



HUME CITY COUNCIL

Stronger Hume

COVID-19 Adaptation and
Resilience Plan 2022

Progress Report

hume.vic.gov.au



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A Council that inspires leadership, is accountable and puts the community first.

- 3.2 Deliver responsible and transparent governance, services and assets that respond to community needs.
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PROGRESS DESCRIPTIONS

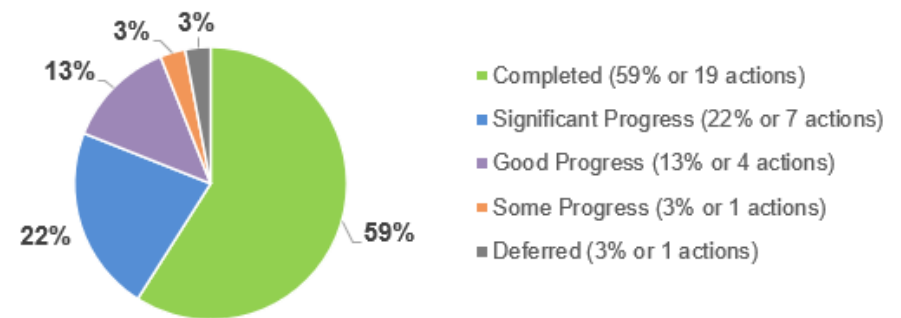
Progress is measured on the actions of the Council Plan as follows:

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

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

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

Summary of Progress as at 30 June 2022



Councils Role

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

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

Action	Division	Description of Progress
<p>Continue to deliver the Business Concierge and Hospitality Support Program (COVIDSafe Business Support) until June 2022.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	City Planning and Places	<p>The two COVIDSafe Business Support Officers have engaged with over 2,000 businesses in Hume, to provide face-face support for businesses to ensure they understand their obligations as directed by the Victorian Government. Tailored communication such as materials and resources in various languages, for example posters and flyers that promoted COVIDSafe practices, how to check in, wearing of face masks, COVIDSafe plans, have also been provided to businesses.</p> <p>Through this engagement, positive relationships have been established with businesses to provide support through the changing environment of COVID-19 requirements.</p>
<p>Offer recovery and reactivation workshops to community groups to participate in the 2023 Community Grants program.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	City Services and Living	<p>Three "Re-engage, Re-Activate, Resilience" workshop (two face to face and one online) were held during the first week of May. The interactive workshop provided community group leaders with tools to re-engage with the community, re-activate programs and build resilience in their organisations and groups. A total of 11 participants attended across the three workshops.</p>
<p>Partially waive the 2022 summer season fees (1 October 2021 – 31 March 2022).</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	City Planning and Places	<p>Sporting clubs received 50% discount on the 2022 Summer season fees with the aim of increasing participation. These were invoiced in May and June 2022.</p>

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

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Description of Progress
<p>Support community groups to access community facilities through providing credit and discounts for community groups to support access until March 2022.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	City Services and Living	<p>Stimulus package provided to community groups until March 2022. This included:</p> <ul style="list-style-type: none"> Ongoing hirers were provided access to a \$500 credit for community venue clients or \$1,000 credit for HGLC clients until March 2022. New hirers across community facility areas received a 50% discount on their first two bookings between November 2021 to the end of March 2022. Private hirers across community facility areas received a 50% discount for bookings held between Novembers 2021 to the end of March 2022. <p>Returning clients for once off hire or casual hire (excluding private function hire) at HGLC's or community facilities to received a 50% discount for their next booking.</p>
<p>Support community groups and agencies to deliver immediate relief and longer-term recovery initiatives through providing an additional round of the COVID Community Support fund.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	City Services and Living	<p>An additional round of community support funding totalling \$265,000 (\$185,000 Council funds and \$80,300 DFFH) was distributed to 19 community organisations in March 2022 for food, essential items and health/wellbeing programs.</p>


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

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

THEME
1

A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING

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

Action	Division	Description of Progress
<p>Provide fee discounts for community event organisers and stall holders up to the value of \$500 per organisation until 31 March 2022.</p> <p>Progress Indicator:</p> <div data-bbox="143 552 412 587">  </div> <p>Completed</p>	<p>City Services and Living</p>	<p>Site fees waived for vendors at Council's three major festivals; Craigieburn Festival, Hume Harvest and Hume Winter Lights Festival.</p>

