups including Department of Environment, Land, Water and Planning (DEWLP) on issues such as the storage of hazardous materials and the Waste Intelligence Network.</li> <li>Several joint investigations were undertaken with various stakeholders.</li> <li>Improvement projects were undertaken including a comprehensive audit of all existing Section 173 Agreements.</li> <li>Completion of a number of special projects including a real estate signage compliance audit and projects focusing on industry compliance for skip bins, vehicle wrecking, transfer stations, landfills and materials recycling.</li> </ul>	Planning compliance activities Planning Scheme have inclu  547 complaints received and resolved in 2020/21.  18 of the 52 current unre planning enforcement may progressed.  Joint investigation were a Victoria Police, Environm Authority (EPA) and Earl Recovery (ERR), and va government departments  Completion of a State Go comprehensive lockdown compliance audit on app and commercial sites wit  Council coordinated a sa corridor after complaints illegal and dangerous pe Investigations relating to activities continued.	ded: and 475 investigated esolved environmental atters have been undertaken with nent Protection th Resources and rious State s. overnment directed n restriction roximately 70 industriction the municipality. afety audit of the rail to Metro Trains of	

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





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMM	UNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role
4.1.5			rough strong leadership in the uptake of rereprocessor connections and services		Service Provider, Advocate
Action		Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Amenity  •	te implementation of the Waste and y Service Plan including: Based on the findings of the business case for organics, develop a trial and phased roll-out of a municipal-wide organics service Continue the phased roll-out of standardised bins and colours Implement the communications plan to promote household waste, recycling, and organics services.  SES Indicator  100%  ted	Sustainable Infrastructure and Services	The final quarter saw the commencement of the rollout of kitchen caddies for Food Organics and Green Organics (FOGO) service users. The kitchen caddies will assist residents with separating out organic material which will be processed by Council's organics processor resulting in less organic material going to landfill. This is a vital step in improving our environmental performance. A business case will be prepared over the next six months looking to establish the merits of potentially rolling out the FOGO service to all properties within Hume.	service and rollout of households. This all service residents to their organics bin to and soil conditioning change will aid in reand make use of the material.  A review of Council' service was comple resulting in service approximately 27,00.  In February 2021, a waste audit was cor of 250 Hume house assist Council to un residents use the se	the enhanced FOGO of kitchen caddies to lows existing organics add food waste to be turned into mulch g products. The service ducing waste to landfill e valuable organic s kerbside collection ted in December 2020 changes to 00 properties. domestic kerbside mpleted with a sample holds. The audit will derstand how ervice and assist with future programs and

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

- On Track Not Completed □ Deferred





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume Ho	orizons 2040)			Council's Role			
	4.1.5 Carbon and environmental impacts are minimised through strong leadership in the uptake of renewable energy, waste reduction, efficient use of resources and sustainable practices of Council activities and services						
Action	Division	Progress this Quarter	Description of Progress	(Year to date)			
Implement the 2020/2021 actions of the Greenhouse Action Plan, including, development and implementation of a household energy program.  Progress Indicator  100% Completed	Sustainable Infrastructure and Services	<ul> <li>Implementation of the Greenhouse Action Plan 2020/21 and the new Household Energy Program have included:         <ul> <li>Two Bring Your Bills days were held, with more than 110 participants. Many of those were supported to receive the Victorian Government \$250 Power Saving Bonus.</li> </ul> </li> <li>One-on-one energy support appointments were well attended in Hume libraries and enquiries from residents have increased.</li> </ul> <li>Continued implementation of the solar and energy efficiency program for Council buildings.</li>	<ul> <li>energy efficiency programs installed on</li> <li>Working on energy efficiency programs</li> <li>SPLASH.</li> <li>Two large solar installed</li> </ul>	ehold Energy Officerout project manager  NLP about Hume's Plan and funds for iciency upgrades tation of the solar and gram including solar 15 council buildings.  fficiency optimisation at  Ils have been approval from Jemena			

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Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

COMMUNITY EXPECTATION (from Hume He	orizons 2040)			Council's Role	
4.1.5 Carbon and environmental impacts are minimised through strong leadership in the uptake of renewable energy, waste reduction, efficient use of resources and sustainable practices of Council activities and services					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Implement the Integrated Water Management Plan.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	<ul> <li>Implementation of the Integrated Water Management Plan has included:</li> <li>The final report of the project to identify opportunities for the naturalisation of Merlynston Creek has been progressed and is nearing completion.</li> <li>Functional design of stormwater harvesting schemes at Jack Roper Reserve, John Ilhan Memorial Reserve and O'Brien St retarding basin has been undertaken and the draft Functional Design reports are currently being reviewed by council officers.</li> <li>Council has partnered with Western Water on a project to supply recycled water to the Sunbury, Bulla and Keilor agricultural areas, and Melbourne Airport. A feasibility study was completed and Federal funding was received to develop a business case. Council has made financial contributions to both phases of this project.</li> </ul>	Implementation of the Internal Management Plan has incompleted and provided and provided and management Plan has incompleted and provided and Melbourne Airpoil Management Plan has been opportunities for the result of the provided and management Management Plan has been opportunities for the result of the provided and management Plan has been opportunities for the result of the provided and management provided and management provided and management plan has been opportunities for the result of the provided and management provided and management plan has been opportunities for the result of the provided and management plan has been opportunities for the result of the provided and management plan has been opportunities for the result of the provided and provided an	cluded: ete for a stormwater the Cloverton estate uction of the pipeline serve is underway. In engaged to identify naturalisation of way with Melbourne of passive stormwater es. Design reports for the of schemes at Jack Ilhan Memorial Street retarding basis viewed by council cycled water to the eilor agricultural area	

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





Strategic Objective 4.1: Facilitate appropriate urban development while protecting and enhancing the City's environment, natural heritage and rural spaces.

#### **COMMUNITY EXPECTATION (from Hume Horizons 2040)** Council's Role 4.1.5 Carbon and environmental impacts are minimised through strong leadership in the uptake of renewable energy, waste Service Provider, reduction, efficient use of resources and sustainable practices of Council activities and services Advocate **Progress this Quarter Description of Progress (Year to date) Action** Division Undertake a detailed assessment and prioritisation of Sustainable Solar opportunities on Council facilities Solar opportunities on Council facilities were solar opportunities for Council-owned facilities that are Infrastructure and were assessed and prioritised. assessed. A briefing note was presented to not covered by the Greenhouse Action Plan, including Services Council in November 2020, outlining the solar Council supported solar installations on opportunities remaining on council buildings community and commercial leased facilities. Consider 16 additional council buildings as part of and present to Council capital works and operational where Council pays the electricity bills, the 2021/22 capital works program. budget recommendations for the development of a community leased facilities and commercial A briefing note to provide further rolling program of works potentially commencing from leases. information about solar installation on 2021/22. Council supported proceeding to install solar on community-leased properties is being 16 additional council buildings where Council prepared. pays the electricity bills as part of 2021/22 **Progress Indicator** capital works. A briefing note to provide further information 100% about solar installation on community-leased Completed properties is being prepared.

