



Let's shape
Hume's Future
Together

1 LET'S SHAPE HUME TOGETHER – COMMUNITY ENGAGEMENT EVENT

This report summarises the community views recorded at the Let's Shape Hume Together Community Engagement Event held on Saturday 31 July 2021.

Initially the event was planned to be a face-to-face consultation delivered concurrently across three locations within Hume City, and supported by an additional online location. Due to COVID-19 restrictions, the engagement session had to be transitioned to a 100 per cent online engagement event.

More than 100 community members came together to discuss future actions in Hume in group discussion. More than 900 ideas were collected to inform the work of Council.

2 DRAFT COMMUNITY VISION

A deliberative Community Panel are in the process of developing a Community Vision to be presented to Council for consideration.

Those participating in the online engagement event were encouraged to provide feedback on the draft Community Vision. Feedback was also encouraged from those who couldn't make the event. There were 50 participants who offered comments at the event and a further 11 who weren't present. Approximately 20 respondents offered general comments of support for the statement. This is shown as a figure in Appendix 1.

Based on the feedback, the Draft Community Vision statement below is shaded based on what words or phrases in the vision that participants liked or disliked. Green shading demonstrates the terms of the Draft Vision most often selected as 'liked' by event respondents. The orange shaded terms are terms identified as 'not liked' or requiring further consideration.

The Draft Community Vision:

TO CREATE A **SUSTAINABLE** AND **INCLUSIVE**
COMMUNITY THAT **CELEBRATES** DIVERSITY WITH
 A STRONG SENSE OF **BELONGING** SUPPORTED BY
 ACCESS TO STATE-OF-THE-ART **HEALTHCARE**,
EDUCATION, EMPLOYMENT AND **INFRASTRUCTURE**
 FOR A **THRIVING** HUME.

Terms most often liked included Inclusive, Sustainable and Belonging.

When asked to identify terms that are not liked, there were less responses. Terms which were identified as requiring further consideration were:

- 'Celebrate',
- 'Infrastructure',
- Define 'Community' and 'Thriving', and
- 'State of the art'



Many participants also shared general messages of support for the draft vision, including:

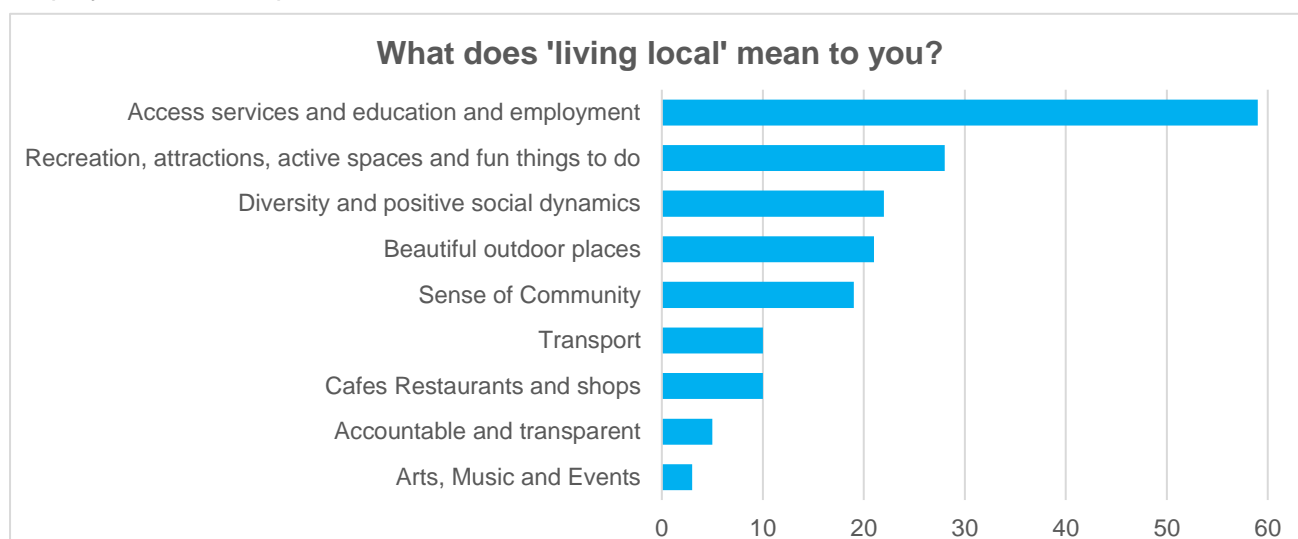
- Agreed
- All good
- All ok
- Excellent statement
- Good summary
- It's an inclusive statement.
- Looks good

Alternative terms suggested are included in Appendix 2.

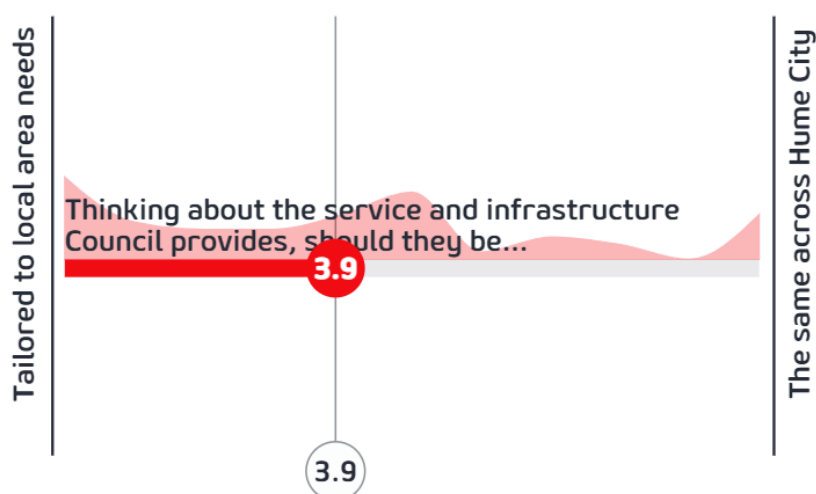
3 LIVING LOCAL

Participants were offered the opportunity to describe in a few words what 'living local' meant to them. 132 responses were collected, noting that participants could submit more than once. Where an individual mistakenly repeated their description, multiples were removed.

For most respondents, living local meant having access to local services, education and employment. Participants also identified recreational amenities.



Council sought feedback as to preferences for planning for people and places that is tailored to local needs as compared to services and infrastructure that is more the same across Hume. A range of views were shared on the scale as shown below. With a score of 3.9 out of 10, there were more responses who indicated that Council services should be tailored to local needs of the 51 responses.



4 THEMES AND STRATEGIC OBJECTIVES

Draft Vision:

To create a sustainable and inclusive community that celebrates diversity with a strong sense of belonging supported by access to state-of-the-art healthcare, education, employment and infrastructure for a thriving Hume.

Themes	A community that is resilient, inclusive and thriving.	A city that is connected, appealing and climate responsive.	A Council that inspires leadership, is accountable, and puts the community first.
Strategic Objectives	<p>1.1 Create learning opportunities for everyone to reach their potential, through all stages of life.</p> <p>1.2 Provide opportunities and support business growth and the visitor economy to create local jobs.</p> <p>1.3 Promote a healthy, inclusive and respectful community that fosters a sense of community pride and safety.</p> <p>1.4 Strengthen community connections through local events, festivals and the arts.</p>	<p>2.1 Facilitate appropriate urban development and enhance natural environment, heritage, landscapes and rural places.</p> <p>2.2 Demonstrate environmentally sustainable leadership and respond to climate change.</p> <p>2.3 Design and maintain our City with accessible spaces and a strong sense of place.</p> <p>2.4 Connect our City through efficient and effective walking, cycling and public transport and road networks.</p>	<p>3.1 Empower and engage our community through advocacy and community engagement.</p> <p>3.2 Deliver responsible and transparent governance and sustainable assets that respond to community needs.</p> <p>3.3 Attract expertise and strengthen partnerships to realise community expectations.</p> <p>3.4 Inspire innovation to be a leader in customer experience and services.</p>



5 THEME 1: A COMMUNITY THAT IS RESILIENT, INCLUSIVE AND THRIVING: COMMUNITY IDEAS

1.5 Create learning opportunities for everyone to reach their potential, through all stages of life.

Many community members offered ideas focussed on life stages, including:

- Education and improved connections between younger and older generations of Hume
- Having programs for young adults, younger generation to develop leadership.
- Semi-retired/ retired adults supporting local kids (mentorship)

There were general statements supporting education:

- Focus on creating a sense of community pride by educating our community
- Educated community

Education is seen as an engagement strategy:

- To make an area resilient you need kids **engaged** in school. Need programs to reach out to kids.
- More opportunities to keep young people engaged with education and moving into higher education (youth innovation hub - address high levels of disengaged youth)
- Education/activities to mitigate youth disengagement

Community learning programs were shared:

- Accessible community learning about things like health issues, life skills, gardening workshops
- Young people in the justice system can be mentors for other at-risk young people
- Program where employees or volunteers offer a drop-in service to help people to use technology
- Skill building outside of school – especially in technology area, having different options to explore.

Libraries are valued in Hume:

- Libraries very useful but would like more resources and opportunities for community to have input
- Libraries – smaller libraries in larger suburbs such as Roxburgh Park, community gathering place to allow community to come together, especially youth

Education facilities and institution were listed as priorities:

- More education options (secondary schools / college)
- The need for higher education - University needed within Hume
- Education focus on apprenticeships and certificates as well as higher education

Indigenous education opportunities were identified:

- Greater education and opportunities to engage around Aboriginal History of Hume and Australia
- IEC [Indigenous Education Centre] at Kangan no longer being used, need an Indigenous specific space that the community can use.

Education for leadership was seen as important:

- Having programs for young adults, younger generation to develop leadership.
- Train students in school to make a good leader.
- Promoting leadership from youth (pathway to develop those skills, to act & serve, promote good)

Mentor programs:

- Mentorship program for youth
- Creating mentorship/ traineeship for youth



1.2 Provide opportunities and support business growth and the visitor economy to create local jobs.

Diversity of job opportunities:

- Create youth maker spaces. A space where youth can come and develop an idea into a commercial product/good/service.
- Area where food truck can come
- Provide more outdoor dining opportunities during COVID times
- Community market with local traders and groups, musicians. It would be great to have that in Hume.

Visitor economy ideas:

- We need to celebrate and promote the rich history of Hume and use this as a driver for tourism – would in turn drive pride and local opportunities
- Indigenous tourism
- Tourist focus: Cricket Ground (Ashes), wineries capitalise on increasing knowledge of these. Overseas visitors focus.
- Farmers Market – fresh produce, local producers, local farmers in Sunbury
- To make community thrive: role of history in Sunbury, Indigenous earth rings, Sunbury rock festival, Melbourne designer lived in Emu Bottom, Ashes, old asylum, children's industrial school. Need for greater acknowledgement in stand alone museum. Could be nationally recognised, great for tourism. 50th anniversary of Festival this January.