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

On Track
 Monitor
 At Risk
 Deferred

Action	Division	Description of Progress
<p>Continue to deliver the Supporting Diverse Communities through the COVID-19 Pandemic Project, including the following specific actions:</p> <ul style="list-style-type: none"> - Provide COVID-19 vaccination communication, information, and literacy-building to the community. - Delivery of programs, activities and support to community groups and networks to enhance community connection and social cohesion. - Support economic recovery within the community including the delivery of business grants, expansion of jobseeker supports and delivery investment attraction action and initiatives. - Provide targeted and tailored COVID-19 recovery communications for culturally and linguistically diverse community members. - Continuation and expansion of the Hume Health Champions initiative. - Funding and support to local food relief providers as well as for vulnerable community members. <p><u>Progress Indicator:</u></p> <div style="border: 1px solid black; padding: 2px; display: flex; align-items: center;"> <div style="width: 50%; height: 10px; background: linear-gradient(to right, green, white);"></div> 50% </div> <p>Good Progress</p>	<p>City Services and Living, City Planning and Places</p>	<p>The Hume COVID safe messaging and vaccination program received the inaugural Awards for Change: Celebrating leading practice and innovation in advancing welcoming and inclusive communities. Following this, Hume was invited to present as part of a panel at the Welcoming Cities Symposium in Canberra about the program that supported the COVID safe messaging and vaccination program. VLGA Connect further promoted the success of the Health Champions and Bilingual Health workers program resourcing them to be part of the solution to the challenges posed by the Coronavirus.</p> <p>Health Champions participated in Mental Health First Aid Training to advance community recovery.</p> <p>Initiatives to support economic recovery within the community included:</p> <ul style="list-style-type: none"> • Hume Small Business Grants (\$50,000) • Residents Scholarships (\$200,000). • The Recognition of Overseas Qualified Professionals Program (\$25,000). <p>Promotion of local and regional visitation through the @discoverhume Instagram page, increased use of digital partners and participation in regional campaigns through NORTHLink (\$50,000).</p>




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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred

Action	Division	Description of Progress
<p>Expand the Healthy Breakfast program to deliver volunteer and employment pathway opportunities for new arrivals and refugee communities.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	City Services and Living	<p>An MOU was established with KS Environmental to expand and implement the Healthy Start Breakfast program in the Hume Community Hubs in 2022.</p> <p>The program commenced at six school community hubs (St Dominic’s, Meadows, Meadow Heights, Roxburgh Rise, Roxburgh Park and Dallas Primary School) and will continue to deliver from July to December 2022.</p>
<p>Continue to work with the community to plan and deliver targeted initiatives that promote respectful relationships and prevention of violence against families and women.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	City Services and Living	<p>Council delivered programs and initiatives informed by consultation with community members including:</p> <ul style="list-style-type: none"> • The Department of Education and Training facilitated Respectful Relationships training to 50 teachers at Newbury Child and Community Centre in May. • In partnership with Juno Services, Broadmeadows Community Hub facilitated two workshops, Powering Future Choices Program: Relationship workshop in May and Housing and Money workshop in June. • Participated in the Women’s Health in the North (WHIN) Community of Practice Forum. • Women’s circle program and dinner conducted at Homestead on 22 June with a guest speaker from Juno Services discussing family violence and building social connection. <p>Successfully received three years funding from the Office for Prevention of Family Violence and Coordination (OPFVC) in the Department of Families, Fairness and Housing (DFFH) to deliver a Free From Violence Local Government Program (FFVLGP). Council Officers attended the first FFVLGP workshop in June with the delivery partners from DFFH and the Municipal Association of Victoria.</p>


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

■ On Track
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 ■ At Risk
 Deferred

