

CEO Monthly Report

February 2022



Mansfield Shire

1. Customer Service

Monthly Customer Request Management System (CRMS) Report – February 2022

CRMS statistics for the month of February show 215 customer requests registered with 60 requests remaining open and 130 being closed during the month. One complaint was received. The complaint was pertaining to Council's Service Provision within the Planning and Environment area Resource Recovery Centre.

The majority (34%) of total requests opened were for Road Maintenance (Field Services) Road Maintenance requests consisted of (in order of frequency):

- ▶ Potholes
- ▶ Limb/tree removal
- ▶ Footpath hazard removal
- ▶ Weeds and vegetation
- ▶ Road corrugation
- ▶ Drainage
- ▶ Missing sign

Local Laws (20%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- ▶ Lost, Stray and Wandering animals
- ▶ Euthanasia of injured wildlife
- ▶ Barking dogs
- ▶ Dog attack
- ▶ Cat trap register
- ▶ Local law general enquiries
- ▶ Property unsightly
- ▶ Litter and dumped rubbish

At the time of the report there were 20 overdue service requests. Overall organisation performance is 91%.

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Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Accounts	3	3	0	0	0	0
Asset Management	33	17	13	2	1	0
Capital Works Delivery	2	1	1	0	0	0
Engineering Services	16	7	5	3	1	0
Local Laws	43	34	7	1	1	0
OH&S	5	2	0	0	3	0
Parks and Garden Services	23	14	5	3	1	0
Records and Customer Service	9	5	1	2	0	1
Road Maintenance	72	43	15	5	7	2
Tourism and Events	1	1	0	0	0	0
Unallocated	5	2	0	0	3	0
Waste	3	1	0	0	1	1
Total	215	130	47	16	18	4

Open - the request has been opened, comments or actions have been included, and the request has not been closed but is within deadline.

Open Overdue - the request has been opened, comments or actions have been included but has not been closed and is past its due date.

Pending - the request has been viewed in read mode and not correctly opened for editing. This most likely means the officer is working on the request but hasn't included comments. It is within deadline.

Pending Overdue – the request has been viewed in read mode and not correctly opened for editing and is past its due date.

OH&S – refers to actions internally between departments as well as external customer requests. The CRM system is used to capture and record actions internally following internal audits and improvement opportunities.

Complaints Versus Requests

	Total
Requests	215
Complaints	1

2. Capital Works

2.1 - Current Financial Year				
Project	Budget (\$)	Comments	Budget Status	Estimated Completion Date
Arts, Culture & Library				
845168. Living Libraries Project	558,511	Concept design has been approved. Meeting held with steering committee to review detailed design. RFT went out 03/02/2022. For Council approval in April.	On Budget	Dec 2022
Bridges & Culverts				
813000. Bridges - Renewal	408,071	Bridge Renewal work informed by the level 3 structural inspection results. RFQ prepared for guardrails at Dry Creek Rd and Shaws Rd and upgrade of Malcom St culvert (west of Kidston Pde). Improvement works at Donaldson's bridge have been deferred due to other higher priority works. Design RFQ for Gooley's Bridge barrier replacement to be awarded in March, with construction works likely to be deferred until 2022/23 following completion of design.	On Budget	JUN 2022
813013. Bridges - Structural Assessment	100,000	Level 3 structural inspections on a prioritised list of bridges; priority list has been developed and will include Sawpit Gully Bridge and several bridges with load limits including the Boorolite – Chapel Hill Rd Bridge. Forecast cost reduced to \$60,000 as \$40,000 allocated to 2021-22 Resheeting Program.	On Budget	JUN 2022
Buildings				
831232. Family & Children's Centre	21,667	Install solar panels at Family and Children's Centre. Was on hold due to resources. Project Officer started 29 Nov 2021. Combined with Mansfield Sporting Complex, and feasibility study for a Virtual Energy Network (VEN) currently in progress.	On Budget	JUN 2022

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851006. Shire Office Refurbishment	120,000	Minor interior renovations were completed mid Dec. Sewer upgrades completed Jan. Electrical switchboard upgrade completed.	Complete	FEB 2022
851012. Toilet Block Refurbishment Program	206,691	POSSIBLE CARRY OVER Flooring renewal at Mansfield Rec Reserve toilet blocks. Refurbishment of Perkins St Jamieson toilet block. Concept design completed and RFQ going out in March, may need to be carried over depending on contractor availability.	On Budget	JUN 2022
851032. Mansfield Sporting Complex	21,667	Install solar panels at Mansfield Sporting Complex. Was on hold due to resources. Currently completing VEN feasibility study.	On Budget	JUN 2022
851038. Heritage Visitor Facility (Station Precinct)	1,548,000	The Heritage Visitor Facility will provide locals and visitors to Mansfield a place to view, learn, and interact with articles of historical and cultural significance. Project nomination accepted by Commonwealth govt. Tender set of drawings for building shell under preparation. RFT to go out in April.	On Budget	DEC 2022
Community Projects				
881168. Bonnie Doon Community Centre Upgrades	15,000	DEFERRED BBQ and shelter renewal works at the Bonnie Doon Community Centre. Expected to be completed in 2022/23 financial year.	On Budget	DEC 2022
Drainage				
823024. Mansfield Wetlands Drainage design	30,000	POSSIBLE CARRY OVER Design phase for the improvements to the wetland. On hold due to resources until arrival of Capital Works Coordinator 7 Feb 22. Quotations for design underway; construction to be completed in 2022/23 financial year.	On Budget	JUL 2022
823038. Stormwater Drainage Works - Cnr Apollo & High St	500,000	DEFERRED Corrective works to the flooding issues at Apollo St. Construction works deferred to 2022/23 financial year and \$500,000 reallocated from this budget to 2021-22 Resheeting Program as per Council resolution. RFT to be progressed in March/April following arrival of Capital Works Coordinator.	Reallocated	2022/23