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

COMMUNITY EXPECTATION (from Hume Horizons 2040)								
4.2.1 The urban design of Hume City is enhanced to create a strong sense of place, community pride and liveability								
Action	Division	Progress this Quarter	Description of Progress	(Year to date)				
Progress infrastructure upgrades in Hume Central including implementing improvements to Civic Way.      Progress Indicator      100%  Completed  Completed  Completed  Complete  C	Planning and Development	Streetscape infrastructure improvement works at Civic Way Hume Central, Emu Parade Jacana and the boardwalk at Moonee Ponds Creek, Westmeadows have been completed. Design and community engagement have been completed for Melba Avenue, Sunbury with works expected to commence in 2021/22. A review of Craigieburn Plaza frontage will be undertaken in conjunction with Craigieburn Road proposal. Additional program planning and review has been undertaken to inform placemaking and future work opportunities within the Hume Places program.	Infrastructure upgrades in been progressed as plant implementation of improve Way Hume Central and E and the boardwalk at Moor Westmeadows.  Additional program plant been undertaken to inform future works opportunities Places program.	ned including ements to Civic imu Parade Jacana onee Ponds Creek, ing and review has n placemaking and				

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

On Track





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)							
4.2.1 The urban design of Hume City is enhanced to create a strong sense of place, community pride and liveability  St.							
Action	Division	Progress this Quarter	Description of Progress	(Year to date)			
Commence preparation of a good design guide/design guidelines for housing development in Hume, including Environmentally Sensitive Design.  Progress Indicator  100% Completed	Planning and Development	Draft design Guidelines have been prepared by consultants and is being considered and tested by officers.	In preparation of good de guidelines for housing de survey of residents living density housing was under has been used by consult prepare the guidelines in Neighbourhood Characte	velopment in Hume, a in medium and high- ertaken. This survey tants commissioned to parallel with			

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

On Track





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

COMMUNITY EXPECTATION (from Hume Horizon	ns 2040)			Council's Role			
4.2.1 The urban design of Hume City is enhanced to create a strong sense of place, community pride and liveability							
Action	Division	Progress this Quarter	Description of Progress	(Year to date)			
Develop a Placemaking Program to determine future approaches, areas and a schedule of placemaking activities and continue implementation of existing Place Frameworks for key activity centres, including:  Jacana Gladstone Park Craigieburn Plaza. *  Progress Indicator  50% Good progress	Planning and Development	Funding to progress this action was deferred as part of the 2021/22 budget process.	A review of the Hume Plaidentified a forward prograrevitalisation based on a assessment. Existing Plaimplementation undertake Emu Parade, Jacana Landscape improvem Gladstone Park.  Craigieburn Plaza an precinct (Benston Str Gardens).  Melba Avenue, Sunbound Westmeadows Village construction of the Melboardwalk.	ces program has am of activity centre multi-criteria ce Framework en included: ments for key streets in d Council sites in the eet and Craigieburn  ury. e including the conee Ponds Creek mave been undertaken			

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

On Track



On Track



# 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

COMMUNITY EXPECTATION (from Hume Horizon	s 2040)			Council's Role				
4.2.2 Health and safety, local amenity and community pride are protected and enhanced through a well-designed and maintained public realm, streetscapes, spaces and places which meet community needs								
Action	Division	Progress this Quarter	Description of Progress	(Year to date)				
Continue to provide services that enhance the amenity of the City and effectively manage illegal dumping.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	A major campaign to reduce dumped rubbish and promote waste services was launched and trailed in the greater Craigieburn region, resulting in a significant increase in both reporting of dumped rubbish and utilisation of Council's hard waste collection service.	system, to increase re The Working for Victor	provision of dumped ces, litter and waste om green spaces September 2020. In the interior continue unicipality. It is a team of 22 staff d amenity cleansing the municipality. It is campaign was 1, in response to the				

Council Plan 2017-2021 (2019/20 Actions) Final Quarter Progress Report

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





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)								
4.2.3 Healthy and active communities are encouraged by providing high quality and well-maintained streetscapes, public parks and open spaces								
Action	Division	Progress this Quarter	Description of Progress	(Year to date)				
Continue implementation of the Parks and Open Space Service Plan.  Progress Indicator  75% Significant Progress	Sustainable Infrastructure and Services	No further progress this quarter.	Implementation of the Pa Service Plan (2018-2022) review of land ownership manages and implemental levels of service.  Further collaborative work  Inclusion of current maintenance  A review of joint owner maintenance agreem maintains  Ceasing maintenance required and informing changes and their ob	has included the on land Council ation of a trail of the chas included: naintained sites and in service contracts. ership and ents for sites Council er on sites no longer g landowners of the				

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On Track





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

COMMUNITY EXPECTATION (from Hume Horizons 2040)							
4.2.3 Healthy and active communities are encouraged by providing high quality and well-maintained streetscapes, public parks and open spaces							
Action	Division	Progress this Quarter	Description of Progress	(Year to date)			
Continue development and improvement works to Craigieburn ANZAC Park.  Progress Indicator  75%  Significant Progress	Sustainable Infrastructure and Services	Early works have been completed in preparation for the installation of the drainage lines. There have been delays in the provision of drainage plans before being able to obtain quotes for the installation of drainage lines in the wettest parts of the park. Council is anticipating installation of drainage in August 2021 with completion in October.	Works to improve ANZAC Asphalting of the hardstar completed. Turf works, irr works are continuing. Draunderway.	nd area has been igation and planting			
Commence stakeholder engagement and implement a new Open Space Strategy, including the Integrated Urban Forest approach.  Progress Indicator  25% Some Progress	Planning and Development	GIS mapping for the development of the Open Space Strategy (OSS) has now been completed. Mapping has occurred through a series of precincts that cover all of Hume, and indicate land use types, and the relative accessibility of all residences to existing open space. Draft principles and visioning has commenced with the integration of the Urban Forest approach. This work has been tested through internal stakeholder engagement, priming the draft OSS for Council and community engagement in 2021/22.	GIS mapping has been comunicipality for the Open The Urban Forest Princip incorporated into the draft and are being utilised as and design for parks and The draft strategy will be for community engageme	Space Strategy. les has been t Open Space Strategy part of the planning open spaces. presented to Council			

