

**PROGESS REPORT**

**AS AT 31 MARCH 2021**

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**PROGRESS DESCRIPTIONS**

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

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

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

* **On Track** – Action is proceeding to plan and will be completed by 30 June 2021.
* **Monitor** – Action requires attention to ensure it is completed by 30 June 2021.
* **At Risk** – Action will not be completed by 30 June 2021.
* **Deferred** – Action is not being completed this financial year.

**Summary of Progress – 8 February to 31 March 2021**

**Councils Role**

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

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

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| **Action** | **Division** | **Description of Progress** |
| Develop a Hume COVID-19 Economic Recovery Plan for 2021, in consultation with local business, industry groups, education providers and residents.  **Progress Indicator:**  Completed | Planning and Development | The Hume COVID-19 Economic Recovery Action Plan was developed in consultation with key stakeholders, including government, local businesses, industry groups, education providers and residents and presented to Council on 1 February 2021. The plan aims to support the Hume business community and unemployed residents navigate the initial recovery period.  The plan is based on three areas, which include:   1. Targeted Investment Attraction - The focus will be on manufacturing, the circular economy and professional services/white collar. 2. Targeted Support to existing business - With an initial focus on online services and the Visitor Economy (hospitality). 3. Targeted labour market support for unemployed residents and local businesses - Enhanced jobseeker support and an expanded role for the Hume Multiversity to improve residents' level of job skills and qualifications. |
| Council economic stimulus package Round 2 including:   * Business Grants Program * Multiversity Resident Scholarships for tertiary study * Recognition of overseas qualified professionals * Business Employment Grants program.   **Progress Indicator:**  Good Progress | Planning and Development | Actions of the Council economic stimulus package Round 2 have included:   * Planning commenced on the delivery of programs to support Hume residents. The Overseas Qualified Professionals Program delivered by Melbourne Polytechnic and the Permanent Residents Employment program delivered by La Trobe University, will assist residents with their profession in the Australian context and include a work placement. The program will commence on April 19, 2021 for up to 25 Hume residents. * Development of a Hume Multiversity Scholarship Program with Kangan, Melbourne Polytechnic, La Trobe University and Victoria University has been advanced. It is anticipated that 70 -80 scholarships will be provided for Hume residents entering Tertiary Education for the first time. * Hume Business Employment Grants - Planning is well progressed for the Hume Business Employment Grants Program. The grants will encourage Hume businesses to employ residents. Consultation has been completed with stakeholders and a draft project plan developed. It is anticipated 100 sustainable employment outcomes will be achieved as a result of this program by June 2022. |
| **Action** | **Division** | **Description of Progress** |
| Further enhance jobseeker support via:   * Virtual/actual job fair. * Further support development of resident's skills and qualifications through growth in Multiversity Programs.   **Progress Indicator:**  Good Progress | Planning and Development | Jobseeker support has been enhanced through weekly online job search workshops and employer led information sessions. A total of 10 workshops were delivered by Council in February and March 2021 with an average attendance of 10 residents. Three Employer Led information sessions were delivered in February and March 2021 to inform residents on Council recruitment needs in Early Childhood and Leisure Services and through DPV Health.  The State Government funded Hume Community Revitalisation Project was extended to 30 June 2021. This extension will enable continued focus on Hume unemployed residents and enable the continuation of Council led projects, including Passport to Work, Stepping Stones to Social Inclusion, Employment Readiness Scale Assessments and Career Counselling.  There has also been a significant increase in Multiversity activity including:   * Planning for the delivery of projects with Victoria University. * Discussions with Deakin University to re-join as a Multiversity partner. * Discussions underway to explore opportunities with Go TAFE.   Planning underway for a Careers Pathways Expo at the HGLC-Sunbury involving Multiversity partners. |

