



HUME CITY COUNCIL **ANNUAL REPORT** **2012-2013**

INCORPORATING:

- STANDARD STATEMENTS
- FINANCIAL STATEMENTS
- PERFORMANCE STATEMENTS



HUME CITY COUNCIL **ANNUAL REPORT 2012–2013**

www.hume.vic.gov.au

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A message from the Mayor and Chief Executive Officer



Mayor of Hume
Cr Geoff Porter



Chief Executive Officer
Domenic Isola

Hume is one of Australia's fastest-growing and culturally diverse communities and Hume City Council continued to play a leading role in shaping our City in 2012/13.

We are pleased to present our Annual Report for 2012/13, which features the major achievements and key milestones that our Council delivered for our community during the year.

Highlights include the completion of more than \$50 million in projects through our Capital Works Program and provision of over 100 services for our growing City.

The Annual Report also contains key corporate governance information and details on our statutory and financial performance, with key highlights from the Hume Community Satisfaction Survey.

The report has been prepared in accordance with the Local Government Act and lists financial results for the period of 1 July, 2012 to 30 June, 2013.

Highlights covered in the Annual Report include:

- The election of a new 11-member Council to shape the strategic direction of the City over the four-year Council term;
- Development of Council's new long-term planning strategy, Hume Horizons 2040;
- Major progress on the construction of a new 50-metre pool at Broadmeadows Leisure Centre;
- The launch of the new Hume Multiversity Program – a landmark new partnership between Council and some of Australia's leading higher education providers;
- Major progress on the \$330 million Craigieburn Town Centre development that will transform the area into a key regional shopping and entertainment destination;

- Completion of the \$5.75 million redevelopment of Sunbury's Boardman Stadium;
- The start of construction on the \$7.5 million Hume Regional Tennis and Community Centre Development; and
- Construction of the \$4.6 million Broadmeadows Community Hub.

Council has a strong commitment to improving the way we deliver services to our community and we continue to advocate on behalf of our residents and businesses on key issues that matter to them.

We continued to advocate to the State and Federal governments for funding for key projects and programs.

Council continues to engage with people of all ages and backgrounds through a wide range of programs and forums and uses the information collected to ensure our Council Plan reflects the goals and aspirations of our community, now and into the future.

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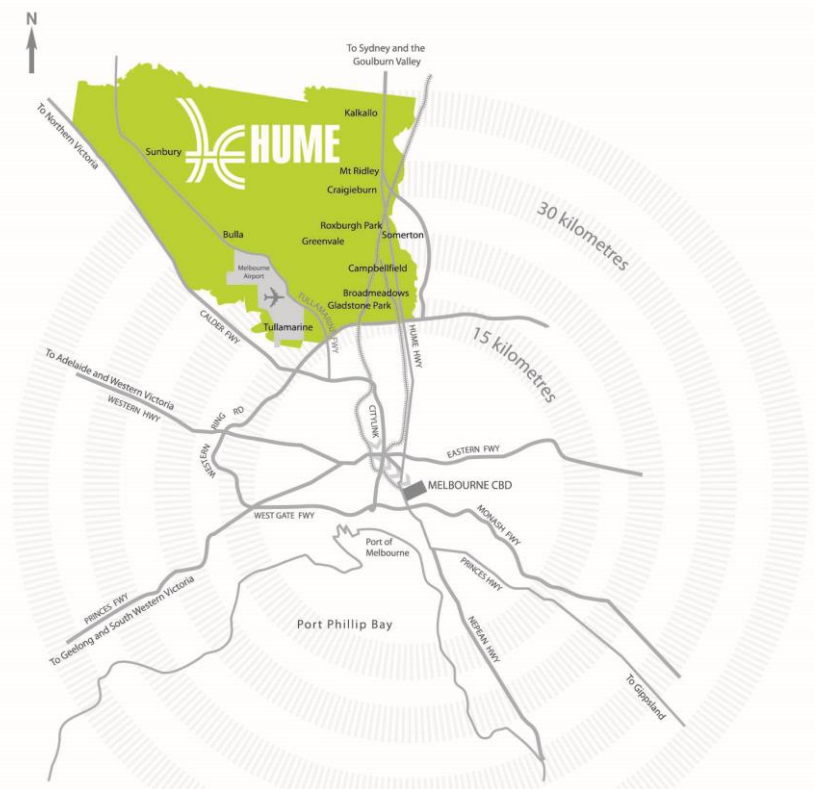
Cr Geoff Porter

Mayor

A handwritten signature in black ink, appearing to read 'D. Isola'.

Domenic Isola

Chief Executive Officer



Hume City Profile

Location

Located just 15 kilometres north of the centre of Melbourne, Hume City is one of the fastest-growing municipalities in Australia.

With a total area of 504 square kilometres, it is built around three distinct areas including the established suburbs of Broadmeadows, Tullamarine and Gladstone Park in the south, developing residential suburbs of Craigieburn, Greenvale and Roxburgh Park in the north east and Sunbury township in the north west.

The Melbourne International Airport accounts for 10 per cent of the total area of Hume City.

Hume is bound by the municipalities of Moreland, Whittlesea, Brimbank, Macedon Ranges, Melton and Mitchell.

Our History

Hume City Council was formally created on 15 December 1994 to incorporate the Shire of Bulla, most of the City of Broadmeadows, a section of the City of Whittlesea along Merri Creek and a north east section of the City of Keilor.

However, Hume's rich and diverse history stretches back over 40,000 years when the first indigenous communities of the Gunung-Willam-Balluk first inhabited the region.

It was not until 10 years after Hamilton Hume and William Hovell explored the area in 1824-25 that the first Europeans settled along the Maribyrnong River, Jacksons Creek and Deep Creek waterways.

Our City is home to some of Victoria's most significant landmarks, including Rupertswood Mansion and Emu Bottom Homestead in Sunbury.

The City is also home to the historic Maygar Barracks in Broadmeadows – which was a training base for our troops during World War One.

Our City today

Hume is a place of great contrasts, from major industrial areas to thriving urban residential areas and vast expanses of rural land.

Our growing population of more than 175,000 people enjoys a rich cultural diversity and is made up of a vibrant mix of residents from 140 different countries, speaking 125 different languages.

Our City's population grew by almost 20,000 people – or 13.3 per cent – in the five years from 2006 to 2011, representing an average annual growth rate of 2.5 per cent.

Our community is represented by people of all ages – from first home buyers with young families, students, self-funded retirees and the elderly.

Hume's location around the Tullamarine and Princes Freeways, Western Ring Road and Craigieburn Bypass and access to Melbourne Airport ensures Hume is readily accessible by business.

The City has a strong business sector, with many internationally and nationally-recognised businesses stating Hume City as an ideal place to do business.

Hume plays host to a variety of industry sectors including freight, engineering, aviation, automotive manufacturing, steel, plastics, electronics, communication, tourism, food processing, vineyards, paper manufacturing, education, construction and retailing.

Council Vision, Mission and Values



Our Citizens

We will promote democratic representation and genuinely engage our citizens to promote a sense of belonging within a healthy, safe, strong and diverse community.

We will lead the way to identify community needs and best practice service delivery models and advocate for an integrated approach to service provisions.

Our services and facilities will be of a high quality and we will pursue efficiency and continuous improvement through customer focus and innovation.

Our Staff

We will demonstrate this by encouraging, supporting and developing our employees to achieve service excellence and a sense of unity, pride and fulfillment.

Our Partnerships

We will work together to achieve the equitable provision of services and infrastructure to meet current and future community needs.



VISION

▲ OUR VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

▲ OUR MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

▲ OUR PRINCIPLES

As indicated in its Council Plan 2009-2013, Council's activities are in line with the principles of social justice, partnerships, financial accountability and transparency, economic prosperity and environmental sustainability.



Hume City Councillors (L-R): Councillors Chandra Bamunusinghe, Jack Medcraft, Victor Dougall, Casey Nunn (Deputy Mayor), Adem Atmaca, Geoff Porter (Mayor), Drew Jessop, Helen Patsikatheodorou, Alan Bolton, Ann Potter and Jack Ogilvie.

Hume City Councillors

Ward structure changes and Council general elections

Hume City Council underwent a significant realignment of its ward boundaries in 2012, following the completion of a Victorian Electoral Commission representation review.

The Minister for Local Government, the Hon. Jeanette Powell, approved all recommendations in June 2012.

Major changes implemented as a result of the review included the restructure of ward boundaries to incorporate three wards, down from four and the addition of two more councillors to Council.

Changes to the ward boundaries, took effect following the election of the new Council in October 2012, with councillors sworn in to their positions in November 2012.

Councillor representation

From 1 July to 27 October 2012, Council was represented by nine councillors in the wards of Aitken, Jacksons Creek, Merri and Airport.

The Council consisted of: Cr Rosalind Spence (Mayor), Cr Victor Dougall (Deputy Mayor), Cr Jack Ogilvie, Cr Ann Potter, Cr Adem Atmaca, Cr Burhan Yigit, Cr Drew Jessop, Cr Helen Patsikatheodorou and Cr Geoff Porter.

Cr Rosalind Spence retired at the 2012 council elections, while Cr Burhan Yigit was not re-elected.

Following the election of a new four-year Council term in October 2012, Council was represented by a team of 11 elected Councillors.

The councillors represented the wards of Aitken, Jacksons Creek and Meadow Valley.

Councillors and their respective 2012/13 portfolios, effective from 1 November 2012 include:

Aitken Ward

- **Cr Chandra Bamunusinghe:** Safety and Traffic;
- **Cr Alan Bolton:** Finance, Learning, Infrastructure and Capital Works;

- **Cr Drew Jessop:** Finance and Environment.
- **Cr Casey Nunn (Deputy Mayor):** Youth, Sport and Recreation.