Large scale job creation:

- Large shopping centre like Northland/Highpoint
- Large hospital to attract employment opportunities
- Secondary CBD (with WFH etc) in Hume
- Large University to attract employment and education opportunities
- Current planning not capturing good image of Hume, not promoted well, need to attract more people to Hume with large hospital, shopping centre, educational institution

Employment to match population growth:

- Population growth needs more jobs
- Employment issue – big estates going in (growth areas) tens of thousands more people, living in Hume but not working there. Future-proofing regarding employment and *infrastructure (for public transport not just cars)

Communicating employment:

- Showcase of Hume business and the products or services they offer
- Accessible local jobs – improved information on how businesses can use local facilities / improved information on coworking areas
- Newsletter promote specific local businesses

Business and employment support:

- Lots of people have lost jobs in last 18 months – spaces where they can contribute, jobs workshops, more outreach
- Youth underemployment major issue. Council needs to encourage greater business growth to deliver local employment opportunities. This needs to include creating diverse businesses which move beyond trade/hospitality.
- Support businesses, esp small businesses (resilience)



1.3 Promote a healthy, inclusive and respectful community that fosters a sense of community pride and safety.

Pride and belonging are linked:

- Sense of belonging/pride
- Meeting places for youth to develop pride and belonging
- Need to create opportunities that bring people of diverse backgrounds together to build a sense of belonging and pride – for example local sporting teams and science/art competitions

Facilities and amenities to support health:

- More fitness equipment
- Community health services needs to grow to meet community needs/demand. More work needs to occur in the homelessness space and greater supports to enable older people to stay at home.
- Supporting and promoting kids to be as active as possible (recreation / open spaces / aquatic etc).
- Role of sport to include people from diverse backgrounds – inclusivity

Range of opportunities for connection:

- More activities (art, cultural and sports) for different demographics
- Expand social opportunities for older residents – outings in the community, shopping and events.
- Greater connectivity between the community centre programming and activities – expanded service offering across all community centres
- More options for multicultural gatherings and worship
- More informal community gatherings and support to each other. Grass roots connection through neighbourhood houses, maybe more of these.
- More community events to strengthen connections within the suburbs of Hume

Accessible services:

- Accessibility in all that we do not just in terms of facilities
- Access and equity to Council services
- Availability of community facilities to all
- Need services that are culturally responsive, and that are broadly promoted in community languages to ensure can access them
- Need to think beyond just translation to also consider other ways we can get information out to people of diverse backgrounds and get buy-in.
- Inclusive must clearly include people from all age brackets.

Support for those who face the greatest barriers:

- Reaching out to more isolated communities e.g. people living alone. Reach out to these people through volunteering/programmes and ensuring they can be supported
- Resilience includes being supportive of each other – Council needs to reach out and better connect with those voices/individuals who are vulnerable.
- Lucky in Sunbury to have great community spirit where people help each other, food kitchen for homeless and disadvantaged.
- What can be done to ensure the homeless are not forgotten? Bringing awareness to the public.
- People in aged care facilities and facilities for people with physical and intellectual disabilities are isolated and have limited access to family and friends.



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Youth focus:

- Focus on the inclusion of our Youth in Hume
- More activities to engage youth
- Focus on youth issues, justice system, support structures
- Resilience in kids – using sports and activity as a way to do that and support long term outcomes

Improve community safety and perceptions of safety:

- Safety – cars stolen, break and enter
- Respond to crime rate
- Safety for older members of community
- Safety is a concern. More police presence locally would make people feel more secure.

Strength-based approaches:

- Health and wellbeing supports resilience
- Create community champions
- Harness the talent here – could be a person, place, event, location ...
- Stronger social networks and getting people involved in activities in Hume - neighbourhood groups.

Actively promote respect:

- Celebrating International Diversity
- Remove discrimination
- Acknowledge first people in every function
- Acknowledgement of past traumas in relation to 'Australia Day'
- Council to promote Australian indigenous history to Hume community.

Communicating services and programs:

- Using Social Media Platform to seek volunteers to aid those in the community needing assistance
- To be inclusive and help with a striving community – need list or booklet of community groups with contact details for people to join, keep at libraries\ or contact list on website for people who want to find Men's shed, boxing shed etc. "one stop shop" targeted to different interest groups

Improved health services:

- Better health services, mental health, drugs and alcohol control etc
- Doctors and nurses at clinic to provide advice in a way that is culturally sensitive/aware.
- Provide interpreters at health providers.
- Provide sexual and reproductive health for migrant women
- Men's health sessions
- Mental health concerns – COVID effect
- More encouragement for community to become vaccinated against COVID, and flu shots and others

Community sports improve health and community connections:

- Bring Olympic heroes locally to encourage kids to get active / opportunities for Brisbane / supporting healthy lifestyles and choices (need to get more at the athletics)
- Good for parents to be involved too (coaching / training etc – good for time together)
- Role of sport to include people from diverse backgrounds – inclusivity



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1.4 Strengthen community connections through local events, festivals and the arts.

Arts and events are valued:

- Arts and culture very important for our growing community
- Support for the arts
- Arts and culture very important for everyone
- Keep up the community festivals and events
- Continue Movie Nights for families

A broad range of arts events:

- More diverse and not singular cultural events (festivals are great) designed to be more inclusive so everyone can participate – foster diversity and be inclusive for all
- Multi, cross cultural celebrations
- Showcase multicultural cuisine
- Organised activities for Hume's younger population (e.g. White Night)
- Council to encourage engagement of community with 'Australian' events e.g. ANZAC Day. Important to acknowledgement diversity but build connection to Australia and being Australian

Localised events:

- Strengthening community connection through small local seasonal events and programs (getting to know your local community and participate in civic life) – across all different areas across Hume
- Local artists to do more murals to avoid graffiti. Across all of Hume.
- More events that keep residents within Hume rather than having to leave to go to other locations – eg outdoor cinemas, community markets that showcase local businesses, festivals, food trucks. Close the main street for the 'town to become a market for the day' regularly well attended, meet people, engage with shop keepers.
- Passionate about Sunbury Rock Festivals

Events to attract visitors to Hume:

- Tours of Jacksons Hill
- Big sporting events to attract more visitors
- Sunbury feels blocked off from Hume – community events could reduce perceived distance

Connecting history and the arts:

- Celebrate locally the history and important things that have occurred
- Museum in Sunbury (enormous amount of history in Sunbury and losing it / important to retain it / keep it together – Rock Festival / Aboriginal artefacts / courthouse / Ashes etc

Facilities and support for arts and events:

- Event space to accommodate big crowds
- Arts space – kids enjoy galleries / inspiration for kids – more workshops for people that have been inspired by the art in the Gallery exhibitions
- More support to community to help make events successful (upskilling in event management)
- Community organised activities and events to continue with Council's support.
- Council staff members need to get out in the community more – they need to be seen in community spaces and at community events so they are connected with the community.



6 THEME 2: A CITY THAT IS CONNECTED, APPEALING AND CLIMATE RESPONSIVE: COMMUNITY IDEAS

2.1 Facilitate appropriate urban development and enhance natural environment, heritage, landscapes and rural places.

Planning and facilities supporting growth:

- Being such a large growth area, facilities/planning needs to keep up with the growth
- Infrastructure first before housing development is started.
- Planning not capturing growth issues/transport/trains
- How to accommodate future growth

Well managed development:

- Set minimum lots sizes for new homes
- Pro-active planning approach
- Focus on effective Urban and Rural Planning
- Subdivisions – it is changing so fast – too much subdivision happening
- Land sizes are getting smaller and should be larger.
- Planning and Building controls

Consideration of traffic management:

- Subdivisions – congested roads
- Number of new estates will mean road congestion – more people means more cars
- Mapping out what is there around the place – routes
- Sunbury development – infrastructure e.g. roads, school crossings, access improvements for introduction of new developments. Plans for traffic flow when housing estates introduced. Advocates to states traffic department.

Maintain rural/country feel and historical significance:

- More farming
- Heritage around the town (Sunbury) available and accessible, feeling stressed about it disappearing
- Heritage and Bulla Bridge – Hume city Council should protect
- Need for balance between experiences of new migrants and recognising history of Hume
- History
- Rural properties – more seminars – more awareness educational tours

Focus on all areas of Hume:

- Focus on remote suburbs not only the main ones
- Localised planning and be responsive to local community needs
- For a community to thrive, it must be resilient. Smaller areas/towns are dying off and Council needs to renew and regenerate these areas.

Consideration of the natural environment when planning:

- Council to better plan for wildlife and where it can be accommodated within the City.



2.2 Demonstrate environmentally sustainable leadership and respond to climate change.

Reducing emissions for environment and community safety:

- A city that is concerned about CO2 emissions
- Woodburning in a residential environment – not necessary. Health concerns can arise – cannot measure the standards as you can with gas/electricity etc.
- Improve Air Quality, creating a nice area that protects the environment
- Health and safety for raising children (specifically for Sunbury) – in regards to dumping of toxic soil

Promote and support renewable energy initiatives:

- Green Energy – solar panels, Council advocating to state government for Hume community to benefit from moving to and continuing with green energy solutions
- Support for renewable energy – concerned that as the rebates get lower there will be lower uptake.
- Financial support for environmentally friendly heating/cooling
- Support for older residents' houses that are not as well insulated

Education and communication regarding the environment:

- Empower councillors, staff with more knowledge and how to seek information when making decisions on climate responsive subjects
- Car emissions – council can do messaging – relating to the environment. Price point might affect leaving the car on (e.g. using petrol) – messaging can help ppl understand the issue, effects, cost e.g. leaving your car on can affect children with their breathing. Children need to play in fresh air.
- Improved communication / education on all programs and regarding the environment
- Community workshops re climate change
- More tours of things like the grasslands and more promotion of the ones that are happening

Consideration of the environment when planning and making decisions:

- Ramp up the planning controls for all residential developments (esp new) to ensure greater care for environment/ sustainability
- Consider the environment when planning for infrastructure
- Council to use absolutely every means to require developers/owners to encourage sustainability in their homes
- Overarching thought on environmental consciousness in all decisions of waste, approving developing, new business, business growth, educational

Responsive to climate and environment:

- Responsive to climate – lots of infrastructure – install lots of electric charging ports.
- Climate change – everything we do should have a focus on being energy efficient – should become a default setting, which is great for the environment and flows down to daily lives.
- Climate responsive – landscapes rural spaces
- Giving back – local government continuing to show leadership in climate change
- Support community groups to do be more environmentally responsive
- Having more specific recycling bins, one for glass, one for plastics, one for aluminium etc – better climate response. Bins should be FREE to encourage more sustainable behaviours

Caring for and preserving wildlife and the environment:

- Get people out to do conservation work on creeks and rivers – Helps sense of achievement
- Community food/garden opportunities – education/ develop an interest/ getting outside
- Direct environment – caring for the local environment
- Wildlife effected by toxic soil
- Injured animals on road – wildlife sanctuary to rehabilitate animals
- Provide support like providing plants



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

Increase security and feelings of safety for the community:

- Increase security by installing CCTV cameras, especially at major intersections
- Improve street lighting
- Shelter (safe resting places)
- Parks kept safe
- Better community lighting at night including parks and shopping centres
- More passive surveillance would be good at night.
- Parks – regular monitoring and patrolling – getting rubbish into bins
- Cameras to manage car and motorcycles burnouts, unsafe driving

Improve amenity and appearance of the city:

- Beautification of streets/ public areas/stations etc
- Lack of accountability for the dumping rubbish
- Graffiti in public places – safety for children in these places
- A focus on hard rubbish collection and pro active disposal/awareness
- Car parking on nature strip - this could be addressed by building pride at the neighbourhood level.
- Cleaner streets – less dropped/dumped rubbish
- Rubbish dumped / cars – not a dump land – want it to be nice clean and tidy – importance of the area looking nice – pride in houses and wanting the area to look nice.
- Cleaning up industrial areas – how to improve this so it looks nicer
- Clean streets and no dumping would help the community to thrive.
- Visually appealing suburb entrances / features.
- Timely replacement of trees
- Continue to keep planting trees throughout Hume

Improve access to facilities and getting around the city:

- Easy access to playground and basketball
- Playgrounds – bus stop access, public transport access
- Accessible spaces – global learning centre not being utilised
- Venues – community centres should be cheaper

More places for the community to come together and connect:

- Local places to gather
- Places to sit, hang out and talk
- General health. Space to exercise and relax.
- Equipment for adults in open space (encourage to get out of the house)
- More inclusive and informal areas where residents can come together
- Picnic tables around green areas – and more green space
- Community Outdoor dining spaces – open space
- Open spaces for teenagers with attractions such as theme parks, open air, water play, adventure activities.