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| **Action** | **Division** | **Description of Progress** |
| Attract new business investment in Hume through:   * Active stakeholder engagement and close management of new business enquiries. * Investment Attraction prospectus. * Delivery of cutting edge online "virtual" investment attraction room to aid new business investment enquiries. * LinkedIn video promotions.   **Progress Indicator:**  Significant Progress | Planning and Development | Actions undertaken to attract new investment in Hume have included:   * Regular stakeholder engagement with key stakeholders. * Pre-application meetings facilitated and prompt response to business enquiries. * Development of an Investment Attraction Virtual Room. This online platform will aim to provide businesses/investors with key information about investing in Hume. * The Blue Room foyer at Town Hall Broadmeadows was set up for a 360-degree photoshoot in March 2021. Via an online portal, viewers will be able to virtually walk through the room, play videos and read information. The online portal will also feature an Investment Attraction Map Room which will display key investment precincts within the municipality. * Update of the Hume City Council Investment Prospectus is being undertaken. * Between January and March 2021 LinkedIn feature videos were promoted with testimonial from Hume businesses. Further business testimonial videos have been planned. |
| Continue to review and investigate opportunities to increase procurement via local businesses.  **Progress Indicator:**  Significant Progress | Corporate Services Sustainable Infrastructure and Services Planning and Development | The following actions have been undertaken to investigate opportunities to increase procurement via local businesses:   * Councils Procurement Policy is being reviewed and rewritten with an aim to feature enhanced Local Procurement guidance. * Details of local business content is being collected and considered in the tender and quotation selection process. * Students living in Hume are given preference when applying for Council work experience. |

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| **Action** | **Division** | **Description of Progress** |
| Supporting business start-up, fostering entrepreneurship through:   * StartNorth, Hume Multiversity * Accelerator Programs, entrepreneurship programs.   **Progress Indicator:**  Good Progress | Planning and Development | To support business start-up and foster entrepreneurship, StartNorth will run two pre-Accelerator programs over 2021/22 in collaboration with Roshambo, a Victorian-based creative studio. The nine-week online program named “Start, Now" is designed to accelerate learners through the business process. The program is being funded by Launch Vic with StartNorth supporting marketing and recruitment efforts. The first pre-accelerator program launched in February and will be completed in April 2021. Eight councils were selected for the program, with Hume delivering 25 per cent of the overall program applicants. |
| Promote local and regional visitation, activation to support hospitality and accommodation recovery/growth   * [@discoverhume](mailto:*@discoverhume) call to action online * Increased use of digital media partners * Participate in regional campaigns.   **Progress Indicator:**  Significant Progress | Planning and Development | Actions to promote local and regional visitation, activation to support hospitality and accommodation recovery/growth have included:   * The @discoverhume Instagram page continues to be the main call to action for Visitor Economy related communications. Over the past 6 months @discoverhume has increased its followers by 19%. The page delivered over 2 million impressions with a 121% increase and achieved over 4,500 engagements. * Council is exploring the use of digital media partnerships to further promote Hume's tourism offers and attract visitation beyond the local market. * In partnership with Melbourne's North Group of Councils, NORTHLink and Adz Collective, a 'Northern' tourism digital marketing campaign has been launched to bridge the gap between state tourism marketing initiatives and local area tourism efforts. The campaign 'Visit Melbourne's True North' focuses on promoting the North as a destination to the intrastate market. Phase one of the campaign includes a website [www.visitmelbournesnorth.com.au](http://www.visitmelbournesnorth.com.au) and social media content. Results of the campaign indicate a reach of over 200,000 people. |

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| **Action** | **Division** | **Description of Progress** |
| Facilitate planning permits from businesses to help stimulate the construction sector.  **Progress Indicator:**  Good Progress | Planning and Development | Actions to facilitate planning permits from businesses to help stimulate the construction sector have included:   * Utilisation of a dedicated resource within Statutory Planning to facilitate planning permits for major businesses in Hume. The position acts as a point of contact and has helped streamline the planning process, delivering efficiencies between and ensuring permits are assessed in a timely manner. |
| Support volunteer organisations to adapt to COVID-normal practices and re-engage volunteers.  **Progress Indicator:**  Good Progress | Community Services | To support volunteer organisations, adapt to COVID-normal practices and re-engage volunteers, Hume Volunteer Gateway has developed a training and support package 'Re-energise, Re-activate, Re-Connect' for community organisations who engage volunteers. The training and support package combine toolkits with a suite of practical units that aim to empower volunteering organisations to manage recovery, strengthen volunteering management skills and program adaption. Planning for online sessions which will be delivered in April and May 2021. |