Jacksons Creek Ward

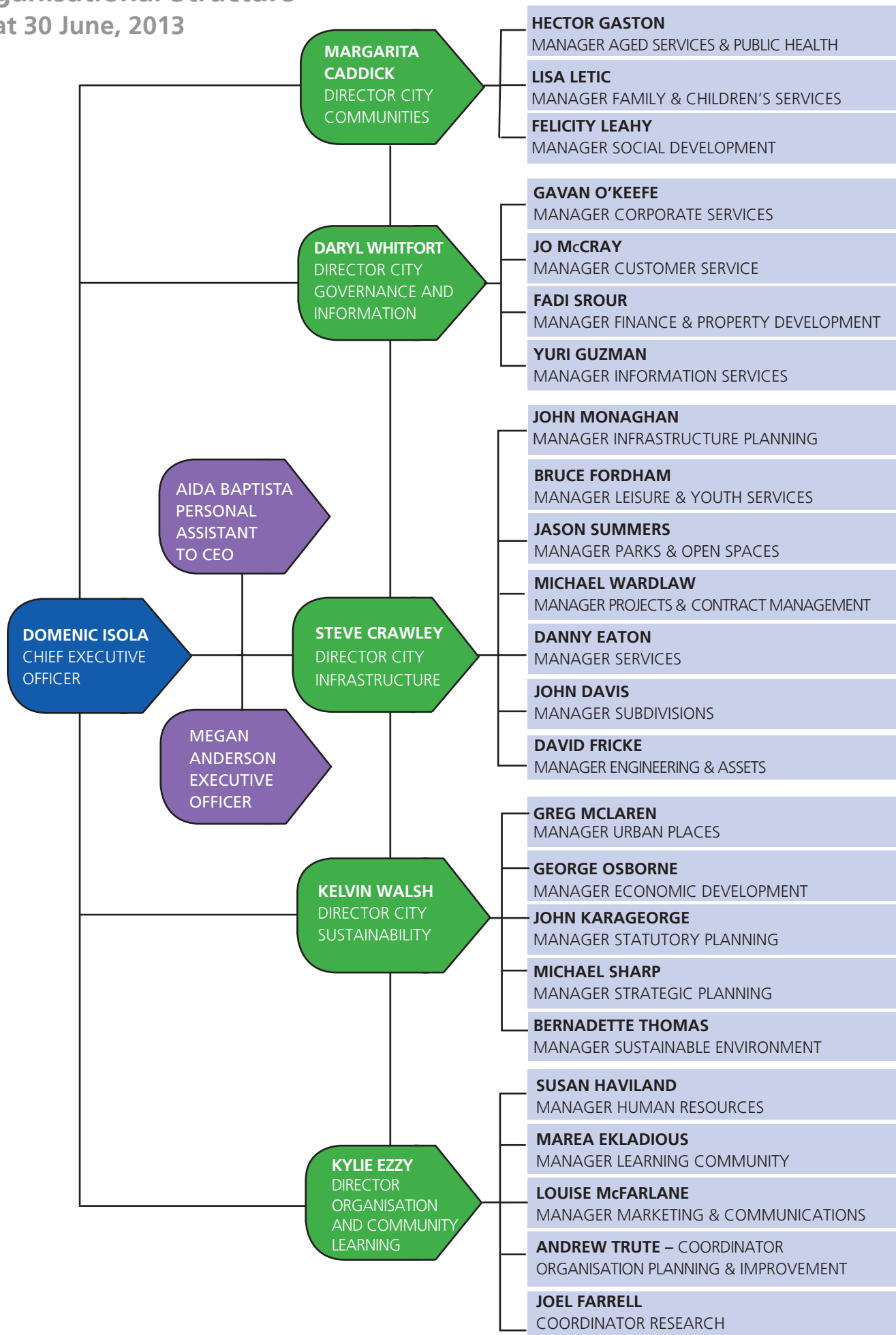
- **Cr Jack Medcraft:** Waste and Litter Management, Youth, Sport and Recreation;
- **Cr Jack Ogilvie:** Strategic Planning;
- **Cr Ann Potter:** Arts and Culture.

Meadow Valley Ward

- **Cr Adem Atmaca:** Statutory Planning and Economic Development;
- **Cr Victor Dougall:** Safety and Traffic;
- **Cr Helen Patsikatheodorou:** Human Services;
- **Cr Geoff Porter (Mayor):** Communications and Learning.

Organisational Structure

as at 30 June, 2013



Council Management Team



City Communities
Director, Margarita Caddick

The City Communities division advocated, planned and provided support, services and programs for a wide range of Hume residents.

This included support for people with a disability and the elderly, learning opportunities for children attending preschools and childcare centres and support for families through the Maternal and Child Health service.

The division also provided a range of programs for Hume's diverse multicultural and indigenous communities.

It also offered access to health and immunisation services and a wide range of programs that serve to enhance and promote social justice in our community.

Aged Services & Public Health Manager, Hector Gaston

The Aged Services and Public Health department was responsible for provision of aged care services and in-house support services to residents living with a disability, respite care services, immunisation and promotion of public health.

Aged and Disability Services provided social support, home help, personal care, delivered meals, community recreation programs and community transport to assist frail, aged and disabled community members.

The Public Health team ensured compliance with public health standards and performed a number of statutory duties, including the inspection of food premises to maintain environmental standards in accordance with the *Health and Wellbeing Act* and the *Food Act*.

Family & Children's Services Manager, Lisa Letic

The Family and Children's Services department provided, planned and advocated for the delivery of high quality, affordable and accessible services to families and their children across Hume.

Services included preschool, childcare, occasional care, vacation care, out of schools hours care, maternal and child health and parenting support programs.

The department also supported children with additional needs to ensure inclusion and participation in a range of children's services.

Social Development Manager, Felicity Leahy

Social Development was responsible for strategic social planning that identified future facilities to accommodate a wide range of community services, including Council-provided services and those provided by other levels of government and agencies.

Social Development also assisted with forward planning for human services and initiatives that support enhance and promote social inclusion, community development and citizen engagement.

The department achieved this by implementing the Social Justice Charter and associated action plans, arts and cultural development, community safety strategies and community renewal and community place based projects.

Social Development also supported a network of 11 Neighbourhood Houses and created opportunities for community engagement.



City Sustainability
Director, Kelvin Walsh

City Sustainability provided services to all residents by ensuring that development carried out in Hume was timely, appropriate, affordable and effective, and by working with the community on plans for the future.

It also provided services to those wanting to buy or develop property. The division serviced businesses, retail areas and industries in Hume by supporting networks and providing training opportunities.

It also provided support to unemployed local residents offering a range of employment and training programs. The local and natural environment is also an area that Council serviced, through a range of environmental activities and education.

Economic Development Manager, George Osborne

Economic Development provided direction, supported and facilitated a strong economic future for Hume, in partnership with business, investors and the local community.

The department coordinated networking events and training sessions for small to medium enterprises, as well as programs to assist long-term unemployed people get back into the workforce and had a strong tourism focus, supporting and encouraging tourism within the City.

Statutory Planning Manager, John Karageorge

Statutory Planning assesses and approves appropriate development for Hume in accordance with the Hume Planning Scheme and the Planning and Environment Act. The department assesses approximately 1,000 planning applications annually, comprising a mixture of industrial, residential and commercial development and new residential subdivisions.

In addition, the department was responsible for town planning enforcement and ensuring that all approved development was carried out in accordance with the approved permits and the Hume Planning Scheme.

Strategic Planning Manager, Michael Sharp

Strategic Planning worked with land developers, State Government departments and agencies to plan for the timely provision of funding and infrastructure in new and existing communities.

The department planned and facilitated the development of new residential neighbourhoods and business parks, employment areas and activity centres and facilitates the provision of sustainable transport options.

Sustainable Environment Manager, Bernadette Thomas

Sustainable Environment worked with, supported and encouraged the community to adopt sustainable practices.

The department offered incentives to rural landholders to assist them manage properties sustainably, provided environmental assessment and advice on proposed developments, monitored and reported on the state of the environment, implemented water and energy conservation measures, and supported environmental champions and community environmental programs that protect and enhance our natural environment.

Urban Places Manager, Greg McLaren

Central Activities Area and Urban Design facilitated development of high quality, well connected and sustainable urban areas with a lead responsibility for the transformation of the Broadmeadows Central Activities Area as Melbourne's Capital of the North.



City Governance and Information
Director, Daryl Whitfort

City Governance and Information provided services to the Hume community through customer service centres and call centres.

The division also served the community through the sound financial management of Council funds, ensuring that projects, infrastructure and services are available for and provided to the community.

The division also supported residents in the community who have access to the internet via the provision of online services, and also organised citizenship ceremonies for new residents.

The division also provided a vital service to the community in relation to ensuring Council adheres to sound governance practices. All sectors of the community are serviced by the division's risk and insurance management.

Corporate Services
Manager, Gavan O'Keefe

The Corporate Services department ensured Council complied with its statutory and governance obligations and provided a range of other administrative services, including management of the risk and insurance portfolios.

The department facilitated Council meetings, citizenship ceremonies, ward meetings, cemetery administration support and maintains the records of Council, including Council and committee minutes.

Customer Service
Manager, Jo McCray

The Customer Service department managed Council's Customer Service Centres in Broadmeadows, Craigieburn and Sunbury, each with call centre functionality.

In 2012/13, Council's Customer Service staff responded to more than 250,000 enquiries – including approximately 194,000 telephone calls, 47,000 face-to-face visits and 2,300 emails from the community.

Finance & Property Development
Manager, Fadi Srour

The Finance and Property Development Department provided financial based services to both internal and external customers.

This included the management of Council's finances, payment of salaries and wages to employees, procurement of services, levying and collection of rates from almost 70,000 ratepayers and the collection of user fees and charges.

The department was also responsible for managing Council's property portfolio, including property leases and licences, sales and acquisitions, road closures, development of property and the biannual revaluation of properties throughout the municipality.

Information Services
Manager, Yuri Guzman

Information Services supports and maintains Council's computer and information systems network across 68 interconnected staff sites throughout Hume. It also supports provision of internet access to library members and WiFi access at libraries, youth centres and learning centres.



**Organisation and
Community Learning**
Director, Kylie Ezzy

The Organisation and Community Learning division was responsible for guiding the communications that occur between Council and the community and other stakeholders, including developing promotions and online communications.

The division also provided community engagement opportunities by the provision of a range of festivals and events throughout the year.

