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**PROGRESS DESCRIPTIONS**

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

* Completed – 100% of the action has been completed and/or a report adopted by Council.
* Significant Progress – more than 75% of the action has been completed and/or a draft report has been presented to the Executive Management Team (EMT) for consideration.
* Some Progress – less than 75% of the action has been completed.
* No Progress – the action has not commenced at this stage.
* Deferred – the action has been delayed due to unforeseen circumstances. In these cases, reasons why the action has been delayed will be provided.

**COUNCIL’S ROLE**

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

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

**SUMMARY OF PROGRESS FOR THEME 1 1 JULY – 30 SEPTEMBER 2020**

**STRATEGIC INDICATORS TO 30 SEPTEMBER 2020**

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Number of library programs/events attendance per head of municipal population. | Target by  2020/21 = 0.7 | Due to COVID-19 restrictions, all library programs have been delivered online in 2020/21.  141 library programs/events have been delivered online with 97,171 views. At the same time in 2019/20, **1,009 programs/events attracted 31,272** attendees. |
| Preschool participation rates (includes non-Council services). | Target by  2020/21 = 95% | 94.6% is the most recent preschool participation rate (2018 calendar year), the previous result in 2017 was 91.8%.  (Source: Department of Education and Training) |
| Number of student placements supported by Council. | Target by  2020/21 = 150 | There have been no student placements in 2020/21 due to COVID-19 restrictions. 30 students completed work experience in the First Quarter of 2019/20. |

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Percentage gap between the Greater Melbourne and Hume LGA unemployment rates. | Target by  2020/21 = 3% | Latest unemployment rates show a gap of 4.6% between Hume City (8.9%) and Greater Melbourne (4.3%). A decrease on the 3.7% gap in March 2019.  (Source: Department of Employment, Small Area Labour Markets, March Quarter 2020) |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **A diverse range of high quality education and learning facilities are provided including locally-accessible University and TAFE institutions** | | | | Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Explore ongoing opportunities and advocate for tertiary education providers to establish a presence in Hume’s growth areas. | Planning and Development | Some Progress | Discussions are continuing with Tertiary Education providers to establish a new facility in the Northern Growth corridor.  Eight Tertiary Education providers continue their commitment to the Hume Multiversity and are delivering programs in accordance with Memorandums of Understanding (MOUs) across Hume. | |
| Continue to support the implementation of the renewed Hume Multiversity initiative. | Planning and Development | Some Progress | Eight partners are supporting the Hume Multiversity initiative, including:   * La Trobe University * Victoria University * KANGAN Institute * Melbourne Polytechnic * Holmesglen Institute * Illuminate Education * Caravan Industry Association of Victoria * NORTH Link   A short-term agreement was signed with Coursera (an Online Learning platform) to pilot Coursera for Workforce Recovery. The agreement included free access to online courses for unemployed Hume City residents and attracted 400 residents to join and 258 to enrol in courses. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **Young children are developed into confident learners from birth and have access to high-quality education** | | | | Advocate, Facilitator, Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to support participation in playgroups and preschool. | Community Services | Some Progress | Supporting participation in playgroups and preschools has included:   * Continuation of high quality service provision delivery to children and families. * Work is being undertaken to ensure effective transitions between early years services from Maternal and Child Health (MCH), playgroups, and pre-school programs. * Principles of the 0-24 framework are being adapted to ensure barriers are reduced and services are accessible. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **Young children are developed into confident learners from birth and have access to high-quality education** | | | | Advocate, Facilitator, Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to deliver a range of early childhood literacy and learning programs | Community Services | Some Progress | Due to COVID-19 restrictions, early childhood literacy, and learning programs were delivered online in First Quarter 2020/21.  The delivery of these programs to date in 2020/21 has included:   * 65 English language storytime sessions for children aged 0-5, attracting 36,775 views. * 26 Bilingual Storytime sessions recorded with 27,270 views. * 38 STEAM sessions conducted with 18,898 views. * Three school holiday program sessions with 2,261 views. * 22 new registrations for 1,000 Books Before School have been recorded and one child reached the 1,000-book milestone. There have now been 531,850 stories shared between Hume families since the program's inception. | |
| Progress preparation for the implementation of 3-Year-Old Kindergarten in 2022 including facility capacity reporting, funding submissions and exploration of partnership models. | Community Services | Some Progress | To progress preparation for the implementation of 3-Year-Old Kindergarten in 2022, the following has been undertaken:   * A project officer has been appointed using Department of Education and Training (DET) grant funds, to assist in the development of the Kindergarten Infrastructure Services Plan (KISP). * Work is being undertaken to review facility capacity and determine preliminary sites for 3 -Year-Old kindergarten programs to deliver five hours of preschool service in 2022. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **Young children are developed into confident learners from birth and have access to high-quality education** | | | | Advocate, Facilitator, Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to support program delivery in the National Community Hubs program, including facilitation of partnerships between early childhood services and local primary schools. | Community Services | Some Progress | Support provided to deliver the National Community Hubs program has included:   * linking schools with programs and networks including; DPV Health Transition programs and Department of Education and Training (DET) Early Childhood Improvement Branch and Hume Transition Networks. * Collaboration with Hume Libraries to develop culturally appropriate support videos, including “How to Zoom" videos in community languages. * Translation of Department of Health and Human Services (DHHS) COVID-19 related material to support families. * Support provided to school aged families to access the Hume Technology grant. * Linking Hub playgroups to Playgroups Victoria for book reading and playgroup activity sessions and guidelines on delivering online activities. * Encouraged increased access to health services, including linking Hub Leaders and playgroup facilitators to the Brush Book Bed online dental program, and utilising resources to talk to families about the importance of brushing teeth. * Partnerships being established with DPV Health for health professionals to provide educational sessions in 2021 and support referral pathways. | |

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| **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** | **Description of Progress** | |
| Explore the feasibility to make the Youth Summit a bi-annual event. | Community Services | Some Progress | Due to COVID-19 restrictions, the Youth Summit planned for June 2020, was postponed. New delivery methods have been explored, and it is anticipated a virtual event with a series of online workshops will be held in early 2021. Once the Summit is completed a review will be undertaken. | |
| Subject to an evaluation, continue the Youth Action Committee past the external funding period of December 2020 with ongoing support and funding from Council. | Community Services | Some Progress | An evaluation of the Youth Action Committee (YAC) has been delayed due to COVID-19 restrictions, which have impacted online engagement methods. A review will be undertaken in January 2021. The YAC includes 12 community representatives ranging in age from 15-24. The evaluation will focus on representation of people aged 12-15 to ensure an all of community approach. | |
| 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. | Community Services | Some Progress | Work has been delayed due to COVID-19 restrictions and initiatives are planned later in 2020. | |
| 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. | Community Services | Some Progress | To undertake an assessment of each of Council’s Youth specific facilities, Council has engaged a consultant to assist in this work. The review is underway with outcomes expected in early December 2020. | |

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| **COMMUNITY EXPECTATION (from Hume 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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Community Services | Some Progress | Delivering a range of library programs and activities which are responsive to local community needs, has included:   * The service planning process for Libraries and Learning has commenced. * Hume Libraries Express continued to deliver library items to vulnerable community members homes, in line with Department of Health and Human Services (DHHS) requirements. From 7 September 2020 the service was expanded to include all Hume residents. In total 1,779 packages with 19,847 items were delivered. * A click and collect library service was introduced from 14 September 2020, with 676 appointments made collecting 2,710 items. | |

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| **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** | **Description of Progress** | |
| Finalise and evaluate actions developed from the Employment Pathways Action Plan, including:   * Subject to Federal funding, host a local Jobs Fair. | Planning and Development | Significant Progress | Actions of the Employment Pathways Action Plan have been fulfilled and evaluated. As a result, there will be a continued commitment to:   * Supporting the Hume Whittlesea Local Learning and Employment Network with real industry job interviews. * The annual delivery of the Illuminate NextGen: challenge in Hume to build entrepreneurship skills in secondary school students. * Continued focus on the Hume Multiversity Program, with employment pathways and learning for employment. * Undertake an evaluation of Coursera at the end of 2020 to explore the ongoing adoption of the online learning platform. * Delivery of Federal and State funded Jobs Fairs biannually. | |
| Expand vocational pathways for volunteers through the delivery of:   * The ‘Connect Volunteering’ program for new migrants   Two Professional development workshops for volunteer managers. | Community Services | Some Progress | Actions to expand vocational pathways for volunteers in 2020/21 have included:   * Drafting of the 'Connect Volunteering' project template for new migrant’s. * Creation of and promotion of two professional development workshops for volunteer managers, to be delivered in Second Quarter 2020/21. * Scheduling a 'Working with Other Organisations' webinar for volunteering organisations and community groups. The workshop will be held on the 10 November 2020 and facilitated by Justice Connect Inc. * Facilitation by Hume Volunteer Gateway for a 'Pop - Up volunteering information session' on the 12 November 2020. | |
| **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** | **Description of Progress** | |
| ♿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. | Communications Engagement & Advocacy | Some Progress | Due to COVID-19 restrictions many annual employment pathways programs that Council conducts have been placed on hold. This includes the student work experience program (secondary, tertiary and the Hume Valley School placement) and the School Based Apprenticeships and Traineeship (SBATs) program.  The Passport to Work program is continuing virtually with nine mentors and 10 unemployed Hume residents participating. The program is due to conclude in late October 2020. | |