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| **Action** | **Division** | **Description of Progress** |
| Deliver in person and online mental health, mindfulness and resilience workshops (delivered in community languages) to women and multicultural communities.  **Progress Indicator:**  Some Progress | Community Services | Hubs have been offering a wide range of activities to break social isolation, support mental health and propose engaging and fun activities. The following proposed activities include:   * Dallas - art, craft and pathways to employment through craft activities. * Mt Ridley - art and craft classes to support the engagement of diverse communities. * Roxburgh Park - purchase materials for their classes to foster local talents such as sewing, knitting, painting, weaving, cooking and gardening. * Roxburgh Rise - purchase various types of material, patterns, haberdashery, and sewing equipment to support participants projects. * Meadows Heights and Campbellfield Heights - provide playgroup wellbeing packs to families to support their mental health and children’s education. * Coolaroo South - undertake a boat tour on the Yarra, to celebrate Mother’s Day. * Broadmeadows Valley - support the publication of the Broadmeadows Valley Primary School Taste of Harmony cookbook. * Meadows Primary - support their community garden and the new Sensory garden at the school.   Well-being workshops are currently being planned with Hume’s school-based Hubs.  Recovery activities are also being planned to foster social connection, which is important for mental health. The Harmony Week community event was held in March 2021 with 340 bookings. This was one of the first Council run in person events in 2021 and initial feedback found it made participants feel ‘happy’ and ‘connected’. |

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| **Action** | **Division** | **Description of Progress** |
| Implement Round 2 of COVID-19 Community Support Fund; providing direct grants to agencies/organisations in Hume, supporting their ability to provide essential services (food relief), mental health programs and digital access to vulnerable community members.  **Progress Indicator:**  Some Progress | Community Services | To implement Round 2 of the COVID-19 Community Support Fund feedback from previous funding rounds (Covid-19 Community Support Fund and Multicultural Support Fund) is being collected. This will provide insight into current COVID-19 related funding needs and will be incorporated into funding guidelines. Round 2 of funding is expected to open in May 2021. |
| Deliver free community-based physical activity and social connection opportunities for cohorts disproportionately impacted by COVID-19, particularly women and young people.  **Progress Indicator:**  Some Progress | Community Services, Corporate Services | Council is exploring opportunities to provide free physical activity/social connection opportunities for Hume residents. Activities will be made available from June 2021. |

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| **Action** | **Division** | **Description of Progress** |
| Deliver in person and/or online multicultural community cooking classes which promote culturally appropriate healthy eating on a budget.  **Progress Indicator:**  Good Progress | Community Services | Three providers of healthy cooking classes have been approached to explore possible partnership and delivery options. Quotes are currently being sourced from providers, with the intention to provide:   * In-person, multi-week cooking program seeking to support individuals impacted by food insecurity. * One-off food demonstrations (aligned with the theme - healthy eating on a budget) offered online and in-person.   A diversity lens will be applied to the work, to ensure it is accessible to Hume's culturally diverse community.  The successful provider is expected to be appointed by April 2021, with activities rolled-out across community venues. |
| Plan and deliver a COVID-19 mass immunisation program for Hume City residents when a vaccine becomes available.  **Progress Indicator:**  Good Progress | Community Services | Council has continued to follow the COVID-19 vaccination roll-out and participate in State and Commonwealth sector briefings/updates. At this stage, it remains unclear whether local government will be involved in administering COVID-19 vaccines to the community.  Council is awaiting confirmation of a $350,000 grant from the Department of Families, Fairness and Housing, which will support Council to deliver targeted COVID-19 vaccination communications and information to the community, with a focus on reaching culturally and linguistically diverse community members. Pending grant funding confirmation, work is expected to commence in April 2021. |

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| **Action** | **Division** | **Description of Progress** |
| Provide free:   * seedlings, compost to enable residents to grow food at home, important for both physical and mental health. * native plants to residents, important for connection to nature in the home providing mental health support. * in-home assistance to set up home gardens.   **Progress Indicator:**  Some Progress | Sustainable Infrastructure and Services | Following recruitment, the provision of activities will begin as part of the *Live Green* Program, including the 'Gardens for Wildlife' Program. This is a free program which shows residents how to create a **wildlife** attracting garden and improve habitat. Council commenced promoting the program to generate interest and recruit community volunteers to be Garden Guides. The program will launch in Sunbury on 5 June 2021. |
| Energy Savvy program targeting financially vulnerable households to conduct energy efficiency home upgrades to improve thermal comfort, physical health and reduce bill stress.  **Progress Indicator:**  Some Progress | Sustainable Infrastructure and Services | Council promotion of the Energy Savvy Upgrades program commenced. The Council and Victorian Government Department of Environment, Land, Water and Planning funded program will target 162 financially vulnerable households to conduct energy efficiency home upgrades to improve thermal comfort, physical health and reduce bill stress. |