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

More or improved bike paths and walking paths:

- Bike tracks
- More walking trails/footpaths
- Bike trails/ shared path (incl. to schools)
- More walking access
- Walking paths and trails not homogenous. Not enough for hiking to cater for more ages not just open spaces for families but also to cater for a wider age group for activity.
- Bike tracks / open air / connecting places / activities
- Network of connected cycling and walking
- On-road bike paths shouldn't be at the expense of road traffic which is already congested. And puts the bike riders at risk.

More or improved parking around the City:

- Parking issue – lots of cars parking on the road, hard to drive through streets
- Carparking at RP Station – more disability parking and more parking in general for station users
- Roads that are narrow create parking issues – safety issue – improve parking along narrow roads
- Public transport – parking at train stations

More or improved roads and traffic management for better traffic flow and road safety:

- Traffic issues
- Focus on connecting all our different suburbs through a transport network
- More transportation and accessibility for all locations in Hume City
- Improved road infrastructure, large and small
- Could we install more speed humps in residential streets to avoid speeding.
- Education to younger generation of road safety
- Road network – duplication of Mickleham Road
- Reduced traffic and congestion would increase pedestrian safety.
- Look at local transport issues: eg Sunbury to Craigieburn. 10 year plan ahead needed. Address road congestion issues, better planning.
- Road infrastructure needs to be duplicated to allow traffic to move.
- Speed limits in industrial areas a concern as well
- Stagger school start/finish times to ease traffic congestion
- Traffic management around the schools to improve safety

More or better access to public transport:

- Improved Public Transport
 - Access to resources when not driving
 - Upfield line needs to be connected upfield to Craigieburn to city
 - More frequent bus lines to stations
 - More public transport takes cars off the road
 - Public transport for mainly in new areas
 - Connecting local residential streets (i.e. buses) to the train station and shops.
- Scheduling of transport to overlap.



7 THEME 3: A COUNCIL THAT INSPIRES LEADERSHIP, IS ACCOUNTABLE, AND PUTS THE COMMUNITY FIRST: COMMUNITY IDEAS

3.1 Empower and engage our community through advocacy and community engagement.

Strong communication between Council and other levels of government:

- Communication between Council and State Government
- Advocacy – leadership: Access to primary health care services – hospital ED
- Advocacy – leadership: Reduce bottle necks in traffic with improved PT linking transport
- Advocacy – leadership: Reduce on street parking – use of garages – caravans / trailers enforcement and education on rules and on bin days – what to do
- Advocacy – leadership: More policing / enforcement on people doing the wrong thing – parking / hard rubbish collection / recycling bins/ e waste
- React quickly – took too long with toxic soil

Notifying and sharing results of consultation:

- Most of the time people don't hear about these sorts of sessions so people can come forward to participate in engagement events.
- Recap the previous consultations
- Not change on the feedback received from consultations
- Keep communicating on the project
- Conversations like this allow people to offer their ideas to Council.

Engagement considerations:

- Greater input from the community in decision making processes of Council and making it easy for the community to be involved in the decision-making process.
- The timing of the consultation (not during school holidays / major public holidays)
- Greater use of social media to engage with the community on matters that are important to them.
- Online options allow people to contribute who wouldn't otherwise.
- Suggestion boxes, so people can contribute ideas – follow ups from these, what projects Council is working on

Understanding community:

- Analysis of the local area
- Understand peoples' interests – surveys? Community Champions?
- If we engage more, we will get more, allow the opportunity for people to contribute.

Localise engagement and planning:

- Local plans are a good idea (e.g. Sunbury can be quite different to rest of Hume).
- Localised approaches
- More reps on the ground / discussions in the community / engagement via meetings idea/ staff familiar with the area and experience / identify the suffering / language barriers

Council supporting local engagement:

- Better engagement with immediate communities within Hume – a chance for residents to meet their neighbours
- Community drives the Council
- Council assists in promoting community in Hume



3.2 Deliver responsible and transparent governance and sustainable assets that respond to community needs.

Involve community in Council processes:

- Better promotion of how the community can access and be involved in Council meetings.
- Need council to hold meetings in community locations.
- Councillors to have open meetings with their residents every three months about different topics, within their own ward.
- Community is top of the pyramid and council works for them. Continue to include community voices in decision making.

Know Councillors:

- Understand different Councillors, Councillor roles, inclusion in meetings to have a say and hear from Council.
- More information about the Councillors – for accessibility, approachability.

Enforcing community accountability:

- Enforcement & accountability (esp. in rural areas)
- Community grants, have to be a NFP, if you are registered as a business, are not eligible

Inspire community leadership and representation:

- 'Mayor for the day' in schools (public speaking, raise concerns)
- Council's Leadership (Councillors) should represent the diversity of the community to inspire community
- Council to showcase community leaders through use of Council's digital media. For example short videos of Councillors and what they do and what Council staff do.
- Council to invest energy to help young people develop their leadership and be advocates.

Questioning types of accountabilities:

- What is accountability? : Moral vs financial accountability?
- Governance framework updating
- Morally sound leadership
- Stamp out corruption
- Morally sound, quality leadership – no more passing the buck
- Culture allow for accountability in Council culture
- Lots of talk in community about Crs receiving support from Sports clubs in exchange for support, business links, need transparency and accountability, re: gifts and support

Report delivered actions:

- Budget to the needs of a community rather than the rate bill.
- What is the value of the rates we are paying?
- Sessions to inform community about progress to meet those plans is really important.
- There should be more sessions like this to tell the community what plans have been progressed and if not, what are the challenges.
- Transparency on major projects
- Metrics set (measures) for officers and Councillors
- Transparency in leadership – spending, cost breakdowns, leakages



3.3 Attract expertise and strengthen partnerships to realise community expectations.

Promote Hume:

- Promote/improve image of Hume
- Promote Hume as a good place to live / remove the stereotype (good hard working people) – when people come here they are often surprised / impressed by the quality and options they see
- Getting people from Melb to come and spend \$ in Hume
- Communicate about our assets
- Educating on the pride of the community

Ensure knowledge is well managed:

- Staff change over / transfer knowledge needs improvement (knowledge recorded – carry on with community engagement)
- Handover of staff – eg community garden to coordinate with community volunteers if staff change – inform people of changes
- Complaints process/grievance should be made available.- eg about specific staff.
- Staff should have lived experience and can identify with community – eg language barriers, traffic congestion
- How are staff able to work through & remove barriers that impact their work. Things can't be changed – remove bureaucracy so staff can be efficient. "that's just the way it is" can be changed.

Leadership programs strengthen community:

- Women in leadership - Darebin City Council has a good example of this
- Young people involved in leadership programs – supporting Aboriginal and Torres Strait Islander young people, Pacifica young people and young people in the justice system. *
- Leadership programs
- Youth/ young people – create leadership opportunities and engaging young people in Hume
- Leadership to facilitate events and support from Council
- Leadership expo for children (share skills, ideas)
- Local talent – leadership, running workshops

Organisational leadership:

- Promote the accountability in a perhaps easier "annual report" – better to digest.
- Leadership is critical – role model – helpful and supportive to people on the ground –
- Leadership comes from the top down
- Showing leadership is recognising issues
- Inspire diversity in our leadership team
- Council is showing some leadership and advocacy because it is growing all the time
- More internal / efficient ways to get things done / reduced red tape / find way to be more responsive to community – staff



3.4 Inspire innovation to be a leader in customer experience and services.

Communication to be broader:

- Online communication is good, explore more opportunities to communication and informing the community that is not online and targeted to people who don't access online
- Easier channels of access to Hume City Council. Publish results/ answers in papers
- Need communication about the channels available for communication, that residents and business can use to communicate with Hume City Council and stay informed.
- A team to help answer small questions and help community access information.
- Methods for those not technically savvy (and language barriers)
- Better Council's communications with new residents who arrived at Hume City

Make it clear what Council provides:

- Improved communication about expectations – Council to supporting age groups with people not familiar with technology
- One stop-shop for information available to community members
- Online information hub linked to QR codes, signage etc. Make it interconnected.

Feedback on website:

- Council website terrible to use, search comes up with zero responses (coming from a resident who works in IT and confident is using the internet – worried about other residents who with less education, English as a second language, etc)
- Explore opportunities for 'What's on in Hume' page via online webpage or council newsletter). Find best platform to help people easily find what's available locally. Current website, you have to use correct search terms/hunt for all the information you're looking for.

Leadership to be seen doing things:

- Leadership is critical. Get their hands dirty, challenge thinking and use democracy. Be representative of diverse community.

