

CEO Monthly Report

April 2022



Mansfield Shire

1. Customer Service

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

CRMS statistics for the month of April show 161 customer requests registered with 67 requests remaining open and 94 being closed during the month. No complaints were received for April.

The majority (37%) of total requests opened were for Road Maintenance (Field Services) Road Maintenance requests consisted of (in order of frequency):

- ▶ Roads Corrugation
- ▶ Drainage
- ▶ Potholes
- ▶ Limb/tree removal
- ▶ Missing Sign
- ▶ Weeds and Vegetation

Local Laws (24%) was the second largest group. Local Laws Requests consisted of (in order of frequency):

- ▶ Lost, Stray and Wandering animals
- ▶ Euthanasia of injured wildlife
- ▶ Cat Trap Register
- ▶ Barking dogs
- ▶ Property Unsightly
- ▶ Litter, Dumped Rubbish

At the time of the report there were 12 overdue service requests. Overall organisation performance is 93%.

Department	Total Events	Events Closed	Open	Open Overdue	Pending	Pending Overdue
Accounts	4	3	0	0	1	0
Asset Management	20	12	6	1	1	0
Building Surveyor	1	1	0	0	0	0
Community Care Services	1	0	0	1	0	0
Engineering Services	15	6	7	1	1	0
Local Laws	38	26	2	1	7	2
Parks and Garden Services	14	5	5	2	2	0
Records and Customer Service	1	1	0	0	0	0
Road Maintenance	60	37	6	1	13	3
Unallocated	3	1	2	0	0	0
Waste	4	2	0	0	2	0
Total	161	94	28	7	27	5

Definition of the tabs on previous page table:

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

April	
	Total
Requests	161
Complaints	0

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	RFT evaluation complete. For Council approval in May.	On Budget	Dec 2022
Bridges & Culverts				
813000. Bridges - Renewal	408,071	Bridge Renewal work informed by the level 3 structural inspection results. Contract 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 closed April 13, with construction works likely to be deferred until 2022/23 following completion of design. Design work to be completed June.	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. RFQ has closed. Evaluating.	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. Feasibility study in conjunction with Mansfield Sporting Complex as part of Virtual Energy Network determined 30kW system to be installed on Family & Children's Centre. Contract is out for signature.	On Budget	JUN 2022
851006. Shire Office Refurbishment	120,000	Minor interior renovations were completed mid Dec. Sewer upgrades completed Jan. Electrical switchboard upgrade work complete.	On Budget	Complete

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851012. Toilet Block Refurbishment Program	206,691	CARRY FORWARD Flooring renewal at Mansfield Rec Reserve toilet blocks. Refurbishment of Perkins St Jamieson - upgrade of existing toilet block. Concept design was completed in March. RFQ went out in March. Value engineering was done to get project under budget. Contract out for signature. May start.	On Budget	JUL 2022
851032. Mansfield Sporting Complex	21,667	DEFERRED Install solar panels at Mansfield Sporting Complex. Was on hold due to resources. Deferred to allow for installation of 30kW system at Family and Children's Centre which will give a better overall return.	On Budget	NA
851038. Heritage Visitor Facility (Station Precinct)	1,548,000	CARRY FORWARD 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. Grant dependent. Tender set of drawings in progress. Delayed due to consultant availability. Tender goes out June. Targeting September Council meeting.	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	NA
Drainage				
823024. Mansfield Wetlands Drainage design	30,000	POSSIBLE CARRY FORWARD Design phase for the improvements to the wetland. Design development is currently with NESD for completion Jun-Jul. Local design consultants are experiencing backlog so lead times are extended. Survey is complete.	On Budget	JUL 2022
823038. Stormwater Drainage Works - Cnr Apollo & High St	500,000	DEFERRED Corrective works to the flooding issues at Apollo St. Expected to be completed in 2022/23 financial year. RFT to be progressed this FY in preparation for a prompt start next FY. \$500,000 reallocated from this budget to 2021-22 Resheeting Program as per Council approval.	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. 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. Contract sent out first week of April. Works start in May. Completion end of June.	On Budget	JUN 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	CARRY FORWARD 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 is out. Will need to be carried forward depending on contractor availability. LUAA to be submitted.	On Budget	JUL 2022
821100. Footpaths Concrete - Renewal	50,000	CARRY FORWARD Rejuvenation of dilapidated concrete pathways within the Shire. Scope has been determined and RFQ closed April. 3 Submissions. Under evaluation.	On Budget	JUL 2022
Off Street Car Parks				
811183. Off Street Car Park Renewal	70,109	DEFERRED Per Assetic - Council's Asset Management System predictive modelling, re-surfacing of car park areas. Low priority project. Will not be completed this financial year.	On Budget	2022/23
Parks & Gardens				
845180. Bonnie Doon Streetscape	50,000	DEFERRED Planning phase for streetscape enhancements.	On Budget	2022/23
845181. Goughs Bay Streetscape	50,000	CARRY FORWARD	On Budget	AUG 2022

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		Planning phase for streetscape enhancements. Meetings have been held with Goughs Bay community group and scope confirmed following community consultation. Contract has been awarded for picnic settings. Beginning of August completion.		
Roads				
811120. Reseals	1,311,165	CARRY FORWARD 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. Report went to Council in Feb 2022 for award of contract. Works to start in spring of 2022 due to closing weather window for preparation works. Surplus reseal budget approved to be reallocated to increased reseal preparation works.	On Budget	SEP 2022
811150. Reseal Preparation Program	164,159	Reseal prep priority list has been developed and quoted. Contract awarded. Work starts end of May.	On Budget	JUN 2022
811152. Heavy Vehicle Alternative Route (Stage 1 HV5 Withers Dead Horse, Midland)	2,004,000	Construction issue design drawings have been received. Stage 1 design was delayed due to Withers Lane intersection & land acquisition. Construction started in Feb and is progressing well. Sealing scheduled for Mid-May, weather allowing.	On Budget	JUN 2022
811158. Heavy Vehicle Alternative Route (Stage 2 HV6 Greenvale, Mt Battery)	2,081,000	CARRY FORWARD Design is well progressed. Tender issue drawings delayed due to Black Spot funding application. Tender issue drawings were received end of Feb. Tender closed 13 Apr 2022. One bid received. Over budget. Value engineering required to revise scope under budget.	On Budget	2022/23
812075. Resheets	1,821,931	CARRY FORWARD Resheet contract has been awarded to Alpine Civil. Work commenced December 2021 and is progressing well. July completion.	On Budget	JUN 2022
822100. Kerb & Channel - Renewal	100,000	Completed in April.	On Budget	Complete

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 complete. Value management process to be undertaken in Feb.	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	Jun 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

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814054. Barwite Road - Reconstruction	139,250	Construction contract awarded to Alpine Civil. Onsite works were delayed due to inability to procure precast concrete structures but now complete.	On Budget	Complete
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3. New Initiatives

Mansfield Shire Council Non Recurrent New Initiatives 2021-22 For Period Ending April 2022

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	97,500	32,900	64,600	66%	130,000
Website Upgrade	20,000	15,000	0	15,000	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)	0%	35,000
Outlying Community Infrastructure Fund (Round 2)	50,000	50,000	30,000	20,000	40%	50,000
Total Operating Initiatives	295,000	222,500	110,171	112,329	50%	275,000

Capital	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
Family & Childrens Centre	43,334	43,334	20,523	22,811	53%	43,334
Living Libraries Project - Expense	15,000	(96,702)	48,778	(145,480)	150%	160,511
Bonnie Doon Streetscape	50,000	50,000	0	50,000	100%	30,000
Goughs Bay Streetscape	50,000	25,000	0	25,000	100%	50,000
Heavy Vehicle Alternative Route	2,889,574	1,991,045	238,618	1,752,427	88%	2,066,809
Total Capital Initiatives	3,047,908	2,012,677	307,919	1,704,758	85%	2,350,654