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| **COMMUNITY EXPECTATION (from Hume 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** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue the implementation of the Infrastructure Development Plan (IDP) including but not limited to the development of the Harris Scarfe multi-deck parking in Sunbury in conjunction with the Department of Transport (DoT). | Corporate Services | Significant Progress | Implementation of the Infrastructure Development Plan (IDP) has included:   * Harris Scarfe multi -deck carpark, Sunbury – the stage one funding agreement and feasibility assessment has been approved and completed. Work has commenced on a stage two funding agreement and development proposal. * 65 Kirkham Drive, Greenvale - services are being supplied to the site in readiness for subdivision and land sale. * Seabrook Reserve, Broadmeadows – Council is currently in discussions regarding the residential development and land re-zoning. | |

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| **COMMUNITY EXPECTATION (from Hume 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** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Grow employment in the Broadmeadows Town Centre and progress implementation of ‘Hume Central The Vision’. \* | Planning and Development | Significant Progress | To grow employment in the Broadmeadows Town Centre and progress implementation of ‘Hume Central, Council received revitalisation grant funding from the Office of Suburban Development (OSD). The Broadmeadows Town Centre Economic Assessment and Investment Action plan went out for tender in late June and the contract was awarded in August 2020. The successful consultants commenced the project in late August and have produced a draft economic assessment for consultation with Officers. A final Economic Assessment & Investment Plan as well as associated actions are due to be completed in November 2020 with Council reporting to follow.  Works in Hume Central, Broadmeadows as part of the Infrastructure Development Plan have included:   * Civic Way and service provision - new sewer connections servicing Hume Central are now complete. Electricity upgrades for the precinct are complete. Civic Way is currently under construction. * Hume Global Learning Centre-Broadmeadows Extension - agreement with a prospective tenant has been signed with works to commence in 2021. * Loop Road acquisition - Vic Roads have completed their statutory process and are currently preparing the site for discontinuance. * Town Hall Commercial space - agreements have been executed with one tenant in occupation and another two tenants are completing fit-out works. | |

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

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| **COMMUNITY EXPECTATION (from Hume 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** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Investigate the forward supply of employment land in Hume, aligned to population growth, including regional considerations and State Government Advocacy. \* | Planning and Development | Completed | A detailed review on the forward supply of employment land in collaboration with the City of Whittlesea and NORTHLink was undertaken and presented to Council in September 2020.  Findings from the council commissioned report into the forward supply of Industrial land, included:   * Under the current policy settings, in the next 10 to 15 years demand for industrial land in the Northern Corridor is set to exceed available land. * There is a potential to address the above with an accelerated industrial land release strategy and a coordinated infrastructure program, for the delivery of local scale and major scale State infrastructure. * Under a proactive approach the Northern Corridor has the potential to attract more industrial land demand which would drive higher economic value and employment to the benefit of Hume and Victoria.   The report will be launched online in conjunction with the Committee for Melbourne on 22 October 2020 and form stage one of advocacy. | |
| Advocate (where appropriate) for the forward supply of employment land in Hume, aligned to population growth. | Planning and Development | Some Progress | Findings of the forward supply of employment land in Hume report will form the basis of advocacy. The launch of the report on 22 October 2020 will be stage one of the advocacy. | |

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

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| **COMMUNITY EXPECTATION (from Hume 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** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue facilitation of the business plan for Council’s StartNorth Coworking Space. | Planning and Development | Some Progress | Due to COVID-19 restrictions StartNorth closed on 1 July 2020. Facilitation of the business plan for Council’s StartNorth Coworking Space has included:   * Consistent and up to date communication to all members. * A virtual coffee catch-up and monthly webinar have been offered during the closure to all members to support growth and engagement. * StartNorth partnered with Hume Multiversity to deliver the ‘Start your Business’ program in August 2020, with over 200 people registered for the 4-week program. The program included a range of speakers and diverse content to help support and inspire people to start their business. * Advanced planning to deliver two pre-accelerator programs in 2021/22, funded by Launch Vic and in collaboration with Roshambo. The 9-week virtual online programs will use "the Guide to Starting Up" design. It's designed to accelerate learners through the process of finding a business idea, developing it and scaling the concept into a sustainable model. * Planning for the postponed StartNorth Accelerator Program, to be delivered in July 2021. This program aims to assist local migrants and refugee entrepreneurs with start-up and small businesses, through intensive mentorship, learnings and key performance indicator setting. * Planning the development of a Council led "Start your business" program This multiweek program is expected to be delivered in 2021. | |
| **COMMUNITY EXPECTATION (from Hume 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** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| ♿Continue delivery of the Local Jobs for Local People program, to encourage workforce participation and employment for Hume residents. | Planning and Development | Some Progress | Delivery of the Local Jobs for Local People program (LJLP) has included:   * Completion of personal care calls to all residents registered for support. * 1,006 vacancies listed on Hume Joblink. * Over 40 job advertisements being exclusively sourced. * Over 90 Hume residents with a disability continuing to be supported. * Based on current demand, the LJLP team is working to identify more casual and part-time jobs (less than 15 hours a week). | |
| Continue to promote the Melbourne’s North Joblink to encourage local and regional employment. | Planning and Development | Some Progress | 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.  Due to COVID-19 restrictions Melbourne's North Joblink has had fewer jobs advertised in 2020/21.   * 2,528 jobs were advertised in Melbourne's North compared to 3,822 at the same time in 2019/20. * There were 194 new users. * Four new employers registered and posted vacancies. * There are currently 2,326 registered users and 75 employers on the site. * There have been 25,267 job views with 335 applications made. | |

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| **COMMUNITY EXPECTATION (from Hume 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** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue the implementation and monitoring of the Investment Attraction Framework. | Planning and Development | Some Progress | Implementation and monitoring of the Investment Attraction Framework continues. The Investment Attraction Prospectus has been updated and promoted electronically to internal and external stakeholders (including State Government, commercial real estate agencies and potential investors).  While COVID-19 has had a significant negative impact on some sectors with many job losses, it has also created new investment opportunities in the Personal Protective Equipment (PPE) manufacturing sector. In August 2020, Softmed established a $3.5 million state-of-the-art facility in Campbellfield, creating 70 new jobs and began production of medical-grade PPE for local, interstate and overseas markets. In September 2020, PPE Supplies Global Pty Ltd announced that they will open five manufacturing facilities across Australia, with one to be located in Broadmeadows. The development has a CAPEX of $250m (plus $250m for implementation of sustainable waste) and will employ up to 1,000 people, to deliver full PPE products. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **1.2.2 Hume businesses are supported to be prosperous and resilient to changes in the local economy** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to support Melbourne’s North Food Group and its activities via NORTH Link to support the export growth of existing businesses. | Planning and Development | Some Progress | Melbourne’s North Food Group (MNFG) exceeded all targets in the Victorian Government two-year funding agreement and is no longer receiving government funding. MNFG continues to focus on supporting members effected by COVID-19, including organising webinars for business support, timely advice on government support measures, sustainable business growth and succession planning. | |
| Establish a new Small to Medium Business Support Grants program to support sustainable growth in local businesses. | Planning and Development | Some Progress | Council adopted the Hume Small Business Grants Program as part of the 2020/21 budget, with a total fund of $250,000. This program will provide a financial boost to businesses that demonstrate the potential to create employment and contribute to building a stronger local economy. The Grant Program will be offered in two streams; Small Business Grant (Business Expansion) and Small Business Grant (Outdoor Dining). | |

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| **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** | | | | Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to support and promote the Visitor Economy in and around Melbourne Airport. | Planning and Development | Significant Progress | Council has continued to support and promote the Visitor Economy in and around Melbourne Airport, by:   * Providing Hume's Visitor Economy operators and stakeholders with relevant networking, business development, professional development and business engagement opportunities, including COVID-19 specific support, Regional Visitor Economy Summit, Victorian Tourism Industry Council (VTIC) one on one consultations, reopening guidelines, access to business grants, government advice and webinars. * Continuing to advocate to state government (Department of Jobs Precincts and Regions and Visit Victoria), VTIC and Committee for Melbourne for support of the Visitor Economy in Greater Melbourne, including Hume. * Delivering and adapting a range of promotions to support the Visitor Economy and encourage spending in Hume during COVID-19 restrictions and beyond, including: * A media partnership with GRAM, promoting Hume's key product strengths and how to support businesses. * A Hume Council 'Support local' social media campaign encouraging people to buy local. * Continued use of @discoverhume as the key call to action for the Visitor Economy including, regular posts, stories and ads. Followers continue to increase with a total follow of 2,373 in 2020/21. * Delivery of a full-page ad and editorial in the Victoria Official Visitors Guide. | |
| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **1.2.4 Local shopping and entertainment precincts support a sense of local identity, social cohesion and employment** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Evaluate opportunities and continue to support and promote local markets and food truck parks. | Planning and Development | Some Progress | Council continues to promote local markets via Council communications including - @discoverhume. Due to COVID-19 restrictions, markets have not been able to consistently operate. Council continues to respond to enquiries regarding food trucks and provide advice of applications for markets in Hume. | |