Action	Division	Description of Progress
<p>Support the recovery of the hardest hit local business sectors (i.e. hospitality, retail and accommodation sectors) through targeted programs and initiatives.</p> <p>Progress Indicator:</p>  <p>Good Progress</p>	City Planning and Places	To support the labour shortages faced by the various business entities at Melbourne Airport who were adversely impacted during COVID-19 lockdowns, planning underway in partnership with Melbourne Airport Corporation for a Melbourne Airport Jobs Expo in August 2022.
<p>Continue to deliver the Hume Employment Grant Program, providing \$1 million of support to the local business community.</p> <p>Progress Indicator:</p>  <p>Significant Progress</p>	City Planning and Places	An update on the progress of the employment program will be provided to Councillors in early September.
<p>Promote and raise awareness of mental health and wellbeing support services currently available to Hume residents.</p> <p>Progress Indicator:</p>  <p>Some Progress</p>	City Services and Living	Council has engaged with The Resilience Project and the Department of Health, to deliver the Partners of Change program - seminars teaching positive strategies to help the school community to be happier, and be more resilient. The information session will take place on 25 July 2022.


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

On Track
 Monitor
 At Risk
 Deferred

Action	Division	Description of Progress
<p>Facilitate and support the delivery of local community-led mental health and wellbeing initiatives which seek to enhance social cohesion and social connectedness across the city.</p> <p>Progress Indicator:</p> <div data-bbox="143 580 405 619">  50% </div> <p>Good Progress</p>	<p>City Services and Living</p>	<p>Two questionnaires have been developed to provide insight into the community needs surrounding Mental Health and Wellbeing from an individual (community member) and an organisational perspective.</p> <ul style="list-style-type: none"> • Questionnaires detail opportunities for growth, support and community connection. • In 3 weeks, a total of 81 responses across the two surveys from a diverse range of organisations that service Hume residents have been received. This questionnaire will be open until 24 July 2022. <p>Council partnered with relevant organisations and stakeholders to provide more opportunities for community participation and connection.</p> <p>To provide material to community members seeking resources, partnerships have begun between Hume City and local organisations offering Mental Health and Wellbeing support including DPV Health, Neami, the Essendon Football Club and Multicultural Centre for Women's Health MCWH. Possible initiatives, engagement opportunities and community social inclusion opportunities with partners have been discussed.</p>



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

■ On Track
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 Deferred

Action	Division	Description of Progress
<p>Deliver free community-based physical activity and social connection opportunities for cohorts disproportionately impacted by COVID-19, particularly women and young people.*</p> <p>Progress Indicator:</p>  <p>Significant Progress</p> <p><i>*Rollover from COVID-19 Recovery and Reactivation Plan 2021</i></p>	<p>City Services and Living, Chief Financial Office</p>	<p>Social Support Programs continued both online and face to face at Councils Seniors Centres.</p> <p>Preparations are underway for a This Girl Can campaign which will be taking place in September 2022. This campaign will showcase a range of beginner-friendly, female classes and activities aimed to increase female participation in organised and non-organised sport.</p> <p>Following the completion of the Get Active Expo in March 2022, Council has undertaken an evaluation of the Expo. The findings will inform future practices of Council’s Sport and Leisure services.</p> <p>Council developed an Inclusive Physical Activity in Hume Participate Hume webpage. The page contains a survey for Hume service providers and residents to have a say on physical activity barriers, opportunities and interests for key Hume groups. Council also consulted local organisations and groups for more in-depth feedback and discussions about this topic.</p> <p>Findings will inform future planning for physical activity offerings in Hume.</p> <p>A suite of new programs will aim to introduce seniors to access activities online and encourage more participants to remain connected using available technology.</p>