It operated six libraries and a range of learning programs and learning centres for residents, as well as supports the activities of the Hume Global Learning Village.

The division was responsible for recruiting, training and supporting Council's 1,500 staff and for directing and guiding organisational change and development.

It provided research and statistical analysis for Council departments and coordinated the development and reporting of the Council Plan.

Learning Community Manager, Marea Ekladios

This department delivers a range of programs to residents through the six branches of Hume Libraries, the Hume Global Learning Centres and Roxburgh Park Learning and Community Centre, and supports and promotes the delivery of learning programs by other providers.

In conjunction with community, the department facilitates events and programs that support lifelong learning. It also manages the activities of the Hume Global Learning Village, a network of more than 700 learning and education organisations and providers.

Marketing & Communications Manager, Louise McFarlane

Marketing and Communications raised awareness of Council services, programs and initiatives through advertising, media relations and development of promotional material and internal communications activities.

The department also organised major events and festivals throughout the City, including the Hume Festival of Music, Broadmeadows Fiesta, Carols By Candlelight and Craigieburn Community Festival.

Human Resources Manager, Sue Haviland

Human Resources supported the organisation in the management of its 1,500 Council staff.

Activities undertaken in 2012/13 included: training and development, staff reward and recognition, occupational health and safety, industrial relations and recruitment.

Organisation Planning & Improvement Coordinator, Andrew Trute

Organisation Planning and Improvement coordinated the Council Plan process and managed Council's internet and intranet sites. The department was also responsible for strategically directing organisational change.

Research Coordinator, Joel Farrell

Research undertook a broad range of social research and community consultation and engagement activities to identify community needs, expectations and aspirations. Research undertook analysis of residents to monitor population trends; providing evidence and analysis for future service planning.



City Infrastructure
Director, Steve Crawley

The City Infrastructure division managed and maintained Council's assets. The Capital Works program involved the design, construction and maintenance of Hume's infrastructure including roads, drains, footpaths, buildings, parks and natural assets.

City amenity services included management of Sunbury Landfill and the Resource Recovery Centre, collection of waste and recyclables, and maintaining the appearance of the City. The division maintained Council's fleet, plant and equipment and checks, approves and supervises new subdivisions.

The division provided building management and local laws services, managed three leisure centres and provided planning for open space and recreation facilities.

The division provided programs at four youth centres and manages parks, bushland and trees.

Infrastructure Planning **Manager, John Monaghan**

This department was responsible for management of proposed infrastructure for major projects such as the Merrifield and Lockerbie developments, Craigieburn Town Centre, Broadmeadows Central Activities Area, major land development and civil and community infrastructure. Other responsibilities included managing Council's Sunbury Landfill and Resource Recovery Centres.

Leisure & Youth Services **Manager, Bruce Fordham**

This department was responsible for planning and developing recreation facilities, including planning for new facilities, redeveloping existing facilities, ground allocations and liaising with sporting clubs. It manages three leisure centres and is actively involved in direct programs.

Youth Services managed youth facilities and is responsible for service planning and coordination across Hume. There are a number of key programs delivered for young people including HYART, FreeZA, Moving Forward and holiday programs.

Parks & Open Space **Manager, Jason Summers**

This department managed playgrounds and maintained Hume's 1,500 hectares of open space, including an AFL facility and premier league soccer facility, 56 sports fields, high quality parks and gardens and 250 playgrounds.

The department managed more than 100 conservation sites and wetlands, 135,000 street trees, 30,000 reserve trees, and mows 239 kilometres of rural roadside for fire prevention.

Projects & Contract Management **Manager, Michael Wardlaw**

The department was responsible for the development and implementation of the annual Capital Works Program.

It also supervised Council's tendering procurement and construction and project management of Council's infrastructure works.

The program included a range of projects related to roads, footpaths, drains, buildings, streetscape improvements, car parks, recreation and sporting facilities, parks and reserves and shopping centres.

Subdivisions **Manager, John Davis**

The Subdivisions department approved and supervised the construction of subdivision applications for road, drainage, landscape and open space infrastructure, along with major arterial roads constructed as part of subdivisional development.

Services

Manager, Danny Eaton

The Services department was responsible for maintenance of municipal fire prevention and emergency management plans and provided management support to emergency services as required.

Council was responsible for administration and enforcement of the Building Act and regulations throughout the municipal district through the Building Control Services team.

City Laws was authorised under legislation to provide education, enforcement and information to the community.

Technical Services was responsible for compliance with the Road Management Act. Property Services was responsible for the maintenance of 234 buildings and facilities and manages street lighting for the municipality.

Public Works Services provided local roads, bridges, signage maintenance and general litter and amenity programs, while Hume Fleet manages and maintains 600 items of fleet, plant and equipment. Waste and cleansing services managed the waste, organics and litter bin collection, street sweeping and drainage maintenance.

Engineering & Assets

Manager, David Fricke

This department managed over \$1.61 billion in Council assets and maintained local roads, bridges, drains, footpaths and buildings.

The department delivered design and tender documentation for new roads, road reconstructions, car parks, traffic management treatments, drainage works, new footpath works and streetscape works and undertook Local Area Traffic Management Studies and implemented Council's Road Safety Plan and provides traffic management expertise.

Council staff as at 30 June 2013				
Count of E/No	Status	SEX		Grand Total
Division		F	M	
CEO Office	Full-time employees	2	1	3
Total		2	1	3
City Communities	Casual employees	100	10	110
	Full-time employees	110	16	126
	Part-time employees	292	14	306
	Temporary employees	39	1	40
Total		541	41	582
City Governance and Information	Casual employees	7	1	8
	Full-time employees	30	40	70
	Part-time employees	24	1	25
	Temporary employees	4	8	12
Total		65	50	115
City Infrastructure	Casual employees	137	76	213
	Full-time employees	48	210	258
	Part-time employees	104	29	133
	Temporary employees	10	3	13
Total		299	318	617
City Sustainability	Casual employees	7	0	7
	Full-time employees	38	24	62
	Part-time employees	5	0	5
	Temporary employees	7	3	10
Total		57	27	84
Organisation and Community Learning	Casual employees	43	17	60
	Full-time employees	47	15	62
	Part-time employees	46	5	51
	Temporary employees	7	0	7
	Casual pool (EBA 5)	0	1	1
Total		143	38	185
Grand Total		1110	476	1586



2012/13: A Year In Review

Hume City Council's 2012/13 Annual Report highlights the significant achievements, milestones and challenges that have been reached for our community during the year.

Election of a new Council, Mayor and Deputy Mayor

Hume residents went to the polls in October 2013, with a new Council elected in early November 2013.

The Council is represented by 11 democratically-elected councillors in the wards of Aitken, Meadow Valley and Jacksons Creek.

The councillors include: Geoff Porter (Mayor), Casey Nunn (Deputy Mayor), Adem Atmaca, Drew Jessop, Chandra Bamunusinghe, Jack Medcraft, Victor Dougall, Alan Bolton, Helen Patsikatheodorou, Ann Potter and Jack Ogilvie.

At its Statutory Meeting on 1 November 2012, the councillors nominated Meadow Valley Ward Councillor Geoff Porter to represent Council as Mayor.

In accepting the role, Cr Porter said his focus for 2012/13 was to continue to deliver Council's strategic objectives, to build upon the work already completed, take advantage of new opportunities

and continue to be a strong advocate for appropriate funding from State and Federal governments.

Cr Porter also identified that providing extra support for young people in the community would also be a priority in his term.

At the same meeting, Cr Casey Nunn was elected Deputy Mayor.

Delivering major projects

In 2012/13, Council delivered more than \$50 million of capital works projects across our municipality and has committed to fund another \$252 million for new projects over the next four years.

Council was proud to open the doors to the \$5.75 million redevelopment of Sunbury's Boardman Stadium in March 2013.

The stadium now boasts two new sports courts, grandstand seating, a social area and new car parking.

Council acknowledges the ongoing hard work and financial contribution of Hume's local

sporting clubs and funding from the Victorian Government for the project.

Construction of a new 50-metre pool and internal upgrade of the Broadmeadows Leisure Centre began in August 2012.

The \$13 million project will breathe new life into the facility and provide greater opportunities for local swimming clubs, schools and the greater community, when it is complete in November 2013.

The \$4.6 million Broadmeadows Community Hub development has progressed as planned over the last 12 months and is expected to open to the community in October 2013.

The Hub will provide opportunities for lifelong learning with a computer lab, multipurpose meeting spaces and a semi-commercial kitchen.

It will also house an occasional care program, maternal child health services and other local programs.

Work continues on the \$10 million transformation of John Ilhan Memorial Reserve to a key regional sporting facility.

Currently in stage one of a three-stage project, the redevelopment is progressing at a rapid pace and is expected to be completed by January 2014.

The first stage of the development includes construction of a new sports pavilion with grand stand seating, new athletics track and field facility and fourth soccer pitch, redevelopment of a class 'A' standard soccer pitch and a new sports lighting to the synthetic pitch.

Construction also began on the \$7.5 million Hume Regional Tennis and Community Centre in April 2013.

When completed, the development will boast 24 tennis courts, including hard and clay surfaces, a community pavilion, play space and walking paths.

The project is jointly funded by Council, Tennis Australia, Stockland and the Victorian Government.

Major developments

Construction of the \$330 million Craigieburn Town Centre development is close to completion.

Council has played a leading role in the development and delivery of the new shopping, retail and civic precinct that will transform Craigieburn into a key regional shopping destination.

The town centre – to be known as Craigieburn Central – is well advanced and is expected to begin trading in October 2013.

Construction is a key milestone in Council's vision for the region and helps fill a major gap in shopping and retail services in Craigieburn.

In May 2013, Council was authorised by the Victorian Minister for Planning to commence a Planning Scheme amendment to rezone land facilitating the development of a new residential community in Racecourse Road, Sunbury.

A public exhibition period was held in May and June 2013, and provided the community with an opportunity to comment on the proposal.

The Minister for Planning visited the site of a new urban hub in Craigieburn in March 2013.

Commissioned by developer MAB Corporation, the precinct will include 300 hectares of business space, a 110-hectare town centre, primary and secondary schools and other recreational and leisure areas.