4. Statutory Planning

Planning Applications Lodged

Type of Application	#
Dwelling (with outbuilding)	5
Outbuilding/shed/agricultural shed/carport	9
Outbuilding and vegetation removal	1
Four lot subdivision	1
Two lot subdivision with existing dwellings	1
Two lot subdivision	1
Alterations and additions to existing dwelling	1
Development of 14 dwellings & multi lot subdivision	1
Development of outbuilding – Tolmie Sports Ground	1
Buildings & works associated with use to land for mining	1
Outbuilding within building exclusion zone	1
Use & development of land for group accommodation	1
Use of land for crop growing (market garden in the rural living zone)	1
Amendment to dwelling in farming zone	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
P004/22	Dwelling & outbuilding	107 Drakes Hill Road Mansfield	1	
P008/22	Two lot subdivision	14 Minerva Street Mansfield	1	
P014/21	Planning scheme amendment & dwelling	2 New Street Mansfield	1	
P017/22	Two lot subdivision	1549 Maroondah Hwy Bonnie Doon	1	
P021/22	Dwelling & outbuilding	42 Range View Court Mansfield	1	
P022/22	Alterations & additions to existing dwelling	1956 Mt Buller Road Merrijig	1	

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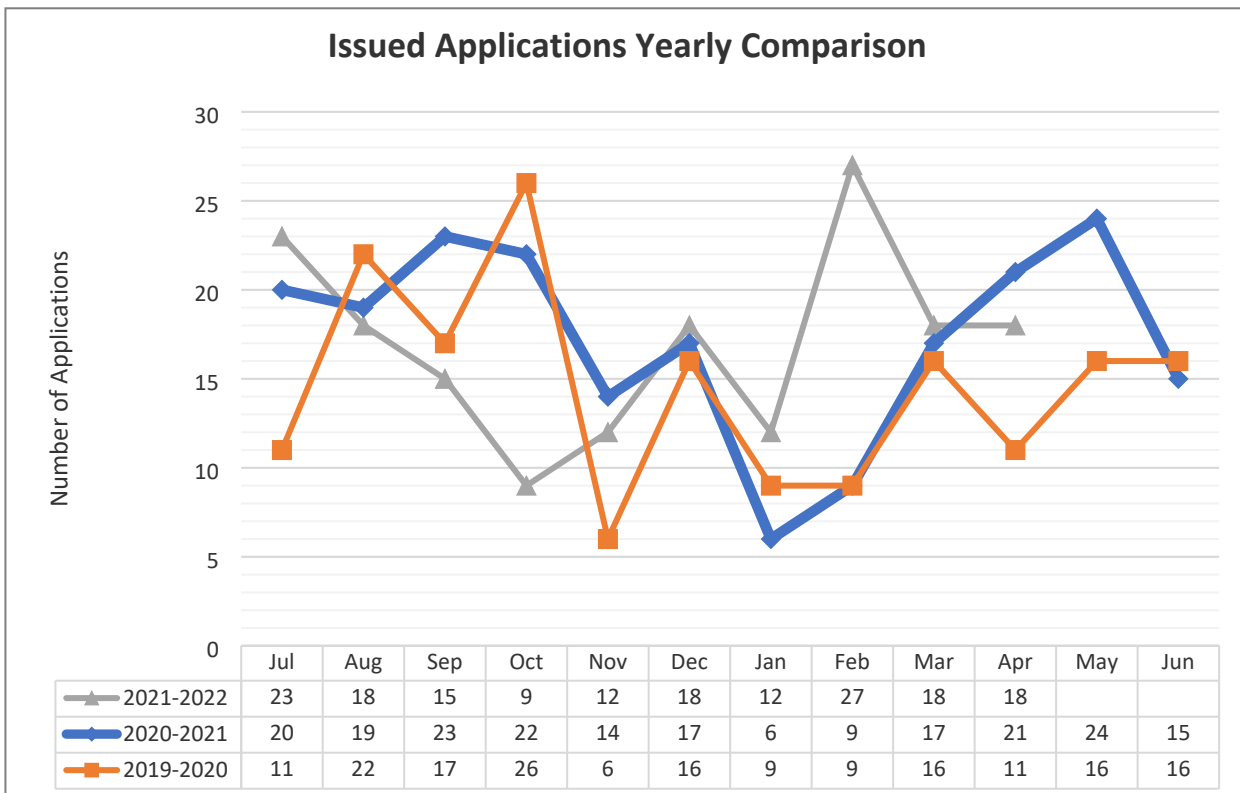
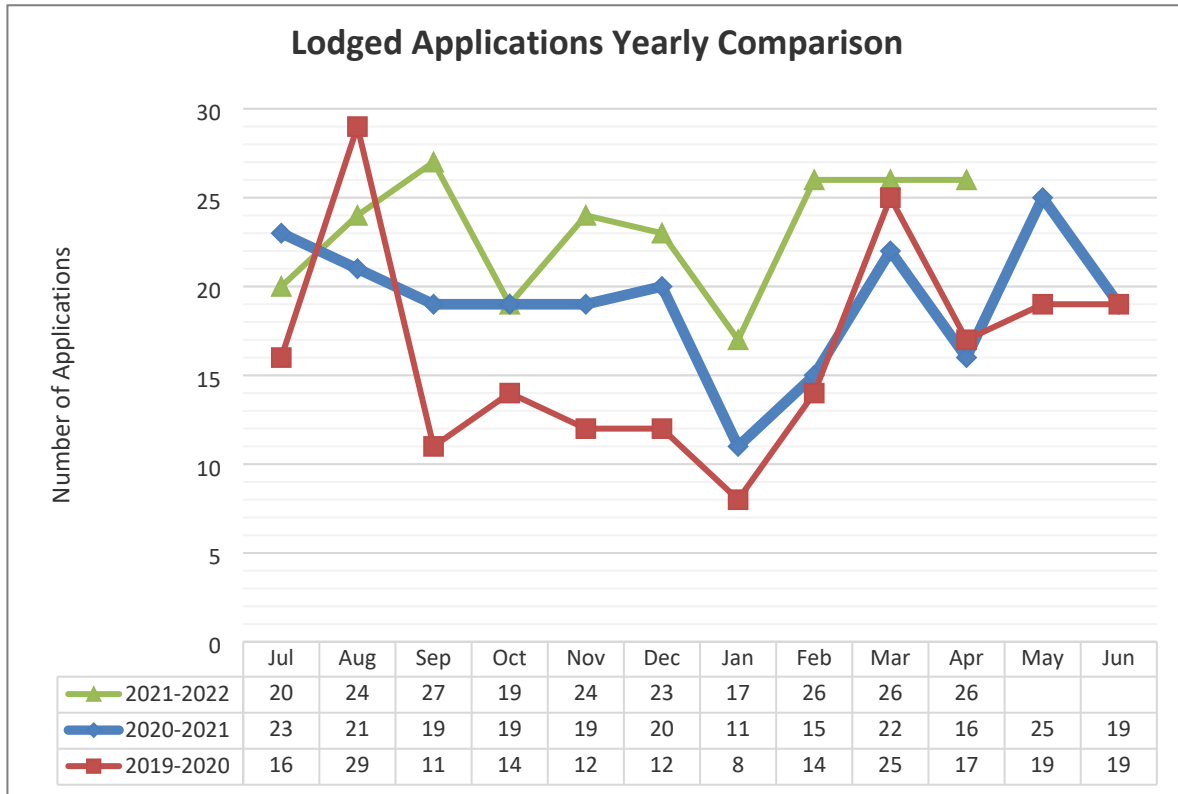
P028/22	Extension to red line plan	1870 Mt Buller Road Merrijig	1	
P029/22	Dwelling & outbuilding	12 Range View Court Mansfield	1	
P031/22	Dwelling & outbuilding	38 Walshs Road Goughs Bay	1	
P033/22	Two lot subdivision	23 Reardon Lane Mansfield	1	
P039/22	Dwelling and outbuilding	79 Drakes Hill Road Mansfield	1	
P048/21	Development of restaurant & reduction in car parking	28 High Street Mansfield	1	
P050/22	Additions & alterations to existing dwelling	199 Johnstons Road Barjarg	1	
P052/22	Outbuilding	40 Crosbys Lane Mansfield	1	
P085B/13	Amendment to outbuilding	344 Tolmie Mahaikah Road Tolmie		1 withdrawn
P125/21	Variation to easement	31 Hunter Street Mansfield	1	
P131/21	Dwelling & outbuilding, variation to restriction on title	33 Ambrose Drive Tolmie	1	
P131B/19	Amendment of permit from industrial shed to self-storage sheds	265 Dead Horse Lane Mansfield	1	
P179016B/21	Ten lot subdivision	57 Stock Route Mansfield	1	
V057/21	Outbuilding	50 Old Eildon Rd Jamieson		1 lapsed
Total applications determined/withdrawn/Refused/lapsed			18	2