**SUMMARY OF PROGRESS FOR THEME 2 1 JULY – 30 SEPTEMBER 2020**

**STRATEGIC INDICATORS TO 30 SEPTEMBER 2020**

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

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| **Indicator** | **Target** | **2020/21 Result** |
| Percentage of children who are ‘fully immunised’ by 5 years of age | Target by 2020/21 = 95% | 96.19% is the latest immunisation coverage for the period 01 July 2019 - 30 June 2020. At the same time in 2018/19, coverage was 96.11%.  (Source: Australian Immunisation Register - Coverage Report) |
| Participation rates in Maternal Child Health | Target by 2020/21 = 75% | The year to date participation rate is 41.98% a decrease on the First Quarter 2019/20 result of 44.96%.  Comparison with the full year target (by 2020/21) will be possible at the end of the financial year. |
| Number of visits to aquatic facilities per head of municipal population | Target by 2020/21 = 4.4 visits | Due to COVID-19 restrictions all Hume aquatic facilities were closed in First Quarter 2020/21 and no attendance recorded. At the same time in 2019/20 there were 315,377 visits recorded. |

Strategic Objective 2.2: Strengthen community safety and respectful behaviour

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| **Indicator** | **Target** | **2020/21 Result** |
| Percentage of the community who are satisfied with their health | Target by 2020/21 = 75% | 77% is the most recent result (2018/19) which is an increase from the previous result of 73.5% in 2016/17.  (Source: Hume Community Indicators Survey 2018/19 – survey is only reported every two years) |
| Percentage of persons feeling safe walking alone during the night | Target by 2020/21 = 40% | 40.8% is the most recent result (2018/19) which is similar to the previous result of 40.1% in 2016/17. (Source: Hume Community Indicators Survey 2018/19 – survey is only reported every two years) |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Promote the local social marketing campaign to change behaviours and improve physical activity. | Corporate Services | Significant Progress | To promote the local social marketing campaign to change behaviours and improve physical activity, Council developed a Hume Fit app. The app is now operational and providing a range of healthy lifestyle opportunities to the community. | |
| ♿Continue facility upgrades as part of the Sports Pavilion Plan. | Community Services | Some Progress | Facility upgrades continue as part of the Sports Pavilion Plan including, planning and design for the following pavilions:   * Gladstone Park Reserve. * Spring Street Tullamarine. * Craigieburn and Westmeadows Tennis Clubs. * Boardman Pavilions 2 and 3. * Greenvale Equestrian. * Langama Pavilion 2. * Cloverton District Reserve Pavilion. * Mt Aitken District Reserve Pavilion. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue implementation of both the *Indoor Sports Plan* and *Outdoor Sports Plan*. | Corporate Services | Some Progress | Outcomes of the Outdoor Sports Plan are being implemented through the capital works program.  The Indoor Sports plan is finalised and will be considered at Council later in 2020. | |
| Deliver capital works at leisure facilities: | Corporate Services | Some Progress | 2020/21 Capital works delivered at leisure facilities has included:   * Broadmeadows Aquatic and Leisure Centre – internal and external painting of stadium and centre, equipment upgrade (cardio) and solar panel install completed. * Sunbury Aquatic and Leisure Centre - new changerooms and flooring in the concourse have been completed. * SPLASH – a virtual studio has been completed and outdoor gym equipment installed.   Across all leisure facilities there has also been a range of pool plant refurbishment and upgrades. | |
| 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. | Corporate Services | Some Progress | The Sports Ground Fencing Policy will be presented to Council for adoption in December 2020. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue implementation of the *Outdoor Sports Lighting Policy* and *Plan*. | Corporate Services | Some Progress | As part of implementation of the Outdoor Sports Lighting Policy and Plan, lighting projects are being designed at the following sites in 2020/21:   * McMahon Softball number 2 diamond. * Gibb Reserve North field. * Hothlyn Drive Reserve. * Laura Douglas pitch 2. | |
| Continue development and implementation of open space and recreation master plans. | Corporate Services, Planning and Development | Some Progress | Development and implementation of open space and recreation master plans has included:   * Willowbrook Reserve, Tennis club - extension and refurbishment underway and path works being planned. * DS Aitken Reserve - skate facility planning underway, consultation to occur in November 2020. * McMahon Reserve - works being undertaken to the entrance to the reserve. * Greenvale Recreation Reserve - planning has commenced for the district playground and car park at the Tennis Club. * Hume Tennis and Community Centre, Craigieburn - play space is under construction. This is stage two of the masterplan, which commenced with the Tennis Centre construction in 2016. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **Well-connected commuter and recreational cycling and pedestrian networks and amenities that encourage active lifestyles and lower costs of living** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| ♿Continue implementation of walking and cycling program. | Planning and Development | Some Progress | Implementation of the walking and cycling program has included:   * Completion of a feature survey and site assessment of key trail linkages, including: * Merri Creek Trail - Merri Concourse to Premier Drive / Metro link Circuit. * Continuing the trail from Spavin Lake along Kismet Creek, Sunbury. * Aitken Creek - railway line to Hothlyn Drive and railway corridor to Craigieburn train station. * Local path connections and improvements, including: * Barrymore Road Reserve to Erskine Court walkway. * Signage and line marking audit actions. * Local Area Traffic Management (LATM) identified actions. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **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** | | | | Service Provider, Advocate, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Community Services | Some Progress | Workforce capacity and Department of Health and Human Services (DHHS) service delivery models have impacted service availability and suspended the ability to offer outreach services in 2020/21 A flexible service model has been adapted via telehealth to keep families engaged in the Maternal and Child Health (MCH) service.  Overall participation rates decreased 2.8%, compared to First Quarter 2019/20. In response to COVID-19 restrictions, the DHHS service model prioritises visits for younger more vulnerable infants. This contributed to a notable decrease in the participation rate of the 18 month – 3.5-year old Key Age and Stages (KAS) visits. Innovative service changes will be explored to increase the participation and service availability for KAS visits to older children. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **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** | | | | Service Provider, Advocate, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Community Services | Some Progress | Participation rates and engagement in Maternal and Child Health (MCH) KAS visits for vulnerable clients has remained a key focus, as the service has adapted to COVID-19 restrictions.  Workforce capacity and DHHS service delivery models have impacted service availability and suspended the ability to offer outreach services. Flexible service models have been adapted via telehealth to keep families engaged in the MCH service.  In 2020/21 there has been a 9% decrease in participation for Aboriginal and Torres Strait Islander peoples compared with First Quarter 2019/20.  Targeted work has begun to improve participation for Aboriginal and Torres Strait Islander peoples and innovative service changes will be explored to increase the participation and service availability for vulnerable children. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **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** | | | | Service Provider, Advocate, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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). | Community Services | Some Progress | Implementation of Council’s Gambling Harm Minimisation Policy has included:   * Drafting of a report detailing 2020 gaming losses and venue community benefit statements. The report also outlines proposed advocacy, awareness raising and harm minimisation activities to be delivered in 2020/21. This report will be presented to Council on 7 December 2020. * Preparation of a staff workshop. The workshop will be delivered to mark gambling harm awareness week (19-25 October 2020) and will feature a guest speaker sharing their experience of gambling addiction and recovery, as well as a presentation from Gambler Help North. | |
| 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. | Community Services | Some Progress | A development plan has been prepared to guide the delivery of Council's 2021-2025 Health and Wellbeing Plan. This will be presented to Council in February 2021. Community and stakeholder consultation for the plan is expected to begin in November 2020 and extend into January 2021.  Implementation of the *Hume Health and Wellbeing Plan 2017-2021* actions has included:   * An initiative focussed on enhancing women's participation in physical activity is currently under development. This initiative is expected to be launched in early 2021. * Planning for community initiatives focussed on activating parks and open spaces and supporting families and children to consume a healthier diet will commence in early 2021. | |
| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Community Services | Some Progress | Implementation of Council's Positive Ageing Strategy 2014-2024 is continuing, including:   * Facility upgrades across Hume Senior Citizens centres, including: * Restroom upgrades to Lynda Blundell and Gladstone Park Seniors Centres. * New signage and painting at Lynda Blundell. * Upgrades to Council's Café Meal venue. * A review of the Sunbury Seniors Centre is ongoing. This review will identify future upgrade and refurbishment works for the centre. * Community awareness initiatives focussed on end-of-life care and death literacy are yet to commence. * Council has established a Navigator position available to provide guidance to older residents and their families throughout the registration, assessment, care planning and service delivery process. This service is currently being reviewed with an aim to expand the range of support offered and staffing resources. * Council has established an Intake and Triage position to provide support and guidance to older residents with complex care needs. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Explore partnership opportunities to expand social supports for older residents to reduce social isolation. | Community  Services | Some Progress | Council is working in partnership with Merri Health to deliver the “Stepped Care for Older Adults" initiative. This program provides tailored mental health and physical wellbeing support for Council's Commonwealth Home Support clients. The program offers mental health and physical assessments. Ongoing support for clients to focus on community connections/social supports, health coaching and the reduction of social isolation. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **Healthy lifestyles are encouraged, and the cost of living minimised through local food production, community gardens and kitchens and other sustainable living practices** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to support community gardens, including providing training and support to facilitate their self-governance and activation. | Community Services | Some Progress | Support provided to community gardens in 2020/21 has included:   * Planning two Governance workshops, scheduled to be delivered to all community garden members in Second Quarter 2020/21. | |