Our Community survey

Close to 600 residents took part in our 2012/13 Community Survey – which was conducted in November and December 2012.

The annual survey explored a range of Council services and facilities and measured the community's perception of importance and satisfaction.

The survey also explored resident's views on what could be improved within their local neighbourhood and right across the municipality.

Council continues to implement the Community Engagement Framework which aims to improve how Council consult with and involve residents in decision-making.

Planning for future growth

In February 2013, Council commenced work on its new long-term community plan, Hume Horizons 2040.

Inspired and driven by our community, the plan outlines local aspirations and expectations for Hume's future to the year 2040.

More than 800 participants were engaged with in the first phase of consultation and provided more than 4,000 comments through a variety of consultation activities.

Hume Horizons 2040 will guide Council's current and future planning of the municipality and inform the development of our four-year Council Plan, strategies and action plans.

It will also guide Council in how it delivers services, but will also inform State and Federal

Governments and service providers of local priorities and aspirations.

Advocating for the community

Council continues to take a leading role in advocating to the State and Federal governments on behalf of the community.

Council was disappointed in the State Government's decision to withdraw funding for a number of crucial projects in the delivery of its annual Budget in May 2013.

Projects once committed to and funded, but now not to be delivered include a major facelift to the Broadmeadows Activities Area and the redevelopment of the Broadmeadows Station.

Council was also disappointed that the State Government's commitment to provide \$14.7 million for other projects in Hume was not honoured.

Council will continue to work collaboratively with the State and Federal governments and private developers to seek out new opportunities and create new local jobs to consolidate Broadmeadows as a metropolitan centre.

In 2012/13, Council also advocated for its community as a member of the Interface Councils Taskforce.

This included the launch of the 'One Melbourne or Two?' report in February 2013.

The report identified service and infrastructure deficiencies for residents in Melbourne's outer suburbs and recommended immediate State Government action for 1.3 million Melbournians.

The Victorian Government's EPA Landfill Levy remained a burden on Hume ratepayers and Council continues to advocate strongly against further increases to the tax.

Council is required to pay the EPA a fee for each tonne of waste that is delivered to our landfills – in 2012/13 the fee increased to \$48.40 per tonne from \$44 in 2011/12.

This fee has significantly increased from \$9 per tonne in 2009/10 and represents a cost impact of more than \$5.5 million on Council over 2010/11 and 2011/12.

Council continues to campaign for changes to a local government superannuation scheme that continues to have a major financial impact on ratepayers.

The superannuation scheme – a regulated industry fund managed by Vision Super – closed in 1993 to new members, but as of December 2011 had almost 5,000 active members contributing to and an additional 5,000 lifetime pensioners drawing from the fund.

As of July 1, 2013, Hume City Council was required to make an \$11.9 million contribution towards a \$453 million shortfall in the Vision Super fund – this will bring Council's total payment to the fund to \$25.953 million since 1999.

In 2012/13, Council continued to advocate strongly for the need for legislative reform, that puts local government on equal footing with state and federal government schemes.

Major community events

Council reaffirmed its commitment to delivering major community events for our growing City.

More than 20,000 people attended Council's four major events in 2012/13 – including the Craigieburn Community Festival, Hume Festival of Music, Broadmeadows Fiesta and Hume Carols By Candlelight.

Council's events calendar continues to evolve to better meet the needs and expectations of our community.

Hume's top citizens

The 2013 Hume Australia Day Awards were held in January 2013 and recognised outstanding individuals who go above and beyond in their support of others in our community.

Westmeadows grandfather Alan Free was named *Hume Citizen of the Year* for more than 30 years of community work as a justice of the

peace and mentor for cancer patients.

Mr Free is also a community representative on the Hume Mayor's Charitable Fund, foundation Committee member for the Gladstone Park Tennis Club, past President of the Meadow Park Soccer Club, Member of Tullamarine Rotary Club and member of the Tullamarine Toxic Dump Association Action Group Committee.

Broadmeadows teenager Jessica Marr was named *Hume Young Citizen of the Year* for her tireless efforts supporting local sporting organisations.

Ms Marr is a volunteer for a range of community groups and organisations including Broadmeadows Auskick, Broadmeadows Fiesta Billy Cart Derby, Hume White Ribbon Fun Run and Walk as well as the Calder Cannons Football Club and the Milo in 2 Cricket program.

Supporting Parents, Developing Children

Council's Supporting Parents: Developing Children Project received national recognition.

The project was among 18 winners in the 2013 National Awards for Local Government, placing first in the Strength in Diversity category.

The Supporting Parents Developing Children project was also recognised by a national initiative announced by the Federal Government, Scanlon Foundation, Migration Council of Australia and the Murdoch Children's Research Institute.

This innovative Hume project involves three levels of government, the Scanlon Foundation and community agencies working together to support residents from non-English speaking backgrounds to focus on literacy, language and learning.

Under the program, mothers with limited English language skills come together through a range of programs including our bilingual story times and gain more confidence to join the Hume

community and participate more fully in local life.

Nearly \$3 million will be invested in the project, delivered over three years (2011-2014).

Reconciliation Action Plan

Council reaffirmed its commitment to supporting the local Aboriginal and Torres Strait Islander community with the release of the Reconciliation Action Plan 2013-2017.

Developing this action plan was a great opportunity to improve our focus on and involvement with Aboriginal and Torres Strait Islanders.

Council joins a growing community of organisations across all sectors implementing Reconciliation Action Plans, a program developed by Reconciliation Australia.

Preventing violence against women

Council reaffirmed its commitment to the prevention of violence against women in 2012/13.

Council staff helped raise more than \$8000 for the White Ribbon Foundation through a range of activities, including the inaugural Hume White Ribbon Fun Run and Walk, which was held in November 2012.

In May 2013, Hume City Council signed up to the Building a Respectful Community Strategy for the Northern Metropolitan Region of Melbourne 2011-2016.

Seven councils, nine community health services, three primary care partnerships, and members of the Northern Integrated Family Violence Services Strategic Network are also part of the initiative.



Service Highlights

Council invested more than \$170 million towards the provision of more than 100 different Council services across the municipality during 2012/13.

- Our Customer Service staff received over 250,000 enquiries from the community – including 194,000 telephone calls, 47,000 face-to-face visits and 2,300 emails received.
- More than 38,400 tonnes of waste was collected from 61,000 Hume households – this equated to an average of 12 kilograms of waste collected weekly per household.
- An additional 6,000 tonnes of organic green waste was collected from 18,000 Hume households.
- There were 9,500 registered Hard Rubbish collections – this equated to a total volume of 34,000 cubic metres of hard rubbish removed.
- Council provided tree mulching services to more than 1,600 households and planted over 14,000 trees in Hume.
- Council provided 37,000 kilometres of roadside litter cleaning, 25,300 kilometres of mechanical street-sweeping and serviced 4,500 pits in underground drain cleaning.
- We removed 24,000 square metres of graffiti from public areas across the City.
- Council received 750 applications for Planning Permits, 400 Building Control Investigations and 1500 Asset Protection Permits were issued.
- A total of 34 subdivisions were processed in 2012/13.
- Our Home and Community Care team provided more than 120,000 hours of assessments, homecare, respite, personal care and property maintenance to residents and provided more than 36,000 units of delivered meals.
- Council's Immunisation Team delivered more than 23,000 vaccines to the community.
- There were more than 527,000 visits to our libraries, with more than 990,000 items borrowed.
- More than 15,800 dogs and 4,900 cats were registered in Hume.
- More than 300 individuals and organisations shared in over \$700,000 in grants for a range of programs and initiatives that strengthen our community.
- We provided more than 23,000 consultations with children and families through our maternal and child health service.
- We hosted over 580,000 visits to our three leisure centres.
- Council hosted four major events including Hume Festival of Music, Broadmeadows Fiesta, Carols By Candlelight and the Craigieburn Community Festival.



Measuring our performance

Hume Community Satisfaction Survey

Council undertakes an annual survey with residents in order to measure community satisfaction with the range of services and facilities provided by Council.

The 2012 survey explored resident views on what could be improved within their local neighbourhood and the municipality as a whole, identifying future priorities and preferences for budget allocation.

Replacing Council's participation in the DPCD Local Government Community Satisfaction Survey, this survey also explores resident's views on what can be improved in their local neighbourhood and the municipality as a whole.

The 2012/13 financial year was the third year in which Council has undertaken this survey, with results being used to inform planning processes and strategy development.

The community survey collects three key indicators concerning community satisfaction with how Council is performing.

These three indicators are collected by all Councils in Victoria – either through their own community survey or by participating in the Victorian Department of Planning and Community Development (DPCD) Local Government Community Satisfaction Survey.

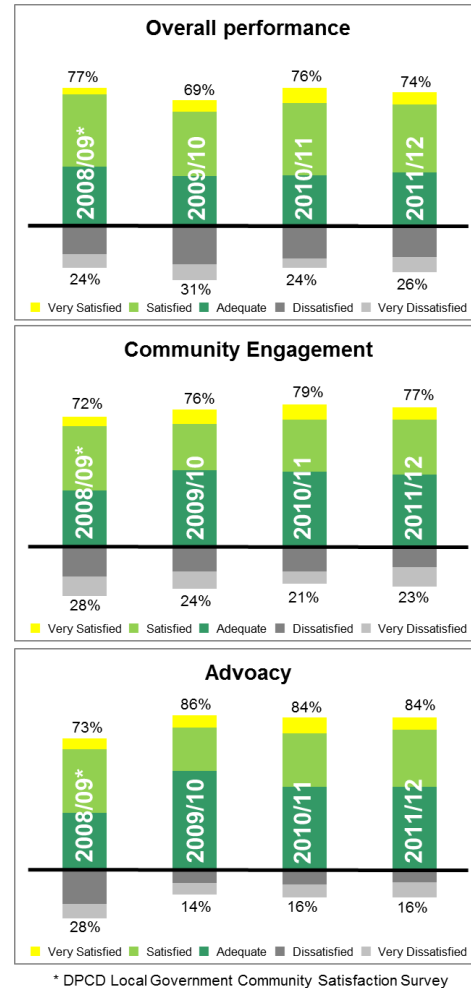
Overall performance

Community satisfaction with Council's performance remained relatively steady when compared to previous years, with a mean score of 3.3 out of 5.0.