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823050. Mansfield Wetlands Rejuvenation (Drainage) - 5 yrly cycle	120,000	DEFERRED Cyclic clearing of silt and vegetation from the Mullum wetlands. A priority project for new staff to concentrate on once design works completed. Expected to be completed in 2022/23 financial year.	On Budget	2022/23
881135. Water & Stormwater Management Program (Inspect & Jet)	50,000	Routine cleaning and evaluation of stormwater assets. Currently in scoping and procurement phase and planned to commence in March once contract awarded.	On Budget	MAR 2022
Footpaths & Cycleways				
821012. Footpaths Asphalt - Renewal	50,000	DEFERRED Re-surfacing of asphalt pathways within the Shire. Scope to be determined. Not considered urgent and due to resourcing expected to be completed in 2022/23 financial year.	On Budget	2022/23
821013. Footpaths Gravel / Stone - Renewal	24,970	POSSIBLE CARRY OVER Re-surfacing of gravel pathways within the Shire. Approximately 1 km of rail trail widening and improvements. This was not able to be completed due to resources in 2020/21. RFQ under preparation and may need to be carried over depending on contractor availability.	On Budget	2022/23
821100. Footpaths Concrete - Renewal	50,000	Re-surfacing of concrete pathways within the Shire. Currently in scoping and procurement phase.	On Budget	MAY 2022
Off Street Car Parks				
811183. Off Street Car Park Renewal	70,109	POSSIBLE CARRY OVER Per Assetic - Council's Asset Management System predictive modelling, re-surfacing of car park areas. Currently awaiting pricing from Department of Transport contractors for resurfacing of High St parking lanes (expected in March).	On Budget	JUN 2022
Parks & Gardens				
845180. Bonnie Doon Streetscape	50,000	POSSIBLE CARRY OVER Planning phase for streetscape enhancements. Council report prepared for March meeting on proposed approach for streetscape planning.	On Budget	2022/2023

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845181. Goughs Bay Streetscape	50,000	Planning phase for streetscape enhancements. Meetings have been held with Goughs Bay community group. Scope has been developed and community engagement currently in progress.	On Budget	MAY 2022
Roads				
811120. Reseals	1,311,165	PARTIAL CARRY OVER The reseal list of roads has been inspected with each road condition rated to ensure priority roads received treatment first. A collaborative tender with Murrindindi Shire Council was undertaken and contract awarded at February Council meeting for works to start in spring of 2022 due to closing weather window for preparation works. Remaining reseal budget allocation approved to be reallocated to increased reseal preparation works this financial year, currently in the procurement phase.	On Budget	2022/23
811150. Reseal Preparation Program	164,159	Reseal prep priority list has been developed and quoted. Site works to start in March. RFT for reseal prep stage 2 works currently under preparation.	On Budget	JUN 2022
811152. Heavy Vehicle Alternative Route (Stage 1 HV5 Withers Dead Horse, Midland)	2,004,000	Stage 1 design complete and issued for construction; was delayed due to Withers Lane intersection & land acquisition. Contractor kick-off meeting was held 31 Jan 2022. Contract executed and on site construction works started in Feb.	On Budget	JUN 2022
811158. Heavy Vehicle Alternative Route (Stage 2 HV6 Greenvale, Mt Battery)	2,081,000	CARRY OVER Design is well progressed. Tender issue drawings delayed due to Black Spot funding application. Tender issue drawings were received end of Feb and RFT to be issued in March.	On Budget	2022/23
812075. Resheets	1,821,931	Resheet contract has been awarded to Alpine Civil. Work commenced December 2021.	On Budget	APR 2022
822100. Kerb & Channel - Renewal	100,000	Dealt with key problem areas in 2020-21 financial year. Scope for 2021-22 under review and forecast cost reduced to \$60,000 as \$40,000 allocated to road resheeting program.	On Budget	JUN 2022

Legend	
On Schedule	On Budget
Possible Delay	Above Budget by <10%
Delayed/On Hold	Above Budget by >10%

2.2 – Previous Financial Year – Carry Forward Works				
Project (Capital Works)	Budget (\$)	Comments	Budget Status	Estimated Completion Date
851015. Kindergarten Refurbishment - Ailsa St (Design Phase)	86,500	Design and Tender process completed by Kindergarten committee. Value management process currently in progress with Council officers.	On Budget	Design Complete
881010. Bonnie Doon Community Centre Restumping	21,500	Works completed in Feb 2022.	On Budget	Complete
831234. Outlying Communities Inf. Grants	50,000	Grant applications for 2021/22 reviewed and recommendation made to Feb meeting of Council.	On Budget	Complete
881182. Dual Court Stadium Carpark	1,400,000	Complete.	On Budget	Complete
845015. Botanic Park Playground	585,408	Complete	On Budget	Complete
811152. Heavy Vehicle Bypass - Design	257,382	Design works carry forward for completion of detailed design and associated works. Detailed design for stage 1 and stage 2 are complete. Construction issue drawings to come for stage 2.	On Budget	Feb 2022
811155. View Street Roundabout	1,000,000	Complete.	On Budget	Complete
811156. View Street Upgrade	1,100,000	Complete.	On Budget	Complete
812075. Resheets	1,449,192	Includes added Agrilinks scope. Complete.	On Budget	Complete
814054. Barwite Road - Reconstruction	139,250	Construction contract awarded to Alpine Civil. Onsite works now complete.	On Budget	Complete

3. New Initiatives

Operating	2021-22 Updated Budget	2021-22 YTD Updated Budgets	2021-22 YTD Actuals	YTD Variance Updated Budget	YTD Percentage Variance Updated Budget	2021-22 Total Forecasts
Rates & Property service review	35,000	35,000	12,650	22,350	64%	15,000
Digital Transformation	130,000	65,000	0	65,000	100%	130,000
Website Upgrade	20,000	10,000	0	10,000	100%	20,000
Lakins Road easement	25,000	25,000	0	25,000	100%	25,000
Youth services - Service review	35,000	0	34,621	(34,621)	-100%	35,000
Outlying Community Infrastructure Fund (Round 2)	50,000	50,000	2,000	48,000	96%	50,000
Total Operating Initiatives	245,000	185,000	49,271	135,729	73%	275,000