Customer service improvements:

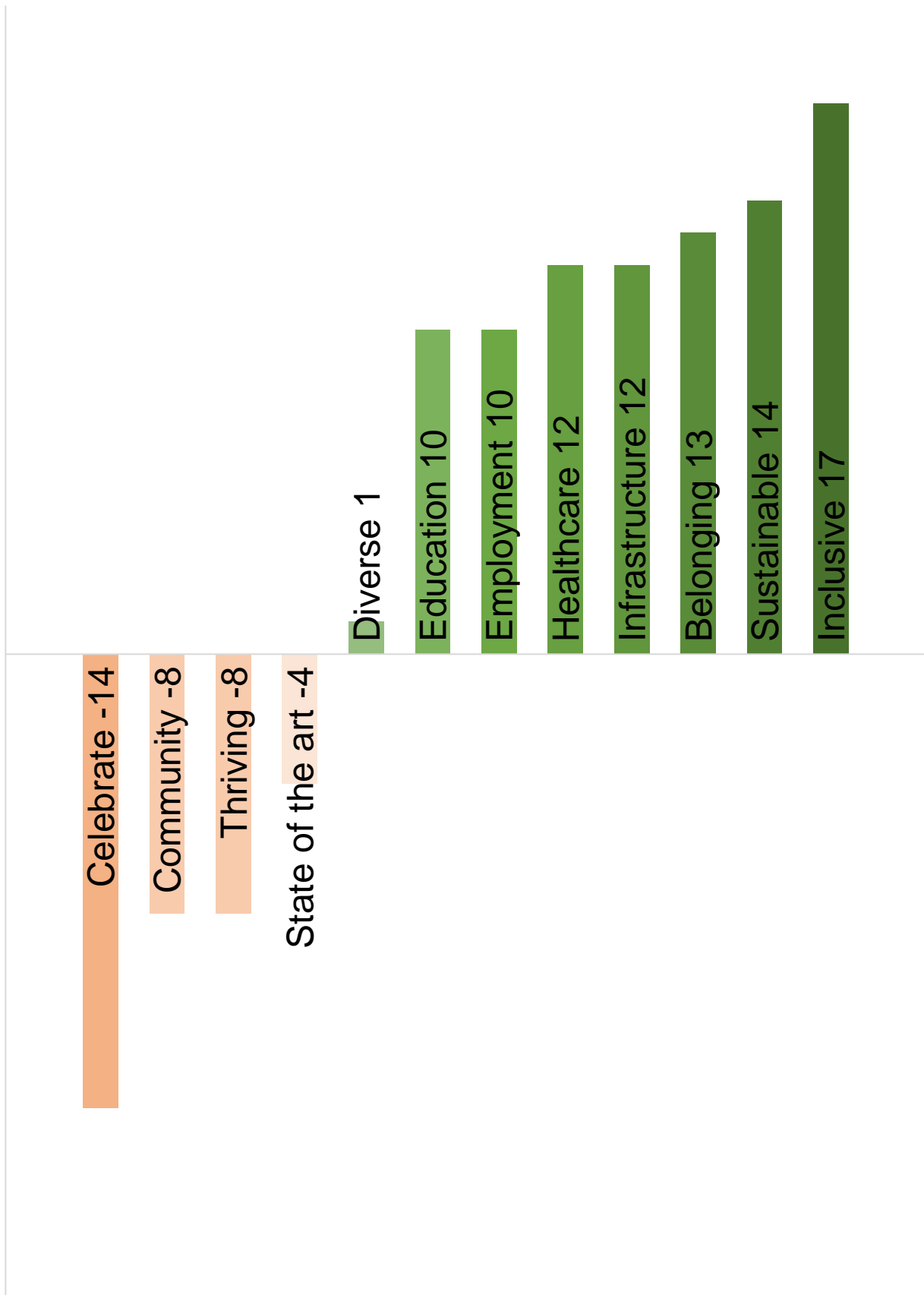
- Staff need to appoint quality control measures – oversight of projects to ensure they are done properly – got what council asked for.
- Tracking system on issues – database of issues and what is happening with it. Close the loop with community
- Customer service – often feels “get the run-around”, been directed to wrong area and phone rings out, no answer/resolution. Gives Council a poor reputation, “don't bother ringing”
- Timeliness to response
- Improving response time & making sure message is clear who relevant authority is (who has responsibility e.g police/crimestoppers or council?)

Locale based ideas:

- Diverse culture – consideration & cater for needs
- Locals are the eyes and ears of the community
- Emphasise strengths/attractions in different pockets of the community.
- Physical markers/signage in different suburbs which list local attractions would be good (i.e. in different languages, match language to area).



8 APPENDIX 1: DRAFT VISION TERMS LIKE AND DISLIKE



9 APPENDIX 2: DRAFT VISION ALTERNATIVE TERMS

- Add General well-being.
- Another word for Diversity
- Art
- Cleanliness
- Community event
- Community facilities
- Community involvement
- Disability services youth and aged services
- Focus on the great things to see and do in Hume
- Formal Collectives for Community groups
- Great things about Hume
- Greening of the older areas
- Growth and community
- Hooning issues
- Indigenous Education
- Kindness
- Transparency
- Transport link with other municipalities like Melton
- Upgrade of old facilities
- Who does community include?
- Mental health, safe spaces connection
- Modern instead of state of art
- Motocross track was a big push for the area of Sunbury 20yrs ago,
- No toxic soil
- Pandemic Support
- Progressive
- public transport
- Safe
- safety
- Safety and Security
- Security
- Services for families
- Social cohesion
- Social gathering
- State if the art - not at the cost of grassroots community
- State of the art. Prefer something more realistic
- The arts, music and culture
- The vision is great for broaday Hume area, but in Sunbury area before it was less diverse, not getting much out here, now the area is just a money grab for the Hume council
- Thefts
- Youth mentorship , channelize youth energy



10 APPENDIX 2: THEMED FULL RECORD OF GROUP DISCUSSION

Theme 1: A community that is resilient, inclusive and thriving

1.6 Create learning opportunities for everyone to reach their potential, through all stages of life.

- Focus on the inclusion of our Youth in Hume
- Focus on creating a sense of community pride by educating our Community
- Now appreciating (Roxy) things that talked about above – do we deserve it??? Don't deserve it – have never found cohort of students who are so receptive to genuine care and respect. They respect you as a person – if you treat them fairly, equitably – there is nobody in Hume who would treat you in a negative way. (note is a teacher in Roxy) – need education that suits our cohorts. Be a beacon and a leader for other areas
- To make an area resilient you need kids **engaged** in school. Need programs to reach out to these kids e.g. it's okay you aren't going to school but what are you doing to develop (e.g. work, doing a self learning project). How can we positively engage them so that they are still engaged and learning – school doesn't suit everyone. Some kids can be re-engaged in school BUT might need things like exercise to settle them, or deal with anxiety.
- More opportunities to keep young people engaged with education and moving into higher education (youth innovation hub- address high levels of disengaged youth)
- Educated community
- The need for higher education - University needed within Hume
- Inclusiveness needs to include more local infrastructure and amenities for older people.
- Focus on youth very important – they are the future of our community. Need places, spaces and services for youth. These need to appeal to youth needs, interests and experiences.
- Education/activities to mitigate youth disengagement
- Education and improved connections between younger and older generations of Hume
- Greater education and opportunities to engage around Aboriginal History of Hume and Australia
- Having programs for young adults, younger generation to develop leadership. Crucial for community.
- Having programs for young adults, younger generation to develop leadership. Crucial for community.
- Accessible community learning about things like health issues, life skills, gardening workshops, better IT/Online skills
- Scholarship programs for kids in sport to pursue their dreams / more easily able to get coaches / get better and
- Raise children that are mindful of others
- As children grow up / program to connect people to services (volunteer etc) – able to connect on issues that are concern / create self giving people rather than selfish people – encourage young citizens to grow up with values
- IEC at Kangan no longer being used, need an Indigenous specific space that the community can use, can Council repurpose the IEC or create an additional space for the Aboriginal and Torres Strait Islander community to come together
- More education options (secondary schools / college)
- Ensure TAFEs are supported
- Libraries – smaller libraries in larger suburbs such as Roxburgh Park, community gathering place to allow community to come together, especially youth



Theme 1: A community that is resilient, inclusive and thriving

- If Hume could develop a program where employees or volunteers offer a drop in service to help people to use technology – this could increase participation.
- Create training sessions for people across the City to learn how to use Zoom and other internet platforms – this is particularly important for elderly people.
- Libraries very useful but would like more resources and opportunities for community to have input to library resources.
- Dog parks. People to be educated in training their dogs and handling their dogs
- Education focus on apprenticeships and certificates as well as higher education.
- Provide information about how to access educational services.
- Youth and children provided with educational opportunities, including short courses. Not only university.
- Promoting leadership from youth (pathway to develop those skills, to act & serve, promote good)
- Children connecting with community
- Mentorship program for youth
- Collective leadership from bottom up
- Semi retired/ retired adults supporting local kids (mentorship)
- Creating mentorship/ traineeship for youth
- Free courses
- Mentors
- Young people in the justice system can be mentors for other at risk young people
- Gap in youth mentor programs – we are in a multicultural community who may not about opportunities that are out there.
- Skill building outside of school – especially in the technology area, expertise in different areas, having different options for them to explore. Skill building may include workshops.
- Train students in school to make a good leader.

1.2 Provide opportunities and support business growth and the visitor economy to create local jobs.

- Creating employment opportunities is not Council job
- Work on reputational side of some suburbs in Hume – e.g. broady, Dallas, roxy – lots of great things in these areas – residents, businesses to see that side and shift perceptions (e.g. dangerous, nothing to see and do). So deep in their cultural facets
- Capitalise on the valuable things here in Hume.
- Tourist focus: Cricket Ground (Ashes), wineries capitalise on increasing knowledge of these. Overseas visitors focus.
- Rezoning – residential to commercial – Footscray/Brunswick – have shopping strips. Here it is the Broady/Craigie shopping centre. They become destinations to use the shops, visit, live nearby. With the strips you get gentrification. Note – would need to do a study to see if this provides value for money. They create jobs BUT ALSO encourage independent businesses with unique wares that support the local economy. Idea is do we rezone some areas from residential to popular shopping strips.
- Youth underemployment major issue. Council needs to encourage greater business growth to deliver local employment opportunities. This needs to include creating diverse businesses which move beyond trade/hospitality.