Certification Applications Lodged for the Month

Application No	Date Lodged	Type	Location	Application Stage
S191069S/22	8/4/2022	2 lot subdivision	109 Malcolm Street Mansfield	On referral

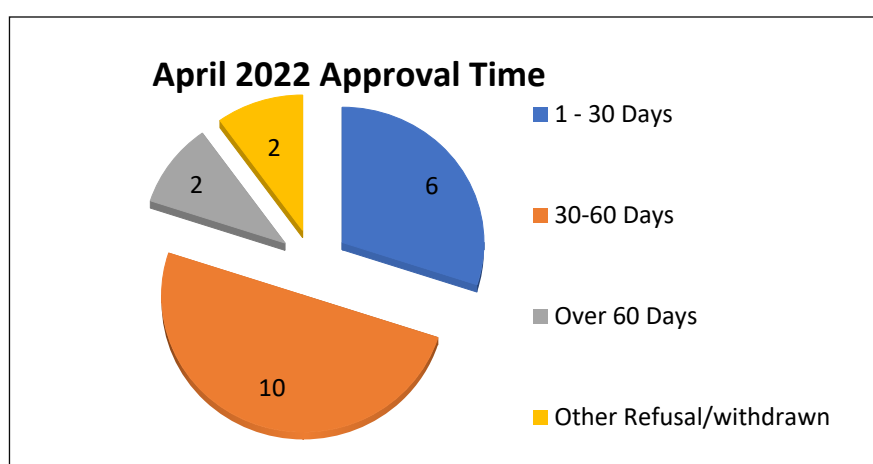
Other Planning Consents & Enquiries

Secondary Consent (amended plans)	3
Extension of time	3
Endorsement of Condition 1 plans	1



Days Taken to Determine Planning Applications

2022													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
1 - 30 days	0	8	11	6									25
31 - 60 days	1	14	6	10									31
Over 60 days	5	2	1	2									10
Withdrawn / Permit not req. / Lapsed/Refused	1	2	3	2									8
Applications finalised	7	26	21	20									74



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 Re-Scheduled for 28 November till 1 December 2022
P170539E/21	53 Highton Lane, Mansfield	Multi lot subdivision and removal of native vegetation	Notice of Decision to Grant a Permit – Objector lodged appeal	Practice day hearing 13 May 2022	Hearing scheduled for 20, 21, 22 June 2022
P11835/2021	4 Stirling Street, Merrijig	Illegal Commercial Laundry	Application for Enforcement Order Lodged	Working to consent orders between parties	Hearing scheduled for 9 and 10 August 2022

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P58/20022	6 Sonnberg Drive, Bonnie Doon	Illegal Camping & Caravanning	Interim Enforcement Order	Resolved with owner. Costs to be determined	Withdrawn from VCAT by Council
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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	\$5,199,799	\$9,445,321	\$11,029,109
APR	\$6,747,987	\$7,839,393	\$2,128,375
MAY		\$6,110,689	\$2,255,561
JUN		\$6,638,540	\$6,691,999
TOTAL	\$64,445,031	\$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	10	97	20	103	9	115
APR	5***	102	18	121	7	122
MAY			12	133	5	127

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JUN			12	145	10	137
TOTAL	102		145		137	

* One permit issued for 7 dwellings

** One permit for 4 shared accommodation houses MASS

***One permit for 8 shared accommodation houses MASS

Value of Building Permits Lodged with Council

Type	Number	Value
RESIDENTIAL* (2 Urban 3 Rural)	5	\$6,052,605
ALT & ADDITIONS	2	\$104,804
DOMESTIC SHEDS & CARPORTS	9	\$325,936
SWIMMING POOLS & FENCES	7	\$264,642
COMMERCIAL & PUBLIC AMENITIES	0	\$0
TOTAL COST OF BUILDING WORKS	23	\$6,747,987

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	2	3	7
SEP	4	1	5	5	8
OCT	8	0	8	10	5
NOV	8	0	8	3	7
DEC	5	0	5	10	5
JAN	6	0	6	3	3
FEB	7	1	8	11	4
MAR	10	1	11	4	5
APR	2	0	2	7	4
MAY					
JUN					
TOTAL	55	4	59	61	54

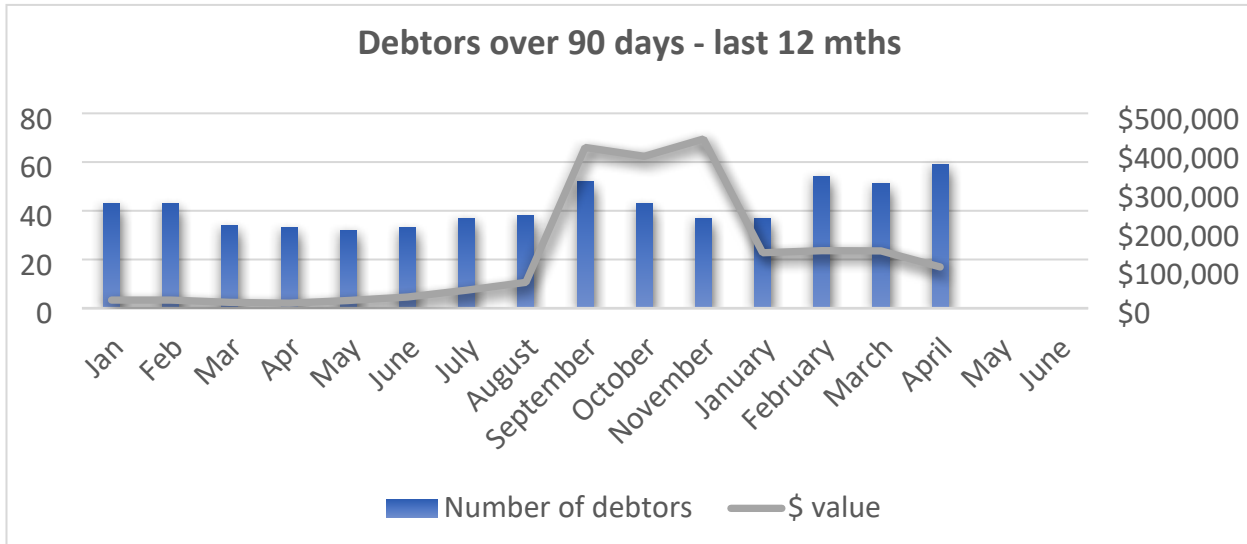
Septic Applications Lodged

	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	11	57	4	53	6	56
APR	2	59	5	58	4	60
MAY			9	67	3	63
JUN			10	77	8	71
TOTAL	59		77		71	

7. Revenue Services

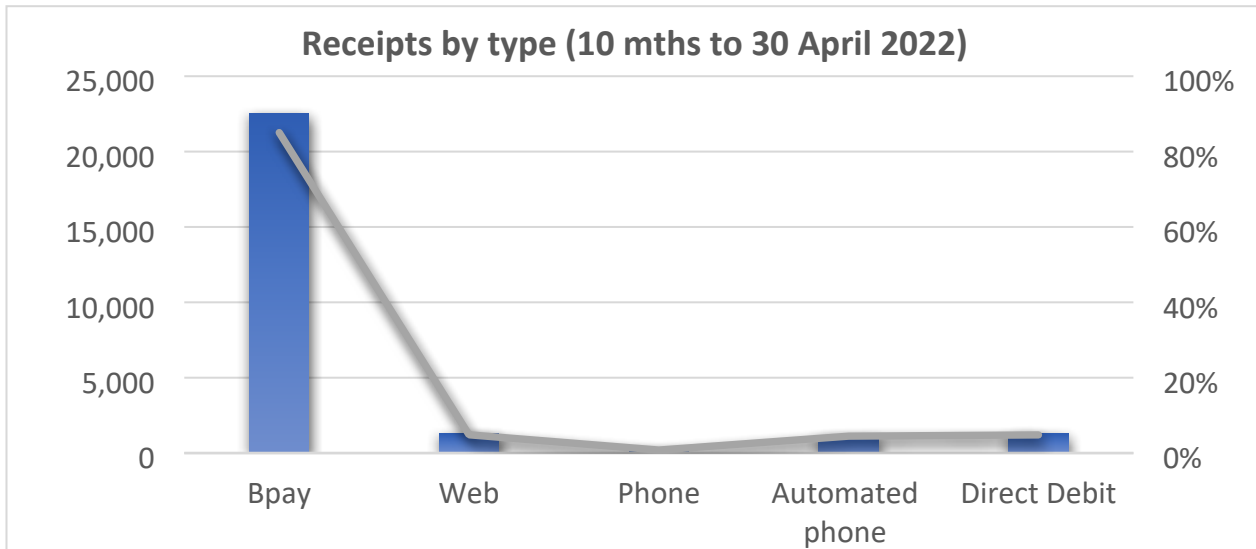
Debtors

The number of debts outstanding over 90 days remains at 59 with the amount at \$106k as of 30 April 2022.