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| **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** | | | | Statutory Authority, Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Update the Municipal Emergency Management Plan to ensure compliance with legislative changes from 2020, and three yearly audit. | Sustainable Infrastructure and Services | Significant Progress | The Municipal Emergency Management Plan (MEMP) continues to be updated through the Continuous Improvement Plan, which allocates area to be reviewed annually.  The MEMP contacts are updated six monthly or as required.  Subplans of the MEMP, which include:   * the Relief and Recovery Plan, * Animals in Emergency Plan, * Fire Management Plan, * Heat Health Plan, * Flood and Storms Plan and * Pandemic Plan   Now have sub-committees who meet biannually to ensure plans are maintained and compliant with legislation. Legislative changes to emergency management will come into effect on 1 December 2020 and the plan will be updated as required. | |
| 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. | Sustainable Infrastructure and Services | Some Progress | Due to Legislative changes, the Relief and Recovery Plan will be reviewed post 1 December 2020. The subcommittee meets biannually to review and update the plan and ensure yearly community engagement activities and exercises are planned.  Phase two of the English and Emergencies - Learn and Prepare Project has been completed and requires some updates to the program. Due to COVID-19 this project is on hold until the end of 2020. | |

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| **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** | | | | Statutory Authority, Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Sustainable Infrastructure and Services | Significant Progress | Initiatives for community preparedness have included:   * Reviews being completed for several sub-plans including the Heatwave plan. * Preparation has commenced for the upcoming Fire Season which will include the inspection of nominated properties, the provision of education material for residents and the commencement of annual fire prevention activities. * Completion of a Communications Plan which identifies ways to educate the community about emergencies, including different communication methods.   Due to COVID-19 restrictions, community engagement through planned events has not been possible. | |

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| **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** | | | | Statutory Authority, Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Community Services | Some Progress | Establishing an ongoing compliance model, required under the Child Safe Standards and the Commission for Children and Young People (CCYP), has included:   * Creation of the Child Safe Policy and adoption by Council on 27 July 2020. * The child safe working group continues to meet monthly and recently supported the launch of the Child Safe Policy. * Mandatory online Child Safe training has been rolled out to staff. * Contract awarded to the Australian Childhood Foundation (a national child safe training provider), to deliver targeted training; due to commence in October 2020. * Recruitment has commenced for a Child Safe Officer. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **Road and pedestrian safety is enhanced, and initiatives are undertaken to reduce dangerous hoon driving and speeding in local streets** | | | | Statutory Authority, Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Implement and evaluate road safety and driver education programs/ partnerships. | Community Services | Some Progress | Implementation and evaluation of road safety and driver education programs/ partnerships has included:   * The TAC L2P program temporarily recommenced professional driving lessons for learner drivers in July 2020. Currently there are 30 mentors and 45 learner drivers engaged with the program and awaiting a program recommencement date. * The delivery of the VicRoads Community Road Safety Grant funds continues in 2020/21. * Bike Education Training was successfully transitioned online, with over 26 local primary school teachers participating. The program aimed at new arrivals is due to be delivered in Second Quarter 2020/21. * Due to COVID-19 restrictions, the Fit to Drive program was unable to be delivered during First Quarter 2020/21. | |
| Implement, monitor and consider further trials or road surface treatments. | Sustainable Infrastructure and Services | Some Progress | A contract has been awarded for a road condition audit, to monitor and consider further trials or road surface treatments. Due to COVID-19 restrictions the audit is on hold. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **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** | | | | Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Community Services | Some Progress | Facilitating initiatives that raise awareness around the impact of family violence, and support prevention of violence against women campaigns, has included:   * Inclusion of Family violence initiatives in the revised Reconciliation Action Plan (RAP) Implementation Plan 2020-2022. * Development and publishing of family violence information and available services on the Hume City Council Website. * Delivery of the Roxy Resilient Women Skills Workshop through the Homestead with sessions for women on problem solving, initiative and enterprise. * In partnership with Women’s Health in the North (WHIN), the Let's Talk Money program was delivered in Arabic and English, helping women to navigate Centrelink. * An internal working group was set up to plan Council's 16 Days of Activism Campaign (25 November – 10 December). A calendar of events is currently under development. This will include active bystander, gender equity in the workplace, and respectful relationship workshops and a virtual walk with DPV Health. * The Town Hall Broadmeadows cube will be lit orange on the 25 November 2020, to help raise awareness about the 16 Days of Activism Campaign | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| * + 1. **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** | | | | Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Conduct a review of Council’s General Amenity Local Law and associated Codes. \* | Corporate Services | No progress | Input into the review of the General Local Law No.1 has been received from relevant Council officers. Councillor feedback was provided in February 2020. Due to COVID-19 restrictions community consultation has been deferred until later in 2020. | |

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

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Statutory Authority, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Review the *Domestic Animal Management Plan 2017-2021* and continue to implement and monitor initiatives to improve animal registration, desexing and microchipping. | Corporate Services | Some Progress | Many planned activities of the Domestic Animal Management Plan (DAMP) have been impacted by COVID-19 restrictions, including the inability to undertake:   * Pets in the Park program. * Desexing clinics. * Pro-active animal registration follow ups. * Managing nuisance animals (barking) - training program for officers. * Hot spot targeted door knocking – in areas identified with low animal registrations. * Cat trapping program. * Prosecutions on hold due to closure of the court system.   During CVOD-19 restrictions only essential and/or high-risk tasks have been investigated as directed. | |

**SUMMARY OF PROGRESS FOR THEME 3 1 JULY – 30 SEPTEMBER 2019**

**STRATEGIC INDICATORS TO 30 SEPTEMBER 2019**

Strategic Objective 3.1: Foster socially connected and supported communities

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| **Indicator** | **Target** | **2019/20 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% | 81.8% is the most recent result (2018/19) which is a slight increase on the previous result of 81.1% (2016/17). (Source: Hume Community Indicators Survey 2018/19 – survey only reported every two years) |
| Percentage of community who are involved in sporting and/or community groups | Target by 2020/21 = 50% | 41.5% is the most recent result (2018/19) which is a decrease from the previous result of 45.5% (2016/17).  (Source: Hume Community Indicators Survey 2018/19 – 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) |

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Average overall community satisfaction rating for Council led events and festivals | Target by 2020/21 = 90% | The Community Events Season will commence in the Second Quarter of 2020/21.  Overall community satisfaction for the 2019/20 events season was 81.9%. |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | **Description of Progress** | |
| ♿ Continue to provide activities for community groups to build capacity including:   * Two grant writing workshops * The delivery of the Community Champions Program. | Community Services | Some Progress | To provide activities for community groups to build capacity, the 2021 Community Grants review has commenced and will inform the development/ delivery of Grant Writing Workshops.  The Community Change Makers Evaluation Report briefing note was presented to Council in August 2020 and will be used to inform delivery of the 2021 program. | |
| Provide additional funding for community grants to support local community groups and Hume residents respond to the financial impacts of COVID-19. | Community Services | Significant Progress | Grants to support local community groups and Hume residents respond to the financial impacts of COVID-19, has included:   * The COVID-19 Community Grants Program – this program offered financial support for individuals and community groups for technology access, transition to online community programs and arts activation programs. 571 applications were assessed in September 2020, resulting in the delivery of support to 180 individuals and 19 community groups. * COVID Community Support Fund - Council committed $250,000 to this fund to support 14 Community and Not-for-profit organisations, who provide relief and recovery to Hume residents. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| ♿Implement actions that findings of the community facilities review including continuing monitoring and undertaking initiatives which improve utilisation rates of community facilities and halls, including:   * Improve Wi-Fi access for Council facilities * Implement actions from the findings of Council’s Senior Citizen’s facilities review * Continue implementation of the Facilities Management System across Council facilities. | Communications Engagement and Advocacy, Corporate Services, Community Services | Some Progress | Implementing actions of the community facilities review has included:   * Continued work on the implementation of Priava (new booking system) including online booking options. * Ongoing communication with regular users of the facilities to understand venue restriction requirements. * A stimulus package for users was endorsed by Council earlier this year and will provide some relief for users when they start to rebook. * Other strategies for utilisation and engagement of venues are being explored. * All new facilities opened by Council have the capacity to provide Wi-Fi connectivity to both staff and members attending/utilising the centres. * For existing facilities where staff are based, it is expected Wi-Fi will be added as part of the ongoing network enhancements to those sites. * If Wi-Fi is required in non-staffed community centres, a cost analysis will be conducted, and presented to Council. * Planning commenced to explore Senior Citizen service planning and facility development opportunities. This work will help to determine the most appropriate actions to support program and service needs. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Community Services | Some Progress | To support Hume’s Neighbourhood Houses and Men’s Sheds a draft Neighbourhood House Partnership Agreement has been developed. Representatives from the Goonawarra and Selwyn Neighbourhood Houses and Hume Men's Shed (Craigieburn) have been participating on the Project Working Groups, which are overseeing the upgrade of these community facilities. | |
| 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.\* | Planning and Development | Some Progress | Initial scoping and assessment of a proposed site for the Valley Park community facility was found to have limited potential. Officer level discussions continued in July 2020 to secure transfer of land earmarked in the Valley Park Development Plan from the Department of Health and Human Services (DHHS) to Plan for a community facility. Once land transfer is secured funding sources will be identified. | |

