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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 – 31 DECEMBER 2020**

**STRATEGIC INDICATORS TO 31 DECEMBER 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** | **2020/21 Result** |
| Number of library programs/events attendance per head of municipal population. | Target by  2020/21 = 0.7 | 298 library programs/events have been delivered online with 159,829 views\*. At the same time in 2019/20, **1,974 programs/events attracted 59,629** attendees.  \* Due to COVID-19 restrictions, all library programs have been delivered online in 2020/21. |
| Preschool participation rates (includes non-Council services). | Target by  2020/21 = 95% | 89.0% is the most recent preschool participation rate (2019), the previous result in 2018 was 94.6%.  (Source: Department of Education and Training) |
| Number of student placements supported by Council. | Target by  2020/21 = 150 | There have been no student placements in 2020/21 due to COVID-19 restrictions. 57 students completed work experience at the same time in 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** | **2020/21 Result** |
| Percentage gap between the Greater Melbourne and Hume LGA unemployment rates. | Target by  2020/21 = 3% | Latest unemployment rates show a gap of 5.3% between Hume City (9.8%) and Greater Melbourne (4.5%). In June 2019, this gap was 3.9%.  (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 | Significant Progress | Discussions continue with Tertiary Education providers to establish a new facility in Hume’s growth areas. One provider is in discussions with developers for a possible facility to be established in the Northern Hume 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. Victoria University has entered a MOU with Council to re-establish program delivery in Hume using the Hume Global Learning Centre network. | |

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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** | |
| Continue to support the implementation of the renewed [Hume Multiversity initiative.](https://www.hume.vic.gov.au/Businesses/Hume-Multiversity) | Planning and Development | Significant 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 512 residents to join and 377 to enrol in courses. The top six course enrolments were in Excel Skills for Business: Essentials; Write Professional Emails in English; The Science of Well- Being; Programming for Everyone (Getting started with Python); Technical Support Fundamentals and Positive Psychology. | |

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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 continues 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](https://archive.hume.vic.gov.au/files/sharedassets/hume_website/publications/strategies_and_plans/report_-_0-24_years_framework_fa-web.pdf) are being adapted to ensure barriers are reduced and services are accessible. | |
| Progress preparation for the implementation of 3-Year-Old Kindergarten in 2022 including facility capacity reporting, funding submissions and exploration of partnership models. | 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 continues 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 deliver a range of early childhood literacy and learning programs | Community Services | Significant Progress | Due to COVID-19 restrictions, early childhood literacy, and learning programs have been delivered online in 2020/21.  The delivery of these programs to date has included:   * 121 English language storytime sessions for children aged  0-5, attracting 59,927 views. * 55 Bilingual Storytime sessions recorded with 59,927 views. * 56 STEAM sessions conducted with 22,309 views. * Six school holiday program sessions with 3,762 views. * 63 new registrations for 1,000 Books Before School have been recorded and six children reached the 1,000-book milestone. There have now been 542,150 stories shared between Hume families since the program's inception. | |

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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 | Significant 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 Council's COVID-19 Community Grant Program (Technology Access). * Connecting 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 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. The Youth Summit project plan has been updated to include a new proposed date in May 2021. The event will be delivered in partnership with Headspace Craigieburn, Centre for Multicultural Youth (CMY), DPV Health and Sunbury Community Health. Further planning is to be undertaken with local schools in third quarter 2020/21.  Once the Summit is delivered, a review will be undertaken with outcomes expected in 2021/22. | |
| 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 | The Youth Action Committee (YAC) includes 12 community representatives ranging in age from 15-24.  Actions of the YAC in 2020/21 have included:   * Contribution to two significant projects: providing direct input into a new state-wide youth strategy and supporting the delivery of 2020 Youth Week online events. * Planning for a review of the YAC to be undertaken before the extended Engage! funding expires in December 2021. * The evaluation of the YAC has been delayed due to COVID-19 restrictions, which have impacted online engagement methods. A review will be undertaken in January 2021. 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 2021. | |
| **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** | |
| 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 | Significant Progress | Actions to ensure the delivery of best practice program models and a greater utilisation of youth facilities has included:   * Council has engaged a consultant to assist in a review of each of Council’s Youth specific facilities. Outcomes from the consultant have been received and are under review. * The Youth Strategy has been drafted to provide a strategic framework for the delivery of best practice program models for young people. The strategy will be submitted to Council for endorsement in third quarter 2020/21. * As part of Capital Works, plans have been developed to enhance accessibility and flexibility of youth centres at Broadmeadows, Roxburgh Park, Sunbury and Craigieburn. * Grant funds from the Office for Suburban Development have been secured to deliver the Broadmeadows Revitalisation Wayfinding Project. The project co-designed with young people includes wellbeing messages supporting the pandemic recovery efforts and aims to promote activation and increase legibility along the footpath, between Broadmeadows Train Station and Youth Central. | |

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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 | Significant 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 is progressing to schedule. * 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 2,289 packages with 23,919 items were delivered. * A click and collect library service was introduced from 14 September 2020, with 2,714 appointments made collecting 11,466 items. * In November 2020 Hume Libraries Express was expanded and a collection service was introduced, with 108 home collections made. | |

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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 | Completed | 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. Due to COVID-19 restrictions the challenge did not take place in 2020 and has been postponed to 2021. * Continued focus on the Hume Multiversity Program, with employment pathways and learning for employment. * Undertake an evaluation of Coursera to explore the ongoing adoption of the online learning platform. * Delivery of Federal and State funded Jobs Fairs biannually. | |

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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** | |
| 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 | Significant Progress | Actions to expand vocational pathways for volunteers in 2020/21 have included:   * Hume Volunteer Gateway (HVG) hosted "Connection Through Volunteering", a community briefing session for service providers and organisations currently engaging volunteers. The session was offered online on the 10 December 2020. * Creation of and promotion of two professional development workshops for volunteer managers. * 'Working with Other Organisations' webinar for volunteering organisations and community groups, held on the 10 November 2020 and facilitated by Justice Connect Inc. * An online volunteering session was held on 12 November 2020 and attended by 15 registered Volunteer Gateway program members. | |

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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** | |
| ♿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. program will be reviewed in March/April 2021 subject to government restrictions and workplace arrangements.  The Passport to Work program was delivered online with nine mentors supporting eleven unemployed Hume residents to pursue employment opportunities. The program concluded in November 2020 with a virtual graduation program. Since graduation three of the participants have secured employment and two more are expected to begin jobs in hospitality and retail, as government restrictions ease. | |

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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 continues 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 continuing 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’](https://www.hume.vic.gov.au/Your-Council/Major-Projects/Hume-Central). \* | 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).  Following stakeholder consultation and engagement the Broadmeadows Town Centre Economic Assessment and draft Investment Action plan was created and is currently under review.   * Works in Hume Central, Broadmeadows as part of the Infrastructure Development Plan have included: * Civic Way and service provision – completion of new sewer connections and electricity upgrades for the precinct. Civic Way is now complete with a more pedestrian friendly environment. * Hume Global Learning Centre-Broadmeadows Extension - agreement with a prospective tenant has been signed with works to commence in 2021. * Loop Road acquisition - VicRoads completed their statutory process and the road was closed on 11 November 2020. Council will enter into negotiations to purchase the land from the Department of Transport in 2021. * Town Hall Commercial space - now fully tenanted; agreements have been executed with one tenant in occupation and another two tenants are completing fit-out works. It is expected this will create approximately 180 new jobs in Hume Central which will increase demand for carparking. | |