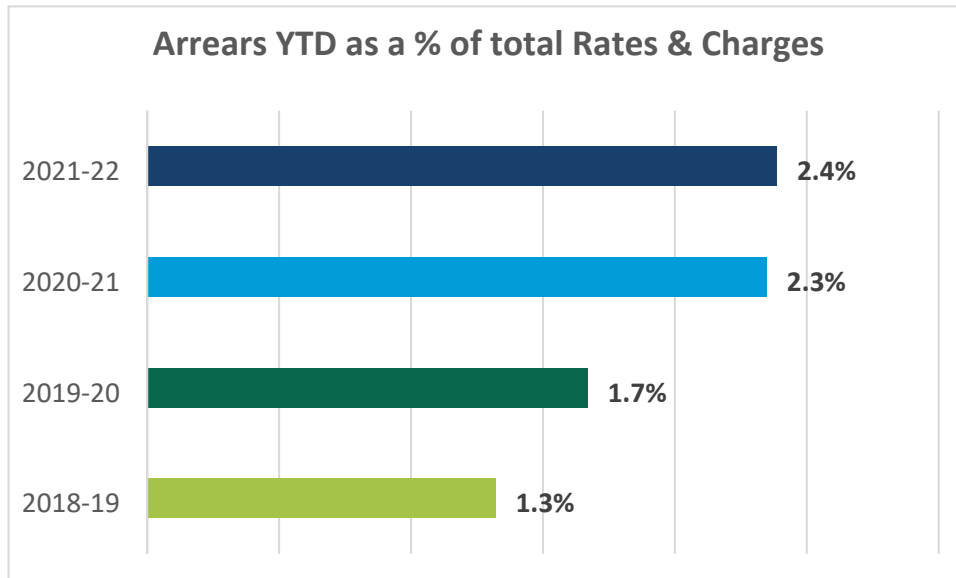
Payment of Rates

Statistics for payment methods utilised by ratepayers to pay their rates and charges during the 10 months to 30 April 2022 are shown below. BPAY continues to be overwhelmingly the most popular.



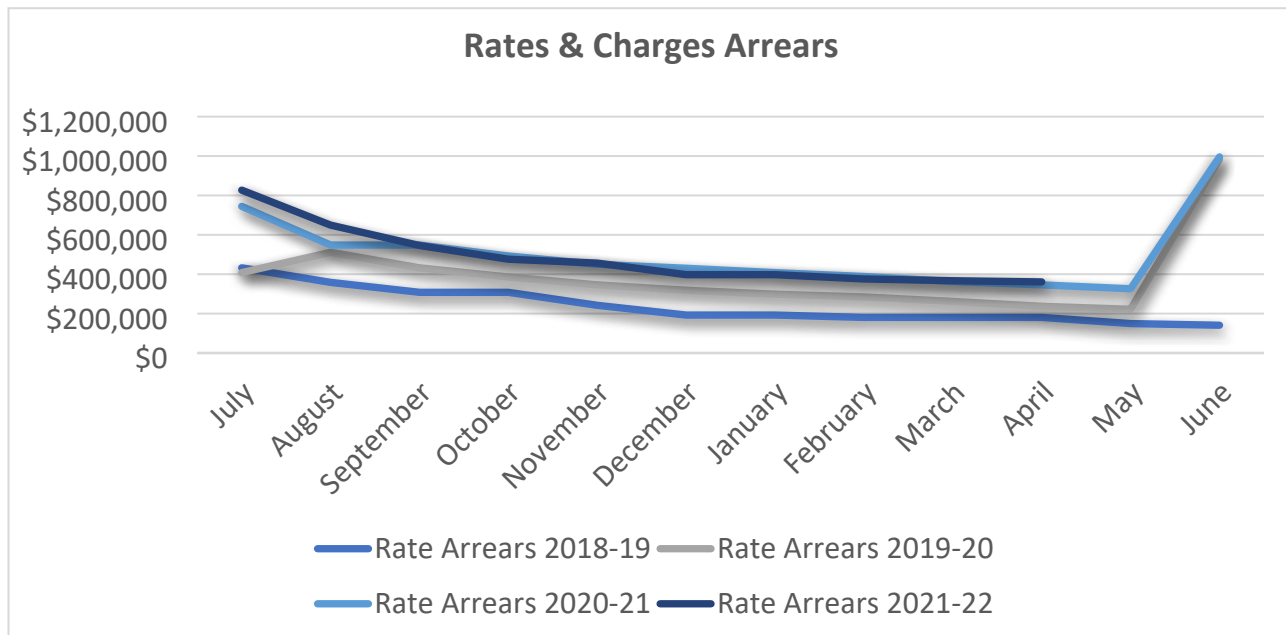
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Rates and charges in arrears are shown below. The level of arrears remains consistent for the same period in the prior year. As at, 30 April 2021 arrears of \$346k equated to 2.3% of rates and charges for the year 2020-21. Now at the 30 April 2022, arrears of \$361k equate to 2.4% of rates and charges invoiced for 2021-22.

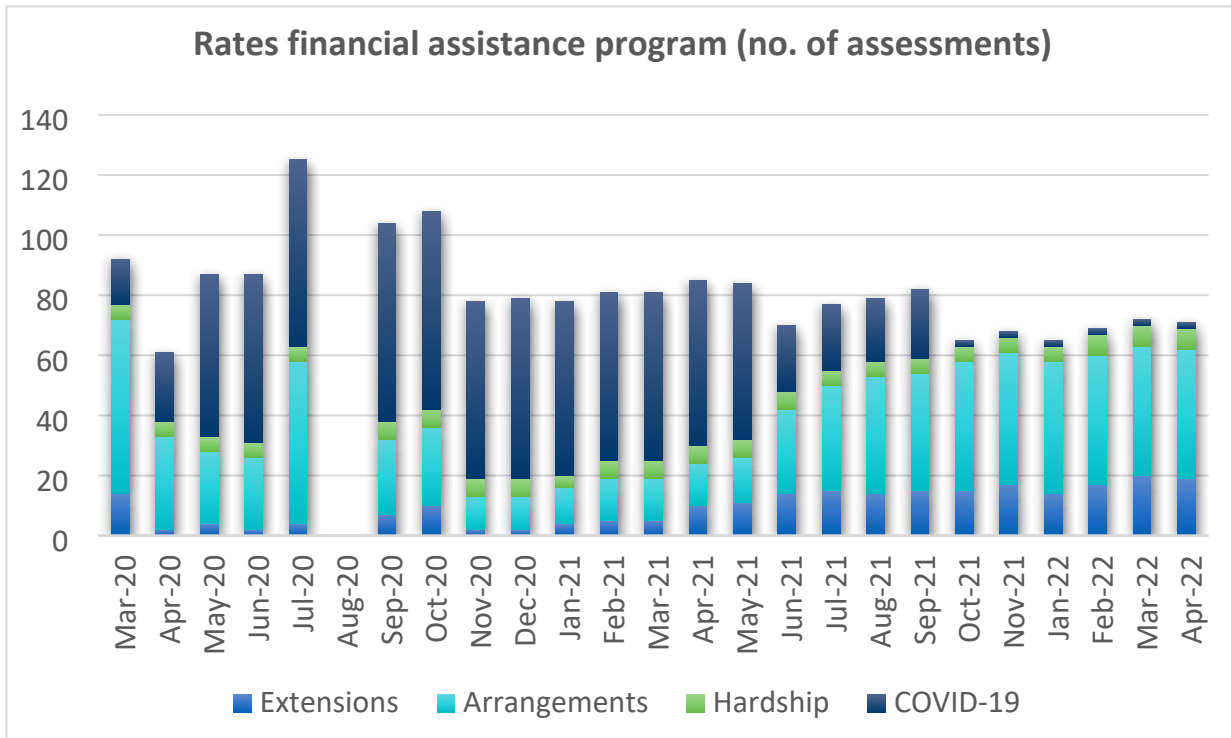


Council have reinstated debt recovery procedures and hope to reduce the level of arrears over the next quarter.