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

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **3.1.3 Hume’s rich and diverse cultural heritage is celebrated, creating a vibrant and inclusive community that values and welcomes people from all backgrounds and faiths** | | | | Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to implement and monitor the Hume Multicultural Framework. | Community Services | Some Progress | Implementation of the Hume Multicultural Framework continues with the delivery of two internal workshops and upload of resources to the Collaboration Hub, to facilitate delivery of the Framework. | |
| 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*. | Community Services | Some Progress | Support for the Hume Interfaith Network (HIN) has included:   * A review of the Strategic Plan with HIN members commenced. * Connections were made between members to share information about COVID-19 responses, including the delivery of video messaging via social media. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **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** | **Description of Progress** | |
| ♿Continue undertaking accessibility works at Council facilities. | Community Services | Some Progress | Accessibility works at Council facilities in 2020/21 has included:   * Goonawarra Neighbourhood House - accessibility works are scheduled to be completed by November 2020. * Roxburgh Park Youth and Recreation Centre - accessibility works are due to commence in January 2021. * Craigieburn Youth Centre - accessibility works are planned for completion during 2020/21. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | **Description of Progress** | |
| 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. | Community Services | Some Progress | Actions to support community led events and projects that promote awareness and understanding of Aboriginal and Torres Strait Islander culture have included:   * Delivery of two online events for Victorian NAIDOC Week via Facebook (5-12 July 2020). * Commenced planning for National Reconciliation Week and Welcome Baby to Country events to be delivered in Second Quarter 2020/21. | |
| Subject to a partnership being established, work with the traditional owners to undertake conservation and heritage land management on Council owned and managed land. | Sustainable Infrastructure and Services | Some Progress | 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 has been developed for review by the Wurundjeri Council. | |
| Implement the Reconciliation Action Plan including installation of a Stolen Generation marker. \* | Community Services | Significant Progress | A communications and engagement plan was developed to guide the Stolen Generation marker Project. An Expression of Interest process was undertaken to form a working group, which met monthly to create a short list of recommended sites. Stakeholder consultation on the project will recommence following Council elections on the 24 October. | |

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

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| **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** | **Description of Progress** | |
| Deliver “neighbourhood-style” events/activities including the program of Summer Sessions: Movies & Music. | Communications, Engagement and Advocacy | Some Progress | Planning is underway for the 2020/21 events season, which will be heavily guided by COVID-19 restrictions. | |
| ♿Continue to develop, deliver and evaluate Council’s major festivals and events. | Communications, Engagement and Advocacy | Some Progress | Planning is underway for the 2020/21 events season, which will be heavily guided by COVID-19 restrictions. | |
| 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. | Communications, Engagement and Advocacy | Some progress | To participate in and provide sponsorship and support to community-led events, Council has allocated $114,000 in 2020/21 to support community organisations to host events. Due to COVID-19 restrictions, all events are currently on hold and decisions on funding will be made once further information is available. | |
| ♿ Implement *Hume Creative Community Strategy* (subject to Council adoption) and provide arts and culture activities for the Hume Community including the delivery of the Hume Arts Awards program. | Community Services | Some Progress | Implementation of Hume Creative Community Strategy hasincluded:   * The completion and adoption of the Creative Community Strategy (2020-2025) in August 2020. * The gallery program was transferred online; with three exhibitions and related online programming delivered in First Quarter 2020/21. * Delivery of the Hume Arts Awards Program 2020 - awarding $20,000 to 17 recipients across three categories. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **3.2.2 Cultural expression and the arts are supported through the enhancement of appropriate places and**  **spaces, including the development of local arts precincts** | | | | Service Provider, Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Planning and Development | Some Progress | The State Government continue to advance the preparation of background reports on the future of land for the Sunbury Community Arts Cultural Precinct (SCACP). These reports are required before the land is transferred. A community advisory group has been established, to assist and guide in the first stages of the creation of the precinct. | |
| 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. | Community Services | Significant Progress | Stage 2 of the Sunbury Cultural Commissions project has progressed with the appointment of a local artist. Due to COVID-19 restrictions the installation has been delayed and is scheduled for early 2021. With the official launch date planned for February 2021. | |

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

**SUMMARY OF PROGRESS FOR THEME 4 1 JULY – 30 SEPTEMBER 2019**

**STRATEGIC INDICATORS TO 30 SEPTEMBER 2019**

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Percentage of planning applications decided within required timeframes | Target by 2020/21 = 55% | 50.0% of planning applications have been decided within required timeframes in 2020/21. At the same time in 2019/20 the result was 40.2%. |
| Percentage of Council planning decisions upheld at VCAT | Target by 2020/21 = 60% | 0.0% of decisions have been upheld at VCAT to date in 2020/21. At the same time in 2019/20 the result was 50.0%. |
| Percentage of kerbside waste collection diverted from landfill | Target by 2020/21 = 39% | The year to date waste diversion rate for 2019/20 is 36.32% This is an increase on the 2019/20 First Quarter diversion rate of 35.12%. |

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Net increase in street and park trees | Target = 3,000 per annum | Tree planting was undertaken prior to stage 4 restrictions and has now recommenced and expected to be completed in Autumn 2020. On track to meet target. |

**SUMMARY OF PROGRESS FOR THEME 4 1 JULY – 30 SEPTEMBER 2019**

**STRATEGIC INDICATORS TO 30 SEPTEMBER 2019**

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Community satisfaction rating with sealed local roads | Target by 2020/21 = 60 | 2019/20 Result: 57/100. Previous result was 59/100 in 2018/19.  (Source: Hume Community Indicators Survey and Hume Community Survey) |



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| **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** | **Description of Progress** | |
| Commence preparation of an amendment to the Planning Scheme to introduce controls to support diversification in housing stock. | Planning and Development | Some Progress | In preparation for an amendment to the Planning Scheme, to introduce controls to support diversification in housing stock, consultants were commissioned to prepare Preferred Neighbourhood Character Assessments and undertake built form testing. | |
| ♿Finalise an *Affordable Housing Policy* to guide and facilitate the provision of affordable housing through public and private development. | Planning and Development | Significant Progress | A draft Affordable Housing Policy has been prepared. Stakeholder consultation on the draft policy is scheduled to commence in November 2020. | |
| 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. | Community Services | Some Progress | To investigate the need for a youth crisis facility in Hume, a project and engagement plan was completed and endorsed. Engagement tools including a school and service provider survey were drafted and will be rolled out online.  The project was promoted and supported by major external stakeholders (prior to caretaker) and research on youth homelessness in Australia is underway. | |

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| **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** | **Description of Progress** | |
| Implement and review actions to improve the delivery of Statutory Planning services. | Planning and Development | Some Progress | Actions to improve the delivery of Statutory Planning services has included:   * A change in focus, away from previous planned project work, due to COVID-19 restrictions and changing priorities. * Adaptations to work processes to significantly improve processing timeframes. * Inclusion of processes to accommodate remote working arrangements. * Achieving an almost 100% paper free environment, and adapting processes and procedures to maximise the use of technology. The change to electronic processing is estimated to have saved over 5,000 hours of processing time per annum across the Unit. * Planning the implementation of software (Trapeze) to further improve processing times. * Ongoing work is planned as further process improvement projects are rolled out in 2020/21, including focused projects on customer experience and internal referral improvements. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **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** | | | | Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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). | Planning and Development | Some Progress | The Minister for Planning has advised that the Craigieburn West PSP will be fast tracked with a draft PSP released for comment in October/November 2020. Officers have collaborated with the Victorian Planning Authority to prepare this draft in alignment with the Hume Corridor HIGAP. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **4.1.3 The City’s natural heritage, environment and rural spaces are protected, enhanced, maintained and valued** | | | | Service Provider, Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Finalise *Rural HIGAP* and commence preparation of an amendment to the Planning Scheme to update the *Hume Planning Scheme* in accordance with *Rural HIGAP.* | Planning and Development | Some Progress | Community consultation on the draft Rural HIGAP Strategy remains on hold until face to face consultation is permitted. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **4.1.3 The City’s natural heritage, environment and rural spaces are protected, enhanced, maintained and valued** | | | | Service Provider, Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Complete review of *Live Green Plan* and implement 2020-2021 actions from *Live Green Plan*. | Sustainable Infrastructure and Services | Some Progress | Implementation of the 2020-2021 actions from Live Green Plan have included:   * Contractors have been employed to plant greening program sites due to COVID-19 restrictions. * Seedlings for Schools program has been added to Smarty Grants and 2020/21 applications are currently open. * Gardens for Wildlife program continues to be developed, with an expected launch in Autumn 2021. * Hume Enviro Champions (HEC) began the implementation phase of the 2020 program. * The Great Green Get Together was held online on 20 August 2020 with over 50 participants. * Transition Australia has been engaged to deliver the Transition Towns program. Stage one has been completed, including ecosystem mapping of community, environmental and sustainability focused groups. * The Hume Whittlesea Teachers’ Environment Network was run online on 11 September 2020, with 33 teachers participating.   Review of the Live Green Plan Has included:   * Consultation completed with 135 community members. * Engagement with staff, the community and partners where possible is continuing. * The new Live Green Plan is currently being drafted. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **4.1.3 The City’s natural heritage, environment and rural spaces are protected, enhanced, maintained and valued** | | | | Service Provider, Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Support rural landowners and protect conservation areas through management and monitoring programs, grants and rate rebates and implementation of the *Land and Biodiversity Plan.* | Sustainable Infrastructure and Services | Significant Progress | Rural landowner support and protection of conservation areas has included:   * Approval of 48 applications for Conserving our Rural Environment (CoRE) Grant 2020/21. * The CoRE monitoring program commenced with 11 properties. * 279 properties are utilising the Agricultural Land Use Rebate (ALUR). * 92 properties have been added to the Land Management Assistance Program as part of Working for Victoria. The program is expected to start in November 2020. | |
| Finalise and adopt the updated Pathways to Sustainability and action plan/s. | Sustainable Infrastructure and Services | Some Progress | A project plan for the review of the Pathways to Sustainability Framework is in development. | |
| Complete the landscape connectivity plan. \* | Sustainable Infrastructure and Services | Significant Progress | A draft Landscape Connectivity Plan including review of all actions is currently being reviewed and will be presented to Council in Second Quarter 2020/21. | |
| Finalise the review of the Agricultural Land Use Rebate \* | Sustainable Infrastructure and Services | Completed | The Agricultural Land Use Rebate Review was completed and presented to Council in September 2020. | |