*\*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 was launched online in conjunction with the Committee for Melbourne with 180 registered attendees on 22 October 2020.  The report has further been promoted by NORTHLink in advocacy discussions, and the executive summary has been provided to key Council stakeholders. | |
| 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 forms part of Hume’s advocacy. The report was launched on 22 October 2020. Additional opportunities are being investigated for an increased presence of office/professional services developments in Hume. | |

*\*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](https://www.startnorth.com.au/en). | Planning and Development | Significant Progress | Due to COVID-19 restrictions StartNorth closed on 1 July and reopened on 9 November 2020. Facilitation of the business plan for Council’s StartNorth Coworking Space has included:   * Consistent and up to date communication to all members. * Virtual monthly workshops and business events. * A partnership 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. * The Pre-Accelerator program "The Guide to Starting Up" opened for applicants. The program which so far has 49 applicants, is designed to accelerate learners through the process of finding a business idea and developing and scaling the concept into a sustainable model. * Planning is underway for the StartNorth Accelerator Program, to be delivered in July 2021. This program aims to assist local migrant and refugee entrepreneurs with start-up and small businesses. * Development commenced for a Council-led "Start your business" program, named "Spark". This multiweek program is expected to be delivered in 2021. * Two meeting rooms are being converted into private offices based on member demand. This will give StartNorth better space utilisation and meet some waiting list demand. | |

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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 delivery of the [Local Jobs for Local People program](https://www.hume.vic.gov.au/Businesses/Local-Jobs-for-Local-People), to encourage workforce participation and employment for Hume residents. | Planning and Development | Significant Progress | Delivery of the Local Jobs for Local People program (LJLP) has included:   * Completion of personal care calls to all residents registered for support. * 1,822 vacancies listed on Hume Joblink an increase of 816 vacancies from first quarter 2020/21. * Over 60 job advertisements being exclusively sourced. * Over 60 Hume residents with a disability continuing to be supported, with three securing employment. * Based on demand, the LJLP team is working to identify more casual and part-time jobs (less than 15 hours a week). * Establishment of the Hume Employment and Learning Committee working group. Developed to support people with disabilities into employment in 2021. * Promotion of support provided from the LJLP team for new businesses locating in Hume. | |

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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 to promote the [Melbourne’s North Joblink](https://www.mnjoblink.com.au/) to encourage local and regional employment. | Planning and Development | Significant 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.  Melbourne's North Joblink has experienced an increase in jobs advertised since the easing of COVID-19 restrictions.  In 2020/21:   * 5,329 jobs were advertised in Melbourne's North compared to 6,315 at the same time in 2019/20. * There have been 314 new users on the site. * Seven new employers have registered and posted vacancies. * There are currently 2,448 registered users and 80 employers on the site. * There have been 47,600 job views with 762 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 | Significant Progress | Implementation and monitoring of the Investment Attraction Framework continues, including:   * The Investment Attraction Prospectus was updated and promoted electronically to internal and external stakeholders. * Regular stakeholder meetings occurred online with State Government representatives, commercial real estate agencies and developers. * Pre-application meetings were facilitated and occurred online with businesses expanding or moving in Hume. * An Investment Attraction Marketing and Communications Plan for 2020/21 has been developed. The plan aims to attract new business investment into Hume and support creation of local jobs for local people. * Council is investigating the development of an online investment attraction portal, to facilitate new investment opportunities in Hume. * Continued work on attracting new business investment in Hume by promoting the availability of appropriately zoned employment land, collaborating with stakeholders to identify interest, engaging with potential investments to support de-risking actions, assist in finding suitable locations and facilitating the Statutory Planning process.   While COVID-19 has had a significant negative impact on some sectors with many job losses, it has also created new investment opportunities within Hume, including in the Personal Protective Equipment (PPE) and Food industries. | |
| **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](https://melbournesnorthfoodgroup.com.au/) and its activities via NORTH Link to support the export growth of existing businesses. | Planning and Development | Significant Progress | Council continues to support Melbourne's North Food Group (MNFG), which has been self-sustaining since the State Government's co-funding expired in February 2020. The group currently has over 120 food and beverage manufacturers and service providers. In 2020, there were 32 new partners who joined the Group.  MNFG has undertaken a variety of activities including:   * Deploying COVID-19 responses to assist businesses adapt during restrictions. * Production of a weekly e-newsletter to provide businesses with regular communication. * Delivering of 45 webinars on business capability building, government grants, marketing and business strategy. * Establishing Melbourne's North Buying Group, to allow businesses to obtain substantial savings on micro-testing, transport and packaging. | |
| Establish a new Small to Medium Business Support Grants program to support sustainable growth in local businesses. | Planning and Development | Significant Progress | Council adopted the [Hume Small Business Grants Program](https://www.hume.vic.gov.au/Your-Council/Grants-and-Awards/Hume-City-Council-Community-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). The governance process for the distribution of the Business Grants will be approved by Council in early 2021. | |

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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 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. * An internal cross organisational working group has been established to commence the facilitation of outdoor dining to reactivate tourism and hospitality in Hume. * Commencement of a Melbourne's North regionalisation marketing campaign in partnership with NORTHLink and the councils of Melbourne's North. * Continuing to advocate to state government, VTIC and Committee for Melbourne for support of the Visitor Economy. * Delivering and adapting a range of promotions to support the Visitor Economy and encourage spending in Hume, including: * A media partnership with GRAM, promoting Hume. * A Hume Council 'Support local' social media campaign. * Continued use of [@discoverhume](https://www.instagram.com/discoverhume/) as the key call to action for the Visitor Economy. Followers continue to increase with a total follow of 2,700 in 2020/21. * Coordination of a full-page ad and editorial in [Visit Victoria Official Visitors Guide](https://www.visitvictoria.com/features/official-visitor-guide): special edition focusing on domestic visitor market. * SBS multilingual radio ads in December 2020/January 2021. | |
| **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 | Significant Progress | Council continues to promote local markets via Council communications including [@discoverhume](https://www.instagram.com/discoverhume/). Due to COVID-19 restrictions, markets have not been able to consistently operate. Council has responded to four enquiries regarding local markets/food trucks and continues to provide advice on applications for markets in Hume. The opportunity for an outdoor market in Southern Hume is currently being explored.  The Merrifield market, which is a private market supported by Council with social media promotions and statutory planning, successfully transitioned to a new site at Marnong Estate in December 2020 and had approximately 3,000 attendees. | |