The number of property assessments accessing hardship arrangements continues to remain steady.



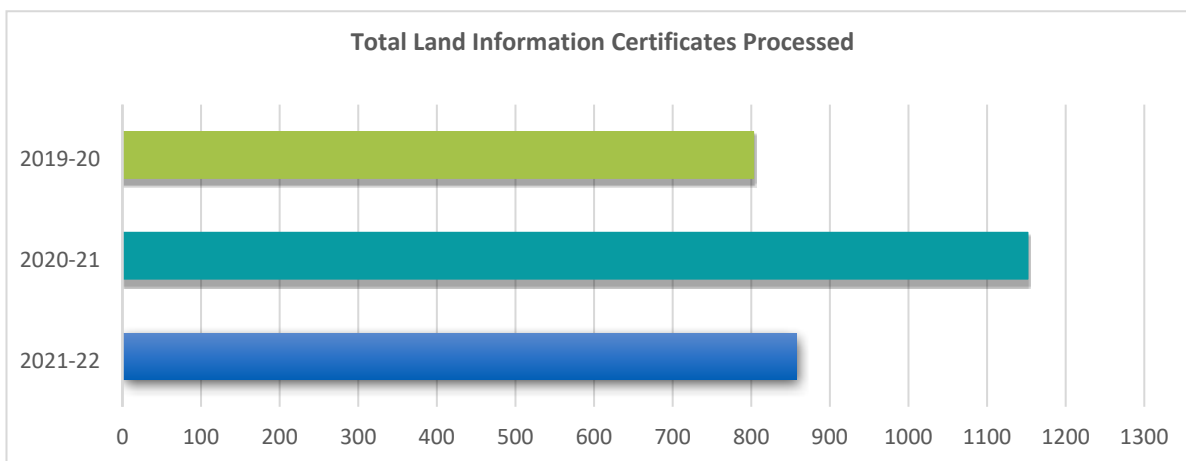
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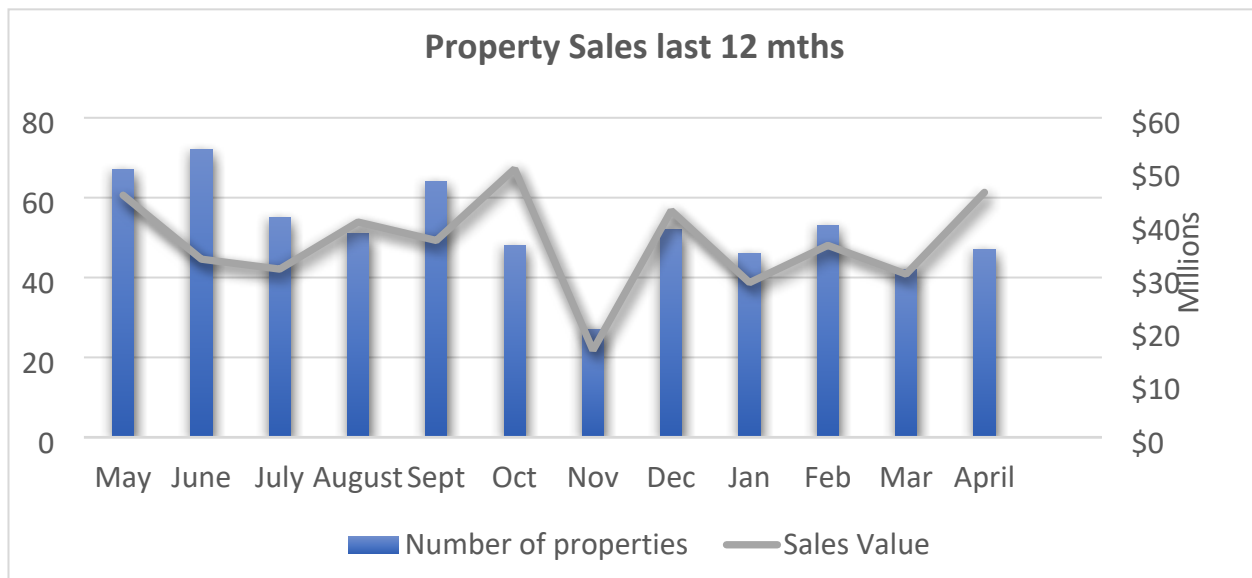
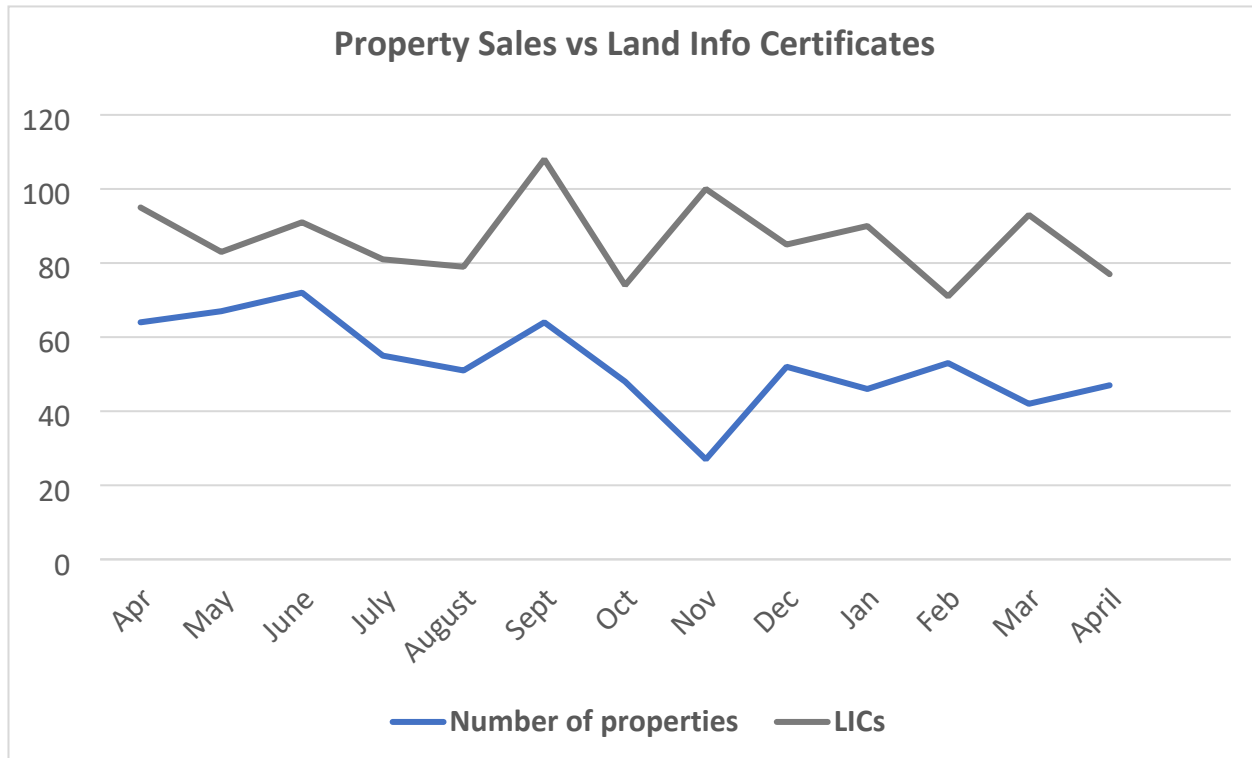
Property Sales Data

The number of Land Information Certificates (LICs) processed annually (and as at, 30 April for the current year) are shown below. LIC’s are required to be provided by Council to property conveyancers to assist in calculating property settlement payments in relation to Council rates and charges outstanding against a property being bought/sold.

The volume of LIC’s processed can provide an indicator of the buoyancy of the property market. The Mansfield Shire is currently experiencing a highly active property sales market and Council delivered a record amount of LICs for the 2020-21 financial year.