4. Statutory Planning

Planning Applications Lodged

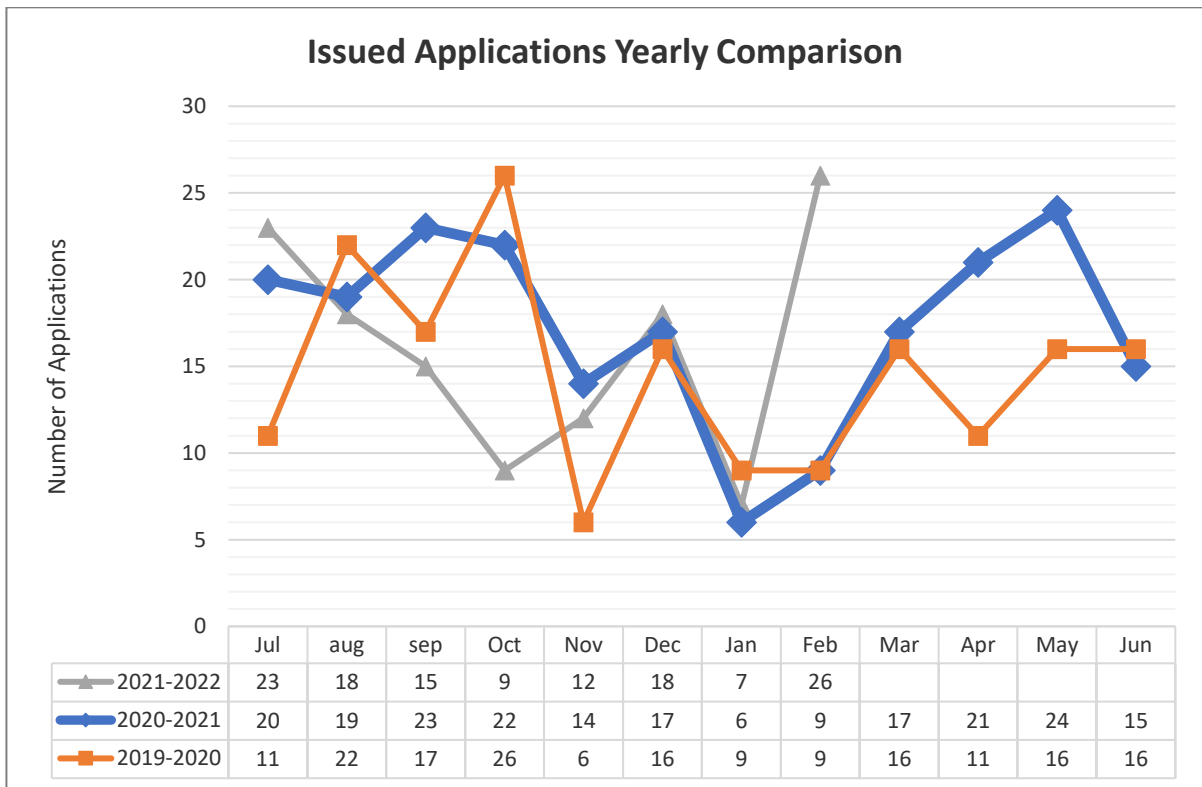
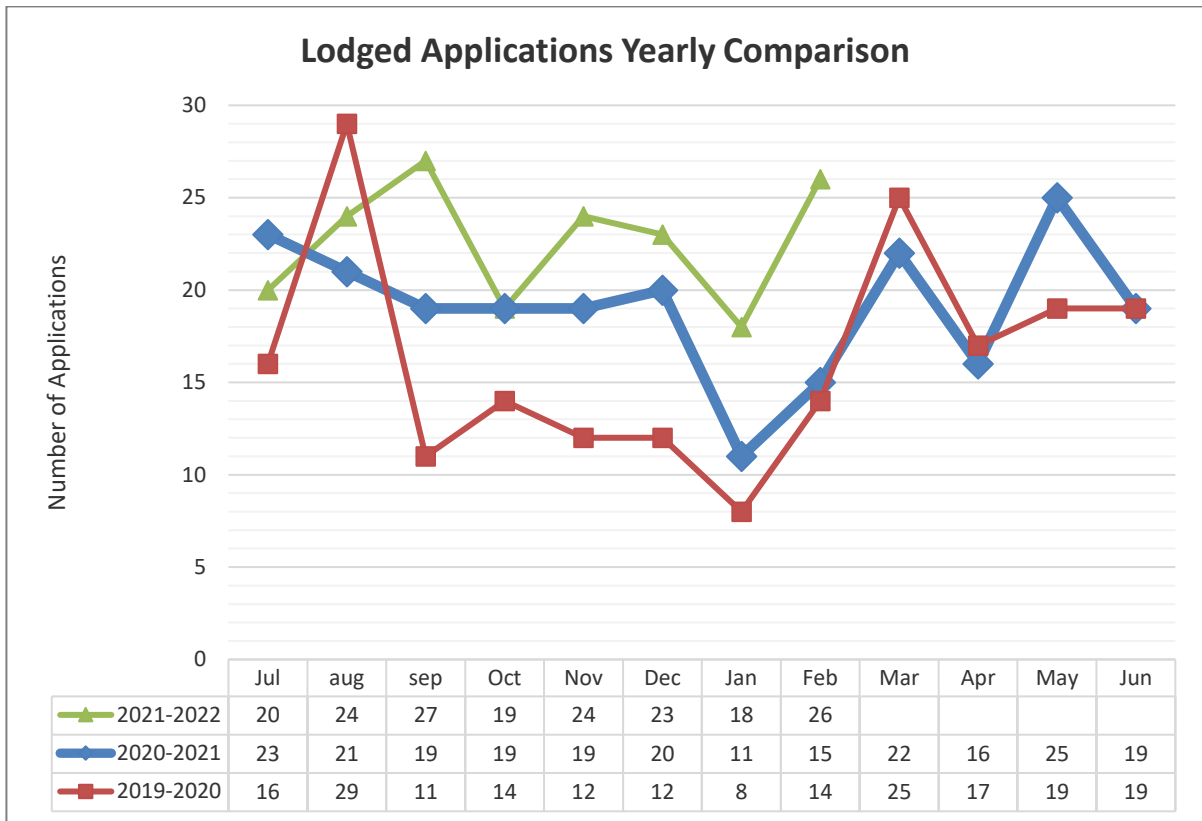
Type of Application	#
Dwelling (with outbuilding 6)	8
Outbuilding/shed/agricultural shed/carport	5
Use and development of commercial premise	1
Subdivision of land into 2 lots	4
Development of alterations and additions to existing dwelling	3
Amend permit to alter conditions and plans	1
Liquor Licence extension to red line plan	2
Use and development for a second dwelling	1
Subdivision of land into 3 lots	1
Total Planning Applications Lodged	26

Planning Applications Determined

Application Number	Application Type	Property Address	Total Applications Determined	Applications Withdrawn/ Refused/Lapsed/ Permit Not Required
P015/22	Development outbuilding ancillary to a dwelling	189 Peppin Drive Bonnie Doon	1	
P019/22	Development of alterations & additions to existing dwelling	239 Pollards Road Mansfield	1	
P034/22	Use & development of outbuilding ancillary to a dwelling	289 Glenroy Road Mansfield	1	
P038/21	Development of land for a dwelling, associated bed & breakfast & outbuilding	21 High St Merrijig	1	
P064/21	Subdivision of land into 2 lots, removal of native vegetation	2/12 Bayside Boulevard Goughs Bay	1	
P084/21	Development of a dwelling	56 Alpine Ridge Dve Merrijig	1	
P091/21	Development of buildings & works to an existing medical centre	38 Highett Street Mansfield	1	