Increasing expenditure on community services such as youth services, local roads and aged care were identified as the leading budget priorities for Council.

Addressing issues relating to local traffic management and parking, and the cleanliness and appearance of public areas were key priorities for local neighbourhoods and the broader Hume City area.

These three indicators are collected by all Councils in Victoria – either through their own community survey or by participating in the Victorian Department of Planning



and Community Development (DPCD) Local Government Community Satisfaction Survey.

Looking forward, residents identified managing urban growth as the leading long term priority for Council, particularly the impact that higher density dwellings could have on the quality of life residents and characteristics of local neighbourhoods.

The survey feedback will be used to develop and implement strategies, and ensure Council activities address community expectations and priorities.

Occupational Health and Safety Report

For the 2012/13 financial year, Council's Occupational Health and Safety (OHS) Unit set a number of OHS related performance targets and measures, as part of Hume's new Work Health and Safety Management System.

The target for incidents was a reduction of 20 per cent from the previous (2011/2012) year.

Manual handling related injuries were the most common reported injuries (30.3%) at Hume, followed by injuries from slips, trips and falls (20.9%) and then struck by or striking related injuries (7.6%).

Psychological related workplace injuries (7.6%) and occupational violence (5.2%) were the other higher injury types.

There were also a number of vehicle related incidents (6.2%).

The reduction in incidents may be partly attributable to an increased focus on OHS compliance through AS/NZS 4801 certification of eight Hume City Council departments and a proactive approach toward OHS leadership.

It is proposed to again target a 20 per cent reduction in incidents for the 2013/14 year.

During the 2012/13, there were nine work-related incidents which were notifiable to WorkSafe Victoria. Only three were investigated by WorkSafe, but no Improvement Notices were issued as a result of their notifiable incident investigations.

This is encouraging as it indicates that while the incidents occurred, the processes in place to minimise the risk of their occurrence were of a reasonably practicable nature.

Equal Employment Opportunity (EEO)

Hume City Council has an Equal Opportunity (EEO) Policy, which outlines Council's obligation to provide a working environment free from unlawful discrimination, sexual harassment and bullying.

New criminal laws applying to serious bullying, including bullying in the workplace came into effect in June 2011 – therefore, it was opportune that EEO training was scheduled for employees to re-iterate the importance of appropriate workplace behaviour.

During 2012/13, Council conducted equal opportunity training sessions for employees across the organisation as part of its commitment to providing a safe, healthy and hazard-free environment.

Additional sessions for managers and supervisors were conducted to re-inforce the policy regarding their EEO roles and responsibilities. Training for local work areas were undertaken as required to address specific workplace issues in a timely manner as they arose.

Workcover Report

There was an increase of 304 days of lost compensation in 2012/13.

While the number of standard claims has decreased by 12 in 2012/13, the severity of the injuries and treatments required for those injuries has resulted in an overall increase in claims costs.

Learning and development

Council's Human Resources Department is introducing a comprehensive corporate training and development program for staff.

The introduction of the *Skills Matrix* is the first step towards a comprehensive corporate training program including compliance and leadership training that will equip Hume employees including supervisors and managers with the

skills to provide services to the community in a changing environment.

Workplace relations

The Hume City Council Enterprise Agreement no.5 (2010-2013) expired in June 2013.

Negotiations for the new Enterprise Agreement no.6 (2013-2017) were expected to be completed in early 2013/14.

Best Value Reviews

During 2012/13, Council conducted reviews of a number of services and programs to ensure we are continuing to deliver to the community.

Best Value was introduced by the Victorian Government in 1999 as a way of encouraging local councils to regularly review and improve their services and focus on continuous improvement.

The six Best Value principles are:

- All services meet quality and cost standards;
- All services are responsive to local community needs;
- Each service is accessible to those for whom it is intended;
- Continuous improvement in the provision of services is achieved;
- A program of regular consultation with the community in relation to the services provided by Council is developed; and
- Achievements in relation to the Best Value Principles are reported to the community.

As part of our commitment to the six Best Value principles, we consulted with the community on a number of occasions and reviewed a range of our services and programs.



Reporting on Hume City Council Plan 2009-2013

Hume City Council launched the Hume City Plan 2030 in 2004, and published an updated plan in 2009.

The plan was developed through extensive community consultation with residents, ratepayers, businesses, State and Federal Government, education providers, community health providers, clubs, volunteers, students, workers and visitors.

It details the community's vision for Hume City to be recognised as the ideal location for healthy living, lifelong learning, employment, recreation, enjoyment and prosperity. This Plan directly informs our Council Plan and our annual actions.

As of 30 June, 2013 Council had completed 103 of the 121 actions in the Council Plan. Of the remaining, significant progress had been made on 21 actions, there had been some progress on one action and one was deferred.

Council adopted its Hume City Council Plan 2013-2017 (2013/2014 Actions) in June 2013.

We plan

We plan for the future by developing a four year Council Plan, which is directly linked to the Hume City Plan 2030 and is guided by comprehensive planning and research activities, feedback from surveys, and meetings with the community.

The Council Plan that we are reporting on in this Annual Report is the Council Plan 2009 – 2013 (2011 Action Update). We also produce a Strategic Resource Plan, which is required under Section 126 of the Local Government Act (1989).

The four-year Strategic Resource Plan identifies the financial and non-financial resources required to accomplish objectives and strategies of the Council Plan within the triple bottom line principles of social equity, economic prosperity and environmental sustainability.

We do

The Council Plan is operationalised through budgeted department plans annually. The plans outline actions Council will undertake to achieve our objectives.

We monitor

We monitor and report on our progress to Council throughout the year actions, indicators and advocacy outlined in the Council Plan. These reports are included in the Council meeting agenda and available on our website, communicating our progress and achievements.

We learn

By understanding our achievements and challenges, we learn and reflect on our performance and incorporate learnings in future planning. In September of each year, we produce this Annual Report including our audited financial statements.



1: Council Leadership Accountable Leadership

Council Plan Action Highlights

- Phase one of stakeholder engagement for the new community plan, Hume Horizons 2040, was completed with 30 different consultation sessions held and more than 4,000 comments received. Phase two of consultation will be undertaken in 2013/14.
- Improvements to Council's Customer Service were achieved through the ongoing implementation of the customer focus strategy, including the installation of the customer interaction system at the Hume Global Learning Centre – Craigieburn and the upgrading of the Property and Rating system.
- Council's leadership and advocacy received broad local and metropolitan media coverage on several issues including the Victorian State Budget and its impact on the Broadmeadows Central Activities Area, the impending closure of Ford and Council's own budget.
- Council continued to play a leading role in advocating for social justice and calling for improvements to the Victorian Government's restricted dog breeds legislation.
- Council's Annual Community Survey's overall performance satisfaction mean score for 2012/13 was 3.3, an increase of 0.1 on the 2011/12 score of 3.2.

Indicator Highlights

- 374 media stories mentioned Hume City Council during 2012/13. About 40 per cent were regarded as positive, 51 per cent neutral and 9 per cent as negative news stories.
- 67.2 per cent of red letters for the period 1 July, 2012 to 30 June, 2013 were responded to within 10 days (requirement of Council's Service First Commitment).
- 556,269 visits to Council's website were recorded during 2012/13, a 15 per cent rise on 2011/12 visits.

- 78 per cent of Customer Service enquiries (via phone and face to face) were resolved in the first instance. A 6.5 per cent drop in telephone enquiries were recorded in 2012/13 when compared to 2011/12.

Advocacy Highlights

- During 2012/13, 42 Council funding applications were submitted seeking \$23.51 million. 33 successful grants have been announced totaling \$7.72 million. Of the unsuccessful submissions, \$15 million relates to an application for the Craigieburn Regional Aquatic Facility. Council will continue to seek funding for this facility in future years.
- Council, as part of the Interface Group of Councils, participated in two key advocacy projects; "*One Melbourne or Two*" and "*From Gaps to Equity*." Both of which highlighted the shortfall in social infrastructure and community services and sought to secure greater commitment by the State and Federal governments to provide additional resources to meet community needs.



2: Prosperity of the City Economy; Transport; Learning

Council Plan Action Highlights

- Implementation of the Hume Economic Development Strategy during 2012/13 included the development of an Investment Attraction Framework. The final framework was scheduled to be prepared for adoption by Council.
- The appointment of a Digital Economy Officer (commencing July 2013) was made to enable Council to work with the NBN to further promote efficiency, productivity and new opportunities for residents, schools and businesses.
- Construction of three sections of Aitken Boulevard -Somerton Road to Silvester Parade, Craigieburn Road to Marathon Boulevard and Candlebark Drive to Fairways Boulevard were completed. Intersection works with signals are due to be completed in October 2013.
- Following proposals and consultation, completed Local Area Traffic Management Plans for Jacana and Dallas were adopted by Council on 13 May 2013.

- A Scoping Report for the Feasibility Study into the development of a Hume Global Learning Centre, Sunbury was finalised.
- 32 new full or part time positions were created to support implementation of Universal Access with 1,648 children commencing 15 hours of Preschool in 2013. Evaluation of the implementation has commenced.
- The Hume Multiversity Project progressed, with course offerings finalised and Kangan Institute delivering VCAL/VET programs at the HGLC Craigieburn.

Indicator Highlights

- 767 planning applications were lodged in 2012/13 with 753 determined. 45 per cent were determined within 60 days.
- Forecast ID data indicated that public transport usage in Broadmeadows increased by 3.8 per cent from 2006-2011, 2 per cent more than the Melbourne average of 1.8 per cent.

- Data from the most recent ABS Census (2011) indicated that the number of Hume residents with a broadband connection increased from 38.7 per cent in 2006 to 68.7 per cent in 2011.
- During 2012/13, 527,447 visits were recorded at Hume Libraries and 992,371 items were borrowed. 7,793 participants engaged in Bilingual Storytime Sessions.