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

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **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** | | | | Service Provider, Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Undertake planning compliance activities under the *Hume Planning Scheme.* | Sustainable Infrastructure and Services, Planning and Development | Significant Progress | Planning compliance activities under the Hume Planning Schemehave included:   * Due to COVID-19 restrictions only high risk/urgent complaints are being investigated to reduce officer movements. * Eighteen of 57 unresolved environmental planning enforcement matters have been progressed. * Documentation is being finalised for two Magistrates' Court applications for significant native vegetation removal. * Two matters have been resolved by sites becoming compliant with the Hume Planning Scheme. * Environmental planning enforcement matters have involved: * 44% alleged unlawful native vegetation removal. * 16% alleged unlawful buildings and works. * 11% alleged unlawful dumping of contaminated fill. * 10% alleged unlawful Cleanfill dumping. * 10% alleged contraventions of Hume's Environmental Significance Overlay. * 3% are 3rd-party impacts upon land owned or managed by Council. | |

| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
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| **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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue implementation of the *Waste and Amenity 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. | Sustainable Infrastructure and Services | Some Progress | Implementation of the Waste and Amenity Service Plan has included:   * Planning for the commencement of the enhanced organics service, to include food organics. The service will commence for existing organic services residents on 5 October 2020. * A draft service transition plan has been submitted to the State Government, to allow Council to access funding to assist with service changes. | |
| Implement the 2020/2021 actions of the *Greenhouse Action Plan*, including, development and implementation of a household energy program. | Sustainable Infrastructure and Services | Significant Progress | Implementation of the Greenhouse Action Plan 2020/21 has included the appointment of Yarra Energy Foundation (YEF), as the Hume solar roll-out project manager. They have appointed Green Home Green Planet as the solar provider. Digital promotion of the program will commence in October 2020 with letters to be sent to households receiving the concession rate and the offer to last until September 2021. | |

| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
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| **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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Implement the Integrated *Water Management Plan*. | Sustainable Infrastructure and Services | Some Progress | Implementation of the Integrated Water Management Plan has included:   * Continuing design work for a stormwater harvesting scheme in the Cloverton estate, near Kalkallo, to supply water to irrigate a sporting reserve. * A consultant has been engaged to identify opportunities for the naturalisation of Merlynston Creek. Desktop analysis of existing conditions has been completed and the project is on hold until site visits can take place. * Design work is underway with Melbourne University for a trial of passive stormwater irrigation of street trees. Once the design is finalised, the system will be constructed in a greenfield residential street and Melbourne University will monitor the system to measure impacts. | |
| Undertake a detailed assessment and prioritisation of solar opportunities for Council-owned facilities that are not covered by the Greenhouse Action Plan, including community and commercial leased facilities. Consider and present to Council capital works and operational budget recommendations for the development of a rolling program of works potentially commencing from 2021/22. | Sustainable Infrastructure and Services | Significant Progress | Solar opportunities on Council facilities including those where Council pays the electricity bills; community leases; and commercial leases have been assessed. A briefing note has been prepared and will be submitted to Council in late 2020. | |

| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
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| **4.2.1 The urban design of Hume City is enhanced to create a strong sense of place, community pride and liveability** | | | | Statutory Authority, Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| ♿ Progress infrastructure upgrades in Hume Central including implementing improvements to Civic Way. | Planning and Development | Significant Progress | To progress infrastructure upgrades in Hume Central a contractor has been appointed and civil works, including provision of services and utilities are substantially complete. Landscaping and furniture installation is still to be completed. | |
| Commence preparation of a good design guide/design guidelines for housing development in Hume, including Environmentally Sensitive Design. | Planning and Development | Some Progress | In preparation of good design guide/design guidelines for housing development in Hume, a survey of residents living in medium and high-density housing has been undertaken. This survey is being used by consultants commissioned to prepare the guidelines in parallel with Neighbourhood Character Assessments. | |

| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
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| **4.2.1 The urban design of Hume City is enhanced to create a strong sense of place, community pride and liveability** | | | | Statutory Authority, Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. \* | Planning and Development | Significant Progress | A review of the Hume Places program has identified a forward program of activity centre revitalisation based on a multi-criteria assessment.  Existing Place Framework implementation is continuing including:   * Jacana streetscape improvement works were awarded and substantially progressed and are scheduled to be completed in Second Quarter 2020/21. * Landscape improvements for key streets in Gladstone Park have been commissioned. * Craigieburn Plaza and Council sites in the precinct (Benston Street and Craigieburn Gardens) are being reviewed considering the State Major Roads project to duplicate Craigieburn Road. Streetscape design for Benston Street is scheduled to be undertaken in 2020/21. * Construction of the Moonee Ponds Creek boardwalk and associated landscaping at Westmeadows Village is underway and scheduled to be complete in Second Quarter 2020/21. | |

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

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to provide services that enhance the amenity of the City and effectively manage illegal dumping. | Sustainable Infrastructure and Services | Significant Progress | Providing services that enhance the amenity of the City and effectively manage illegal dumping has included:   * New contracts for the provision of dumped and bulk waste services and litter and waste collection services from green spaces commenced in early September 2020. These contracts include enhanced reporting to assist with programming and potential prosecution of offenders. * Council’s in-house amenity crews continue to work across the municipality. * A new hard waste contract commenced in late September 2020 and includes additional hard waste collection provisions and an online booking option. * Amendments were made to the tip voucher system, to increase residents’ entitlements to two free visits to Councils Resource Recovery Centres and either two 3 cubic meter or one 6 cubic meter kerbside hard waste collection. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue implementation of the Parks and Open Space  Service Plan. | Sustainable Infrastructure and Services | Some Progress | Implementation of the Parks and Open Space Service Plan has included the review of land ownership on land Council manages and implementation of levels of service. | |
| Continue development and improvement works to Craigieburn ANZAC Park. | Sustainable Infrastructure and Services | Significant Progress | Works to improve ANZAC Park are continuing. Asphalting of the hardstand area has been completed. Turf works, irrigation and planting works are continuing. Drainage work has been planned and awaiting quotes to implement. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Undertake playspace and amenity upgrades at Council’s parks and reserves. | Planning and Development | Some Progress | Playspace and amenity upgrade works at Council’s parks and reserves in 2020/21 have included:   * Renfew Court Reserve, Greenvale – detailed design complete. * Sheffield Park, Sunbury - Construction contractor appointment and works underway. * Kirwan Park, Roxburgh Park (recipient of Growing Suburbs Fund grant) - detailed design complete and waiting on quotes for construction. * Coopers Hill Drive, Westmeadows (recipient of Growing Suburbs Fund grant) - detailed design to be completed in Second Quarter 2020/21. * Curtin Drive, Sunbury – awaiting final check of detailed design plans. Quotes for construction to be sourced in Second Quarter 2020/21. * Concept design has commenced for projects to be constructed in 2021/22, including Johnstone St Reserve, Jacana and Forrest Street Reserve, Sunbury.   Community engagement under COVID-19 restrictions is limited to online. | |
| Commence stakeholder engagement and implement a new Open Space Strategy, including the Integrated Urban Forest approach. | Planning and Development | Some Progress | GIS Mapping and scoping for the Open Space Strategy is underway. An integrated Urban Forest approach is being undertaken with planning and design of parks and open spaces. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Planning and Development | Some Progress | Implementation of open space masterplans in 2020/21 has included:   * Seabrook Reserve Masterplan - landscape reference plan prepared for open space upgrades and funding application submitted for suburban parks revitalisation fund. Carparking and electrical/lighting design is underway. * Progress Reserve Masterplan – detailed design tender has been completed and a contractor selected. The carpark design is to be conducted in-house. * Sunbury Park - carpark has been constructed and the public toilets demolished. Consultant detailed design is underway. * Merlynston Creek - naturalisation study commenced. A technical consultant has been appointed to assess existing conditions, infrastructure, sub-catchments and future works. * Broadmeadows Valley Park Masterplan - on hold until completion of Golden Sun Moth referral and evaluation. * Jacksons Creek Regional Park - planning has commenced. Seeking approval from Western Water to design a path within buffer land. Awaiting confirmation from DELWP that flora and targeted fauna surveys will be conducted and available funding for the proposed project. * Merri Creek Regional Park - planning by DELWP has stalled. Council officers are preparing a brief to engage consultants to undertake flora and fauna studies for the Merri Creek Trail section between Cooper Street and Merri Concourse. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Advocate to State and Federal Government for funding and implementation of projects as identified in the *Transport Advocacy Plan* to improve public transport, roads, walking and cycling. | Communications, Engagement and Advocacy | Significant Progress | Council continues to advocate to State and Federal Government for funding and implementation of projects as identified in the *Transport Advocacy Plan* to improve public transport, roads, walking and cycling.  Council participated in the preparation of the North West Melbourne City Deal which identified the priority transport projects for the region for Federal and State funding. Work is progressing on a Northern Region Transport Plan with other municipal councils and stakeholders in the region. The priority list of municipal road, public transport and walking and cycling infrastructure has been provided to State Government to inform budget processes. Council has also written to the Minister for Planning requesting that the Craigieburn West PSP not be fast tracked without a funding commitment to the duplication of Mickleham Road.  Advocacy priorities will continue to be developed in line with the policy direction of the new Council, post-election in October 2020. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Advocate to State and Federal Government for funding and implementation of road projects identified in the *Transport Advocacy Plan.* | Sustainable Infrastructure and Services | Some Progress | Advocating to State and Federal Government for funding and implementation of road projects identified in the Transport Advocacy Plan has included:   * Working with relevant State Government agencies to ensure the best outcomes for Council from current projects including Craigieburn Road duplication, Sunbury Road upgrade and Gap Road level crossing removal. * On-going advocacy for future projects including Bulla Bypass, Somerton Road and Mickleham Road. | |
| 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). | Sustainable Infrastructure and Services | Some Progress | To improve the quality of local streets, parking and traffic management design is underway for projects identified in previous LATMs and initial consultation has been done for the 2020/21 LATMs. | |
| Continue planning and design for Yirrangan Road connection to Buckland Way, Sunbury. | Sustainable Infrastructure and Services | Some Progress | Work is continuing for the cultural heritage assessment for the Yirrangan Road connection to Buckland Way, Sunbury. | |
| Undertake local road infrastructure upgrades to improve road safety and traffic flow. | Sustainable Infrastructure and Services | Some Progress | 2020/21 projects are progressing in line with schedule. | |