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P104/21	Development of alterations & additions to an existing dwelling	2061 Mansfield Woods Point Rd Macs Cove	1	
P107/21	Use & development of a dwelling, outbuildings & horse arena	30 Range View Court Mansfield	1	
P108/21	Use & development of land for extractive industry	138 Hearn Road Boorolite		1 Withdrawn
P111/21	Subdivision of land into 2 lots, creation of easement	107 Highton Lane Mansfield	1	
P114/21	Development of dwelling and outbuilding	355 Glen Creek Rd Bonnie Doon	1	
P116/21	Development of dwelling	13 Pinnacle Rd Sawmill Settlement	1	
P117/20	Use & development of dwelling & outbuilding	Lot 2 Mansfield Woods Point Rd Jamieson	1	
P117/21	Development for a dependent persons unit	1471 Old Tolmie Rd Tolmie	1	
P118/21	Use & development of dwelling & outbuilding	60 Cinnabar Lane Jamieson	1	
P118A/20	Amendment to application – dwelling in farming zone	771 Dry Creek Rd Ancona	1	
P119/21	Development of replacement dwelling & illuminated tennis court	575 Mt Buller Rd Mansfield	1	
P122B/20	Amendment to contractors depot amend conditions	73 Dead Horse Lane Mansfield	1	
P125/21	Use & development of a dwelling & outbuilding	Mc Cormacks Rd Merrijig	1	
P130/21	Development of dwelling	2 Lightwood Court Merrijig	1	
P132/21	Business identification signage	8283 Maroondah Hwy Merton	1	
P133/21	Business identification signage	2-6 Chenery Street Mansfield	1	
P187296M/21	Subdivision of land into two lots	57 Growlers Gully Rd Merton	1	
P187621V/21	Creation of power line easement	140 Highton Lane Mansfield	1	
V051/21	Alterations & extension to existing dwelling	239 Pollards Rd Mansfield	1	1 Withdrawn & re-lodged
	Total applications determined/withdrawn/Refused/lapsed		24	2



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Other Planning Consents & Enquiries

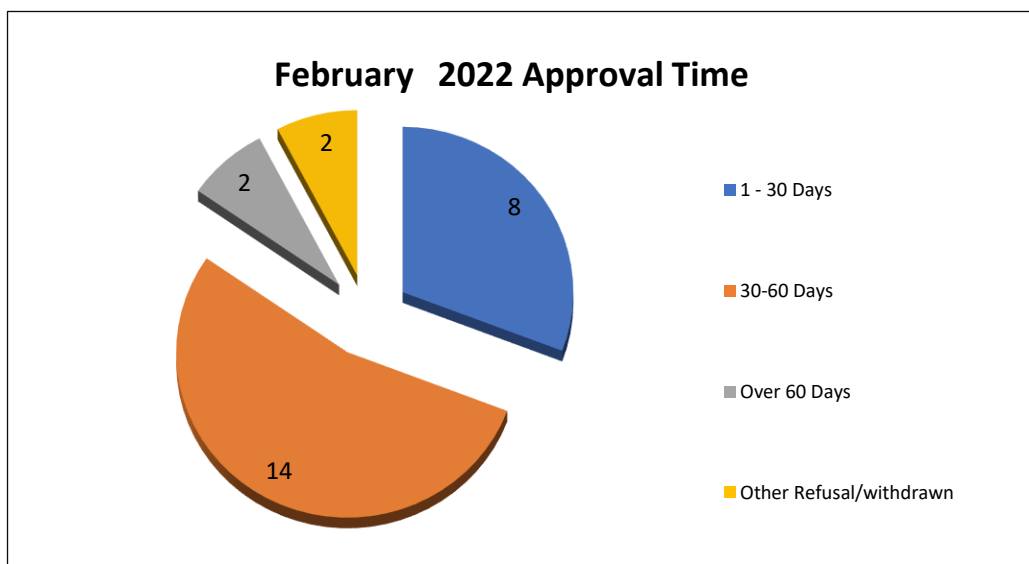
Secondary Consent (amended plans)	1
Statement of Compliance	4
Extension of Time	2
Endorsement of Condition 1 Plans	4

Certification Applications Lodged for the Month

Application No	Date Lodged	Type	Location	Application Stage
S188221V/22	14/1/2022	Certification 4 lot subdivision	92 Highton Lane Mansfield	Under assessment

Days Taken to Determine Planning Applications

2022													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	1	10											
31 - 60 days	5	6											
Over 60 days	1	2											
Withdrawn / Permit not req. / Lapsed/Refused	5	2											
Applications finalised	12	10											



Current VCAT Cases

Reference	Address	Proposal	Council Decision	Current Status	Date
P046/20	25-27 Malcolm Street, Mansfield	Use and development of land for a service station	Notice of Decision to Grant a Permit – Objector lodged appeal	VCAT Hearing delayed from August 2021	Hearing Scheduled for , 5 and 6 April 2021
P170539E/21	53 Highton Lane, Mansfield	Multi lot subdivision and removal of native vegetation	Notice of Decision to Grant a Permit – Objector lodged appeal	Compulsory Conference to be held 11 April 2022	Hearing scheduled for 20 and 21 June 2022
P11835/2021	4 Stirling Street, Merrijig	Illegal Commercial Laundry	Application for Enforcement Order Lodged	Practice Day hearing to be held 4 February 022 Directions hearing to be held 6 June 2022	Hearing scheduled for 9 and 10 August 2022

5. Building Services

Monthly Comparative Value of Building Permits Lodged

	2021-2022	2020-2021	2019-2020
JUL	\$6,363,414	\$5,961,408	\$4,550,498
AUG	\$8,284,568	\$4,725,992	\$6,183,063
SEP	\$6,017,668	\$3,762,200	\$5,109,519
OCT	\$3,392,677	\$5,004,259	\$7,894,620
NOV	\$5,573,777	\$7,120,839	\$3,637,916
DEC	\$8,266,461	\$4,719,391	\$5,707,703
JAN	\$3,791,736	\$3,123,763	\$3,067,587
FEB	\$10,806,944	\$6,112,124	\$4,674,115
MAR		\$9,445,321	\$11,029,109
APR		\$7,839,393	\$2,128,375
MAY		\$6,110,689	\$2,255,561
JUN		\$6,638,540	\$6,691,999
TOTAL	\$52,497,245	\$70,563,919	\$62,930,065

Monthly Comparison of Permits Lodged for Dwellings

	2021-2022		2020-2021		2019-2020	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	15*	15	14	14	16*	16
AUG	15	30	10	24	11	27
SEP	18	48	7	31	11	38
OCT	6	54	8	39	25	63
NOV	9	63	12	51	9*	72
DEC	9	72	9	60	16	88
JAN	4	76	6	66	6	96
FEB	11**	87	17	83	10	106
MAR			20	103	9	115
APR			18	121	7	122
MAY			12	133	5	127
JUN			12	145	10	137
TOTAL	87		145		137	

* One permit issued for 7 dwellings

** One permit for 4 shared accommodation houses MASS

Value of Building Permits Lodged with Council February 2022

Type	Number	Value
Residential* (6 Urban 5 Rural)	11	\$6,692,779
Alt & Additions	6	\$1,820,743
Domestic Sheds & Carports	7	\$273,208
Swimming Pools & Fences	6	\$360,356
Commercial & Public Amenities	3	\$1,659,858
Total Cost of Building Works	33	\$10,806,944