**SUMMARY OF PROGRESS FOR THEME 2 1 JULY – 31 DECEMBER 2020**

**STRATEGIC INDICATORS TO 31 DECEMBER 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% | 96.3% is the latest immunisation coverage for the period 1 October 2019 - 30 September 2020. At the same time in 2019/20, coverage was 96.1%.  (Source: Australian Immunisation Register - Coverage Report) |
| Participation rates in Maternal Child Health | Target by 2020/21 = 75% | The year to date participation rate is 61.1%. The second quarter 2019/20 result was 62.8%.  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 | 2020/21 attendance is 80,652\* a substantial decrease on the 666,196 visits recorded in 2019/20.  \*Due to COVID-19 restrictions aquatic facilities were closed from July, with limited reopening from October 2020. All centres reopened (with capacity restrictions) in December 2020. |

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% | Results for 2020/21 not yet available. The previous result was 78.2% in 2018/19.  (Source: Hume Community Indicators Survey 218/19 – survey is only reported every two years) |
| Percentage of persons feeling safe walking alone during the night | Target by 2020/21 = 40% | Results for 2020/21 not yet available. The previous result was 40.8% in 2018/19.  (Source: Hume Community Indicators Survey 218/19 – 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](https://www.hume.vic.gov.au/Residents/Leisure-and-Sport/Leisure-Centres/Hume-Fit-App). The app currently has 11,910 registered users and provides 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:   * Gladstone Park Reserve pavilion – construction contract awarded. * Leo Dineen Reserve Social Room, Tullamarine – detail design commenced. * Craigieburn and Westmeadows Tennis Clubs – projects expected to be completed January 2021. * Boardman Pavilions 2 and 3, Sunbury – construction tenders close in January 2021. * Greenvale Equestrian pavilion – under construction, to be completed in February 2021. * Langama Pavilion 2, Sunbury – detail design commenced. * Cloverton District Reserve Pavilion – under construction. * Mt Aitken District Reserve Pavilion - construction contract awarded and modular assembly commenced offsite. | |

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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 | Significant Progress | The draft Indoor Sports Plan was endorsed by Council in December 2020 for public exhibition in early 2021.  Outcomes of the Outdoor Sports Plan are being implemented through the capital works program, including:   * Merrifield Recreation Reserve Development - earthworks and civil construction have commenced with landscaping works to begin in early 2021. A designer has been appointed for the reserve pavilion development. * Kalkallo Recreation Reserve Development - civil works have concluded and landscaping works scheduled for completion in April 2021. Construction of the pavilion has commenced. * Aitken Hill Recreation Reserve Development - civil and landscape construction contract awarded in December 2020 with works to commence in February 2021. Construction of the new modular pavilion has commenced offsite. * The Bridges Recreation Reserve Development - tender for civil and landscaping design has been advertised. | |

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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** | |
| 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 | Significant Progress | The Sports Ground Fencing Policy was endorsed by Council in December 2020 for public exhibition in early 2021.  Auditing of existing fencing and development of an implementation program is underway. | |
| Continue implementation of the [*Outdoor Sports Lighting Policy* and *Plan*.](https://www.hume.vic.gov.au/Your-Council/Our-City/Council-Plans-Reports-and-Policies/Council-Policies/Outdoor-Sports-Lighting-Policy-and-Plan?BestBetMatch=outdoor%20sports%20plan|d36c7183-67c4-46b5-aab0-812b073bda5b|cc238783-0554-497a-a178-c8cc04fd6e57|en-AU) | Corporate Services | Some Progress | As part of implementation of the Outdoor Sports Lighting Policy and Plan, lighting projects have been designed and tenders for construction prepared at the following sites:   * McMahon Softball number 2 diamond. * Gibb Reserve North field. * Hothlyn Drive Reserve. * Laura Douglas pitch 2. | |

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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 development and implementation of open space and recreation master plans. | Corporate Services, Planning and Development | Significant Progress | Development and implementation of open space and recreation master plans has included:   * Willowbrook Reserve, Tennis club, Westmeadows - extension and refurbishment underway and pathway works being planned. * DS Aitken Reserve, Craigieburn - Tennis Clubroom and new carpark extension underway, to be completed in January 2021. Following community consultation, the skate park extension is due to commence in February 2021. * John McMahon Reserve, Sunbury - Playspace completed and operational. Reserve entrance sealing to be completed in February 2021. * Greenvale Recreation Reserve, Greenvale - Playspace tender closing in mid-January 2021. Equestrian Pavilion to be completed in February 2021. * Hume Tennis and Community Centre, Craigieburn - play space completed. * Broadmeadows Town Park - Performance Pavilion Concept engagement is currently underway. | |

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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 | Significant Progress | Implementation of the walking and cycling program has included:   * Investigations and assessments progressing for: * 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) upgrade works to five walkways in Craigieburn have been completed * Meadowlink Stage 2 has commenced construction. | |

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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, COVID-19 restrictions and Department of Health and Human Services (DHHS) service delivery models have impacted service availability and decreased service participation. 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 1.7%, compared to the same time in 2019/20. In response to COVID-19 restrictions, the DHHS service model prioritised visits for younger more vulnerable infants. This contributed to a notable decrease in the available appointments and participation rate of the 18 month – 3.5-year old Key Age and Stages (KAS) visits. DHHS have now reprioritised the 3.5-year KAS visits and work continues to increase engagement of this age group as restrictions ease. | |

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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.  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.  Targeted work has been implemented to improve participation for Aboriginal and Torres Strait Islander peoples and innovative service changes continue to be explored to increase the participation and service availability for vulnerable children.  Current participation rates for Aboriginal children is 54.27% which is an increase of 1.0% compared with the same period in 2019/20. | |
| 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 | Significant Progress | Implementation of Council’s Gambling Harm Minimisation Policy has included:   * An annual report detailing 2020 gaming losses and venue community benefit statements, proposed advocacy, awareness raising, and harm minimisation activities was presented to Council in December 2020 and made available to the public. * A staff workshop was delivered during Gambling Harm Awareness week (19-25 October 2020) to raise awareness of gambling harms and available supports. * Council has written to the national Broadcaster SBS and the Federal Communications Minister raising its concerns around gambling advertising practices. | |

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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** | |
| Commence development of the *Hume Health and*  *Wellbeing Plan 2021-2025* and implement actions of the  [*Hume Health and Wellbeing Plan 2017-2021*](https://archive.hume.vic.gov.au/files/sharedassets/hume_website/health/health_and_wellbeing_plan/hwbp_17-21.pdf), 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 early 2021.  Implementation of the *Hume Health and Wellbeing Plan 2017-2021* actions has included:   * 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. * $40k of new funding has been secured to deliver free physical activity and social participation opportunities for underrepresented groups, in particular women and girls. Planning for these initiatives has commenced. * $20k of new funding has been secured to deliver a series of community cooking classes. These classes seek to celebrate local food cultures, build social cohesion and support individuals to cook healthy, affordable meals in the home. Planning for these sessions is underway. * Council is in discussion with Victoria's Health Promotion Agency, Vichealth, regarding possible resourcing of a dedicated Health Promotion Officer within Council. This position would have a dedicated focus on delivering initiatives aimed at improving the health of children and young people. | |