Advocacy Highlights

- The Hume CleanTech Manufacturing Capacity Building Project commenced in March 2013. The Project works with 10 manufacturers to develop relationships with CleanTech sector companies to facilitate new markets for their products and expertise. The project is jointly funded by Council and DSDBI Manufacturing Grants.



3: Community Wellbeing

Social Inclusion; Health, Safety and Wellbeing; Arts; Leisure and Recreation

Council Plan Action Highlights

- Reconciliation Week in 2013 included a community planting day, traditional food and dancing and the launch of the Hume Reconciliation Action Plan.
- The Centre Based Meals pilot program commenced in April 2013, with 179 meals provided. Feedback was positive with requests received for similar programs in Sunbury and Broadmeadows.
- Broadmeadows Community Hub building works progressed well with the centre expected to open in October 2013.
- Development of the Municipal Public Health and Wellbeing Plan 2013-2017 progressed well, with engagement and consultation in line with Hume Horizons 2040. A draft document was due in July 2013.

- The design for Newbury Child and Community Centre was completed in June 2013, tenders for construction were expected to be called for July. Redevelopment of the Craigieburn Early Childhood Centre is completed.

- Sculptors Katie Lee and Jason Mailing received \$15,000 through the Australia Council for the Arts to research a public art concept for Broadmeadows.

- The Broadmeadows Leisure Centre Stage One redevelopment progressed well and was on schedule for completion in December 2013. In June 2013, a sod turning marked the commencement of construction on the Hume Regional Tennis and Community Centre.

Indicator Highlights

- The utilisation rate was 98 per cent for Council Preschools and 97 per cent for Council Vacation Care which was equal to or higher than the annual targets.
- From 2007 to 2011, there was a 20 per cent reduction in road accidents and injuries, when compared to 2002 to 2006.

- 148 clients accessed the Preschool Field Officer Service during 2012/13. This was a 60 per cent increase on the progressive target for this period.

- 137,117 concession members attended Hume Leisure Centres in 2012/13, a 3 per cent increase on 2011/12.

- There were 196 Artists or Arts Organisations on Council's Arts Register, a 27 per cent increase on 2011/12.

Advocacy Highlights

- A plan for achieving sustainable funding for the Supporting Parents Developing Children Program commenced. Council was successful in securing ongoing Commonwealth funding for the Young Parent Engagement Program.
- A funding grant application for \$15 million was submitted for the Craigieburn Regional Aquatic and Sports Complex. The State Government committed \$650,000 to the Hume Regional Tennis Centre.



4: Appearance of the City

Appearance of the City; Asset Management; Natural Environment

Council Plan Action Highlights

- The Horticultural Refurbishment Program was completed for 2012/13, with 5020 street and reserve trees planted.
- 14,045 recycling bins were inspected in 2012/13 as part of the Waste Wise Education Strategy with an average contamination level of 39.8 per cent. A total of 48 schools out of 60 participated in the Schools Recycling Program.
- Hume Places – a City-wide design/development framework and activity centre priority program commenced with three pilot *Places Frameworks* starting.
- 91 per cent of the 2012/13 Capital Works Program was completed. The updated four-year Capital Works Program was adopted by Council in June 2013.

- Design works to improve access to the Sunbury Visitors Centre, Sunbury Neighbourhood House, Sunbury Senior Citizens Centre and Craigieburn Connections (Community Services Hub) were completed.
- 29 actions of the Natural Heritage Strategy were undertaken in 2012/13 with the remainder either ongoing or still in progress at June 30.
- A briefing on progress with the Climate Change Adaptation Plan was presented to Council in May 2013. Completion was expected in November 2013.
- The training phase of the Environmental Champions Program was completed in May 2013 by 12 active Champions. The Program was a finalist in the UNAA World Environment Day Awards in June 2013.

Indicator Highlights

- 2012/13 waste diversion targets were exceeded at Council waste facilities with 44.8 per cent of material diverted at Sunbury and 77 per cent at Campbellfield.

- 31.8 per cent of households utilised the Organics Collection Service. A 2.8 per cent increase from 2011/12.
- The 492 jobs on the 2012/13 annual scheduled property maintenance program were completed.
- 34 subdivisions were processed during 2012/13 with 76 per cent completed within the 30 day statutory timeframe.
- The 2012/13 Community Greening Program involved 24 planting days and 615 volunteers that planted a total of 8990 seedlings.

Advocacy Highlights

- Council was successful in receiving funding of \$1.88 million from the Australian Government for the energy efficient street lighting upgrade, energy efficiency in Council buildings and for a community engagement program around energy efficiency.
- Council continued to advocate for projects and infrastructure to the National Growth Areas Authority.



Corporate Governance

Representing and engaging our growing community

Council is committed to visionary, strategic and accountable leadership and governance practices to create positive outcomes for the City and our community.

We believe that engaging our community through informing and involving them in our plans, initiatives and activities is paramount to empowering our community and developing partnerships and trust.

Representing and engaging the community is about enhancing community wellbeing to ensure our community is empowered and socially connected.

We are committed to providing opportunities where our community will experience equality and feel a deep sense of belonging, respect and community pride. The successes we have achieved during 2012/13 will enhance social outcomes and create a better future for our community.

These achievements are a direct result of the leadership role we play

in representing and supporting our community and the positive relationships we have developed with our community and State and Federal Governments.

We have undertaken many activities in the past 12 months to represent and engage our community.

Risk Management

Council has embedded a rigorous and effective risk management culture across the organisation through its risk management systems and accountabilities.

New members of staff are educated on risk management and fraud policies and procedures at induction, with a recently updated induction training program scheduled for release in the coming months.

Ongoing risk management training is provided to staff in workshops and using resource materials, including the Risk Management Manual and our Employee Handbook.

Additionally, risk management accountabilities are included in all

position descriptions and performance reviews for senior staff.

We are guided by our Risk Management Framework and Policy, using the processes set out in the Australian/New Zealand/International Standard: Risk Management AS/NZS ISO 31000:2009.

The Governance and Risk Management Committee and the Audit Committee both oversee the risk management activities of the organisation, ensuring appropriate mechanisms are in place and used to guard against and minimise loss and maximise opportunities.

Council's main insurers, MAV Insurance and Jardine Municipal Asset Protection Plan (JMAPP) conduct biennial risk audits on Council's public liability and property risk systems and processes on a rotational basis.

An updated MAV liability audit was undertaken in late 2012, with Council scoring 85 per cent.

Previous MAV audit scores and rankings against other Victorian

Councils are detailed in the following table below.

Please refer to table 1.1 on page XX for further information.

Electoral Representation Review and October 2012 General Election

During the Victorian Electoral Commission's Electoral Representation Review, Council prepared submissions listing several principles that it wished considered by the VEC in preparing its report.

The Minister for Local Government approved the following major changes as a result of the review:

- the restructure of ward boundaries from four wards to three wards; and
- the addition of two more Councillors.

Changes to the electoral structure took effect at the October 2012 General Election.

The October 2012 General Election was conducted by postal vote.

As a percentage of the total enrolment for the General Election, the number of ballot papers counted (formal and informal) was 73.15 percent. This is compared with 76.58 percent at the Council's last General Election in November 2008.

Within 12 months of a General Election, Council is required to conduct a review of the following:

- Councillor Allowances;
- Council Delegations made under Section 98 of the Act;
- Code of Conduct for Councillors; and
- Municipal Public Health Plan.

Councillor attendance at Council Meetings

Please refer table 1.2 on page XX for a listing of councillors' meeting attendances from 1 July, 2012 to 30 June, 2013.

All councillor absences were recorded in the minutes as an apology for the relevant Meeting.

Councillor Governance

Councillor expenses: Council at its Ordinary Council Meeting held on

25 February 2013 resolved the following Item No. LE533:

That Council having conducted a review of the Councillor and Mayoral Allowances under Section 74 (1) of the Act, sets the Councillor allowance at \$26,843 plus 9% (as an equivalent amount to the Superannuation Guarantee contribution) equating to \$29,259, and the Mayoral allowance at \$85,741 plus 9% (as an equivalent amount to the Superannuation Guarantee contribution) equating \$93,458.

As part of Council's commitment to open and transparent government, Council publishes details of Councillor expenses on its website.

Councillor equipment: Councillors are each provided with a laptop, wireless internet access, iPhone, multi-function printer, fax and scanner and Cabcharge Card.

In addition, the Mayor is provided with a car during the Mayoral term.

Councillor travel register: Interstate and international travel costs incurred by the Mayor and Councillors are published on Council's website in its Interstate and Overseas Travel Register.

The Register provides details of travel undertaken including a total cost that includes fares, accommodation, conference registration, sustenance and other incidental costs associated with travel.

Council's Councillor Training and Conference Policy (reviewed May 2013) details the requirements for overseas travel and the approval process.

Ward Meetings 2012/13

No ward meetings were held in 2012/13.

Audit Committee

Since October 1998, Council's Audit Committee has operated as a special committee of Council under Section 86 of the Local Government Act (1989).

The Committee meets four times per year and ensures accountable financial management and

legislative compliance by overseeing Council's financial management, risk management, occupational health and safety (OH&S), privacy and governance practices, together with oversight of the internal and external audit process.

At the March 2012 meeting, the Committee met for the first time with a majority of independent members.

The Committee now comprises three independent members and two Councillor members.

Please refer to table 1.3 on page XX for further information.

Internal Audit: Deloitte Touche Tohmatsu (Deloitte) were appointed in August 2008 as Council's Internal Auditors for a period of three years. Council's has since opted to a two-year extension of this appointment. This contract extension expires on 31 August 2013.

Each year, in accordance with the approved Strategic Internal Audit Plan, our Internal Auditors carry out audits; prepare reports; and presents these reports, incorporating management responses, to the Audit Committee for consideration at the quarterly meetings.

Councillors also receive these reports for information. All activities of internal audit are monitored by the CEO and the Audit Committee.

The Audit Committee met four times during 2012/13 to review and consider the following internal audits reports undertaken in by Deloitte.

Please refer to table 1.4 on page XX for further information.

The Audit Committee also reviewed the actions taken by management in implementing the internal audit recommendations. Any recommendations which have not been actioned and completed continue to form part of the quarterly status reports and are actively monitored by the Audit Committee.