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

On Trac	k

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

COMMUNITY EXPECTATION (from Hume Horizon	ıs 2040)			Council's Role				
4.2.3 Healthy and active communities are encouraged by providing high quality and well-maintained streetscapes, public parks and open spaces								
Action	Division	Progress this Quarter	Description of Progress	(Year to date)				
Undertake playspace and amenity upgrades at Council's parks and reserves.  Progress Indicator  100%  Completed	Planning and Development	The upgrading of playspaces and amenities at Council's parks and reserves is part of an ongoing rolling program, with each year including concept development, concept engagement, detailed design, tendering and construction occurring for a range of sites. Investigation is underway continuously to inform the future program.	Playspace and amenity underway.  Playspace and amenity underway.  Playspace and amenity underwing parks and reserved included:  Renfew Court Reserved included:  Sheffield Park, Sunbury Growing Suburbs Funderwing Suburbs Funder Growing Suburbs Included inc	rves in 2020/21 have ve, Greenvale.  gh Park (recipient of and grant).  /estmeadows (recipient of grant).  Meadow Heights.  /.  s been completed for d in 2021/22 including gradows), Sunbury and Gunbury. This is an				

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

On Track





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

COMMUNITY EXPECTATION (from Hume Horizon	s 2040)			Council's Role		
4.2.3 Healthy and active communities are encouraged by providing high quality and well-maintained streetscapes, public parks and open spaces						
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)		
Develop and implement open space masterplans including Seabrook Reserve, Progress Reserve and Sunbury Park, and investigate options for revegetation and rehabilitation of the Merlynston Creek corridor to Barry Road, including pathway works.  Progress Indicator  75%  Significant Progress	Planning and Development	<ul> <li>Development and implementation of open space masterplans during the quarter included:</li> <li>The detailed design for the Seabrook Reserve recreation components is substantially progressed with works commencing by the end of 2021/22.</li> <li>The investigation of options for open space masterplans for Merlynston Creek has commenced, utilising the emerging findings of the Creek naturalisation study.</li> <li>The development of the Progress Reserve masterplan is complete.</li> <li>The detailed design of the Sunbury Park masterplan is underway.</li> </ul>	Open space masterplans of implementation for:  Seabrook Reserve Masserve Ma	asterplan. asterplan. y Park Masterplan. onal Park.		

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

On Track





Strategic Objective 4.3: Create a connected community through efficient and effective walking, cycling, public transport and car networks

<b>COMMUNITY EXPECTATION (from Hume Horizon</b>	ns 2040)			Council's Role		
4.3.1 Communities are connected, car dependency is minimised and access to services and facilities is enhanced through accessible, integrated and efficient walking, cycling and public transport options						
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)		
Advocate to State and Federal Government for funding and implementation of projects as identified in the <i>Transport Advocacy Plan</i> to improve public transport, roads, walking and cycling.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	The State Budget included funding for several transport projects that Council has been advocating for including:  Early works to upgrade Mickleham Road between Somerton Road and Dellamore Boulevard.  Planning for the Bulla Bypass.  Planning of targeted upgrades along the Calder Freeway between Gap Road in Sunbury and the M80 Ring Road.  Upgrade to the bus terminal in Sunbury.	Council continues to advo Federal Government for fimplementation of project Transport Advocacy Plantransport, roads, walking Council participated in the North West Melbourne Cithe priority transport proje Federal and State funding on a Northern Region Tramunicipal councils and stregion. The priority list of transport and walking and have been provided to the which informed budget producil also wrote to the requesting that the Craigi be fast tracked without a the duplication of Mickleh The State Budget include transport projects in Hum	unding and s as identified in the to improve public and cycling. Preparation of the ty Deal which identified ects for the region for g. Work is progressing insport Plan with other akeholders in the municipal roads, public cycling infrastructure estate Government ocesses. Minister for Planning eburn West PSP not funding commitment to am Road.		

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

- On Track
- Not Completed □ Deferred





Strategic Objective 4.3: Create a connected community through efficient and effective walking, cycling, public transport and car networks

<b>COMMUNITY EXPECTATION (from Hume Horizon</b>	ns 2040)			Council's Role	
4.3.2 Communities are connected and business and employment options are enhanced through improvements to road infrastructure, traffic management and local parking					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Advocate to State and Federal Government for funding and implementation of road projects identified in the Transport Advocacy Plan.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	Advocacy to State and Federal Government for funding and implementation of road projects identified in the Transport Advocacy Plan has included ongoing advocacy for future projects including Bulla Bypass, Somerton Road and Mickleham Road. The recent State budget included funding to commence duplication works on Mickleham Road north of Somerton Road, as well as funding to plan for Somerton Road and the Bulla Bypass.	upgrade and Gap Ros removal.  Ongoing advocacy for including Bulla Bypas Mickleham Road.  New advocacy prioriti	tation of road projects Advocacy Plan has State Government be best outcomes for projects including blication, Sunbury Road ad level crossing  r future projects s, Somerton Road and	

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

On Track





Strategic Objective 4.3: Create a connected community through efficient and effective walking, cycling, public transport and car networks

COMMUNITY EXPECTATION (from Hume Horizons 2040)						
4.3.2 Communities are connected and business and employment options are enhanced through improvements to road infrastructure, traffic management and local parking						
Action	Division	Progress this Quarter	Description of Progress	(Year to date)		
Undertake initiatives to improve the quality of local streets, parking and traffic management including:  Implementing actions from previous Local Area Traffic Management Studies (LATM) and  Undertaking new LATM studies in Attwood and Goonawarra (Sunbury).  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	The 2020/21 LATM studies were completed with reports prepared for Council - Attwood and Westmeadows (East) and Goonawarra. Several projects from each of these LATMs are included in the 2021/22 Capital Works Program.	To improve the quality of and traffic management v projects identified in previous The 2020/21 LATM studie with several projects included the complete with Several Program.	vork is progressing for ous LATMs. es were completed,		

TL -	progress	!I! 4	-1:1	_  _	!-		-4-4	- f-11
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On Track

# LHEME



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

Strategic Objective 4.3: Create a connected community through efficient and effective walking, cycling, public transport and car networks