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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** | |
| 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 | Significant Progress | To expand social supports for older residents to reduce social isolation, Council has implemented:   * Adaptive social support opportunities, including online singing groups. * Delivery of packages containing activities and projects. * Frequent check-ins online or over the phone. * A collaborative relationship with other service providers through the MAV Positive Ageing Network. * A 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.   A detailed review and gap analysis of local social support opportunities will commence in early 2021. This review will guide the development and delivery of future programs to Hume's older residents. | |

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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:   * Two online group sessions were conducted on 18 November 2020. The sessions covered community gardens, communication and use of Zoom in preparation for online governance training. * Online Governance training was delivered by Cultivating Communities on 26 November 2020. * One on one support to individual gardeners and Committees was provided regarding Community Garden COVID Safe Plans and requirements. | |

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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](https://www.hume.vic.gov.au/Your-Council/Our-City/Council-Plans-Reports-and-Policies/Council-Strategies-and-Plans/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 areas to be reviewed annually. Subplans of the MEMP now have sub-committees who meet biannually to ensure plans are maintained and compliant with legislation.  The Emergency Management Manual Victoria has been replaced by the State Emergency Management Plan (SEMP). Ministerial guidelines are yet to be passed onto Local Government in relation to legislative changes required in the MEMP. Once these are received, the MEMP will be updated accordingly.  The annual review of the Heat Health Plan and Pandemic Plan is scheduled for January 2021. | |

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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** | |
| Review the [Municipal Recovery Plan](https://www.hume.vic.gov.au/Your-Council/Our-City/Council-Plans-Reports-and-Policies/Council-Strategies-and-Plans/Municipal-Emergency-Relief-and-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 | Review of the Municipal Recovery Plan has included:   * Legislative changes to the Relief and Recovery Plan have been updated. * The subcommittee meets biannually to review and update the plan and ensure yearly community engagement activities and exercises are planned. * The COVID Relief plan and has been updated as required. A COVID Operational Plan for Emergency Relief Centres has been completed and disseminated to staff to ensure they are aware of relevant changes.   Implementing Phase 2 of the English and Emergencies – Learn and Prepare Project has included:   * A review and updates are being made to the program. * Melbourne Polytechnic is now utilising elements of the program in their English as Additional Language Classes. * The program will be revamped in 2021 to include latest changes to Fire Services. | |

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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:   * Creation of a Communications Plan which identifies different ways to educate the community about emergencies. * Review of plans in accordance with the Continuous Improvement Plan for Emergency Management. * Significant work has been undertaken to improve the Fire Prevention process, including: * Utilising Crisisworks to undertake and track inspections. * Completing a mail-out to owners of vacant land in preparation for the upcoming fire season. * Inspection of 9,000 properties including residential vacant blocks, lifestyle blocks and rural properties, by Fire Prevention Officers. * Improved use of internal systems in relation to complaints and messaging the community regarding fire prevention. * Due to COVID-19 restrictions community programs have been put on hold until 2021. * An Emergency Relief Exercise was held in September 2020 with Emergency Services, agencies and State Government. | |

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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 | Significant 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 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 early 2021. * Council’s Child Safe Officer has been appointed. | |

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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 | Significant Progress | Implementation and evaluation of road safety and driver education programs/ partnerships has included:   * The TAC L2P program which temporarily recommenced professional driving lessons for learner drivers in July 2020, was suspended during the quarter. Currently there are 25 mentors and 50 learner drivers engaged with the program which will recommence in January 2021. * The delivery of the VicRoads Community Road Safety Grant fund continues in 2020/21. * A variety of VicRoads Community Road Safety Programs were delivered online including the Safe Driver Program, RACV Years Ahead Program and Road Safety for New Arrivals. * Due to COVID-19 restrictions, the Fit to Drive program has not been delivered during 2020/21. | |
| Implement, monitor and consider further trials or road surface treatments. | Sustainable Infrastructure and Services | Significant Progress | A road condition audit, to monitor and consider further trials or road surface treatments was undertaken. Analysis of the data from the audit is now underway. | |

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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 | Significant 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). * Development and publishing of family violence information and available services on the Hume City Council Website. * Continued delivery of the Roxy Resilient Women Skills Workshops and Let's Talk Money program. * In partnership with supporting organisations Council delivered events in recognition of the 16 Days of Activism Campaign. The campaign was supported by a MAV $2,500 grant and activities included: * Workshops on gender equity, respectful relationships and self-portraits of resilience art. * Online children's story time session focussed on respect. * Delivered two online Active Bystander training sessions. * Webinars from supporting organisations on preventing family violence in faith communities and the prevalence and issues around sexual exploitation in Australia. * A staff Lunch and Learn session. * Supported DPV Health to promote the Respect Victoria messaging in Hume Central. * Social media posts, and information posted on Councils Facebook pages reaching approximately 4,330 people. | |

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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](https://www.hume.vic.gov.au/Residents/City-Laws/Local-Laws) 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 2021. | |

*\*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) impacted by COVID-19 restrictions, have been reviewed and in some case reactivated, including:   * Pets in the Park program – to be held again before June 2021. * Desexing clinics – to recommence in April/May 2021. * Pro-active animal registration follow ups – have recommenced. * Training programs for officers - Officers have recently undertaken aggressive dog training. * Hot spot targeted door knocking – in areas identified with low animal registrations will recommence in 2021. * Cat trapping program – has recommenced. * Prosecutions – have recommenced with a major backlog within the court system. | |

**SUMMARY OF PROGRESS FOR THEME 3 1 JULY – 31 DECEMBER 2020**

**STRATEGIC INDICATORS TO 31 DECEMBER 2020**

Strategic Objective 3.1: Foster socially connected and supported communities

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| **Indicator** | **Target** | **2020/21 Result** |
| Percentage of community who believe it’s a good thing for a society to be made up of people from different cultures | Target by 2020/21 = 85% | Results for 2020/21 not yet available. The previous result was 79.1% (2018/19). (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% | Results for 2020/21 not yet available. The previous result was 41.5% (2018/19). (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** | **2020/21 Result** |
| Average overall community satisfaction rating for Council led events and festivals | Target by 2020/21 = 90% | Results for 2020/21 not available until the Quarter 3 reporting period.  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 | Significant Progress | Actions to provide activities for community groups to build capacity have included:   * The 2021 Community Grants review has commenced and will inform the development/ delivery of Grant Writing Workshops. * Council received funding from the Department of Premier and Cabinet (DPC) to deliver the Community Health Champions program and support community access to COVIDSafe messaging and Council services. 24 Community leaders from non-English speaking backgrounds were engaged in the program which delivered a range of messaging including videos in Arabic, Turkish, Punjabi, and Somali. * The Community Change Makers Evaluation Report has been used as a guide to commence the content preparation for the 2021 program, scheduled to commence in third quarter 2020/21. | |

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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** | |
| 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. * Council received funds from the Department of Premier and Cabinet (DPC) to produce the Supporting Diverse Communities project. $230,985 was distributed to 23 community organisations for COVID-19 relief under four categories; food and essential services, bicultural workers, health programs, and computer devices. | |