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 Monitor
 At Risk
 Deferred

Action	Division	Description of Progress
<p>Deliver in person and/or online multicultural community cooking classes which promote culturally appropriate healthy eating on a budget.*</p> <p>Progress Indicator:</p>  <p>Significant Progress</p> <p><i>*Rollover from COVID-19 Recovery and Reactivation Plan 2021</i></p>	<p>City Services and Living</p>	<p>Council partnered with Oz Harvest to deliver their Nutrition Education & Skills Training (NEST) program to the Hume Community.</p> <p>Seven out of eight NEST one-off sessions planned have been delivered and the last session will be held on 22 July.</p> <p>All four rounds of six-week NEST programs have been scheduled and will be delivered to Hume community groups experiencing food insecurity, financial hardship, social isolation or those needing support with life-skill development.</p> <p>Council and Oz Harvest have also delivered a Healthy Eating Zone for children and families at the Craigieburn Festival 2022 and co-developed NEST educational videos for Hume residents. The videos require translated subtitles to be added before they can be finalised. Community Health and Wellbeing will work with Strategic Communications and Advocacy to translate videos and develop a Promotions Plan to share them with Hume community groups.</p>
<p>Launch the "I love Hume" campaign with the heart of community and driving feelings of pride and belonging.*</p> <p>Progress Indicator:</p>  <p>Completed</p> <p><i>*Rollover from COVID-19 Recovery and Reactivation Plan 2021</i></p>	<p>Customer and Strategy</p>	<p>The 'I Love Hume' campaign launched in May 2022 and premiered its first feature interview on 29 June across social media. This interview is the first, in a multi-part series, #HumeStories, highlighting the stories and experiences Hume residents, and why they love Hume. In late June, the first print activations went live with major advertising in shopping centres and billboards.</p> <p>In collaboration with the Community Support team, Strategic Communications engaged with local seniors, during senior's festival events and captured a wider range of community interviews and content. This will accompany previously captured content as well as future planned content for 'I Love Hume'.</p> <p>Further interviews will be launched in the coming months. Large-scale print advertising has rolled out on billboards, Craigieburn Central and Broadmeadows Central. Further promotions and events are planned across Hume to boost community morale and civic pride in the community.</p>



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

On Track
 Monitor
 At Risk
 Deferred

THEME 2

A HEALTHY AND SAFE COMMUNITY

Strategic Objective 2.2: Facilitate appropriate urban development and enhance natural environment, heritage, landscapes and rural places.

Action	Division	Description of Progress
<p>Continue to deliver the Household Energy Program to support Hume residents experiencing or at risk of bill stress, improve the thermal comfort of homes and reduce greenhouse gas emissions (Hume Solar Roll-out until September 2022 and Energy Savvy discounted home retrofits for vulnerable residents until June 2022).</p> <p>Progress Indicator:</p>  <p>Completed</p>	Infrastructure and Assets	The program objectives for the year have been completed. 106 Hume households experiencing bill stress received a home assessment through the Energy Savvy program and 63 proceeded with subsidised upgrades. As of June 2022, 547 Hume households had received a quote under the Hume Household Solar program with 145 proceeding with a solar system from appointed suppliers Green Home Green Planet. A total of 744kW has been installed through the program and rebates from Solar Victoria of \$227,750 have been facilitated.
<p>Continue to deliver the home gardening support program for Hume residents particularly those that have been impacted by the pandemic.</p> <p>Progress Indicator:</p>  <p>Significant Progress</p>	Infrastructure and Assets	The program has supported many residents throughout the year with Ready to Grow kits for their gardens. Many online forums and, more recently, face-to-face community events have been held to engage residents in the program and promote the full range of Council services available to support sustainable living. The program has been a huge success and will be finalised in 2022-23.



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

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

THEME 2

A HEALTHY AND SAFE COMMUNITY

Strategic Objective 2.2: Facilitate appropriate urban development and enhance natural environment, heritage, landscapes and rural places.

Action	Division	Description of Progress
<p>Investigate energy efficiency opportunities at sporting clubs to help reduce running costs, greenhouse gas emissions and improve comfort.</p> <p>Progress Indicator:</p>  <p>Completed</p>	<p>Infrastructure and Assets, City Planning and Places</p>	<p>Consultants conducted energy efficiency site visits and review of energy use for five sporting clubs and a neighbourhood house. Final reports have been completed.</p> <p>Opportunities for upgrading lighting across a range of small facilities will be pursued. Options for educating sporting clubs around fridge use and rationalisation will be considered.</p>
<p>Continue to install solar panels on community leased Council facilities to help reduce running costs for community organisations and greenhouse gas emissions.</p> <p>Progress Indicator:</p>  <p>Completed</p>	<p>Infrastructure and Assets</p>	<p>Six community facilities where community organisations contribute to bill payments have had solar installed this financial year totalling 178kW. Sites include: Greenvale Oval 2; Anderson Reserve; Sunbury and Craigieburn Mens' Sheds; East Park Preschool and Connections at Craigieburn.</p>