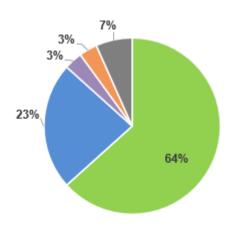
COMMUNITY EXPECTATION (from Hume Horizon	ns 2040)			Council's Role	
4.3.2 Communities are connected and business and employment options are enhanced through improvements to road infrastructure, traffic management and local parking					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Continue planning and design for Yirrangan Road connection to Buckland Way, Sunbury.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	Preliminary work including the cultural heritage assessment and geotechnical investigation have been undertaken. The Public Acquisition Overlay (PAO2) has been implemented to enable acquisition of the required road can proceed as required. A schedule has been developed with a plan for construction to commence in mid-2022.	The cultural heritage assegeotechnical investigation undertaken for the Yirrang to Buckland Way, Sunbur commence in mid-2022.	i have been gan Road connectior	
Undertake local road infrastructure upgrades to improve road safety and traffic flow.  Progress Indicator  100%  Completed	Sustainable Infrastructure and Services	2020/21 road upgrade projects have progressed in line with schedule, including multiple road reconstruction projects, intersection upgrades and new footpaths.	2020/21 projects have proschedule.	ogressed in line with	

The progres	s indicator	displayed	l above	is	based	on the	status	as follows

On Track

Summary of progress and Strategic Indicators

#### SUMMARY OF PROGRESS FOR THEME 5 1 JULY 2020 – 30 JUNE 2021



- Completed (64% or 19 actions)
- Significant Progress (23% or 7 actions)
- · Good Progress (3% or 1 actions)
- Some Progress (3% or 1 actions)
- Deferred (7% or 2 actions)

#### STRATEGIC INDICATORS TO 30 JUNE 2021

Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

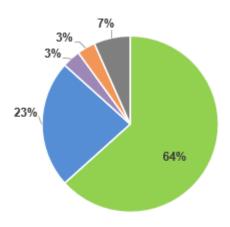
Indicator	Target	2020/21 Result
Percentage of Council Plan actions completed	Target by 2020/21 = 85%	92 actions have been completed in 2020/21 = 73%. 72% or 94 actions were completed in 2019/20
Percentage of Hume Horizons headline Community Indicators which have experienced a positive movement	Target by 2020/21 = 50%	Most recent result (March 2021) = 45.8% of indicators experienced a positive movement. The previous result was 41.7%. (Source: Hume City Council, Hume Horizons 2040 Community Indicators)

Strategic Objective 5.2: Create a community actively involved in civic life.

There are no Strategic Indicators for this objective.

Summary of progress and Strategic Indicators

#### SUMMARY OF PROGRESS FOR THEME 5 1 JULY – 31 DECEMBER 2020



- Completed (64% or 19 actions)
- · Significant Progress (23% or 7 actions)
- Good Progress (3% or 1 actions)
- Some Progress (3% or 1 actions)
- Deferred (7% or 2 actions)

#### STRATEGIC INDICATORS TO 31 DECEMBER 2020

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

Indicator	Target	2020/21 Result
Value of non-recurrent grants received from State and Federal Governments and other organisations	Target by 2020/21 = \$10.8 million ✓ Target met	\$17,014,829 has been received in non-recurrent grants in 2020/21, \$14,750,149.46 was received in 2019/20.
Percentage of Council decisions made at meetings closed to the public	Target by 2020/21 = 15%	23.6% is the result to date in 2020/21 the result in 2019/20 was 29.5%.
Asset renewal as a percentage of depreciation	Target by 2020/21 = 49%	This measure has been retired in the LGPRF indicators therefore it is no longer reported.
Adjusted underlying surplus (or deficit) as a percentage of underlying revenue	Target by 2020/21 = 15%	Results for 2020/21 is 5.26%. In 2019/20, the result was 9.78%.
Community satisfaction with Council decisions	Target by 2020/21 = 63/100	2020/21 result is 59/100 in 2019/20 the result: was 55/100. (Source: Hume Community Survey 2019/20) (Source: Community Indicators Survey 2020/21)

# HE S A A

### A WELL-GOVERNED AND ENGAGED COMMUNITY

Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

COMMUNITY EXPECTATION (from Hume Horizo	ons 2040)			Council's Role	
5.1.1 The vision and aspirations of <i>Hume Horizons 2040</i> are supported through the alignment of Council's financial and strategic service planning processes and systems					
Action	Division	Progress this Quarter	Description of Progress	s (Year to date)	
Continue to implement the single-view of customer's project to provide more efficient interactions with customers across Council services.  Progress Indicator  100%  Completed	Corporate Services	The February 2021 lockdown in Victoria impacted on the journey mapping workshop activities and the overall project schedule.  The revised project plan and extended resourcing requirements have been adjusted and worked on between Hume City Council and the service provider, Deloitte.  Through review and analysis of project documents, stakeholder interviews and journey mapping validation workshops, information has been gathered to inform these elements and develop an overarching Change Management Strategy for Single Customer View project. This was presented to the executive management team in June 2021  Currently, several detailed design activities are underway. Council also recruited an internal change resource to lead the implementation of the Change Strategy.	provider Deloitte.  Council recruited an	implementation of the Ltd. In and extended ents have been ration with the service	

The progress indicator displayed above is based on the status as follows:  $\begin{tabular}{c} \end{tabular}$ 

Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

<b>COMMUNITY EXPECTATION (from Hume Horizons</b>	s 2040)			Council's Role		
5.1.1 The vision and aspirations of <i>Hume Horizons 2040</i> are supported through the alignment of Council's financial and strategic service planning processes and systems						
Action	Division	Progress this Quarter	Description of Progress	(Year to date)		
Continue implementation of the 2020/21 actions from the Customer Experience Action Plan including:  Establishing an internal user design and acceptance group to drive quality assurance and test solutions  Work with VicRoads to streamline administrative changes for issuing Disability Parking permits under the new Accessibility Parking permit scheme  Implement a Customer Contact Centre quality assurance and coaching program  Investigate options to improve the after hours customer service.  Progress Indicator  75%  Significant Progress	Communications, Engagement and Advocacy	The move to the streamlined Vicroads Accessibility Parking permit scheme began in March 2021. Hume website has been updated with information and links to the Vicroads maintained application process. The Hume branded paper forms have been removed from the Hume website. The majority of applications are being received via the new process. Old Hume branded paper forms will be ceased by end of 2021.	undertaken to unders Service team can in processes.  Quality assurance pro and on-going with rec provided to team mer improvement program operations has been of The online Accessible replacing the Disabilit scheme was impleme While initial data anal demand from residen contact centre afterho	tion Plan has included: at of work has been tand how the Custome applement and improve ogram is established gular feedback abers. An a for Customer Service undertaken. be Parking Permit (APP) by Parking Permit ented in March 2021.  ysis indicated low ts to access the ours, further work will and reviewing the after- be they are accurate,		

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



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
5.1.1 The vision and aspirations of <i>Hume Horizons 2040</i> are supported through the alignment of Council's financial and strategic service planning processes and systems					
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)	
Explore Council's approach to 'Smart Cities' to maximise the potential that technology, data analytics and service innovation can help achieve the vision and aspirations of Hume Horizons 2040 and improve the day-to-day services provided to Hume's community.  Progress Indicator  25%  Some Progress	Communications, Engagement and Advocacy	There has been no further action on this item.	Exploration work has com draft discussion paper is i expected to be finalised la	n process and	