Theme 1: A community that is resilient, inclusive and thriving

- Accessible local jobs – improved information on how businesses can use local facilities / improved information on coworking areas
- Showcase of Hume business and the products or services they offer
- Create youth maker spaces. A space where youth can come and develop an idea into a commercial product/good/service.
- We need to celebrate and promote the rich history of Hume and use this as a driver for tourism – would in turn drive pride and local opportunities
- Large shopping centre like Northland/Highpoint
- Large hospital to attract employment opportunities
- Large University to attract employment and education opportunities
- Newsletter promote specific local businesses
- Employment issue – big estates going in (growth areas) tens of thousands more people, living in Hume but not working there. Future-proofing regarding employment and *infrastructure (for public transport not just cars)
- Current planning not capturing good image of Hume, not promoted well, need to attract more people to Hume with large hospital, shopping centre, educational institution
- Secondary CBD (with WFH etc) in Hume
- Employment issue – big estates going in (growth areas) tens of thousands more people, living in Hume but not working there. Future-proofing regarding employment and *infrastructure (for public transport not just cars)
- Young area, need to retain population in local jobs
- Lots of people have lost jobs in last 18 months – spaces where they can contribute, jobs workshops, more outreach
- Indigenous tourism
- Commercial development, local jobs.
- Population gro
- wth needs more jobs
- Support businesses, esp small businesses (resilience)
- Within suburbs – e.g. Local business – Local market day
- Community market with local traders and groups, musicians. It would be great to have that in Hume.
- Good community market – to come together get local produce
- Area where food truck can come
- Provide more out door dining opportunities during COVID times
- Jobs for the Hume community
- Farmers Market – fresh produce, local producers, local farmers in Sunbury
- Enhance the different areas of Hume to attract people from other areas of Victoria

1.3 Promote a healthy, inclusive and respectful community that fosters a sense of community pride and safety.

- Sense of belonging/pride
- More fitness equipment
- Accessibility in all that we do not just in terms of facilities



Theme 1: A community that is resilient, inclusive and thriving

- More activities (art, cultural and sports) for different demographics
- Better Council's communications with new residents who arrived at Hume CITY
- Define community – it doesn't just mean residents – workers, visitors etc. The business community. Spruik the lighter stuff that is happening in our community – the feel good messages – might help shift perceptions.
- Access and equity to Council services
- Need to get youth and people in Hume to do things that are innovative and exciting before can shift our image. How can we harness the energy of our thriving Muslim community? Maybe bring Imams together to bring the community together – tell the amazing stories of success. Tell the story of the unique things in our community. Try and interest the TV channels – e.g. tell the unique stories.
- Harness the talent here – could be a person, place, event, location ...
- Reaching out to more isolated communities e.g. people living alone. Reach out to these people through volunteering/programmes and ensuring they can be supported
- Greater connectivity between the community centre programming and activities – expanded service offering across all community centres
- Resilience includes being supportive of each other – Council needs to reach out and better connect with those voices/individuals who are vulnerable.
- Expand social opportunities for older residents – outings in the community, shopping services and events.
- Hume City is diverse – need to create opportunities that bring people of diverse backgrounds together to build a sense of belonging and pride – for example local sporting teams, science/art competitions and other opportunities.
- Community health services needs to grow to meet community needs/demand. More work needs to occur in the homelessness space and greater supports to enable older people to stay at home.
- Meeting places for youth to develop pride and belonging
- Availability of community facilities to all
- Need services that are culturally responsive, and that are broadly promoted in community languages to ensure can access them
- Need to think beyond just translation to also consider other ways we can get information out to people of diverse backgrounds and get buy-in.
- Inclusivity – There is a Mens Shed but no Womens Shed
- Celebrating International Diversity
- Remove discrimination
- Acknowledge first people in every function
- More activities to engage youth
- Respect, recognition and support for all community members – moving forward from the past
- Using Social Media Platform to seek volunteers to aid those in the community who need assistance
- Health and wellbeing supports resilience
- Create community champions
- Acknowledgement of past traumas in relation to 'Australia Day' – not to be forgotten, the past does exist



Theme 1: A community that is resilient, inclusive and thriving

- Respond to crime rate
- More options for multicultural gatherings and worship
- Need community groups to meet to support inclusive, healthy, thriving communities (irrespective of the population size in a specific area in Greenvale and Bulla).
- Better health services, mental health, drugs and alcohol control etc
- Safety is a concern. Robberies occurring in community. More police presence locally would make people feel more secure.
- Need good communication and understanding between different groups in community e.g.: neighbourhood houses, disabilities, social groups (Men's Sheds) Encourage new ideas, allow to grow, increase connection and resilience
- Listening to difference voices, groups, ages, sexualities, abilities – being more inclusive
- Safety for older members of community
- Resilience in kids – using sports and activity as a way to do that and support long term outcomes (keep them busy!)
- Role of sport to include people from diverse backgrounds – inclusivity
- Bring Olympic heroes locally to encourage kids to get active / opportunities for Brisbane / supporting healthy lifestyles and choices (need to get more at the athletics)
- More community events to strengthen connections within the suburbs of Hume
- Lucky in Sunbury to have great community spirit where people help each other, food kitchen for homeless and disadvantaged.
- Good for parents to be involved too (coaching / training etc – good for families to have time together)
- Mental health concerns – COVID effect
- Better health support – free
- More informal community gatherings and support to each other. Grass roots connection through neighbourhood houses, maybe more of these.
- To be inclusive and help with a striving community – need list or booklet of community groups with contact details for people to join, keep at libraries\ or contact list on website for people who want to find Men's shed, boxing shed etc. "one stop shop" targeted to different interest groups
- Stronger social networks and getting people involved in activities in Hume, - neighbourhood and local groups.
- Better services to support general health, including outreach
- Safety – cars stolen, break and enter
- To be inclusive and help with a striving community – need list or booklet of community groups with contact details for people to join, keep at libraries\ or contact list on website for people who want to find Men's shed, boxing shed etc. "one stop shop" targeted to different interest groups
- Focus on youth issues, justice system, support structures
- Lucky in Sunbury to have great community spirit where people help each other, food kitchen for homeless and disadvantaged.
- Supporting and promoting kids to be as active as possible (recreation / open spaces / aquatic etc). Mt Ridley College elite sport program is great to have in the local area
- To make community thrive: role of history in Sunbury , Indigenous earth rings, Sunbury rock festival, Melbourne designer lived in Emu Bottom, Ashes, old asylum, children's industrial school. Need for greater acknowledgement in stand alone museum. Could be nationally recognised, great for tourism. 50th anniversary of Festival this January.

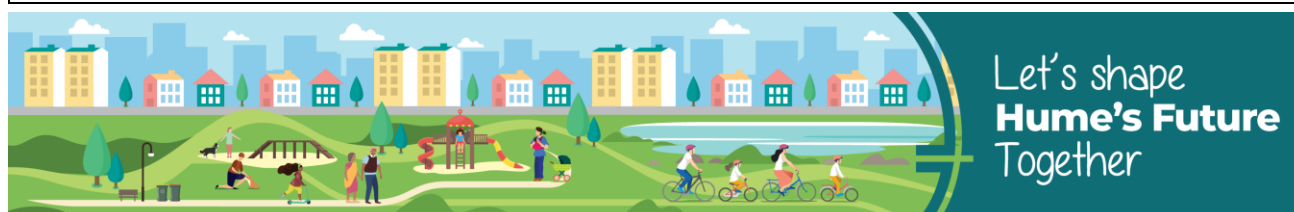


Theme 1: A community that is resilient, inclusive and thriving

- Need for balance between experiences of new migrants and recognising history of Hume, eg Ford Factory in Broadmeadows, Camp Road (Wwii) and Sunbury
- Everyone has the opportunity to be apart of the community (inclusive)
- Role of sport to include people from diverse backgrounds – inclusivity
- More encouragement for community to become vaccinated against CIVID, and flu shots and others
- Including everyone and all nationalities, especially going forward e.g. Australia Day going forward being more inclusive
- Promote young people (local heroes and achievements) i.e. – Olympic games / anyone from Hume – opportunity to celebrate local achievements
- Inclusive must clearly include people from all age brackets.
- Measure more formally recognise key parts of the community and their potential contribution
- Improve seniors' accessibility to facilities
- Get as many young children participating in sport as possible (out and about / staying active)
- Accessibility for all community members as well as all Hume Suburbs
- Increase support for local 'friends groups'
- Connected – more ways of connecting the local community – engagement with other
- A group of people that has been neglected for a long time has been people in aged care facilities and facilities for people with physical and intellectual disabilities.
- They are isolated and have limited access to family and friends.
- Council recently recruited a Homelessness Officer because of the Sunbury Winter Shelter – for homeless people in winter
- What can the homeless officer do , to ensure the homeless are not forgotten? Bringing awareness to the public.
- Space / facilities for activities such as motor sports to be undertaken in a safe and legal space.
- Doctors and nurses at clinic to provide advice in a way that is culturally sensitive/aware.
- Provide interpreters at health providers.
- Provide sexual and reproductive health for migrant women
- Men's health sessions
- Bring services together (coordinated approach – planned) x2
- Neighbourhood watch (promotion by council so more cohesive in community)
- Community grants – not very flexible, not regular enough to respond to need n community.
- Council to promote Australian indigenous history to Hume community.
- Community sports
- Council to look for ways to make access to Hume leisure facilities affordable, joining fee plus membership not affordable – rate payer discount. Cost is excessive if not on Healthcare card. Reference to swim tickets discount that used to exist but no longer available.

1.4 Strengthen community connections through local events, festivals and the arts.

- Arts and culture very important for our growing community
- Access to courts no matter your age – tennis
- Support for the arts



Theme 1: A community that is resilient, inclusive and thriving

- Arts and culture very important for every one
- More diverse and not singular cultural events (festivals are great) designed to be more inclusive so everyone can participate – foster diversity and be inclusive for all
- Council staff members need to get out in the community more – they need to be seen in community spaces and at community events so they are connected with the community.
- More community groups r/t sport. Arts based, communities of interest, residents and councillors' meetings
- Tours of Jacksons Hill
- Lot of clubs in Sunbury but do not know what they do- Create a platform/ Forums on what each club, group do
- To make community thrive: role of history in Sunbury , Indigenous earth rings, Sunbury rock festival, Melbourne designer lived in Emu Bottom, Ashes, old asylum, children's industrial school. Need for greater acknowledgement in stand alone museum. Could be nationally recognised, great for tourism. 50th anniversary of Festival this January.
- Strengthening community connection through small local seasonal events and programs (getting to know your local community and participate in civic life) – across all community centres in different areas across Hume
- Multi, cross cultural celebrations
- Showcase multicultural cuisine
- Organised activities for Hume's younger population (e.g. White Night)
- Big sporting events to attract more visitors
- Fair in representation of major festivals of different cultures/ communities – supports diversity and education
- Keep up the community festivals and events
- Local artists to do more murals to avoid graffiti. Across all of Hume.
- Fun Run a few years ago as part of Craigieburn Festival – would like a Weet Bix triathlon for kids (closest one is St Kilda / would be good to have one in the Hume area
- Arts space – kids enjoy galleries / inspiration for kids – more workshops for people that have been inspired by the art in the Gallery exhibitions
- We are very culturally diverse. Could we have more events that celebrate diversity and multiculturalism (in one event, not separate)?
- Celebrate locally the history and important things that have occurred
- Key to see proper museum in Sunbury (enormous amount of history in Sunbury and losing it / important to retain it / keep it together – Rock Festival / Aboriginal artefacts / courthouse / Ashes etc
- Sunbury feels blocked off from the rest of Hume – not easy to duck in to the next suburbs – community events could reduce the perceived distance
- Community events can be dependant on motivated individuals
- more events that keep residents within Hume rather than having to leave to go to other locations – eg outdoor cinemas, community markets that showcase local businesses, festivals, food trucks. Close the main street for the 'town to become a market for the day' regularly well attended, meet people, engage with shop keepers. These type of events seem to have been lost (ad hoc type of events) impossible due to risk, costs, OHS requirements etc. which have become blocker (swung too far)
- More street/public arts impacts positively on community behaviour



Theme 1: A community that is resilient, inclusive and thriving

- More social gatherings and cultural events
- More multicultural events showcasing local ethnic groups (taking turns so all cultures have an opportunity)
- BUILD COMMUNITY CAPACITY TO ORGANISE EVENTS
- Community organised activities and events to continue with Council's support.
- More support to community to help make events successful (e.g. upskilling them in event management)
- Community activities to get to know your community. Council to initiate and community to continue.
- Passionate about Sunbury rock Festivals
- Events/festivals to highlight diversity of community e.g. food festival, bring people to Hume and allow people in the community to contribute
- Support local business – using their services at e.g. Food Festival
- Event space to accommodate big crowds
- Continue Movie Nights for families
- Council to encourage engagement of community with 'Australian' events e.g. ANZAC Day. Important to acknowledge diversity but build connection to Australia and being Australian.