**SUMMARY OF PROGRESS FOR THEME 5 1 JULY – 30 SEPTEMBER 2019**

**STRATEGIC INDICATORS TO 30 SEPTEMBER 2019**

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Percentage of Council Plan actions completed | Target by 2020/21 = 85% | Three actions have been completed to date in 2020/21 = 2%. At the same time in 2019/20 there were 4 actions (3%) completed. |
| Percentage of Hume Horizons headline Community Indicators which have experienced a positive movement | Target by 2020/21 = 50% | Most recent result (October 2020) = 37.5% 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 FOR THEME 5 1 JULY – 30 SEPTEMBER 2019**

**STRATEGIC INDICATORS TO 30 SEPTEMBER 2019**

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

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| **Indicator** | **Target** | **2019/20 Result** |
| Value of non-recurrent grants received from State and Federal Governments and other organisations | Target by 2020/21 = $10.8 million | $3,898,000 has been received in non-recurrent grants in 2020/21 at the same time in 2019/20 it was over $151,000. |
| Percentage of Council decisions made at meetings closed to the public | Target by 2020/21 = 15% | 32.3% is the result to date in 2020/21 at the same time in 2019/20 this result was 15.6%. |
| Asset renewal as a percentage of depreciation | Target by 2020/21 = 49% | 33.0% is the result to date in 2020/21 at the same time in 2019/20 the result was 26.8%. |
| Adjusted underlying surplus (or deficit) as a percentage of underlying revenue | Target by 2020/21 = 15% | 10.5% is the result to date for 2020/21 at the same time in 2019/20 the result was 8.5%. |
| Community satisfaction with Council decisions | Target by 2020/21 = 63/100 | The 2019/20 result is 55/100 which is a decrease from the 2018/19 result of 60/100.  (Source: Hume Community Survey 2019/20) |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.1.1 The vision and aspirations of *Hume Horizons 2040* are supported through the alignment of Council’s financial and strategic service planning processes and systems** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to implement the single-view of customer’s project to provide more efficient interactions with customers across Council services. | Corporate Services | Some Progress | Implementation of the single-view of customer’s project has included:   * Council awarding the implementation of the project to Ekulus Pty Ltd. * The Project Plan; Benefits Realisation Plan; Risk Management Plan; and Change Management Plan currently being developed. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.1.1 The vision and aspirations of *Hume Horizons 2040* are supported through the alignment of Council’s financial and strategic service planning processes and systems** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Communications, Engagement and Advocacy | Significant Progress | Implementation of the 2020/21 actions from the Customer Experience Action Plan has included:   * A dedicated resource has been assigned to review, monitor and implement quality assurance. * A significant amount of work has been undertaken to understand what quality looks like and how the Customer Service team can implement and improve processes. This work is ongoing, but initially will be used to review the top five reasons residents contact Council. * Work with VicRoads to streamline administrative changes for issuing Disability Parking permits under the new Accessibility Parking permit scheme is on hold due to COVID-19 restrictions. * Initial data analysis was undertaken to investigate improving after hours customer service. It was found that there is not a high demand from residents to access services outside of business hours. Work continues in this area. | |
| 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. | Communications, Engagement and Advocacy | Some Progress | Exploration work has commenced, and an initial draft discussion paper is in the process of being developed and is expected to be finalised later in 2020/21. | |