<sup>\*</sup>Rollover from Council Plan 2017-2021 (2019/20 Actions)

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



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

<b>COMMUNITY EXPECTATION (from Hume Horizon</b>	s 2040)			Council's Role
5.1.2 Hume's community is informed of the progress of <i>Hume Horizons 2040</i> through the establishment of systems for measuring and reporting the community's progress in achieving <i>Hume Horizons 2040</i> objectives				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Continue to deliver a range of research and evaluation activities to further understand community expectations and customer/user experience with Council services, including a review of Council's annual community survey program.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	Council continued to deliver a range of research and evaluation activities, including:  - Climate Change Survey  - YourGround - research understanding women and gender diverse residents' experiences of safety in public spaces.	Council continued to delivand evaluation activities,  Community COVID-1  Community Indicator  Gardens for Wildlife F  Parent Satisfaction.  Review of Clinical Su  Maternal and Child H Breastfeeding Service  Dads in Hume evaluat  Major Events evaluat  Envro Champions evaluation.  Multicultural COVID-1  evaluation.  Climate Change Surv  YourGround - researd women and gender d experiences of safety  Support was also provide reviews and address com	including 9 Survey. Survey. Program evaluation.  pervision. ealth and e Satisfaction. tion. aluation. 19 Support Program  ey. ch understanding iverse residents' in public spaces. d to facilitate service

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



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

ress of <i>Hume Ho</i>	rizone 2040 through the establish			
5.1.2 Hume's community is informed of the progress of <i>Hume Horizons 2040</i> through the establishment of systems for measuring and reporting the community's progress in achieving <i>Hume Horizons 2040</i> objectives				
Division	Progress this Quarter	Description of Progress	(Year to date)	
Communications, Engagement and Advocacy	No further update this quarter.	be progressively updated available.  The review of the Hume I Community Indicators has 2021/22, following the de	as new data becomes  Horizons 2040  s been deferred until velopment of a new	
	Communications, Engagement and	Communications, No further update this quarter. Engagement and	Communications, Engagement and No further update this quarter. The current Community Ir be progressively updated	

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



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.1.3 The community's vision and emerging aspirations continue to be reflected in Hume's long-term community plan ( <i>Hume Horizons 2040</i> ) by reviewing the plan every four years, following Council elections				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Undertake and finalise a major review of <i>Hume Horizons</i> 2040 and develop a new Community Vision in line with the new <i>Local Government Act</i> .  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	The Community Vision Panel received 362 Expressions of Interest with 46 panel members being offered places to represent the broad demographics of Hume City. The panel has met three times to prepare a draft Community Vision for community feedback. Work required to be undertaken within this financial year (due to updated timelines in the Local Government Act) has been completed.	Initial consultation for the Horizons 2040 was under 2020 and a Steering Grou Consultation for the devel Community Vision comme 2021. A new Community be completed in October 2 Local Government Act 20	taken in June/July up was established. opment of the enced in February Vision is scheduled to 2021, in-line with the

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



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.1.4 The vision and aspirations of <i>Hume Horizons 2040</i> will be supported by Council through a highly engaged workforce equipped with the skills and resources to meet community needs				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Review and continue development of Council's intranet to enhance knowledge management and service efficiency and introduce further improvements as necessary.  Progress Indicator  50% Good Progress	Communications, Engagement and Advocacy	A Digital Experience Survey of internal staff was undertaken in May 2021. A contractor has been engaged to assist with the migration of Council's intranet to the SharePoint Online 365 environment. Further internal engagement with staff will be undertaken in the second half of 2021 with the migration to commence in the final quarter of 2021.	Based on the Intranet Stranecommendation, plannin migration of Council's intra A Digital Experience Survundertaken in May 2021.	g has advanced for the anet to Office 365.

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



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

COMMUNITY EXPECTATION (from Hume Horizons 2040)  5.1.4 The vision and aspirations of <i>Hume Horizons 2040</i> will be supported by Council through a highly engaged workforce equipped with the skills and resources to meet community needs				
Evaluate the Leadership Development Program (LDP) and continue program delivery.  Progress Indicator  75%  Significant Progress	Communications, Engagement and Advocacy	Leadership Essentials, a program of leadership development providing a solid foundation for effective leadership and management for Council's Team Leaders concluded in June 2021.  During the quarter, planning continued for delivery of the Learn2Lead Leadership Development program with 'Fostering critical thinking to enhance our safety culture'.  This workshop combined development of critical thinking with the transition to a new international occupational health and safety standard ISO 45001. The aim is for participants to identify the key factors that influence critical thinking approaches, share current critical thinking practices, build and enhance consistent, repeatable critical thinking practice and apply a structured critical thinking approach to everyday risks and opportunities that leaders face.	Delivery of the Leadership Program (LDP) concluded An evaluation of the program (LDP) restriction undertaken in November Planning continued for the Learn2Lead Leadership Description of the Learn2Leadership Description of the Learn2Leadership Description of the Leadership Description of the Leadership Description of the Learn2Leadership Description of the Leadership Description of the Learn2Leadership Description of the Leadership Description of the Learn2Leadership Description of the Leadership Descr	d in June 2021. ram has been delaye ons and will be 2021. e delivery of the

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



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.1.4 The vision and aspirations of <i>Hume Horizons 2040</i> will be supported by Council through a highly engaged workforce equipped with the skills and resources to meet community needs				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Implement and review delivery of the emerging leaders program across the organisation.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	The 12-week Passport to Work program concluded on 7 July with a graduation to acknowledge and celebrate Hume City Council mentors and protégés from the Hume municipality that participated. 14 community protégés and 14 mentors graduated from the program.  There was a high representation of females within the protégé group and other demographics represented included Culturally and Linguistically Diverse, mature age, youth, as having a disability and identifying as Aboriginal and Torres Strait Islander.  The Emerging Leader Challenge Day, previously scheduled for 3 June 2021, is on hold whilst government restrictions regarding COVID-19 remain in place. The training for the Emerging Leaders is complete.	The 2020 Passport to Wo delivered online with nine eleven unemployed Hume employment opportunities concluded in November 2 graduation program.  The 2021 Passport to Wo on 7 July with 14 communementors graduated from the Council has confirmed the Hume in the Emerging Lewas previously scheduled is on hold whilst COVID-1 place. The training for the complete.	mentors supporting e residents to pursue a. The program 020 with a virtual rk Program conclude hity protégés and 14 he program. The team to represent ader Challenge. This for 3 June 2021 and 9 restrictions remain