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8. Governance

Confidential Reports at April Council Meeting 2022

No. of Confidential Reports	Comments
0	0

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	8
February 2022	1	9
March 2022	0	9
April 2022	0	0
May 2022		
June 2022		
TOTAL	11	11

Freedom of Information Requests (FOI) received in April 2022

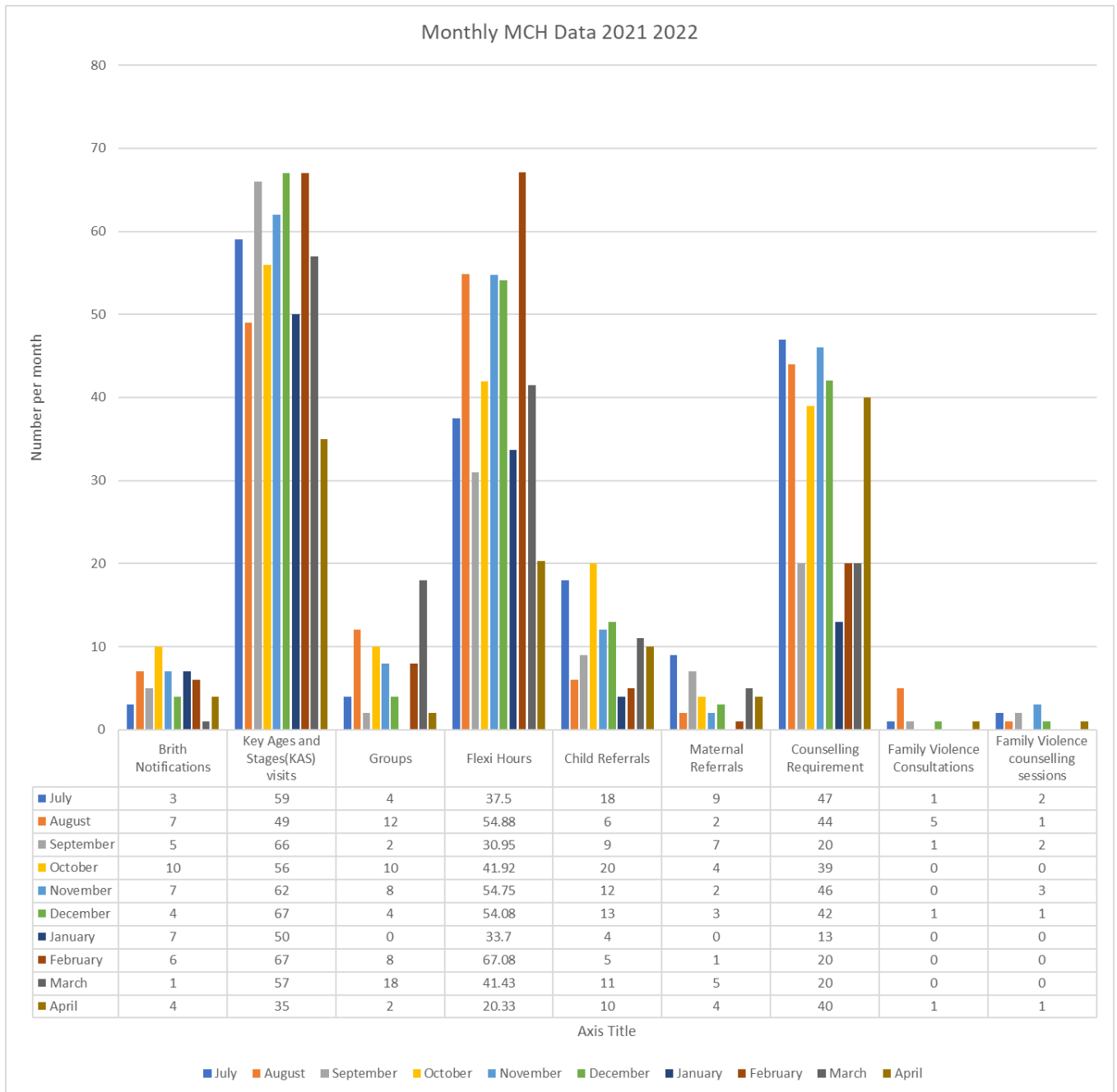
No. of FOI Requests	Comments
2	Requests for historical building permit information. In one case it is by a current owner, and in the other it is a historical owner investigating asbestos for civil litigation.

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	4
January 2022	0	4
February 2022	0	4
March 2022	2	4
April 2022	2	6
May 2022		
June 2022		
TOTAL	6	6

9. Community Health and Wellbeing

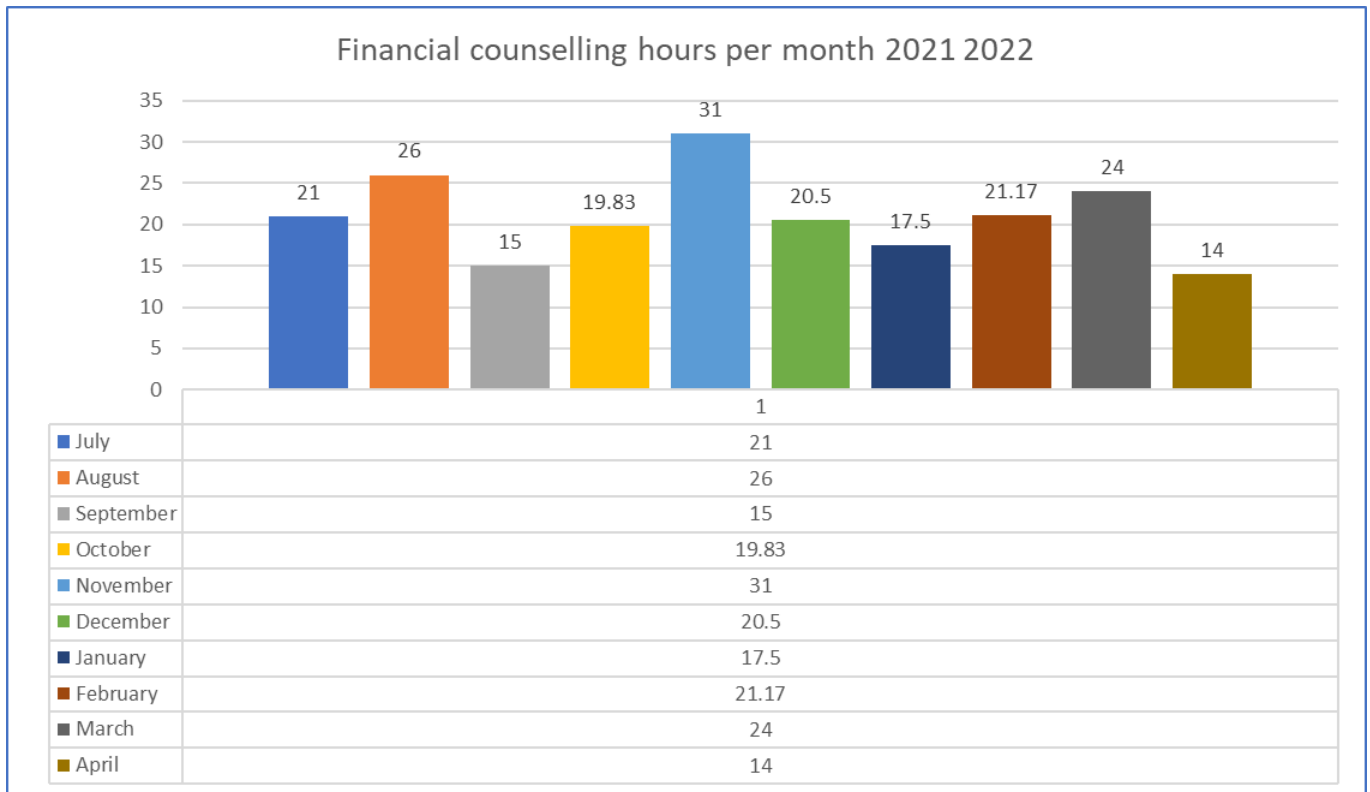
Maternal and Child Health



April updates

- ▶ Application in progress for seed Funding for INFANT Program \$5000 to be completed with program plan

Financial Counselling



Youth Services

Nextwave Film Event 6 April

Our FReeZA National Youth Week event was held on Wednesday 6 April, from 6:30pm at the Mansfield Armchair Cinema with a screening of Nextwave’s National Youth Film Festival.