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

On Track
 Monitor
 At Risk
 Deferred

THEME 2

A HEALTHY AND SAFE COMMUNITY

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

Action	Division	Description of Progress
<p>Continue to waive fees for all outdoor dining permits until 30 June 2022.</p> <p>Progress Indicator:</p>  <p>Completed</p>	City Services and Living	In recognition of the economic impacts of the COVID-19 pandemic, Council applied a fee waiver for all outdoor dining permits issued in the 2021/22 Financial Year.
<p>Waive 50% of the annual registration fees for food business for the remainder of the 2021/22 financial year.</p> <p>Progress Indicator:</p>  <p>Completed</p>	City Services and Living	In recognition of the economic impacts of COVID-19 on food businesses, all 2022 Food Act business renewals sent out in December 2021 received a 50% fee waived.
<p>Deliver additional infrastructure in upgrades to open spaces and play spaces including installing more seats, table settings, water fountains, signage, and recreation equipment e.g., basketball/netball towers in local parks.*</p> <p>Progress Indicator:</p>  <p>Significant Progress</p> <p><i>*Rollover from COVID-19 Recovery and Reactivation Plan 2021</i></p>	City Planning and Places	<p>A program of minor infrastructure improvements has been identified to enhance the use of the open space, walking, and cycling network across Hume. This includes additional seating, drinking fountains and enhancements to sites undergoing improvement in the current program. Implementation commenced in the fourth quarter of 2020/21 and is being finalised in mid-2022.</p> <p>Installation of new facilities is presently underway at a range of sites, including drinking fountains with dog bowls at Trade Park Reserve and Leo Dineen Reserve in Tullamarine; Gruner Street Reserve, Eric Boardman Reserve, Langama Park and Spyglass Reserve in Sunbury.</p>


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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred

THEME 2

A HEALTHY AND SAFE COMMUNITY

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

Action	Division	Description of Progress
<p>Deliver COVID Safe Outdoor Activations (State Govt funded) across Hume including:</p> <ul style="list-style-type: none"> - wide street entertainment, cultural displays and performances, etc, to enhance the ambience of outdoor areas. - Town Hall Broadmeadows Gallery. - Local markets (free to traders), roving performers supported by enhanced outdoor furnishings, festoon lighting and event management. <p>Progress Indicator:</p> <div style="border: 1px solid black; padding: 2px; display: inline-block;">  75% </div> <p>Significant Progress</p>	<p>CEO's Office, City Planning and Places</p>	<p>Outdoor Activation initiatives completed include:</p> <ul style="list-style-type: none"> • Hume Harvest and Craigieburn Festival • Event infrastructure • Installation of fairy lights in O'Shanassy Outdoor dining precinct. <p>These projects will be implemented in July/August 2022:</p> <ul style="list-style-type: none"> • Cultural events program in local activity centres. <p>Improvements to local activity centres: Railway Crescent, Carrick Drive, Westmeadows Village.</p>

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

■ On Track
 ■ Monitor
 ■ At Risk
 ■ Deferred

THEME 2

A HEALTHY AND SAFE COMMUNITY

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

Action	Division	Description of Progress
<p>Continue to promote walking and cycling through connecting more walking and cycling links in urban areas e.g., residential areas to activity centres, schools, community centres, transport hubs and providing associated infrastructure e.g., seating, drinking fountains, signage, lighting.*</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <p>Deferred</p> <p><i>*Rollover from COVID-19 Recovery and Reactivation Plan 2021</i></p>	<p>City Planning and Places</p>	<p>Council continued to promote walking and cycling through implementation of following actions:</p> <ul style="list-style-type: none"> • Investigations and assessments progressing for: <ul style="list-style-type: none"> ○ Merri Creek Trail - Merri Concourse to Premier Drive / Metrolink 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. ○ Greenvale to Attwood Pipe Track. • Responding to resident requests and constructing short pathway connections in Greenvale, Gladstone Park and Sunbury. • Ongoing signage and line marking audit actions. • Local Area Traffic Management (LATM) upgrade works to five walkways in Craigieburn have been completed. • Meadowlink Stage 2 design documentation has been completed and construction contract awarded. <p>Funding for this action was deferred to subsequent years as part of the 2021/22 budget process.</p>