The progress indicator displayed above is based on the status as follows:  $\begin{tabular}{c} \end{tabular}$ 



Strategic Objective 5.1: Realise the vision and aspirations of Hume's community by implementing *Hume Horizons* 2040

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.1.4 The vision and aspirations of <i>Hume Horizons 2040</i> will be supported by Council through a highly engaged workforce equipped with the skills and resources to meet community needs				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Continue to implement electronic timesheets and rostering systems to improve efficiencies with staff management and payroll.  Progress Indicator  75%  Significant Progress	Communications, Engagement and Advocacy	Further work is currently being undertaken on Phase 1 (Leisure Centres) to meet business requirements. This has delayed the continuation of the Phase 2 rollout.	The implementation of the and rostering project cont more departments being a the system was undertake addition to training for sys of the project was comple 2020. Phase two is currer	inues to progress with added. Initial testing of en by the supplier in tem users. Phase one ted in July/August
Finalise and commence implementation of a Workforce Plan.  Progress Indicator  Deferred	Communications, Engagement and Advocacy	No further update this quarter.	The development of a Wo deferred due to COVID-19 priorities. The plan is due December 2021 in line wi Government Act 2020.	9 restrictions and to be completed by 31

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



Strategic Objective 5.2: Create a community actively involved in civic life

COMMUNITY EXPECTATION (from Hume Horizons 2040)				Council's Role
				Advocate, Facilitator
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Undertake initiatives to enhance Council consultation and engagement practices, including both face-to-face and online.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	An additional 22 staff members from across Council completed the IAP2 Engagement Essentials Training, on Thursday 20 May. There is a strong level of expertise across the organisation with almost 50 staff members with specific training and expertise for community engagement aligned to the IAP2 framework.	Initiatives to enhance Codengagement practices ha  The Hume Engagement consultation.  Community Vision en  Community COVID-1  Stolen Generations Maconsultation.  Open space consultation.  Community and busing outdoor dining.  Facilitating training or	ve included: ent Policy community gagement. 9 Consultation. farker community tions for playspaces. ness support on

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

# HE S A A

#### A WELL-GOVERNED AND ENGAGED COMMUNITY

Strategic Objective 5.2: Create a community actively involved in civic life

<b>COMMUNITY EXPECTATION (from Hume H</b>	Horizons 2040)			Council's Role
5.2.1 Community and stakeholders are acmaking processes at Local, State ar		ged and empowered to be involved and particernment levels	Advocate, Facilitator	
Action	Division	Progress this Quarter	<b>Description of Progress (</b>	Year to date)
Implement and support programs and advisory committees/ reference groups to foster community leadership and increase community capacity in engaging with Council decision-making processes including:  Reconciliation Action Plan Working Group (RAPWG)  Hume Interfaith Network  Hume Community Safety Advisory Committee  Multicultural Advisory Group (MAG)  Hume Jobs and Skills Taskforce  Disability Partnership Network  Hume Sustainability Taskforce.  Progress Indicator  100%  Completed	Community Services, Planning and Development, Sustainable Infrastructure and Services	<ul> <li>Support for programs and advisory committees / reference groups during the quarter included:         <ul> <li>RAPWG – supported the delivery of Reconciliation Week events and Truth Telling Session.</li> <li>Hume Interfaith Network - members have continued to meet bi-monthly and participate in state-wide COVID-19 related forums and activities.</li> <li>MAG - contributed to Hume's online program of activities to commemorate Refugee Week in June.</li> <li>The Hume Jobs and Skills Taskforce have continued to meet quarterly with the Hume Business and Jobs Recovery Working Group (a taskforce working group) meeting monthly and providing input and expertise into the guiding principles and eligibility criteria for the Hume Business Employment Grants.</li> <li>Hume Sustainability Taskforce - provided feedback and input to Hume's Land and Biodiversity Plan which is currently under review and discussed a recommendation for Hume to cease the use of gas.</li> </ul> </li> </ul>	Support for programs and a reference groups has included a RAPWG – supported the Safety Workshops and Marker consultation, Reference groups has included a supported the Safety Workshops and Marker consultation, Reference in the Interfaith Network participated in activities deliver COVID-19 mess.  Hume Community Safeth has continued to meet in the MAG - meetings continued to meet in MAG - meetings continued to meet in MAG - meetings continued in the group participated and Skills in meet quarterly. The task Hume Business and John Group, which meets meet guarterly. The task Hume Business and John Group, which meets meet guarterly and stream to optimise outcomes for the Sustainability Tameet quarterly and now members.	ded: ne delivery of Cultural Stolen Generations econciliation week. rk - supported and s and translations to sages. ety Advisory Committed quarterly. nue to be held bi- rticipated in a review o Refugee week. Task force continued to sk force established the obs Recovery Working onthly. Network has been f continue to meet with s to strengthen mline referral pathways or residents. askforce continues to

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



Strategic Objective 5.2: Create a community actively involved in civic life

<b>COMMUNITY EXPECTATION (from Hume Horizon</b>	s 2040)			Council's Role
5.2.2 Community capacity to participate in decision making processes is enhanced through improved community education and awareness of key topics				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
In line with the Four-Year Advocacy Plan, inform the community, business and key stakeholders on Council's position on issues of local importance, and provide opportunities to enhance participation in decision-making processes.  Progress Indicator  100% Completed	Communications, Engagement and Advocacy	Council has continued to advocate on issues of local significance including the proposal to store contaminated waste from the Westgate Tunnel Project at the Hi-Quality site in Bulla and the selection of Mickleham as the location for a new dedicated Coronavirus Quarantine Centre.	In line with the Four-Year Council continued to infor position on issues of local schools in growth areas, vegulation, improved access the redevelopment of Browstation and the duplication Somerton Roads.  During COVID-19 restrictic communications campaig support the community or health messaging and Coand closures.  Council advocated on issue significance including the contaminated waste from Project and the selection location for a new dedicat Quarantine Centre.	m stakeholders of its importance including waste and recycling ess to public transport, admeadows Train of Mickleham and ons a comprehensive in was rolled out to restrictions, public uncil facility reopening ues of local proposal to store the Westgate Tunnel of Mickleham as the

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



Strategic Objective 5.2: Create a community actively involved in civic life

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.2.3 Hume's community is empowered and engaged in community life through the timely communication of information about services and key topics				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
& Continue development of Council's website to improve online transactions and communications.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	Ongoing works continued in 2020/21 to ensure that the new website meets improved accessibility, mobility, online transactions and communications. In the 2020-21 year, there were more than 2.9 million page views of content across 704,000 unique devices.  A new Hume Libraries website was launched in June 2021.	The new Hume City Coundanched in November 20 month beta (test site) laur. The old Council website harchived. User-testing was helped understand how usite.  A new Hume Libraries we June 2021.	220, following a 5- nch in June 2020. nas now been fully s undertaken and has sers interact with the
Determine and develop service-specific strategic communication plans for the year ahead.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy	Major communications campaigns undertaken in this quarter focussed on the illegal dumping of rubbish, Council's 2021-22 Budget, Home Care Packages, and ongoing coronavirus information in response to lockdown restrictions and vaccination.	Major information campaideveloped and are being	rolled out, including: y and Reactivation. am. udget.