6. Regulatory Services

Septic Applications Lodged, Approved, and Issued

	Applications Lodged			Permits to Install Issued	Permits to Use Issued
	New	Alteration	Total		
JUL	3	1	4	5	6
AUG	2	0	6	3	7
SEP	4	1	11	5	8
OCT	8	0	19	10	5
NOV	8	0	27	3	7
DEC	5	0	32	10	5
JAN	6	0	38	3	3
FEB	7	1	46	11	4
MAR					
APR					
MAY					
JUN					
TOTAL	43	3	46	50	45

Septic Applications Lodged

	2021-2022		2020-2021		2019-20	
	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total	Monthly Total	Cumulative Total
JUL	4	4	9	9	10	10
AUG	2	6	11	20	11	21
SEP	5	11	5	25	4	25
OCT	8	19	7	32	10	35
NOV	8	27	6	38	4	39
DEC	5	32	2	40	5	44
JAN	6	38	6	46	1	45
FEB	8	46	3	49	5	50
MAR			4	53	6	56
APR			5	58	4	60
MAY			9	67	3	63
JUN			10	77	8	71
TOTAL	46	46	77		71	

7. Revenue Services

No report due to unavoidable staff absence.

8. Governance

Confidential Reports at February Council Meeting 2022.

No. of Confidential Reports	Comments
1	1. Reseal Program Construction Tender Award

Confidential Reports - Financial Year to Date

Month	No. of Confidential Reports	Year to Date
July 2021	0	0
August 2021	1	1
September 2021	1	2
October 2021	1	3
November 2021	1	4
December 2021	4	8
January 2022	0	0
February 2022	1	9
March 2022		
April 2022		
May 2022		
June 2022		
TOTAL	9	9

Freedom of Information Requests (FOI) received in February 2022

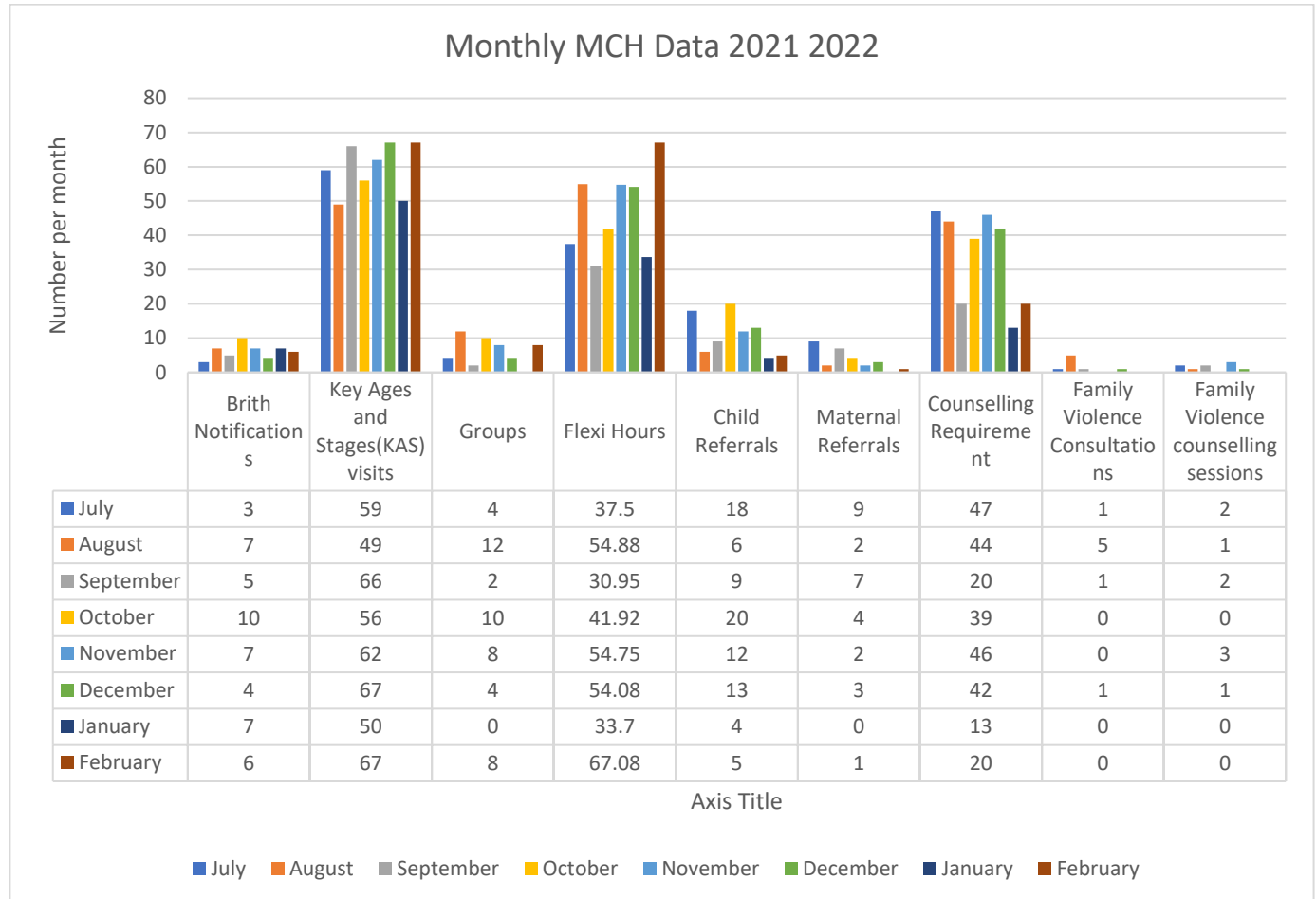
No. of FOI Requests	Comments
0	

Freedom of Information Requests – FOI – Financial Year to Date

Month	No. of FOI Requests	Year to Date
July 2021	0	0
August 2021	1	1
September 2021	1	2
October 2021	0	2
November 2021	2	4
December 2021	0	0
January 2022	0	0
February 2022	0	0
March 2022		
April 2022		
May 2022		
June 2022		
TOTAL	4	4