Nextwave is regional Australia’s largest youth film development program. It includes a face-to-face workshop, a ten-part online film making workshop, a national short film competition for young Australians, and the Nextwave Youth Week Film Festival.

Each year, the brightest and most creative short films are entered into the competition, finalists are selected and distributed throughout Australia for communities to screen for National Youth Week. This April, Mansfield was lucky enough to have their screening include a shortlisted film by local young film maker, Emily Doig. Emily was a part of the Nextwave Online Film Making Workshop at Mansfield Secondary College, in 2021.

Bush Market 16 April

Kylie from our wonderful youth services team organised a marquee at the Easter bush market for young musicians to play. Many visitors stopped by for a chat and to listen to the music.

Emerging Sounds Workshop

Emerging Sounds weekend long song writing and producing workshop will be held on April 30-May 1, 2022, at the Youth Centre. It was an excellent weekend with such amazing feedback

from the young people and their parents (family came for the last hour). One young person travelled both days from Beechworth. She had a great time and is wanting to be involved in our future projects. Her final comment of the weekend to me was that she was really pleased to see all the LGBTQIA friendly materials we have at the centre, which was lovely to hear.

Integrated Family Services

Over the month of April Integrated Family Services have been engaging with key stakeholders in the community to ensure we have open communication regarding referrals into the service. This engagement will be ongoing as the community adjusts to the changes in the family support service system since the implementation of The Orange Door in the Ovens Murray region, which has meant a change to the referral and assessment process for families requiring support.

Aged Care

April 2022

Service	Funding category	Percentage of hours delivered in each category	No. Clients	Total hours
Home care	CHSP	73	144	249.25
	Veterans	8	9	27.25
	HACC-PYP	3.5	6	11.5
	Brokerage	15.5	20	52.75
Personal Care	CHSP	51.5	22	88
	Veterans	5.5	1	9.75
	HACC	2	2	3.50
	Brokerage	41	13	70
Respite Care	CHSP	31.5		18.5
	HACC			0
	Brokerage	68.5		40.5
Food Services	Delivered meals		34	476
Property Maintenance Social Support group	CHSP			
	Veterans			
	CHSP – Core/high	72.5	18	105

During April the announcement of Mansfield District Hospital as the preferred service provider for the Commonwealth Home Support Program (CHSP) for Mansfield LGA occurred.

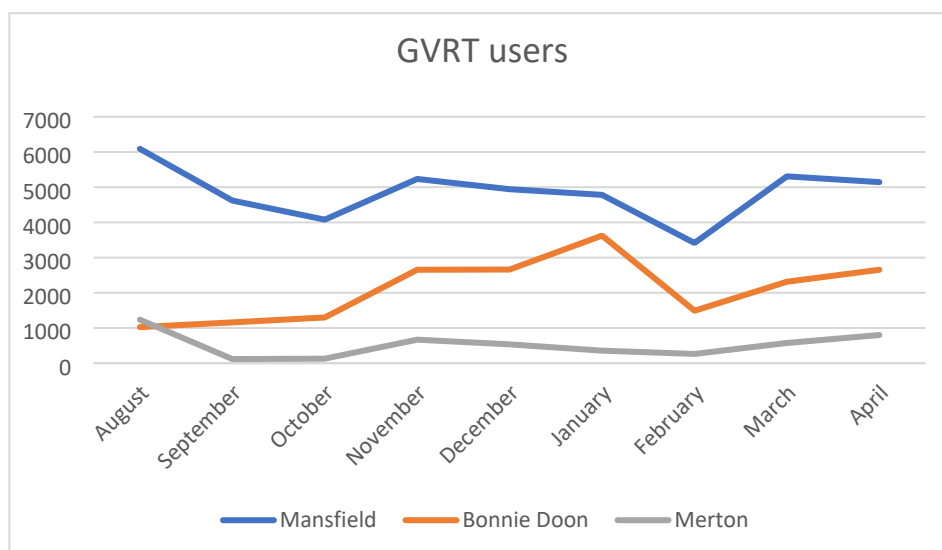
Staff have been working tirelessly across service provision, care provision and within assessment to ensure the aged community of Mansfield continue to receive services during the transition with minimal disruption to routine. Both May and June, leading up to the final date of service provision

for Mansfield Shire Council on 30 June 2022, will be a busy time whilst transition of the services and staffing occurs to ensure a seamless transition by 1 July 2022 occurs.

10. Visitor Services

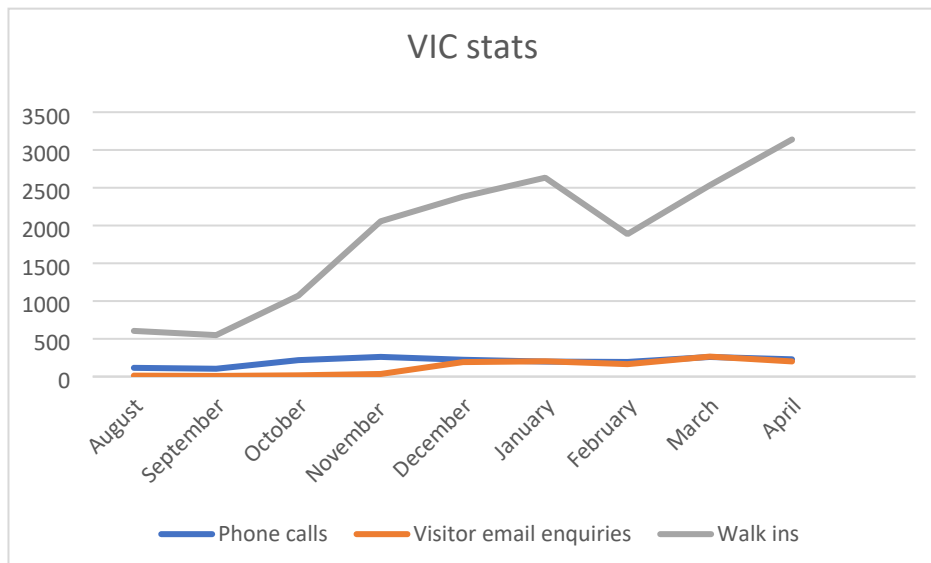
The Great Victorian Rail Trail (GVRT)

A 4.7% increase in numbers on the rail trail with **8,600 users in April** compared to **8,198 users in March**. Numbers show a slight increase in people attending the Merton towards Bonnie Doon end and a slight drop on the Mansfield end.



- ▶ The Great Art Doors project is on track with locations locked in, a shortlist of artists selected for the development stage, artist site visits scheduled for next week and information sessions underway.
- ▶ A long standing issue where the incorrect name and information were displayed for the GVRT on google maps has finally been resolved by Murrindindi Shire.

Visitors to the Mansfield Visitor Information Centre (VIC)



Visitation numbers increased as expected during Easter holidays and the Anzac Day long weekend. The busiest day was Wednesday 20 April with 234 walk-ins.

Merchandise Sales

A review of merchandise sales will be completed in May to assess the most popular products and future revenue making opportunities.

- ▶ February - \$1,526.80
- ▶ March - \$1,613.20
- ▶ April - \$2,837.35

Visitor Information Centre Visitor Survey

- ▶ **66%** of visitors were aged 40 -65
- ▶ 48% were adult couples
- ▶ 88% were staying over one day with 33% staying two nights
- ▶ 54% of visitors were here for their first time
- ▶ Most popular things were – Rivers, lakes and water. Bushwalking & outdoors. Attractions. Camping & Gravel riding.
- ▶ The most popular reason for visiting the information centre was for Maps and directions.

Outdoor Activation

Artist [Tim Bowtell](#) is working on an interactive artwork that will give visitors a photo opportunity and information on rivers within the towns in our Shire. The artwork is in the Mall (East end of High Street) and will be finished by early May.

Construction works have started on the amphitheatre at the Eastern end of the High St median strip. Construction will take around one week and the area will be fenced for an additional couple of weeks to ensure the grass can grow.

New removable umbrellas have been received and permanent in ground sockets have been installed in the median strip to ensure shade at the eastern and western ends. The umbrellas will not be permanently installed but will be available for use during events. New bench seats are being delivered in June.

A secured permanent music system will be installed in the median strip in June. The updated music system will allow community groups to have music performances or run music over the speakers without having to engage a sound technician saving considerable costs for the community.