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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 and payment options. * Ongoing communication with regular users of the facilities to understand changes to COVID-19 restrictions. * A stimulus package for users was endorsed by Council in late 2019 and incentives are now being taken up by users starting to rebook. * Other strategies for utilisation and engagement of venues will continue to be 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 ongoing network enhancements. * If Wi-Fi is required in non-staffed community centres, a cost analysis will be conducted, and presented to Council. * Planning continued 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 | Significant Progress | Targeted support to Hume’s Neighbourhood Houses and Men’s Sheds has included:   * Endorsement of a new Hume Neighbourhood House Partnership and Funding Agreement by Council in December 2020. * Support provided to Hume Men's Shed Craigieburn who received a Volunteers Small Grant ($5000). * Staff facilitated two Men's Shed Governance workshops in Craigieburn and Sunbury with 23 participants. * Upgrade works to Goonawarra Neighbourhood House have been completed. * Upgrade designs of Selwyn Neighbourhood House have been finalised. | |
| 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.](https://www.hume.vic.gov.au/Your-Council/Our-City/Council-Plans-Reports-and-Policies/Council-Strategies-and-Plans/Multicultural-Framework) | Community Services | Some Progress | Implementation of the Hume Multicultural Framework continues with the delivery of:   * Two internal workshops. * Upload of resources to the Collaboration Hub, to facilitate delivery of the Framework. * Multicultural Workers Group (MAG) yearly review of services to Hume's Multicultural community in December 2020   The Framework continues to inform the transition of the delivery of services and programs online during COVID-19 restrictions and supported the Department of Premier and Cabinet (DPC) funding application.  DPC funding aided the production of inclusive COVID-19 messaging in languages spoken in Hume, with the aim of increasing COVID testing of people from non-English speaking backgrounds. | |
| Support the [Hume Interfaith Network (HIN)](https://www.hume.vic.gov.au/Residents/People-Services/Multicultural-People#section-3) 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:   * Drafting a review of the HIN Strategic Plan with members. * Connections continued between members to share information about COVID-19 responses, including the delivery of video messaging via social media. * Two HIN members enrolled in the Community Health Champions Program and continue to facilitate access to COVID -19 messaging * Planning for a campaign to increase HIN membership. | |

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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 completed with some minor variation works to be completed in January 2021. * Roxburgh Park Youth and Recreation Centre - accessibility works are scheduled to commence in January 2021. * Craigieburn Youth Centre – internal and external accessibility works will be completed 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 | Significant 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). * Delivery of the [National NAIDOC Week online program](https://www.hume.vic.gov.au/Residents/Things-to-See-and-Do/Latest-News/Media-Releases/2020-NAIDOC-Week) from the 8 to 15 November 2020. Council delivered a program of events that included: * Welcome to Country by Aunty Julieanne Axeford on 9 November 2020. * Launch of the Reconciliation Mosaics Trail created by Hume residents with artists Karen Lovett and Libby McKinnon, in partnership with the Kangan Institute. * “Welcome Baby to Country" was held online on 26 November 2020. The ceremony acknowledges the local Boorais (babies) connection to the traditional lands on which they are born. More than 60 families, community members and staff attended the event. * Council collaborated with the Hume Local Aboriginal Network (LAN) to celebrating Victorian Youth Week 2020. A powerful performance and storytelling was delivered by Cultural Evolves encouraging viewers to embrace Aboriginal and Torres Strait Islander culture. The performance premiered online on 15 December 2020 (<https://fb.watch/2YS02s40B8/>). | |

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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** | |
| 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 | Significant 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. The agreement is likely to commence in April 2021.  Since July 2020 the Wurundjeri Woi Wurrung Narrap Ranger Team have been managing several Council reserves that hold cultural and natural heritage significance. | |
| Implement the [Reconciliation Action Plan](https://www.hume.vic.gov.au/Your-Council/Our-City/Council-Plans-Reports-and-Policies/Council-Strategies-and-Plans/Reconciliation-Action-Plan-2020-2022) including installation of a Stolen Generation marker. \*  *\*Rollover from Council Plan 2017-2021 (2019/20 Actions)* | Community Services | Significant Progress | Actions to implement a Stolen Generation marker has included:   * The external Stolen Generation Marker Working Group (SGMWG) developed a shortlist of three locations to be considered for the Marker, with all locations in Craigieburn. * Community consultation ran from 27 October to 29 November 2020 and focussed on the suitability of the locations. * The Wurundjeri Woi Wurrung Cultural Heritage Aboriginal Corporation provided guidance through a cultural consultation at the sites. * Based on consultation feedback and guidance from Wurundjeri, the SGMWG recommended two sites; the Red Gum Site at the Golden Sun Moth Park in Craigieburn and the Wetland Site at Malcolm Creek Reserve in Craigieburn. * An Artist EOI Process was conducted from 27 October to 30 November 2020. Council received six applications. * The SGMWG recommended five of the artists to proceed to the concept development stage which will occur in early 2021. | |

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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 | A series of local activations including pop up parks, food trucks, Christmas displays, and musicians were delivered as part of Christmas 2020.  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 | A review of Council's events and festivals season is currently underway in response to new COVID-19 restrictions. An update will be provided to Council in the first half of 2021. | |
| 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 allocated $114,000 in 2020/21 to support community organisations to host events. Due to COVID-19 restrictions, many events are on hold and decisions on funding will be made once further information is available. | |

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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** | |
| ♿ Implement [*Hume Creative Community Strategy*](https://www.hume.vic.gov.au/Your-Council/Our-City/Council-Plans-Reports-and-Policies/Council-Strategies-and-Plans/Creative-Community-Strategy-2020-2025)(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 September 2020. * The gallery program which was transferred online; transitioned back to physical displays, in addition to online posting of exhibitions. Nine exhibitions and related online programming have been delivered in 2020/21. * Delivery of the Hume Arts Awards Program 2020 - awarding $20,000 to 17 recipients across three categories. * The Hume Galleries Expression of Interest process ran in November 2020 with 29 applications received. A schedule of 11 exhibitions in 2021 was determined. | |

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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 works commencing on the development of the Public Art installation.  Council was notified in December 2020 that the ‘Sunbury Cultural Commissions Project’ is a Finalist for the 2021 LGPro Award for Excellence | |

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

**SUMMARY OF PROGRESS FOR THEME 4 1 JULY – 31 DECEMBER 2020**

**STRATEGIC INDICATORS TO 31 DECEMBER 2020**

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** | **2020/21 Result** |
| Percentage of planning applications decided within required timeframes | Target by 2020/21 = 55% | 49.2% of planning applications were 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 were upheld at VCAT 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 2020/21 is 37.6% This is an improvement on the 2019/20 second quarter diversion rate of 36.8%. |

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

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| **Indicator** | **Target** | **2020/21 Result** |
| Net increase in street and park trees | Target = 3,000 per annum | Net increase in tree planting will be calculated at the conclusion of planting in Autumn 2021. |