9. Community Health and Wellbeing

Maternal and Child Health

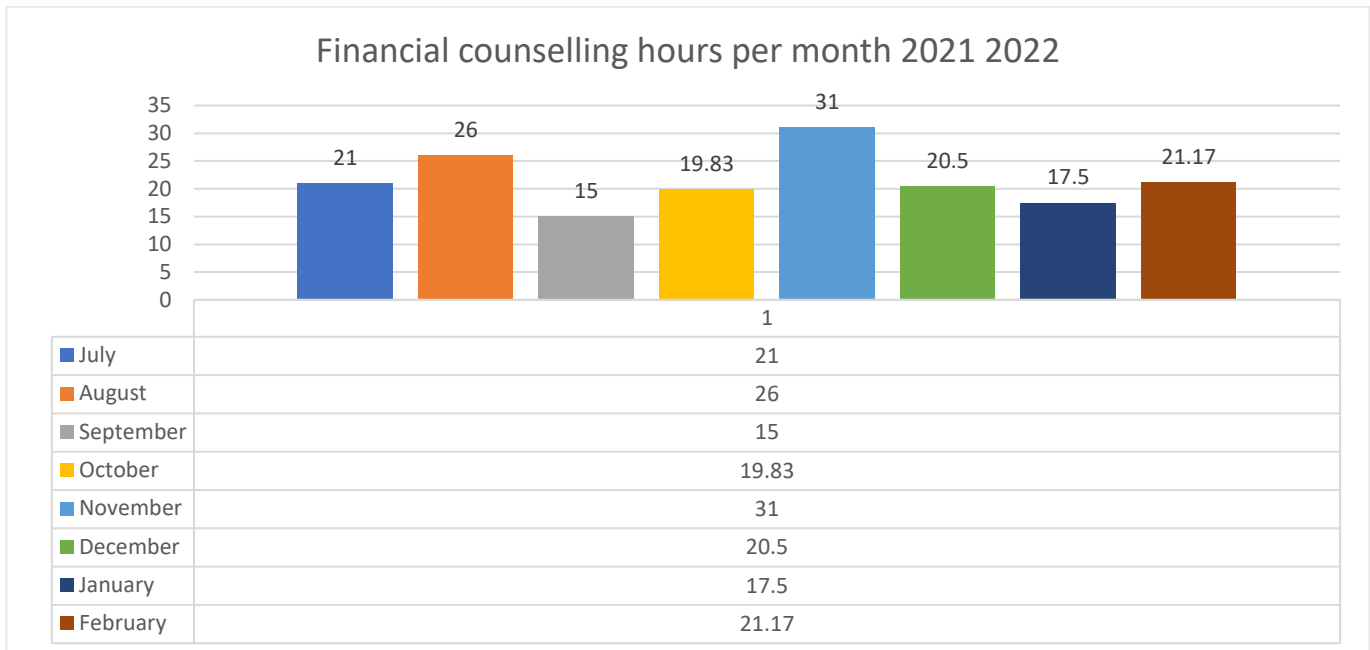


Enhanced MCH	Monthly Hours	2021 2022 YTD hours
Active cases at beginning	37	31
New cases	2	15
Closed cases	1	8
Total service hours	196.7	974

February Updates:

- ▶ Parent groups: INFANT, Sleep and settling for Babies and Toddlers and the first time parent groups will be coordinated together going forward.
- ▶ Through Feb we have sent out lots of reminders for KAS visits and have also requested that Mansfield Kinder, Cubby and Farmhouse put a little snippet in their newsletter reminding parents to book their 3.5yr KAS visit in preparation for kinder/school.
- ▶ Two New parent groups are being run simultaneously in March due to an influx of first time parents

Financial Counselling



Financial Counselling Referrals Update

- ▶ Demand increased towards the end of February. Currently 9 open cases.
- ▶ Mansfield District Hospital is a strong referral pathway – in February the following referrals were received: 3 x referrals from Social Worker, 2 x referrals from Health Navigator, 1 x Restart program

Summary of month's activity:

Client issues addressed in consultations for February:

Issue

Debts: management, general	1
Debts: payment arrears: credit card, store card	3
Debts: payment arrears: fines	1
Debts: payment arrears: rates	1
Debts: payment arrears: rental, mortgage	1
Debts: payment arrears: utilities	1
Disputes/issues: Centrelink	1
Disputes/issues: insurance	2
Disputes/issues: taxation	1
Family violence: present	1
Financial & Household: budgeting & financial management	7
Income: child support, maintenance, non-/late payment	1
Income: emergency relief application	5
Income: is inadequate	1
Mental health: adult diagnosed	1
Physical health: adult - acute	2
Relationships: Separation, divorce	1

Youth Services

FreeZa

Common funding agreement was signed accepting the funding for the next three years 2022 – 2024 \$35,500 per year for a total of \$106,500.

Acquittal for 2019-2021 was completed

Engage

Common funding agreement was signed accepting funding for the next three years 2022 – 2024 \$50,000 per year for a total of \$150,000

Acquittal of 2021 funding extension was completed

L2P

Activity	Highlights
Active Learners	9 learners on the road 2 licenced this month Wilson and Ty.
Active Mentors	8 Active mentors and myself driving, as mentors start to take some well-deserved leave
Issues	Access to professional lessons is an issue, local professional driver is unable to be used due to vaccination status. Gerry, in Benalla is very busy with a two month wait for professional lessons. The car was crashed in December, however it took all of January and into February to get it fixed. Despite some hiccups it is all operational again. Thanks to Tania Graham for her assistance.
Program Targets	We are maintaining our quarterly targets for Vic Roads as per our funding agreement, 15 learners per quarter. A new data collection system was introduced so all active learners and their mentors records are now kept with in Vic Roads portal just for L2P.

Integrated Family Services

February 2022

In the month of February Mansfield Integrated Services has been supporting 7 families, and 4 families in Enhanced Maternal Child Health.

The Service has been successful in recruitment with Jess Pollard starting with the team in a 0.4 EFT permanent position.

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Some of the issues that families accessing Council's service have been experiencing include family violence, legal and family court matters, lack of secure housing, and children with trauma impacts due to family violence. This is complicated by a lack of local services, including a complete lack of specialist family violence counselling being available in the Mansfield area.

We have been accessing flexible funding to support families to attend local counselling offering one on one sessions in the interim. The IFS team have been utilising the expertise of the Family Violence Child Safety Team (now part of The Orange Door) for safety planning and assessment both within the home and school.

Three staff members have completed the Facilitator training in 'The Strengthening Family Connections Program' which is a therapeutic model to support families.

The team continues to build solid relationships with local services/providers, schools, allied health professionals to support clients and build capacity of Integrated Family Services.