Theme 2: A city that is connected, appealing and climate responsive

2.1 Facilitate appropriate urban development and enhance natural environment, heritage, landscapes and rural places.

- Infrastructure first before housing development is started.
- Being such a large growth area, facilities/planning needs to keep up with the growth
- How to accommodate future growth
- Greenvale – infrastructure for new estates, safety concerns with only one entry and one exit, more accountability between council and developers to make it safe
- Focus on effective Urban and Rural Planning
- Focus on remote suburbs not only the main ones
- Localised planning and be responsive to local community needs
- For a community to thrive, it must be resilient. Smaller areas/towns are dying off and Council needs to renew and regenerate these areas.
- Planning not capturing growth issues/transport/trains
- Bring back village mentality back
- Need for balance between experiences of new migrants and recognising history of Hume, eg Ford Factory in Broadmeadows, Camp Road (Wwii) and Sunbury
- More farming
- History
- Greenvale – no shopping centre/shopping strip for community gathering, not enough amenities for the large growth of the area again impacting on traffic and appeal to visit



Theme 2: A city that is connected, appealing and climate responsive

- Concerned that council is trying to be responsible around urban development but their efforts are overturned when developers go to VCAT – how do we combat this??? E.g. development approp to the area.
- Heritage and Bulla Bridge – Hume city Council should protect
- Subdivisions – congested roads
- Mapping out what is there around the place – routes
- Could we have more affordable housing for people on lower incomes in Hume?
- Rural properties – more seminars – more awareness educational tours – even for younger groups – these need to be more focussed on local
- Pro-active planning approach
- Better internet connection, underground fibre – people working from
- Subdivisions – it is changing so fast – too much subdivision happening
- Planning and Building controls
- Improved trees – green spaces and amenity (Gladstone Park) – reduce mature trees to enhance the sense of place and being in nice environment
- Number of new estates will mean road congestion – more people means more cars.
- Heritage around the town (Sunbury) available and accessible, feeling stressed about it disappearing
- Hume Anglican Grammar city viewpoint – use the area to make botanical garden to see city view/attract visitors/small businesses
- Growth doesn't keep up growth
- Infrastructure not keeping up with growth
- Greater choice in development outcomes (street theme etc) – Greater community involvement in desired planning outcomes
- Enforce construction work timeframes to not disturb residents.
- One of the things that attracts people to places like Kalkallo was the plans, for infrastructure, for parks for services.
- Bring services together – road then lights – continuity and coordination – well planned.
- Land sizes are getting smaller and should be larger.
- Sunbury development – infrastructure e.g. roads, school crossings, access improvements for introduction of new developments. Plans for traffic flow when housing estates introduced. Advocates to states traffic department.
- Council to focus on new infrastructure and keeping the community informed of where key projects are at. (examples: road duplications).
- Council to ensure orderly development of new estates (community infrastructure in place before people move into new homes).
- Council addressing the issue of overdevelopment. Development to be sympathetic to adjacent land use. E.g. where farms properties are adjacent to new estates.
- Set minimum lots sizes for new homes
- Council to better plan for wildlife and where it can be accommodated within the City.

2.2 Demonstrate environmentally sustainable leadership and respond to climate change.

- Trees (good for health)



Theme 2: A city that is connected, appealing and climate responsive

- Empower councillors, staff with more knowledge and how to seek when making decisions on climate responsive subjects idea
- A city that is concerned about CO2 emissions
- Consider the environment when planning for infrastructure
- Having more specific recycling bins, one for glass, one for plastics, one for aluminium etc – better climate response. Bins should be FREE to encourage more sustainable behaviours
- Community Batteries – climate responsive (reduce power and energy waste – as a back up during
- Incentives for solar power – Council – community power
- Woodburning in a residential environment – not necessary. Health concerns can arise – cannot measure the standards as you can with gas/electricity etc.
- Direct environment – caring for the local environment
- Perhaps no wood burning appliances in new developments
- Support for older residents' houses that are not as well insulated –
- Financial support for environmentally friendly heating/cooling
- Ramp up the planning controls for all, residential developments (esp new) to ensure greater care for environment/ sustainability
- Council to use absolutely every means to require developers/owners to encourage sustainability in their homes
- Giving back – local government continuing to show leadership in climate change
- Frame local issues in a global context
- Overarching thought on environmental consciousness in all decisions of waste, approving developing, new business, business growth, educational
- Environment
- Improved communication / education and dissemination on all programs and regarding the environment
- Wildlife effected by toxic soil
- Large nature parks
- Health and Safety for raising children (specifically for Sunbury) – in regards to dumping of toxic soil from the tunnel and being the area
- Improve Air Quality, creating a nice area that protects the environment
- Thriving – Sustainability is a key driver, education and accountability is required to achieve sustainability in our public spaces
- Community food/garden opportunities – education/ develop an interest/ getting outside
- Get people out to do conservation work on creeks and rivers – possible for youth and unemployed. Helps sense of achievement
- More recycling
- Solar Panels – why is tariff so low (more incentives)
- More tours of things like the grasslands (i.e. Evans St) – more promotion of the ones that are happening
- Community workshops re climate change
- Support community groups to do be more environmentally responsive



Theme 2: A city that is connected, appealing and climate responsive

- Recycling
- Support environmentally friendly initiatives – residents and businesses
- Provide support like providing plants
- Be more climate responsive
- Injured animals on road – wildlife sanctuary to rehabilitate animals
- Climate responsive – landscapes rural spaces
- Solar rebate for putting electricity back to the grid has fallen. This can lower uptake. What can be done about this?
- Programs and activities, information that improve actions taken climate responses – community lead. This will start building community actions to help with the climate.
- Support for renewable energy – e.g. solar system – last round could get up to 1850 in rebate – concerned that as the rebates get lower there will be lower uptake. This will discourage people adopting renewable energy.
- Responsive to climate – lots of infrastructure – install lots of electric charging ports. This will encourage uptake.
- Car emissions – council can do messaging – relating to the environment. Price point might affect leaving the car on (e.g. using petrol) – messaging can help ppl understand the issue, effects, cost – e.g. from Godwin = e.g. leaving your car on can affect children with their breathing. Children need to play in the fresh air.
- Emissions – schools trying to get ppl to stop keeping their cars running when dropping children off. (i.e. turn their cars off). Try to get schools in Hume to adopt this initiative.
- Green Energy – solar panels, Council advocating to state government for Hume community to benefit from moving to and continuing with green energy solutions e.g. tariff reducing so not getting same benefit.
- Climate change – everything we do should have a focus on being energy efficient – should become a default setting, which is great for the environment and flows down to everyone's day to day lives.

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

- Improve street lighting
- No proper signages in suburbs. Having signs in other languages
- Choice of vegetation in replanting (e.g. a choice of native trees)
- A focus on hard rubbish collection and pro active disposal/awareness
- Looking at infrastructure improvements in high risk traffic areas to improve safety/reduce high risk decisions
- Opportunity in Sunbury with waterways and make more appealing. Connect to Melbourne and other waterways. Bike connections, trails. Big and state of the art. Make it a statement! A sense of pride
- Some suburbs don't seem to be a focus for council – e.g. Roxy.
- Car parking on nature strip - this could be addressed by building pride at the street/neighbourhood level.
- Providing coupons for hard rubbish collection as while this service is available, many people of CALD aren't aware of it.
- Lack of accountability for the dumping rubbish



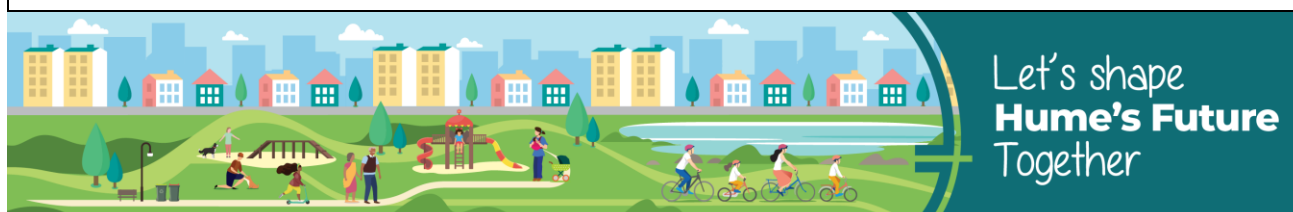
Theme 2: A city that is connected, appealing and climate responsive

- Resilience needs to consider areas outside major suburbs. We also consider smaller areas or neighbourhoods and planning services/infrastructure at this level.
- Easy access to playground and basketball
- Graffiti in public places – safety for children in these places
- Beautification of streets/ public areas/stations etc
- Increase security by installing CCTV cameras
- Playgrounds – bus stop access, public transport access
- Local places to gather
- Places to sit, hang out and talk
- Equipment for adults in open space (encourage to get out of the house)
- Shelter (safe resting places)
- Parks kept safe
- Get outside for fitness
- More sports facilities and promotion
- More inclusive and informal areas where residents can come together
- General health. Space to exercise and relax.
- Better community lighting at night (but not necessarily all night long) including parks and shopping centres
- Cleaner streets – less dropped/dumped rubbish
- Make it as cheap as possible to access tip / waste removal options so rubbish isn't left in public areas and at houses / industrial areas – room for improvement (pay by weight)
- Cleaning up industrial areas – how to improve this so it looks nicer
- Rubbish dumped / cars – not a dump land – want it to be nice clean and tidy – importance of the area looking nice – pride in houses and wanting the area to look nice.
- Broadmeadows – long term industrial hub / employed new immigrants and arrivals to Australia and Hume – higher education / able to move on; but the persona when you say you live in Broadmeadows / Hume it can be seen negatively – don't have the same level of standards as some eastern suburbs – community safety / crime perceptions – this needs to change and celebrate that it is a place where people start their journey. Good people / good kids – everyone trying their best / good place to be. Striving / aspiring
- More passive surveillance would be good at night.
- Clean streets and no dumping would help the community to thrive.
- Council waste vouchers still involve a cost to residents, this can be unaffordable to people on lower incomes. Can we remove the additional costs?
- Potential solution/idea is to get people doing community service for offences to clean street rubbish.
- Half court facility in Cloverton estate (outdoor / also indoor)
- Reducing tip fees – reduce dumping dangerous chemicals etc
- Picnic tables around green areas – and more green space
- Venues – community centres should be cheaper
- Accessible spaces – global learning centre not being utilised
- Community Outdoor dining spaces – open space