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| **Action** | **Division** | **Description of Progress** |
| Grants of up to $20,000 to support clubs to meet their administrative and offset service utility service costs (and encouraging passing on savings to families).  **Progress Indicator:**  Significant Progress | Corporate Services | Payments made under this grant are based on Hume club size and/or number of teams. The first payment was made in 2020 and the second round of payments is due to be finalised in April 2021. |
| Grants of up to $5,000 to support sporting clubs to remain viable and operating post-COVID.  **Progress Indicator:**  Some Progress | Corporate Services | Information regarding the grants program has been prepared and will be sent out to sporting clubs in April 2021. The grant program will commence in the first week of May 2021 and include an application process to seek funding. |

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| **Action** | **Division** | **Description of Progress** |
| Establish a Health and Community Wellbeing mobile visiting service to deliver Maternal and Child Health, Aged Care and Immunisation outreach services for residents in areas with limited services access.  **Progress Indicator:**  Significant Progress | Community Services | Fit-out works for the Health and Community Wellbeing mobile service are nearing completion, with the vehicle expected to be delivered to Council in April 2021. The mobile service will include a consulting space for staff and families, vaccine storage capabilities and comprehensive information and resources about local services. A launch strategy has been developed and graphic design for the vehicle is underway. A report outlining the launch strategy and timelines will be presented to Council in May 2021. |
| In partnership with organisations such as the Waterwell Foundation, enhance health literacy of Hume residents by delivering resources and information sessions in community languages.  **Progress Indicator:**  Good Progress | Community Services | Council has applied for a Department of Families, Fairness and Housing grant to support the roll-out of COVID-19 vaccination information and COVID-19 safe messages to culturally and linguistically diverse (CALD) residents in Hume. If successful, this project will assist in building health literacy amongst this cohort. |

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| **Action** | **Division** | **Description of Progress** |
| Empower communities to manage and lead their own recovery by facilitating place-based activities and events.  **Progress Indicator:**  Some Progress | Community Services | Place-based activities and events undertaken have included:   * Community members co-designed and participated in event planning for Harmony Week, which was held at Town Hall Broadmeadows on 19 March 2021. * Roxburgh Park Homestead Celebrated 21 years of Service to the Community in March 2021, with 178 community members in attendance. * Reactivation activities included Harmony Day celebrations at Newbury and Aitken Hill Community Centres. * Other place -based activities included Community Coffee with a Cop, Bring Your Bills Day, Road to Recovery Event, Easter Community Morning Tea Celebration, meet your local Northern Preschool Team and Meet Representatives of Victoria Police. |
| Recognising the risks of family violence and violence against women during COVID-19, in partnership with Neighbourhood Houses and Community Centres develop and deliver targeted programs that support at-risk community members.  **Progress Indicator:**  Some Progress | Community Services | Delivery of targeted programs that support at-risk community members has included:   * The Homestead Community and Learning Centre’s Women’s Circle celebrated International Women’s Day on 8 March 2021 with a ‘Let’s Talk Money Workshop’ facilitated by Women’s Health in the North (WHIN). The Financial Rights and Budgeting workshop was attended by fifteen women and received positive feedback.   Planning is currently underway for the delivery of programs in April – June 2021, including:   * Man Box workshop, supporting employers to improve employee wellbeing by addressing the underlying drivers of challenging behaviours, at the Homestead. * Respectful Relationship Workshop at Broadmeadows Community Hub. * An expression of interest for Hume Neighbourhood Houses to submit proposals for prevention initiatives regarding family violence and violence against women. |