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



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

COMMUNITY EXPECTATION (from Hume Horizon	ns 2040)			Council's Role
5.3.1 The needs and interests of Hume's community are represented through strong advocacy and leadership from Council and locally elected members of State and Federal parliaments				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Continue to advocate to the State and Federal governments for community priorities including the provision of schools and health services/funding.  Progress Indicator  100%  Completed	Communications, Engagement and Advocacy, Planning and Development	The State Budget included funding for several education and health facilities that Council has been advocating for including:  Redevelopment of Kangan Institute's Broadmeadows Campus New schools in Merrifield Expansion of Elevation Secondary College and upgrade to Mount Ridley College Expansion of community hospitals at Craigieburn and Sunbury.	Council continues to advo Federal governments for including the provision of services/funding: The priorities for State Go new primary and seconda provided to the Departme Training (DET). This help Budget which included fur for upgrades to schools in and Jacana. Council has private schools to assist the planning for new schools growth areas.	community priorities schools and health overnment funding for ary schools were not of Education and ed inform the State nding announcements of Mickleham, Sunbury met with several hem in advancing the

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

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## 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

COMMUNITY EXPECTATION (from Hume Horizon	ns 2040)			Council's Role
5.3.2 Community needs and priorities are addressed through the timely and ongoing provision and delivery of financially sustainable services, assets and physical and social infrastructure				
Action	Division	Progress this Quarter	<b>Description of Progress</b>	(Year to date)
Investigate the preferred locations and timing for the provision of higher-order leisure, health, education and cultural facilities needed to serve the needs of the northern part of the Hume corridor taking account of community need and planned provision in Mitchell and Whittlesea.  Progress Indicator  100%  Completed	Planning and Development	Officers have collaborated further with Stockland and with Whittlesea/Mitchell Councils to plan for the regional scale facilities in the Cloverton Metropolitan Activity Centre.	Officers have continued to Whittlesea and Mitchell S support Stockland and Midentify opportunities for more in Merrifield and Cloverton	hire Councils and to AB Corporation to egional facilities in
Advance the Community Infrastructure Plan and report on the proposed responses to population growth and changing community needs in both growth and existing urban areas.  Progress Indicator  100%  Completed	Planning and Development	Community infrastructure needs assessments have been prepared for all 'precinct' areas to inform the Community Infrastructure Plan.	A draft Community Infrast Framework has been pre trialled by internal teams. infrastructure needs asse prepared for different 'pre the Community Infrastruc	pared and is being Community ssments have been cinct' areas to inform

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

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## 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

COMMUNITY EXPECT	TATION (from Hume Horizon	s 2040)			Council's Role
5.3.2 Community needs and priorities are addressed through the timely and ongoing provision and delivery of financially sustainable services, assets and physical and social infrastructure					Service Provider, Advocate
Action		Division	Progress this Quarter	Description of Progress	(Year to date)
centres including:  Construct Merrific community centre Design Craigiebu Kalkallo North co Confirm funding s community facility managed land in concept plan sub Undertake needs	rm, Lockerbie Central and mmunity centres sources to construct a small y on Council owned or Valley Park and develop a ject to securing funding assessment to inform ptions for a new Dallas	Planning and Development, Community Services	<ul> <li>Progress during the quarter included:</li> <li>Completion of Kalkallo Community Centre for opening in Quarter one 2021/22.</li> <li>Formal naming of Mickleham North Community Centre in advance of partial opening in Quarter one 2021/22 and completion by the end of the calendar year.</li> <li>Kalkallo North and Merrifield South Community Centres will progress to contract phase by the conclusion of Quarter one 2021/22.</li> <li>Craigieburn R2 service planning investigations are scheduled to be completed end of July 2021.</li> <li>Next phase for Valley Park Community Centre is to revisit service planning projections for use of the centre to confirm scope and commence master planning investigations.</li> <li>Dallas Community Centre report provided to Council during last quarter indicating no current demand for new facility.</li> </ul>	<ul> <li>lodged, and design desubstantially complete</li> <li>Kalkallo North - Town lodged, and design desubstantially complete</li> <li>Craigieburn R2 – Ser confirm the scope.</li> <li>Valley Park - Negotia of Health and Human progressed favourable</li> <li>Village Crescent Valle</li> </ul>	acluded: after completion 2021. Centre – Completion r one 2021/22. vn Planning application ocumentation ed. a Planning application ocumentation ed. vice planning to tions with Department Services (DHHS) y on the transfer of the ey Park Community I. DHHS have advised e with no offer of

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



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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.3.2 Community needs and priorities are addressed through the timely and ongoing provision and delivery of financially sustainable services, assets and physical and social infrastructure				
Action	Division	Progress this Quarter	Description of Progress (	Year to date)
Update and maintain Asset Management Plans in line with legislation and good asset management practice.  Progress Indicator  75%  Significant Progress	Sustainable Infrastructure and Services	The updated Asset Management Policy and Strategy were adopted by Council in September 2020. The Drainage Asset Management Plan is being reviewed. Condition audits have been completed for buildings and roads. These Asset Management Plans are being updated based on the new data.	The updated Asset Manag Strategy were adopted by 0 2020. The Drainage Asset being reviewed. Condition completed for buildings and	Council in September Management Plan is audits have been

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

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## 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

COMMUNITY EXPECTATION (from Hume In 5.3.2 Community needs and priorities are		hrough the timely and ongoing provision and	delivery of financially	Council's Role Service Provider,
sustainable services, assets and physical and social infrastructure  Action Division Progress this Quarter Description of Progress (				
Implement actions in response to the review of Aged Support Services and Aged Care Sector Reforms.  Progress Indicator  100% Completed	Community Services	<ul> <li>The implementation of Council's Aged Care Service and Support Plan actions have included:         <ul> <li>The continued expansion of Council's Home Care Package program, in response to community demand.</li> <li>The launch of a new marketing and promotion campaign to improve community awareness of Council's Home Care Package program.</li> <li>In partnership with Council's Economic Development team, work has commenced with the Department of Education, Skills and Employment to attract and recruit bilingual aged care workers through traineeships.</li> <li>Council's Service Navigation function has been expanded. A report was delivered to Council to provide an overview of the Final Report from the Royal Commission into Aged Care Quality and Safety.</li> <li>Officers continue to monitor further announcements, along with anticipated impacts for Council services and clients. These will be the subject of future reports to Council, where required.</li> </ul> </li> </ul>	The Aged Care Service a adopted by Council in De outlines Council's commit delivery of Commonwealt aged care services along service access, continuity sustainability. Actions del  A marketing and prorimprove community a	and Support Plan was cember 2020. The plan treent to continue the th and State funded side actions to improve any, quality, and livered include: motion campaign to awareness and access are Package Program. The strategy to attract torkers. Its Service Navigation all opportunities for an expansion of es that appeal to the