Theme 2: A city that is connected, appealing and climate responsive

- Sense of community pride
- Take more care of our heritage and nature
- Quarterly hard waste pick ups – at least trial it a year
- Green waste collection should be free – free mulching service
- Appealing (liveable city visitable city)– inclusive city
- Open spaces for teenagers with attractions such as theme parks, open air, water play, adventure activities.
- Parks – regular monitoring and patrolling – getting rubbish into bins
- Rubbish dumping – what can be done to reduce, or stop, dumping.
- (2yrs in Michelham) Illegal dumping is of great concern. Action = if reported to council please take action. Creates a vermin problem. Note – these are vacant sections. This is not good for the environment – e.g. pollution, pests. If not cleaned up quickly this attracts more dumping – there needs to be regular patrols of areas where this happens a lot.
- Encouragement to get out and use open spaces to meet others
- Accessible parks for residents is a real positive about living in Hume. Family friendly lifestyle. Recreation spaces.
- Trees removed in Sunbury when electrification process occurred, residents would like to see trees plants (not shrubs but large living trees) in and round Sunbury.
- Visually appealing suburb entrances / features.
- Climate – more greenspace, not enough bins / resulting in rubbish in our open spaces, makes it look not appealing and climate responsible.
- Some areas of Hume could be more attractive –e.g. Broadmeadows Station (as the entry to Hume)
- Timely replacement of trees
- Continue to keep planting trees throughout Hume
- Roxburgh park, Craigieburn, etc – lighting, roads ways are really dark at night, with particular concern around wildlife
- Camera's to manage car and motor cycles burnouts, unsafe driving - night-time safety and damage to roads.
- Street cleanliness – I.e. Broadmeadows looks neglected. More rubbish bins. More awareness campaigns such as signs needed. Social awareness and respect.
- Cleanliness around donation bins – circulation of more pink bags. Collection frequency.
- Quality and Modern– Covered shared park areas and seating. Comfort and enjoyment of open spaces. Highlands is a good example but overcrowded. Roxburgh park. Meadow Heights, Broadmeadows, Coolaroo – all lacking.
- Information on what Council does in this space and how you can get involved in this space (encourage participation in community events and park amenity – toilets and what cycling infrastructure we have within Hume
- Safety in design – for new cycling and walking
- Reducing crime in high risk areas
- Illegal dumping builders and personal rubbish and trash on to open areas, parks and peoples lots
- Opportunity for council to pressure developers to ensure they are responsible for dumping
- Cutting grass and take care of space on council sections of land

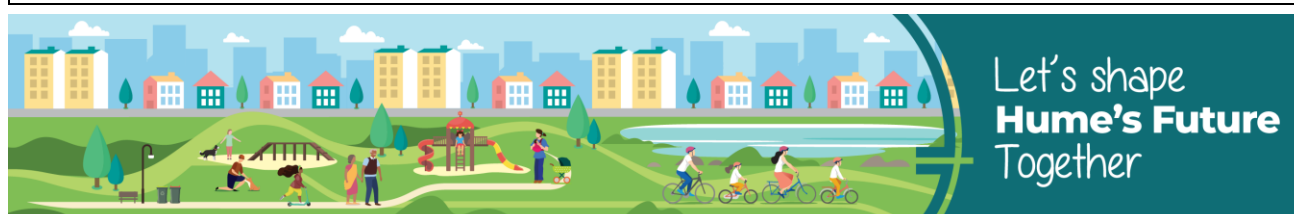


Theme 2: A city that is connected, appealing and climate responsive

- Drive by visual inspections of vacant land to find illegal dumping
- Take accountability before things get out of control – eg – dumped rubbish
- CCTV cameras (hoons, bikes) – accountability & safety
- Equity of infrastructure – spend the same on playgrounds and sports facilities as others – eg Sunbury Senior Citizens building.
- Share resources – balance for seniors / sports / playground eg senior citz building in Sunbury – see new play / sports grounds etc –
- Feel Bulla is neglected, no public toilets leading to antisocial behaviour with people urinating in public places.. given impression removal of toilets (not upgrade) it was one Cr's decision, over 300 signatures on a petition of 600 to restore them ignored, due to allegations it was a gay beat.
- Council is addressing the issue of illegally dumped rubbish.
- Greater use of CCTV, especially at major intersections
- Council is addressing the issue of abandoned shopping trollies.
- Request to clean up the Holden Flora reserve where Billy Thorpe Memorial park is. Received phone call from a gardener at Hume (great customer service – impressed) Recommended a path to original rock festival site for the area. He advised feasibility study being done.
- Car parking in nature strip
- Roads are too narrow
- Collect rain water from every house so residents can use for gardening amongst different things.
- Spaces such as HGLC are great but cost is prohibitive
- Council is more accountable and takes action against people that are involved in illegal activity such as dumping rubbish
- Council to make the gate fees for waste services more affordable (and reflective of the cost for Council to dispose of different types of materials). Benchmark against other Councils for best practice.
- The cost of disposal of green waste should reflect the cost to Council – residents should be paying less for green waste disposal than disposal of general waste.
- Council should include a green waste bin in its standard offering.

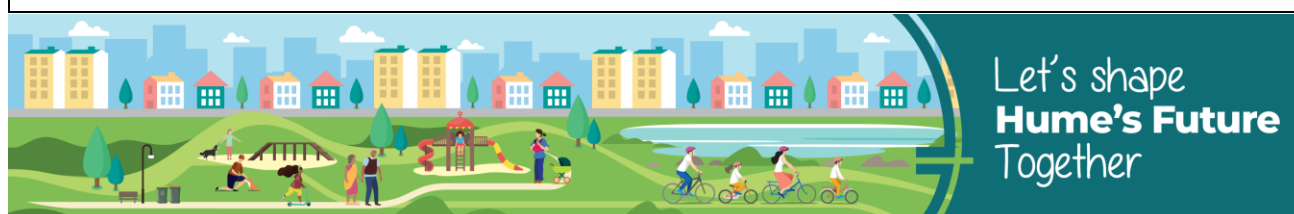
2.4 Connect our City through efficient and effective walking, cycling and public transport and road networks.

- Bike tracks
- Traffic issues
- Focus on connecting all our different suburbs through a transport network
- More transportation and accessibility for all locations in Hume City
- Ensuring pedestrian safety
- Education to younger generation of road safety
- More lighting along roads (Donnybrook, Mickleham)
- Access to resources when not driving
- Safety is a big concern around the station and overall – greater surveillance/ lighting/ design
- Inclusive – Roxborough Park Train Station has no lifts, not accessible, not inclusive. Some people cannot use the station all together due to this. No cover in the station, not protected from weather. Disabled/elderly/people with prams



Theme 2: A city that is connected, appealing and climate responsive

- Lighting on streets
- Carparking at Roxborough Station – more disability parking and more parking in general for station users
- Improved road infrastructure, large and small
- More walking access
- Equipment for people with disabilities/places to sit
- Look at local transport issues: e.g. Sunbury to Craigieburn. 10 year plan ahead needed. Address road congestion issues, better planning.
- Reduced traffic and congestion would increase pedestrian safety.
- More walking trails/footpaths
- Bike trails/ shared path (incl. to schools)
- Roads that are narrow – create parking issues – safety issue – improve parking along narrow roads
- Could we install more speed humps in residential streets to avoid speeding.
- Well built roads
- Parking issue – lots of cars parking on the road, hard to drive through streets
- Look at local transport issues: eg Sunbury to Craigieburn. 10 year plan ahead needed. Address road congestion issues, better planning.
- Speed limits in industrial areas a concern as well
- Bike tracks / open air / connecting places / activities
- Network of connected cycling and walking
- Improved Public Transport
- Roads to Sunbury – bridge
- Public transport – parking at train stations
- Provide more Cycling roads & networks
- Road network – duplication of Mickleham Road
- Cycling Wayfinding – signage
- Boom gate level crossing Sunbury – nothing in place to support the level crossing
- Stagger school start/finish times to ease traffic congestion
- Cycling paths
- Upfield line needs to be connected upfield to Craigieburn to city – HCC to advocate to push upgrade timelines forward during covid time when less people are travelling - prioritise outer suburbs stations/new communities
- Road infrastructure needs to be duplicated to allow traffic to move.
- More frequent bus lines to stations
- More public transport takes cars off the road
- On-road bike paths shouldn't be at the expense of road traffic which is already congested. And puts the bike riders at risk.
- Coburg/Brunny/St Kilda – have a long connected bike pathway. Hume's ones need to be interlinked in such a manner. Promotes better health and reduces car emissions. Clarification – off road bike paths.



Theme 2: A city that is connected, appealing and climate responsive

- Traffic management around the schools to improve safety
- Lack of clarity who is responsible for infrastructure. Particularly in relation to roads. Residents should be able to log an issue and have it responses to with out having to workout who is should be reported to. Council needs to advocate better for residents. Council app for reposting issues is really great – would be great to use as a single touch point. 9app promoted more)
- Improve access to stations from outlying suburbs
- Mickleham Rd at Roxburgh Park roundabout congested – single lane needs duplication
- Extension of Donnybrook to CB, Aitken Blvd extension
- Bus shelters – Night time it is unsafe. Many of them are consistently broken. Camera's to manage.
- Scheduling of transport to overlap.
- Bumps on road and frequency of buses is correlated.
- Hume in 2 parts (Sunbury and rest of Hume) Road proposed to link Jackson Hill and Vinyard road. Council not communicating on status of capitol work projects. They seem to disappear.
- New estates have new larger road capacity and other sections need duplication. Need consistent experience though Hume and keep up with residential and economic commercial/industrial growth.
- More infrastructure to encourage safe modes of transport like walking and cycling. Currently under invested in Hume. Many areas don't have a pedestrian path and associated infrastructure like street lights and signs for safety. Agreed by 2 other members!
- Walking paths and trails not homogenous. Not enough for hiking to cater for more ages not just open spaces for families but also to cater for a wider age group for activity.
- Connecting local residential streets (I.e. buses) to the train station and shops.
- Access to PT – faster connection to the City (under an hour)
- Public transport is in Donnybrook. Need more access in North, better timetables.
- More bike trails needed to reduce car use
- Roxburgh Park particularly has lots of traffic issues. Parking, traffic congestion, unsafe behaviours as a result.
- Bus lines available in new areas to reduce car use for regular trips such as school drop offs/work/social – one bus isn't sufficient

Theme 3: A Council that inspires leadership, is accountable and puts the community first

3.1 Empower and engage our community through advocacy and community engagement.

- Communication between Council and State Government – understanding what the community needs and expectations (getting information from State on what is going on - and disseminating info in a timely manner) – social media
- Reaching out to the community and providing updates with what's going on to support the health and wellbeing of community
- Language barriers to communications
- Communication to community



Theme 3: A Council that inspires leadership, is accountable and puts the community first