Year End Financial Statements / External Audit: A comprehensive review of the financial statement

preparation was undertaken, including meetings with the external auditor. The Audit Committee recommended the adoption of the Financial Statements to Council for the financial year ended 30 June 2012.

The External Audit Management Letter recommendations were reviewed and considered during the year, including progress made by management in implementing the recommendations.

Other matters:

(a) Minutes of meetings of the Audit Committee are provided to Council in accordance with the Instrument of Delegation.

(b) The following reports were presented to the Audit Committee for consideration:

- Fraud Control Plan Update;
- Quarterly Finance Reporting;
- Risk Management Reporting;
- Disaster Recovery Testing
- Legislative Compliance and Fraud Reporting
- OH&S Act 2004 – Improvement Notices Report
- AS/NZS 4810 OH&S Management systems – Audit Status
- Disaster Recovery Procedures Testing
- MAV Insurance Audit
- Pool Safety Barrier Compliance and Maintenance
- Asset Management Update
- Management of Climate Change
- Parking Management and Enforcement Services Contract
- Planning Investigations Review
- Internal Audit Tender Process Timetable
- Self-assessments against Victorian Auditor-General's Reports on:
 - Performance Reporting by Local Government
 - Compliance with Building Permits
 - Fraud Prevention Strategies in Local Government
 - Management of Contaminated sites

- Personal Expenses Reimbursement, Travel Expenses and Corporate Credit Cards
- Local Government Results of the 2011-12 Audits
- Rating Practices in Local Government

(c) Any recommendations made in any of the above reports which have not been actioned and completed continue to form part of the quarterly status reports and are actively monitored by the Audit Committee.

(d) To enable the Audit Committee to obtain a more detailed understanding of the services, operations and risks of Council presentations were made to the Committee by:

- Director City Sustainability – August 2011
- Director City Governance and Information
- Director City Infrastructure

Corporate Governance Legislation

Council must comply with a variety of legislation aimed at achieving sound corporate governance outcomes for the community, including (but not limited to):

- Freedom of Information Act 1982;
- Health Records Act 2001;
- Information Privacy Act 2000;
- Local Government Act 1989;
- Whistleblowers' Protection Act 2001 (until 10/02/2013 when the Protected Disclosure Act 2012 came into operation and repealed the Whistleblowers' Protection Act 2001); and
- Public Records Act 1973.

Documents to be made available for public inspection

A Council must make available for public inspection documents containing the following prescribed matters (*Local Government (General) Regulations 2004 - Clause 11*):

1.a) details of current allowances fixed for the Mayor, Lord Mayor (if

any) and Councillors under section 74 or 74A of the Act;

b) details of senior officers' total salary packages for the current financial year and the previous year including the gross salary, the amount of the Council or employer contribution to superannuation, the value of any motor vehicle provided by the Council and the total value of any other benefits and allowances provided by the Council;

c) details of overseas or interstate travel (with the exception of interstate travel by land for less than 3 days) undertaken in an official capacity by Councillors or any member of Council staff in the previous 12 months, including the names of the Councillors or members of Council staff and the date, destination, purpose and total cost of the overseas or interstate travel;

d) names of Council officers who were required to submit a return of interest during the financial year and the dates the returns were submitted;

e) names of Councillors who submitted returns of interest during the financial year and the dates the returns were submitted;

f) agendas for and minutes of ordinary and special meetings held in the previous 12 months kept under section 93 of the Act except if the minutes relate to parts of meetings which have been closed to members of the public under section 89 of the Act;

g) a list of all special committees established by Council and the purpose for which each committee was established;

h) a list of all special committees established by the Council which were abolished or ceased to function during the financial year;

(i) minutes of meetings of special committees established under section 86 of the Act and held in the previous 12 months except if the minutes relate to parts of meetings which have been closed to members of the public under section 89 of the Act;

j) a register of delegations kept under sections 87, 88 and 98 of

the Act, including the date on which the last review under section 98(6) of the Act took place;

k) submissions received in accordance with section 223 of the Act during the previous 12 months;

l) agreements to establish regional libraries under section 196 of the Act;

m) details of all property, finance and operating leases involving land, buildings, plant, computer equipment or vehicles entered into by the Council as lessor or lessee, including the name of the other party to the lease and the terms and the value of the lease;

n) a register of authorised officers appointed under section 224 of the Act;

o) a list of donations and grants made by the Council during the financial year, including the names of persons or bodies which have received a donation or grant and the amount of each donation or grant;

p) a list of the names of the organisations of which the Council was a member during the financial year and details of all membership fees and other amounts and services provided during that year to each organisation by the Council;

q) a list of contracts valued at \$150 000 (or such higher amount as is fixed from time to time under section 186(1) of the Act) or more-

(i) which the Council entered into during the financial year without first engaging in a competitive process; and

(ii) which are not contracts referred to in section 186(5) of the Act. Note The Act provides that an amount higher than \$150 000 may be fixed by Order in Council made under section 186(1) of the Act

r) Annual Report under section 65AA of the Freedom of Information Act 1982.

2. Councillor Reimbursement Policy.

Freedom of Information

The Freedom of Information Act 1982 (the Act) gives people the right to obtain access to documents held by Council. Amendments to the Act, effective from 1 December 2012, established the Freedom of Information Commissioner. The role of the Commissioner is to enhance the openness and transparency of government in Victoria. Key changes to the Act included the Commissioner being responsible for:

- Conducting reviews of agency decisions, including councils.
- Handling freedom of information complaints.
- Monitoring compliance with the Act.

A person may request documents created by Council by submitting an application in writing and accompanied by the prescribed fee (which is not refundable) to:

**Freedom of Information Officer,
Hume City Council,
PO Box 119 ,
DALLAS VIC 3047.**

Enquiries may also be made by phoning 9205 2200.

The application fee for 2012/13 was \$25.10 and has been determined at \$25.70 for 2013/14.

Please refer to table 1.6 on page XX for further information.

Table 1.1: Risk Management – MAV Audit Scores

Year	2008 -2010	2010 -2012	2012 -2014
Score	93 per cent	96 per cent	85 per cent
Rank within Victorian Councils	7th out of 77	5th out of 77	TBC *
Rank within regional group	3rd out of 13	1st out of 13	TBC*

* 2012-14 Rank available in April 2014

Table 1.2: Councillor Meeting Attendance – 2012-2013

Councillor	Council meetings required to attend incl. special meetings	Meetings attended	Impact of October 2012 General Election
Cr Rosalind Spence	8	8	Councillor did not seek re-election
Cr Burhan Yigit	8	8	Councillor not re-elected to office
Cr Adem Atmaca	24	22*	Councillor re-elected to office
Cr Vic Dougall	24	23*	Councillor re-elected to office
Cr Drew Jessop	24	23*	Councillor re-elected to office
Cr Jack Ogilvie	24	24	Councillor re-elected to office
Cr Helen Patsikatheodorou	24	21*	Councillor re-elected to office
Cr Geoff Porter	24	24	Councillor re-elected to office
Cr Ann Potter	24	24	Councillor re-elected to office
Cr Chandra Bamunusinghe	16	15*	Councillor elected to office**
Cr Alan Bolton	16	14*	Councillor elected to office**
Cr Jack Medcraft	16	16	Councillor elected to office**
Cr Casey Nunn	16	14*	Councillor elected to office **

*All Councillor absences were recorded in the minutes as an apology for the relevant Meeting.

** The number of Councillors increased from nine to eleven following the October 2012 General Election

Table 1.3: Audit Committee Members – 2012-2013

Audit Committee Member	Membership of Audit Committee	Meetings required to attend	Meetings attended
John Thomson	Chair	4	4
Brian Keane	Independent member	4	4
Claire Filson	Independent member	4	4
Cr Rosalind Spence	Councillor member to October 2012	1	0
Cr Jack Ogilvie	Councillor member to October 2012	1	1
Cr Geoff Porter	Councillor member from November 2012	3	3
Cr Casey Nunn	Councillor member from November 2012	3	2

Table 1.4: Internal Audits – 2012-2013

Internal Audit	Meeting Presented
Infringements Management	August 2012
Follow Up Prior year Findings	August 2012
Major Capital Works	November 2012
CAATs (computer assisted audit tools)	November 2012
Purchasing Cards	November 2012
Revenue and Receivables	February 2013
Asset Management	May 2013
Records Management	May 2013
Fees and Charges	Proposed September 2013
CAATs	Proposed September 2013
Follow Up Prior Year Findings	Proposed September 2013

Table 1.5: Whistleblower Protection Act*– 2012-2013

In accordance with the Whistleblowers Protection Act 2001, Act No. 36/2001, Section 105 - Reports by Councils in relation to disclosures relating to officers and employees of councils, the following information is supplied for the period 1 July, 2012 to 30 June, 2013:

Topic	Report
Procedures established by the Council under Part 6.	Adopted by Council on 10/12/ 2001 and available for inspection at Council offices during business hours free of charge.
The number and types of disclosures made to the Council during the year.	Nil
The number of disclosures referred during the year by the Council to the Ombudsman for determination as to whether they are public interest disclosures.	Nil
The number and types of disclosed matters referred to the Council during the year by the Ombudsman.	Nil
The number and types of disclosed matters referred during the year by the Council to the Ombudsman to investigate.	Nil
The number and types of investigations of disclosed matters taken over by the Ombudsman from the Council during the year.	Nil
The number of requests made under section 74 during the year to the Ombudsman to investigate disclosed matters.	Nil
The number and types of disclosed matters that the Council has declined to investigate during the year.	Nil
The number and types of disclosed matters that were substantiated on investigation and the action taken on completion of the investigation.	Nil
Any recommendations of the Ombudsman under this Act that relate to the Council.	Nil

*The **Protected Disclosure Act 2012** was assented to on 18 December, 2012 and came into operation on 10 February, 2013. This Act repeals the **Whistleblowers Protection Act 2001**.