Aged Care

February 2022

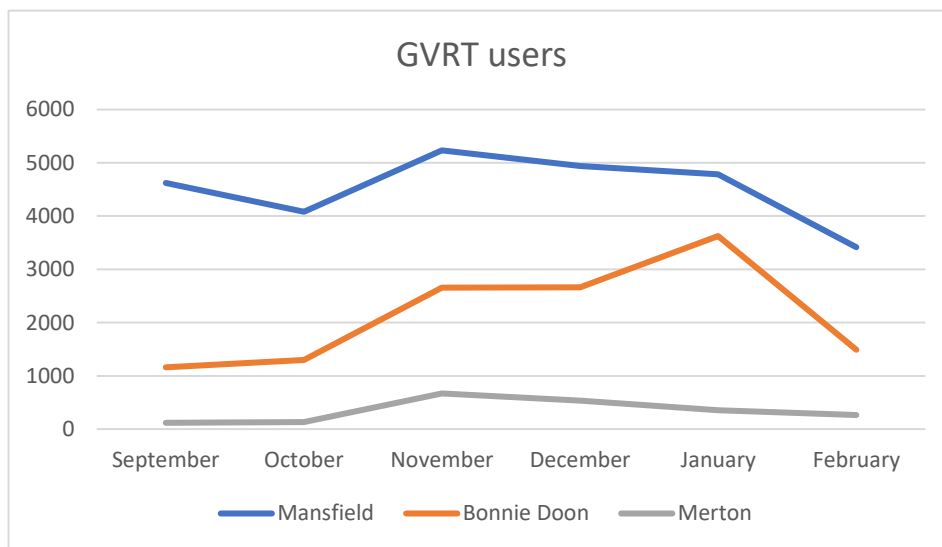
Service	Funding category	Percentage of hours delivered in each category	No. Clients	Total hours
Home care	CHSP	72.5	144	255.50
	Veterans	8%	9	27.50
	HACC	3.5%	6	12.25
	Brokerage	16%	20	55.5
Personal Care	CHSP	49%	22	90.75
	Veterans	4.5%	1	8.25
	HACC	3%	2	6
	Brokerage	43.5%	12	80.25
Respite Care	CHSP	43%	6	43
	HACC	1.5%	1	1.5
	Brokerage	55.5%	9	55.50
Food Services	Delivered meals		24	394 meals
Social Support Core	CHSP	72.5%	150	144
	Brokerage	0	0	0
	HACC	27.5%	5	54

There has been some internal movement of staff within the Community Care Services team with some staff stepping into new roles for a fixed term whilst others are taking on additional or increasing hours to ensure clients' needs are met. We are very proud of this team and their professionalism and commitment to the welfare of their clients.

10. Visitor Services

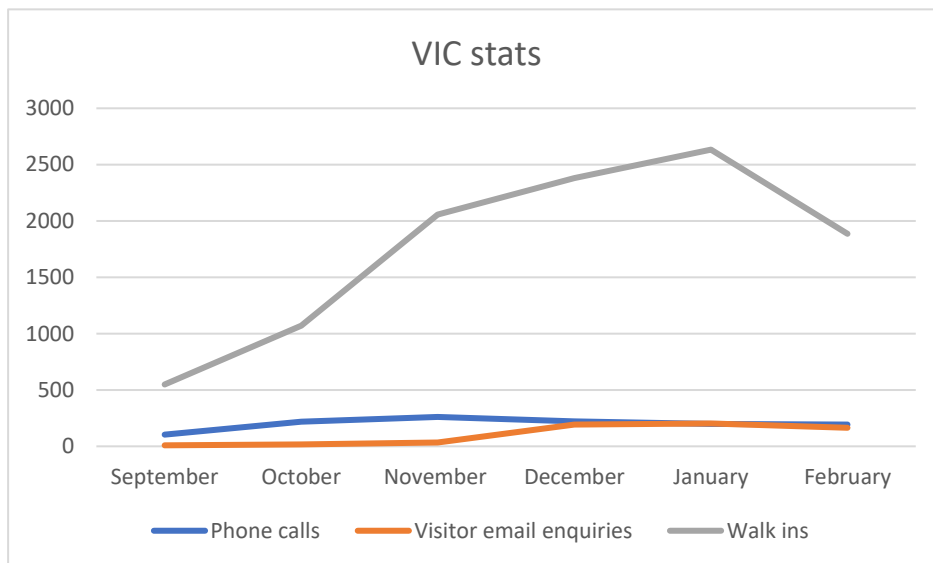
The Great Victorian Rail Trail (GVRT)

As anticipated, a drop in users was recorded with **5170 users in February** compared to **8764 in January** due to the ending of the holiday period. There is a significant drop in numbers from February 2021 (**7126**) with the Mansfield counter recording the biggest drop (**-1965**). Last year February Mansfield was in lockdown for a week which leads to the assumption locals were using the trail more for exercise. The hotter and more humid weather this year could be another factor influencing user numbers this year.



- ▶ 13 March “Tour De Trail” will be held along the Great Victorian Rail Trail. A community group run event that will hopefully see increased usage, awareness, and appreciation of the Rail Trail.
- ▶ Work has ongoing in the placement of distance makers, storyboards and more signage along the GVRT as part of a GVRT Signage Review with an expected completion date of June 2022.
- ▶ Expressions of Interest for the Great Artdoors Project along the GVRT went live on 21 February. This is to commission a number of permanent artwork installations along the 134km of the GVRT.

Visitors to the Mansfield Visitor Information Centre (VIC)



Phone calls and emails remained at a steady level in February. A seasonal drop in walk-ins as expected occurred, although **1886** is an increase on last year (1741). Merchandise sales reflect this drop in walk ins.

- ▶ December - \$1843.00
- ▶ January - \$2686.30
- ▶ February - \$1526.80

Visitor Data Collection

The Visitor Information Staff have recommenced gathering information from visitors to the centre as of 14 February. Of 217 responses for this period (including couples and groups).

- ▶ **53%** of visitors were aged 40 -65
- ▶ **56%** were adult couples
- ▶ **83%** were staying over one day with **35%** staying two nights
- ▶ **52%** of visitors were here for their first time

Most popular things were – **Rivers, lakes, and water. Bushwalking & outdoors. Attractions. Camping & Gravel riding.**

February Events

▶ **Mansfield Classic Holden National 4-7 Feb**

“Positive feedback from everyone and have had so many asking if we would be interested in coming back to Mansfield” – Les Adams, Autofest.

Council welcomed the Classic Holden Nationals Group were based at the Botanic Park over three days of show ‘n shines, music, dice runs. The town embraced the event, participants stayed locally, spent money locally and Jamieson where they had a show n shine at the. The event has their 2023 location booked in already however Council has entered talks for a 2024 event.

▶ **Targa High Country 11-13 Feb**

A successful running of Targa High Country was held with positive feedback from those involved with Targa. Although initial concerns were raised by some community members and the police, post event information gathering has shown a general support.

Council has distributed a survey to obtain detailed feedback from local businesses. These survey results together with a Targa participants survey and previous figures will provide a comprehensive report prior to the final event in November 2022 within the current contract.

▶ **Tourism North East**

On 15 February council were informed that Tourism North East were successful in securing \$1.5M through the Federal Government’s Black Summer Bushfire Fund for the activating gravel cycling project. The project will support mapping a network of gravel cycling routes including signage across Mansfield Shire. This project will be used to leverage tourism attractions near these cycling routes.