The structure will be painted in Taungurung art by local artist [Talitha Annuscheit](#) in July.

The new **bin surrounds** in Jamieson, Goughs Bay, Botanic Park and Tolmie will also have Taungurung art by [Maddi - Chlo & Co Creatives](#).

Shade structures will be installed over and adjacent to the Botanic Park playground in June. This will impact access for approximately one week and notice of these works will be provided to the community.

Most of the project works will be completed by June 2022 with three projects receiving an approval for a few items to be completed in July and August 2022. A meeting and tour of the projects was conducted with the state funding body (DJPR) on 3 May.

The Mansfield Engage platform has been updated to ensure the community is being kept up to date. Facebook posts and a media release have been created.

Visiting Journalist

We welcomed Cam Ward, food, travel, lifestyle writer from **GT Magazine**, a glossy lifestyle magazine in the Weekend Geelong Advertiser over the last weekend in April. He visited Delatite Winery, The Fields, Global Ballooning, Mansfield Coffee Merchant, Swiftcrest Distillery, stayed at the Deck Quarters and hired some E-Bikes to get around town! We look forward to his article.

Events

Through the month of April council has supported the following events:

▶ **Alley Arts – 1 April**

Through the Community Resilience and Recovery Funding grant, Arts Mansfield received \$25,000 for the purpose of Alley Arts. Council also assisted with in kind support in the form of waste and equipment.

▶ **Magda Szubanski Documentary – 8-10 April**

Council was successful in our pitch for Mansfield to be a location for an upcoming ABC Documentary around heart health hosted by Magda Szubanski. Filming took place from 8-10 April with a special Heart Health event on Saturday 9 April. The feedback was great from the filming crews regarding Mansfield as a town and all the wonderful people we have in town. They will be back at the start of May for further filming and then hopefully we will see Mansfield on our screens soon!

Council supported this by facilitating venues for the film crew to use, supplying a sound technician for the event and access to event equipment free of charge.

▶ **Merton Campdraft – 9 – 10 April**

The annual Merton Campdraft was held at the Mansfield Showgrounds and Council supported by funding JD's Water Cartage over the weekend. The Campdraft helps raise funds for upgrades, maintenance and running costs of the showgrounds. Our support ensured the continuation and improvement of this organization and grounds.

▶ **Day On High – 24 April**

Returning from a two-year COVID absence, the annual Mansfield Winemakers Day On High was deemed a great success attracting big numbers and receiving positive community feedback. Council supported this event with a donation of \$2,000 to assist with entertainment and equipment including in kind support.

Council Business Support

Two business support newsletters, including COVIDSafe updates, were sent directly to 454 local businesses in April.

	Council's Business Newsletter	Industry Benchmark
Open rate	50.33%	20.3%
Click rate	9.51%	6%

Content click and click through activity remains higher than industry benchmark figures.

Business Concierge Program - Business Contact and Support

The Business Concierge Program has conducted 93 contacts (combining face to face, phone and email contacts) through the month of April.

Staff shortages are still an issue for businesses. As per previous periods, the sectors most affected are hospitality, food and beverage and retail. Businesses are continuing to close for short intervals to provide rest for staff at all levels.

The housing shortage continues to pose a major problem when trying to attract and/ or maintain applicants to advertised positions. This is being reported across all sectors.

COVIDSafe Management Guidance / Information enquiries have reduced during April with the ongoing reductions to most of the previous health requirements.

The funded Concierge program is scheduled to finish at the end of May.

Business Recovery Advisory Services

Council continues to partner with State Government funded program, Business Recovery Advisory Services (BRAS) as they assist Council in supporting the business community. BRAS report to the Minister for Employment and Small Business, along with distribution of their reporting to numerous State Government Departments, and their provision of funded consulting services provides excellent support to our local businesses and Business Concierge Program.

Mansfield Shire Councils Economic Development Unit has provided the following material for the April report to the Minister.

- ▶ SME's are continuing to have difficulty finding appropriately trained staff. Hospitality, food and beverage, and retail are affected the most.
- ▶ Housing shortage impacts include virtually nil rental accommodation for new staff.
- ▶ Businesses would welcome training opportunities for staff or job seekers via GOTAFE, MACE and other Training Service Providers for retail, hospitality, trades & services, and accommodation sectors. The provision of short certificate courses, whether introductory or advanced, to assist business with their recruitment.
- ▶ Mansfield Shire Council continue to seek remedy to poor / patchy / nil network coverage, limiting business investment / opportunity and impacting public safety. Advocacy to Telco's and the Indi Telecommunications Advisory Group and Federal Member for Indi Helen Haines MP continues. Issues with connectivity also affect uptake to digital literacy and digitalisation programs.
- ▶ Some businesses are re-investing in their businesses to pivot or re-align themselves with the changing market and the custom surge of visitation peaks. Some have undertaken major capital investment to vary their offerings, their buildings or expanded their locations.

Better Approvals

There were 3 enquiries around the Better Approvals process in April via the Mansfield Shire Council website.

GOTAFE Mobile Campus

The Mobile Campus was in Mansfield 6 April to 9 April and engaged with 37 enquiries during their stay. This increase in visitation included 19 course enquiries, 14 career consults and 4 stakeholder visitors. The increase has motivated GOTAFE to request further visits to Mansfield in August and October, with a view to be located more closely to Mansfield Secondary College to assist with student enquiries.

Library

Refurbishment Update

Preparation during April:

- ▶ Weeding/purchasing items for the collection, ensuring that each section is the correct size for the new shelving capacity.
- ▶ clearing out storage areas.
- ▶ organising removalists.
- ▶ assessing shelving options to obtain best value for money.
- ▶ working with Friends of the Library to purchase furniture.
- ▶ planning for the limited library service to be run from the VIC.
- ▶ Coordinating with HCLN and Libraries Victoria so that Mansfield patrons will continue to have full access to items from Victorian Libraries.

Author visits focusing on local history

Peggy Aeschlimann presented an enthusiastic and well researched lecture on the remarkable philanthropist Anne Fraser Bon. Anne lived at Wappan Station in the late 1800s and was a fierce advocate for Aboriginal people. 50 people attended.

Grantlee Kiezla, a prolific and well respected historian/author, spoke about his recent release, 'The Kelly Hunters'. In this book, Grantlee writes about the lives of the men that were part of the search party for Ned Kelly prior to his arrest. The evening was hosted by Friends of the Library. 48 people attended.

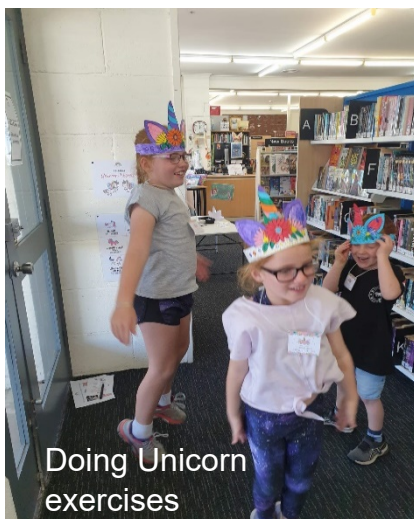
School Holiday Unicorn Adventure

Over the school holidays, the Mansfield Library held a special Unicorn Adventure for all the little Unicorn lovers of Mansfield and beyond!

Over 130 little Unicorns and their grown-ups took part in a magical self-guided journey of Unicorn activities, ranging from making a Unicorn headband, finding your Unicorn name, playing pin the horn on the Unicorn and even counting the Unicorn poo!

The activities focused on fine motor skills with the colouring of the detailed Unicorn headband, early literacy skills using the first letter of the alphabet to find their Unicorn name, early numeracy skills with the counting of the Unicorn poo, encouraged physical activity with the Unicorn exercises and character/picture recognition finding the Unicorn book covers.

Great feedback was received and the smiles on our little Unicorn faces said it all! Some participants even returned a second time.



Library Statistics for April 2022

	Visits	Loans	Library programs	Program attendees	Room bookings	IT help
April 2022	2716	3821	26	371	8	73
Mar 2022	2684	3,733	13	199	12	49
Feb 2022	2280	3,347	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	-

Notes: The high number of program attendees is due to over 200 people participating in the Unicorn Adventure and 100 people attending the author talks.

COVID

- ▶ The Library no longer requires a **marshal** QR code check-ins or COVID marshal checking vaccination status.