**SUMMARY OF PROGRESS FOR THEME 4 1 JULY – 31 DECEMBER 2020**

**STRATEGIC INDICATORS TO 31 DECEMBER 2020**

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** | **2020/21 Result** |
| Community satisfaction rating with sealed local roads | Target by 2020/21 = 60 | Results for 2020/21 not yet available Previous result was 57/100 in 2019/20.  (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 are preparing Preferred Neighbourhood Character Assessments and undertaking built form testing to inform new schedules to the Residential Zones. | |
| ♿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 third quarter 2020/21. State Government budget announcements support the direction of the draft policy. | |
| 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 survey was undertaken by 12 schools and 20 service providers operating in the youth homelessness sector. Analysis of survey results and the development of a final issues paper is underway. The paper will be presented to Council in early 2021. | |

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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. * Rollout of new software (Trapeze) has further improved 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 | Significant Progress | The Minister for Planning has advised that the Craigieburn West PSP will be fast tracked through an Advisory Committee process. A draft PSP was released for comment in December 2020. Officers have collaborated with the Victorian Planning Authority (VPA) to prepare this draft in alignment with the Hume Corridor HIGAP. A formal officer submission was provided to the VPA in December 2020. The VPA has not progressed work on the Merrifield North PSP at this stage. | |

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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 | Significant 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 complete. * Gardens for Wildlife program continues to be developed, with an expected launch in Autumn 2021. * Hume Enviro Champions (HEC) continued the implementation phase of the 2020 program. Recruitment of a facilitator for the HEC 2021 program is underway. * The Great Green Get Together graduation 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 held in November 2020 focussing on open space planning.   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, including options for a new sustainability focussed youth program. | |
| **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 commenced in November 2020. * Promotion of the new [Rural Engagement Program](https://www.hume.vic.gov.au/Your-Council/Grants-and-Awards/Rural-Engagement-Program) began in November 2020 with two online community consultations held. Further drop-in sessions are being planned for March 2021 to assist landowners with the new application process and answer any questions. | |
| 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. | |

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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. | |
| Complete the landscape connectivity plan. \* | Sustainable Infrastructure and Services | Significant Progress | A draft Landscape Connectivity Plan was completed in December 2020 and will be presented to Council in February 2021. The plan will be presented along with the broader framework for biodiversity conservation. | |
| Finalise the review of the [Agricultural Land Use Rebate](https://www.hume.vic.gov.au/Your-Council/Our-City/Council-Plans-Reports-and-Policies/Council-Policies/Agricultural-Land-Use-Rebate-Policy?BestBetMatch=agricultural%20rebate|d36c7183-67c4-46b5-aab0-812b073bda5b|cc238783-0554-497a-a178-c8cc04fd6e57|en-AU) \* | 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.*](https://www.hume.vic.gov.au/Building-and-Planning/Statutory-Planning/Planning-Guidelines-and-Zoning) | 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 continue to be investigated to reduce officer movements. * 278 complaints and investigations were resolved during the reporting period. * 65 Planning Compliance Notices and six formal warnings were issued. Two matters progressed to VCAT. 14 cases are waiting to be heard in the Magistrates Court and one matter was determined at the Supreme Court in Council's favour. A compliance rate of approximately 92% was achieved on all Hume Planning Scheme breaches. * Joint investigation undertaken with Victoria Police in relation to criminal activity within the municipality. 17 search warrants executed by VicPol resulting in the recovery of stolen vehicles and heavy machinery, illegal drugs, firearms and money, and the arrest of 11 people. These joint investigations are ongoing. * Completion of a State Government directed comprehensive lockdown restriction compliance audit on approximately 70 industrial and commercial sites within the municipality.   *Continued on next page*   * Council coordinated a safety audit of the rail corridor after complaints to Metro Trains of illegal and dangerous pedestrian use. * Collaborative investigations with the Environment Protection Authority (EPA) and Earth Resources and Recovery (ERR), relating to illegal chemical storage and destruction have been progressing on the SKM fire site. * Investigations relating to landfill and quarrying activities have continued on properties in Sunbury Rd (Bulla Tip and Quarry and HiQuality) and Annandale Road, with 21 new complaints received and investigated on these properties. * 18 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. | |

| **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:   * Commencement of the enhanced food organics / green organics service on 5 October 2020. This allows existing organics service residents to add food waste to their organics bin to be turned into mulch and soil conditioning products. The service change will aid in reducing waste to landfill and make use of the valuable organic material. * A review of Council's kerbside collection service was completed in December 2020. Resulting in service changes to approximately 27,000 properties. These changes where required to assist in managing significant growth, particularly in the northern parts of the municipality and to re-balance collection runs for the garbage, recycling and organics services. | |

| **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 2020/2021 actions of the [*Greenhouse Action Plan*,](https://www.hume.vic.gov.au/files/sharedassets/public/residents/health-waste-and-environment/hume_greenhouse_action_plan_2018-2022.pdf) including, development and implementation of a household energy program. | Sustainable Infrastructure and Services | Significant Progress | Implementation of the Greenhouse Action Plan 2020/21 and the new Household Energy Program have included:   * Appointment of Household Energy Officer position in December 2020. * Selection of Yarra Energy Foundation (YEF), as the Hume solar roll-out project manager and Green Home Green Planet as the solar provider. A soft launch of the program occurred in October 2020 with social media promotion and an online information session attended by 75 people. 66 households have registered and 10 have signed contracts to proceed. Further information sessions and letters sent to households receiving the concession rate are being scheduled. * Discussions with Department of Environment, Land, Water and Planning (DEWLP) about Hume's Covid Recovery Plan and funds for additional household energy efficiency upgrades, through the Energy Savvy program. Promotions of the program to Home Care clients are being planned. * A Bring Your Bills day in the Broadmeadows Community Hub is being planned for early March 2021. * Implementation of the solar and energy efficiency program for Council buildings continues. * Working on energy efficiency optimisation at SPLASH and a tender is out for a large solar install at the centre. * Large solar installs at Boardman Basketball Stadium and Broadmeadows Basketball Stadium are complete and Broadmeadows Aquatic and Leisure Centre is awaiting Jemena approval. | |

| **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*](https://www.hume.vic.gov.au/Residents/Health-Waste-and-the-Environment/Environment/Water#:~:text=%20Hume%E2%80%99s%20Integrated%20Water%20Management%20Plan%202020-2025%20%28PDF%2C,enhance%20community%20and%20environmental%20assets%20including...%20More%20). | Sustainable Infrastructure and Services | Some Progress | Implementation of the Integrated Water Management Plan has included:   * Design work is complete for a stormwater harvesting scheme in the Cloverton estate, near Kalkallo, which will supply water to irrigate a sporting reserve. Construction of the pipeline under the sporting reserve is underway. The stormwater harvesting main in Cloverton Boulevard has been designed and will be delivered by the developer from March 2021. * A consultant has been engaged to identify opportunities for the naturalisation of Merlynston Creek. Desktop analysis of existing conditions has been completed. Site visits were conducted to review potential opportunities. The consultant is currently drafting the opportunities report for Council review. * 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. * A consultant has been engaged and site visits undertaken for the functional design of stormwater harvesting schemes at Jack Roper Reserve, John Ilhan Memorial Reserve and O'Brien St retarding basin. | |