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

■ On Track
■ Monitor
■ At Risk
 Deferred

Action	Division	Description of Progress
<p>In partnership with the Victorian Government and other stakeholders, continue to deliver a range of initiatives and support to respond to and recover from the COVID-19 pandemic.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	<p>City Services and Living</p>	<p>Council continued to deliver the following initiatives and support to respond to and recover from the COVID-19 pandemic:</p> <ul style="list-style-type: none"> • Continued support towards a fixed Vaccination Hub at the Hume Global Learning Centre – Broadmeadows. • Facilitated six information sessions on COVID, Flu and Cold information, partnering with NEPHU. • Continued supply of Rapid Antigen Tests to local diverse community groups. • Ongoing newsletter informing organisations of current and planned activities in Hume surrounding health and wellbeing. • Provided fact sheets and a directory to the community surrounding diagnostics and screenings. • Partnership with Drummond Street and the Health Champions to upskill the workforce to have meaningful conversations about Mental Health. • Provided six community grants to local food relief and mental health awareness. <p>Continued targeted promotion to the 5 - 11 year-old age group to increase current vaccination rates.</p>
<p>Continue to waive interest on unpaid rates and charges until 30 June 2022.</p> <p>Progress Indicator:</p> <div style="border: 1px solid black; background-color: #28a745; width: 100%; text-align: center; padding: 2px;">100%</div> <p>Completed</p>	<p>Chief Financial Office</p>	<p>Council continued to waive interest on unpaid rates and charges until 30 June 2022.</p>



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

■ On Track
 ■ Monitor
 ■ At Risk
 Deferred

Action	Division	Description of Progress
<p>Continue to set the discretionary penalties for parking infringements at the minimum until June 2022.</p> <p>Progress Indicator:</p>  <p>Completed</p>	City Services and Living	In recognition of the economic impacts of COVID-19, discretionary penalties for relevant parking infringements were established and set at the minimum level during the 2021/22 Financial Year.
<p>Extend the period of relief for tenants for up to six months (until June 2022).</p> <p>Progress Indicator:</p>  <p>Completed</p>	Chief Financial Office	Extended the period of relief for tenants until June 2022.
<p>Form a COVID-19 Adaptation and Resilience Committee to address ongoing community recovery needs.</p> <p>Progress Indicator:</p>  <p>Good Progress</p>	City Services and Living	<p>A COVID-19 Adaption and Resilience Committee has been established following a community wide recruitment process.</p> <p>A forum was held with this committee on 16 March 2022 to discuss health, social and economic recovery needs that have resulted from the COVID-19 pandemic.</p> <p>A post-forum report was developed and this information has and continues to be used to inform Council COVID-19 recovery programs and initiatives that are being delivered across a range of Council services and facilities. A future meeting of this committee is planned for the second half of 2022.</p> <p>In addition to identifying additional emerging needs, this forum will consider the impact of various recovery programs and initiatives delivered to date.</p>

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

■ On Track
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 ■ Deferred

Action	Division	Description of Progress
<p>Develop information to assist the community to be prepared for future variants and ongoing impacts of COVID-19 (including preparation for isolation, how to make a COVID kit etc).</p> <p>Progress Indicator:</p> <p> 100%</p> <p>Completed</p>	City Services and Living	<p>Council has delivered an extensive suite of information and communication products throughout the COVID-9 pandemic including print, digital, in-person and online events. These information resources have covered numerous topics including vaccine information, testing information, advice for contacts and information regarding relief and recovery supports and services. This information has been delivered in multiple community languages and broadly disseminated across the community through Council and local community organisation channels.</p> <p>This information will continue to be delivered over the period July - December 2022 with a key focus on mental health awareness, services and supports.</p>
<p>Review our financial hardship policies to ensure they address the difficulties of increased financial stress brought about by COVID-19.*</p> <p> 75%</p> <p>Significant Progress</p> <p><i>*Rollover from COVID-19 Recovery and Reactivation Plan 2021</i></p>	Chief Financial Office	<p>The draft hardship policy is being developed.</p> <p>A presentation will be provided to ELT and then to Council in August/September 2022 to seek feedback on the principles underpinning the proposed Policy.</p>

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