Council Business Support

Business Concierge Program - Business Contact

The Business Concierge Program has been extended for three months finishing end of May. This final extension is to enable the Business Concierge Officers to support business to remain safe and open and to link business to vital state and local support programs. Event Manager Guidance / Information for COVIDSafe Events will be introduced as part of this program. The monetary allocation for each Shire will be confirmed shortly.

- ▶ 47 businesses were contacted through February. A higher number of face to face contacts this month has been appreciated by business owners.
- ▶ Key issues reported are:
 - Hospitality and retail both comment that new staff are often low skilled.
 - Supply issues in the essential retail sector are beginning to return (slowly) to normal as central warehousing gradually is refilling and transport is less affected than December/ January.
 - Housing/rental shortages continue to challenge all sectors for new staff attraction/retention.

Mansfield Shire Council | **CEO Monthly Report**

Feedback from businesses continues to guide the content of the fortnightly (or as required) Economic Development Business Newsletter.

A total of four Business Support/ Covid Update email update newsletters were sent directly to registered local businesses in February.

	Council's Business Newsletter	Industry Benchmark
Open rate	50.45%	20.3%
Click rate	10.1%	6%

Content click through activity were, in descending order of interest, updates to:

- ▶ COVIDSafe business management,
- ▶ Targa event information including road closures,
- ▶ Post Targa Survey,
- ▶ DIY Social Media Campaign via Eventbrite, and
- ▶ Ventilation Voucher Program.

Business Recovery Advisory Services (BRAS)

Council continues to partner with State Government funded program BRAS, who reports to the Minister. Feedback provided includes:

- ▶ Fatigued business owners and staff, staff shortages, lack of rental housing and supply looks like beginning to return in some sectors.
- ▶ Identified need for training opportunities to upskill new staff in retail, hospitality, trades & services, accommodation sectors.
- ▶ Telecommunications issues haunting businesses throughout Hume Region. Regional migration and increased visitation affects demand on bandwidth resulting in connectivity issues. Poor connectivity is impacting business operations, marketing and customer service.

Better Approvals

Enquiry to Better Approvals process was steady with 6 enquiries. Enquires were relating to:

- ▶ Signage changes to premises
- ▶ Requirements for new businesses (food/ bev & fitness)
- ▶ One related to expansion of accommodation/ convention centre business
- ▶ Business follow ups regarding progress of their business ideas

All of the enquiries made (face to face and telephone) were happy to have had assistance with their ideas and questions. Council was applauded for the outcome of a combined meeting with Planning and Economic Development to clarify their business development process.

Communications between the departments in each of these instances has been professional and continues to improve the process and departmental collaboration.

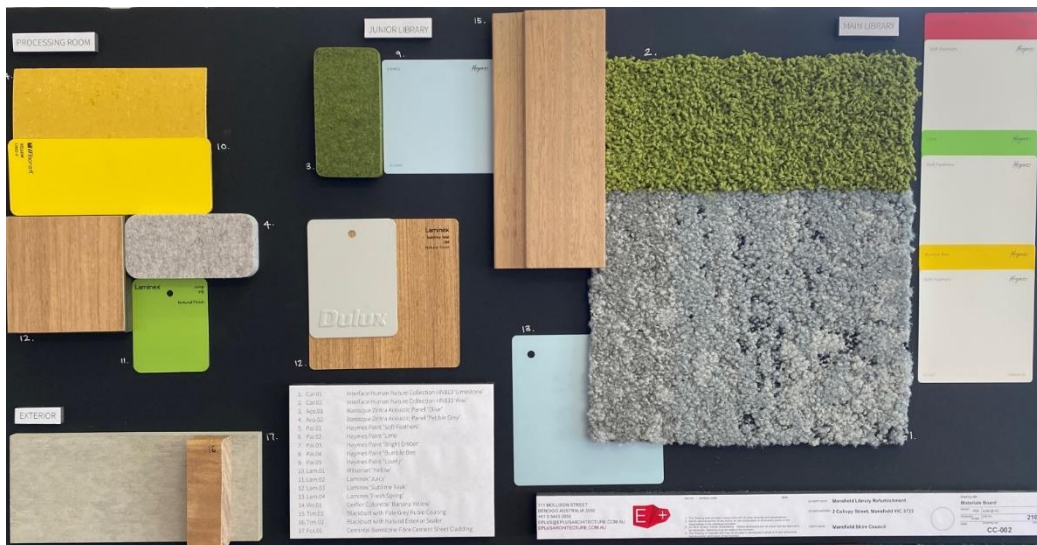
Library

Refurbishment Update

The focus for February was community engagement involving:

- ▶ A drop-in community information session held by the architects at the library. 19 people attended the session.
- ▶ The Mansfield Engage project page saw 60 visits to the site with one suggestion submitted.
- ▶ A display in the Library foyer for the whole month.
- ▶ A Facebook post on the Mansfield Library Victoria page with the video watched 627 times.
- ▶ Comments have been generally positive, with the most common questions being about:
 - Length of closure and services offered during this period.
 - Whether Library staff are happy with the design and checking that staff had been included in the design process.

The materials and finishes have been confirmed, utilising sustainable materials where possible and the colours reflecting the local environment.



COVID

- ▶ **Printing of vaccination certificates** 7 people requested this service during February
- ▶ The Library continues to operate with a **marshal** checking vaccination status.
- ▶ Staff estimate they have **assisted 6 people without proof of vaccination** with borrowing and printing services.

Library Statistics for February 2022

	Visits	Loans	Library Programs	Program Attendees	Room Bookings	IT Help
Feb 2022	2280		5	83	8	37
Jan 2022	2816	3,614	3	100	0	35
Dec 2021	2257	3,496	4	98	10	13
Nov 2021	2,810	3,558	25	173	13	-
Oct 2021	2,541	4,159	7	58	11	-
Sept 2021	1,883	3,258	9	141	8	-

Notes:

- ▶ IT help provided by Library staff is now being tracked and included in the monthly statistics.

Community Development**Outdoor Pool**

The Community Development Coordinator is continuing to provide feedback on the pool to Council's contract manager. This is to ensure issues and concerns are raised and addressed as soon as possible.

General community feedback is positive as people are happy to have the pool open. Extended opening hours and the provision of swimming lessons are the top requests.

The pool contractor continues to struggle with staffing which unfortunately affects their operations in the areas of opening hours, swimming lessons, day to day maintenance, communication, reporting, staff retention and provision of healthy food options.

Recent renewals by Council of plant equipment, and site infrastructure have proved worthwhile with minimal interventions this season from the asset maintenance team. A full report will be provided post season.

Outlying Communities Infrastructure Fund

The outlying communities infrastructure fund assessment process has been completed with \$50,000 allocated to three community groups (Tolmie, Merton, Goughs Bay).

Community Group Newsletter

One Community Group newsletter was sent out including information on grants and professional development. An additional direct email was sent to Sporting Clubs advising of the Get Active Kids Voucher program.