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| **Action** | **Division** | **Description of Progress** |
| Facilitate capacity building workshops to up-skill community organisations to develop COVID-Safe plans, supporting their ability to safely re-establish.  **Progress Indicator:**  Some Progress | Community Services | Planning has been undertaken to secure facilitators to deliver capacity building workshops commencing June -July 2021. |
| Continue to expand opportunities for older residents to remain connected online and with the assistance of technology in the home.  **Progress Indicator:**  Good Progress | Community Services | Council has expanded opportunities for older residents to remain connected online through the provision of iPads. Council officers offer support to clients, including how to navigate the device and participate in online programs. |
| Raise awareness of gambling harms, available supports within the community and alternative recreation activities.  **Progress Indicator:**  Good Progress | Community Services | A strategic advocacy plan has been developed in partnership with the Alliance for Gambling Reform to capitalise on gambling harm advocacy opportunities. Planning is underway with Gamblers Help and the Alliance for Gambling Reform for an online community forum in May 2021. The forum will focus on preventing gambling harm and utilising local partnerships and aims to forge strong new local partnerships, to facilitate collective action. |

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| **Action** | **Division** | **Description of Progress** |
| Connect vulnerable families with material aid, working in partnership with St Kilda Mums and Big Group Hug.  **Progress Indicator:**  Good Progress | Community Services | Council's Enhanced Maternal and Child Health (EMCH) Service continues to connect vulnerable families to material aid, working in partnership with St Kilda Mums and Big Group Hug. The EMCH Service is in the process of developing 450 “Babies in Hume Play and Learn Bags" for distribution to vulnerable families receiving support through the EMCH program. The bags contain resources and toys that will assist caregivers to support infant and child development through play-based learning activities and will be ready for distribution in April 2021. |
| Facilitate referrals to specialised mental health support agencies via Council's Maternal and Child Health Services.  **Progress Indicator:**  Good Progress | Community Services | Specialised Mental Health support is a key aspect of all Maternal and Child Health (MCH) consultations. Additional support is provided by way of referral to the Enhanced Maternal and Child Health (EMCH) team, which consists of experienced Maternal and Child Health nurses, social workers and parent support workers for Hume's most vulnerable families.  Council's EMCH Service supports an average of 230 families per month.  The MCH service also works collaboratively with Mum's Matter Psychology who provide affordable quality mental health care for pregnant and new parents.  Internal capacity is also being developed to support infant mental health. Currently an EMCH nurse is being endorsed to undertake the Infant Mental Health Advanced Training course, which will enhance specialised mental health support. |

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| **Action** | **Division** | **Description of Progress** |
| Launch the "I love Hume" campaign with the heart of community and driving feelings of pride and belonging.  **Progress Indicator:**  Good Progress | Communications, Engagement and Advocacy | ‘I Love Hume’ Communications Strategy has been developed and will be rolled out from May 2021. |
| Share engaging personal stories of individuals living in Hume City through social media to increase visibility of community members, their unique experiences, cultures, traditions and strengths.  **Progress Indicator:**  Good Progress | Communications, Engagement and Advocacy, Community Services | To share engaging personal stories of individuals living in Hume, examples of similar initiatives are being investigated. Case studies will be used to inform a localised approach to delivering this work in Hume. It is expected that promotional activities will commence from 30 June 2021. |

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| **Action** | **Division** | **Description of Progress** |
| Employ a liaison officer for 12 months to provide support to the growing number of people sleeping rough and at-risk of homelessness in Hume.  **Progress Indicator:**  Significant Progress | Community Services | A new Homelessness Pathways Officer has been recruited by Council and is due to commence in the role on 12 April 2021. This new position will oversee a range of functions and activities to better support homelessness in the local area, including:   * Outreach to rough sleepers and support connecting into local homelessness supports and services. * Consultation and data compilation to equip Council and stakeholders with improved information to inform planning and decision making. * Implementation of a rough sleeping response protocol to ensure Council are equipped with the skills to support local rough sleepers. * Delivery of information to community members about rough sleeping, appropriate reporting pathways and available support.   Development and distribution of care packages to rough sleepers. |
| Provide care packages for rough-sleepers that include bottled water, sunscreen, face masks, sanitiser, food/travel vouchers, resources and information about available local support services.  **Progress Indicator:**  Not yet started **– On Track** | Community Services | Action to commence in April 2021, following the appointment of the new Homelessness Pathways Officer (refer to action above). |