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



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

5.3.2 Community needs and priorities are addressed through the timely and ongoing provision and delivery of financially sustainable services, assets and physical and social infrastructure				
Action	Division	Progress this Quarter	Description of Progress	Advocate (Year to date)
Continue to implement a program of service planning and service reviews to continuously improve Council's service delivery, including:  Undertake an assessment of the current Children Services model and explore its ongoing feasibility in light of continued growth and changing government policy direction.  Progress Indicator  75%  Significant Progress	Communications, Engagement and Advocacy, Community Services	A report will be presented to Council on 9 August that will address the establishment of funded 3-year-old kindergarten. This report will identify preliminary findings on the Children's Services operating model and provide recommendations for future actions and more detailed investigation in to feasibility of funded and unfunded Early Years programs that Council operates.	A detailed assessment of Services model has been its ongoing feasibility consumptions growth and changing governments.  Service Planning for Librat Programs continues to proto be completed within ag	undertaken to explore sidering continued ernment policy  ry and Learning ogress and is expected

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

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

DMMUNITY EXPECTATION (from Hume Horizon	ns 2040)			Council's Role
5.3.2 Community needs and priorities are addressed through the timely and ongoing provision and delivery of financially sustainable services, assets and physical and social infrastructure				
tion	Division	Progress this Quarter	Description of Progress	s (Year to date)
plement a range of community and business stimulus d support packages (in excess of \$11.5 million) to spond to the impacts of COVID-19, including:  Rates wavier of \$50 for residential and rural properties where the property is the rate payers principal place of residence  Council to cease charging interest on outstanding rates balances from 1 June until 31 December 2020 only  Funding for food parcels and essential goods for families in extreme financial hardship  Doubling of the Community Grants Program  Grants for small and medium sized businesses  Waiver of food act registrations in the 2020/21 year  Waiver of all outdoor dining area permit fees and licence fees for 2020/21  Grants and fee waivers for local sporting clubs  Rent relief for tenants occupying Council facilities  Reduced Council facilities hire rates		Action has been completed.	Initiatives announced as business stimulus and su excess of \$11.5 million) to impacts of COVID-19 has and are continuing to be 2020/21 financial year.	ipport packages (in to respond to the ve been implemented

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

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

- Setting discretionary penalties for parking infringements at the minimum for 2020/21, and
- \$2.5 million set aside for further stimulus to be used as required.

### **Progress Indicator**

100%

Completed

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



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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.3.3 Services continue to meet the needs of community through the provision of innovative partnership models between all levels of government, business and service providers				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Explore innovative partnership opportunities with health and community wellbeing organisations to enhance the delivery of service and infrastructure.  Progress Indicator  100%  Completed	Planning and Development	Innovative partnership opportunities with health and community wellbeing organisations have included:  Proposal for additional fitness equipment at Johnstone Street Reserve, Jacana (to be confirmed following community engagement in early 2021).  Proposal for fitness equipment in Forrest Street, Sunbury (to be confirmed following community engagement).	Proposal for additional fits Johnstone Street Reserve Street, Sunbury will be cocommunity engagement.	e, Jacana and Forrest

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



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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.3.4 All suburbs within Hume benefit through the delivery of an equitable rates strategy				
Action Division Progress this Quarter Description of Progress				
Continue to implement changes to Council operations, policies and procedures in line with the new Local Government Act.  Progress Indicator  100%  Completed	Corporate Services	The Local Government Act 2020 is required to be implemented over four stages. The final clauses in the Local Government Act 2020 commenced on 1 July 2021. There are several documents due by 31 December 2021. Planning for these documents has commenced and is well underway.	The Local Government Adbe implemented over four requirements have been i June 2021.	· stages. All

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



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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.3.4 All suburbs within Hume benefit through	the delivery of a	an equitable rates strategy		Service Provider
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Continue to exercise prudent financial management to reduce the reliance on rates revenue.  Progress Indicator  100%  Completed	Corporate Services	The 2021/22 Budget was adopted by Council on 28 June 2021. Several efficiencies have been included in the budget to ensure that all indicators of financial sustainability are at an acceptable level.		s of long-term hin pre-determined financial plan. hish holdings and hof the Strategic hicome from commercial cantly increased and hitinuing to exceed the divestment or hus assets. heted the ability to htrategies (outside of hiny of Council's

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



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

COMMUNITY EXPECTATION (from Hume Horizons 2040)				
5.3.4 All suburbs within Hume benefit through the delivery of an equitable rates strategy				
Action	Division	Progress this Quarter	Description of Progress	(Year to date)
Prepare for and undertake the Council Elections in October 2020 including:  Engagement of the Victorian Electoral Commission Enacting Council's Caretaker Policy Preparation of Voters List.  Progress Indicator  100% Completed	Corporate Services	This action was completed in Quarter two.	All work for Council Electivith the Victorian Electors including providing the vocal Election Period Policy wit Governance rules, agreeing the conduct of the election providing candidate informed elivering mandatory can	al Committee (VEC), sters roll, adopting the hin Council's ing to the contract for in by the VEC, mation packs and

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



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

COMMUNITY EXPECTATION (from Hume Horizons 2040)					
5.3.4 All suburbs within Hume benefit through the delivery of an equitable rates strategy					
Action	Division	Progress this Quarter	Description of Progress	(Year to date)	
Following Council elections in October 2020, complete statutory requirements under the Local Government Act including:  Setting Mayoral and Councillor allowances Reviewing the Councillors Code of Conduct Induction training for Councillors.  Progress Indicator  100% Completed	Corporate Services	Statutory requirements under the Local Government Act have been completed including:  The setting of Mayoral and Councillor allowances has been completed and was adopted by Council on 24 May 2021.  The Councillor Induction program has been completed in accordance with the requirements of the Act and the Regulations.	Elections were carried ou Statutory requirements ur Government Act to be car  The setting of Mayora allowances has been The review of the Cor Conduct has been co by Council in Februar The Councillor Induct completed.	rried out include: al and Councillor completed. uncillor Code of mpleted and adopted	

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