| **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** | |
| 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 were assessed. A briefing note was presented to Council in November 2020, outlining the solar opportunities remaining on council buildings where Council pays the electricity bills; community leased facilities; and commercial leases. Council supported proceeding to install solar on 16 additional council buildings where Council pays the electricity bills (an estimated 266kW) as part of 2021/22 capital works.  A further briefing note as requested by Council to provide further information about solar installation on community-leased properties is currently being prepared. | |

| **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 | Public realm upgrades have reached practical completion in Civic Way Broadmeadows, including new pedestrian pavements, tree planting and landscaping, outdoor furniture, seating and lighting. | |
| 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 was 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:   * Emu Parade, Jacana streetscape improvement works have achieved practical completion. * Landscape improvements for key streets in Gladstone Park have been commissioned for delivery. * 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. Preparations for design procurement for Benston Street landscape upgrades has commenced. Melba Avenue shopping centre upgrade has reached concept stage. * Construction of the Moonee Ponds Creek boardwalk and associated landscaping at Westmeadows Village has reached practical completion. | |

*\*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. * 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. * Council's new hard waste service commenced with 5,642 collections or 1,005 tonnes of material being collected from residents. The new service includes an online booking option via Council’s website. * The Working for Victoria program commenced and includes a team of 22 staff undertaking enhanced amenity cleansing services throughout the municipality. The six-month program will focus on amenity improvements in Council's activity centres, parks and popular 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** | |
| 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.  Further collaborative work is required to review:   * Current maintained sites. * Land requirements for open space, including landowner agreements. * Ceasing maintenance on sites no longer required and informing landowners of their obligations. | |
| 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. | |
| Commence stakeholder engagement and implement a new Open Space Strategy, including the Integrated Urban Forest approach. | Planning and Development | Some Progress | GIS mapping for the first precinct to be considered for the Open Space Strategy is complete. Mapping of other precincts are under way. The Urban Forest Principles will be incorporated into the Open Space Strategy and are being utilised as part of the planning and design for 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** | |
| 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. Specialist quotes being sought to construct sub-surface drainage without disturbing remnant grassland patch. * Sheffield Park, Sunbury - Construction completed. * Kirwan Park, Roxburgh Park (recipient of Growing Suburbs Fund grant) – works are nearing completion. * Coopers Hill Drive, Westmeadows (recipient of Growing Suburbs Fund grant) – works to commence in early 2021. * Rokewood Reserve, Meadow Heights - works to commence in early 2021. * Curtin Drive, Sunbury – works to commence in early 2021. * Concept engagement has been completed for projects to be constructed in 2021/22 including Village Green (rolling meadows), Sunbury and Forrest St Reserve, Sunbury. * Initial engagement has been completed for projects to be constructed in 2021/22 -including Churchill Ave Reserve, Tullamarine; Logan Crt Reserve, Sunbury, Greenfield Crt Reserve, Craigieburn; Hamilton Hume Reserve, Craigieburn; Rudstone Bend Reserve, Greenvale. | |

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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 | Significant Progress | Implementation of open space masterplans in 2020/21 has included:   * Seabrook Reserve Masterplan - landscape reference plan prepared and out for community consultation in December 2020. Funding application submitted for suburban parks revitalisation fund. Detailed design procurement commenced. Carparking and electrical/lighting design is underway. * Progress Reserve Masterplan – A contractor has been appointed. The carpark design is to be conducted in-house. * Sunbury Park - Detailed design has commenced and the public toilets have been replaced. * 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. Western Water has approved the alignment of a path on their land as part of the park. A funding application will be submitted to DELWP. * 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 newly elected Council in 2021. | |

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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. * New advocacy priorities will continue to be developed in line with the policy direction of the newly-elected Council in 2021. | |
| 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. | |

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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** | |
| Continue planning and design for Yirrangan Road connection to Buckland Way, Sunbury. | Sustainable Infrastructure and Services | Some Progress | Work continues on the cultural heritage assessment and the geotechnical investigation has been commissioned, 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 – 31 DECEMBER 2020**

**STRATEGIC INDICATORS TO 31 DECEMBER 2020**

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

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| **Indicator** | **Target** | **2020/21 Result** |
| Percentage of Council Plan actions completed | Target by 2020/21 = 85% | Six actions have been completed to date in 2020/21 = 5%. At the same time in 2019/20 there were 9 actions (7%) completed. |
| Percentage of Hume Horizons headline Community Indicators which have experienced a positive movement | Target by 2020/21 = 50% | Results for 2020/21 not yet available. 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 – 31 DECEMBER 2020**

**STRATEGIC INDICATORS TO 31 DECEMBER 2020**

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

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| **Indicator** | **Target** | **2020/21 Result** |
| Value of non-recurrent grants received from State and Federal Governments and other organisations | Target by 2020/21 = $10.8 million | $4,885,500 has been received in non-recurrent grants in 2020/21 at the same time in 2019/20 it was $529,197.16. |
| Percentage of Council decisions made at meetings closed to the public | Target by 2020/21 = 15% | 26.1% is the result to date in 2020/21 at the same time in 2019/20 this result was 18.3%. |
| Asset renewal as a percentage of depreciation | Target by 2020/21 = 49% | 32.0% is the result to date in 2020/21 at the same time in 2019/20 the result was 48.4%. |
| Adjusted underlying surplus (or deficit) as a percentage of underlying revenue | Target by 2020/21 = 15% | 5.0% is the result to date for 2020/21 at the same time in 2019/20 the result was 13.2%. |
| Community satisfaction with Council decisions | Target by 2020/21 = 63/100 | Results for 2020/21 not yet available. The 2019/20 result was 55/100.  (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. * Council met with Deloitte to start planning for next steps which will provide a better and consistent experience in lodging online requests. | |

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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 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. * Quality assurance program is established and on-going with regular feedback provided to team members. There will be a major review as part of Customer Service operational review including setting the right performance and success measures at an individual and team level. * The new online Disability Parking Permit has resumed with some councils piloting the program. The program will be rolled out state-wide in March 2021. * While initial data analysis indicated low demand from residents to access the Contact Centre afterhours, further work will be undertaken including reviewing the after-hour scripts to ensure they are accurate, consistent and outcome focussed. | |
| 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. An initial draft discussion paper is in process and 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 | Significant Progress | Delivery of a range of research and evaluation activities has included:   * Community COVID-19 Survey – survey fieldwork undertaken, and report completed. An interactive dashboard report on the results was presented to Council in December. * Community Indicator Survey - Survey is complete, and the analysis of findings will be finalised and shared in January 2021. * 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. * Maternal and Child Health and Breastfeeding Service Satisfaction - draft report is complete. * Dads in Hume - evaluation completed. * Major Events Evaluation - currently being analysed. * Envro Champions Evaluation - in progress. * Multicultural COVID-19 Support Program Evaluation - in progress | |
| Review and refine community indicators to measure the progress of [*Hume Horizons 2040.*](https://participate.hume.vic.gov.au/major-review-of-hume-horizons-2040) | Communications, Engagement and Advocacy | Deferred | The current Community Indicators continue to be progressively updated as new data becomes available.  The review of the Hume Horizons 2040 Community Indicators has been deferred until 2021/22, following the development of a new Community Vision in October 2021. | |
| **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 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 2020* is progressing, with in-depth community engagement scheduled to commence in early 2021.  A new Community Vision is not scheduled to be completed until October 2021, in-line with the *Local Government Act 2020*. | |