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| **Action** | **Division** | **Description of Progress** |
| Deliver additional infrastructure in upgrades to open spaces and play spaces including installing more seats, table settings, water fountains, signage and recreation equipment e.g. basketball/netball towers in local parks.  **Progress Indicator:**  Some Progress | Planning and Development | A program of minor infrastructure improvements has been identified to enhance the use of the open space, walking and cycling network across Hume. This includes additional seating, drinking fountains and enhancements to sites undergoing improvement in the current program. Works are scheduled to be implemented from April to June 2021. |
| Continue to promote walking and cycling through connecting more walking and cycling links in urban areas e.g. residential areas to activity centres, schools, community centres, transport hubs and providing associated infrastructure e.g. seating, drinking fountains, signage, lighting.  **Progress Indicator:**  Good Progress | Planning and Development | Council continues to implement the walking and cycling program. Actions have included:   * Investigations and assessments progressing for: * Merri Creek Trail - Merri Concourse to Premier Drive / Metrolink Circuit. * Continuing the trail from Spavin Lake along Kismet Creek, Sunbury. * Aitken Creek - railway line to Hothlyn Drive and railway corridor to Craigieburn train station. * Greenvale to Attwood Pipe Track. * Responding to resident requests and constructing short pathway connections in Greenvale, Gladstone Park and Sunbury. * Signage and line marking audit actions are ongoing. * Local Area Traffic Management (LATM) upgrade works to five walkways in Craigieburn have been completed * Meadowlink Stage 2 design documentation has been completed and construction contract awarded. Civil construction is underway, landscape contract engaged and scheduled to commence. |

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| **Action** | **Division** | **Description of Progress** |
| As recovery progresses, undertake further community and business engagement to identify changing and emerging needs.  **Progress Indicator:**  Good Progress | Communications, Engagement and Advocacy, Community Services, Planning and Development | Community and business engagement to identify changing and emerging needs has been undertaken as part of:   * Preparing the Hume COVID-19 Economic Recovery Action Plan – 2021. Through meetings, structured events and industry visits stakeholders continue to be consulted. * The Community Health Champions have been providing key COVID-safe messaging to the community and reporting to Council community needs and support requirements. * Hume Interfaith Network have been meeting regularly during COVID-19 and advising current support needs. * The Multicultural Action Group and Reconciliation Action Plan Working Group met during this quarter to advise of community need to support COVID-19 recovery. |
| Advocate to the State and Federal Government to address local issues and community feedback relating to COVID-19 needs for Hume's community and businesses.  **Progress Indicator:**  Good Progress | Communications, Engagement and Advocacy, Community Services,  Corporate Services, Planning and Development, Sustainable Infrastructure Services | Council officers continue to participate in a range of networks and forums convened by State/Federal government departments and to escalate community concerns. Across these forums, officers have raised community concerns including:   * Ongoing need for translated materials and resources for CALD communities. * Availability of COVID-19 vaccination information. * Accessibility of COVID-19 vaccination sites. |

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| **Action** | **Division** | **Description of Progress** |
| Extend waiver of interest on outstanding rates balances until 31 March 2021.  **Progress Indicator:**  Completed | Corporate Services | The waiver of interest on outstanding rates balances has been extended until 30 June 2021. |
| Extend discounts to private event hirers (i.e. birthday parties) and not for profit clients running new programs in Council's community centres or facilities until 30 June 2021.  **Progress Indicator:**  Completed | Communications, Engagement and Advocacy, Community Services | Discounts for private event hirers and not for profit clients running new programs in Council's community centres or facilities is on-going until end of June 2021. |

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| **Action** | **Division** | **Description of Progress** |
| Review our financial hardship policies to ensure they address the difficulties of increased financial stress bought about by COVID-19.  **Progress Indicator:**  Good Progress | Community Services, Corporate Services | Council have implemented an updated hardship application form and developed an online contactless application process that provides ratepayers with the opportunity to set up payment arrangements or deferrals that meet their own unique circumstances. This process ensures there is a consistent and transparent approach applied to all applications. |
| Review current COVID-19 fee reductions and waivers to determine if they should be extended to support ongoing community and economic recovery, especially for vulnerable cohorts.  **Progress Indicator:**  Good Progress | Community Services, Corporate Services, Communications, Engagement and Advocacy | Current COVID-19 fee reductions for private events and not-for-profit clients and waivers of interest on outstanding rates balances have been extend until 30 June 2021. These will continue to be reviewed as required. |