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

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.1.2 Hume’s community is informed of the progress of *Hume Horizons 2040* through the establishment of systems for measuring and reporting the community’s progress in achieving *Hume Horizons 2040* objectives** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Communications, Engagement and Advocacy | Some Progress | Delivery of a range of research and evaluation activities has included:   * Community COVID-19 Survey – survey fieldwork currently in progress and expected to be completed in October, allowing additional time for paper-based surveys to be returned by Australia Post. An interactive dashboard report on the results will be developed in November 2020. * Community Indicator Survey - survey updated to include additional sustainable environment questions. Survey to commence following Council elections on the 24 October. * Gardens for Wildlife Program - evaluation plan developed. * Parent Satisfaction with Early Years Services – results of the survey are currently being shared with all centres and families. * Review of Clinical Supervision for Maternal and Child Health and Family and Children Services survey is in progress. | |
| Review and refine community indicators to measure the progress of *Hume Horizons 2040.* | Communications, Engagement and Advocacy | No progress | A review is not scheduled to commence until Q3, following community consultation on the new Community Vision. The current Community Indicators continue to be progressively updated as new data becomes available. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.1.3 The community’s vision and emerging aspirations continue to be reflected in Hume’s long-term community plan (*Hume Horizons 2040*) by reviewing the plan every four years, following Council elections** | | | | Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Undertake and finalise a major review of *Hume Horizons 2040* and develop a new Community Vision in line with the new *Local Government Act.* | Communications, Engagement and Advocacy | Some Progress | Initial community and staff consultation for the review of Hume Horizons 2040 was undertaken in June/July 2020, prior to Caretaker commencing and a Steering Group has been established. Further work, including consideration of the new Integrated Strategic Planning Principles from the *Local Government Act* is progressing, with in-depth community engagement scheduled to commence in early 2021. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.1.4 The vision and aspirations of *Hume Horizons 2040* will be supported by Council through a highly engaged workforce equipped with the skills and resources to meet community needs** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Review and continue development of Council’s intranet to enhance knowledge management and service efficiency and introduce further improvements as necessary. | Communications, Engagement and Advocacy | Some Progress | Based on the Intranet Strategy recommendation, planning has commenced for the migration of Council's intranet to Office 365. | |
| Evaluate the Leadership Development Program (LDP) and continue program delivery. | Communications, Engagement and Advocacy | Some Progress | The delivery of the Leadership Development Program has been delayed due to COVID-19 restrictions. Online delivery for module six -Project Management (Learn2Lead program) is being investigated for late 2020 or early 2021.  Since the program has been delayed the evaluation survey will follow implementation of Module 6.  Online delivery of a Band 5/6 leadership development program is also being explored. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.1.4 The vision and aspirations of *Hume Horizons 2040* will be supported by Council through a highly engaged workforce equipped with the skills and resources to meet community needs** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Implement and review delivery of the emerging leaders program across the organisation. | Communications, Engagement and Advocacy | No Progress | The 2020 program has been deferred due to COVID-19 restrictions. The program which is led by Melton Council will commence in 2021. | |
| Continue to implement electronic timesheets and rostering systems to improve efficiencies with staff management and payroll. | Communications, Engagement and Advocacy | Significant Progress | The implementation of the electronic timesheet and rostering project has progressed significantly. Following the clarification of enterprise agreement business rules, the building of the organisational structure is being undertaken. Test case scenarios are being developed and testing of the system will take place during October 2020. | |
| Finalise and commence implementation of a Workforce Plan. | Communications, Engagement and Advocacy | No Progress | This action has been deferred until early 2021. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.2.1 Community and stakeholders are actively encouraged and empowered to be involved and participate in decision making processes at Local, State and Federal government levels** | | | | Advocate, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Undertake initiatives to enhance Council consultation and engagement practices, including both face-to-face and online. | Communications, Engagement and Advocacy | Some Progress | Initiatives to enhance Council consultation and engagement practices has included:   * The Hume Engagement Policy Community Consultation is complete and internal consultation on a draft policy is in progress. * Community COVID Consultation is complete and analysis in progress. * Following the Victorian Government decision on outdoor dining, opportunities were sought to gain community and business support. * Council's engagement activities were scaled back in the First Quarter 2020/21 in line with the Council Election Caretaker Period Policy. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.2.1 Community and stakeholders are actively encouraged and empowered to be involved and participate in decision making processes at Local, State and Federal government levels** | | | | Advocate, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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 * Hume Interfaith Network * Hume Community Safety Advisory Committee * Multicultural Advisory Group * Hume Jobs and Skills Taskforce * Disability Partnership Network * Hume Sustainability Taskforce. | Community Services, Planning and Development, Sustainable Infrastructure and Services | Some Progress | Support for programs and advisory committees/ reference groups has included:   * Reconciliation Action Plan Working Group - assisted in the development of the Reconciliation Action Plan 2020-2022 and Aboriginal and Torres Strait Islander Recognition Policy 2020 and participated in online activities for NAIDOC Week. * Hume Interfaith Network - provided advice to Council on the delivery of multicultural COVID-19 responses, and developed connections between faith organisations. * Hume Community Safety Advisory Committee - meeting was postponed due to pre-caretaker provisions. * Multicultural Advisory Group - delivered advice to Council and service providers through a community of practice model. * The Hume Jobs and Skills Task force – quarterly meeting was held on 19 August 2020. The task force established the Hume Business and Jobs Recovery Working Group, which meets monthly to help develop responses to COVID-19 impacts. * Disability Partnership Network - Council continues to be actively involved with the Brotherhood of St Laurence facilitated network. * Hume Sustainability Taskforce - Taskforce meetings were held online on the 28 July and 8 September 2020. The annual expression of interest (EOI) process closed for membership and a report will be submitted to council in February 2021 with recommendations. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Communications, Engagement and Advocacy | Some Progress | In line with the Four-Year Advocacy Plan, Council continues to inform stakeholders of its position on issues including schools in growth areas, waste and recycling regulation, improved access to public transport, the redevelopment of Broadmeadows Train Station and the duplication of Mickleham and Somerton Roads.  Due to COVID-19 restrictions a comprehensive communications campaigncontinues to berolled out to support the community on restrictions, public health messaging and Council facility reopening and closures. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.2.3 Hume’s community is empowered and engaged in community life through the timely communication of information about services and key topics** | | | | Service Provider, Facilitator |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| ♿Continue development of Council’s website to improve online transactions and communications. | Communications, Engagement and Advocacy | Some progress | The new Hume City Council beta site was launched in June 2020.  Works are continuing in 2020/21 to ensure that the new website meets improved accessibility, mobility, online transactions and communications. | |
| Determine and develop service-specific strategic communication plans for the year ahead. | Communications, Engagement and Advocacy | Some Progress | Detailed planning has progressed for the reactivation of a wide range of Council services as COVID-19 restrictions are eased. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | | | | Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to advocate to the State and Federal governments for community priorities including the provision of schools and health services/funding. | Communications, Engagement and Advocacy | Some Progress | The priorities for State Government funding of new primary and secondary schools has been provided to the Department of Education and Training (DET) to inform the preparation of the State budget. Council has met with several private schools to assist them in advancing the planning for new private schools in Hume, particularly in growth areas. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | **Description of Progress** | |
| 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. | Planning and Development | Some Progress | Officers continue to collaborate with Whittlesea and Mitchell Councils and to support Stockland and MAB Corporation to identify opportunities for regional facilities in Merrifield and Cloverton Town Centres. | |
| 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. | Planning and Development | Some Progress | A draft Community Infrastructure Planning Framework has been prepared and is being trialed by internal teams. Community infrastructure needs assessments are being prepared for different 'precinct' areas and will inform the Community Infrastructure Plan. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | **Description of Progress** | |
| Continue to develop plans for the delivery of community centres including:   * Construct Merrifield North and Kalkallo community centres * Design Craigieburn, Lockerbie Central and Kalkallo North community centres * Confirm funding sources to construct a small community facility on Council owned or managed land in Valley Park and develop a concept plan subject to securing funding * Undertake needs assessment to inform investigation of options for a new Dallas Community Centre. | Planning and Development, Community Services | Some Progress | Development of plans for the delivery of community centres has included:   * Merrifield North - construction continues to progress with the early learning centre projected for completion 24 March 2021 and remainder of the centre completion by 24 June 2021. * Kalkallo Community Centres -construction continues to progress. The early learning centre is due for completion 1 March 2021 with remainder of centre completion 2 June 2021. * Merrifield South - concept design for the community centre is finalised. Once the schematic design is finalised Town Planning pre-application lodgement and design documentation will commence. * Kalkallo North - concept design for the community centre is finalised. Once the schematic design is finalised Town Planning pre-application lodgement and design documentation will commence. * Service planning to confirm scope of Craigieburn R2 community centre is in progress with an aim to commence design in Fourth Quarter 2020/21. * Negotiations with DHHS indicate the Village Crescent Valley Park Community Centre site will be transferred to Council via a long-term lease (with no provision of funding). Following receipt of terms of offer in November 2020, funding options will be explored. * Dallas Community Centre - investigations are on hold pending reporting to Council on community infrastructure directions. | |
| **COMMUNITY EXPECTATION (from Hume Horizons 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** | **Description of Progress** | |
| Update and maintain Asset Management Plans in line with legislation and good asset management practice. | Sustainable Infrastructure and Services | Some Progress | The updated Asset Management Policy and Strategy were adopted by Council in September 2020. A draft Drainage Asset Management Plan has been prepared. | |
| Implement actions in response to the review of Aged Support Services and Aged Care Sector Reforms. | Community Services | Some Progress | The Aged Care Service review is being undertaken to consider and outline the implications of:   * National policy and funding changes to aged care services, * Findings emerging from the progressing Royal Commission into Aged Care Quality and Safety. * Short and medium-term pressures on aged care services. * The changing demographics of aged care.   The review includes a detailed action plan which will be delivered by Council over the next four years and will be presented for Council adoption in November 2020. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | **Description of Progress** | |
| 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. | Communications, Engagement and Advocacy, Community Services | Some Progress | A consultant has been engaged to commence an assessment of the current Children Services model and explore its ongoing feasibility in light of continued growth and changing government policy direction.  Service Planning for Library and Learning Programs has commenced. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 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** | **Description of Progress** | |
| Implement a range of community and business stimulus and support packages (in excess of $11.5 million) to respond 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 * 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. | Corporate Services | Completed | Initiatives announced as part of community and business stimulus and support packages (in excess of $11.5 million) to respond to the impacts of COVID-19 have been implemented and are continuing to be implemented in the 2020/21 financial year. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **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** | | | | Service Provider, Facilitator, Advocate |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| ♿Explore innovative partnership opportunities with health and community wellbeing organisations to enhance the delivery of service and infrastructure. | Community Services | Some Progress | Innovative partnership opportunities with health and community wellbeing organisations has included:   * Additional fitness equipment for senior citizens is being considered as part of future upgrades to open spaces. This will be dependent upon relevant demographic information, availability of suitable sites within a reserve, and available funds. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.3.4 All suburbs within Hume benefit through the delivery of an equitable rates strategy** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| Continue to implement changes to Council operations, policies and procedures in line with the new Local Government Act. | Corporate Services | Some Progress | The Local Government Act 2020 is required to be implemented over four stages. All requirements for stage two have been implemented by the required date of 1 September 2020. | |
| Continue to exercise prudent financial management to reduce the reliance on rates revenue. | Corporate Services | Some Progress | Demonstrating prudent financial management has included:   * Ensuring all indicators of long term sustainability are within pre-determined healthy ranges in the financial plan. * Maintaining strong cash holdings and liquidity over the term of the Strategic Resource Plan (SRP). * With the implementation of the infrastructure development plan, income from commercial tenancies has significantly increased and interest income is continuing to exceed forecast. * Continually exploring the divestment or development of surplus assets.   COVID-19 has impacted the ability to implement revenue strategies (outside of rates revenue) as many of Council's facilities have temporarily closed. | |

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| **COMMUNITY EXPECTATION (from Hume Horizons 2040)** | | | | **Council’s Role** |
| **5.3.4 All suburbs within Hume benefit through the delivery of an equitable rates strategy** | | | | Service Provider |
| **Action** | **Division** | **Progress** | **Description of Progress** | |
| 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. | Corporate Services | Significant Progress | All preparatory work for Council Elections has been completed, with the Victorian Electoral Committee (VEC) to conduct the Council election on 24 October 2020. This has included providing the voters roll, adopting the Election Period Policy within Council's Governance rules, agreeing to the contract for the conduct of the election by the VEC, providing candidate information packs and delivery of mandatory candidate training. | |
| 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. | Corporate Services | No Progress | Following the elections statutory requirements under the Local Government Act will be undertaken. This action will commence in November 2020. | |