Table 1.6: Freedom of Information – 2012-2013

	2009/10	2010/11	2011/12	2012/13
In Progress previous year (active requests)	4	7	5	15
Requests for year	27	24	74	60
Total number of requests	31	31	79	75
Access granted in full	5	13	18	6
Access granted in part	15	9	16	33
Access denied in full	Nil	Nil	1	2
No documents identified	1	1	24	10
Other – Withdrawn	3	Nil	1	0
Other – In Progress end of year	7	5	15	9
Aged requests from previous years determined as no longer active	Nil	3	4	Nil
Total dealt with in year under review	31	31	79	60
Number of internal reviews sought	5	Nil	Nil	12
Number of appeals lodged with the Victorian Civil and Administrative Tribunal	1	Nil	Nil	3
Total Charges Collected	\$1,351.00	\$1,325.00	\$1,957.10	\$2,284.80



Providing grants to our community

More than 300 individuals and organisations shared in over \$700,000 in funding for a range of programs and initiatives that strengthen our community.

The funding programs included the Community Grants Program, Education Scholarships, Road Safety Grants, International

Women's Day, Neighbourhood Houses, Sports Aid Grants, Hume Arts Awards, Hume Charitable Fund, Hume Mayor's Discretionary Fund, Road Safety Grants and Hume Festival of Music.

Council's Community Grants aims to build stronger and more socially cohesive communities and is split

into community activity, innovation and partnership grants.

The following grants were provided to the community through the Community Grants program during 2012/13.

2012/13 Community Grants	Amount (\$)
Community Activity	126,770
Innovation	38,606
Partnership Tier 1 & Tier 2	152,499
Neighbourhood House	134,001
Neighbourhood House Enhancement	114,390
Total	566,266

Community Activity

Community Group or Organisation	Amount (\$)
1st Craigieburn Scout Group - The Scout Association of Australia Victorian Branch	990
3rd Sunbury Scout Group - The Scout Association of Australia Victorian Branch	990
African Australian Food Relief Association Inc	900
Australian Assyrian Arts and Literature Foundation Inc	1,200
Australian Bahraini Community Inc	1,200
Australian Croatian Club Bocce Gospic Inc	800
Australian Croatian Senior Citizens Club of Gladstone Park Inc	800
Australian Croatian Senior Citizens Club Vila Velebita Broadmeadows Inc	800

Australian Friendly Turkish Women's Group - Banksia	1,210
Australian Mesopotamian Women Association Inc	1,200
Australian Turkish University Students Association	900
Bahrain Star Group	900
BasicNeeds Australia Inc	1,100
Bhutanese Association in Victoria Inc	900
Bhutanese Organisation in Australia Inc	1,200
Broadmeadows & District Garden Club Inc	900
Broadmeadows Disability Services Discomania	1,430
Broadmeadows Greek Elderly Citizens Club Inc	900
Broadmeadows Greek Women's Club Inc	900
Broadmeadows Historical Society Inc	900
Broadmeadows Obedience Dog Club Inc	1,100
Broadmeadows Remembrance Memorial Association Inc	900
Broadmeadows Turkish Senior Citizens Club Inc	900
Bulla Agility Dogs Inc	900
Campbellfield Lions Soccer Club Inc	900
CareWorks SunRanges Inc	1,210
Circolo Pensionati Italiani Di Gladstone Park Inc	900
Circolo Pensionati Italiani Di Greenvale Inc	900
Circolo Pensionati Italiani Di Tullamarine Inc	900
Coolaroo South Primary School Community Hub	1,430
Council of Turkish Associations of Victoria Inc	1,200
Country Women's Association of Vic Inc (Sunbury Branch)	900
Craigieburn Art Group Inc	900
Craigieburn Arthritis Self Help Group	1,500
Craigieburn Contact Centre Inc	650
Craigieburn Historical Interest Group Inc	900
Friends of Will Will Rook Pioneer Cemetery Inc	1,100
Gladstone Park Badminton Association Inc	900
Gladstone Park Combined Probus Club Inc	1,100
Goonawarra Golf Club Ltd	990
Greek & Cypriot Social/Welfare Centre Inc	1,200
Greek Australian Recreational & Instructive League of Victoria Inc	1,000
Greek Orthodox Community of Broadmeadows & Districts Inc	1,500
Greek Society of the Senior Citizen & Disabled Club of Gladstone Park & Tullamarine Inc	900
Greenvale Residents Association Inc	1,100
Harmoni X Vocal Company	900
Highlands Community Residents Group Inc	1,500
Holy Apostolic Catholic Assyrian Church of the East - Youth Group	1,320
Holy Child Parish Dallas	1,100
Hume African Lions Club of Basketball & Indoor Soccer Assoc Inc	1,100
Hume City Masters Swimming Club Inc	900
Hume Community First Inc	1,100
Hume Dalburn Girl Guides	900
Hume District Scouts - The Scout Association of Australia Victorian Branch	990
Hume Mens Shed (Craigieburn) Inc	1,210
Hume Mens Shed (Sunbury) Inc	1,320
Hume Toastmasters	1,100
Hume University of the Third Age Inc	1,430
Jacana Cricket Club Inc	900

Jacksons Creek Combined Probus Club Inc	900
Jacksons Creek Town Club Inc	1,100
Kismet Park Auskick Clinic	900
Kiwanis Club of Sunbury Inc	900
Ladies Probus Club of Sunbury Inc	1,100
Lions Club of Glenroy Inc	990
Macedon Ranges Further Education Centre Inc	990
Meadows Primary School & Early Learning Centre - Community Hub	1,210
Melbourne Legacy	990
National Servicemen's Association - Sunbury Sub Branch	900
North Victoria Sri Lankan Welfare Association Inc VISWA	1,300
North West Community Radio Association Inc	1,430
North West Multiple Birth Club Inc	1,100
Northern Roosters Football Club Inc	900
Northern Suburbs Arab Senior Citizens Club Inc	900
Northern Turkish Family Association Inc	900
Northern Turkish Womens Association Inc	1,200
Northside Malayalee Community Club Inc	1,200
Our Lady of Mt Carmel Parish	990
Parents Of Kids In The Spectrum - POKITS	1,430
Parkinsons - Essendon Support Group	1,200
Probus Club of Sunbury Inc	1,100
Risale-i Nur Institute of Australia Inc	990
Roxy Slimmers	850
Sailability Victoria Inc	1,210
Sanat Associaton Melbourne Inc	900
Sidrana Inc	900
Somali Australian Cultural Foundation Inc - MHLS	1,210
Soraya Youth Incorporated	1,100
Spanish Speaking Senior Citizens Club of Broadmeadows and Districts Inc	900
St John the Baptist for Alanish Community Inc	900
St Maratken Community Society Inc	900
Sunbury & District Heritage Association Inc	900
Sunbury & District Obedience Dog Club Inc	1,300
Sunbury & District Over 60's Cricket Club Inc	900
Sunbury Art Society Inc	900
Sunbury Bridge Club Inc	900
Sunbury Combined Probus Club Inc	900
Sunbury Community Arts Network Inc	1,200
Sunbury Family History Society Inc	900
Sunbury Ladies Batanrouge Club Inc	900
Sunbury Lay Ecumenical Committee Inc	900
Sunbury Little Athletics Centre Inc	900
Sunbury Organic Food Co-operative Ltd SOFC	1,200
Sunbury Police & Citizens Youth Club Inc	1,430
Sunbury Residents Association Inc	900
Sunbury School of Calisthenics Inc	1,100
Sunbury Toy Library Inc	1,300
SunRanges Twins Plus Inc	1,300
Superoos Basketball Club Inc	990

Terminate Tulla Toxic Dump Action Group Inc	1,300
The Ancient Church of the East	1,100
The Australian Chaldean Federation of Victoria/Australia Inc	1,200
Tullamarine Live Steam Society	900
Tullamarine Tennis Club Inc	900
Turkish Teachers Association of Victoria Inc	900
Uniting Church Australia St Thomas Church Craigieburn - Circle of Friendship - Coffee, Craft & Chat Group	990
Upfield Soccer Club Inc	1,300
Victorian Arabic Artists Association Inc	900
Vietnamese Women's Association in Broadmeadows Inc	1,100
Woodlands Ladies Probus Club of Sunbury Inc	900
Zahrira Social Club Inc	1,200
Total	126,770

Innovation

Community Group or Organisation	Amount (\$)
Banksia Gardens Association Inc	5,000
Broadmeadows Community Toy Library Committee Inc	2,100
Dallas Neighbourhood House Inc	5,000
Friends of Merri Creek Inc	4,360
Inspire by Abdi Inc	5,000
Skate Australia Inc SbA	5,000
The Hive Inc	5,000
The Lemon Tree Project Inc	5,000
Total	36,460

Partnership

Community Group or Organisation	Amount (\$)
Tier 1	
Distinctive Options	10,000
Muslim Womens Council of Victoria Inc	10,000
Sunspec Support Group for Families/Carers of People with Disabilities Inc	10,000
Australian Red Cross Society	9,000
The Salvation Army (Victoria) - Sunbury Corps	10,000
The Smith Family	10,000
Tier 2	
Sunbury Community Health - BoilOver Inclusive Performance Ensemble *	20,000
Dianella Community Health - Broad Insight Group	20,000
Victorian Immigrant and Refugee Womens Coalition Inc	20,000
CuriousWorks Inc	20,000
VICSEG New Futures	19,635
Total	138,635

*\$20,000 Allocation per Council Resolution 10 December 2012 provision to be expensed 2013/2014 Financial Year

Neighbourhood House

Community Group or Organisation	Amount (\$)
Attwood House Community Centre Association	14,889
Banksia Gardens Association Inc	14,889
Broadmeadows Women's Community House - Anglicare	14,889
Craigieburn Education and Community Centre Inc	14,889

Dallas Neighbourhood House Inc	14,889
Goonawarra Neighbourhood House Inc	14,889
Sunbury Neighbourhood House	14,889
Tullamarine Community House Inc	14,889
North West Neighbourhood House Network Inc	14,889
Total	134,001

Neighbourhood House Enhancement

Community Group or Organisation	Amount (\$)
Attwood House Community Centre Association	12,722
Banksia Gardens Association Inc	13,822
Broadmeadows Women's Community House - Anglicare	14,987
Craigieburn Education and Community Centre Inc	17,440
Dallas Neighbourhood House Inc	14,987