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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. This will be undertaken in the first half of 2021. | |
| Evaluate the Leadership Development Program (LDP) and continue program delivery. | Communications, Engagement and Advocacy | Some Progress | The delivery of the Leadership Development Program was delayed due to COVID-19 restrictions. Online delivery for module six -Introduction to Project Management (Learn2Lead program) commenced in November 2020.  Since the program has been delayed the evaluation survey will follow implementation of Module six.  The Band 5/6, Leadership Essentials program has been designed and delivery commenced online from November 2020. | |

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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 | Some Progress | The Emerging Leaders Challenge program which is led by Melton Council and involves approximately seven other Councils will commence in March 2021. The preparation and development phase for Hume City Council has commenced and the program is likely to be online. Six Hume staff at the Band 5-6 level will be participating in this leadership challenge over a 12-week period. | |
| 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 with more departments being added. Initial testing of the system was undertaken by the supplier in addition to training for system users. | |
| Finalise and commence implementation of a Workforce Plan. | Communications, Engagement and Advocacy | Some Progress | This action was deferred due to COVID 19 restrictions and priorities. The planning phase for this project has commenced and information sharing with other Councils being undertaken. | |

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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 | Significant Progress | Initiatives to enhance Council consultation and engagement practices has included:   * The Hume Engagement Policy community consultation was completed. Consultation greatly improved the policy which is currently out for final community consultation and expected to be adopted by Council in late February 2020. * Community COVID Consultation is complete. * Stolen Generations Marker community consultation was undertaken online, through interactive maps and surveys as well as face to face with a focused consultation with Aboriginal and Torres Strait Islander people, especially those with lived experience of Stolen Generations. The report was presented to the Stolen Generations Marker External Working Group. * Open space consultations have been undertaken for playspaces, Broadmeadows Town Park Pavilion and Seabrook Reserve. * Following the Victorian Government decision on outdoor dining, opportunities were sought to gain community and business support. | |

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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 - continued to meet monthly and have guided the implementation of the RAP including delivery of Cultural Safety Workshops and Stolen Generations Marker Community consultation * Hume Interfaith Network - supported and participated in activities and translations to deliver COVID-19 messages. * Multicultural Advisory Group - participated in a review of service delivery, guided by the Multicultural Framework. * Hume Community Safety Advisory Committee - meeting was held on 25 November 2020 with a focus on 16 Days of Activism. * The Hume Jobs and Skills Task force – quarterly meeting was held on 18 November 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 – convened by the Brotherhood of St Laurence has been dissolved and Council is actively exploring alternatives. * Hume Sustainability Taskforce – quarterly meeting was held online on the 24 November 2020. The annual expression of interest (EOI) process closed for membership and a report will be submitted to council in February 2021 with recommendations. | |
| **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.  New advocacy priorities will continue to be developed in line with the policy direction of the newly-elected Council in 2021. | |

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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 | Significant 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.  Planning is currently underway for new subsites for libraries and leisure centres. | |
| 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.  Major information campaigns to be rolled out include:   * Capital works program * Council rates and budget * COVID-19 Recovery and Reactivation. | |

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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 | Significant Progress | The priorities for State Government funding of new primary and secondary schools were provided to the Department of Education and Training (DET). This helped inform the State Budget which included funding announcements for upgrades to schools in Mickleham, Sunbury and Jacana. Council has met with several private schools to assist them in advancing the planning for new 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 - Dual room modular preschool now on site. Landscaping to commence in January with opening projected for February 2021. Staged construction of the facility continues to progress with centre completion expected by August 2021. * Kalkallo Community Centres - Second modular preschool room now ready for use in 2021 school year. Staged construction continues to progress. The early learning component is progressing with centre completion expected in June 2021. * Merrifield South - schematic design is finalised. Town Planning pre-application lodgement and design documentation will commence in 2021, subject to completion of current value management investigations. * Kalkallo North - schematic design is finalised. Town Planning pre-application lodgement and design documentation will commence in 2021, subject to completion of current value management investigations. * Craigieburn R2 – Analysis found preschool demand in this precinct can be met through existing services, with the Victorian Planning Authority (VPA) and Department of Education and Training (DET) advised accordingly. Service planning to confirm the scope of Craigieburn R2 community centre is progressing.   *Continued on next page*   * Valley Park - Negotiations with Department of Health and Human Services (DHHS) have progressed favourably on the transfer of the Village Crescent Valley Park Community Centre site to Council. DHHS have advised land transfer will come with no offer of facility funding. Formal terms of offer are expected in early 2021, receipt of which will enable funding options to be explored. * Dallas Community Centre - investigations are on hold pending reporting to Council on community infrastructure directions. | |

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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** | |
| Update and maintain Asset Management Plans in line with legislation and good asset management practice. | Sustainable Infrastructure and Services | Significant Progress | The updated Asset Management Policy and Strategy were adopted by Council in September 2020. A draft Drainage Asset Management Plan has been prepared. Condition audits are underway for buildings and roads. | |
| Implement actions in response to the review of Aged Support Services and Aged Care Sector Reforms. | Community Services | Some Progress | The Aged Care Service and Support Plan was adopted by Council in December 2021. The new plan outlines Council's commitment to continued delivery of Commonwealth and State funded aged care services alongside actions to improve service access, continuity, quality, and sustainability.  Actions to be delivered in the first half of 2021 include:   * A marketing and promotion campaign to improve community awareness and access to Council's Home Care Package Program. * Delivery of a workforce strategy to attract bilingual aged care workers. * Expansion of Council's Service Navigation function.   A review of local social opportunities for older residents, and expansion of programs and activities that appeal to the needs and interests of older community members will also be undertaken. | |

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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 continues to progress and is expected to be completed within agreed timeframes. | |

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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:   * Proposal for additional fitness equipment at Johnstone Street Reserve, Jacana (to be confirmed following community engagement in early 2021). * Proposal for fitness equipment in Forrest Street, Sunbury (to be confirmed following community engagement). | |

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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 had closures. | |

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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 | Completed | All preparatory work for Council Elections was completed, with the Victorian Electoral Committee (VEC) including 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.  The 2020 Council Elections have been completed with a few post-election requirements still awaiting finalisation. | |
| 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 | Some Progress | Elections were carried out in October 2020. Statutory requirements under the *Local Government Act* to be carried out include:   * The setting of Mayoral and Councillor allowances, to be completed by 30 June 2021. A Report, to go out for public consultation, will be presented to Council in March 2021. * The review of the Councillor Code of Conduct has commenced. The Code will be presented to Council in February 2021 for adoption. * The Councillor Induction program has been developed and commenced on 23 November 2020. Further Induction is scheduled at the Council Planning weekend in January 2021. | |