- Better engagement with immediate communities within Hume – a chance for residents to meet their neighbours
- More information sharing, e.g. with plans. Allow more feedback.
- Meetings of representatives f2f with the public (incl zoom) to bring questions and feedback to the Council.
- Use of technology to connect people Zoom etc
- Community Drives the Council
- Council assists in promoting community in Hume
- Lost Hume Pride the publication but love to hear about our community and all the good things we do
- Advocacy – leadership: Access to primary health care services – hospital ED
- Advocacy – leadership: Reduce bottle necks in traffic with improved PT (advocating) linking transport
- Advocacy – leadership: Reduce on street parking – use of garages – caravans / trailers enforcement and education on rules and on bin days – what to do
- Advocacy – leadership: More policing / enforcement on people doing the wrong thing – parking / hard rubbish collection / recycling bins/ e waste
- Improved internet speed for all in Hume
- Hume Council is a big Council, can be hard to keep track of everybody from each suburb. Why not have a person in each suburb that everyone can go to raise their ideas and present them for each suburb, so we are reaching out to everyone in the community
- Show some leadership by ensuring Council is seeking the views of aged care residents (and informing).
- Online options allow people to contribute who wouldn't otherwise.
- If we engage more, we will get more, allow the opportunity for people to contribute.
- Conversations like this allow people to offer their ideas to Council.
- Council should do sessions like this more.
- Citizens be more vocal – more community conversations – good start today – community and broader conversations
- Listen to community – eg GE Museum – want full access – haven't listened yet –
- Most of the time people don't hear about these sorts of sessions so people can come forward to participate in engagement events.
- Engaging the community – implementing change – increase inclusivity
- Engagement - Cultural based activities (fun ways – cook off etc)
- Listen to the community. George Evans museum has limited access and community has said they want more access.
- Use active listening – community don't always step forward with concerns.
- Online works well as a platform for this
- Good sessions like this one in large and small forums.
- React quickly – eg took too long with toxic soil
- Active listening (feedback loop)
- More reps on the ground / discussions in the community / engagement via meetings idea/ staff familiar with the area and experience / identify the suffering / language barriers



Let's shape
Hume's Future
Together

Theme 3: A Council that inspires leadership, is accountable and puts the community first

- 'Mayor for the day' in schools (public speaking, raise concerns)
- Leadership expo for children (share skills, ideas)
- Local talent – leadership, running workshops

3.2 Deliver responsible and transparent governance and sustainable assets that respond to community needs.

- Measures – statistics made publicly available to monitor (crime, employment etc)
- Enforcement & accountability (esp. in rural areas)
- More information of 'portfolio' Councillors.
- Councillors have 3 monthly meetings with residents
- Understand different Councillors, Councillor roles, inclusion in meetings to have a say and hear from Council.
- Budget to the needs of a community rather than the rate bill.
- Making Councillors more accessible for people, by the use of portfolio Councillors or locality Councillors.
- More information about the Councillors – for accessibility, approachability.
- Council to follow-up on council plans and communicate to residents on results of goals set.
- Jarrod Bell makes himself accountable by making a podcast after each Council meeting highlighting what will be discussed and how it impacts Sunbury. This could be replicated across Hume. It makes the Councillors accountable to the community
- In Chile they have neighbourhood committees who raise issues with the higher level Councillors
- There are plans, budgets and milestones that are set
- There should be more sessions like this to tell the community what plans have been progressed and if not, what are the challenges.
- Sessions to inform community about progress to meet those plans is really important.
- Council should be accountable, whatever they say they will do it should be done.
- Looking all the time to see what is happening.
- Things happen, but if it ever can't be done, let us know and tell us how you plan to achieve it.
- This way you are accountable and know people are watching you.
- You have taken responsibility to do what you say you will do.
- An inspired leadership.
- Teenager should/could join councillors work experience and develop an interest in local government.
- How do we (community) now know that the councillors are accountable? (e.g Bulla Toxic soil)
- What is accountability? : Moral vs financial accountability?
- Inspire community with "younger" counsellors
- Inspire diversity in our leadership team
- EQUIP YOUNG PEOPLE TO BE LEADERS
- Education. Council to invest energy to help young people develop their leadership and be advocates.



Theme 3: A Council that inspires leadership, is accountable and puts the community first

- Tracker on the progress of issues raised – updates where things are at – feedback – issues raised – nothing done or info not shared (feedback loop)
- More internal / efficient ways to get things done / reduced red tape / find way to be more responsive to community – staff
- Passing buck -take responsibility within the range / scope of the issue – rubbish complaints - take to higher level (quicker response)
- Morally sound , quality leadership – no more passing the buck
- Accountabilities (taking too long) more response to community (stronger community engagement on issues – transparency
- Benefit to be accountable – better meeting of need less complaints Idea
- Culture allow for accountability in Council culture
- Complaints register for community
- Metrics set (measures) for officers and Councillors
- Council to showcase community leaders through use of Council's digital media. For example short videos of Councillors and what they do and what Council staff do.
- Community is top of the pyramid and council works for them. Continue to include community voices in decision making.
- Accountability & transparency – need to be responsive to community need. Make good use of rates.
- Need council to hold meetings in community locations.
- Accountability should be seen as a benefit than a negative responsibility
- RE: accountability, when Council decisions are made, seem to be “playing politics”, decisions made without community consultation, without going to a vote, High sports focus – if you play footy on the weekend, Crs support you. If you care about the environment, green wedges, no Council support
- Council culture should allow for accountability
- RE: PFAS soil, some good leadership from Council but when community planned a demonstration, no council present. Need to be more support for what the community value
- Leadership and Accountability – Council meetings, shocked at how unprofessional it was, came across as a “Boys club”. Once Cr spoke for 10 mins about their “right to accept gifts” , tones of obvious bullying, Crs sneering and laughing when other Crs were speaking, people seemed to be overlooked who wanted to speak. Crs need to be accountable to the community and behave better *Meetings seem to be about themselves/their ideas, not representing community***Demonstrates weak/poor leadership, concern to community members
- Transparency in leadership – spending, cost breakdowns, leakages
- Sense of ownership – delegate down the stream (local, neighbourhood, satellite contacts)
- Councillors to have open meetings with their residents every three months about different topics, within their own ward.
- Lots of talk in community about Crs receiving support from Sports clubs in exchange for support, business links, need transparency and accountability, re: gifts and support
- RE: Community grants, have to be a NFP, if you are registered as a business, are not eligible
- Red tape from Council for holding fundraising events, sausage sizzle etc.
- Like Council to inform community about how they can go about creating community groups, assistance available



Theme 3: A Council that inspires leadership, is accountable and puts the community first

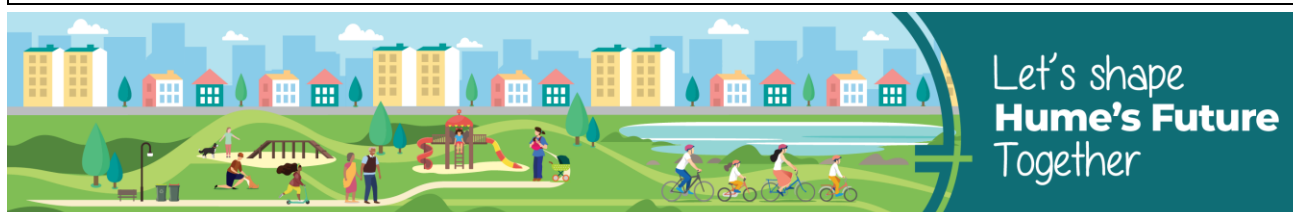
- Would like more information about projects Hume is working on – updates, in addition to Hume e-news,
- Suggestion boxes, so people can contribute ideas – follow ups from these, what projects Council is working on

3.3 Attract expertise and strengthen partnerships to realise community expectations.

- Promote/improve image of Hume
- Promote Hume as a good place to live / remove the stereotype (good hard working people) – when people come here they are often surprised / impressed by the quality and options they see
- Getting people from Melb to come and spend \$ in Hume
- Showing leadership is recognising issues
- Communicate about our assets
- Council is showing some leadership and advocacy because it is growing all the time
- Its Councils role to put community first.
- What is the value of the rates we are paying?
- Promote the accountability in a perhaps easier “annual report” – better to digest.
- Staff change over / transfer knowledge needs improvement (knowledge recorded – carry on with community engagement)
- Leadership is critical – role model – helpful and supportive to people on the ground –
- Leadership comes from the top down
- How are staff able to work through & remove barriers that impact their work. Things can't be changed – remove bureaucracy so staff can be efficient. “that's just the way it is” can be changed.
- Handover of staff – eg community garden to coordinate with community volunteers if staff change – inform people of changes
- Complaints process/grievance should be made available.- eg about specific staff.
- Staff should have lived experience and can identify with community – eg language barriers, traffic congestion
- Women in leadership - Darebin City Council has a good example of this
- Young people involved in leadership programs – supporting Aboriginal and Torres Strait Islander young people, Pacifica young people and young people in the justice system. *
- Leadership programs

3.4 Inspire innovation to be a leader in customer experience and services.

- Online communication is good, explore more opportunities to communication and informing the community that is not online and targeted to people who don't access online
- Easier channels of access to Hume City Council. Publish results/ answers in papers
- Information about Hume City Council , activities, issues should be conveyed using a range of different channels (newsletter, radio)
- Need communication about the channels available for communication, that residents and business can use to communicate with Hume City Council and stay informed.



Theme 3: A Council that inspires leadership, is accountable and puts the community first

- A team to help answer small questions and help community access information.
- Messages don't get through, even for the highly engaged –use a blanket communication and f2f.
- How to tell the public what is available and how to access it
- Think about ways to get information to the public – for people who don't know where to go.
- Promotion of the parks – better promotion of the ones that are around
- Keeping Communication more broader than social media – include in local papers – how we reach out people
- Council website terrible to use, search comes up with zero responses (coming from a resident who works in IT and confident is using the internet – worried about other residents who with less education, English as a second language, etc)
- Improved communication about expectations – Council to supporting age groups with people not familiar with technology
- Send notifications to people so people know what we want and what is to be done
- Leadership is critical. Get their hands dirty, challenge thinking and use democracy. Be representative of diverse community.
- Reporting from the Mayor in local papers, particularly across the whole municipality. Too many option to seek information – struggling to use/navigate the HCC website. Digital – could be high level with links back to other places/activities/links/newsletters. Centralised location.
- Staff need to appoint quality control measures – oversight of projects to ensure they are done properly – got what council asked for.
- Paper based promotion is still valid (e.g. notion in local news paper)
- Marketing/sell the council to the people – be visible, promoting the community
- Locals are the eyes and ears of the community
- Tracking system on issues – database of issues and what is happening with it. Close the loop with community.
- One stop-shop for information available to community members
- Emphasise strengths/attractions in different pockets of the community.
- Explore opportunities for 'What's on in Hume' page via online webpage or council newsletter). Find best platform to help people easily find what's available locally. Current website, you have to use correct search terms/hunt for all the information you're looking for.
- Physical markers/signage in different suburbs which list local attractions would be good (i.e. in different languages, match language to area).
- Online information hub linked to QR codes, signage etc. Make it interconnected.
- Diverse culture – consideration & cater for needs
- Customer service – often feels “get the run-around”, been directed to wrong area and phone rings out, no answer/resolution. Gives Council a poor reputation, “don't bother ringing”
- Responses & communication from council
- Methods for those not technically savvy (and language barriers)
- Improving response time & making sure message is clear who relevant authority is (who has responsibility e.g police/crimestoppers or council?)
- Direct where to report (avoid going around in circles)

